Digital Saudi

Q1 2024 Newsletter

Saudi Arabia...
A World Leading Digital Nation

Digital Twin
Virtually Simulating Reality

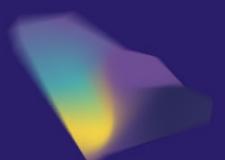**From Paper to**
Virtual Court

Seha Virtual
Hospital

Future Technologies
Discover the cutting-edge emerging technologies adopted by government entities to drive innovation and make the world more exciting.
Riyadh to Host the 2024 **Internet Governance Forum (IGF)**

Digital Cooperation Organization

Have you ever envisioned how AI could transform traffic?

السعودية الرقمية
Digital Saudi

Who We Are

Digital Saudi works to enhance the Saudi Arabia's digital presence and showcase its digital successes both locally and internationally, in the most widely spoken languages. It also aims to strengthen digital unity among government entities and companies locally, support and encourage innovation and businesses, and contribute to the development of local digital enterprises in alignment with the goals of Saudi Vision 2030. This includes raising digital citizenship awareness, sharing experiences and success stories, and building international partnerships in knowledge, digital, and economic sectors through various initiatives and products on both local and global levels.

Our Vision

To make Digital Saudi a leading global digital platform, positioning Saudi Arabia among the top 10 digital governments in the world by 2030.

Our Mission

To achieve integration, build partnerships at local and international forums, share experiences, enrich digital knowledge, attract investment to enhance the digital economy, and showcase Saudi Arabia's digital successes.

Digital Leadership

With visionary leadership and ambitious goals, Saudi Arabia has leveraged its capabilities to drive global digital transformation, establishing it as a cornerstone of its future vision. The Saudi Arabia has made continuous strides in building a thriving digital economy, strengthening its global competitiveness, and positioning itself as a leading model in international rankings issued by major global organizations.

As a result, Saudi Arabia has maintained its top position for the second consecutive time in the 2023 Government electronic and mobile services (GEMS) Maturity Index, issued by the United Nations Economic and Social Commission for Western Asia (ESCWA), achieving an outstanding maturity score of 93%.

SAUDI ARABIA RANKS FIRST IN GOVERNMENT ELECTRONIC SERVICES

IN THE MIDDLE EAST AND NORTH AFRICA FOR 2023

UNITED NATIONS

الاسكوا

ESCWA

THE SUB-INDEX RESULTS WERE AS FOLLOWS

Public Outreach	User Satisfaction	Service Availability
1	**1**	**1**
%100	%84	%98

Rank

Percentage

Success Story
Tuwaiq Cybersecurity Bootcamp

Technology has become an integral part of modern life, with organizations increasingly depending on digital platforms and networks to streamline their operations. This reliance underscores the growing importance of cybersecurity in protecting against malicious attacks and unauthorized breaches that could compromise user data, disrupt operations, and pose serious threats to businesses. Established in August 2019, Tuwaiq Academy is dedicated to offering educational programs and boot camps in advanced technologies across Saudi Arabia.

Building on this mission, Tuwaiq Cybersecurity Bootcamp emerged as the largest national initiative in the Kingdom, launching on October 1, 2023. The Tuwaiq Cybersecurity Bootcamp seeks to train 1,000 youngsters across Saudi Arabia through an intensive three-month program, comprising over 480 training hours in programming and cybersecurity. The curriculum includes both defensive and offensive tracks, with the defensive track dedicated to securing digital infrastructure and responding to cybersecurity threats.

The offensive track focuses on identifying and testing system vulnerabilities, alongside a foundational cybersecurity track. By completion, participants will gain advanced expertise to protect Saudi Arabia from cyber threats while enhancing their career prospects with globally recognized certifications.

Success Story
From Paper to Virtual Court

Our daily lives are gradually shifting to the digital world, with rapid advancements in modern technology. In line with these developments, Saudi Vision 2030 aims to adopt and implement digital government initiatives that empower public institutions by providing seamless access to fully digital government services. A key milestone in this transformation is the launch of the "Virtual Court" by the Ministry of Justice, designed to process execution requests from submission to judgment entirely through an automated system with direct judicial oversight, ensuring swift and fair justice.

