Results of Government Agencies

Qiyas 2022

Introduction

In the implementation of the Cabinet Resolution No. (418) dated 25/07/1442 AH, approving the organization of the Digital Government Authority, which stipulates, in Article (3), that "the Authority shall be the entity competent in everything pertaining to digital government. It shall be deemed the national reference in its affairs and aims to regulate the works of the digital government in government agencies." With reference to the provisions of Paragraph (Fifth) of Article (Four), amongst the tasks and duties of the Digital Government Authority are the following: "issuing measurements, indicators, tools, and reports to measure the performance of government agencies and their capabilities in the field of digital government, and the beneficiary's satisfaction therewith." Paragraph (Sixth) of the aforementioned Article also stipulates that the Authority "shall follow up on the commitment of government agencies to the resolutions and orders issued with regard to digital government transactions, in accordance with the frameworks and standards set by the Authority."

This Report contains the results of the participating government agencies included in Qiyas 2022. The evaluation relied entirely on the data provided by the government agencies to the Authority through the Measurement System. The results shown in this Report represent the agencies' commitment to the basic standards of digital transformation.
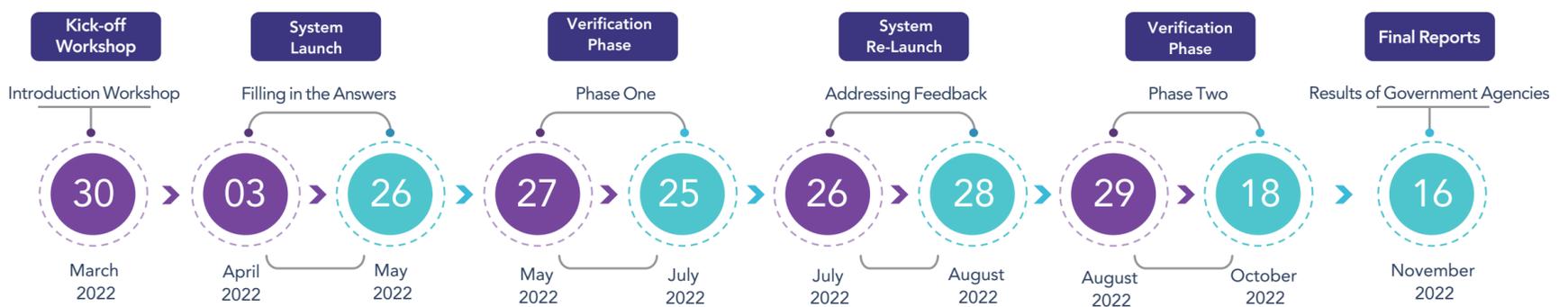
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About Qiyas 2022

This Edition -Qiyas 2022- is a quantum leap in the measurement methodology. It establishes a shift from measuring maturity to measuring the extent of adherence to standards to improve the performance and effectiveness of government agencies, and to achieve the goals of Saudi Vision 2030.

The Authority issued the **Main** Standards Document for Digital Transformation, which includes two main sections. Section One: major standards document for digital transformation contained in Resolutions, Royal Orders, and Circulars. Section Two: Standards of Digital Transformation. The document also included relevant application requirements and levels of compliance with each standard.

Qiyas went through several stages, as shown in the figure below:

Kick-off Workshop	System Launch		Verification Phase		System Re-Launch		Verification Phase		Final Reports
Introduction Workshop	Filling in the Answers		Phase One		Addressing Feedback		Phase Two		Results of Government Agencies
30	03	26	27	25	26	28	29	18	16
March 2022	April 2022	May 2022	May 2022	July 2022	July 2022	August 2022	August 2022	October 2022	November 2022

Concept of Digital Transformation

It is strategically transforming and developing business models to be digital models based on communication data, technologies, and networks.
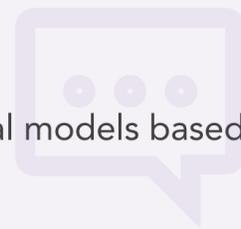
What is Qiyas 2022?

It is an evaluation process based on a specific methodology aimed at government agencies to analyze their current situation and follow up on the development of their journey of digital transformation according to best practices and standards, thus contributing to achieving the goals of the Saudi Vision 2030.

Objectives of Qiyas

Improving levels of commitment of government agencies to orders and resolutions related to digital transformation.

Achieving the requirements of digital transformation through optimal application of the basic standards of digital transformation.

Developing the Digital Government.

Improving the performance and effectiveness of government agencies.

Improving the quality of services provided to beneficiaries.

Contributing to Saudi Arabia's progress in international indicators.

