Annual Report

20 23

1444-1445AH

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هـيـئـة Digital
الحكومة Government
الرقمية Authority

Towards a Promising Digital Horizon

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 support him

"Our ambition is to build a more prosperous nation where every citizen can fulfill their dreams. Together, we will shape a future that positions our country at the forefront of the world's nations."

His Royal Highness Prince

Mohammed bin Salman bin Abdulaziz Al Saud
Crown Prince, Prime Minister

May Allah protect him

Speech of His Excellency the Chairman of the Board of Directors of the Digital Government Authority
Eng. Abdullah bin Amer Al-Sawaha, Minister of Communications and Information Technology

On its pioneering journey to accelerate the sustainable digital transformation of government services, Saudi Arabia has set a distinguished model for building and investing in the future of digital government, showcasing the nation's remarkable progress and prosperity in its comprehensive development. This transformation necessitates a digital government that delivers services aligned with global standards and indicators.

In 2022, Saudi Arabia reached a historic milestone, ranking third globally in the Digital Government Maturity Index, according to the World Bank report. With strong leadership support, seamless government integration, and advanced digital regulations, we will continue to strengthen Saudi Arabia's position as the largest digital economy in the Middle East and North Africa, shaping another success story that makes the nation proud.

I am pleased to present the Digital Government Authority's Annual Report for 1444/1445 AH, highlighting a year of excellence in international forums and significant national achievements. The 2023 Article IV Consultation by the International Monetary Fund (IMF) praised Saudi Arabia's digital economy for its strong global rankings. Additionally, the United Nations' selection of Riyadh to host the 2024 Internet Governance Forum (IGF) reflects Saudi Arabia's esteemed global standing and the international community's confidence in its digital capabilities.

Digital Saudi.

On behalf of my colleagues at the Digital Government Authority, I extend my deepest gratitude to the Custodian of the Two Holy Mosques and His Royal Highness the Crown Prince, Prime Minister—may Allah preserve them both—for their unwavering support and trust in Saudi Arabia's digital ecosystem. This support has been fundamental to the advancement and prosperity of digital government services, reinforcing Saudi Arabia's position as a regional hub for technology and innovation.

Speech of His Excellency, the Governor of the Digital Government Authority

Eng. Ahmed bin Mohammed Al-Suwaiyan

A collaborative ecosystem between the Digital Government Authority and government entities drives Saudi Arabia's leadership in regional and global digital indicators. By delivering high-quality, proactive services, we have enhanced government efficiency, improved quality of life, and contributed to national economic growth, further strengthening Saudi Arabia's position in digital government.

The unprecedented digital prosperity we experience today reflects the unwavering support and empowerment of the Custodian of the Two Holy Mosques, King Salman bin Abdulaziz, and His Royal Highness Crown Prince Mohammed bin Salman, Prime Minister—may Allah preserve them both. Their vision drives us forward toward comprehensive, balanced, and sustainable development, ensuring greater prosperity for citizens and the nation.

This report highlights key insights, achievements, and initiatives that support the digital government's mission to provide seamless, integrated services. By leveraging technology and prioritizing user needs, we remain committed to continuous progress and success.

These achievements were made possible by the grace of Allah, the support of our wise leadership, and close collaboration with our partners across the nation. The Digital Government Authority's strong capabilities continue to drive the accomplishments highlighted in this report.

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Introductory
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1.1 Terms and Definitions

1. The Report

Annual report of the Authority.

2. Digital Government

Promotes administrative, organizational and operational processes between the various government entities in their transitioning to a comprehensive digital transformation to allow easy and effective access to government digital 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

Citizen, resident, visitor, government agencies, private or non-profit sector organizations inside or outside the Saudi Arabia who need to interact with a government agency to obtain a service.

5 Comprehensive Government

It is an integral part of structuring and managing Saudi Arabia's digital government landscape by optimizing resources and technological investments, regulating digital service and data delivery, enhancing operational efficiency, eliminating redundancies, and improving data sharing among government entities.

6 Enterprise Architecture

A set of practices and controls for assessing the current state of a government entity and developing a roadmap for future transformation. It aims to align business services, procedures, information technology, data, applications, infrastructure, and strategic objectives.

7. Regulatory Environment

Creating an enabling environment by establishing, continuously reviewing, and ensuring compliance with digital policies and regulations.

8. Indicators

A tool used to measure progress or development achieved within a specific timeframe.

9. Digital Identity

A characteristic or more that defines the identity of a natural or legal person or an object and, when paired with login data, enables identity verification in digital transactions.

10 Effective Government

Empowering the government through the adoption of unified frameworks and the launch of national initiatives for digital government services.

11 Digital Investment Efficiency

Optimizing the use of government digital resources, ensuring sustainability, and maximizing returns on digital government investments.

12. Innovation and Capacity Building

The process of developing skills, capabilities, procedures, and resources for beneficiaries within digital governments.

13 Accelerating 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.

1.2 Executive Summary

Reflecting the impact of numerous national programs and efforts, this report showcases key achievements, indicators, and developments driven by the Authority in 2023 (1444–1445H), summarized as follows:

01 Clarifying the Authority's vision, mission, and strategic directions.

02 Showcasing national indicators and the progress of relevant entities.

03 Summarizing the Authority's initiatives and their objectives.

04 Showcasing international indicators related to digital government.

05 Showcasing the Authority's efforts and initiatives aligned with Saudi Vision 2030 programs.

06 Summarizing the key activities, conferences, and awards achieved by the Authority.

07 Highlighting private sector enablement to enhance its participation and contribution to the digital government ecosystem.

