

السعودية الرقمية
Digital Saudi



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Q3 2024 Newsletter

Titles



Riyadh ranks third globally among 193 cities worldwide.



Saudi Arabia ranks fourth globally in digital services in the United Nations Index.



On the 94th National Day, our digital ambition never stops.



What does Saudi Arabia's digital progress mean?



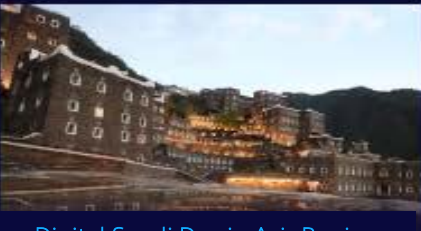
Increase in the Digital Experience Maturity Index 2024



Saudi Arabia's Digital Leadership Regionally and Globally



Digital Education



Digital Saudi Day in Asir Region



Saudi Arabia achievements in digital transformation



Business Intelligence System



Ministry of Finance Digitally



Saudi National Day 94
Honoring the Past, Celebrating Achievements, and Embracing a Promising Future



Saudi Arabia in Numbers



Bynahm App
Interactive Virtual Calls Application



Launching the (Jadarat) Platform

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.

On the 94th National Day, our digital ambition never stops.

Every year, we celebrate Saudi National Day as a reminder of our nation's unification under one banner, inspiring us to build a thriving future where the digital economy drives growth and innovation.

On the 94th National Day, we reflect on the blessings of security and stability, our journey of remarkable achievements, and Saudi Arabia's determination driven by the ambition of its people to realize Vision 2030. This vision is transforming Saudi Arabia into a global economic powerhouse, driving progress across all sectors, from economic development and infrastructure to healthcare and education, all supported and empowered by digital government.

National Day is a glorious occasion, honoring the legacy of King Abdulaziz—may he rest in peace—whose vision laid the foundation for a united nation. This legacy continues under the leadership of the Custodian of the Two Holy Mosques, King Salman bin Abdulaziz, and Crown Prince Mohammed bin Salman, the driving force behind Vision 2030 and a source of inspiration for youth. National Day reaffirms our commitment to our wise leadership and our dedication to shaping a brighter future for generations to come. It inspires us to drive progress across all fields, especially in digital transformation, as Saudi Arabia continues to achieve global milestones, strengthening its position among the world's leading nations.

