



# Annual Report

of Digital Government Authority (DGA)

For the year 2022

**In the name of Allah,  
Most Gracious, Most Merciful**



**"My primary goal is to be an exemplary  
and leading nation in all aspects,  
and I will work with you in achieving this  
endeavour."**

**Custodian of the Two Holy Mosques  
King Salman Bin Abdulaziz Al-Saud**

**May Allah protect him**



”



**"We are determined to build a thriving country in which  
all citizens can fulfill their dreams, hopes and ambitions.  
Therefore, we will not rest until  
our nation is a leader."**

**His Royal Highness Prince  
Mohammed bin Salman bin Abdulaziz Al Saud  
Crown Prince, Prime Minister**

**May Allah protect him**





## Speech of H.E the Chairman of the Board of Directors Digital Government Authority



**Engineer Abdullah Amer Alswaha**  
**Minister of Communications & Information Technology**

Government digital services are among the most crucial drivers of economic development and a key aspect of the qualitative growth and advancement of digital transformation in societies, serving as a pillar of sustainability.

With the support of our wise leadership—may Allah preserve them—Saudi Arabia has emerged as a global leader in the growth and advancement of digital government services. Saudi Arabia has ranked third worldwide in the Digital Government Maturity Index, according to the World Bank report, achieving a maturity level exceeding %97. This accomplishment was honored by the Council of Ministers, reflecting the seamless collaboration and joint efforts among government agencies in digital transformation, aligning with the objectives of Vision 2030.

The Authority leads as the national reference for digital services, ensuring high standards of quality and efficiency. Its efforts simplify business, enhance life quality, boost government efficiency, and drive economic growth.

With the support of His Royal Highness the Crown Prince, digital government services continue to grow and thrive. While we take pride in our achievements, we remain committed to strengthening Saudi Arabia's global digital leadership.

Herein lies the Digital Government Authority's Annual Report for 1443/1444H, showcasing key figures, facts, and achievements that honor the nation and its people. These successes stem from the steadfast support of our leadership—may Allah protect them—and the dedication of my colleagues at the Authority.

Finally, on behalf of myself and my esteemed colleagues at the Authority, I extend my deepest gratitude and appreciation to the Custodian of the Two Holy Mosques and His Royal Highness the Crown Prince—may Allah preserve them—for their continuous support and invaluable trust, which have been pivotal in the advancement and prosperity of digital government services. This progress reaffirms Saudi Arabia's standing as a regional hub for technology and innovation.

## Speech of H.E the Governor of the Digital Government Authority



**Eng. Ahmed bin Mohammed Alsuwaiyan**

Digital transformation and the advancement of government digital services through innovative digital solutions are key enablers of Saudi Arabia's Vision, aligning with our leadership's ambition for excellence in government performance. The Council of Ministers' approval to establish the Digital Government Authority (DGA) was a key milestone in accelerating this transformation, aligning with Saudi Arabia's development, enhancing government performance, and strengthening infrastructure to drive economic growth and improve quality of life.

The Authority works closely with all government agencies to provide seamless, high-quality digital services, enhancing beneficiaries experience and ensuring efficiency. This proactive approach strengthens service integration and fosters a thriving investment environment for both the public and private sectors.

The Authority has made notable strides in advancing digital government operations, enhancing service integration, user experience, and efficiency while maximizing returns on technology investments. These achievements have earned global recognition, including Saudi Arabia's highest-ever ranking in the United Nations E-Government Development Index, securing 31st place in 2022—its best performance since the index's launch over 20 years ago.

This report showcases the dedication of national talents driving digital innovation, enhancing government services, and building capabilities to meet the needs of citizens, residents, and visitors.

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# Introductory Section

01



## 1.1 Introduction

The Authority has shaped Saudi Arabia's digital landscape by setting strategic directions, overseeing implementation, approving policies and programs, and measuring government agencies' digital performance and user satisfaction. As the national reference for all digital government matters, the Authority has played a pivotal role since its establishment by Royal Decree No. (3633) dated 1442/1/20H.

Since its establishment, the Authority has worked to regulate digital government operations across government agencies, striving to create a proactive and highly efficient digital government that ensures seamless service integration.

Saudi Arabia aims to rank among the top five countries in the United Nations E-Government Development Index by 2030.



# 1.2 Terms and Definitions

The terms used in this report, or its annexes, shall have the meanings stated alongside them unless the context indicates otherwise:

- 1.The Report**  
Annual report of the Authority.
- 2.Digital Government Authority**  
Supporting administrative, organizational and operational processes within and between government sectors to achieve digital transformation, and develop, improve and enable easy and effective access to government information and services.
- 3.Digital Transformation**  
Transforming and developing business models strategically to be digital models based on communication data, technologies and networks.
- 4.Beneficiary satisfaction**  
Delivering seamless and efficient government services through exceptional, personalized user experiences tailored to their preferences.
- 5. Enable Business**  
Facilitating business operations in Saudi Arabia and leveraging available resources to boost private sector competitiveness and enhance government responsiveness.
- 6. Whole-of-Government**  
Improving service quality by ensuring government services are reliable, fast, accurate, and accessible through a single point of contact, while fostering shared infrastructure, applications, and data exchange between government agencies.

- 7. Institutional Architecture**  
Aligning enterprise architecture with IT by linking strategic goals to business processes, services, and infrastructure. This includes integrating data systems, developing a roadmap for transition, ensuring change governance, and optimizing digital assets.
- 8.Regulatory Environment**  
Establishing a conducive regulated ecosystem by adopting and continuously reviewing digital policies and regulations to ensure compliance.
- 9. Indicators**  
A tool used to measure progress or development achieved within a specific timeframe.
- 10.Digital Identity**  
One or more characteristic that define the identity of a natural or legal person or object, enabling verification in digital transactions when paired with login data.
- 11. Effective Government**  
Empowering the government through the adoption of unified frameworks and the launch of national initiatives for digital government services.
- 12. Digital Investment Efficiency**  
Optimizing the use of government digital resources, ensuring sustainability, and maximizing returns on digital government investments.
- 13. Innovation and Capacity Building**  
The process of developing skills, capabilities, procedures, and resources for beneficiaries within digital governments.
- 14. Expedited Transformation**  
Enabling digital government strategies through effective communication, enhancing digital infrastructure, strengthening the digital workforce, and ensuring seamless integration across the government ecosystem through a robust operational framework.

## 3.1 Executive Summary

The Authority works with government agencies to regulate digital government operations, providing integrated, proactive services through emerging technologies to meet beneficiaries needs and support Saudi Arabia's Vision 2030 goal of ranking among the top 10 in the UN E-Government Development Index. This summary offers a brief overview of the Authority's 2022 Annual Report (1443-1444H).



# About Digital Government Authority (DGA)

02

## 2.1 Establishment of the Authority

The Council of Ministers' Resolution No. (418), issued on 25/7/1442H, established the Digital Government Authority.

The Resolution represents a major milestone in enhancing digital performance across government agencies, improving service quality, and elevating the customer experience in alignment with Saudi Arabia's ambitious Vision 2030. The Authority supports government agencies in delivering high-quality digital services, increasing investment returns, and boosting the national economy. It also assesses government performance and digital capabilities to ensure user satisfaction.



## 2.2 Strategic Directions of the Digital Government

### 2.2.1. Vision and Mission



**The strategic vision of the digital government is to create a pioneering digital government for an empowered and dynamic society.**

The strategic vision encompasses aspirations for digital government, with a key priority being to ensure alignment with the Saudi Arabia's ambitions. The word "pioneering" signifies the ambition to advance in the global digital landscape and enhance Saudi Arabia's position in the UN E-Government Development Index. The word "empowered" highlights the continuous implementation of cutting-edge technologies, ensuring seamless execution. Meanwhile, "dynamic" represents the focus on delivering essential, beneficiary-centric services.



**The mission of digital government is to deliver seamless and integrated digital government services by leveraging technology and prioritizing beneficiaries' preferences.**

The mission statement is designed to be clear and concise, outlining the goal and approach of Saudi Arabia's digital government in achieving its vision. The three highlighted words in the mission statement define the strategic direction of digital government, aimed at positioning Saudi Arabia among the world's leading digital governments. The first word, "integrated," emphasizes the role and significance of data in enhancing decision-making processes. The second word, "technology," underscores innovation as a core driver within digital government. The third word, "beneficiaries," signifies the commitment to delivering services tailored to the needs and preferences of various stakeholders.



## 2.2.2 Board of Directors



H.E Eng.  
Abdullah Amer Alswaha  
Minister of Communications and Information  
Technology - Chairman of the Board of Directors



H.E Dr.  
Nasser bin Abdulaziz Al-Dawood  
Deputy Minister of Interior - Member



H.E Mr.  
Bandar Bin Ibrahim Bin Abdullah  
Alkhorayef  
Chairman of the Board of Directors  
of the Local Content Member



H.E Eng.  
Ahmed bin Suleiman Al-Rajhi  
Minister of Human Resources and  
Social Development - Member



H.E Mr.  
Mohammed bin Abdullah Al-Jadaan  
Minister of Finance - Member



H.E Dr.  
Majid bin Abdullah Al-kassabi  
Minister of Commerce - Member



H.E Eng.  
Ahmed bin Mohammed Alsawaiyan  
Governor of the Digital Government  
Authority - Member



H.E Eng.  
Haytham bin Abdulrahman AlOhal  
Vice Minister of the Ministry of  
Communications & Information  
Technology - Member



H.E Eng.  
Majed bin Mohammed Al Mazyed  
Governor of the National CyberSecurity  
Authority - Member



H.E Dr.  
Abdullah bin Sharaf Alghamdi  
President of the Saudi Data & AI Authority  
"SDAIA" - Member



## 2.2.3 Values

### Participation •

The Authority upholds active participation in its operations and promotes it across government agencies to foster collaboration, enhance transparency, and build public trust. This value is built on consultation, information sharing, and fostering co-development processes, in addition to leveraging digital technologies to create innovative communication mechanisms among all agencies.

