



Controls for Whole of Government Platforms

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01. Preamble

The Digital Government Authority works to enhance digital performance within government entities, raising the quality of services provided and improving beneficiaries' experience with government entities, in line with the Saudi Arabia's ambitious vision 2030 and achieving digital strategic directions.

The Digital Government Authority paves the way for government entities to support them in providing efficient and high-quality digital government services, which contributes to raising the return on investments and raising the value of the national economy, as well as measuring the performance and capabilities of government entities in the field of digital government.

Since the Authority is mandated to "Set the standards and controls for the Digital Transformation for the Government Sector and measure the compliance against it, in coordination with the relevant Government entities". From this perspective, Authority has prepared the Controls of the Whole of Government Platforms to contribute effectively to creating a regulatory environment that supports sustainable government digital transformation.

The purpose of the Controls is to improve the use of technology solutions and shared infrastructure by government entities through its digital platforms. This will significantly increase the level of integration and interdependence between government entities' platforms, making it easier to share information. These Controls are included the requirements that assigned to the government entities who are responsible for the government-shared systems and services, by regulating all aspects related to connecting government entities to these digital platforms and organizing and managing the relationships with beneficiary government entities to obtain the maximum benefit from the government shared systems and services.

01. Introduction

In order to implement the "Whole of Government" concept on the government entities' platforms, the Authority has developed the "Controls of Whole of Government Platforms" which aims to increase the use rates of the Government Shared Systems and Services and transform these platforms, from working in silos to provide the beneficiaries with government digital services to a Whole of Government Platform that integrates with the Government Shared Systems and Services to provide government digital services that are beneficiary-centric, to avoid duplication.

This document, "Controls of the Whole of Government Platforms", is one of the controls included in the Digital Government Framework which will improve integration and interdependence between government entities and support efforts to provide a consistent and smooth user experience when delivering services, across digital platforms. It also increases the level of data sharing between government entities and avoids duplication.

03. Objectives

These Controls aim to implement the "Whole of Government" concept by organizing critical aspects related to the Government Shared Systems and Services and the government platforms that benefit from them. To achieve this through:



Optimal use of government technical resources and investments, which contributes to reducing government expenditure.



Develop mechanisms to provide digital government services and enhance the interoperability between government entities' platforms.



Avoid duplication of efforts and increase the level of data sharing between government entities.

04. Scope

The DGA has developed these controls to identify the Whole of government platforms requirements to be applied and adhered by government entities responsible for systems and shared government services and those who benefit from them, **as follows:**

Controls for connecting the Beneficiary government entities with the Government Shared Systems and Services for example: Using digital identity to verify the beneficiaries' identity, using the government integration channel (GSB) to obtain information from another entity, or using payment gateways and applications to receive payments from beneficiaries.

Controls for the Management and operation of the Government Shared Systems and Services to ensure provisioning the Government Shared Systems and Services , which includes:

- Development and operation of the Government Shared Systems and Services.
- Government Shared Systems and Services Platform performance monitoring.
- Managing the relationship with the Beneficiary government entities from the Government Shared Systems and Services.

Government Shared Systems and Services examples*:



Payment Gateway



Identity Authentication Management



The Government Service Bus (GSB)



Government Cloud (G-Cloud)



Unified National Platform



National Open Data Portal



Government Secure Network (GSN)

* Subject to updating according to the regulations issued by the Authority in this regard

05. Applicability

The Whole of Government Platforms Controls applies to:

- The government entities responsible for the Government Shared Systems and Services enable all government entities to utilize it.
- The Beneficiary government entities from Government Shared Systems and Services that connect to one or more solutions of these Government Shared Systems and Services to carry out their operational work.
- The Private sector develops or operates digital government-related activities.

06. Implementation and Compliance

In implementation of what was stated in the ninth paragraph of Article 4 of the Digital Government Authority Mandate, which stated "set technical standards for digital transformation models in government sectors and follow up on their commitment to them, in coordination with the government entities." Accordingly, DGA assesses and measures the extent of government agencies' commitment to applying these regulatory controls in accordance with the mechanism approved by DGA.

