



ملتقى الحكومة الرقمية  
Digital Government Forum



# Our Future is Now



# Facts and Faigures

**+400**

Participating  
government agencies

**+7000**

Attendance  
and Participants

**+100**

Participating companies  
and entrepreneurs

**+30**

Dialogue and  
workshops

**+10**

Digital Product  
Launches

**December 19-20, 2023**

The main stage of the  
Digital Government Forum 2023  
began with the  
**Saudi National Anthem**





**Presented by**

**Fatma Fahad**

A video presentation was shown produced by the Digital Government Authority, sending a message to the world:  
**We strive to be a smart digital government, proactively delivering services and linking data.**

To watch the video



Following that,  
his Excellency the Governor of the Digital  
Government Authority  
**Eng. Ahmed bin Mohammed Alsuwaiyan**  
delivered a speech emphasizing the importance  
of digital services and Saudi Arabia's  
determination to lead in delivering these  
services to beneficiaries.

لمشاهدة الفيديو



The forum sessions began with an international, regional, and local attendance, featuring ministers, experts, and a select group of specialists in the field of digital government from various countries

# **AROUND THE WORLD.**



**The first dialogue,**  
titled "Applications of Artificial  
Intelligence in Digital Government,"  
**was moderated by Presenter,**  
**Mr. Mohammed Alwohaibi**

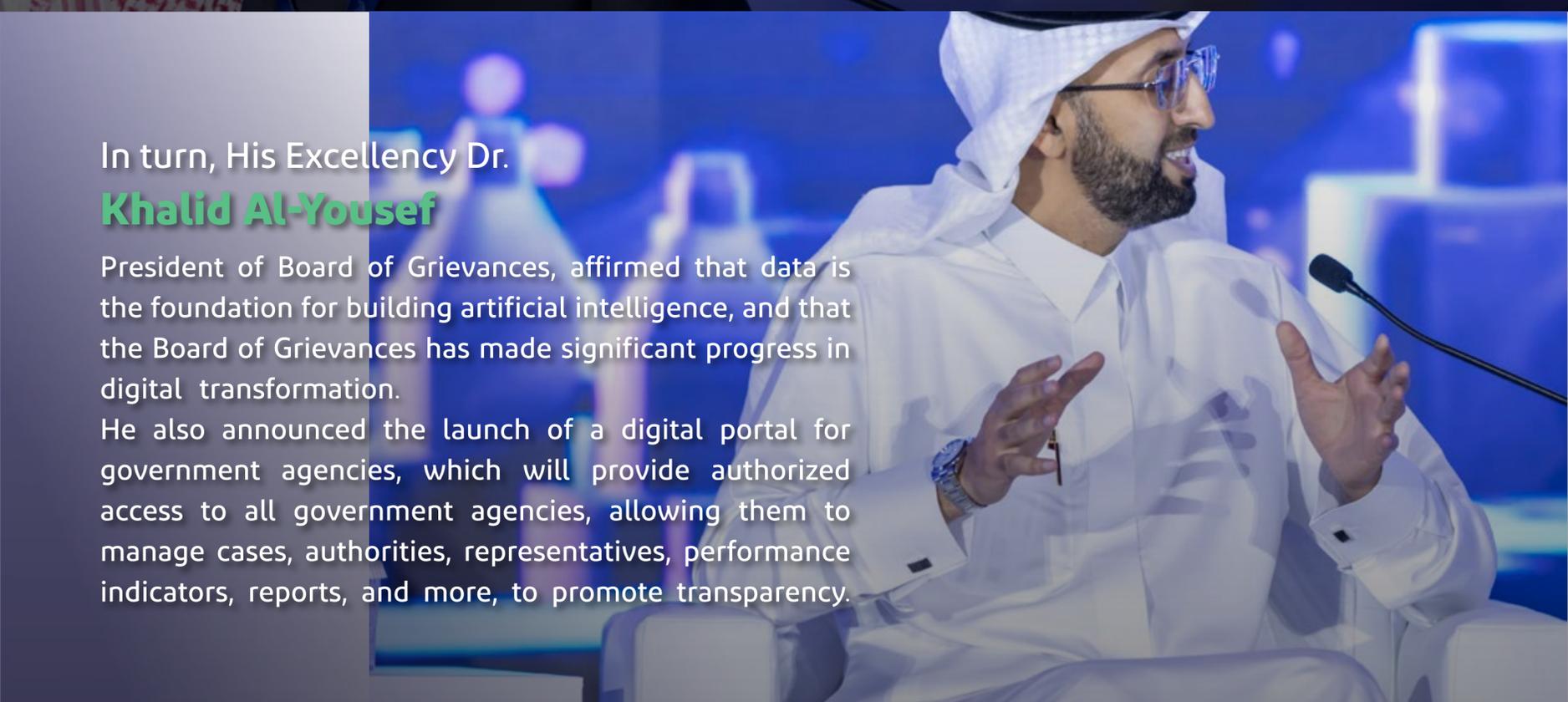
لمشاهدة الفيديو



His Highness Prince Dr.

### **Bandar bin Abdullah Al Mishari Al Saud**

the assistant minister of interior for technology affairs, mentioned that AI plays a significant role in the work of security personnel. The ministry faces a major challenge in integrating fieldwork with these new technologies, emphasizing that the Ministry of Interior is working towards achieving major accomplishments in this area. He also launched the "Empowering People with Disabilities to Access Absher Individuals Services.

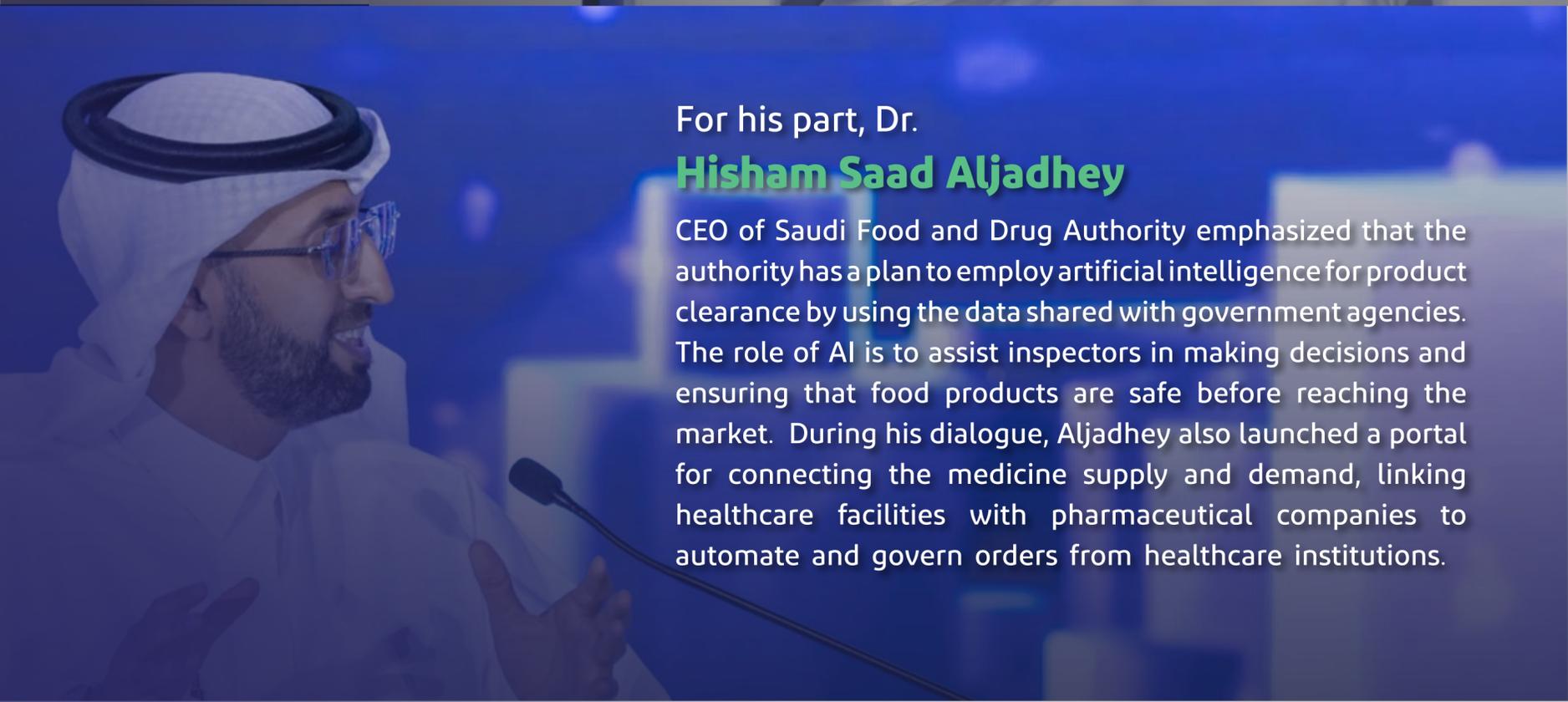


In turn, His Excellency Dr.