Method of Calculating Qiyas Index 2022

The Digital Transformation Measurement Index consists of two sub-indicators that measure the extent to which government agencies adhere to the basic standards of digital transformation, as follows:

First Indicator:

Standards derived from resolutions, royal orders, and circulars, containing **43 standards according to their subjects, which are 12 subjects**.

Second Indicator:

The **68** digital transformation standards, which are divided into **19 themes**.

Weight 25%

Weight 75%

First Indicator

Standards Contained in Resolutions, Royal Orders, and Circulars

43 Standards

Second Indicator

Digital Transformation Standards
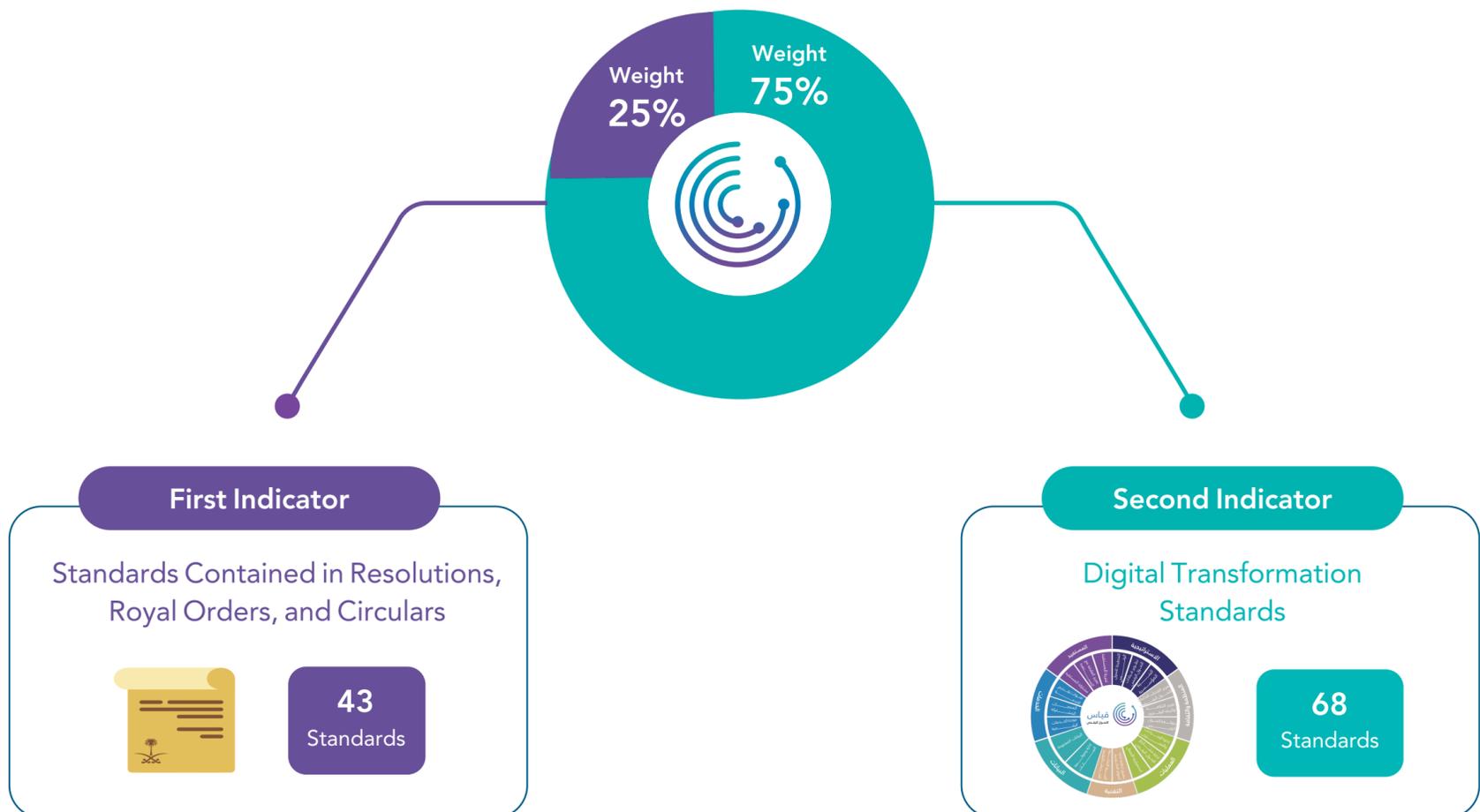
68 Standards

Compliance Levels

The levels of compliance with the standards are determined by the following levels of compliance:

🟩 **Full Compliance**		Achieving compliance with all requirements of applying the standard.
🟨 **Partial Compliance**		Failure to meeting one of the requirements, but meeting most of the standards.
🟥 **Non-Compliance**		Failure to meeting a number of requirements for applying the standard.

