



# Digital Transformation Measurement 2024 Executive Report



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# Introduction

In implementation of Cabinet Resolution No. (418) dated 25/7/1442 AH, issued regarding the approval of the establishment of the Digital Government Authority, and under Article (3) thereof stating that: "The Authority is the competent entity for all matters related to digital government, and serves as the national reference in this regard. It aims to regulate digital government activities across government agencies." As stipulated in Paragraph (5) of Article (4), which outlines the duties and responsibilities of the Digital Government Authority: "Issuing measurements, indicators, tools, and reports to assess the performance and capabilities of government agencies in the field of digital government, as well as beneficiary satisfaction." Moreover, Paragraph (6) of the same article provides that the Authority is tasked with: "Monitoring the compliance of government agencies with decisions and directives related to digital government transactions, under the frameworks and standards set by the Authority." This report is issued to present the results of the government agencies that participated in and were included in the 2024 Measurement Cycle. The evaluation was based entirely on the data submitted by government agencies to the Authority through the Measurement System. The results outlined in this report reflect the agencies' adherence to the core standards of digital transformation.



# Overview of the Measurement (Qiyas)

The 2024 Digital Transformation Measurement methodology was developed based on international best practices to keep pace with digital transformation developments, enhance performance effectiveness and innovation in the digital journey, and support government agencies in showcasing their efforts toward excellence. The methodology was based on the study and analysis of the 2023 Measurement Index standards. The first sub-index, "Standards derived from Royal Orders, Cabinet Resolutions, and Circulars," was integrated into the second sub-index, "Digital Transformation Standards." "Innovation in Digital Transformation" was also replaced with the "Research and Innovation" perspective. Following this integration, the 2024 Digital Transformation Measurement Standards Document comprises 10 perspectives and 23 axes. The number of standards was reduced from 125 in the 2023 Measurement to 96 in the 2024 Measurement. The 2024 Measurement Cycle went through several phases, as illustrated in the figure below:



# Digital Transformation Concept

Transforming and developing business models strategically to become digital models based on communication data, technologies, and networks.

## What is Digital Transformation Measurement?

It is an evaluation process based on a specific methodology targeting government agencies. It aims to assess the company's current status and track the progress of its digital transformation journey under best practices and applicable standards, contributing to the achievement of the objectives of Saudi Vision 2030.



# Objectives of the digital transformation measurement "Qiyas"



Enhancing government agencies' compliance with orders and decisions.



Achieving digital transformation requirements through the optimal application of core standards.



Improving the performance and efficiency of government agencies.



Elevating the quality of services provided to beneficiaries.



Contributing to Saudi Arabia's progress in international indices.



Developing Digital Government.

# Mechanism for calculating 2024 Qiyas Index




The Digital Transformation Measurement Index consists of 10 perspectives, 23 axes, and 96 standards, which include a set of required criteria used to assess the extent to which government agencies comply with the core digital transformation standards.

Perspective	Axes		
<b>Strategy and Planning</b>	Planning for digital transformation	Governance of Digital Transformation	Institutional Architecture
<b>Organization and Culture</b>	Culture and the Digital Environment	Developing Digital Transformation Leaders	Building Competencies
<b>Operations and Execution</b>	Work Procedures		
<b>Risk Management and Business Continuity</b>	Risk Management		Business Continuity
<b>Information Technology</b>	Supporting Systems For Digital Transformation	Infrastructure For Technical Services	Cloud infrastructure
<b>Whole-of-Government</b>	Whole-of-Government Platforms		
<b>Channels and Services</b>	Quality of Digital Services		Digital Channels and Services
<b>Beneficiary-Centric</b>	Beneficiary Engagement	Strengthening the Relationship with the Beneficiary	Beneficiary Experience
<b>Government Data</b>	Government Data	Data Governance and Management	Open Data
<b>Research and Innovation</b>	Institutional Innovation		Innovative Solutions

The agency's score is calculated based on its level of compliance across the **10** perspectives.

# Levels of compliance with standards

Compliance with the standards is determined through three levels including:

	<b>Full Compliance</b>	It involves achieving all requirements for the application of the standard.
	<b>Partial Compliance</b>	Failure to meet one of the standard's requirements, while achieving the remaining ones.
	<b>Non-compliance</b>	Failure to meet two or more of the standard's requirements.

## Criteria for Selecting Agencies Included in the 2024 Measurement

Based on the 2024 Measurement methodology, the Digital Government Authority established a set of criteria to identify the target group of agencies for measurement. These criteria include:



The agency must be a government agency.



The agency must have administrative independence and legal personality.



The agency must be financially independent.



For newly established agencies created by the Council of Ministers, it is required that eighteen months have passed since their establishment.

Accordingly **(235)** government agencies were measured **(11)** agencies participated for the first time in the **2024 Qiyas**, and therefore, their results are not included in this report. The remaining **(224)** agencies are detailed throughout this report.