### **Khalid Al-Yousef**

President of Board of Grievances, affirmed that data is the foundation for building artificial intelligence, and that the Board of Grievances has made significant progress in digital transformation.

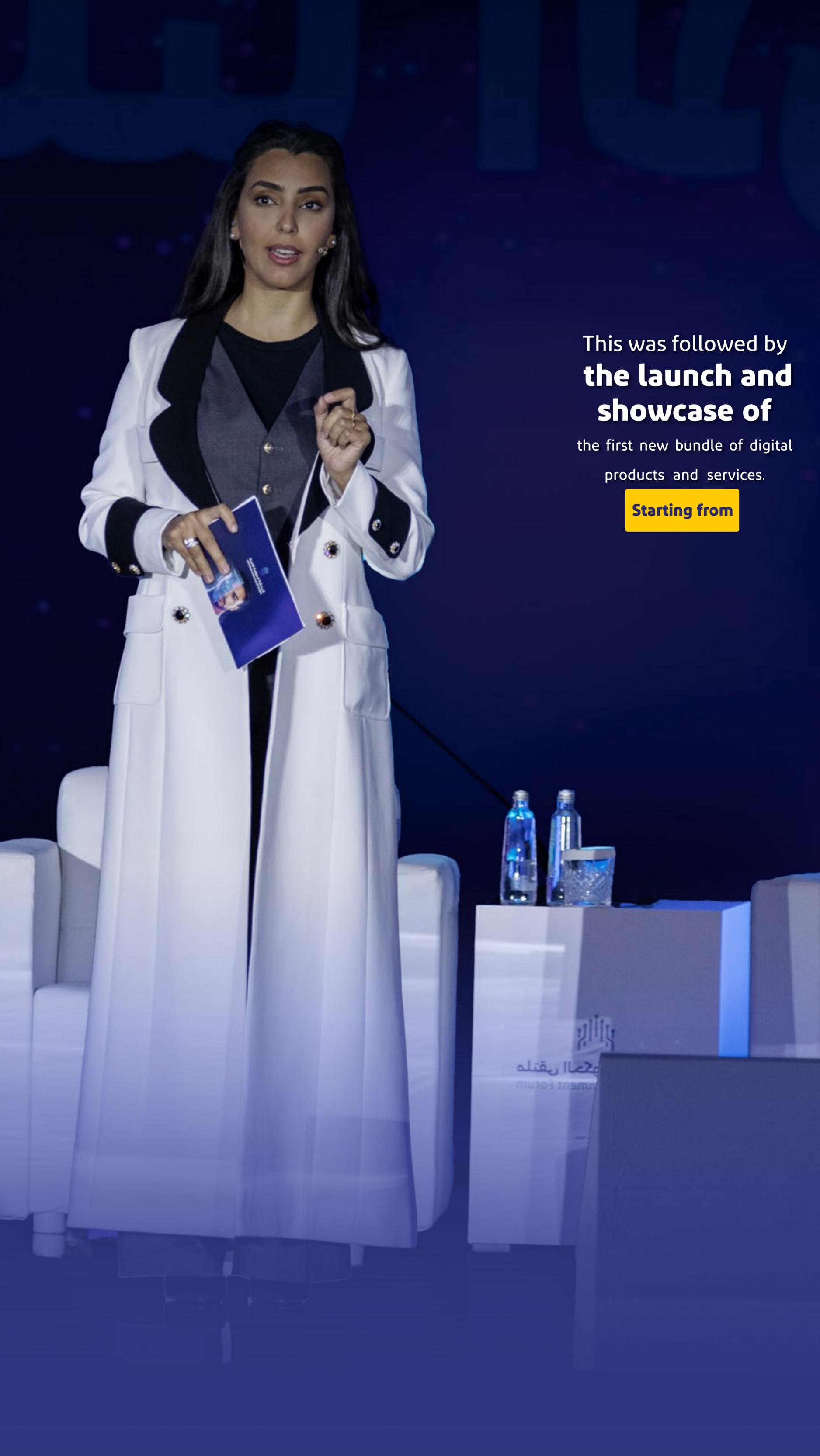
He also announced the launch of a digital portal for government agencies, which will provide authorized access to all government agencies, allowing them to manage cases, authorities, representatives, performance indicators, reports, and more, to promote transparency.



For his part, Dr.

### **Hisham Saad Aljadhey**

CEO of Saudi Food and Drug Authority emphasized that the authority has a plan to employ artificial intelligence for product clearance by using the data shared with government agencies. The role of AI is to assist inspectors in making decisions and ensuring that food products are safe before reaching the market. During his dialogue, Aljadhey also launched a portal for connecting the medicine supply and demand, linking healthcare facilities with pharmaceutical companies to automate and govern orders from healthcare institutions.



This was followed by  
**the launch and  
showcase of**

the first new bundle of digital  
products and services.

**Starting from**

launching

Unified National Platform for Visas

## Saudi visa

The Ministry of Foreign Affairs launched the Saudi Visa Platform as a foundation for a national digital platform to issue and facilitate all types of visas.



launching

## Tamayuz Digital Platform

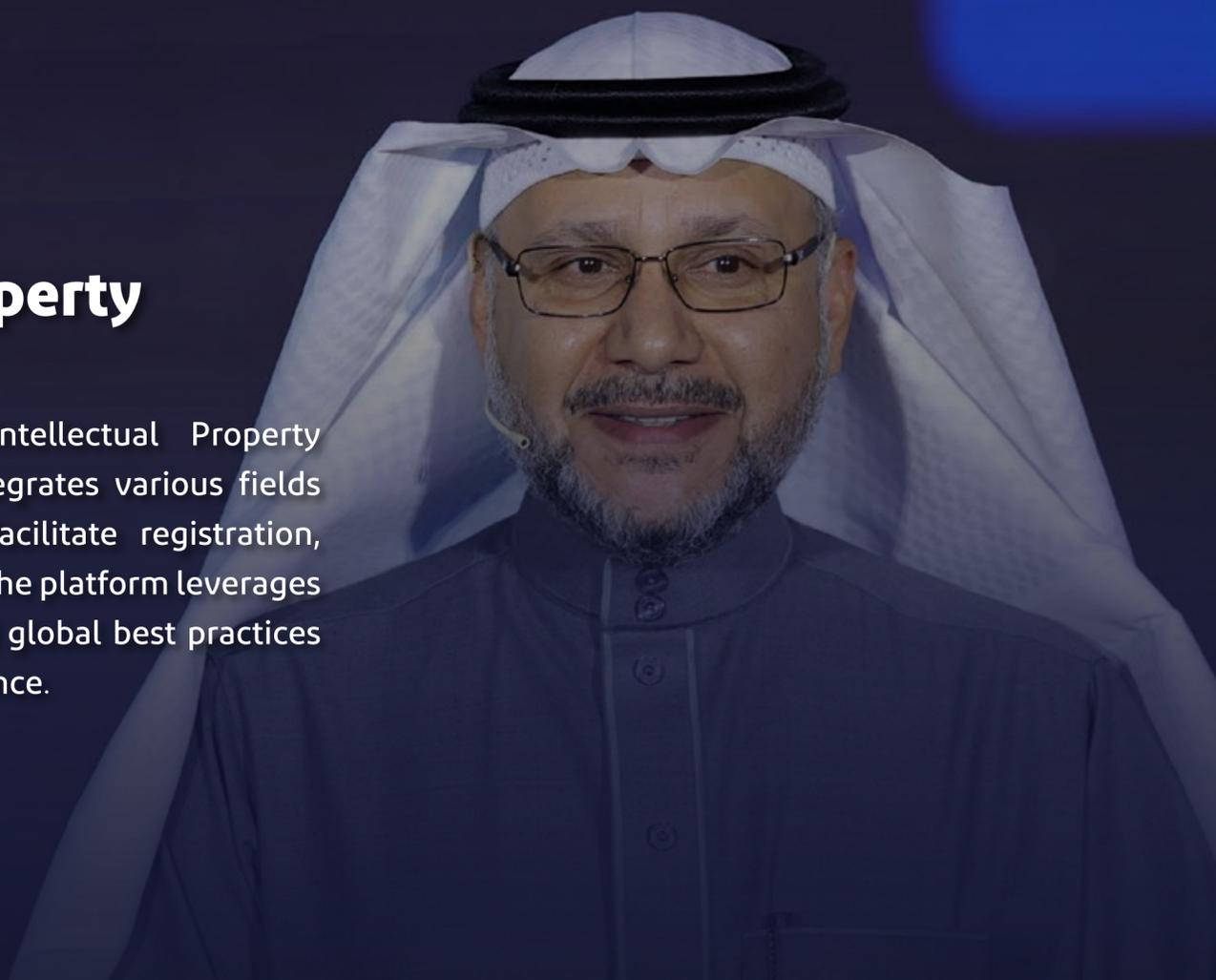
The Education and Training Evaluation Commission launched the "Tamayuz" digital platform, an integrated system for managing school evaluation and accreditation processes, data analysis, and electronic report issuance.