### Collaboration •

The Authority promotes this value within government agencies, encouraging collaboration with other public sector agencies and empowering the nonprofit and private sectors. Its role includes identifying gaps and priorities, providing services and information to beneficiaries, optimizing resource allocation, bridging supply-demand gaps, and enhancing beneficiaries' satisfaction.


### Innovation •


The Authority embraces this principle to enhance its operations and services, prioritizing the stimulation of government agencies to generate and integrate new ideas and models. This aims to accelerate digital transformation and improve service delivery. Additionally, it encourages key beneficiaries of government services to play an active role in designing and transitioning digital services, fostering their participation in developing innovative digital solutions.


### Commitment •


The Authority is committed to its responsibilities in achieving its goals and strategies, emphasizing the need for government agencies to implement digital government policies and recommendations. It also monitors compliance with digital transformation standards to enhance quality and ensure business continuity, while ensuring the necessary support to enhance compliance.


### 2.2.4 Role of the Authority


- 


Developing and supervising the implementation of the National Digital Government Strategy.
- 


Proposing draft laws and proposing amendments to the applicable laws.
- 


Setting technical standards for digital transformation models and following up on adhering to these models.
- 


Conducting studies and research on digital government.
- 


Developing standard specifications for digital government products.
- 


Benchmarking the performance and capabilities of the government agencies in the areas of digital government and beneficiary satisfaction.
- 


Rationalizing the costs of digital government services.
- 


Governance of digital government cloud business.
- 

Support and enable the adoption of modern technologies.
- 

Contributing to national capacity building, and participating in designing educational and training programs.
- 

Provide consultancy and services in digital government for public and private sectors.
- 

Regulating the work of the digital government programs, operation, management and projects circulating them to the relevant agencies.
- 

Approving policies, plans, and programs.
- 

Following up on the commitment of the government agencies.

## 2.2.5 Digital Government Authority Priorities



**1. Life Journeys and Community Engagement:**  
Government services reform, life journeys, public consultations, complaints and suggestions.



**2. Whole-of-Government :**  
Integrating platforms, Implementing ESIGN SYS standards, and providing shared government services.



**3. Investment and Procurement:**  
Enhancing the efficiency of the digital government budget, increasing the share of small and medium enterprises, governing and reviewing digital government projects, framework agreements, and the technical classification of ICT sector contractors.



**4. Government Excellence:**  
Adopting cloud services, open-source government software, digital methodologies, and enterprise architecture certification.



**5. Regulation and Licensing:**  
Issuing regulatory documents, trust licenses, and digital government operations.



**6. Indicators and Compliance:**  
Digital transformation measurement index, digital experience maturity index, and the top 100 government websites/platforms.



**7. Digital identity:**  
Digital Identity and Trust Services, National Digital Identity Plan.



**8. Digital Competitiveness and International Partnerships:**  
International indicators, visits, workshops and conferences, agreements, Digital Saudi.



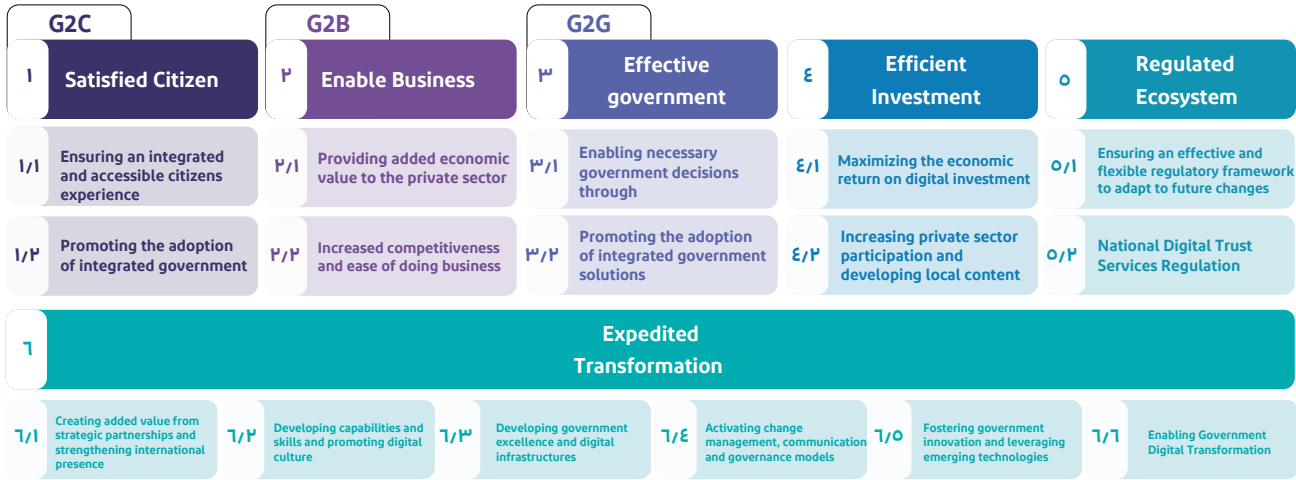
**9. Risk Management and Business Continuity:**  
Reports of digital government service outages, government agencies' readiness levels, and compliance with risk and business continuity standards.



**10. Innovation and capacity building:**  
Innovation Center, use cases for emerging technologies, training of government agency employees, and service innovation.

## 2.2.6 Strategic Pillars of Digital Government

The strategic directions of digital government designed based on six strategic pillars that contribute to building a model digital government. This government is committed to providing a system centered around beneficiaries, including citizens, the business sector, and government agencies alike. These six pillars emphasize the vision and mission's focus on enhancing beneficiary satisfaction, increasing collaboration, and fostering innovation. Each of these strategic pillars reflects an ideal state for citizens, residents, visitors, and both the public and private sectors.



- 01 Beneficiary Satisfaction.** Ensuring a seamless, multi-channel, and beneficiary-centric experience by enabling government agencies to deliver digital services with the latest expertise. This includes fostering and enhancing interaction between the government and citizens, residents, and visitors through digital channels and personalizing digital government services.
- 02 Enable Business.** Facilitating business operations through an integrated government business ecosystem, enhancing the capabilities of the private sector and partners to maximize return on investment, and streamlining applications for digital government projects.

- 03 An effective government.** Leveraging data to enhance information capabilities, enabling government entities to make evidence-based decisions, and strengthening the government's ability to utilize shared services and solutions to optimize internal operations and services.
- 04 Investment efficiency.** Promoting sustainable investments, improving IT and communications spending efficiency through advanced procurement practices, and maximizing the benefits of cost-effective private-sector offerings to deliver advanced digital government services.
- 05 Regulated Ecosystem.** Developing, enhancing, and enforcing legislative and regulatory frameworks while ensuring compliance to maintain consistent and seamless service delivery across government agencies. This includes formulating regulations for electronic transactions, digital identity, and trusted services, while also fostering investment and safeguarding competition to establish a secure and reliable digital identity framework.
- 06 Expedited Transformation.** Enhancing digital government maturity by adopting, understanding, and applying global best practices. This includes empowering the workforce to design and deliver high-quality digital government services, mitigating future risks through a resilient infrastructure, and reducing potential threats and breaches. Additionally, it involves fostering government transformation by leveraging innovative technologies and ideas that provide timely benefits to beneficiaries, while accelerating digital maturity across government agencies through the implementation of digital government initiatives and efforts.

\*

To achieve the vision and mission of digital government's strategic direction, **16 strategic objectives identified under the six strategic pillars** to support the development of clear action plans.