08 Showcasing key future investment opportunities that support the realization of Vision 2030 objectives.

Secondly: About Digital Government Authority (DGA)

02

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, user-centric services.

The mission of digital government is to deliver seamless and integrated digital government services by leveraging technology and prioritizing user 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, "users," signifies the commitment to delivering services tailored to the needs and preferences of various stakeholders.

2.2 Strategic Directions of the Digital Government

The strategic directions of digital government have been designed according to six strategic pillars aimed at enhancing Saudi Arabia's global ranking as a model digital government. These pillars ensure a user-centric ecosystem that serves citizens, residents, businesses, and government entities alike. Built upon the vision and mission statements, these six pillars focus on enhancing citizen satisfaction, fostering collaboration, and promoting innovation. Each pillar reflects an ideal state for beneficiaries, residents, businesses, and government entities.

The following presents an overview of the six strategic pillars of digital government:

Satisfied Citizen:
Delivering seamless and efficient government services through exceptional, personalized user experiences tailored to their preferences.

Enabled Business:
Enhancing government responsiveness to the private sector's needs to ease of doing business within Saudi Arabia and leverage available capabilities to improve its competitiveness.

Effective Government:
Empowering all sectors and government entities through the adoption of unified frameworks and the launch of national initiatives for digital government services.

Efficient Investment:
Optimal investment of the government digital resources, ensuring sustainability, and maximizing returns on digital government investments.

Regulated Ecosystem:
Creating a regulated ecosystem by formulating, regularly reviewing, and ensuring adherence to policies and regulations.
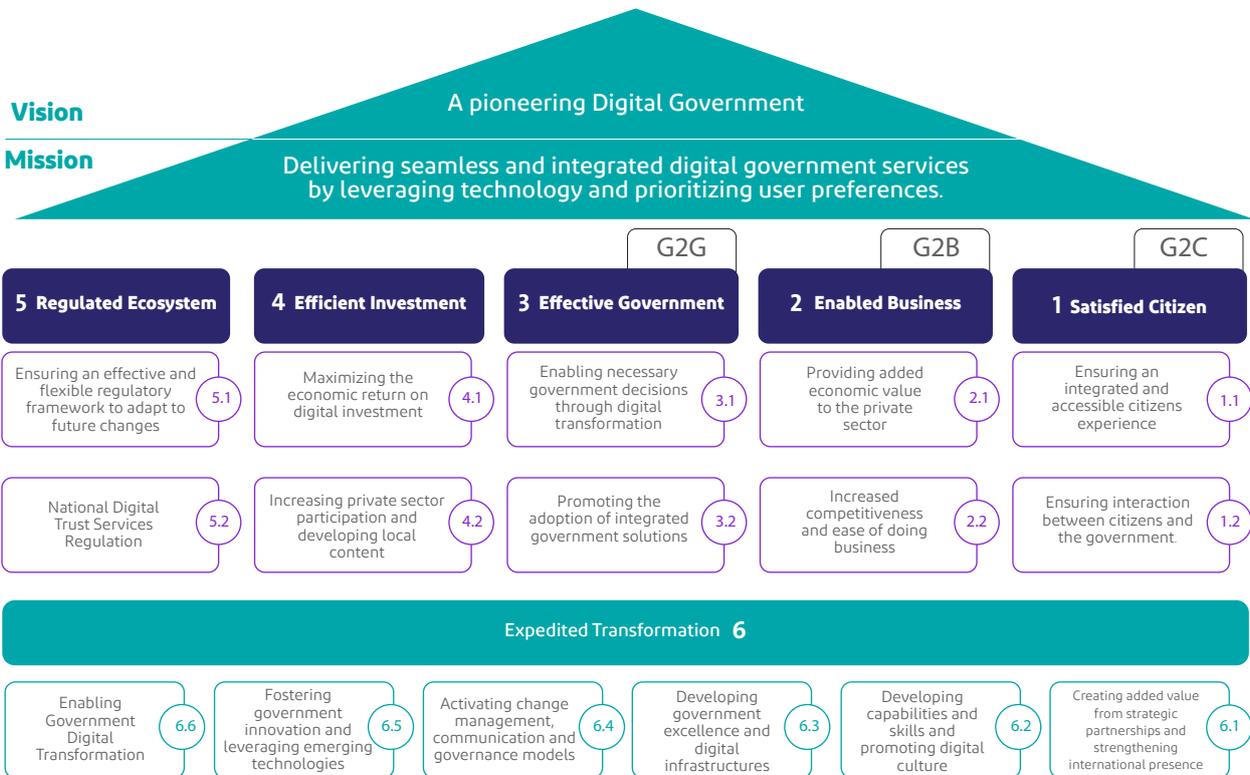
Accelerating Transformation:
Enabling the comprehensive digital government strategies through effective communication, enhancing digital infrastructure, strengthening the digital workforce, and ensuring seamless integration across the government ecosystem through a robust operational framework.

The objectives related to the key strategic directions of digital government:

Strategic objectives contribute to empowering stakeholders who benefit from the services of government entities. Defining clear strategic objectives facilitates the development of concise and trackable action plans.

As a result, 16 strategic objectives have been classified under six pillars, designed to achieve the overarching vision and mission of the national digital government strategy.

16 Objectives | **6** Pillars

Vision
A pioneering Digital Government

Mission
Delivering seamless and integrated digital government services by leveraging technology and prioritizing user preferences.