launching

## Intellectual Property Platform

The Saudi Authority for Intellectual Property launched a platform that integrates various fields of intellectual property to facilitate registration, enforcement, and protection. The platform leverages the latest AI technologies and global best practices to enhance the user experience.





Assistant Secretary General for Economic and Development Affairs at the General Secretariat of the GCC countries

## **Mr. Khaled Ali Bin Salem Al-Senaidi**

delivered a speech praising the forum in both its editions, highlighting its global recognition and acclaim from various digital government agencies. He emphasized that the forum positively encourages the delivery of highly reliable and efficient digital government services that are fast, user-friendly, and contribute to the growth of the GCC economy.

ملتقى الحكومة الرقمية  
Digital Government Forum



The forum included

# the announcement of the Digital Government Award

for the Gulf Cooperation Council (GCC) countries  
across its six categories and honoring them.





**Best Digital Inclusion Initiative:**  
Mada Digital Accessibility Portal,  
launched by the Ministry of Social  
Development and Family in Qatar.



**Best Use of AI:**  
Tracking Visual Distortions Service  
and the Use of Drones of Madinah  
Regional Municipality of the  
Kingdom of Saudi Arabia



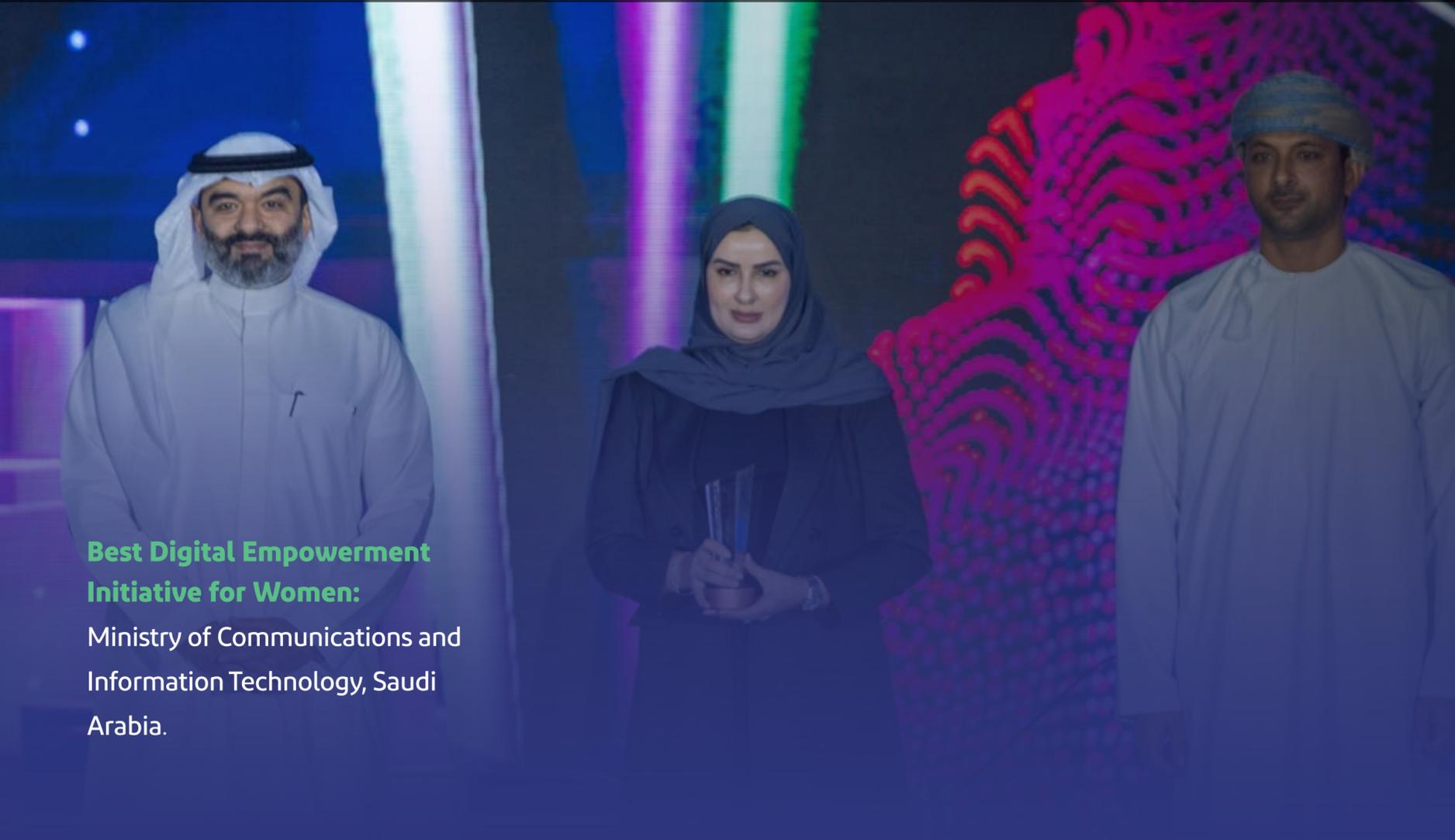
**Best Open Data Initiative:**  
Bahrain Open Data Portal.



**Best Government Digital Service**  
Digital Case File Service by "Dubai Courts," United Arab Emirates.



**Best Digital Community Engagement**  
Oman Telecommunications Regulatory Authority



**Best Digital Empowerment Initiative for Women:**  
Ministry of Communications and Information Technology, Saudi Arabia.

## The second dialogue started

entitled "**Data Integration to Create Value.**"

It explored the impacts and opportunities surrounding the adoption of Data Free Flow with Trust principles as a fundamental requirement for Data Integration to Create Value among GCC countries.



الدكتورة أمل بنت  
عبدالرحمن العويذة  
إدارة الجلسة



الأستاذ محمد  
بن علي الفالاد  
الرئيس التنفيذي لهيئة  
المعلومات والحكومة  
الإلكترونية بمملكة البحرين



الدكتور علي بن  
عامر الشيباني  
وكيل وزارة النقل  
والاتصالات وتقنية  
المعلومات بسلطنة عمان



المهندسة مشاعل  
بنت علي الحمادي  
وكيل الوزارة المساعد لشؤون  
الحكومة الرقمية بوزارة الاتصالات  
وتكنولوجيا المعلومات بدولة قطر



الأستاذ محمد بن  
إبراهيم الزبيعي  
نائب المدير العام لقطاع  
المعلومات والحكومة الرقمية  
بدولة الإمارات العربية المتحدة

الرقمية  
Digital G

تك  
لم





**The dialogue moderated by**  
**D. Amal Abdulrahman Alawdah**



His Excellency the Chief Executive of the Information  
& eGovernment Authority in Bahrain.