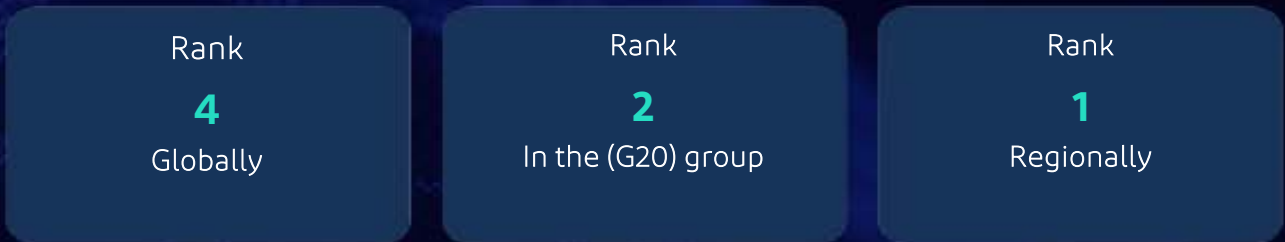
Saudi Arabia Advances Digitally in 2024



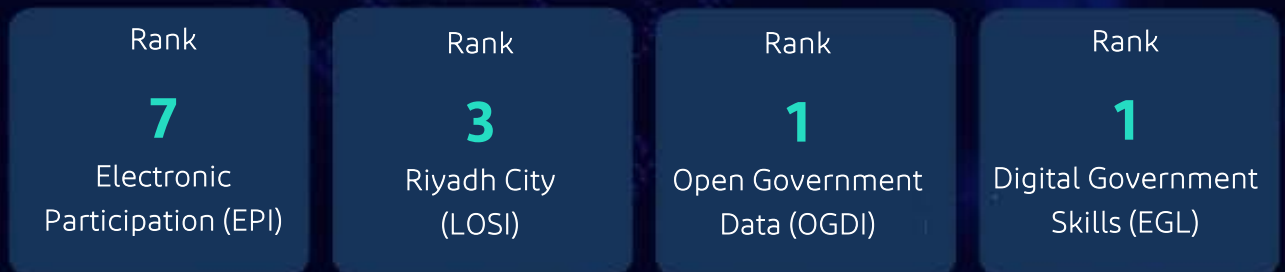
Scan the code to explore the results of the 2024 UN E-Government Development Index.

Historic Leap:
Saudi Arabia ranks
fourth globally in digital services
in the United Nations Index.

Saudi Arabia's Progress in the UN E-Government Index



Saudi Arabia has achieved outstanding results in the following sub-indicators:



The historic results in the overall index since the launch of Saudi Vision 2030 are as follows:



Riyadh ranks third globally

among 193 cities worldwide.

Rank

1

In the (G20) group

Rank

1

in Asia

Rank

1

Regionally

Main dimensions measured

Availability of data and statistics.



Availability of municipal services



Availability of Legislation and Regulations



Availability of information, initiatives, and events



Engaging and interacting with population.



We build modern technologies.



Saudi Arabia's Digital Leadership Regionally and Globally

- Saudi Vision 2030 has contributed to achieving many leaps in the field of digital government since its launch in 2015.
- Saudi Arabia, South Korea and Singapore are the only countries in the list of the top (ten) countries for e-government in the Asian continent.
- Saudi Arabia is ahead of all countries in the Middle East and enters alone in the list of the top ten countries in the world as the first country from the Middle East to enter this list.
- Saudi Arabia's strong performance in the UN E-Government Development Index contributes to a strong assessment of the Asian continent.
- In 2022, Saudi Arabia jumped (12) places. In 2024, Saudi Arabia jumped (25) places.
- Saudi Vision 2030, through specialized e-government initiatives, has raised the Saudi Arabia's ranking from 52nd to 6th place in a short period of time.
- Saudi Arabia ranked (1) at the regional level, (2) at the level of the G20, and (6) at the level of 13 countries around the world.
- Saudi Arabia advanced to the second place among the G20, with a slight difference from South Korea, which ranks first, and outperforms all Western countries in the G20.
- Saudi Arabia becomes a benchmark in the world in e-government practices.

Increase in the Digital Experience Maturity Index 2024

Overall Index Result

Advanced

85.04%



Technologies & Tools

82.51%

Competent



Complaints- Handling

79.49%

Competent



User Experience

88.43%

Competent



Beneficiary
Satisfaction

82.34%

Competent



Advanced 90.27%



Advanced 90.39%



Advanced 90.42%



Advanced 91.18%



Advanced 91.29%



Advanced 86.09%



Advanced 86.21%



Advanced 87.18%



Advanced 87.28%



Advanced 90.21%

The most improved digital platforms.



%7.01



%7.80



%8.00



%8.72



%11.80

Innovating for Pioneering Digital Saudi Arabia



What does Saudi Arabia's digital progress mean?

Saudi Arabia's digital transformation is undergoing a profound shift, reflecting the leadership's commitment to innovation and modernization under Vision 2030.

This transformation is more than numbers and statistics; it enhances lives, strengthens Saudi Arabia's global standing, and drives progress. By advancing digital infrastructure, improving government efficiency, and fostering innovation, Saudi Arabia is building an integrated digital society for the future.

Saudi Arabia's progress in digital transformation is a key pillar of Vision 2030, aimed at creating a diverse and integrated digital economy.

This transformation enhances Saudi Arabia's ability to tackle global challenges, supports private sector growth, and improves government efficiency. Visible progress across digital indicators highlights continuous efforts to accelerate transformation, enhance government services, and improve quality of life for citizens and residents.