Criteria for Nomination of Agencies Included in Qiyas 2022

Based on the **2022 Measurement Methodology**, the Digital Government Authority developed a set of standards to determine the segment of the target agencies for measurement. These standards include the following:

1) **The agency shall be a government Agency.**

2) **The entity shall be administratively independent and have a legal personality.**

3) **The entity shall be financially independent.**

4) **Newly-established Agencies by the Council of Ministers shall have 18 months elapsed since their establishment.**

Based on the above, **217 government agencies were measured, including 27 agencies** that participated for the first time in Qiyas 2022, and therefore their results are not calculated within the agencies covered in this Report.

As for the remaining **190 government agencies**, they will be detailed in this Report.

Classification of Government Agencies into Groups

Under the improved framework for Qiyas 2022, the Digital Government Authority used a specific classification of government agencies according to the nature of their work and the services they provide to beneficiaries in an aligned coherent manner. This classification allows for the possibility of comparison between such agencies in an effective and clear manner.

Ministries

23

Municipalities

17

Health Services

13

Education and Training

36

Financial and Economic

28

Technology, Media, and Logistics

13

Security and Military

14

Emirates of Provinces

13

Public Agencies

33

Comparison of Qiyas 2021 and 2022

The government agencies scored **80.96%** in Qiyas 2022, compared to Qiyas 2021, the Ninth Edition, with a rate of **69.39%**, as the progress rate reached **11.57%**. Below are the results of the agencies participating in Qiyas 2022 for Digital Transformation, namely **217 government agencies**.

2021		2022
69.39%	Indicator	11.57% 80.96%
193 Agencies	Agencies	24 217 Agencies
2 Agencies	Creativity	5 7 Agencies
43 Agencies	Integration	11 54 Agencies
61 Agencies	Improvement	32 93 Agencies
85 Agencies	Availability	25 60 Agencies
2 Agencies	Building	1 3 Agencies
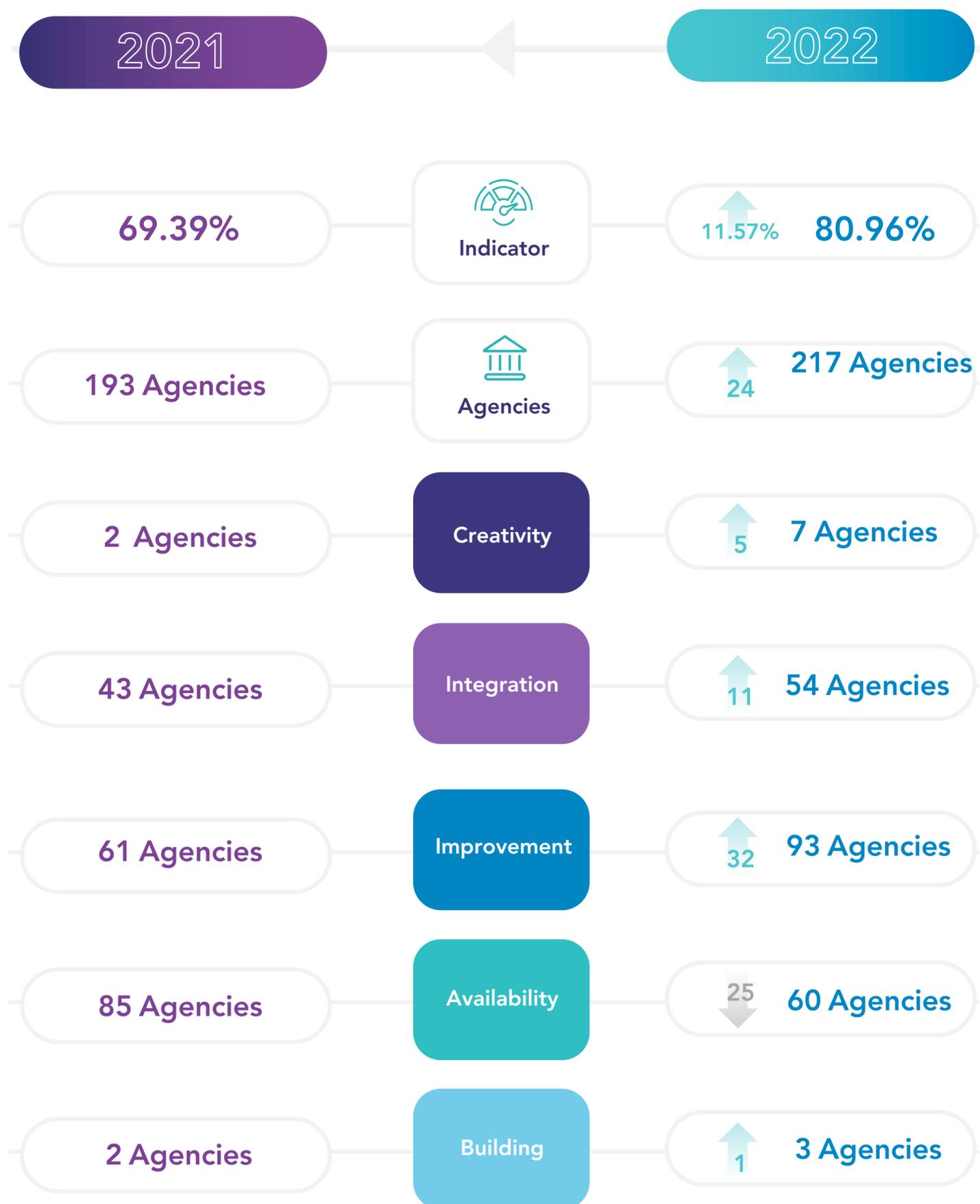
Top Government Agencies in Qiyas (1/3)