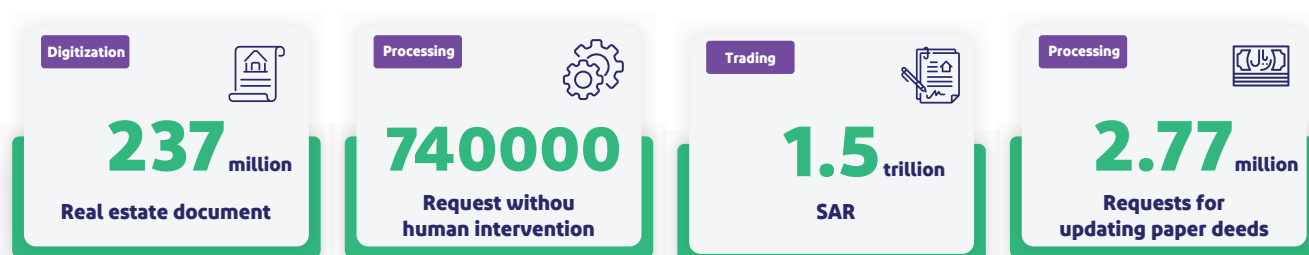


# **Success Stories from the 2024 Measurement (Qiyas)**

# Success Stories from the 2024 Measurement (Qiyas)

## Ministries Group

In the journey of measuring the digital transformation of government agencies, outstanding roles emerged in the **Ministries Group**. At the **Ministry of Human Resources and Social Development**, the second version of the Ministry's application was launched, offering many quality services. Additionally, people with disabilities, social security beneficiaries, and their families benefited from the proactive digital cards, with over 40 million transactions conducted using them in 2024. The cards are automatically issued once the conditions are met, eliminating the need for an application request. In turn, this allows beneficiaries to access privileges offered by other agencies without the need to print paper documents to prove their eligibility for social security services and services for people with disabilities. Digital transformation has profoundly impacted how work is conducted at the **Ministry of Justice**, enhancing performance and enabling the faster and more efficient provision of electronic judicial services. The "Real Estate Market Platform" was launched to regulate real estate transactions, digitizing more than 237 million real estate documents. All routine real estate transactions, including trading, mortgaging, partitioning, and merging properties, can now be conducted via the real estate market without human intervention. Since its launch, over 740,000 requests have been processed, with the total amount traded for completed requests exceeding 1.5 trillion Saudi Riyals. Additionally, more than 2.77 million requests for updating old paper deeds have been received and processed, with 1.42 million requests fully updated without the need for in-person attendance.



As part of the **Ministry of Transport and Logistics Services'** efforts to adopt a creative thinking approach based on the latest technologies, a strategic planning system called "SARB" was developed. This integrated digital solution aims to enhance the road network's safety, efficiency, and sustainability by utilizing a comprehensive set of emerging technologies. These range from the use of drones, the Internet of Things, and cloud computing for road network surveying to processing data using artificial intelligence and eventually handling big data through the development of advanced algorithms. The goal is to predict the condition of assets in the coming years and generate comprehensive annual and strategic plans for all infrastructure assets in record time. This has contributed to a **77%** improvement in traffic safety standards, a reduction in fatalities to **13.2** per 100,000 people, and a **98%** accuracy rate in maintenance plans.



Driven by its commitment to providing innovative and seamless services to pilgrims, **the Ministry of Hajj and Umrah** has fully developed and automated pilgrim services through the “Nusuk” platform. This integrated system has enriched the pilgrim experience and facilitated their journey from applying for Hajj to completing the pilgrimage and receiving a certificate of completion. The platform also includes the digital Nusuk Card, which enhances the pilgrim experience by streamlining procedures and monitoring the entry of unauthorized individuals into the holy sites. The card’s authenticity is verified via a QR code and is integrated with the Tawakkalna app and relevant authorities to ensure smooth operations. Over **1.9** million cards have been distributed, more than **15** million Umrah permits have been issued, and over **10** million permits have been granted for prayer in the Al-Rawdah Al-Sharif.