Saudi Arabia achievements in digital transformation

Global Ranking and Competitiveness Indicators

In 2021, Saudi Arabia achieved a major milestone by ranking second globally among G20 countries in the Digital Competitiveness Report by the European Center for Digital Competitiveness. This ranking reflects the strong support from the Saudi leadership and the ambitious projects undertaken to enhance digital infrastructure and develop digital capabilities.



Ranking in the Digital Government Index

Saudi Arabia jumped 23 places in the 2021 World Digital Government Rankings Survey, reflecting improvements in administrative and financial efficiency, enhanced quality of life for beneficiaries, and strengthened sustainable development goals. The results showcased Saudi Arabia's significant progress in innovation, integration, public engagement, digital regulations, and infrastructure.



Maturity of E-Government Services

In 2022, Saudi Arabia ranked first in the Government Electronic and Mobile Services Maturity Index (GEMS) Issued by the United Nations Economic and Social Commission for Western Asia for Western Asia (ESCWA). This index measures the maturity of government services delivered through online portals and smart applications. Saudi Arabia excelled in this ranking, achieving a maturity rate of 93%.



Development of e-Government

Saudi Arabia achieved its highest historical ranking in the United Nations E-Government Development Index, advancing 12 places globally to reach 31st place in 2022. Saudi Arabia ranked among the leading nations in delivering government service information and open data to citizens and businesses, achieving a perfect rating of 100%. The report praised Saudi Arabia's exceptional performance across all areas of e-government development.



Regulatory and Legislative Initiatives

The report highlighted key aspects, including regulatory and legislative initiatives such as the 2023 ICT Sector Strategy, which builds on the roadmap for innovation and digital transformation. These initiatives include the establishment of the Saudi Data and AI Authority, the Digital Government Authority, and the National Digital Transformation Strategy.



Investment

In the investment sector, Saudi Arabia launched the Public Investment Fund to finance startups and emerging technologies, focusing on attracting foreign investments and global companies to enhance digital and technological knowledge. This investment aims to expand the IT and emerging technology market by 50%, create over 25,000 new jobs, and increase women's participation in the sector by 50%.



Digital Saudi Day in Asir Region



Accompanying Events

 <p>Launch of the Business Platform</p>	 <p>Launch of the Third Version of the Portal</p>	Workshops	8	Government Sector Entities	8
		Honoring Government Entities	8	Private Sector Companies	3
		Honoring Private Sector	3	Panel Sessions	5
Launch of the Open-Source Software Lab		Open-Source Data Licenses	5	Presentations	4



Scan the code to learn about the story of Digital Saudi Day in the Asir region.

**A digital nation with
ambitions as high as the sky**



Digital Education

6.4 billion

Number of assignments
for male and female
students

2.2 billion

Number of exams for male
and female students

7.2 billion

Number of visits to the
Madrāsati platform

2.5 billion

Number of educational activities for
male and female students

537 million

Number of Virtual Classes

Top eLearning Platforms



About the National
Education Portal



Digital education is essential for building a knowledge-based society.

Digital education represents the future of learning, shaping an advanced knowledge-based society equipped to tackle modern challenges. It offers numerous benefits for students, educators, and academic institutions.

Education is no longer limited to traditional classrooms. The shift toward digital learning offers students and educators greater flexibility, enabling students to learn anytime, anywhere. This allows for better time management and a personalized learning experience tailored to individual needs.

Additionally, digital education provides access to a diverse range of online learning resources, enhances students' digital skills, and fosters engagement between students and teachers, making the learning experience more interactive and enjoyable.

Saudi National Day 94

Honoring the Past, Celebrating Achievements, and Embracing a Promising Future

In Saudi Arabia, we celebrate the 94th National Day—a glorious occasion that unites us to reflect on our rich history and envision a prosperous future under the banner of Saudi Arabia's Digital Vision and its significance within Vision 2030. In this context, we highlight a key pillar of our nation's progress, digital transformation and Digital Saudi.