**Mr. Mohammed Ali Al Qaed**



His Excellency the Undersecretary of the Ministry of  
Transport, Communications, and Information Technology  
in the Sultanate of Oman.

**Dr. Ali Amer Al Shidhani**



Her Excellency, Assistant Undersecretary for Digital  
Government Affairs at the Ministry of Communications  
and Information Technology in Qatar.

**Ms Eng. Mashaal bint  
Ali Al-Hammadi**



His Excellency, Deputy Director of the Information &  
Digital Government Sector.

**Eng. Mohammed Ibrahim  
Al Zarooni**

A photograph of Li Junhua, a man with glasses and a dark suit, speaking at a white podium. The podium has a screen and a microphone. The background is a blue wall with a grid pattern and some blurred lights. The text is overlaid on the right side of the image.

**Also,**

## **Li Junhua**

United Nations Under-Secretary-General for Economic and Social Affairs, participated in the first day of the forum with a speech highlighting the impact of digital transformation in achieving the Sustainable Development Goals.

مية  
Digi

**Then the third dialogue started**

entitled **"The Role of Financial Institutions in Bridging the Digital Divide."**

It showcased the role of financial institutions in bridging the digital divide, in addition to the launch of the Islamic Development Bank's Digital Inclusion Strategy and its expected impact on the bank's member states.



الأستاذة صفاء  
الطيب الكوفلي  
مديرة البنك الدولي في دول  
مجلس التعاون الخليجي

معالي الدكتور محمد  
بن سليمان الجاسر  
رئيس مجموعة  
البنك الإسلامي للتنمية





The dialogue moderated by

**Ms. Safaa Al-Kouhli**



His Excellency the Chairman of the Islamic  
Development Bank Group

**Dr. Muhammed  
Al-Jasser**

## The forum witnessed

the discussion on successful experiences in the field of digital government in the fourth dialogue session

entitled **"Enhancing International Cooperation and Sharing Leading Practices."**



الأستاذ يوسف برفاوي  
إدارة الجلالة



الدكتورة ديلفينيا سواريز  
رئيس معهد الحكومة  
الإلكترونية في جامعة  
الأمم المتحدة



الدكتور هي رومين  
رئيس الرئيس التنفيذي للتقنيات  
الرقمية للحكومة  
مكتب الأمم المتحدة والحكومة الرقمية  
سنغافورة



الدكتور ميشيل روجي  
مدير ممارسات التنمية  
الرقمية بمنطقة أفريقيا  
والشرق الأوسط  
بنك دبي

مية  
Dig



Moderated by

**Yousef Barqawi**



Director of the United Nations University's E-Governance

**Dr. Delfina Soares**



Digital Development Practice Manager for Africa and the Middle East- United Nations

**Dr. Michel Rogy**



Deputy Chief Digital Technology Officer, Government at Singapore Smart Nation and Digital Government Office

**Dr. He Ruimin**

## Vincenzo Aquaro

Chief of E-Government Branch (E-GB)

of the Division for Public Administration & Development Management of the United Nations, spoke about the global prospects of digital government in a speech titled "The Future of Digital Government."

ملتقى الحكومة الرقمية  
Digital Government Forum





## In a keynote speech entitled

### **Contribution of the Private Sector to Developing Public Services**

Thiqah CEO Ayman Alfallaj showcased the ongoing efforts of both the public and private sectors to enhance the beneficiary experience in digital services.

Then the fifth dialogue started

## entitled **Foreseeing the Digital Future (The Role of the Private Sector)**

discussed the impact of technologies on the future, analyzed anticipated digital transformations, and how companies and the private sector can leverage their capabilities to drive technological advancement and innovation.



الدكتورة نجوى بنت  
مسفر الفاهمي  
إدارة الجلسة



الأستاذ بدر بن  
حسن الماشري  
المدير العام  
فوقل كلاود السعودية



المهندس طلال بن  
عبدالعزیز البکر  
الرئيس التنفيذي  
الشركة السعودية للحوسبة السحابية



المهندس علي  
بن محمد البالغ  
الرئيس التنفيذي  
شركة هزم السعودية



الدكتور ناصر  
بن زید المشاري  
نائب الرئيس للقطاعات  
شركة علم



الأستاذة زينب الأمين  
نائب الرئيس للتحويل الرقمي و  
الاستدامة  
مايكروسوفت السعودية

اسم





**Moderated by**

**Dr. Najwa Alghmadi**

entitled: Foreseeing the Digital Future: The Role of the  
Private Sector.

## Ms Zainab Al-Shanqiti

Vice President of Digital Transformation and Sustainability at Microsoft Saudi Arabia, discussed the analysis of expected digital transformations and the role of cloud computing in enabling innovation within the government sector.



A man wearing a white thobe and a red and white checkered ghutra with a black agal, sitting at a podium. He is wearing a blue lanyard with a badge around his neck. He is gesturing with his right hand, giving a thumbs up. In the background, there are two clear plastic water bottles on a table. The background is dark with some blue lighting.

On the other hand,

## Bader Almadi

Saudi Arabia country manager at Google Cloud, highlighted the support for adopting emerging technologies. He noted that Google's first launch in Saudi Arabia was the Center of Excellence, where approximately 19,000 trainees from both the public and private sectors were trained to enrich Saudi Arabia's digital transformation journey through cross-sector partnerships.

## **Eng. Talal Al-Bakr**

CEO Saudi Cloud Computing Company

**explained the innovative business model currently adopted to challenge and transform the landscape of emerging technology innovation in Saudi Arabia.**





**in turn**

## **Dr. Nasser Al-Meshary**

CEO of Elm, spoke about the role of the private sector in accelerating and shaping the future of digital government.

## **Mr. Ali Al-Ballaa,**

CEO of Saudi Azm, highlighted the contribution of financial and informational expertise in formulating and developing innovative investment strategies for digital government.



A person wearing a dark blue hijab is shown in profile, looking towards a large, bright yellow rectangular sign. The sign is positioned in the center-left of the frame and contains the text "Honoring Partners and Sponsors" in a bold, dark blue font. The background is a blurred blue and purple bokeh, suggesting an indoor event space with colorful lighting.