07. Controls

7.1 Controls for Connecting Beneficiary Government Entities with the Government Shared Systems and Services

Connection Beneficiary Government Entities from the Government Shared Systems and Services		
Objective	Transforming the platforms of the beneficiaries into Whole of Government Platforms by increasing the rate of engagement and benefiting from the government-shared systems and services and clarifying the administrative and procedural requirements for the process of engagement and utilization.	
Each Beneficiary Government Entity from the Government Shared Systems and Services shall:		
Control number		
2-101-01	Determine the data needs or additional functions associated with the platform in coordination with the responsible government entity, under the platform development plans and the plans for connection to systems and connection government services that government agencies put in place regularly and in line with the directions of the digital government and in a manner that, according to the regulations issued by the Authority in this regard.	
2-101-02	Connect and utilize all available platforms to meet relevant business needs, if applicable, under the functional requirements to build and utilize the platform.	
2-101-03	Submit a connection request and utilize from Government Shared Systems and Services, according to what is determined by the competent authorities.	
2-101-04	Assign a Systems Administrator, to manage the connection with the platform; within five working days of accepting the connection request, the Systems Administrator should comply with the following:	
	2-101-04.01	Attend training programs that the competent authorities provide for training on how to use Government Shared Systems and Services and utilize the services provided.
	2-101-04.02	Perform as the first point of contact to manage the tasks and requests of the government entity in all communications with the government entities responsible in a timeframe agreed on between the two parties, within ten working days, depending on the sensitivity of the associated entity.
2-101-05	Provide a permanent or temporary replacement for the System Administrator if he is not available on the job and inform the government entities responsible in no less than ten working days from the date of the replacement.	
2-101-06	Submit a request to cancel the connection to the government entities responsible if no further use for the platform is needed and provide a memorandum Explanation of the reasons for canceling the request	
2-101-07	Ensure all the processes, services, and infrastructure built to connect with the Government Shared Systems and Services complies Controls of Risk and Business Continuity Management For Digital Government issued by the Authority.	

7.2 Controls for the Management and Operation of the Government Shared Systems and Services

7.2.1 Development and Operation of the Government Shared Systems and Services

Objective	Manage the Government Shared Systems and Services, which includes procedures to facilitate the connection of beneficiary government entities from them, managing incoming requests in this regard, and maintaining their operating and maintenance levels to ensure availability of operation according to the needs of platform users and to ensure effectiveness and ease of use.	
The Government Entities Responsible for the Government Shared Systems and Services shall:		
Control number		
2-101-08	Publishing clear instructions on the procedures to utilize the systems and joint government services on its digital platforms, provided that they include - at a minimum:	
	2-101-08.01	Eligibility for use, terms, and conditions of association and utilization of the platform.
	2-101-08.02	Procedures for submitting connect requests and utilizing the platform.
2-101-09	Determining the mechanism for receiving connection requests and utilizing from and the Government Shared Systems and Services, and deciding such requests within a time frame not exceeding ten working days from the date of submitting the request, with a commitment to:	
	2-101-09.01	That the mechanism for receiving connect requests be automated.
	2-101-09.02	Provide technical support to Beneficiary government entities through different channels to complete the connection to the platform if the request is approved.
	2-101-09.03	Approving the assignment of the nominated system administrator from the government entity beneficiary for the connection within the specified period.
	2-101-09.04	If the application is rejected within the agreed timeframe, the government entity shall be informed about the decision with the justification in a timeframe to be agreed on between the two parties.
	2-101-09.05	Determine the period required to respond to internal inquiries and support requests from the employees of the Beneficiary government entities
2-101-10	Include a user agreement, including the consequences of abusing the systems, information resources, and links to the relevant laws and regulations.	
2-101-11	Ensure that identity protection and digital fraud of platforms are monitored and that the appearance of any fake platforms is addressed, and adhere to the relevant government entities' regulations.	

Control Number		
2-101-12	Develop Service Level Agreements (SLA) to ensure 24/7 availability of the system, sustainability, and availability of the service through more than one electronic channel to provide the Government's beneficiaries with the service, prepare operating procedures documentation for all operations, and detail the Service Level Agreements of the platform. The SLAs should include the following:	
	2-101-12.01	Details of the service provided and the roles and responsibilities of the government entity responsible for the service and the government entity benefiting from the service.
	2-101-12.02	The period for dealing with accidents and technical problems and providing updates on their status according to four levels (Critical, High, Medium, and Low), in addition to anticipated impact.
	2-101-12.03	Issuance of reports from the system (issuance of a report ready in the system "Off-The-Shelf report," issuance of a report based on a need not ready in the system "Customized report").
	2-101-12.04	Issuance of reports from the system (issuance of a report ready in the system "Off-The-Shelf report", issuance of a report based on a need not ready in the system "Customized report").
	2-101-12.05	Escalation process clarifying the details of business owners and channels to be used.
	2-101-12.06	Periods to accept change requests and freeze periods.
	2-101-12.07	Information Security and Data Privacy Policies.
2-101-13	Maintaining the level of operation and maintenance of Government Shared Systems and Services, and that the main operations and maintenance support activities include, at a minimum, the following:	
	2-101-13.01	Preparing and implementing a comprehensive change management plan to address technical problems that may arise during the development and operation of the platform and to ensure its continuity of operation under the Controls of Risk and Business Continuity Management For Digital Government for the Digital Government issued by the Authority.
	2-101-13.02	Monitor the platform's performance and track its records, register and monitor the performance of the hardware, software, databases, and network related to the platform periodically and prepare the needed reports.
	2-101-13.03	Periodically update the content and services provided to the beneficiaries on the websites and digital platforms.
	2-101-13.04	Develop and implement a plan to improve search engines on the platform per the Authority's regulations.
2-101-14	Implement routine certified backups and recovery procedures and test contingency planning and disaster recovery according to the Controls of Risk and Business Continuity Management For Digital Government, the Critical Systems Cybersecurity Controls issued by the National Cyber Security Authority, and relevant standards issued by related authorities.	
2-101-15	Utilization of the shared services and systems by using different technologies, including free and open-source government software, following relevant rules and regulations issued.	