## 2.2.7 Regulatory Framework for Digital Government Work

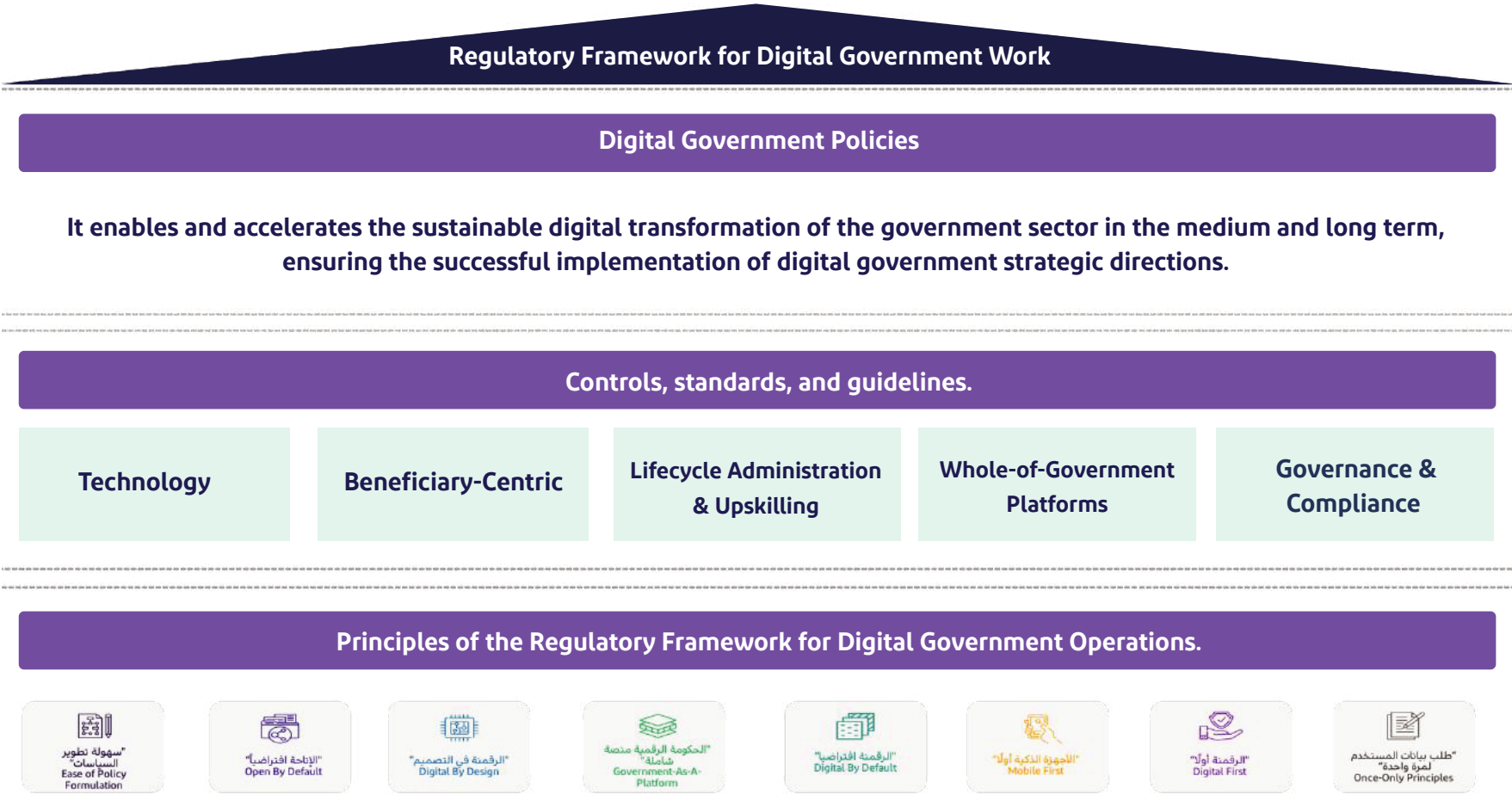
The Regulatory Framework for Digital Government Operations is a governance tool aligned with international best practices, defining key elements for strategic design and implementation.

### The framework aims to:

Unifying and institutionalizing the concept of digital government policies, standards, and guidelines, and guiding government agencies during the implementation process.

Creating and ensuring the adoption of a unified approach to the development of digital government services.

Ensuring compliance by government agencies via continuous assessment of the quality and level of advancement of the digital government, with the aim of continuous improvements in regulatory processes.





## Principles for Developing Digital Government Policies and Standards.

### Once-Only Principle

▼ The Once-Only Principle enables all government agencies to share beneficiary data through a unified integration channel, relying on a single data file that allows beneficiaries of digital government services to enter their information only once. This principle will help reduce administrative burdens in Saudi Arabia, as sharing previously collected information is more cost-effective than repeatedly collecting and storing it. Furthermore, this principle enhances the protection and privacy of beneficiary data while ensuring compliance with relevant legislation issued by the competent authorities. The shared technical infrastructure supporting digital government services in Saudi Arabia will facilitate improved data sharing and the effective implementation of this principle.

### Digital-First

▼ Providing multiple, user-friendly digital communication channels to enhance satisfaction with government services, foster engagement, and build trust while enhancing service efficiency. Digital-first solutions are delivered through a digital platform or channel, providing beneficiaries with multiple secure and user-friendly digital interaction options with government agencies, ensuring inclusivity and alignment with their needs. Government agencies identify opportunities to integrate services based on beneficiaries needs, ensuring a seamless and comprehensive digital government service experience across all agencies. Government agencies will utilize a mix of digital communication and interaction channels to enhance beneficiary satisfaction in service delivery, enabling:

- Achieve high levels of reliability and beneficiaries’ engagement.
- Enhance efficiency and increase beneficiaries’ interaction through government digital platforms.

### Mobile-First

▼ Designing government websites and platforms to be optimized for mobile phones and smart devices, prioritizing the most frequently used services by digital government beneficiaries. The "Mobile-First" principle refers to government agencies initially designing their websites for small screens and smart devices before adapting them for larger screens, such as desktops. This principle enhances user experience by prioritizing mobile-friendly design, ensuring that content owners and designers make critical decisions regarding content presentation early in the development process. By focusing on simplifying and optimizing content, this principle ensures a seamless beneficiaries experience across all devices while maintaining the impact and clarity of government communications.

### Digital By Default

▼ Developing integrated and simplified digital government services that ensure ease of use and accessibility for all beneficiaries while maintaining service quality. The Digital by Default principle enables government agencies to identify the needs of beneficiaries who are unable to access digital government services for any reason. In such cases, appropriate support will be provided by offering alternative ways to access these services. Examples of beneficiaries who may face challenges in using digital government services include individuals unable to obtain broadband access due to their geographic location, which prevents them from connecting to the internet.



## Government As A Platform

Government agencies must operate as a whole of digital platforms to meet the needs of beneficiaries by providing clear resources, guidelines, tools, data, and software. These will be developed by the technical teams within government agencies to deliver beneficiary-centric services that are consistent, seamless, and fully integrated across all government sectors.



## Digital By Design

Establishing clear regulatory pathways with effective implementation mechanisms makes "Digital by Design" a mandatory element of transformation, not just a technical aspect. The principle of "Digital by Design" means that government agencies will adopt a digital framework with clear regulations and effective coordination and implementation. It is a key part of digital transformation and must be integrated into relevant procedures. Government agencies will leverage technology and data to reengineer their business processes and internal operations. The goal is to streamline procedures, enhance innovative government services, and create multiple interaction channels both among government agencies and with beneficiaries.



## Open By Default

Enabling access to data and policy development processes for public participation through public feedback platforms, while adhering to existing regulations and safeguarding national interests. Government agencies will provide the private sector and beneficiaries with easy access to relevant data, in accordance with applicable regulations and policy development procedures, including algorithms. The principle of "Open By Default" will enable government agencies to enhance their responsiveness, inclusivity, and flexibility. Engaging with external parties, including developers and users, serves as a valuable source of knowledge for creating additional shared value.



## Ease of Policy Formulation

Developing policies, standards, or guidelines in a simple and clear manner to facilitate their management and implementation by government agencies. The principle of ease of policy formulation enables the creation of digital government policies, standards, and guidelines that are straightforward, accessible, and practical. In line with this principle, digital government policies, standards, and guidelines will:

Be electronically available to all government agencies through the website: [DGA.gov.sa](https://dga.gov.sa)

- Be written in clear and simple language in both Arabic and English.
- Clearly explain compliance requirements for government agencies through specific and easy-to-understand procedures.
- Outline the benefits of compliance for government agencies and beneficiaries.
- Offer flexible options where possible in terms of steps, technologies, and engagement strategies.

## Digital Government Policy

The Digital Government Policy serves as the cornerstone of the regulatory framework, accelerating and sustaining digital transformation across the public sector in the medium and long term. It facilitates the effective implementation of strategic digital government initiatives. The policy's primary objective is to establish an integrated, beneficiary-centric government ecosystem that serves citizens, residents, and visitors. It supports the public sector's digital transformation by enhancing efficiency, responsiveness, and adaptability to meet evolving beneficiary needs and priorities. Furthermore, the policy defines key principles, enablers, drivers, and governance models essential for achieving digital government objectives. It also addresses challenges related to emerging technologies and outlines the role of the private sector and other parties in driving digital transformation.



## The Five Policies Derived from the Digital Government Policy



### 1. Governance & Compliance Policy

The Governance and Compliance Policy guides the strategic directions of digital government and regulates the associated roles and responsibilities. This includes overseeing the design and development of government digital services, managing related procurement and licensing, and assessing their performance and maturity levels. The policy also establishes a digital governance model that defines the responsibilities of government agencies in operating and implementing digital government initiatives.



### 2. Government Platforms Policy

The Government Platforms Policy adopts the concept of a comprehensive digital platform to meet beneficiary needs. It provides clear resources, including guidelines, tools, data, and software, to deliver beneficiary-centric, consistent, accessible, and integrated services across government sectors. Additionally, it reinforces the concepts of trust and digital identity as key enablers, empowering government agencies to develop their digital services rapidly and efficiently, ensuring they are user-friendly and scalable.