**Honoring  
Partners and  
Sponsors**

# Golden Partner

of the Digital Government Forum



# Golden Partner

of the Digital Government Forum

## SITE

الشركة السعودية لتقنية المعلومات  
Saudi Information Technology Company



# Golden Partner

of the Digital Government Forum

ثقة  
THIQAH



# Silver Partner

of the Digital Government Forum



# Silver Partner

of the Digital Government Forum

 Alibaba Cloud

SCCC Operating Saudi Region



# Knowledge Partner

of the Digital Government Forum

Gartner®





**In the evening of the first day,**

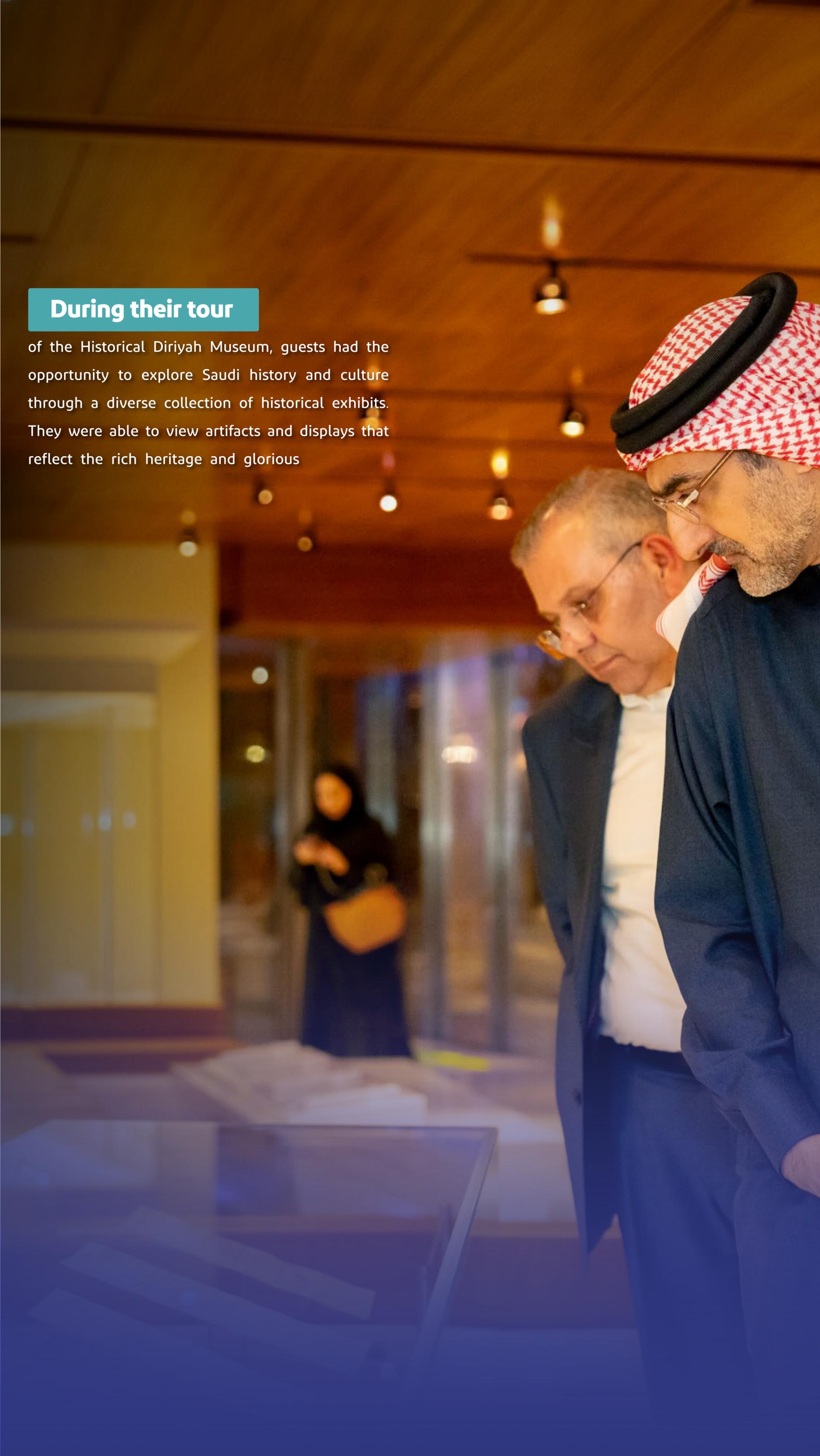
the forum guests were taken on a visit to enjoy the historic Diriyah.

Where the guests were welcomed during their visit to Diriyah with the Saudi Ardah (Sword dance) performance



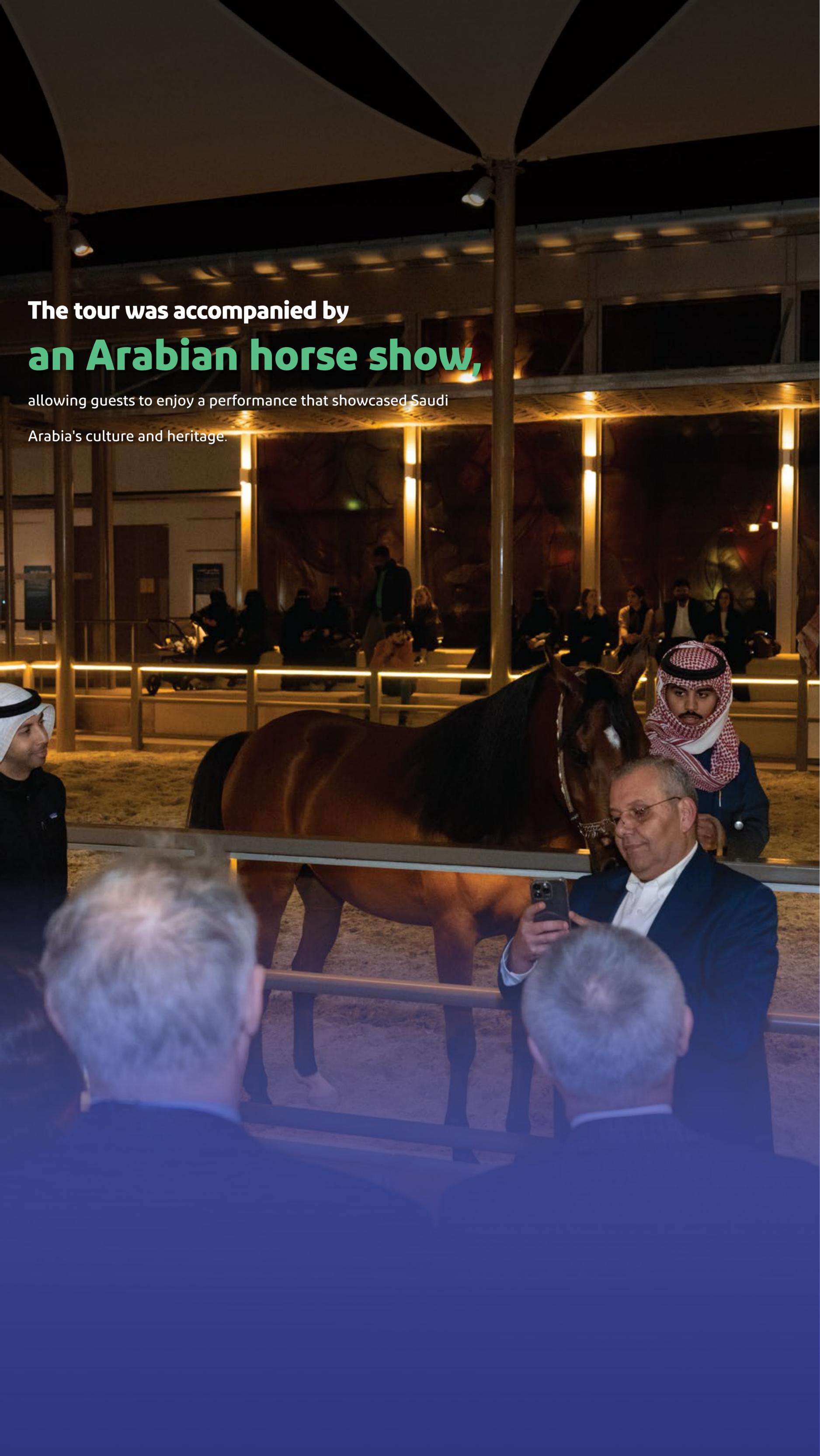
## During their tour

of the Historical Diriyah Museum, guests had the opportunity to explore Saudi history and culture through a diverse collection of historical exhibits. They were able to view artifacts and displays that reflect the rich heritage and glorious



The tour was accompanied by  
**an Arabian horse show,**

allowing guests to enjoy a performance that showcased Saudi Arabia's culture and heritage.





**At the conclusion of the tour,**

His Excellency the Governor of the Digital Government Authority hosted a dinner banquet in Al-Bujairi, Diriyah, honoring their highnesses and excellencies ministers, and esteemed guests of the forum.



## The guests were bid farewell

with a commemorative gift symbolizing this year, the Year of Arabic Poetry.



A set of workshops



The forum resumed its activities

**For the second and last day**

drawing the attendance of many interested participants.



## Dr. Khaled Al-Ghoneim

Chairman of the Board of Directors of Hawaz and Mozn Company, delivered a keynote speech titled Artificial Intelligence in Government Technologies, where he discussed the implementation of AI in organizations, as well as the opportunities and challenges of AI in government technologies.

The sixth dialogue,

entitled **Enterprise Architecture: Efficiency and Productivity,**

explored the importance of leveraging the capabilities and resources of enterprise architecture to support digital transformation efforts in government agencies.