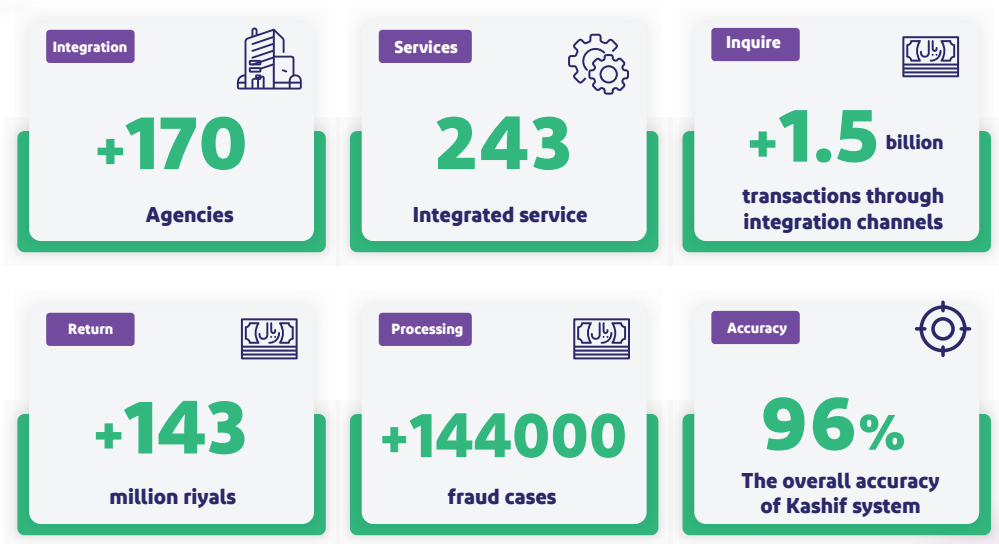


# Success Stories from the 2024 Measurement (Qiyas)

## Financial Group and Funds

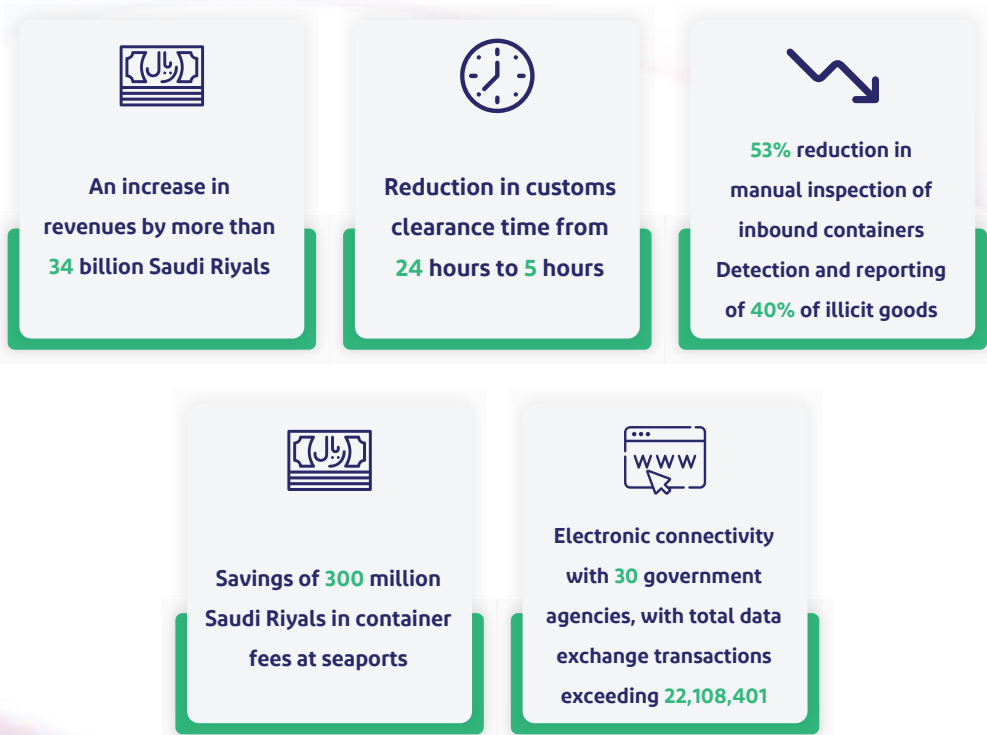
Digital transformation has enabled **the General Organization for Social Insurance (GOSI)** to build successful partnerships and notable success stories with government agencies through electronic integration and connectivity channels. The number of agencies integrated with GOSI exceeded **170**, with a total of **243** integrated services and over **1.5** billion inquiry transactions conducted through integration channels in 2024.

Among the most prominent digital products launched by GOSI reflecting its early adoption of emerging technologies is the “Kashif” system. This proactive service helps identify and prevent insurance risks using predictive and descriptive artificial intelligence techniques. It detects patterns, processes big data, and feeds it into machine learning models, delivering results within a fully automated work environment. The Kashif system plays a critical role in detecting and preventing insurance fraud. In 2024, it processed over 144,000 fraud cases, resulting in financial returns exceeding **143** million Saudi Riyals. The system’s overall accuracy rate has reached **96%**.



The Zakat, Tax and Customs Authority (ZATCA) has made remarkable progress in automating operations and enhancing the quality of its digital services. By developing an advanced risk engine, the Authority significantly improved the accuracy of risk assessments, leading to an increase in revenues of over 34 billion Saudi Riyals. It also automated 50% of customs operations, reduced customs clearance time from 24 hours to just 5 hours, decreased manual inspections of inbound containers by 53%, and identified 40% of illicit goods, resulting in savings of 300 million Saudi Riyals in container fees at seaports.

Digital transformation has also strengthened ZATCA’s collaboration with over 30 government agencies through electronic connectivity, with the total number of data exchange transactions exceeding 22,108,401, demonstrating a high level of coordination and efficiency in electronic connectivity.



# Success Stories from the 2024 Measurement (Qiyas)

## Technology, Transportation, and Media Group

In terms of enhancing the digitization of services across various sectors, the **Saudi Data & AI Authority (SDAIA)** has focused on improving and developing systems that benefit the community and elevate the quality of services. The Authority has integrated data from **322** large government systems into the National Data Bank, enabling agencies to analyze the hosted data using the latest data analytics and artificial intelligence techniques. Regarding decision-making support and national policymaking, the "Estishraf" platform has provided over **1,200** analytical studies to assist decision-makers in Saudi Arabia. Additionally, the investment in data and artificial intelligence has amplified the impact of projects by offering advanced digital solutions, increasing opportunities for secure and rapid donations with the highest standards of transparency, amounting to **8.2** billion Saudi Riyals through the "Ehsan" platform.