		G2G	G2B	G2C
5 Regulated Ecosystem	**4 Efficient Investment**	**3 Effective Government**	**2 Enabled Business**	**1 Satisfied Citizen**
Ensuring an effective and flexible regulatory framework to adapt to future changes — 5.1	Maximizing the economic return on digital investment — 4.1	Enabling necessary government decisions through digital transformation — 3.1	Providing added economic value to the private sector — 2.1	Ensuring an integrated and accessible citizens experience — 1.1
National Digital Trust Services Regulation — 5.2	Increasing private sector participation and developing local content — 4.2	Promoting the adoption of integrated government solutions — 3.2	Increased competitiveness and ease of doing business — 2.2	Ensuring interaction between citizens and the government. — 1.2

Expedited Transformation 6

Enabling Government Digital Transformation — 6.6	Fostering government innovation and leveraging emerging technologies — 6.5	Activating change management, communication and governance models — 6.4	Developing government excellence and digital infrastructures — 6.3	Developing capabilities and skills and promoting digital culture — 6.2	Creating added value from strategic partnerships and strengthening international presence — 6.1

2.3 Objectives within the context of Saudi Vision 2030

When Saudi Vision 2030 was launched in 2016, it set out key elements for a bright future, marked by the launch of numerous ambitious national initiatives, targets, and programs. These initiatives are built upon three core pillars:a vibrant society, a thriving economy, and an ambitious nation. Since efforts are ongoing and aspirations are limitless, the government regularly reviews these initiatives, programs, and targets to ensure their success and alignment with the objectives of this ambitious national vision. In this regard, the Authority has consistently worked with all relevant sectors and stakeholders to achieve the goals of digital government and support the aspirations of Vision 2030.

:

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.
- Engaging effectively with employees
- Unlocking the capabilities of the promising non-oil sectors.

03 **Direct Contribution to L3 Vision 2030 Objectives:**
- Develop the E-Government
- Ensure responsiveness of government entities to stakeholders' feedback.
- Improving the 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.

Third: Digital government achievements

03

National Indicators

Comprehensive Maturity and High Readiness

DIGITAL EXPERIENCE MATURITY

The Digital Experience Index is updated annually to measure the continuous maturity of digital government platforms and services, incorporating updated perspectives in each measurement cycle. This ensures alignment with the evolving needs of citizens and their expectations.

In line with the strategic directions of digital government, the Authority launched the second cycle of the Digital Experience Maturity Index on 24 Sha'ban 1444H, corresponding to March 16, 2023, with the goal of enhancing the digital experience for citizens and increasing their satisfaction.

The second cycle of the Digital Experience Index focuses on four main perspectives, each encompassing several key areas aimed at improving the citizens' experience and raising their level of satisfaction, as follows:
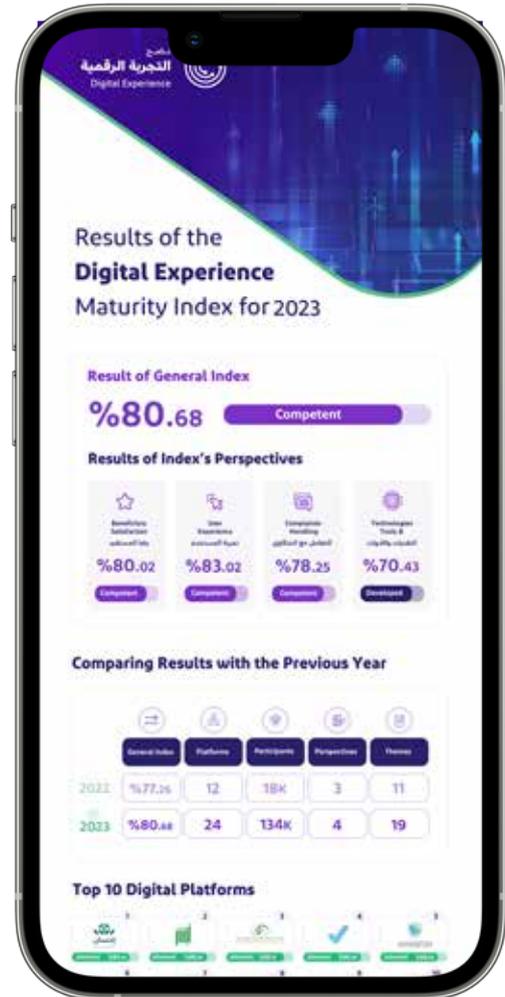
CITIZEN SATISFACTION	USER EXPERIENCE	COMPLAINTS -HANDLING	TECHNOLOGIES & TOOLS

Digital Transformation Measurement

TO

enhance the quality of digital services provided to citizens, the Authority launched the Digital Transformation Measurement (2023) with the aim of raising the levels of government entities' compliance with directives and decisions related to digital transformation.

QIYAS 2023

comes as a continuation of previous measurements and in line with the developments in digital transformation, contributing to supporting government entities and highlighting their efforts to achieve further excellence in the digital transformation journey. Excellence in the digital transformation journey.

Digital Transformation Measurement

is the enabling digital tool for the transformation journey, supporting the strategic pillars of Saudi Arabia's digital government directions, aiming to position Saudi Arabia as a global leader in digital government in line with the objectives of Saudi Vision 2030.