### 3. Lifecycle Administration and Upskilling Policy

This policy oversees the lifecycle administration and upskilling, which are the responsibility of all government agencies. It includes procedures for service design, digital content, digital services across unified channels (smart devices), workforce management, and alignment with UN evaluation indicators. It also adopts the Digital Service Lifecycle concept, which plays a key role in maintaining the quality of digital services provided by government agencies. This includes managing service lifecycles, developing digital capabilities within government agencies, and encouraging continuous investment in skill development to enhance the quality of digital services and deliver them in an innovative manner.



### 4. User-Centric Policy

The Beneficiary-Centric Policy aims to enhance beneficiary participation by strengthening the relationship between government agencies and beneficiaries. It seeks to simplify and integrate digital government services, improving beneficiaries experience, engagement, and accessibility.











### 5. technology Policy

The Technology Policy focuses on adopting modern technologies and methodologies to enhance government services while supporting innovation and emerging technology policies

## 2.2.8 The Contribution of Digital Government to Achieving the United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) encompass 17 global goals aimed at achieving a balance between social, economic, and environmental sustainability.

Out of these 17 goals, the strategic directions of digital government contribute to achieving eight specific goals as follows:

 <b>Good Health and Well-being</b>	 <b>Quality Education</b>	 <b>Sustainable Cities and Communities</b>	 <b>Climate Action</b>
<p>Aims to ensure individuals' health and well-being, enhancing their quality of life.</p> <p>The strategic directions of digital government will enhance the quality of healthcare services and contribute to promoting well-being and a healthy lifestyle.</p>	<p>Aims to ensure inclusive and equitable quality education for all.</p> <p>The strategic directions will enhance the quality of educational services and improve the efficiency of interaction between students and teachers.</p>	<p>Aims to promote sustainable urban development.</p> <p>The strategic directions will strengthen public institutions, ensure transparency for beneficiaries, and contribute to reducing corruption.</p>	<p>Aims to ensure inclusive and equitable quality education for all.</p> <p>The strategic directions will strive to create a positive environmental impact and improve Saudi Arabia's ranking on the Environmental Performance Index.</p>
 <b>Decent Work and Economic Growth</b>	 <b>Industry, Innovation and Infrastructure</b>	 <b>Partnerships for the Goals</b>	 <b>Peace, Justice, and Strong Institutions</b>
<p>Aims to promote inclusive and sustainable economic growth.</p> <p>The strategic directions will directly contribute to GDP and job creation through direct investment and enhanced competitiveness.</p>	<p>It aims to build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.</p> <p>The strategic directions will contribute to fostering innovation and building resilient infrastructure.</p>	<p>Alt aims to ensure peace, justice, and strong institutions while promoting institutional transparency.</p> <p>The strategic directions will create impact by promoting the concept of open government and enhancing governmental performance.</p>	<p>It aims to foster partnerships and cooperation at the international level to achieve the goals.</p> <p>The strategic directions will focus on creating added value from international and local strategic partnerships.</p>



## 2.3 The Authority's Contribution to Achieving Saudi Vision 2030 Programs

Saudi Vision 2030 has set the foundation for Saudi Arabia's future, driving transformative efforts to shape its thriving economy and vibrant society.



- 01 Direct Contribution to L1 Vision 2030 Objectives:**
- . Enhancing Government Effectiveness.
  - . Grow and diversify the economy.
  - . Offer a fulfilling and healthy life.



- 02 Direct Contribution to L2 Vision 2030 Objectives:**
- . Improving the performance of the government ecosystem.
  - . Effective interaction with employees.
  - . Unlocking the capabilities of the promising non-oil sectors.



- 03 Direct Contribution to L3 Vision 2030 Objectives- Led by the Digital Government Authority:**
- . Develop the E-Government
  - . Ensure responsiveness of government entities to stakeholders' feedback.
  - . Improving quality of services provided to citizens



- 04 Indirect Contribution to L3 Vision 2030 Objectives:**
- . Nurture and support the innovation culture, grow SME contribution to the economy.
  - . Design a leaner and more effective government structure.
  - . Develop the digital economy.
  - . Ease of Doing Business.

### 2.3.1 Digital Government Goals Aligned with Saudi Vision 2030 Programs

#### 01 First Goal: Developing E-Government

**Goal Description:** Providing government services electronically to individuals, government agencies, and non-governmental organizations, while digitizing internal government processes. This includes expanding the reach and usage of e-government services, increasing beneficiary satisfaction, and enhancing spending efficiency.

National Transformation Program

#### 02 Second Goal: Ensure responsiveness of entities to stakeholders' feedback.

**Goal Description:** Ensuring that government agencies respond to feedback, including providing timely answers to stakeholders, implementing their suggestions, and delivering satisfactory solutions.

National Transformation Program

#### 03 Third Goal: Improving the quality of services provided to citizens

**Goal Description:** Improving the quality of government services offered to citizens, focusing on trust, speed, accuracy, and ease of access through a single point of contact with high standards.

National Transformation Program



## 2.3.2 Goals at the Level of National Digital Strategies

The strategic directions of digital government contribute to enabling key national digital strategies. According to Article 4, Paragraph (3) of the Digital Government Authority's regulations, which states: "The Authority shall participate in the preparation of the national digital government strategy in coordination with relevant entities, oversee its implementation after approval, develop execution plans, and ensure compliance with them." Therefore, the strategic directions will serve as a guiding framework for the digital strategies of government entities or any digital strategy related to regulating digital government operations. The strategic directions will also serve as an enabler for national digital strategies, such as: The National Strategy for Data and AI, the ICT Strategy, the National Cybersecurity Strategy, and CST Strategy.

### 1. The National Strategy for Data and AI:

The strategic directions of digital government will support the National Strategy for Data and AI in transforming the national workforce by attracting skilled local talents in data and AI. This will help activate integrated regulations with data and AI-driven talent and businesses, empower leading data and AI institutions to foster innovation and create impact, and stimulate the adoption of data and AI within a collaborative, future-focused ecosystem. Regarding the Saudi Data & AI Authority (SDAIA), the authority responsible for the National Strategy for Data and A, some of its goals are aligned with the initiatives of the Digital Government Strategic Directions.

### 2. the National Cybersecurity Strategy:

A fully integrated and secure national digital infrastructure is one of the key enablers for prosperity, enhancing the secure technical connectivity between digital government services and supporting the digital economy.

### 3. CST Strategy:

The CST Strategy aligns with the National Digital Government Strategy by focusing on enhancing interactions between the government and citizens, businesses, and government agencies across Saudi Arabia through digitalization methods



# Digital Governance Achievements

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# Local Indicators



# إعلان نتائج قياس 2022



## National metrics continue to rise

Achievement Title:

2022

Announcement of the Digital Transformation Measurement Results for Government Agencies with a score of 80.96%.

قياس

Qeyas

Achievement Description:

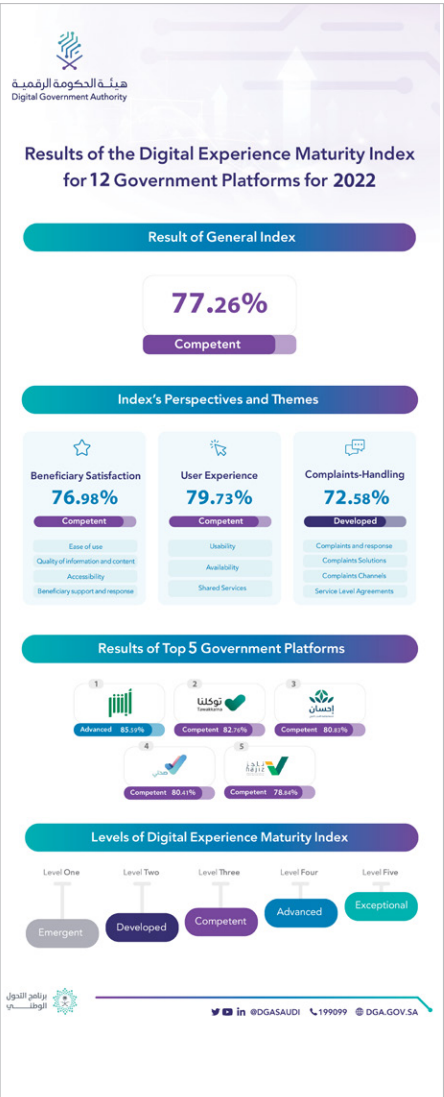
The index measures the level of commitment of government agencies to royal decrees, orders and circulars related to digital transformation. It also assesses compliance with digital transformation standards and regulatory frameworks issued by the Authority and relevant agencies.

Target:

► Develop digital government and meet the requirements of digital transformation through the optimal application of core digital transformation standards.

► Accelerate the stages of digital transformation development.

► Improve the quality of life for individuals by enhancing the maturity of government platforms and the digital services they provide, thereby strengthening Saudi Arabia's pioneering digital position in international indicators.



Achievement Title:

2022

The launch of the Digital Experience Maturity Index for Government Services.

The overall index reached 77.26%, the beneficiary satisfaction index reached 76.98%, the user experience index reached 79.73%, and the complaints handling index reached 72.58%.

Achievement Description:

The index measures the maturity of digital government platforms, products, and services, along with their associated channels, to enhance the quality of life for citizens and residents by improving the maturity of government platforms and the digital services they provide.

Target:

Improving the quality of life for citizens, residents, and visitors, while facilitating business operations, enhancing competitiveness, and increasing the efficiency of government services, thus reinforcing Saudi Arabia's pioneering digital position in international rankings.