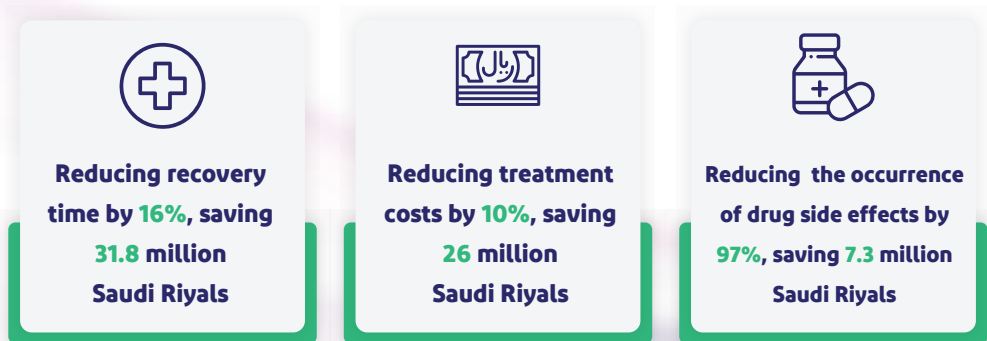
# Success Stories from the 2024 Measurement (Qiyas)

## Healthcare Services Group

Amid the significant development of healthcare services in Saudi Arabia, **National Guard Health Affairs** has made great strides in innovative solutions to meet the needs of patients and their families. One of the key advancements was the development of the "Bynahm" app, which revolutionized how patients communicate with their loved ones during their recovery period, bridging the physical gap between them and enhancing the feeling of connection while alleviating emotional isolation. The app allows patients to engage in face-to-face video calls in an interactive virtual environment with family members by using a virtual reality simulation model and 360-degree cameras, creating an inspiring experience that transcends hospital room boundaries. The number of virtual visits exceeded **44,000**, contributing to a **37%** reduction in infection risks, stress, and anxiety among patients while increasing patient comfort by **94%**.



**King Faisal Specialist Hospital** has employed pharmacogenomics programs and techniques as modern medical tools and standards to serve patients during their recovery journey. The program utilizes the results of genetic analysis and patient profiling to support the medical team's decisions in selecting the most effective and suitable medication based on the patient's genetic makeup. This approach aims to achieve high therapeutic efficacy and an optimal response to the prescribed medication. Rigorous scientific studies have demonstrated the positive effects of this technology at all medical and administrative levels.



# Classification of Government Agencies into Groups

As part of the enhanced framework for the 2024 Qiyas, the Digital Government Authority adopted a specific classification system. Government agencies were grouped based on the nature of their work and the services they provide to beneficiaries in a manner that ensures alignment and consistency. This classification enables effective and clear comparison among these agencies.

**24**

**Ministries**

**13**

**Emirates of Provinces**

**32**

**Education and Training**

**15**

**Health Services**

**17**

**Municipalities**

**22**

**Finance and Funds**

**18**

**Security and Military**

**37**

**Finance and Funds**

**15**

**Technology, Transportation  
and Media**

**31**

**Central and General**

\*Does not include government agencies participating for the first time

# Digital Transformation Measurement in Numbers

Government agencies achieved a score of 87.14% in the 2024 Measurement, compared to 85.53% in 2023, reflecting a 1.61% improvement. The report below presents the results of the government agencies that participated in the 2024 Measurement, totaling 235 agencies. The evaluation results of these government agencies were as follows:

	2021	2022	2023	2024
Index	69.39%	80.96%	85.53%	87.14%
Agencies	193Agencies	217 Agencies	226 Agencies	235 Agencies
Creativity	2 Agencies	7 Agencies	12 Agencies	20 Agencies
Integration	43 Agencies	54 Agencies	76 Agencies	76 Agencies
Improvement	61 Agencies	93 Agencies	98 Agencies	101 Agencies
Enablement	85 Agencies	60 Agencies	40 Agencies	28 Agencies
Building	2 Agencies	3 Agencies	-	10 Agencies



# **Top-Performing Government Agencies in the 2024 Measurement**

# Top-Performing Government Agencies in the 2024 Measurement (1/5)

Ranking	Agency	Result	Phase
1	The General Organization for Social Insurance (GOSI)	95.00%	●
2	Ministry of Human Resources and Social Development	94.89%	●
3	Zakat, Tax and Customs Authority	94.39%	●
4	Saudi Data & AI Authority	94.09%	●
5	Ministry of Justice	93.91%	●
6	Communications, Space, and Technology Commission	93.84%	●
7	Ministry of Transport and Logistic Services	93.78%	●
8	Riyadh Municipality	93.70%	●
9	King Khalid University	93.66%	●
10	Ministry of Hajj and Umrah	93.58%	●
11	Ministry of Energy	93.56%	●
12	Ministry of Municipalities and Housing	93.55%	●
13	Ministry of National Guard Health Affairs	93.51%	●
14	Saudi Standards, Metrology, and Quality Organization.	92.93%	●
15	Qassim University	92.53%	●
16	Ministry of Defense	92.04%	●
17	Social Development Bank	91.83%	●
18	Ministry of Communications and Information Technology	91.77%	●
19	Small and Medium Enterprises General Authority (Monsha'at)	91.71%	●
20	National Cybersecurity Authority (NCA)	91.25%	●