Qiyas in numbers

	2023	2022	2021	
	85.53%	80.96%	69.39%	Index
	226	217	193	Entities
	12	7 entities	2 entities	Creativit
	76	54	43	Integration

Adoption of Emerging Technology Adoption

The index aims to contribute to achieving national strategic objectives and enhancing the readiness of government entities to adopt emerging technologies.
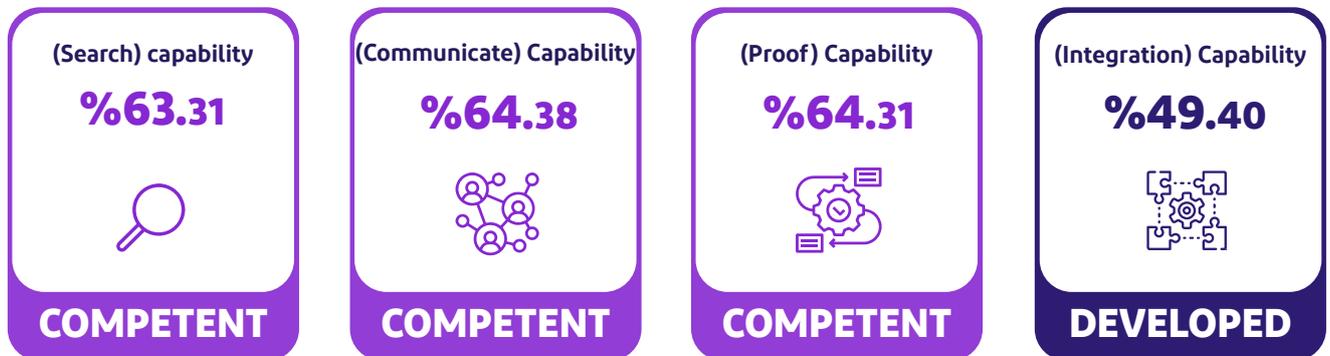
In its first cycle, the Emerging Technologies Adoption Readiness Index focuses on measuring the readiness of various government entities to adopt emerging technologies. It covers four main capabilities: Research, communication, proof, and integration.

The index provides readiness levels, an action plan for building capabilities in line with the entity's needs, as well as general recommendations.

Overall Report Result:

The readiness level for adopting emerging technologies among government entities is 60.35%, categorized as "Competent," as follows:

(Search) capability	(Communicate) Capability	(Proof) Capability	(Integration) Capability
%63.31	**%64.38**	**%64.31**	**%49.40**
COMPETENT	**COMPETENT**	**COMPETENT**	**DEVELOPED**

Website and Digital Content Efficiency

It aims to align with the strategic directions of digital government, enhancing the quality of content and improving visibility in search engines.
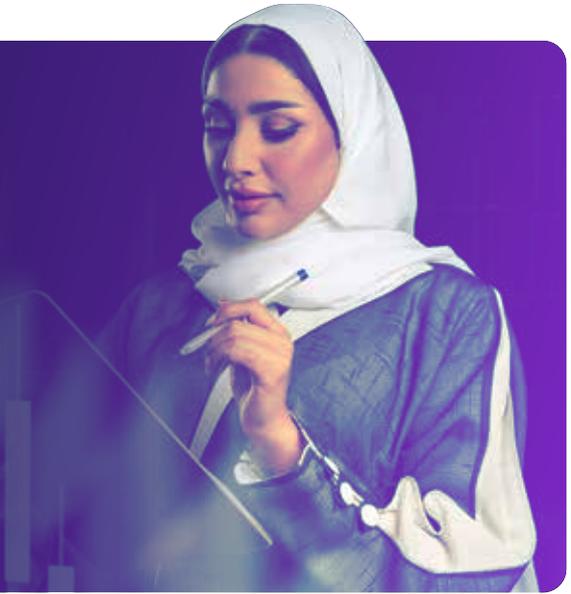
Evaluation Axes

SEARCH ENGINE RESULTS

SPEED MEASUREMENT

DIGITAL CONTENT QUALITY

The top-performing government entities in website and digital content efficiency:

International Indicators

Renewed leadership and regional and international recognition.

In February 2023, Saudi Arabia ranked first regionally in the Government Electronic and Mobile Services Maturity Index, issued by the United Nations Economic and Social Commission for Western Asia (ESCWA). The index evaluates the progress of member states across three sub-indicators: service availability and sophistication, service usage and satisfaction, and public outreach. The report, which assessed 18 countries, placed Saudi Arabia in the leading position.

The index focuses on 84 essential government services for individuals and businesses in priority sectors. Saudi Arabia excelled across all three sub-indicators, maintaining its top position in the first sub-indicator, which assesses service availability and development, with a score of 96.00%.