الدكتور بدر بن  
عبدالرحمن الفاهمي  
إدارة الجلسة



الأستاذة الجوهري  
بنت عبدالله المقبل  
وكيل الوزارة للحول  
الرقمي وتقنية المعلومات  
وزارة السياحة



الدكتور وليد بن  
عبدالعزيز الجندل  
المشرف العام على الإدارة  
العامه للحول الرقمي  
وزارة التعليم



الأستاذ محمد بن  
عبدالله الفهم  
المشرف العام على الإدارة  
العامه لتقنية المعلومات  
والإدارة العامة للحول الرقمي  
وزارة النقل والخدمات اللوجستية





**Moderated by**

**Badr Abdulrahman Al-Ghamdi**



The General Supervisor for Technology and Digital Transformation at the Ministry of Transport and Logistics Services,

**Mr. Mohammed Al-Ghannam,**

emphasized the key role of enterprise architecture in driving digital transformation. He noted that the ministry established an Enterprise Architecture Office following the adoption of its Digital Transformation Strategy to support its implementation in line with the National Transport and Logistics Strategy.



**Dr. Waleed Aljandal**

The General Supervisor of the General Administration of Digital Transformation at the Ministry of Education, emphasized that enterprise architecture thrives on participation rather than imposed governance, as collaboration is key to strengthening governance.



Deputy Minister of Digital Transformation & Technology at the Ministry of Tourism,

**Ms. Al Joharah Almogbel**

showcased the role of senior leadership in enabling enterprise architecture management through the governance of initiatives and projects. She highlighted the development of an interactive model that fosters collaboration across business sectors and IT, while also enhancing cost efficiency and optimizing spending through project rationalization and governance.

## This was followed by a visual presentation

showcasing the contribution of enterprise architecture in enhancing government performance efficiency and fostering integration between the business and IT sectors.

To watch the video





Subsequently, His Excellency the Governor of the Digital Government Authority, Eng. Ahmed Al-Suwaiyan

**honored the government agencies**

that received enterprise architecture certification





**This was followed by a dialogue**

**entitled: *The Role of Innovation and Digital Transformation in Enhancing Efficiency in the Energy Sector Towards a Sustainable Future*, moderated by Mr. Omar Aljeraisy.**



**His Royal Highness Prince Abdulaziz bin Salman Al Saud, Minister of Energy,** emphasized in his speech the complementary relationship between the energy and technology sectors. He noted that the energy sector enables cloud computing by providing sustainable, cost-effective electricity, attracting major companies to Saudi Arabia while also benefiting from technological advancements across its operations.

لمشاهدة الفيديو



During his participation in the forum,

## His Royal Highness Prince Abdulaziz bin Salman Al Saud,

Minister of Energy, announced that the ministry is working to provide clean and sustainable energy at competitive prices, aiming to make Saudi Arabia a hub for modern technologies and industries.



In his speech entitled "National Transformation: A Reality We Live,"

**His Excellency Mr. Thamir bin Abdullah Al-Sadoun,**

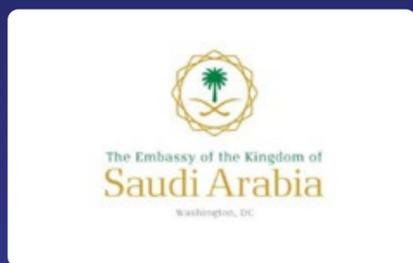
Transformation Program, discussed the achievements of digital transformation.

ملتقى الحكومة الرقمية  
Digital Government Forum





Following that,  
the highest-performing government agencies  
in terms of Website and Digital Content Efficiency were announced



In the seventh dialogue entitled "The Road to 2030: The Role of Digital Transformation in Achieving the Vision," His Excellencies the Ministers discussed the maturity of government digital transformation and highlighted the key achievements made to date.

**Moderated by Mr. Mofeed Al-Nuwaisir.**

لمشاهدة الفيديو



# His Excellency Dr. Tawfig AlRabiah, Minister of Hajj and Umrah, explained

the reason for the transition from "Eatamarna" to "Nusuk," stating: "Eatamarna was aimed at organizing Umrah and visiting the Rawdah, but now it has evolved into a digital platform, 'Nusuk,' offering many more services. Our goal is to make it easier for all visitors to Saudi Arabia to access services effortlessly. One of the Vision's objectives is to enrich the experience of Saudi Arabia's visitors."



# His Excellency Mr. Fahad Al Jalajel, Minister of Health

confirmed that the transformation in the health sector is significant, surpassing global health systems. He explained that Saudi Arabia is undergoing a transformation unlike any other in the world. He emphasized that this is due to the scale of the transformation achieved, the mechanisms adopted, and the principles grounded in Saudi Vision 2030.