Rank	Agency	Logo	Result	Phase
1	Ministry of Justice		92.38%	Creativity
2	Ministry of Human Resources and Social Development		91.76%	Creativity
3	General Authority for Small and Medium Enterprises		91.23%	Creativity
4	Saudi Standards, Metrology and Quality Organization		90.90%	Creativity
5	Communications, Space & Technology Commission		90.80%	Creativity
6	General Organization for Social Insurance		90.09%	Creativity
7	Qassim University		90.00%	Creativity
8	Ministry of Haj and Umra		89.93%	Integration
9	Ministry of Transport and Logistic Services		89.77%	Integration
10	Social Development Bank		89.56%	Integration
11	Princess Nourah Bint Abdul Rahman University		89.52%	Integration
12	King Faisal Specialist Hospital & Research Centre		89.51%	Integration
13	King Fahad Medical City		89.46%	Integration
14	Ministry of Environment, Water and Agriculture		89.40%	Integration
15	Ministry of Health		89.29%	Integration
16	Ministry of National Guard - Health Affairs		89.13%	Integration
17	Ministry of Industry and Mineral Resources		88.54%	Integration
18	Agricultural Development Fund		88.32%	Integration
19	Ministry of Communications and Information Technology		88.14%	Integration
20	Riyadh Municipality		87.92%	Integration
21	Zakat, Tax and Customs Authority		87.74%	Integration
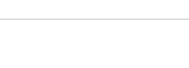
Top Government Agencies in Qiyas (2/3)

Rank	Agency	Logo	Result	Phase
22	Council of Cooperative Health Insurance		87.67%	Integration
23	Royal Commission for Al Ula		87.55%	Integration
24	Capital Market Authority		87.47%	Integration
25	Ministry of Energy		87.47%	Integration
26	King Khalid University		87.42%	Integration
27	Ministry of Tourism		87.37%	Integration
28	Presidency of State Security		87.28%	Integration
29	Imam Abdulrahman Bin Faisal University		87.21%	Integration
30	Ministry of Municipal and Rural Affairs		87.15%	Integration
31	General Intelligence Presidency		87.09%	Integration
32	Ministry of Finance		86.97%	Integration
33	Ministry of National Guard		86.76%	Integration
34	Eastern Province Municipality		86.62%	Integration
35	Saudi Irrigation Organization		86.00%	Integration
36	Saudi Authority for Data and Artificial Intelligence		85.88%	Integration
37	King Faisal University		85.54%	Integration
38	National Center for Performance Management (ADAA)		84.92%	Integration
39	Madinah Municipality		84.72%	Integration
40	Hail University		84.67%	Integration
41	Imam Mohammad Ibn Saud Islamic University		84.39%	Integration

Top Government Agencies in Qiyas (3/3)

Rank	Agency	Logo	Result	Phase
42	Human Resources Development Fund		84.39%	Integration
43	Ministry of Media		84.28%	Integration
44	Ministry of Commerce		84.09%	Integration
45	The Saline Water Conversion Corporation		83.91%	Integration
46	Technical and Vocational Training Corporation		83.49%	Integration
47	Saudi Commission for Health Specialties		83.45%	Integration
48	Qassim Municipality		82.62%	Integration
49	Saudi Industrial Development Fund		82.35%	Integration
50	Institute of Public Administration		82.17%	Integration
51	Royal Court		82.08%	Integration
52	Jeddah Municipality		81.97%	Integration
53	King Abdullah City for Atomic and Renewable Energy		81.23%	Integration
54	Ministry of Defence		81.18%	Integration
55	Saudi Food and Drug Authority		81.09%	Integration
56	National Cybersecurity Authority		80.97%	Integration
57	General Directorate of Passports		80.89%	Integration
58	Ministry of Education		80.42%	Integration
59	King Saud University		80.33%	Integration
60	Taibah University		80.05%	Integration
61	Tabuk Municipality		80.02%	Integration