Creativity





















Integration

Improvement

Enablement

Building

## Top-Performing Government Agencies in the 2024 Measurement (2/5)

Ranking	Agency	Result	Phase
21	Saudi Energy Efficiency Center	89.91%	
22	King Faisal Specialist Hospital & Research Centre (KFSH&RC)	89.73%	
23	National Security Center	89.27%	
24	Saudi Irrigation Organization	89.06%	
25	Ministry of Environment, Water and Agriculture	88.69%	
26	King Abdullah City for Atomic and Renewable Energy	88.64%	
27	Economic Cities and Special Zones Authority (ECZA)	88.59%	
28	Ministry of Foreign Affairs	88.49%	
29	Presidency of State Security	88.17%	
30	Nuclear and Radiological Regulatory Authority	87.99%	
31	Ministry of Tourism	87.97%	
32	Royal Court	87.96%	
33	Ministry of Sport	87.31%	
34	Ministry of Industry and Mineral Resources	87.15%	
35	Board of Grievances	87.09%	
36	Saudi Food & Drug Authority	87.02%	
37	Saudi Authority for Industrial Cities and Technology Zones “MODON”	86.96%	
38	King Fahad Medical City	86.92%	
39	National Center for Government Resource Systems	86.79%	
40	Human Resources Development Fund	86.47%	

Creativity

Integration

Improvement

Enablement

Building



## Top-Performing Government Agencies in the 2024 Measurement (3/5)

Ranking	Agency	Result	Phase
41	Council of Cooperative Health Insurance (CCHI)	86.28%	●
42	Ministry of Media	85.82%	●
43	King Faisal University	85.46%	●
44	General Authority for Statistics	85.30%	●
45	King Khaled Eye Specialist Hospital	85.22%	●
46	Emirate of Tabouk Province	85.13%	●
47	Eastern Province Municipality	85.06%	●
48	Ministry of Economy and Planning	84.90%	●
49	King Saud bin Abdulaziz University for Health Sciences	84.85%	●
50	Ministry of Health	84.48%	●
51	Saudi Electricity Regulatory Authority	84.30%	●
52	National Center for E-Learning	84.26%	●
53	University of Bisha	84.18%	●
54	General Authority for Military Industries	84.16%	●
55	Emirate of Al-Qassim Province	84.04%	●
56	Ministerial Agency of Civil Affairs	83.81%	●
57	Islamic University of Madinah	83.53%	●
58	General Directorate of Prisons	83.48%	●
59	Prince Sattam bin Abdulaziz University	82.85%	●
60	Ministry of Finance	82.64%	●

Creativity




Integration

Improvement

Enablement

Building

## Top-Performing Government Agencies in the 2024 Measurement (4/5)

Ranking	Agency	Result	Phase
61	Ministry of Interior	82.56%	
62	Emirate of Al-Jowf Province	82.18%	
63	National Center for Environmental Compliance	82.13%	
64	Directorate of Public Security	82.12%	
65	General Authority for Competition	82.06%	
66	Real Estate Development Fund	82.05%	
67	Royal Commission for AlUla	82.03%	
68	Agricultural Development Fund	81.96%	
69	The National Center for Performance Measurement	81.65%	
70	Emirate of Najran Province	81.57%	
71	National Center for Waste Management	81.48%	
72	Missions and Initiatives Affairs Office	81.46%	
73	Capital Market Authority	81.40%	
74	Madinah Municipality	81.34%	
75	Emirate of Al-Baha Province	81.26%	
76	General Food Security Authority (GFSA)	81.23%	
77	Oversight and Anti-Corruption Authority	81.16%	
78	National Events Center	81.12%	
79	Jeddah Municipality	81.09%	
80	Shaqra University	81.07%	

Creativity

Integration

Improvement

Enablement

Building

## Top-Performing Government Agencies in the 2024 Measurement (5/5)

Ranking	Agency	Result	Phase
81	Royal Protocol	81.01%	●
82	Emirate of Madinah Province	80.92%	●
83	Imam Mohammad Ibn Saud Islamic University (IMSIU)	80.83%	●
84	Saudi Post	80.80%	●
85	Eastern Province Municipality	80.79%	●
86	Saudi Accreditation Center	80.74%	●
87	General Entertainment Authority	80.65%	●
88	Saudi Space Agency	80.61%	●
89	King Abdul Aziz University (KAU)	80.56%	●
90	Saudi Business Center	80.52%	●
91	Northern Border University	80.51%	●
92	Saudi Water Authority	80.38%	●
93	Ministry of Islamic Affairs, Dawah and Guidance	80.33%	●
94	Transport General Authority	80.29%	●
95	Saudi Commission for Health Specialties	80.25%	●
96	Saudi Industrial Development Fund	80.22%	●