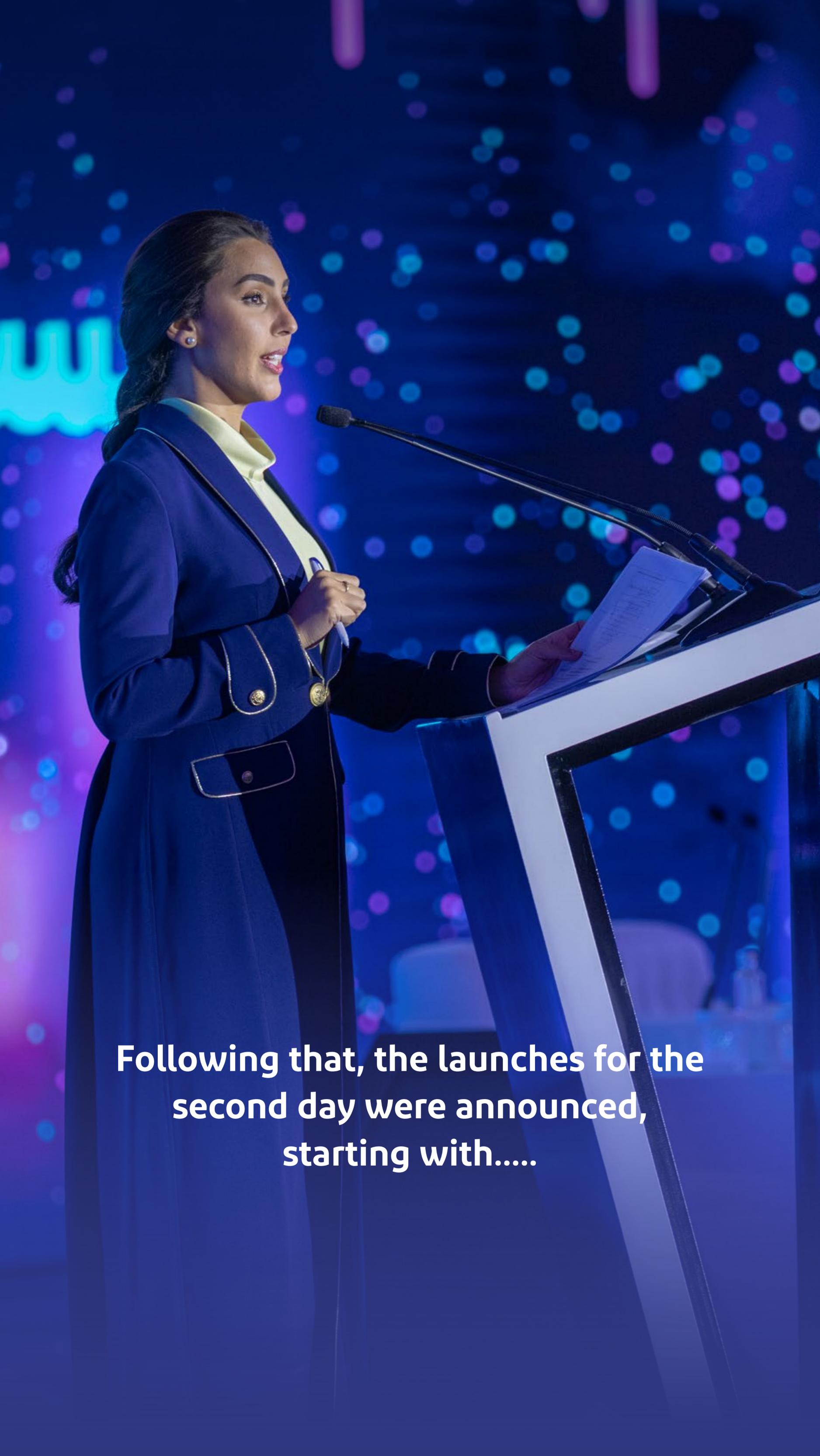


# His Excellency Mr. Majed Al-Hogail,

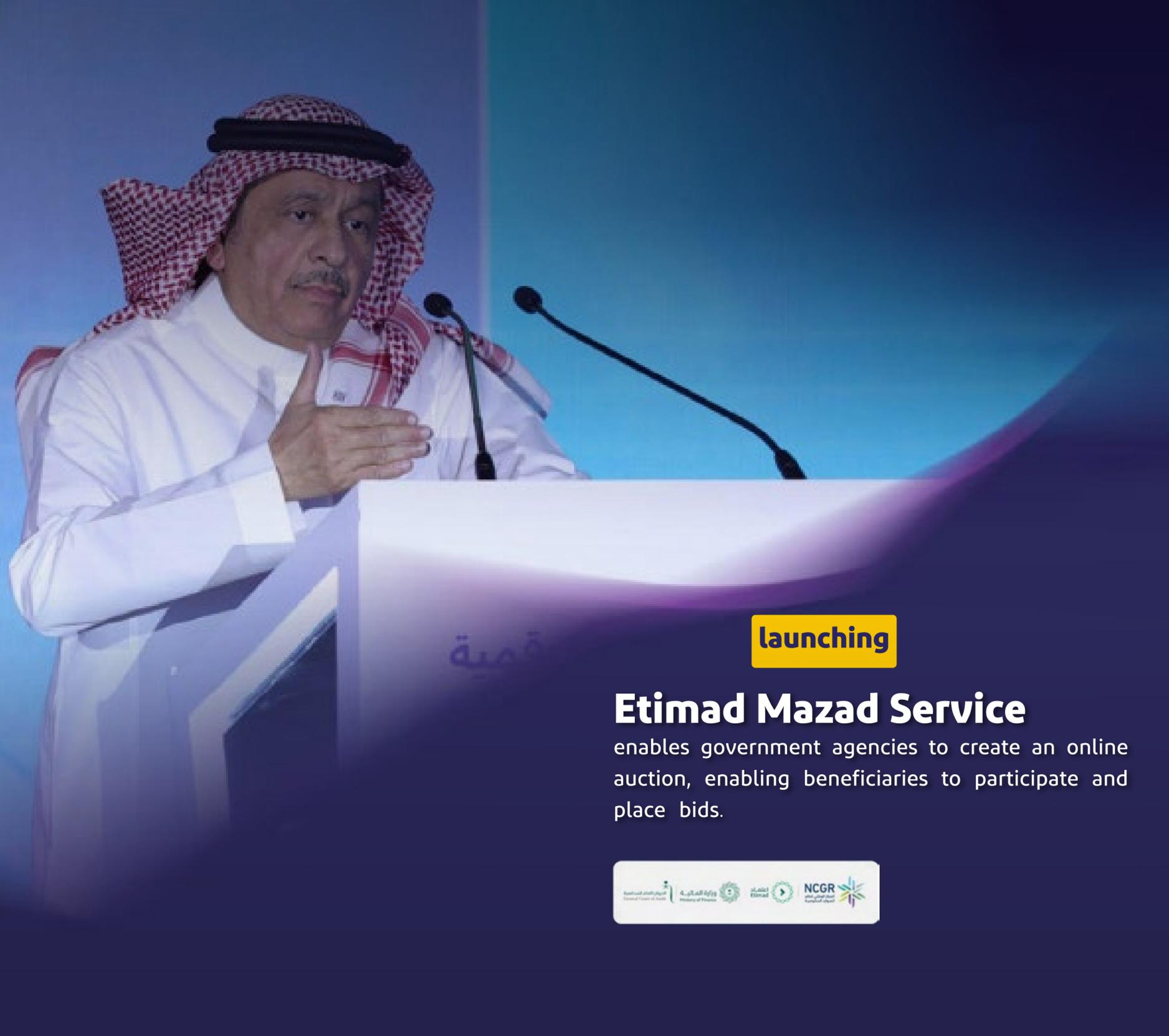
Minister of Municipalities and Housing

explained that digital transformation has helped reduce the percentage of in-person visits to municipalities, reaching 5% by the end of 2023.





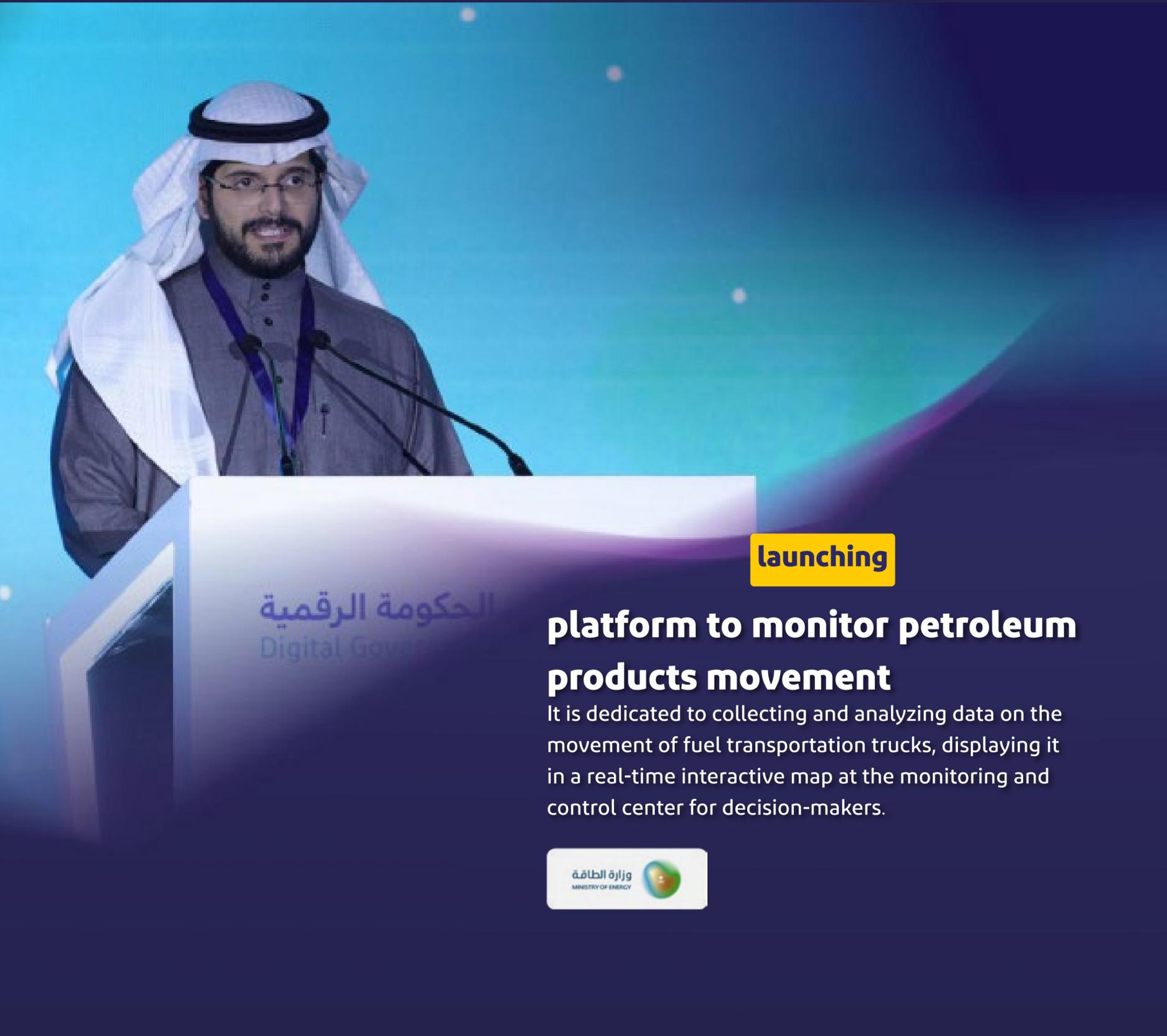
**Following that, the launches for the second day were announced, starting with.....**



launching

## Etimad Mazad Service

enables government agencies to create an online auction, enabling beneficiaries to participate and place bids.



launching

## platform to monitor petroleum products movement

It is dedicated to collecting and analyzing data on the movement of fuel transportation trucks, displaying it in a real-time interactive map at the monitoring and control center for decision-makers.





launching

## The Unified Health Record Sharing Service with the treating doctor.

allows the beneficiary to grant the treating doctor access to the Unified Health Record, with the beneficiary's approval to access the data.



launching

## The service enables individuals with disabilities to access Absher Individual services.

It allows the deaf and sign language users to use a smart keyboard that connects them with support staff, while also providing blind users with access to various services through the Absher app, utilizing artificial intelligence and Advanced Speech Recognition Commands.





launching

## Nusuk business Platform

A platform that enables the private sector to provide high-quality value-added services to pilgrims through the Nusuk app.



launching

## Medicine Supply and Demand Service

The Medicine Supply and Demand Platform connects healthcare facilities with pharmaceutical companies to request the provision of medicines through the automation and governance of orders by healthcare facilities.



launching

## The Government agencies Portal at the Board of Grievances

facilitates procedural and inquiry services, manages operations for government agencies, and provides reports and performance indicators, all integrated with Moen platform.