Serving over 18 million online beneficiaries, the system delivers swift and fair justice through a fully automated process with direct judicial oversight, ensuring efficient and timely enforcement of rights. Serving over 18 million online beneficiaries, this digital service has delivered remarkable results since its launch. It has reduced litigation time from 219 days to just 30 in personal courts, achieving 100% digital service coverage and increasing virtual hearings to 95%. The platform has also processed 1.6 million enforcement declarations within a maximum of five days.

The Virtual Court provides a comprehensive and accurate overview of case statuses through the "Execution Information dashboard" on the Najiz platform, allowing beneficiaries to track request updates, whether as judgement creditor or judgement debtor , and receive notifications via text messages regarding requirements and procedures. Moreover, a robust financial procedures system has been established, enabling electronic payments, seamless fund transfers to beneficiaries, and the issuance and archiving of electronic bonds. Directly integrated with internal enforcement judiciary systems, it ensures secure documentation of all financial transactions through the "Najiz" platform.

Judicial Digitization

%90
Electronic Authentication Services

%95
Electronic Judicial Sessions

%100
Judgment Authentication

+1 Tr
Execution Request Fees

17.9 M
Judicial Sessions

3.6 M
E-Litigation

110 M
Number of Ministry Portal Visitors

8.9 M
Remote Sessions

6.1 M
Judicial ruling

80 M
Number of Ministry Portal Visitors

8.5 M
Beneficiaries of the financial transfer

5 Minute
Average power of attorney completion time

Success Story
"Seha Virtual Hospital"

In February 2022, His Excellency the Minister of Health, Fahad bin Abdulrahman Al-Jalajel, in collaboration with His Excellency the Minister of Communications and Information Technology, Eng. Abdullah bin Amer Al-Alswaha, and His Excellency the Governor of the Digital Government Authority, Eng. Ahmed bin Mohammed Alsuwaiyan, inaugurated the "Seha Virtual Hospital." It is the first of its kind in the Middle East, the largest in the

The "Seha Virtual Hospital" streamlined timely access to healthcare services for patients in Saudi Arabia and abroad, benefiting over 500,000 individuals annually across five countries. By leveraging technology and empowering medical and healthcare professionals, the hospital has successfully provided a range of services, including emergency consultations, specialized clinics covering more than seven medical fields,

and auxiliary medical services such as radiology and virtual pharmaceutical services. The hospital also includes multiple multidisciplinary virtual committees that review cases referred by various healthcare facilities. These cases undergo thorough evaluation by consultants and specialists across different fields to provide immediate medical assessments, and recommendations without requiring patients to travel

or move between regions. These committees include specialized teams such as the Virtual Cardiology Team, the Virtual Diabetes Team, and the Virtual Psychiatry Team. Additionally, "Seha Virtual Hospital" utilizes artificial intelligence to prioritize medical examinations requiring urgent intervention. By leveraging advanced algorithms in medical imaging, AI enhances the efficiency of treating physicians and improves diagnostic accuracy by up to 95%.

Digital Health

وزارة الصحة
Ministry of Health

8 M
Visitors to the Ministry's website during the year

Sehhaty Platform

Total number of registrants
30M

Number of appointments
212.8M

937

Consultation calls
2.2M

Number of incoming calls
7.8M

Hospital	Primary Care Center	Prescription
237	**2,218**	**89.6 M**

Pharmacy	City and Governorate
4,784	**172**

Digital Saudi Impresses the **Davos Forum Visitors**

Successes on the Global Digital Map

Digital Saudi participated in the World Economic Forum in Davos 2024, showcasing the Saudi Arabia's commitment to digital transformation leadership. Through an interactive exhibition, visitors experienced cutting-edge technologies and national innovations while gaining insights into success stories across various sectors. The Digital Saudi exhibition drew significant attention and engagement from Davos Forum delegates, including senior officials and local and global experts, who praised the advanced technologies and national innovations driving the future of digital transformation. The exhibition also presented visitors with a map of government digital services powered by emerging technologies and innovation. It highlighted efforts to enhance data sharing and integration among government entities, accelerating sustainable digital transformation and delivering more efficient and effective digital services in line with strategic digital governance goals. Through its participation, Digital Saudi sought to strengthen the Saudi Arabia's presence on the global digital map, showcase cutting-edge technologies and success stories, foster collaboration among government entities, encourage innovation and entrepreneurship, and support the growth of the local digital economy in line with Saudi Vision 2030. By showcasing a pioneering model in digital transformation, Digital Saudi highlighted its achievements globally, fostering international collaboration and knowledge exchange to achieve Saudi Vision 2030 goals.