Control Number	
2-101-16	Determine the mechanism for separating any government entity benefiting from electronic systems and joint government services in case of a request for cancellation of the link or in case of the lack of utilizing the platform, according to what the Authority decides in this regard.
2-101-17	Return the data generated by the platform to the Government owner of the data in the event of the link cancellation not exceeding 30 working days. If the data cannot be returned within the specified period, the data shall be deleted after the approval of the owning entity.

7.2.2 Government Shared Systems and Services performance monitoring		
Objective	Monitor the performance of Government Shared Systems and Services and conduct a periodic audit of their compliance with the specifications and regulations issued by the Authority.	
The government entities responsible for the Government Shared Systems and Services shall:		
Control Number		
2-101-18	Assign a department within its organizational structure, to audit and monitor the performance of the Government Shared Systems and Services and make all needed resources available to continuously maintain and develop.	
2-101-19	Develop an operating model to manage and organize the Government Shared Systems and Services activities, including roles, responsibilities, governance model, and working procedures.	
2-101-20	Monitor usage data under a comprehensive methodology determined by the responsible authority, draw conclusions and visuals from that data and benefit from it under the controls issued by the relevant government entities.	
2-101-21	Establish an auditing and monitoring mechanism to continuously evaluate the Government Shared Systems and Services functionalities and use cases.	
2-101-22	Measure the level of compliance with these controls and the status of usage of the Government Shared Systems and Services; the report shall include, at a minimum, the following:	
	2-101-22.01	Achievement level against the developed plan and the strategic objectives that are aligned with the digital government strategic directions.
	2-101-22.02	Usage rates measurement indicators and its analysis.
	2-101-22.03	A list of Beneficiary government entities from Government Shared Systems and Services.
	2-101-22.04	Requests to connect to the platform that is under review with Government Shared Systems and Services
	2-101-22.05	Requests that have been rejected and its justifications.

7.2.3 Managing the relationship with the Beneficiary government entities from the Government Shared Systems and Services

Objective Manage the relationship with the Beneficiary government entities from Government Shared Systems and Services, which includes their role in the platform development.

The government entities responsible for the Government Shared Systems and Services shall:

Control number

2-101-23	Implement promotional campaigns in coordination with the Digital Government authority to introduce the Government Shared Systems and Services and raise their adoption and approval rates from various stakeholders of the Government's beneficiaries.
2-101-24	Provide necessary training programs and tools for the assigned system administrators from the platform services beneficiary government entities government Shared Systems and Services
2-101-25	Provide Beneficiary government entities Government Shared Systems and Services with helpdesk services to deliver the needed support to operate the platform; the Helpdesk team shall comply - at a minimum - with the following:
	2-101-25.01 Providing comprehensive and detailed guides on the electronic government systems involved in improving the workflow.
	2-101-25.02 Availability of direct technical support service during official working hours, while providing the ability to register service requests outside official working hours.
	2-101-25.03 Keep an exhaustive log of all incidents, service requests, access requests, and other inquiries.
	2-101-25.04 Obtaining the service requester's confirmation that the request has been processed before closing it.
2-101-26	Adopt continuous improvement methodologies on the Government Shared Systems and Services to enhance the platform user experience while ensuring that the services are accessible and inclusive of all beneficiary segments.
2-101-27	Develop a Know your Customer policy (KYC) to ensure beneficiary identity verification, and assess its suitability and potential risks for illegal actions.
2-101-28	When applicable, use artificial intelligence and big data techniques to assess the satisfaction of platform users and improve the design and delivery of services provided to the beneficiary entities.
2-101-29	Engage stakeholders from private sector companies and other government entities - if needed - to share different innovative ideas and opinions to contribute to designing new business models and services that serve platform users according to its scope and characteristics.