A. Akram Sharafuddin

Vice Governor for Marketing and Communication
Sector at the Digital Government Authority



Digital Saudi and Communication

Digital Saudi has become a global model, embodying a strategic approach to digital transformation that is reshaping every aspect of life, from education and healthcare to business and commerce. This transformation goes beyond performance enhancement as it marks a fundamental shift toward a strong, diversified economy powered by knowledge and technology, ultimately elevating the well-being of citizens and residents.



Digital Saudi Achievements

Over the past few years, Saudi Arabia has made remarkable achievements in digital transformation, including:

Internet Governance Forum (IGF):

Riyadh's hosting of the 19th Internet Governance Forum in 2024 highlights Saudi Arabia's leading role in shaping global internet policies.

Digital Experience Maturity:

Saudi Arabia ranked first regionally in the Government Electronic and Mobile Services Maturity Index (GEMS) Issued by the United Nations Economic and Social Commission for Western Asia for Western Asia (ESCWA), reached 80.68% in the Digital Experience Maturity Index.

E-Government Services:

More than 4,500 government services have been digitized, enhancing efficiency, saving time, and improving user satisfaction.

Digital Economy:

Saudi Arabia ranked third globally in the World Bank's Digital Government Maturity Index, underscoring its leadership in the digital economy.

Taufa Platform:

This platform enables public participation in decision-making by facilitating consultations and co-innovation initiatives with government entities.

Life Experience Program Initiative

This initiative aims to enhance the experiences of citizens and residents both within and outside Saudi Arabia, achieving 25 key reforms in 2023.

Investment in Technology:

The Digital Government Authority signed multiple collaboration agreements at the 2023 LEAP conference to enhance digital services across key sectors, including technical training and water.

Digital Transformation and National Day

On this glorious occasion, we honor the resilience and dedication of our forefathers in uniting and building a prosperous nation. Saudi National Day is not just a celebration of our rich history but also an opportunity to reflect on Saudi Arabia's remarkable progress and growth under visionary leadership.

The achievements of the Authority over the past years embody the ambitious vision set forth by our leadership for a brighter future. Our digital transformation journey reflects Saudi Arabia's unwavering commitment to embracing global advancements and adopting cutting-edge technologies to serve the nation and its citizens.

In conclusion, we pray for the continued security and prosperity of our nation
and for the success of our journey toward a brighter and more advanced future under our wise leadership.

A Promising Digital Journey and New Horizons



Ministry of Finance Digitally

+ 400,000

Contract

+ 500

Beneficiary Government
Entity

+ 850,000

Payment order

+ 3 million

Beneficiary

+ 200,000

Tender

+ 70

e-product and service

وزارة المالية
Ministry of Finance



Business Intelligence System



Believing in the importance of data

in supporting Saudi Vision 2030

The Ministry of Finance aims to develop an integrated business intelligence system to turn available data into actionable insights that support quick, informed decision-making. By utilizing advanced technologies, this system will allow the ministry to analyze large volumes of data, offering insights that improve operational efficiency and financial performance. It will also provide accurate, comprehensive data to help decision-makers in government entities make proactive, evidence-based choices, ultimately enhancing the quality of decisions and ensuring timely actions.

Digital transformation enhances the well-being of Saudi citizens and strengthens Saudi Arabia's global competitiveness.

Eng. Thamer Al-Saadoun

CEO of the National Transformation Program



The Importance of Digital Transformation

What is the importance of digital transformation and its role in Saudi Arabia's national transformation?

Digital transformation of services in Saudi Arabia forms the foundation for the well-being and quality of life of its residents. It is a crucial step towards achieving the objectives of Vision 2030 by keeping pace with the rapid technological advancements globally and supporting sustainable development goals. Accelerating digital transformation of services and developing the digital infrastructure is not only vital for improving the lives of individuals and the community but also helps government entities in refining procedures, enhancing control, and enabling the measurement of progress and beneficiary satisfaction.

How do you assess digital transformation in Saudi Arabia, and how do we compare to other countries in this area?