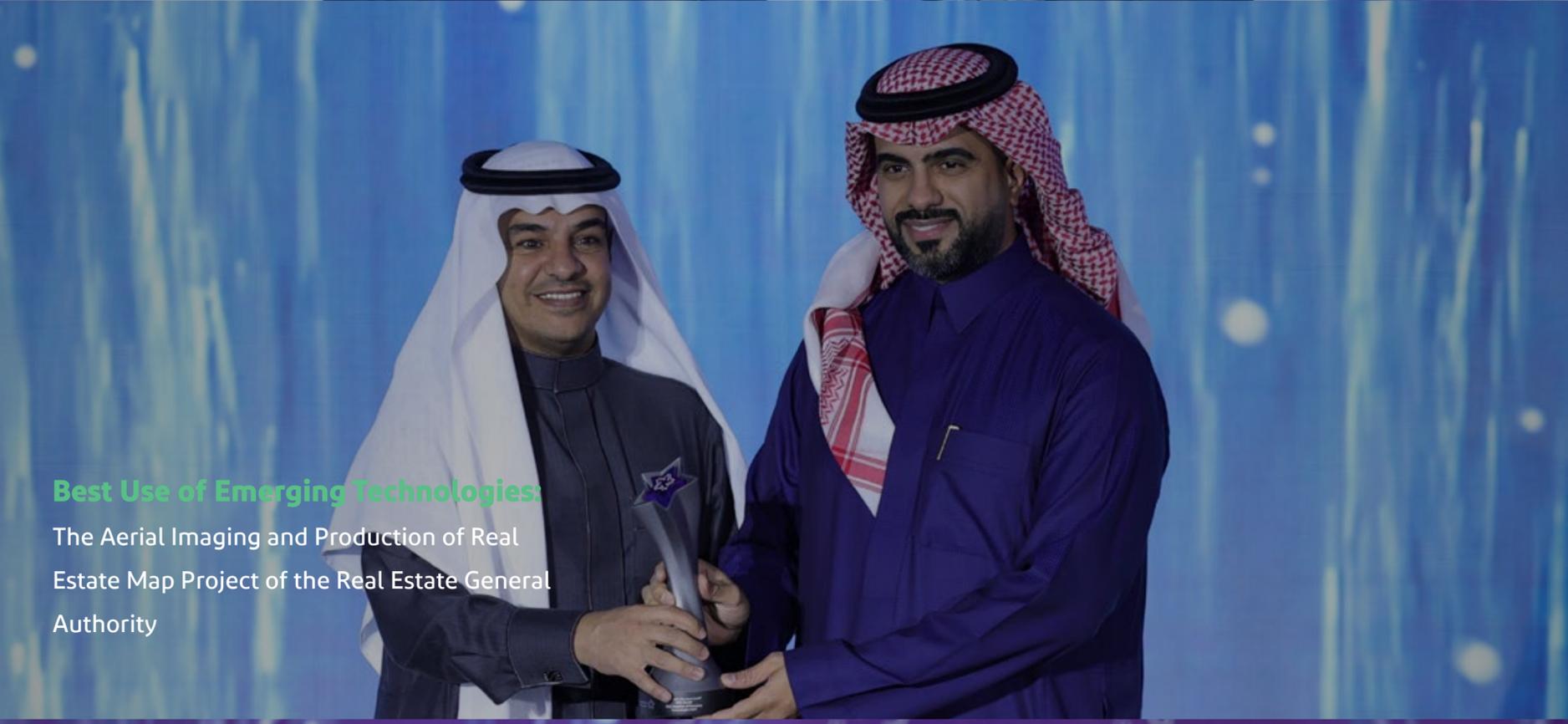


**At the conclusion of the forum,  
the winners of the 2023 Digital Government  
Award were honored.**



**Best Digital Service:**

The Tyassarat service at (Ehsan) platform, affiliated with the Saudi Data and Artificial Intelligence Authority.



**Best Use of Emerging Technologies:**

The Aerial Imaging and Production of Real Estate Map Project of the Real Estate General Authority



**Best Digital Leader:**

**Engineer Sultan Daifallah**  
Vice Governor for Digital Transformation and Data at the Saudi Standards, Metrology and Quality Organization



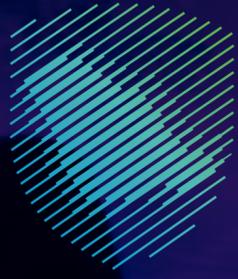
**Best Promising Employee:**

**Moayad bin Nizar Khayat**  
from the Saline Water Conversion Corporation (SWCC)



**In addition to announcing**

**the results of the 2023 Digital Transformation Measurement 2023  
and honoring government agencies that have achieved  
the innovation stage**



هيئة الزكاة والضريبة والجمارك  
Zakat, Tax and Customs Authority

First Place

The top government agency in  
**Digital Transformation Measurement 2023**

**93.85%**

**innovation stage**

# Top 5 Government agencies

In each group

## Ministries (42) agencies

1  Innovation	2  Innovation	3  Innovation	4  Integration	5  Integration
--	--	---	---	---

## Emirates of Provinces (13) agencies

1  Integration	2  Integration	3  Improvement	4  Improvement	5  Improvement
--	--	---	--	--

## Education and Training (33) agencies

1  Innovation	2  Integration	3  Integration	4  Integration	5  Integration
--	---	--	---	---

## Health services (14) agencies

1  Innovation	2  Integration	3  Integration	4  Integration	5  Integration
--	---	--	---	---

## Municipalities (17) agencies

1  Innovation	2  Integration	3  Integration	4  Integration	5  Integration
--	---	--	---	---

## Finance and Funds (22) agencies

1  Innovation	2  Innovation	3  Innovation	4  Integration	5  Integration
--	--	---	---	---

## Security and military (18) agencies

1  Integration	2  Integration	3  Integration	4  Integration	5  Integration
---	---	--	---	---

## Economic and Development (33) agencies

1  Innovation	2  Integration	3  Integration	4  Integration	5  Integration
--	---	--	---	---

## Technology, Transport and Media (14) agencies

1  Innovation	2  Innovation	3  Integration	4  Improvement	5  Improvement
--	--	--	---	---

## General Central (27) agencies

1  Integration	2  Integration	3  Integration	4  Integration	5  Improvement
---	---	--	---	---

البناء

الإتاحة

التحسين

التكامل

الإبداع



## Digital Saudi Exhibition

showcased, over the two days of the forum, the most prominent success stories of 20 tech companies in the field of digital transformation from the private sector in Saudi Arabia, in addition to displaying digital products and solutions and signing numerous agreements.





## تعزيز التعاون المشترك في تطوير الأبحاث والدراسات النوعية المرتبطة بدعم وتسريع تبني التقنيات الناشئة والحديثة والأنظمة الذكية



جامعة الفيصل  
Alfaisal University

هيئة  
الحكومة  
الرقمية  
Digital Saudi  
Government  
Authority



# تعزيز التعاون المشترك في مجال البرمجيات الحرة ومفتوحة المصدر



# تعزيز التعاون المشترك في مجال البرمجيات الحرة ومفتوحة المصدر







**Behind every seamless service  
is immense effort and hard work.**





هيئة الحكومة الرقمية  
Digital Government Authority

**Finally, thank you for your attendance.**

We look forward to seeing you soon at the  
Digital Government Forum 2024.