The background of the page is a dark blue gradient. It features faint, stylized binary code (0s and 1s) scattered across the upper half. There are also some light blue geometric shapes, including a large, rounded rectangle and a smaller, more complex shape, which appear to be part of a digital interface or data visualization. The overall aesthetic is modern and tech-oriented.

# International Indicators





هيئة الحكومة الرقمية  
Digital Government Authority

## Overview of Saudi Arabia's Performance in the UN E-Government Development Index.

Type: Definition  
Classification: General  
Version: 1.0  
September 28, 2022



### Saudi Arabia Advances Digitally



**Success Partners**























### Saudi Arabia Achieved the Best Result in Its History

according to the United Nations E-Government Development Index  
The KSA has advanced (12) ranks Globally in EGD



Saudi Arabia has been continuing its advancement in the index since the launch of Saudi Vision 2030

2018	2020	2022
Rank 52	Rank 43	Rank 31
Percentage 71.20%	Percentage 79.90%	Percentage 85.39%

Saudi Arabia also jumped (39) ranks in the EGD as the quickest advancing country in the G20:

Saudi Arabia is one of the best countries in the world in providing information about digital government services scoring %100

Saudi Arabia is one of the best countries in the world in sharing and making open government data available, scoring %100

The maturity of digital government regulations increased to %96

The report commended Saudi Arabia's exceptional progress in the field of e-government development. Saudi Arabia has been ranked **first among the countries** that are economically and socially similar.

Riyadh has been ranked **fourth globally** in the use of technology and its applications within the "very high range" classification among 193 cities around the world.

2030

رؤية 2030

الهيئة العامة للغذاء والدواء

الهيئة العامة للغذاء والدواء

الهيئة العامة للغذاء والدواء

الهيئة العامة للغذاء والدواء

## Continuous Digital Successes Regionally and Internationally

### Achievement Title:

Saudi Arabia achieves its best historical result, advancing 12 global ranks in the United Nations E-Government Development Index (EGDI), reaching 31st place globally and 8th among the G20, with a score of 85.39%.

2022



### Achievement Description:

Saudi Arabia achieved its highest result and ranking since the launch of the index in 2003, along with an unprecedented leap of 39 positions in the E-Services Index. The report also praised this achievement, alongside the development of the telecommunications infrastructure.

### Saudi Arabia's results for the last three cycles:

2018

Reaching rank (52)

71.20%

2020

Reaching rank (43)

79.91%

2022

Reaching rank (31)

85.39%

### Target:

The Electronic Government Development Index (EGDI) aims to measure the state of e-government development and present it for UN member states. It also evaluates the methods and patterns of development for these governments' websites. The EGDI includes key characteristics such as network accessibility, infrastructure, and educational levels, illustrating how a country uses information technology to enable communication and support for citizens, residents, and visitors, while achieving the digital integration of its sectors.

## Achievement Title:

The IMF's Article IV Consultation Report praises the role of digital transformation in Saudi Arabia and its economic impact.

2022



## Achievement Description:

The IMF's Article IV Consultation Report praised the implementation of the National Digital Transformation Strategy, the establishment of the Digital Government Authority, and the acceleration of digital transformation in Saudi Arabia. The report highlighted that the digital government in Saudi Arabia has facilitated business practices and strengthened the partnership between the public and private sectors.

97%

Saudi Arabia is ranked first globally in government spending on telecommunications and information technology services, accounting for 21.7% of the total size of the telecommunications and information technology market.

70%

of residential units in Saudi Arabia are covered by fixed broadband networks, and Saudi Arabia has been ranked among the top ten countries in the world for internet speeds.

First in the world.

Saudi Arabia is ranked first globally in government spending on telecommunications and information technology services, accounting for 21.7% of the total size of the telecommunications and information technology market.



## Target

Accelerating the pace of digital transformation through digital services, e-government, and e-commerce. The integration of the digital ecosystem leads to the establishment of regulations and frameworks, enhancing digital skills, and achieving sustainable development goals. Additionally, the digital infrastructure contributes to improving quality of life for individuals, facilitating business operations for companies, and enhancing government work efficiency.

## Achievement Title:

Saudi Arabia has advanced to the third global rank and first regionally among 198 countries in the Digital Government Maturity Index data issued by the World Bank Group.

2022



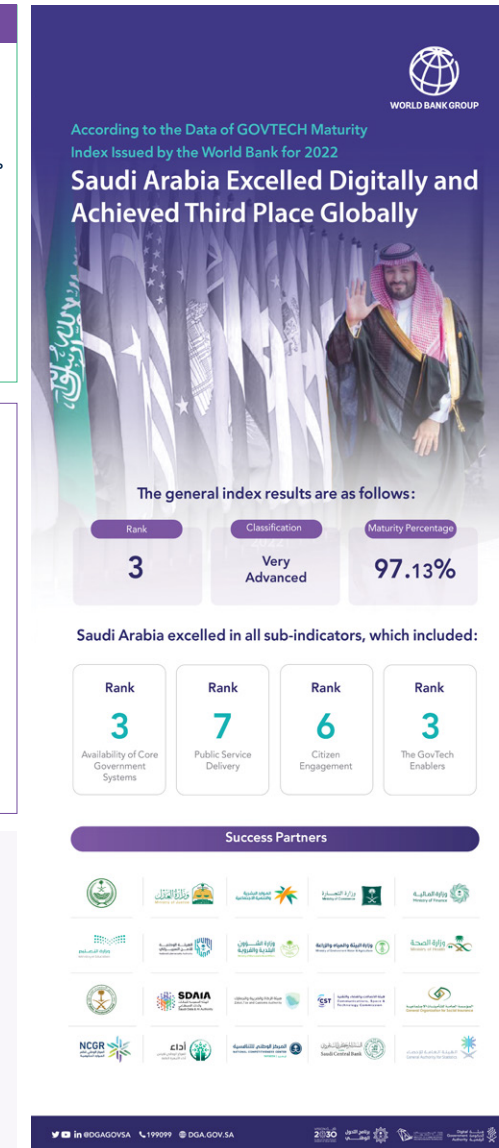
## Achievement Description :

Saudi Arabia excelled in all sub-indicators, achieving third place in the availability of foundational systems, seventh place in the delivery of digital government services, sixth place in citizen engagement, and third place in enabling government digital transformation.



## Target

Measuring the progress of countries worldwide and classifying them into groups based on their level of development.



## International Monetary Fund (IMF) Commends the role of digital transformation and its economic impact in Saudi Arabia

IMF Article IV Consultation 2022 Report commended the implementation of the National Strategy for Digital Transformation and the establishment of Digital Government Authority and its role in accelerating digital transformation in Saudi Arabia through:



## The report also emphasized the following:

The importance of fostering the digital government sector as a prime catalyst to accelerate the digital transformation in Saudi Arabia



▼

2021

Achievement Title:

Saudi Arabia ranked (second) globally among G20 countries in the Digital Competitiveness Report issued by the European Center for Digital Competitiveness, covering (198) countries.



**Achievement Description :**

Saudi Arabia ranked (second) globally in the Digital Competitiveness Report issued by the European Center for Digital Competitiveness, reflecting Saudi Arabia's continued digital leadership.

 Target

The target consists of three main factors:

- Knowledge, which includes talent, education and training, and scientific focus.
- Technology, which encompasses the regulatory framework, capital, and technical framework.
- Future readiness, which includes e-participation, business mobility, and integrated IT with e-government.

▼

2022


Achievement Title:

Saudi Arabia advanced five positions to rank 25th globally in the 17th edition of the Waseda University Digital Government Index, issued by the Waseda University Institute of Digital Government in collaboration with the International Academy (IAC), covering 64 countries worldwide.



**Achievement Description :**

The report highlighted Saudi Arabia's progress in various areas, including the adoption of emerging technologies, cybersecurity, open data, improved e-service governance, and enhanced e-participation.

 Target

Implementing effective governance and common standards for e-government, along with progress in several global international indicators.

▼

2022


Achievement Title:

Saudi Arabia ranks (first) in the region for the availability and advancement of digital services, according to the UN ESCWA E-Government Electronic and Mobile Services (GEMS) Maturity Index report.



**Achievement Description :**

Saudi Arabia secured the (first) place in the availability of e-services, ensuring accessibility for citizens, residents, and visitors. Saudi Arabia achieved a 22% increase compared to the 2020 report, leading the Middle East and North Africa in service development.

 Target

- Ensuring accessibility to all beneficiaries, including citizens, residents, and visitors, while enhancing the quality of services provided to them.
- Improving the quality of digital government services and increasing the efficiency of the technological infrastructure.

The background is a dark blue gradient with faint, glowing binary code (0s and 1s) scattered across it. There are several white geometric shapes: a large, rounded rectangle in the upper right, a smaller rounded rectangle in the lower left, and a thin white line that curves from the bottom left towards the center. The text 'Programs and Initiatives' is written in a bold, white, sans-serif font.

# Programs and Initiatives



## Government Services with Cutting-Edge Technologies



الحكومة  
الرقمية  
100  
W. Sultan • J. Gharbi • 100 km x 1

## What is the Whole-of-Government Program?

The program aims to provide an integrated experience for beneficiaries by governing platforms, forums, and digital government services while leveraging shared resources.