Objectives of Digital Saudi's Participation

Stimulating digital unity among government entities

Showcasing the cutting-edge technologies and success stories in this promising sector

Enhancing the Saudi Arabia's presence on the global digital map

Encouraging Innovation and Business

Contributing to the development of the local digital businesses

الجهات المشاركة

Digital Saudi at LEAP 24 Witnesses Government Digital Launches

45+

Agreement and Memorandum of Understanding

30+

Panel Discussion and Workshop

23+

Launching Digital Products and Platforms

Nusuk Hajj platform

Serves pilgrims from countries with Muslim minorities, enabling them to book and purchase comprehensive Hajj packages that include all services, as well as easily obtain visas.

Logisti 2.0 platform

The unified regulatory window for logistics services, eliminating the need for multiple platforms.

Cultural Universe Platform

Enhances cultural engagement to unprecedented levels through AI, extended reality, and blockchain technologies.

Mustaqbalhum App

Mustaqbalhum App
Enhances parental involvement in their children's educational journey by providing diverse tools for awareness, performance assessment, skill evaluation, and future planning.

Taadeen Platform

A unified national platform for all services provided to the mining sector, including licensing, financial compliance, monitoring, and sustainability.

Fishermen Licensing Services

Enables fishermen across Saudi Arabia to obtain fishing licenses through 41 electronic services.

The new website of the Ministry of Industry and Mineral Resources

Provides a smooth user experience, featuring benchmark comparisons with various similar ministries and government entities.

International recruitment platform (Dawli)

Aims at aligning national talents with available positions in international organizations abroad, enhancing Saudi representation and enriching national competencies with global experiences and expertise.

Key Recognitions and Agreements
At the Digital Saudi Exhibition at LEAP 24

The Ministry of Communications and Information Technology signs an agreement to launch the Digital Infrastructure Development Program and expand broadband in Saudi Arabia

The Digital Government Authority signs a memorandum of understanding regarding government applications with Huawei

The Communications, Space, and Technology Commission honors Mobily for winning the best Customer Experience Award Award for 2023.

The Ministry of Foreign Affairs signs an agreement with Site, a secure cloud hosting company, and the Disaster Recovery Center.

Signing memorandum of understanding between the Ministry of Communications and Information Technology, King Abdulaziz City for Science and Technology, and Capgemini.

The Communications, Space, and Technology Commission honors STC Saudi Arabia for winning the 2023 Platinum Game Operator at the Digital Saudi Exhibition during LEAP 24.

The Ministry of Health recognizing the graduates of the first batch from the Regulatory Sandbox during the Digital Saudi exhibition at LEAP 24.

Recognizing the Jawf Principality for its outstanding efforts in reusing government products stored in the Government Software Repository.

Recognizing the Imam Mohammad Ibn Saud Islamic University for its outstanding efforts in reusing government products stored in the Government Software Repository.

Recognizing the Authority for Persons with Disabilities for its outstanding efforts in reusing government products stored in the Government Software Repository.

Recognizing Ministry of Tourism for its outstanding efforts in enabling government entities to benefit from its products stored in the Government Software Repository.

Recognizing the Saudi Standards, Metrology, and Quality Organization for its outstanding efforts in enabling government entities to benefit from its products stored in the Government Software Repository.

Future Technologies

Discover with us the cutting-edge emerging technologies adopted by government entities aimed at making the world more dynamic and innovative.

"Digital Government" issues a report on emerging technology adoption readiness 2024

The Digital Government Authority issued a report on emerging technology adoption readiness 2024, which revealed a 10% improvement in the readiness index compared to last year. The 2024 report showed a score of 70.70%, up from 60.35% in 2023. This year's cycle included 35 government entities, compared to just 13 in the previous cycle. His Excellency Engineer Ahmed Alsuwaiyan, Governor of the Digital Government Authority, stated that the report plays a crucial role in fostering innovation and supporting government entities in their journey to adopt emerging technologies, in line with the strategic directions of the digital government and the objectives of Saudi Vision 2030.