Since the launch of Vision 2030, Saudi Arabia has made remarkable leaps in developing its digital infrastructure, expanding internet services, and strengthening cybersecurity. This year, Saudi Arabia achieved a global milestone by advancing 25 ranks in the United Nations e-Government Index, reaching 6th place, with Riyadh ranking 3rd among 193 cities worldwide for digital services. Additionally, Saudi Arabia achieved 100% in all criteria of the global cybersecurity index published in the IMD World Competitiveness Yearbook, reflecting Saudi Arabia's exceptional performance in embracing technology, fostering digital innovation, and ensuring cybersecurity.

Impact of the Digital Economy on Citizens

How can digital services enhance the quality of life for Saudi citizens?

We are witnessing, by the grace of Allah, a significant development in government services, making life easier for all segments of society. Government entities now provide 6,000 electronic services, representing 97% of total government services. These services include platforms such as “Absher,” “Tawakkalna,” “Najiz,” electronic tourist visas, electronic powers of attorney, and many others that are available around the clock, anywhere, with the highest efficiency and reliability.

What benefits can an ordinary citizen gain from using digital services in their daily life?

Ease of access to government services through digital apps and platforms, saving time, effort, and money for all parties, and improving security and reliability in electronic transactions. One of the most successful stories of the National Transformation Program is the launch of the “Najiz” platform, which, by the end of 2023, provided more than 160 judicial services, eliminating the need for 65 million visits and saving approximately 90 million papers annually. This alleviates the burden on beneficiaries from visiting judicial facilities and allows them to complete their services with ease and convenience.

The Role of the National Transformation Program in Digital Transformation

What role does the National Transformation Program play in supporting digital transformation in Saudi Arabia?

The National Transformation Program aims to develop e-government services and promote the digital economy. In collaboration with the Ministry of Communications and Information Technology and the Digital Government Authority, the program has launched various initiatives to support the digital transformation of government services. These include the Digital Government Award and the annual release of digital transformation progress results. Thanks to the support of our wise leadership and the combined efforts of public, private, and non-profit sectors, we are witnessing continuous progress in improving and maturing our digital experience. This is regularly assessed for both service beneficiaries and officials, helping to enhance the beneficiary experience and ensure the best digital experience in a competitive and secure cyber environment, while also supporting entities in implementing optimal security practices to protect the interests of our beloved nation.

Launching the (Jadarat) Platform

The Unified National Employment Platform facilitates the job search journey for citizens and connects national talents with employers through a reliable digital system that saves time and effort.

Advantages

It includes updated job opportunities in both the public and private sectors across all regions of Saudi Arabia.



A reliable database containing available national talents for employers to recruit.



Using AI to align applicants' qualifications with labor market requirements.



Interactive Virtual Calls Application

Bynahm App

allows patients to participate in face-to-face video calls in an interactive virtual environment with their family members and enables them to assess their experience and share their feedback about the service provided.

Beneficiaries



- Indirect beneficiaries – individuals.
- Patients' Families
- Direct beneficiaries - patients.
- Inpatients.

Impact on the beneficiary



- Reducing the risk of hospital transmission
- Disseminate digital services and enable patients to use them effectively.
- Improved quality of care provided by the staff.
- Improving the patient visit experience in the hospital

Results



83%

Satisfaction rate for the targeted groups.

82%

of patients rated virtual visits as good as in-person visits.

80%

Of patients expressed their complete satisfaction with the application

44,000

Reducing stress and anxiety among patients.

37%

Virtual Visits

94%

The percentage of comfort and ease felt by the patients.



To review patients' experience using the (Bynahm) app.
Please scan the barcode

Saudi Arabia in Numbers

Population

Kingdom of Saudi Arabia

36.3 million

World

28.08 billion

Internet Users

Kingdom of Saudi Arabia

36.3 million

World

5.30 billion

Percentage of Internet Users

Kingdom of Saudi Arabia

99%

World

65.7%

Daily Usage Rate

Kingdom of Saudi Arabia

7 hours 20 minutes

World

6 hours 41 minutes

Average internet usage on smartphones

Kingdom of Saudi Arabia

3 hours 25 minutes

World

3 hours 15 minutes

We dream and achieve,
and tell the story of our beloved
homeland