### Program Objectives



Providing unified and more efficient digital government services.



Encouraging the use of shared infrastructure and applications.



Enhancing data sharing across government agencies.



Achieving integration between government agencies.



Enabling and accelerating sustainable digital transformation in the government sector.

### Program Objectives

Providing better user experience

Developing mechanisms for operating Whole of-Government platforms

Facilitating and accelerating interaction among government agencies

Establishing standards, controls, and guidelines

Providing better user experience

### Key Elements



Merging digital platforms



Classifying platforms, applications, and digital services



Establishment governance of new digital capabilities



Developing a comprehensive plan and unified roadmap



Developing and operating Whole-of-Government platforms

### Beneficiaries



Government sector



Private sector



Individuals



هيئة الحكومة الرقمية  
Digital Government Authority











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2022

### Achievement Title:

## Launching of the Whole-of-Government Program.

الحكومة الشاملة

Whole of Government

### Achievement Description :

**Achievement Description:** The Digital Government Authority has launched the Whole-of-Government Program to deliver integrated, more efficient, and effective digital services to the government sector in Saudi Arabia, accelerating sustainable digital government transformation.

### Key Achievements:

- ▶ Defining the future direction for approximately 800 platforms, over 1,300 digital channels, and more than 1,200 products.
- ▶ Providing over 5,000 digital services.
- ▶ Issuing and approving 65 government platform registration certificates.
- ▶ Approving 9 unified platforms for various sectors.



### Target

Accelerating and facilitating interactions between government agencies by providing digital government systems for shared services.

**هيئة الحكومة الرقمية**  
Digital Government Authority

## Government Technologies Program (GovTech)

### Depends on Innovation and Emerging Technologies

GovTech program stimulates innovation and empowers emerging technologies that are adopted in government agencies through harnessing the technologies and raising the efficiency of government's services and capabilities.

#### Strategic Pillars

- Shaping the Future
- Accelerating the Adoption of Innovation and Technology
- Empowering Government

#### The Targeted Most Prominent Emerging Technologies

- Internet of Things (IoT)
- Artificial Intelligence and Analysis
- Blockchain
- Robots

GovTech provides 20 services derived from 4 main sets:

- Research and Development
- Designing Emerging Solutions
- Community Activities
- Regulations and Policies



#### Expected Impact

- Raising the skill of the labor force in government sector
- Enhancing innovation culture in the government sector
- Raising the level of maturity of government agencies in adopting emerging technologies
- Activating the system of adopting emerging technologies to develop the digital economy
- Increasing user satisfaction by building innovative solutions
- Achieving operational excellence for government agencies

#### Success Partners

- Government Agencies
- Tech. Companies, Knowledge Partners, Consultative Partners
- Legislative and Regulatory Authorities

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Achievement Title:	2022
<p><b>Launching of the GovTech Program for Government Technologies</b></p>	
<p><b>Achievement Description :</b></p> <p>Supporting government agencies in their journey to adopt emerging technologies and foster a culture of innovation in the government sector by providing 20 services.</p>	
<p> <b>Target</b></p> <p>Encouraging innovation and enabling the adoption of emerging technologies in government agencies by leveraging these technologies to enhance service efficiency and achieve national strategic targets.</p>	





2022

### Achievement Title:

#### Launching the Digital Consulting Program



### Achievement Description :

The Authority has launched the first phase of the Digital Consulting Program to support government agencies by providing a comprehensive range of digital consultations related to the essential digital capabilities required for service operation and expansion. The program also offers recommendations on government digital transformation initiatives, enhances the delivery of seamless and integrated digital government services, and enriches the government experience through a wide range of consultations, methodologies, best practices, and digital applications.

- The first phase of the program introduced several consulting services, including Evaluation of digital transformation strategy, evaluation of government platforms and operational models, benchmarking studies, challenge identification, idea generation and management, proof-of-concept design, and business model consulting and design.
- The Authority will launch a set of advisory services in the coming period to enhance the performance of government agencies in digital transformation and enable them to deliver outstanding digital services in line with global best practices.



### Target

Accelerating the pace of digital government transformation in line with national digital government goals by contributing to planning, execution, and innovation, enabling the government sector to expand digital initiatives.

2022

### Achievement Title:

#### Launching the Advisory Program



### Achievement Description :

**Providing government agencies with a comprehensive range of digital services in key areas such as digital transformation, innovation, digital investment, risk management, business continuity, digital trust, and digital solutions. The program achieved a 73% satisfaction rate among government agencies and delivered over 400 advisory services in 2022.**



### Target

The program aims to accelerate government digital transformation through specialized advisory services that contribute to optimal digital transformation planning, implementing strategic directions, and expanding service delivery channels for beneficiaries.



2022

### Achievement Title:

Launching the Qudrat-Tech Program.



### Achievement Description :

The Authority launched the Qudrat Tech program to enhance government digital capabilities, making it a cornerstone of the Qudrat program. "QTech Leadership" and "QTech Professionals" trained 107 government leaders and 389 government employees from 100 government agencies in 2022. The program focused on technical, digital, and innovation skills to enhance digital capabilities within the public sector. Additionally, Qudrat Tech received the WSIS Certificate of Excellence.

### Target

Enhancing the digital capabilities of national talent.

## Digital Government Investment and Procurement Program (SADIF).

The program aims to empower digital government by enhancing the efficiency and effectiveness of planning, procurement, and digital government investment while increasing private sector participation in digital government projects

### Strategic Pillars

Stimulating foreign and local investment and enhancing local content.

Enhancing the quality of work of digital government service operators and suppliers.

Increasing private sector participation in digital government projects.

Accelerating digital government procurement and enhancing execution efficiency.

Improving digital budget planning and avoiding project duplication.

Achieving a sustainable digital economy.

### Impact

70% increase in procurement transactions through framework agreements.

72% transition of the technology services model between government and private sectors from capital to operational expenditures.

1% increase in the contribution of small and medium enterprises (SMEs) in digital government procurement.

1.6% increase in digital government contribution to the digital economy.

### Benefits

Utilizing detailed and predictive analytics to support the planning and execution of government procurement.

Maximizing investments and creating local content opportunities within the digital government sector.

Coordinating and reviewing digital government budgets.

Establishing an operational model for digital procurement in accordance with best practices.

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2022

## Achievement Title:

Launching the Digital Government Investment and Procurement Program (SADIF).

## Achievement Description :

The program aims to empower digital government by enhancing the efficiency and effectiveness of planning, procurement, and digital government investment while increasing private sector participation in digital government projects.

## Target

► 01

Increasing private sector participation in digital government projects.

► 02

Enhancing the quality of work of digital government service operators and suppliers.

► 03

Increasing private sector participation in digital government projects.

► 04

Achieving a sustainable digital economy.

► 05

Improving digital budget planning and avoiding project duplication.

► 06

Accelerating digital government procurement and enhancing execution efficiency.

2022

## Achievement Title:

Launching the Cloud Adoption Acceleration Program for Government Agencies

## Achievement Description :

This program aims to accelerate the adoption of cloud computing services by government agencies through phased plans and targets that drive demand, enhance supply, and ensure effective cloud governance. It seeks to improve the efficiency and quality of digital government services by expanding service availability, enabling flexible scalability, and enhancing government spending.

## Target

► 01

Providing leading cloud-based government solutions.

► 02

Establishing a transparent and thriving market for government cloud services.

► 03

Raising awareness of government cloud services.

► 04

Enhancing government agencies' readiness to adopt cloud services.

► 05

Increasing the contributions of cloud services to digital government.

► 06

Governance of government agencies' adoption of cloud services.





## Achievement Title:

### Launching the Digital Saudi Platform

2022



## Achievement Description :

The Digital Government Authority launched the "Digital Saudi" exhibition as part of the 2022 LEAP Conference, serving as a forum to showcase Saudi Arabia's digital success stories on an international level.

Participation of 30 government agencies in the Digital Saudi exhibition

Launch of 15 new digital products

30 visits by ambassadors and international delegations

## Target

Providing integrated services for a better experience and higher efficiency, aiming to accelerate digital transformation and increase economic returns.