He commended the progress made by government entities in improving beneficiary experiences and building the government of the future. The index highlights advancements across various capacities for adopting emerging technologies. For research capacity, the score reached 72.04%, classified as "competent." Communication capacity scored 71.88%, also rated as "competent," while the proof capability reached a score of 70.84%, indicating a " competent) " level. Integration capacity recorded a score of 67.93%, categorized as " Developed." The top-performing entities were the Communications, Space, and Technology Authority, and the Saudi Authority for Industrial Cities and Technology Zones (MODON), both rated as " Exceptional."

Other entities like the Ministry of Energy, Ministry of Municipalities and Housing, Saudi Data and Artificial Intelligence Authority, Saudi Standards, Metrology and Quality Organization, and the Ministry of Industry and Mineral Resources were rated "advanced." Several other entities, including the Saudi Food and Drug Authority, Saline Water Conversion Corporation, Real Estate General Authority, Ministry of Finance, Ministry of Culture, Small and Medium Enterprises General Authority, Zakat, Tax and Customs Authority, Ministry of Justice, King Abdulaziz City for Science and Technology, Ministry of Human Resources and Social Development, Ministry of Health, Saudi Tourism Authority, Ministry of Transport and Logistics Services, and Ministry of Tourism, were rated " Competent."

Cutting- edge emerging technologies and success stories of government entities.
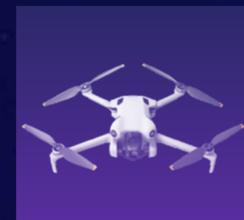
(Digital Twin)
The digital twin of industrial cities has contributed to the inventory of assets in 22 out of 36 industrial cities.

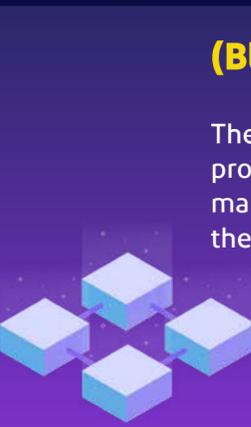### Virtual Reality and Augmented Reality (VR/AR)
Enhancing the digital experience for people with disabilities has increased accessibility to digital services.

(Drones)
Aerial imaging and the creation of property maps have resulted in saving time and effort, boosting operational efficiency by 80%.

(Blockchain)
The AnaamSheen app provides a secure way to manage livestock data in the Saudi Arabia.

(Robotics)
The fire-fighting robot has reduced material losses by up to 50%.

Artificial Intelligence (AI)
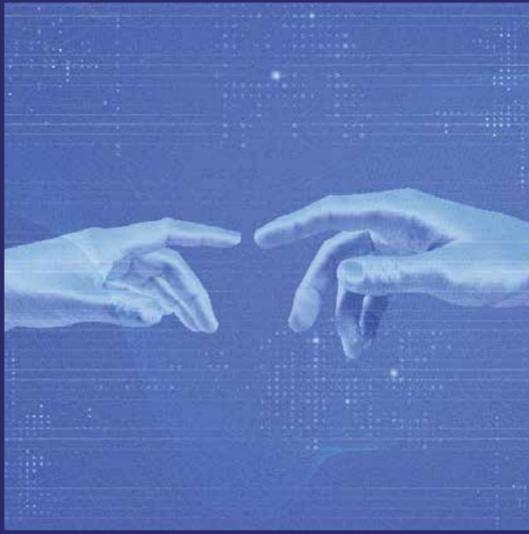The Digital Human (Amin) serves over 36,000 clients per month.

Emerging Technologies in Digital Government
A Leap Toward the Future

The digital government in Saudi Arabia is undergoing a transformative shift, leveraging cutting-edge technologies to provide better services to citizens, residents, and visitors. Emerging technologies play a pivotal role in this journey toward the future, offering immense potential to enhance the efficiency and effectiveness of government services. Saudi Arabia has adopted several emerging technologies in its government services, enhancing efficiency. These technologies automate services, saving time and effort, boosting transparency, reducing corruption, and improving service quality. Moreover, they enable tailored government services that are accessible around the clock. Among the key emerging technologies used in digital governments worldwide are artificial intelligence (AI), which is employed to improve government services, the Internet of Things (IoT) for data collection and analysis, virtual reality (VR) to provide interactive experiences for citizens interacting with government services, and 3D printing for manufacturing parts and components for devices, which has been utilized in some projects by the Ministry of Municipalities and Housing, among others.