Top Progressing Government Agencies

				Progress Percentage	
1	وزارة الطاقة MINISTRY OF ENERGY	**Integration**		⟶	⬆ **70.14%**
2	الهيئة الملكية لمحافظة العلا Royal Commission for AlUla	**Integration**		⟶	⬆ **66.65%**
3	هيئة الرقابة النووية والإشعاعية Nuclear and Radiological Regulatory Commission	**Improvement**		⟶	⬆ **65.43%**
4	هيئة المحتوى المحلي والمشتريات الحكومية Local Content & Government Procurement Authority	**Improvement**		⟶	⬆ **53.81%**
5	هيئة تقويم التعليم والتدريب Education & Training Evaluation Commission	**Improvement**		⟶	⬆ **53.14%**

Results by Groups

Ministries

Number of Agencies: 23

Integration

Municipalities

Number of Agencies: 17

Integration

Health Services

Number of Agencies: 13

Improvement

Education and Training

Number of Agencies: 36

Improvement

Financial and Economic

Number of Agencies: 28

Improvement

Technology, Media, and Logistics

Number of Agencies: 13

Improvement

Security and Military

Number of Agencies: 14

Improvement

Emirates of Provinces

Number of Agencies: 13

Improvement

Public Agencies

Number of Agencies: 33

Improvement

First: Ministries Group:

Qiyas 2021	Qiyas 2022	Progress Percentage
Improvement	**Integration**	**17.04%**

Rank	Top 5 Agencies in Group	Phase
1	Ministry of Justice	Creativity
2	Ministry of Human Resources and Social Development	Creativity
3	Ministry of Haj and Umra	Integration
4	Ministry of Transport and Logistic Services	Integration
5	Ministry of Environment, Water and Agriculture	Integration

Agencies in Ministries Group:

1. Ministry of Justice
2. Ministry of Human Resources and Social Development
3. Ministry of Haj and Umra
4. Ministry of Transport and Logistic Services
5. Ministry of Environment, Water and Agriculture
6. Ministry of Health
7. Ministry of Industry and Mineral Resources
8. Ministry of Communications and Information Technology
9. Ministry of Energy
10. Ministry of Tourism
11. Ministry of Municipal and Rural Affairs
12. Ministry of Finance
13. Ministry of National Guard
14. Ministry of Media
15. Ministry of Commerce
16. Ministry of Defense
17. Ministry of Education
18. Ministry of Sport
19. Ministry of Investment
20. Ministry of Foreign Affairs
21. Ministry of Islamic Affairs, Dawah and Guidance
22. Ministry of Interior
23. Ministry of Economy and Planning

Second: Municipalities Group:

Qiyas 2021	→	Qiyas 2022	Progress Percentage
Integration		**Integration**	**9.80%**
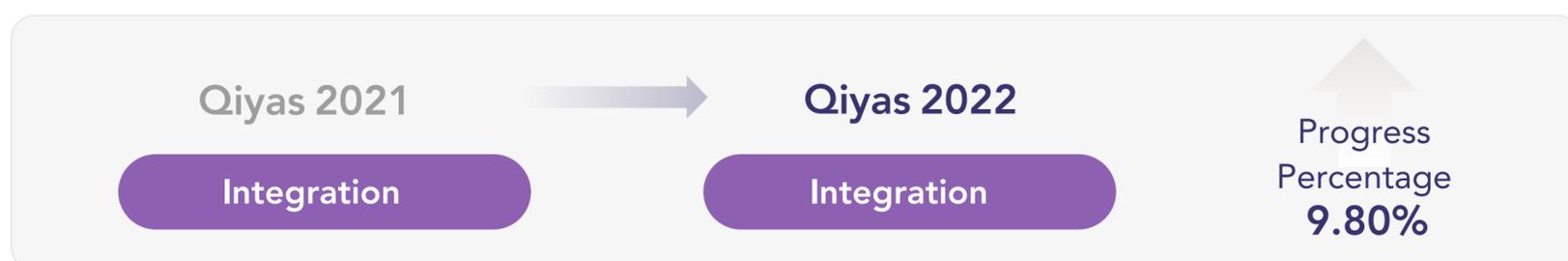
Rank	Top 5 Agencies in Group	Phase
1	Riyadh Municipality	Integration
2	Eastern Province Municipality	Integration
3	Madinah Municipality	Integration
4	Qassim Municipality	Integration
5	Jeddah Municipality	Integration