## Summary of LEAP22 Digital Saudi Exhibition Numbers

**15** New Digital Products

**30** Participating Government Agencies

**13** Launches

**30** New Digital Products

**10** Participating Government Agencies

**16** Government Platform Showcasing Hundreds of Achievements and Services of Digital Government

## Launches

Ministry of Tourism Launching of the Digital Tourism Strategy	National Center for Government Resources Systems (NCGRS) Launching of the Digital Contracting Service	LIGRA Launching of the Digital Contracting Service
Ministry of Municipalities and Housing Launching of the Housing Service (HLS) System Launching of 3 Services for the Housing Sector Launching of the Urban Landscape Management System	Ministry of Human Resources and Social Development Launching of the Ministry of Human Resources Application for Individual Services	Ministry of Industry and Mineral Resources Launch of the Digital Platform
General Organization for Social Insurance (gosi) Launching of the Social Insurance App	Ministry of Industry and Mineral Resources Launch of the Digital Platform	Ministry of Industry and Mineral Resources Launch of the Digital Platform
Communications and Information Technology Commission (CITC) Launching of the MIND	Saudi Data and Artificial Intelligence Authority (SDAIA) Launching of the Saudi Data and Artificial Intelligence Authority	SDAIA Launching of the Saudi Data and Artificial Intelligence Authority
General Authority for Survey and Geospatial Information Launching of the New Release of the Geospatial Platform	GEOSA Launching of the New Release of the Geospatial Platform	GEOSA Launching of the New Release of the Geospatial Platform

## Agreements

Digital Government Authority Saudi Data & AI Authority (SDAIA) Agreement with SDAIA	Saudi Data & AI Authority (SDAIA) Agreement with SDAIA	Saudi Data & AI Authority (SDAIA) Agreement with SDAIA
Ministry of Human Resources and Social Development Agreement with SDAIA	Ministry of Human Resources and Social Development Agreement with SDAIA	Ministry of Human Resources and Social Development Agreement with SDAIA
Ministry of Communications and Information Technology Agreement with SDAIA	Ministry of Communications and Information Technology Agreement with SDAIA	Ministry of Communications and Information Technology Agreement with SDAIA

## Digital Government Authority Recognition

- Graduation of 74 trainees from 61 government agencies, forming the first cohort of the QTech program
- Granting enterprise architecture certification to 5 government agencies
- Granting the government software license to 12 agencies

From the Communications and Information Technology Commission to as the best provider of telecommunications service in customer experience (Cx Award)	Honor as the best provider of electronic gaming services in Saudi Arabia. (Game Mode M)
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2022

### Achievement Title:

Launching the Digital Textile Program



### Achievement Description :

The Digital Textile aims to develop a comprehensive digital profile for all digital components of government agencies, including platforms, products, services, and digital offerings. Its goal is to provide a holistic view, establish a unified government digital textile that enables strategic decision-making, and contribute to the governance of national platforms.

### Target

Enabling government leaders in general, and digital transformation leaders in particular, to make data-driven decisions based on real-time, accurate, and comprehensive insights into all components of the digital government landscape.





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# Licenses and Framework Agreements

Enabling the operations of government agencies and the private sector.



2022



Achievement Title:

Signing several framework agreements, including Internet services, network circuits, cloud infrastructure services, IT equipment supply, technology accessories, printers, scanners, and ink supplies.

Achievement Description :

Providing integrated digital products and services aligned with governmental standards and policies through the Digital Marketplace platform. This streamlines and accelerates procurement processes for government agencies, supports the digital transformation journey, and enhances operational efficiency.

Target

- ▶ Standardizing prices, optimizing consumption, and enhancing government spending efficiency.
- ▶ Supporting the digital government transformation journey and strengthening the digital economy.
- ▶ Enhancing the efficiency of digital government procurement by accelerating processes, standardizing specifications and standards, and enhancing quality.
- ▶ Increasing private sector participation in delivering government services and fostering a competitive environment among service providers



### Achievement Title:

Issuing 15 licenses for digital platforms and products to enhance the efficiency and quality of platforms, regulate their intellectual property rights, which contributes to the quality and continuity of services.

2022



### Achievement Description :

The total number of transactions conducted through these licensed platforms has exceeded 53 million annually, benefiting 10 government agencies.

### Target

The target of licensing platforms and digital products is to enhance the efficiency and quality of digital platforms, ensure the continuity of government digital services, and govern the pricing of services provided through these platforms and products. Additionally, it aims to govern data-sharing mechanisms to build leading and innovative digital services, as well as regulate the ownership rights of the licensed platforms and products.



### Achievement Title:

Licensing digital companies and products.

2022



### Achievement Description :

Licensing digital companies and products is one of the outcomes of the "Regulatory Sandbox for Digital Government Business" initiative, launched by the Authority in November 2021.

### Key Achievements:

The Authority issued the first package of provisional licenses for digital government operations to three companies: Elm Information Security, Takamol Business Solutions, and Thiqa, allowing them to develop and operate 15 existing digital government platforms and products. The second package of licenses was issued to two companies: Tahakom Ltd. and the National Real Estate Registration Services Company, covering 11 digital products for the operation and development of eight existing digital government platforms and products.

### Key Achievements:

Enhancing the efficiency and quality of digital platforms, ensuring business continuity, regulating intellectual property rights for government digital platforms and products, and establishing governance for data sharing and service pricing.



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# Digital Government Business





## Achievement Title:

2022

### Achievement Title:

Regulating the digital government works.



### Achievement Description :

The Digital Government Authority has worked on organizing its operations within government agencies to achieve a proactive digital government capable of providing highly efficient digital services to increase beneficiary satisfaction rates.

- ▶ Launching 60 new practical digital models
- ▶ Issuing more than 17 regulatory documents and releasing 4 guidance manuals
- ▶ Issuing 5 policies within the regulatory framework for digital government operations
- ▶ Preparing 3 documents for interim licensing.



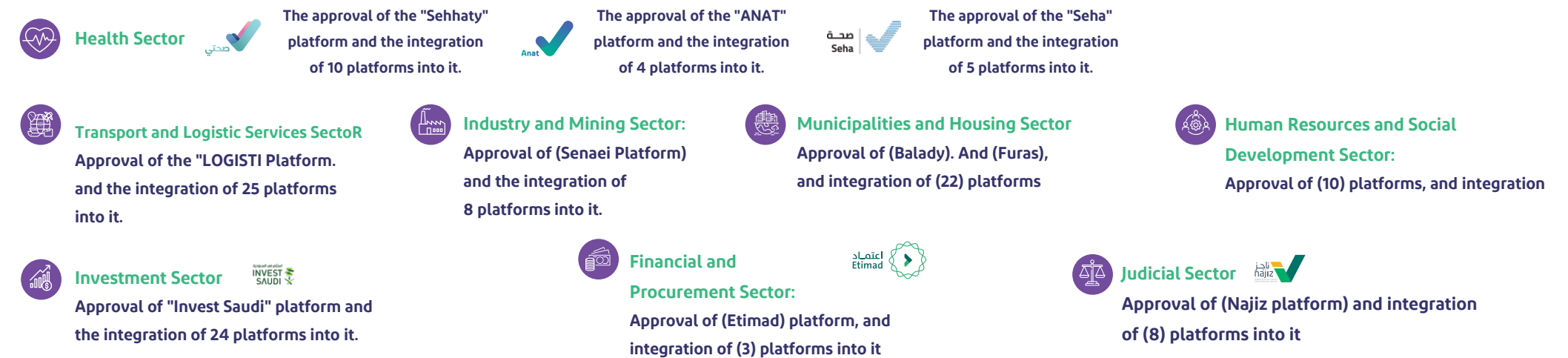
### Key Achievements:

Organizing digital government operations, leading the digital government landscape, and mapping the roadmap to reach the innovation stage in digital government, in order to develop digital economies and increase their contribution to the GDP.



**Organizing digital government operations, leading the digital government landscape, and mapping the roadmap to reach the innovation stage in digital government, in order to develop digital economies and increase their contribution to the GDP.**

Through the integration and rebuilding of digital government services and unifying their delivery channels, the Authority has reduced the number of digital platforms across eight government sectors from 160 to 20 platforms.



integration government digital platforms to enhance the beneficiary experience.

Annual Report of the Digital Government Authority 2022



### Achievement Title:

Launching and implementing a series of reforms along the life journey path.

2022



### Achievement Description

#### Key Achievements

- ▶ Enabling the registration of pilgrims from outside Saudi Arabia for all types of visas and improving the quality of digital services provided.
- ▶ Registering employees and documenting employment contracts through the (Qiwa) platform, and unifying databases for residency renewal between the (Muqem) platform and the (Qiwa) platform.
- ▶ Digitizing employer forms and activating the one-time entry policy for the General Organization for Social Insurance (GOSI).
- ▶ Improving the beneficiary experience in the virtual execution court, reducing the process from 12 steps to just two, which saved beneficiaries 7 court visits, with an annual average of 1.5 million beneficiaries.
- ▶ Enhancing the digital experience for the Saudi Standards, Metrology, and Quality Organization.
- ▶ Integration between the (Balady) platform of the Ministry of Municipalities and Housing and the (Deaths) system of the Ministry of Health.



### Target

The Life Journey Path aims to enhance the digital government services provided through electronic platforms to improve government services and increase beneficiaries' trust.

### Achievement Title:

Governance of government agencies' procurement of telecommunications services.

2022



### Achievement Description :

The re-engineering of telecommunications procurement processes for government agencies, along with change management, awareness raising, and compliance monitoring, followed a comprehensive study of the challenges related to these procurements from several aspects, including:

**The lack of standardized procurement procedures, with over 30,000 telecommunications circuits across more than 200 government agencies not secured according to the Government Tenders and Procurement Law and its Implementing Regulations.**

**Weak monitoring of usage rates, leading to annual savings exceeding 600 million Saudi Riyals from unused telecommunications circuits by government agencies.**

**A significant disparity between the allocated budgets and actual spending, with annual spending on services amounting to more than 7 billion Saudi Riyals.**

**Delayed payments to private sector companies, with over 19 billion Saudi Riyals disbursed to telecommunications companies.**

**Monopoly in providing government telecommunications services, with a single company controlling over 80% of the spending on these services.**



### Target

- ▶ Establish unified procedures for telecommunications services procurement.
- ▶ Enhance competition among private sector companies and prevent monopolies.
- ▶ Avoid price disparities and achieve efficiency in government spending.
- ▶ Provide permanent solutions for disbursing dues to private sector companies and reduce accumulation

2022

### Achievement Title:

Activating investment and government excellence



### Achievement Description :

Digital government services have contributed to achieving savings in government digital spending and enhancing the efficiency of services provided to beneficiaries.