Control Number		
2-101-30	Develop an annual roadmap to develop the Government Shared Systems and Services and improve its user satisfaction, using the outcomes of the following:	
	2-101-30.01	Study the satisfaction rate of the Beneficiary government entities from the Government Shared Systems and Services on the level of services provided.
	2-101-30.02	Analyzing the technical support records, the Authority's proposals, and stakeholders to develop systems and services, and their various innovative opinions to design new business models and services that serve their orientations.

08. Table of Definitions

The following terms and expressions - wherever they appear in this document - shall have the meanings indicated on the opposite side of each of them, unless the context requires otherwise.

Term	Definition
Authority	Digital Government Authority
Digital Government	Promotes administrative, organizational, and operational processes between the various government entities in their transition to a comprehensive digital transformation to allow easy and effective access to government digital information and services.
Government Entity	Ministries, authorities, public institutions, councils, national centers including any additional form of a public entity.
Controls	Specify the conditions government agencies must comply with and what they must do to achieve the objectives and general provisions stated in the policy associated with them.
Owning Entity	Any Government entity that owns the Government Shared Systems and Services, whether it manages and operates it directly or through another Operating Entity
Operating Entity	Any entity manages or operates the Government Shared Systems and Services through a contracting relationship with the Owning Entity.
Government entities responsible	Government entities that own common government systems and services, whether the platform is developed, managed, and operated by them or through third parties. They are the entities that enable government entities to utilize their common systems and services.
Beneficiary government entities	Government entities that own, develop, and qualify to connect or the ones who are already connected to the Government Shared Systems and Services under the functional requirements for building and operating its platforms and According to the regulations issued by the Authority in this regard
Government Shared Systems and Services	Systems and services provided by a Government Entity targeting other government entities to provide services and solutions that support the implementation of the "Whole of Government Concept" and provide Government Digital Services that are beneficiary-focused, seamless, end-to-end, and avoid duplication.
Beneficiary	Citizens, residents, visitors, government agencies, private sector, and not-for-profit sector, inside or outside Saudi Arabia that required to interact with a government entity to receive any of the services offered in Saudi Arabia.
Digital Transformation	Digitally and strategically transforming and developing business standards and models that would rely on data, technologies, and ICT.
Whole of Government	A Comprehensive approach aims to unify the efforts of different units and government entities to achieve one purpose.
Whole of Government Platform	A Whole of Government Platform is a technology-enabled, business-driven central platform to continually manage, improve, and deliver government services across multiple digital touch points. It provides unified, seamless, integrated cross-channel consistency, omni-channel user insights, and active user engagement at every digital touchpoint.

The following terms and expressions - wherever they appear in this document - shall have the meanings indicated on the opposite side of each of them, unless the context requires otherwise.

Term	Definition
Digital Identity	Data, in its digital form, characterizes the identity of a person.
Platforms	They are the technical solutions on which digital products and services are built and provide beneficiaries with an enhanced digital experience through digital portals or smart device applications (digital channels). The digital platform allows these channels to communicate and integrate among themselves, and it also allows the integration of their services with other external services.
National Identity Authentication Management	Digital identifiers (username and password) use to authenticate the beneficiary information to allow utilizing the digital government services
Payment System	A commercial service that enables the processing of payments directly, which facilitates and speeds up the process of paying bills and other payments for individuals, banks, and companies.
Digital Trust	A government service used to verify that the electronic transaction is reliable and trusted.
The Government Service Bus (GSB)	A unified platform used for Government-shared services that are continuously updated and provides integration between government entities quickly and securely.
Government Secure Network (GSN)	A communication network designed for e-government transactions. This network connects government entities to a unified data center.
G-Cloud	Refers to all virtual cloud computing products and solutions developed specifically for government entities. It encourages government entities to evaluate and pursue cloud-based services rather than on-premises alternatives.
Electronic Transactions	Any exchange, communication, contracting, or other procedure performed or executed, wholly or partially, by electronic means.
Interoperability	In the logical and physical operation of different platforms owned by one government entity or more, interoperability is considered a practice to enhance accessibility to the government entities' platforms.
Saudi national Portal for Government Services	The Unified National Platform that is used to provide digital government services.
National Open Data Portal	The National Open Data Portal is a public database that enables transparency, encourages community participation, and inspires innovation by publishing data sets of government entities in the form of open data, making this data available to all beneficiaries.
Freeze Period	A period in which a change cannot occur in specified environments to reduce the risk of potential problems that could occur if changes were made during a time when the system was unstable.

09. Table of Abbreviations

Abbreviations	Description
GSB	Government Service Bus
GSN	Government Secure Network
G-Cloud	Government Cloud
SLA	Service Level Agreement
KYC	Know Your Customer



هيئة الحكومة الرقمية
Digital Government Authority