Creativity

Integration

Improvement

Enablement

Building

# Group Results



# First: Ministries:

2022 Digital Transformation  
Measurement "Qiyas"



2023 Digital Transformation  
Measurement "Qiyas"

Percentage  
of Change  
**-0.79%**

Integration

Integration

Ranking	Agency	Result	Phase
1	Ministry of Human Resources and Social Development	94.89%	●
2	Ministry of Justice	93.91%	●
3	Ministry of Transport and Logistic Services	93.78%	●
4	Ministry of Hajj and Umrah	93.58%	●
5	Ministry of Energy	93.56%	●
6	Ministry of Municipalities and Housing	93.55%	●
7	Ministry of Defense	92.04%	●
8	Ministry of Communications and Information Technology	91.77%	●
9	Ministry of Environment, Water and Agriculture	88.69%	●
10	Ministry of Foreign Affairs	88.49%	●
11	Ministry of Tourism	87.97%	●
12	Ministry of Sport	87.31%	●
13	Ministry of Industry and Mineral Resources	87.15%	●
14	Ministry of Media	85.82%	●
15	Ministry of Economy and Planning	84.90%	●
16	Ministry of Health	84.48%	●
17	Ministry of Finance	82.64%	●
18	Ministry of Interior	82.56%	●
19	Ministry of Islamic Affairs, Dawah and Guidance	80.33%	●
20	Ministry of the National Guard		●
21	Ministry of Commerce		●
22	Ministry of Culture		●
23	Ministry of Investment		●
24	Ministry of Education		●

\*Percentage of agencies in the creativity and integration phases

Creativity

Integration

Improvement

Enablement

Building

# Secondly: Emirates of Provinces:



Ranking	Agency	Result	Phase
1	Emirate of Tabouk Province	85.13%	<div></div>
2	Emirate of Al-Qassim Province	84.04%	<div></div>
3	Emirate of Al-Jowf Province	82.18%	<div></div>
4	Emirate of Najran Province	81.57%	<div></div>
5	Emirate of Al-Baha Province	81.26%	<div></div>
6	Emirate of Madinah Province	80.92%	<div></div>
7	Eastern Province Municipality	80.79%	<div></div>
8	Emirate of Jazan Province		<div></div>
9	Emirate of the Northern Borders Province		<div></div>
10	Emirate of Aseer Province		<div></div>
11	Emirate of Makkah Province		<div></div>
12	Emirate of Riyadh Province		<div></div>
13	Emirate of Hail Province		<div></div>

\*Percentage of agencies in the creativity and integration phases



## Third: Education and Training (2/1):

2022 Digital Transformation  
Measurement "Qiyas"



2023 Digital Transformation  
Measurement "Qiyas"

Percentage  
of Change

**-1.86%**

Improvement

Improvement

Ranking	Agency	Result	Phase
1	King Khalid University	93.66%	●
2	Qassim University	92.53%	●
3	King Faisal University	85.46%	●
4	King Saud bin Abdulaziz University for Health Sciences	84.85%	●
5	National Center for E-Learning	84.26%	●
6	University of Bisha	84.18%	●
7	Islamic University of Madinah	83.53%	●
8	Prince Sattam bin Abdulaziz University	82.85%	●
9	Shaqra University	81.07%	●
10	Imam Mohammad Ibn Saud Islamic University (IMSIU)	80.83%	●
11	King Abdul Aziz University (KAU)	80.56%	●
12	Northern Border University	80.51%	●
13	Princess Nourah bint Abdulrahman University		●
14	Saudi Electronic University		●
15	King Saud University		●
16	Education and Training Evaluation Commission		●

\*Percentage of agencies in the creativity and integration phases

Creativity

Integration

Improvement

Enablement

Building

## Third: Education and Training (2/2):

2022 Digital Transformation  
Measurement "Qiyas"



2023 Digital Transformation  
Measurement "Qiyas"

Percentage  
of Change

**-1.86%**

Improvement

Improvement

Ranking	Agency	Result	Phase
17	Institute of Public Administration		●
18	University of Hail		●
19	Technical and Vocational Training Corporation		●
20	Najran University		●
21	Umm Al-Qura University		●
22	Majmaah University		●
23	University of Tabuk		●
24	Al-Jouf University		●
25	Imam Abdulrahman bin Faisal University		●
26	Taibah University		●
27	Jazan University		●
28	Al Baha University		●
29	University of Jeddah		●
30	University of Hafr Al Batin		●
31	Taif University		●
32	National Institute for Educational Professional Development		●

\*Percentage of agencies in the creativity and integration phases

Creativity

Integration

Improvement

Enablement

Building

## Fourthly: Health Services:

2022 Digital Transformation  
Measurement "Qiyas"



2023 Digital Transformation  
Measurement "Qiyas"

Percentage  
of Change  
**0.89%**

Improvement

Improvement

Ranking	Agency	Result	Phase
1	Ministry of National Guard Health Affairs	93.51%	●
2	King Faisal Specialist Hospital & Research Centre (KFSH&RC)	89.73%	●
3	Saudi Food & Drug Authority	87.02%	●
4	King Fahad Medical City	86.92%	●
5	Council of Cooperative Health Insurance (CCHI)	86.28%	●
6	King Khaled Eye Specialist Hospital	85.22%	●
7	Saudi Commission for Health Specialties	80.25%	●
8	General Administration of Medical Services at the Ministry of Interior		●
9	Saudi Health Council		●
10	Saudi Red Crescent Authority		●
11	General Directorate for Health Services, Ministry of Defense		●
12	King Abdullah Medical City in Makkah		●
13	Public Health Authority		●
14	First Eastern Health Cluster		●
15	Prince Mohammed bin Abdulaziz Medical City serving the northern provinces		●