Agencies in Municipalities Group:

1. Riyadh Municipality
2. Eastern Province Municipality
3. Madinah Municipality
4. Qassim Municipality
5. Jeddah Municipality
6. Tabuk Municipality
7. Assir Municipality
8. Holy Makkah Municipality
9. Al Baha Municipality
10. Najran Municipality
11. Jazan Municipality
12. Al-Ahsa Municipality
13. Taif Municipality
14. Al-Jowf Municipality
15. Hafr Al-Batin Municipality
16. Hail Municipality
17. Northern Borders Municipality

Third: Health Services Group:

Qiyas 2021	→	Qiyas 2022	Progress Percentage
Improvement		**Improvement**	**9.91%**

Rank	Top 5 Agencies in Group	Phase
1	King Faisal Specialist Hospital & Research Centre	Integration
2	King Fahad Medical City	Integration
3	Ministry of National Guard - Health Affairs	Integration
4	Council of Cooperative Health Insurance	Integration
5	Saudi Commission for Health Specialties	Integration

Agencies in Health Services Group:

1. King Faisal Specialist Hospital & Research Centre
2. King Fahad Medical City
3. Ministry of National Guard - Health Affairs
4. Council of Cooperative Health Insurance
5. Saudi Commission for Health Specialties
6. Saudi Food and Drug Authority
7. King Khaled Eye Specialist Hospital
8. General Administration of Health Services at the Ministry of Defense
9. Saudi Health Council
10. Saudi Red Crescent Authority
11. King Abdullah Medical City Specialist Hospital
12. King Fahd Specialized Hospital in Dammam
13. General Administration of Medical Services at the Ministry of Interior
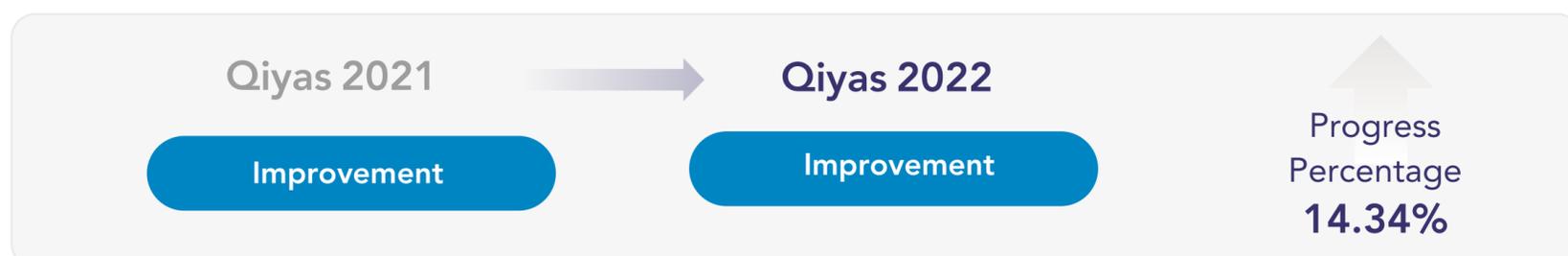
Fourth: Education and Training Group:

Qiyas 2021	Qiyas 2022	Progress Percentage
Improvement	Improvement	19.97%

Rank	Top 5 Agencies in Group	Phase
1	Qassim University	Creativity
2	Princess Nourah Bint Abdul Rahman University	Integration
3	King Khalid University	Integration
4	Imam Abdulrahman Bin Faisal University	Integration
5	King Faisal University	Integration

Agencies in Education and Training Group:

1. Qassim University
2. Princess Nourah Bint Abdul Rahman University
3. King Khalid University
4. Imam Abdulrahman Bin Faisal University
5. King Faisal University
6. Hail University
7. Imam Mohammad Ibn Saud Islamic University
8. Technical and Vocational Training Corporation
9. Institute of Public Administration
10. King Saud University
11. Taibah University
12. Northern Borders University
13. Taif University
14. Umm Al-Qura University
15. Education and Training Evaluation Commission
16. Shaqra University
17. Jowf University
18. Prince Sattam Bin Abdulaziz University
19. King Abdulaziz University
20. King Fahd Security College
21. Jeddah University
22. National eLearning Center
23. Islamic University of Madinah
24. King Saud bin Abdulaziz University for Health Sciences
25. University of Bisha
26. Al Baha University
27. King Abdulaziz Public Library
28. Tabuk University
29. Saudi Electronic University
30. Majmaah University
31. Najran University
32. Jazan University
33. King Abdulaziz Foundation for Research and Archives (Darah)
34. Hafr Al-Batin University
35. King Khalid Military College
36. King Fahad National Library