The adoption of these emerging technologies offers enormous potential to enhance the efficiency and effectiveness of government services, contributing to the development of a digital government that provides superior services. It also plays a crucial role in achieving sustainable development and prosperity.

How will traffic look with artificial intelligence?

The use of artificial intelligence in traffic offers immense potential to improve traffic efficiency, safety, and the environment. It contributes to building an intelligent traffic system that enhances the quality of life, reduces road congestion, minimizes accidents, improves traffic flow, and reduces carbon emissions from vehicles.

The Most Prominent Uses of Artificial Intelligence in Traffic

Self-driving vehicles

Self-driving vehicles adhere to traffic rules accurately and communicate with each other to avoid collisions, thereby reducing accidents. Additionally, Self-driving vehicles make intelligent decisions regarding routes, which helps reduce congestion.

Smart Intersections

Through artificial intelligence, adaptive traffic signals will analyze traffic patterns in real-time and adjust signal timings to reduce congestion. In the case of intersections without signals, AI technologies will be used to guide traffic smoothly without the need for traffic lights.

Vehicle-sharing Systems

Vehicle-sharing systems promote the shared use of vehicle, reducing the number of vehicles on the road and, in turn, lowering carbon emissions.

Road Management Systems

Sensors and cameras are used to monitor traffic in real-time, while navigation systems provide accurate information about travel times and traffic congestion.

Digital Cooperation Organization

Establishment

As part of Saudi Arabia's efforts during its G20 presidency to accelerate digital economy growth and global digital transformation, the Saudi Arabia announced in November 2020 the establishment of the "Digital Cooperation Organization" (DCO) with the participation of Bahrain, Jordan, Kuwait, and Pakistan.

About the Organization

The Digital Cooperation Organization is a global, multilateral organization focused on enhancing cooperation across all innovation-driven sectors and enabling digital prosperity for all by accelerating inclusive growth of the digital economy. The DCO focuses on empowering women, youth, entrepreneurs, leveraging the accelerating power of the digital economy, and fostering innovation to drive economic growth and increase social prosperity. This is achieved through developmental leaps based on innovation, providing access, skills, and support to benefit from digital technologies, and connecting them to global opportunities. Riyadh, the capital of Saudi Arabia, is the permanent headquarters of the organization, and the Kingdom of Jordan currently chairs the DCO Council.

Currently, the Digital Cooperation Organization has 16 member countries: Bahrain, Bangladesh, Cyprus, Djibouti, Gambia, Ghana, Greece, Jordan, Kuwait, Morocco, Nigeria, Oman, Pakistan, Qatar, Rwanda, and Saudi Arabia.

Together, these member countries represent over $33.5 trillion in GDP, with a market of nearly 800 million people, more than 70% of whom are under the age of 35.

First Secretary-General

Deemah AlYahya is the first Secretary-General of the Digital Cooperation Organization, leading its Secretariat for a four-year term. She began her tenure in 2020, becoming the first Secretary-General of the organization. AlYahya is a Saudi academic, digital economy expert, and technology diplomat. She was nominated for the position on November 26, 2020, and officially elected on April 11, 2021, making her the first Saudi woman to serve as Secretary-General of an international organization.

Digital Market Initiative "IMPACT"

In December 2023, coinciding with the Saudi-African Summit, the Digital Government Authority launched the "IMPACT" Digital Market Initiative for members of the Digital Cooperation Organization and African Union countries. This initiative aims to bridge the digital divide and foster an inclusive and sustainable digital economy for all.

IGF
Internet
Governance
Forum

RIYADH 2024

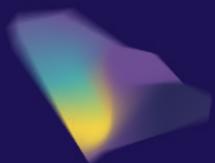# Riyadh to host Internet Governance Forum 2024 (IGF)

King Abdul Aziz International Conference Center

15-19 December

The Internet Governance Forum (IGF), a global event organized annually by the United Nations, discusses policy issues related to internet governance with the participation of experts, specialists, policymakers from both the public and private sectors, international organizations, and civil society institutions.

@THEDIGITALSAUDI

A Promising Digital Horizon
in an Ambitious Nation