\*Percentage of agencies in the creativity and integration phases

Creativity

Integration

Improvement

Enablement

Building



## Fifthly: Municipalities:

2022 Digital Transformation  
Measurement "Qiyas"



2023 Digital Transformation  
Measurement "Qiyas"

Percentage  
of Change  
**-16.40%**

Improvement

Improvement

Ranking	Agency	Result	Phase
1	Riyadh Municipality	93.70%	
2	Eastern Province Municipality	85.06%	
3	Madinah Municipality	81.34%	
4	Jeddah Municipality	81.09%	
5	Tabuk Municipality		
6	Najran Municipality		
7	Qassim Municipality		
8	Hafr Al Batin Municipality		
9	Aseer Municipality		
10	Holy Makkah Municipality		
11	Hail Municipality		
12	Al-Jouf Municipality		
13	Al-Baha Municipality		
14	Al-Ahsa Municipality		
15	Taif Municipality		
16	Jazan Municipality		
17	Northern Borders Municipality		

\*Percentage of agencies in the creativity and integration phases

Creativity

Integration

Improvement

Enablement

Building

## Sixth: Finance and Funds:

2022 Digital Transformation  
Measurement "Qiyas"



2023 Digital Transformation  
Measurement "Qiyas"

Percentage  
of Change  
**1.19%**

Improvement

Improvement

Ranking	Agency	Result	Phase
1	The General Organization for Social Insurance (GOSI)	95.00%	●
2	Zakat, Tax and Customs Authority	94.39%	●
3	Social Development Bank	91.83%	●
4	Human Resources Development Fund	86.47%	●
5	Real Estate Development Fund	82.05%	●
6	Agricultural Development Fund	81.96%	●
7	Capital Market Authority	81.40%	●
8	Saudi Industrial Development Fund	80.22%	●
9	General Bureau for Auditing		●
10	Entrustment and Liquidation Center (infath)		●
11	Tourism Development Fund		●
12	General Authority for Awqaf		●
13	National Center for Privatization		●
14	Expenditure and Project Efficiency Authority (EXPRO)		●
15	Martyrs, Wounded, Prisoners and Missing Persons Fund		●
16	State Properties General Authority		●
17	National Debt Management Center		●
18	Environment Fund		●
19	National Development Fund		●
20	General Commission for the Guardianship of Trust Funds for Miniros and their Counterparts		●
21	Small and Medium Enterprises Bank		●
22	Higher Education Fund		●

\*Percentage of agencies in the creativity and integration phases

Creativity

Integration

Improvement

Enablement

Building

## Seventh: Security and Military:

2022 Digital Transformation  
Measurement "Qiyas"



2023 Digital Transformation  
Measurement "Qiyas"

Percentage  
of Change  
**-0.19%**

Improvement

Improvement

Ranking	Agency	Result	Phase
1	National Cybersecurity Authority (NCA)	%91.25	●
2	National Security Center	%89.27	●
3	Presidency of State Security	%88.17	●
4	General Authority for Military Industries	%84.16	●
5	Ministerial Agency of Civil Affairs	%83.81	●
6	General Directorate of Prisons	%83.48	●
7	Directorate of Public Security	%82.12	●
8	General Directorate of Border Guard		●
9	Administrative and Financial Affairs		●
10	King Fahd Security College		●
11	General Directorate of Passports		●
12	Public Prosecution		●
13	Facilities Security Forces		●
14	General Directorate of Narcotics Control (GDNC)		●
15	General Directorate of Civil Defense		●
16	Prince Sultan Defense Studies and Research Center (PSDSARC)		●
17	King Khalid Military College		●
18	General Authority for Military Industries (GAMI)		●

\*Percentage of agencies in the creativity and integration phases

Creativity

Integration

Improvement

Enablement

Building

## Eighth: Economic and Development (1/2):

2022 Digital Transformation  
Measurement "Qiyas"



2023 Digital Transformation  
Measurement "Qiyas"

Percentage  
of Change  
**9.89%**

Improvement

Improvement

Ranking	Agency	Result	Phase
1	Saudi Standards, Metrology, and Quality Organization.	92.93%	●
2	Small and Medium Enterprises General Authority (Monsha'at)	91.71%	●
3	Saudi Energy Efficiency Center	89.91%	●
4	Saudi Irrigation Organization	89.06%	●
5	King Abdullah City for Atomic and Renewable Energy	88.64%	●
6	Economic Cities and Special Zones Authority (ECZA)	88.59%	●
7	Nuclear and Radiological Regulatory Authority	87.99%	●
8	Saudi Authority for Industrial Cities and Technology Zones "MODON"	86.96%	●
9	General Authority for Statistics	85.30%	●
10	Saudi Electricity Regulatory Authority	84.30%	●
11	National Center for Environmental Compliance	82.13%	●
12	General Authority for Competition	82.06%	●
13	Royal Commission for AlUla	82.03%	●
14	National Center for Waste Management	81.48%	●
15	General Food Security Authority (GFSA)	81.23%	●
16	Saudi Business Center	80.52%	●
17	Saudi Water Authority	80.38%	●