Fifth: Financial and Economic Group:

Qiyas 2021	Qiyas 2022	Progress Percentage
Improvement	Improvement	14.34%

Rank	Top 5 Agencies in Group	Phase
1	General Authority for Small and Medium Enterprises	Creativity
2	Saudi Standards, Metrology and Quality Organization	Creativity
3	General Organization for Social Insurance	Creativity
4	Social Development Bank	Integration
5	Agricultural Development Fund	Integration

Agencies in Financial and Economic Group:

1. General Authority for Small and Medium Enterprises
2. Saudi Standards, Metrology and Quality Organization
3. General Organization for Social Insurance
4. Social Development Bank
5. Agricultural Development Fund
6. Zakat, Tax and Customs Authority
7. Capital Market Authority
8. Human Resources Development Fund
9. Saudi Industrial Development Fund
10. Saudi Authority for Industrial Cities and Technology Zones
11. Saudi Grains Organization
12. Real Estate Development Fund
13. Saudi Authority for Intellectual Property
14. Saudi Energy Efficiency Center
15. Saudi Central Bank
16. The State Properties General Authority
17. Local Content and Government Procurement Authority
18. General Authority of Awqaf
19. Saudi Export Development Authority
20. General Authority for Competition
21. National Development Fund
22. National Center for Privatization & PPP
23. General Authority for Statistics
24. General Auditing Bureau
25. Economic Cities and Special Zones Authority
26. Real Estate General Authority
27. General Organization for International Exhibitions & Fairs
28. National Competitiveness Center

Sixths: Technology, Media, and Logistics Group:

Qiyas 2021	Qiyas 2022	Progress Percentage
Improvement	**Improvement**	**19.07%**
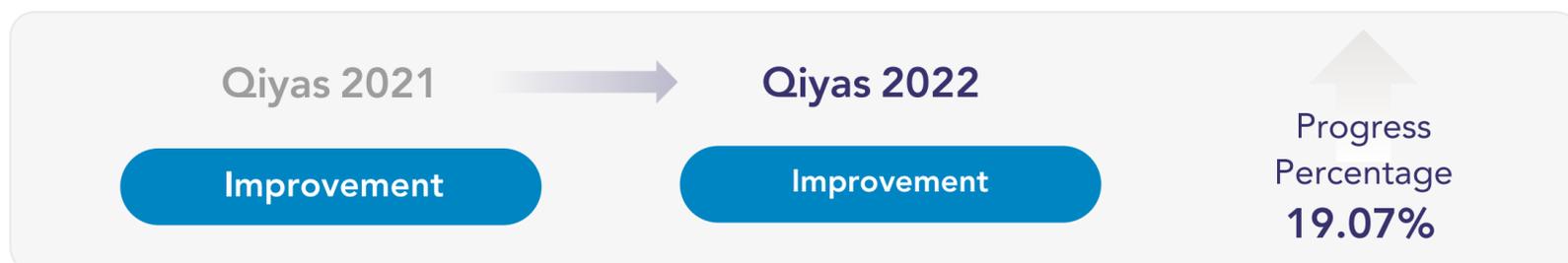
Rank	Top 5 Agencies in Group	Phase
1	Communications, Space & Technology Commission	Creativity
2	Saudi Authority for Data and Artificial Intelligence	Integration
3	King Abdullah City for Atomic and Renewable Energy	Integration
4	Saudi Post	Improvement
5	Transport General Authority	Improvement

Agencies in Technology, Media, and Logistics Group:

1. Communications, Space & Technology Commission
2. Saudi Authority for Data and Artificial Intelligence
3. King Abdullah City for Atomic and Renewable Energy
4. Saudi Post
5. Transport General Authority
6. General Entertainment Authority
7. Saudi Ports Authority
8. Saudi Space Commission
9. King Abdulaziz City for Science and Technology
10. Civil Aviation Authority
11. The General Commission of Audiovisual Media
12. Saudi Press Agency
13. Saudi Broadcasting Corporation

Seventh: Security and Military Group:

Qiyas 2021	Qiyas 2022	Progress Percentage
Improvement	Improvement	17.29%
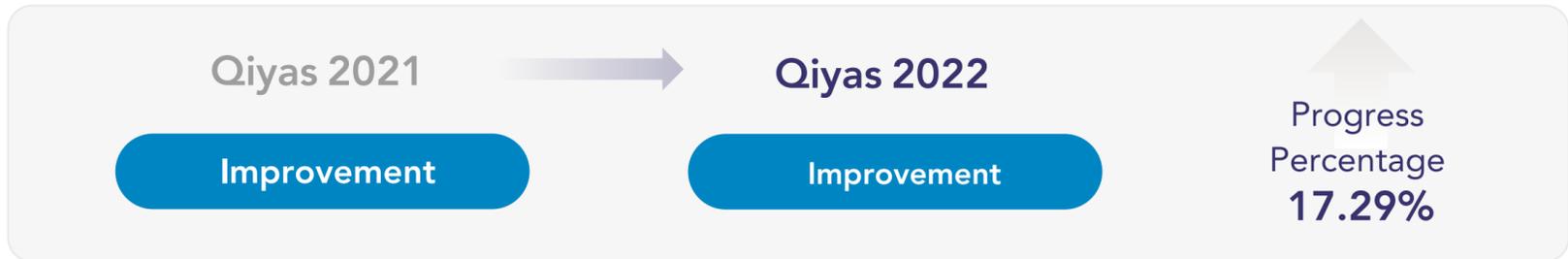
Rank	Top 5 Agencies in Group	Phase
1	Presidency of State Security	Integration
2	General Intelligence Presidency	Integration
3	National Cybersecurity Authority	Integration
4	General Directorate of Passports	Integration
5	General Directorate of Border Guard	Improvement

Agencies in Security and Military Group:

1. Presidency of State Security
2. General Intelligence Presidency
3. National Cybersecurity Authority
4. General Directorate of Passports
5. General Directorate of Border Guard
6. Agency of the Ministry of Interior for Civil Status
7. General Directorate of Civil Defense
8. General Authority for Military Industries
9. Directorate General of Prisons
10. Public Prosecution
11. General Directorate of Public Security
12. General Directorate for Drug Control
13. Facilities Security Forces
14. Military Industries Corporation

Eighth: Emirates of Provinces Group:

Qiyas 2021	→	Qiyas 2022	Progress Percentage
Availability		Improvement	24.00%

Rank	Top 5 Agencies in Group	Phase
1	Emirate of Tabuk Province	Improvement
2	Emirate of Riyadh Province	Improvement
3	Emirate of Aseer Province	Improvement
4	Emirate of Eastern Province	Improvement
5	Emirate of Qassim Province	Improvement

Agencies in Emirates of Provinces Group:

1. Emirate of Tabuk Province
2. Emirate of Riyadh Province
3. Emirate of Assir Province
4. Emirate of Eastern Province
5. Emirate of Qassim Province
6. Emirate of Madinah Province
7. Emirate of Al Baha Province
8. Emirate of Al-Jowf Province
9. Emirate of Makkah Province
10. Emirate of Hail Province
11. Emirate of Northern Borders Province
12. Emirate of Jazan Province
13. Emirate of Najran Province

Ninth: Public Agencies Group:

Qiyas 2021 → Qiyas 2022

Availability **Improvement**

Progress Percentage **6.93%**

Rank	Top 5 Agencies in Group	Phase
1	Royal Commission for Al Ula	Integration
2	Saudi Irrigation Organization	Integration
3	National Center for Performance Management (ADAA)	Integration
4	Saline Water Conversion Corporation	Integration
5	Royal Court	Integration

Agencies in Public Agencies Group:

1. Royal Commission for Al Ula
2. Saudi Irrigation Organization
3. National Center for Performance Management (ADAA)
4. Saline Water Conversion Corporation
5. Royal Court
6. Nuclear and Radiological Regulatory Commission
7. Royal Protocol
8. Board of Grievances
9. Human Rights Commission
10. Royal Commission for Jubail and Yanbu
11. General Presidency of the Commission for the Promotion of Virtue and Prevention of Vice
12. Water & Electricity Regulatory Authority
13. General Presidency of the Grand Mosque and the Prophet's Mosque
14. National Center for Documentation and Archives
15. Saudi Center for International Strategic Partnerships
16. Saudi Council of Engineers
17. General Authority for Survey & Geospatial Information
18. Saudi Geological Survey
19. Eastern Region Development Authority
20. Information and Decision Support Center
21. Consultative Assembly (Majlis Ash-Shura)
22. Bureau of Experts at the Council of Ministers
23. General Commission for the Guardianship of Trust Funds for Minors and their Counterparts
24. National Center for Environmental Compliance
25. Authority of People with Disability
26. Al Madinah Region Development Authority
27. Royal Commission for Riyadh City
28. Makkah Region Development Authority
29. National Anti-corruption Commission
30. Saudi Bar Association
31. National Center for Wildlife
32. General Presidency for Scholarly Research and Issuing Fatwas
33. Hail Region Development Authority

هيئــة الحكومة الرقميــة
Digital Government Authority