In the second sub-indicator, which evaluates service usage and satisfaction, Saudi Arabia also ranked first, achieving a significant improvement of over 37% from the previous two editions, reaching a maturity score of 79.24%. Regarding the third sub-indicator, which measures public outreach, Saudi Arabia showed an increase in this area as well, achieving a maturity score of 86.48%, ranking third overall.
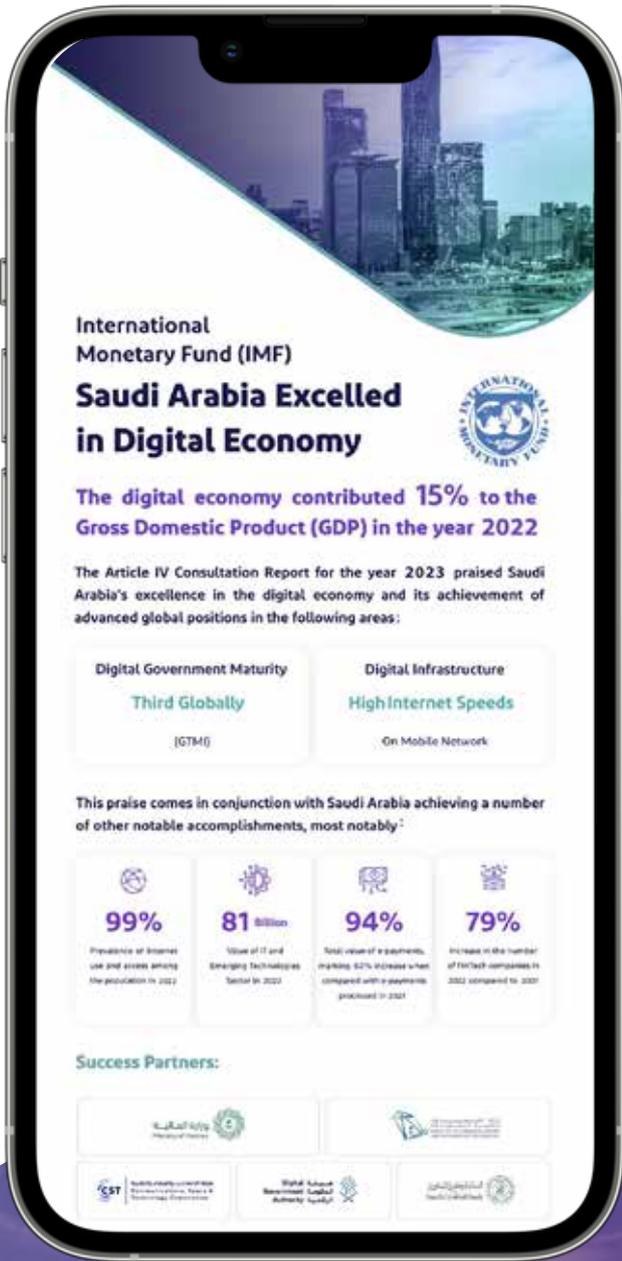
In 2023, the International Monetary Fund (IMF) praised Saudi Arabia's digital government efforts through its Article IV consultations. The report highlighted the effectiveness of the vital steps being taken by the digital government and commended Saudi Arabia's advanced global rankings in digital government maturity. This reinforces Saudi Arabia's international position in digital competitiveness and fosters expanding opportunities in the digital economy.

Digital Government Business

A unique inclusivity for a more vibrant nation.

In 2023, the Authority focused on promoting consultations, electronic participation, and joint innovation initiatives on the "Tafaul" platform. This platform plays a significant role in involving beneficiaries in the decision-making process by offering public consultations and joint innovation initiatives from government entities. As a result, the number of public consultations surged to 131 in 2023, compared to just 4 in 2022, marking an impressive increase of 3,275%. Additionally, 130 joint development and innovation initiatives were launched in 2023, compared to none the previous year. The Authority recognized the importance of activating this aspect through the "Tafaul" platform, increasing the readiness of participating entities in the electronic participation index to over 97%, a readiness level evaluated by the UN's e-Government Development Index. This increase received widespread praise and significant recognition.

In addition, in 2023, several policies, controls, standards, and guidelines were issued, marking an important step based on the Authority's role in organizing the digital government landscape and issuing regulations, policies, controls, standards, and guidelines related to digital government and its various fields. The Authority issued 30 regulatory documents in 2023, reflecting an 11.1% increase over the same year's target, and a 50% leap compared to 2022. The approval of these policies, controls, and standards fosters a regulatory environment that supports the digital government transformation in Saudi Arabia, enabling government entities to achieve the strategic objectives of the digital government and guiding them toward excellence in digital government services.
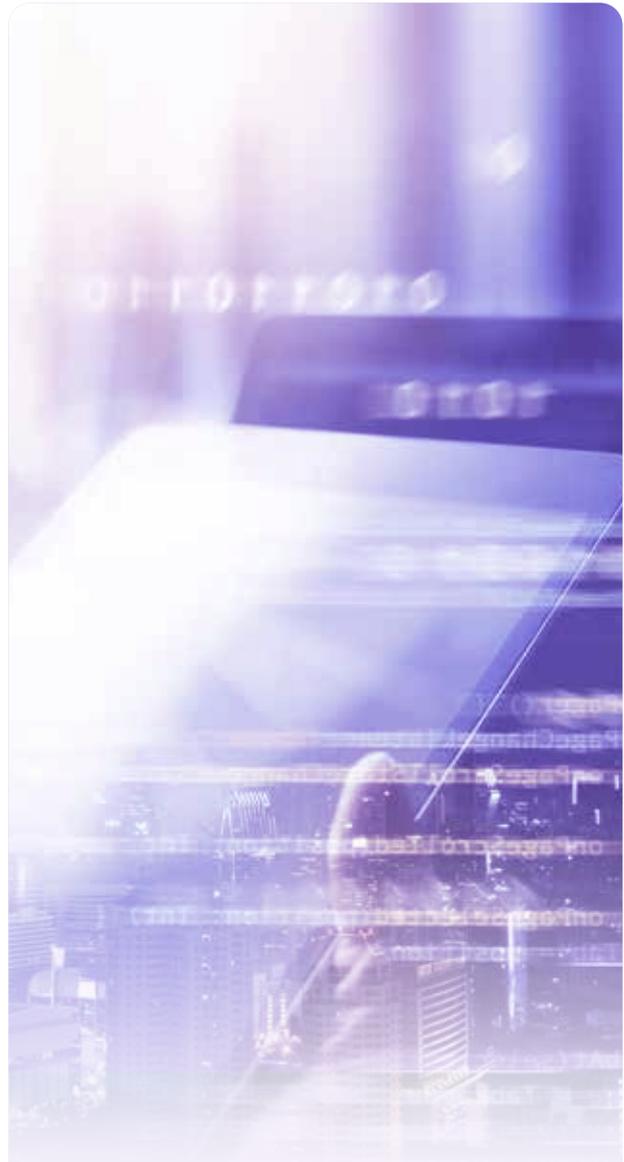
As part of the Authority's ongoing efforts to regulate and manage the registration of government digital domains and platforms, the Authority developed the document "Controls for Registration and Management of Domains, Platforms, and Digital Government Services." This document aims to organize the registration and management of government domains, platforms, and digital services provided by government entities. Additionally, 97 domain registration requests were processed, and their compliance with domain registration regulations was verified. As a result, 55 domains were approved for registration, while 42 were rejected. This process strengthens the governance of digital government domain and platform registrations, streamline digital government operations, and safeguards the rights of the registered entities.