- ▶ Obtaining the Enterprise Architecture Accreditation by 16 government agencies.
- ▶ Launching the open-source software initiative, with over 92 agencies obtaining the government license, and depositing more than 52 source codes.
- ▶ Reviewing 125 digital projects, resulting in savings of over one billion riyals.



### Target

Reaching an investment-attractive environment in the field of digital government services and building outstanding national capabilities capable of achieving Saudi Arabia's digital leadership.







2022

#### Achievement Title:

Launching of the technical classification for contractors in the ICT sector in partnership with the Ministry of Municipalities and Housing.

#### Achievement Description :

Launching of a technical classification for ICT contractors that demonstrates the contractor's ability to deliver digital solutions and services, along with granting a certification to validate the contractor's capability to provide solutions and services to government agencies.

#### Target

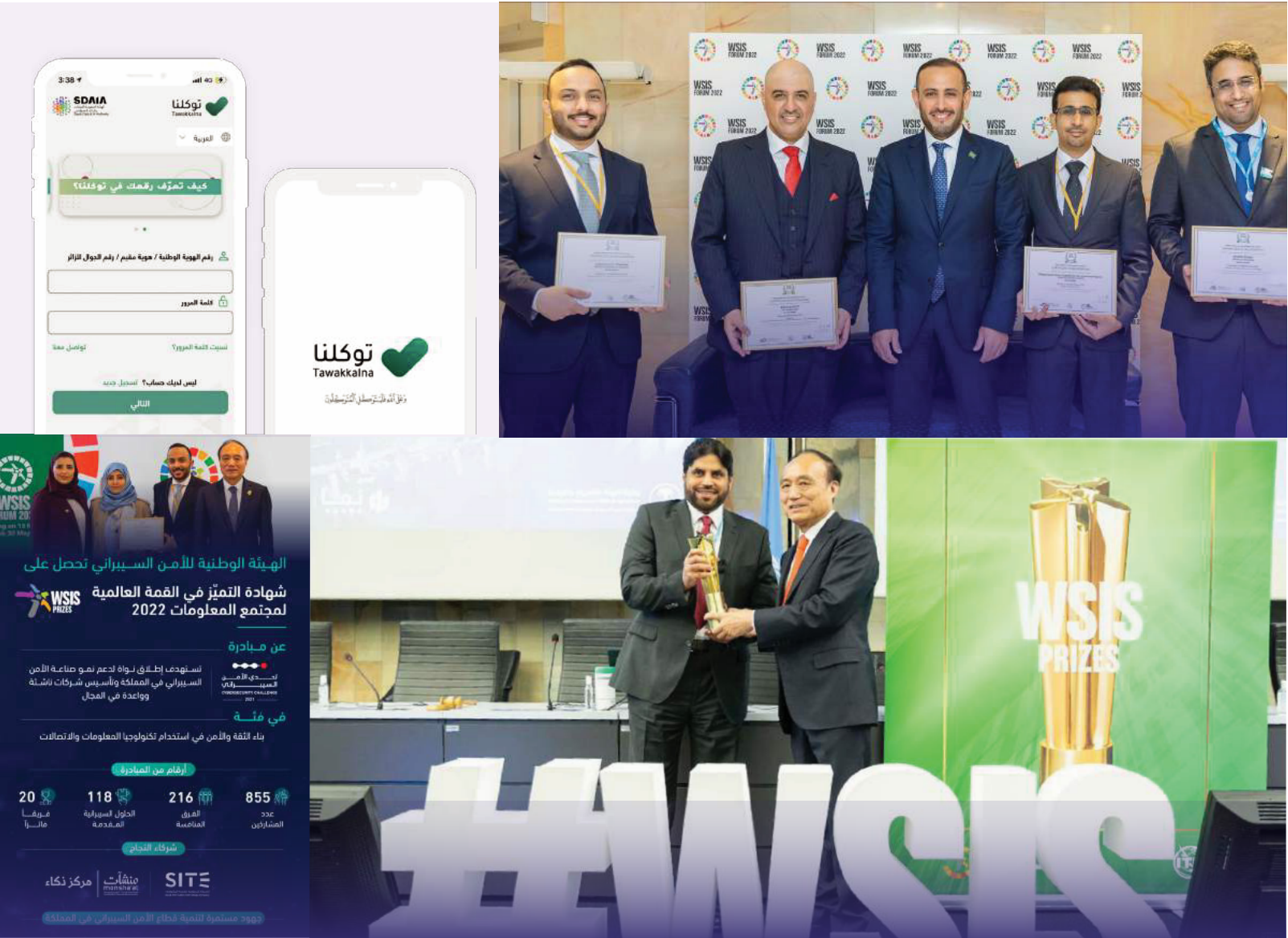
Enhancing the quality of digital solutions and services provided to the digital government by focusing on high-quality value chains such as research, innovation, development, integration services, and implementation. This aims to increase the percentage of local content, localize supply chains, and support small and medium-sized enterprises.

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# Awards



# Enabling the operations of government agencies and the private sector.



2022

## Achievement Title:

Achieving (6) global awards for a range of digital government products.



## Achievement Description :

Saudi Arabia has won global awards in the digital field due to its strong support for national projects nominated for competitions, as well as its representation internationally to highlight advancements in digital services and the telecommunications infrastructure.

## Key Achievements



The "Qudrat Tech Program" honored with the WSIS 2022 certificate for reaching the finals and competing at the global level.



The Tawakkalna app won the 2022 United Nations Public Service Award in the category of institutional resilience and innovative responses to the COVID-19 pandemic.



The Naama platform won the World Summit Award and first place in the Digital Agriculture category for 2022 from the International Telecommunication Union (ITU) among 109 countries.



Saudi Arabia received three excellence certificates from WSIS 2022: the Ekhtibar Platform, Cybersecurity Challenge, and Business Support and Development Center.

## Target

Enhancing and boosting digital competitiveness among government agencies to achieve Saudi Arabia's advancement in various international indicators related to technology and digital transformation.



**Most Promising Employee**  
**Ms. Sarah Al Ghamdi**



**Best Digital Leader**  
**Eng. Faisal Bakhawain**



**Best Digital Service**  
**Renewing the national identity electronically**



**Best Use of Emerging Technologies**  
**Seha Virtual Hospital**



## Winning Parties

### Achievement Title:

Launching the first edition of the Digital Government Award.

جائزة الحكومة الرقمية  
Digital Government Award

SSOS

### Achievement Description :

**Achievement Description:** Launching the first edition of the Digital Government Award aims to encourage government agencies in Saudi Arabia to adopt the highest local and international standards during their digital transformation journey. It also seeks to enhance the efficiency of government work by fostering a culture of innovation and excellence in using modern technologies, providing more efficient and effective digital services that enhance beneficiary satisfaction and improve the quality of life in line with the goals of Saudi Arabia's Vision 2030.

### Key Achievements

Announcing the winners and honoring them at the awards ceremony held during the Digital Government Forum.

### Target

The Digital Government Award aims to encourage government agencies in Saudi Arabia to adopt innovation and enhance digital competitiveness to improve the efficiency of government operations, providing innovative and sustainable digital services that enhance beneficiary satisfaction.



## DGA International and Regional Participation



The Authority participated in the Saudi workshop held at the World Summit on the Information Society (WSIS) Forum 2022 in Geneva to introduce the sustainability methodology in digital investment, which is part of Saudi Arabia's local, regional, and global efforts to achieve the United Nations Sustainable Development Goals.

The Authority organized the first "Digital Government Forum 2022" under the theme "Towards a Promising Digital Horizon," with the participation of several government agencies and the presence of ministers, along with a group of experts, specialists, and decision-makers in the field of digital government, both locally and internationally.

The Authority participated in the workshop on "Creating Cooperation and Partnerships in the Field of E-Government at the Local and International Levels," organized by the United Nations Department of Economic and Social Affairs, during the WSIS Forum 2022 in Geneva. The workshop aimed to showcase best practices by presenting experiences and recommendations in the field of smart cities, with the goal of accelerating digital transformation.

The Authority organized the "Digital Saudi" program exhibition at the Gartner IT Symposium/Xpo 2022 in Barcelona, Spain, to enhance Saudi Arabia's presence on the global digital map and showcase the achievements of digital government in the Saudi Arabia. Additionally, the "Digital Saudi" program participated in the COMEX Technology Show in Oman to highlight Saudi Arabia's achievements in digital government on both the international and regional levels.





## Conclusion

This annual report reflects the significant achievements made by the Digital Government Authority during the year ٢٠٢٢, as a result of the immense attention and support from the Custodian of the Two Holy Mosques, King Salman bin Abdulaziz Al Saud, and His Royal Highness Prince Mohammed bin Salman bin Abdulaziz Al Saud, Crown Prince and Prime Minister - may Allah protect them. Their support has been pivotal in enhancing the digital transformation journey and fostering collaborative efforts with all government and private sector agencies. The Authority looks forward to continued cooperation with its partners to achieve even more success in alignment with Saudi Arabia's Vision ٢٠٣٠ for a thriving digital economy in an ambitious nation.