In line with the programs, initiatives, and targets of Saudi Vision 2030, the Authority has intensified its efforts to contribute to the achievement of these ambitious national objectives. In 2023, the initiative "Program of Life Experiences" was launched to enhance the experiences of citizens and residents both inside and outside Saudi Vision. In collaboration with government entities, efforts were made to address the challenges faced by citizens in accessing digital government services. As a result, 25 reforms were introduced for government services in 2023, reflecting a 25% increase compared to the reforms implemented in 2022. This positively impacts the maturity level of government services.

Digital government and quality of life through digital government services.

In 2023, the integration of digital government platforms took place, a step aimed at improving the citizen experience and governing the digital landscape of government platforms. This was achieved through coordination with several government entities, resulting in the integration of 177 government platforms in 2023, compared to only 3 platforms in 2022. This significant leap led to the unification of digital government service delivery channels, increased the maturity level of digital government services, and enhanced citizen satisfaction.

In 2023, the updated version of the Technical Guideline for Vendor Classification in ICT sector was launched, resulting in the classification of 250 technical contractors. Additionally, the Elite Program was launched in collaboration with several government entities, which contributes to increasing the participation of SMEs in digital government procurement. Furthermore, over 510 digital consultations were provided to 176 government entities.

In 2023, the number of published digital studies and research reached approximately 10. The second edition of the Digital Government Award was launched, along with the Digital Inclusion Program. Supporting Riyadh's successful bid to host Expo 2030, the Authority participated in the distinguished Saudi bid by training the Sarah robot presentation.

The Authority offers specialized training programs through the "Digital Skills" program, one of its initiatives to enhance the digital capabilities of employees in the public sector and equip them with digital skills, which positively impacts government entities. In 2023, a total of 219 government entities benefited from the program.

Number of programs 141

Local	International
80	61

Number of trainees 2,250

Males 1,531

Females 719

Record Numbers for Quality Services That Earned Citizens Satisfaction

Statistics and figures for the services provided by the Authority to government entities, the private sector, and contractors in the telecommunications and information technology sector have shown a significant increase in the frequency of service utilization and their efficient completion within record time. This has positively influenced the improvement of citizens' experiences and significantly boosted their satisfaction levels.

Most Benefited Services in (2023 AD):

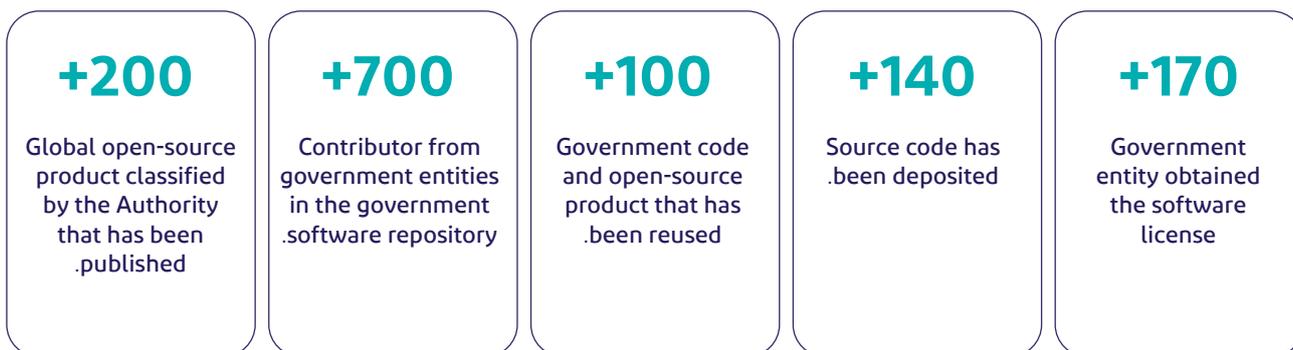| Service Name	Satisfied Citizen	The time taken to complete the service for citizens
Platform Management	118899	immediately
Domain reservation and availability verification.	5417	10 working days
Adding digital circuit data.	3738	10 working days
Product Management	2023	10 working days
Registering an existing platform.	1588	immediately

The services that received the highest satisfaction from citizens in 2023:

Service Name	Satisfied Citizen	The time taken to complete the service for citizens
Requesting technical consultation for renewing a digital circuit	4.8/5	10 working days
Adding digital circuit data.	4.7/5	10 working days
Designing a proof of concept feasibility	4.7/5	10 working days
Reporting Interruption of Digital Government Services	4.6/5	10 working days
Government entities registration	4.5/5	5 working days

Adoption of open-source software by government entities

Towards supporting open-source, government entities share their source codes in the government software repository in accordance with the regulations governing free and open-source government software.

Key Indicators

+200

Global open-source product classified by the Authority that has been published.

+700

Contributor from government entities in the government software repository.

+100

Government code and open-source product that has been reused.

+140

Source code has been deposited.

+170

Government entity obtained the software license

12

In 2023, 15 government entities received the National Enterprise Architecture Accreditation.

The National Enterprise Architecture contributes to enhancing the efficiency of government performance and achieving integration between the business sector and information technology.
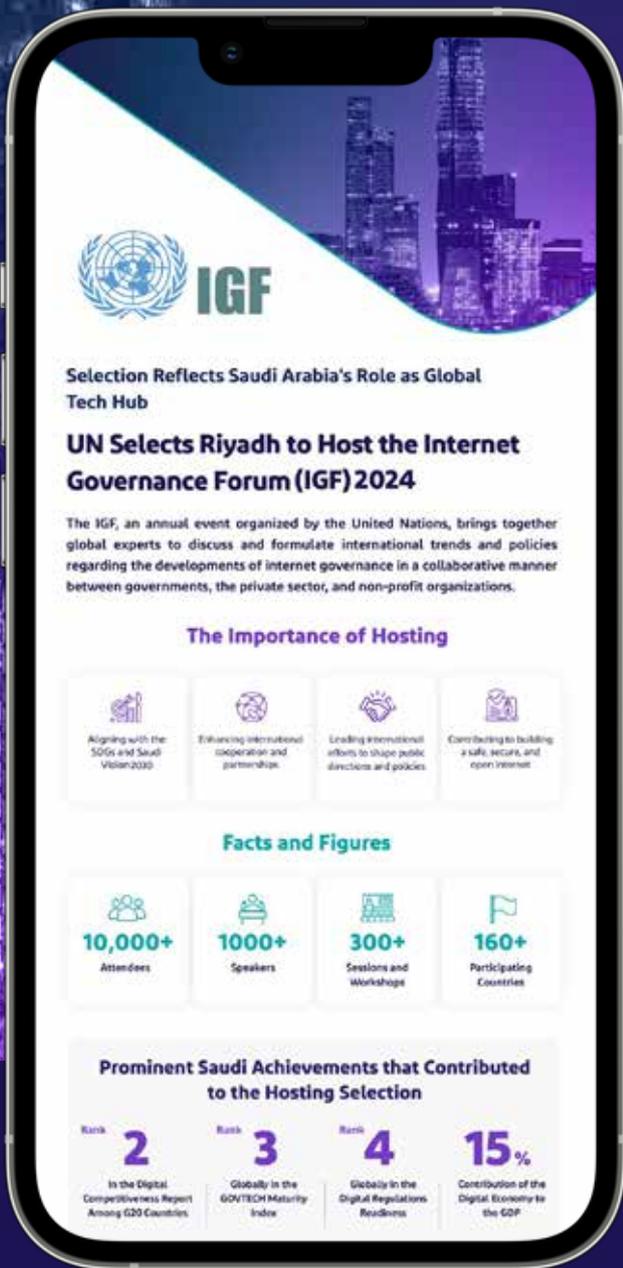
THE UNITED NATIONS SELECTED RIYADH, THE CAPITAL OF SAUDI ARABIA, TO HOST THE 19TH EDITION OF THE INTERNET GOVERNANCE FORUM (IGF) IN 2024. THE FORUM, ORGANIZED ANNUALLY BY THE UN, BRINGS TOGETHER GLOBAL EXPERTS TO DISCUSS AND SHAPE INTERNATIONAL TRENDS AND POLICIES ON INTERNET GOVERNANCE, FOSTERING A COLLABORATIVE APPROACH AMONG GOVERNMENTS, THE PRIVATE SECTOR, AND NON-PROFIT ORGANIZATIONS.

Investment and Private Sector Participation

Strategic Companies for a Robust Digital Economy

At the Digital Government Authority, we recognize that the private sector is a reliable and trusted partner. In alignment with the objectives of Saudi Vision 2030 and its associated national programs, we have collaborated with the private sector on a range of strategic initiatives and programs during 2023. For example, the third package of general interim licenses was launched, benefiting five companies in the telecommunications and information technology sector: Tabadul, The National Housing Services Company, Masdr Data Solutions, Tamkeen Technologies, and Tatweer for Educational Technologies.

In 2023, significant developments were made in the field of digital procurement and improvement. As part of this, the framework agreement for digital circuits and internet services was launched with six service providers from the private sector. Additionally, the framework agreement to provide cloud computing services for the infrastructure was initiated with five service providers from the private sector. Furthermore, the framework agreement for printers, scanners, and inks was launched with 32 companies, and the framework agreement for information technology devices and accessories was initiated with 28 companies from the private sector.

In this regard, the framework agreement for Microsoft's services and products was launched, along with the framework agreement for providing communication and short message services. These initiatives contributed to achieving government financial savings exceeding 1.5 billion riyals. This was accomplished through the governance of digital government projects, the governance of communications services, and the management of digital circuits' purchases. Additionally, an operational model was developed to enhance the functioning of the electronic government market. In 2023, more investment opportunities for the private sector were approved.

The Authority expects the licensing package to have a positive impact on digital government services and operations, supporting capabilities and enhancing Saudi Arabia's international presence in various leading and reliable global indices. Additionally, it is anticipated to have a positive effect on MSMEs, as the Authority believes that the five companies will enable numerous MSMEs, thus increasing the private sector's contribution to digital government services.

In 2023, the level of private sector participation and feedback in certain government initiatives and programs was increased through the "Tafaul" platform and specialized working teams in each government entity. The aim was to identify strengths and opportunities and leverage them optimally, as well as to identify areas of weakness or challenges and address them directly by the relevant government entity. This approach contributed to achieving the goals of digital government, improving the quality of services, and ensuring the success of the initiatives and programs implemented.
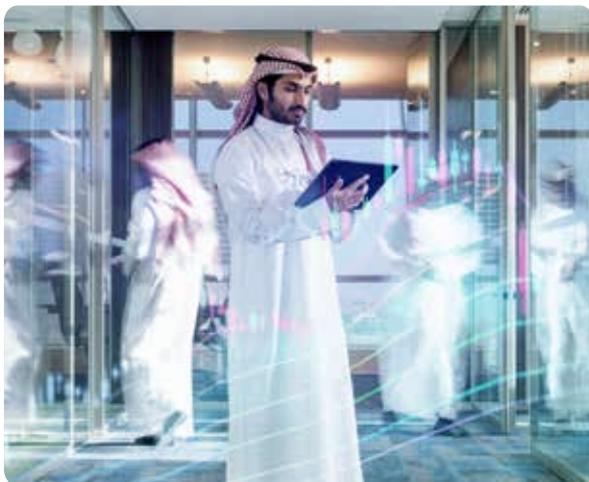
At the level of training, qualification, and human empowerment, and in collaboration with many entities and sectors, including private sector organizations, the e-learning platform was activated. This integrated e-learning platform offers more than 16,000 training courses in various fields, contributing to enhancing the efficiency of the Authority's employees and promoting knowledge transfer opportunities. The private sector played an important role in providing many specialized training courses for beneficiaries.

Regional and International Participation

Continuous Excellence in National and International Forums

LEAP

The "Digital Saudi" exhibition, held as part of the international technology conference "LEAP 23", took place under the slogan "Creative Nation and Ambitious Future" at the Riyadh Front Exhibitions and Convention Centre from February 6 to 9, 2023. The exhibition featured participation from major government entities, private sector companies, and local and international technology and telecommunications firms, with the presence of several highnesses, officials, and experts.

The exhibition featured 12 sections, including Digital Health, security technologies, educational technologies, transport and logistics services, labor and human resources, financial technologies, virtual courts, tourism and culture, smart cities, the digital economy, a section for pilgrims, the digital playground, and a launch platform.

GITEX GLOBAL

The Authority organized the "Digital Saudi" program exhibition at "GITEX 2023" in Dubai, with the participation of the Ministry of Industry and Mineral Resources, the Zakat, Tax and Customs Authority, and the Heritage Authority. The exhibition showcased their most prominent digital services that have contributed to enriching the experiences of citizens, residents, and visitors.

Gartner.

"Digital Saudi" participated with a pavilion showcasing digital products and government success stories in the field of digital transformation at the "Gartner" IT Symposium/Xpo, held from November 6 to 9, 2023, in Barcelona, Spain. The goal was to present Saudi Arabia's pioneering experience in digital transformation, exchange expertise, enhance quality of life, and improve beneficiary satisfaction. The "Digital Saudi" pavilion witnessed a remarkable turnout and significant interaction from the exhibition visitors. The participation included showcasing products related to life journeys. This participation aligns with the Authority's efforts to strengthen Saudi Arabia's presence on the global digital map, highlighting the latest technologies and inspiring success stories in this vital sector.

ملتقى الحكومة الرقمية
Digital Government Forum

The Authority organized the "Second Digital Government Forum 2023" under the slogan "Our Future is Now," with the participation of several government entities and the presence of Highnesses and Excellencies ministers, along with a distinguished group of experts, specialists, and decision-makers in the field of digital government at both the local and international levels.

Hajj Conference & Exhibition 2023

His Excellency the Governor of the Eng. Ahmed Alsuwaiyan, participated in the "Innovation Planning" session at the Hajj Conference & Exhibition 2023.

Growth Summit 2023 of the World Economic Forum

His Excellency, Governor Eng. Ahmed Alsuwaiyan, participated in a high-level delegation representing Saudi Arabia at the Growth Summit 2023 of the World Economic Forum in Geneva, with the aim of enhancing future opportunities and addressing current challenges through cooperation, foresight, and innovation.

Digital Excellence Forum in the Government Sector

The Authority participated in the Digital Excellence Forum in the Government Sector, held in the Sultanate of Oman, with the aim of showcasing Saudi Arabia's journey in digital transformation.

Awards

Support and encouragement crowned with pride and excellence.

In pursuit of a leading digital government, the award supports digital government innovation to enhance the development of an integrated digital community in Saudi Arabia, providing the best proactive digital services that contribute to improving the quality of life and achieving citizen satisfaction.

Award Objectives:

01
Innovation and adoption of national digital initiatives across all government sectors, activating a leading digital government in innovation for an empowered and vibrant society.

02
Recognizing outstanding government entities in providing proactive digital services to citizens.

03
Stimulating government entities and enhancing digital competitiveness and quality.

04
Strengthening national presence and regional and international competition for outstanding government achievements.

Fourthly: Conclusion

This report highlights the ongoing efforts by the Digital Government Authority to enhance the regulatory environment for digital government and showcases the progress and development achieved by Saudi Arabia's digital government in both national and global indicators. It reflects the significant support and empowerment that the digital government ecosystem receives from the Custodian of the Two Holy Mosques, King Salman bin Abdulaziz Al Saud, and the Crown Prince, His Royal Highness Prince Mohammed bin Salman bin Abdulaziz Al Saud - may God preserve them both.

The Authority commends the outstanding collaborative efforts with its partners from all sectors and continuously looks forward to further progress towards comprehensive, integrated, and balanced development for a promising digital future.

04

هـيـئـة الحكـومـة الرقـمـية
Digital Government Authority