\*Percentage of agencies in the creativity and integration phases

Creativity

Integration

Improvement

Enablement

Building

## Eighth: Economic and Development (2/2):

2022 Digital Transformation  
Measurement "Qiyas"



2023 Digital Transformation  
Measurement "Qiyas"

Percentage  
of Change  
**9.89%**

Integration

Integration

Ranking	Agency	Result	Phase
18	Local Content and Government Procurement Authority		●
19	Royal Commission for Riyadh City		●
20	Royal Commission for Jubail and Yanbu		●
21	Real Estate General Authority		●
22	Saudi Tourism Authority		●
23	National Competitiveness Center		●
24	National Research and Development Center for Sustainable Agriculture (Estidamah)		●
25	National Center for Wildlife		●
26	National Center for Vegetation Cover Development and Combating Desertification		●
27	Aseer Region Development Authority		●
28	National Center for the Development of the Non-Profit Sector		●
29	Royal Commission for Makkah City and the Holy Sites		●
30	Hail Region Development Authority		●
31	National Center of Meteorology		●
32	Saudi Export Development Authority		●
33	Sharqia Development Authority (SDA)		●
34	Madinah Region Development Authority		●
35	Makkah Province Development Authority		●
36	General Authority of Foreign Trade		●
37	Diriyah Gate Development Authority		●

\*Percentage of agencies in the creativity and integration phases

Creativity

Integration

Improvement

Enablement

Building



## Ninth: Technology, Transportation and Media:

2022 Digital Transformation  
Measurement "Qiyas"



2023 Digital Transformation  
Measurement "Qiyas"

Percentage  
of Change  
**5.00%**

Improvement

Improvement

Ranking	Agency	Result	Phase
1	Saudi Data & AI Authority	94.09%	●
2	Communications, Space and Technology Commission	93.84%	●
3	National Center for Government Resource Systems	86.79%	●
4	National Events Center	81.12%	●
5	Saudi Post	80.80%	●
6	General Entertainment Authority	80.65%	●
7	Saudi Space Agency	80.61%	●
8	Transport General Authority	80.29%	●
9	General Authority of Civil Aviation		●
10	General Authority for Media Regulation		●
11	Radio and Television Corporation		●
12	King Abdulaziz City for Science and Technology (KACST)		●
13	Saudi Ports Authority (Mawani)		●
14	Saudi Press Agency		●
15	Saudi Conventions and Exhibitions General Authority		●

\*Percentage of agencies in the creativity and integration phases

Creativity

Integration

Improvement

Enablement

Building

## Tenth: Central and General (1/2):

2022 Digital Transformation  
Measurement "Qiyas"



2023 Digital Transformation  
Measurement "Qiyas"

Percentage  
of Change  
**-7.95%**

Improvement

Improvement

Ranking	Agency	Result	Phase
1	Royal Court	87.96%	●
2	Board of Grievances	87.09%	●
3	The National Center for Performance Measurement	81.65%	●
4	Missions and Initiatives Affairs Office	81.46%	●
5	Oversight and Anti-Corruption Authority	81.16%	●
6	Royal Protocol	81.01%	●
7	Saudi Accreditation Center	80.74%	●
8	Strategic Management Office		●
9	General Secretariat of the Cabinet		●
10	General Presidency for the Affairs of the Grand Mosque and the Prophet's Mosque		●
11	Human Rights Commission		●
12	General Authority for Survey and Geospatial Information		●
13	Saudi Authority for Intellectual Property		●
14	Decision Support Center		●
15	King Abdulaziz Public Library		●
16	King Abdulaziz Foundation		●
17	Saudi Contractors Authority		●

\*Percentage of agencies in the creativity and integration phases

Creativity

Integration

Improvement

Enablement

Building

## Tenth: Central and General (2/2):

2022 Digital Transformation  
Measurement "Qiyas"



2023 Digital Transformation  
Measurement "Qiyas"

Percentage  
of Change  
**-7.95%**

Improvement

Improvement

Ranking	Agency	Result	Phase
18	Authority for People with Disabilities		●
19	Saudi Council of Engineers		●
20	Saudi Geological Survey		●
21	General Presidency of the Commission for the Promotion of Virtue and the Prevention of Vice		●
22	Saudi Bar Association		●
23	Saudi Center for International Strategic Partnerships		●
24	Saudi Organization for Chartered and Professional Accountants - SOCPA		●
25	National Center for Archives and Records (NCAR)		●
26	Bureau of Experts at the Council of Ministers		●
27	Shura Council		●
28	King Salman Global Academy for Arabic		●
29	King Fahd National Library		●
30	General Presidency of Islamic Research and Ifta		●
31	National Committee for the Care of Prisoners and their Families, and Ex-convicts (Tarahum)		●

\*Percentage of agencies in the creativity and integration phases

Creativity

Integration

Improvement

Enablement

Building

# Top Performing Government Agencies in the 2024 Digital Transformation Measurement



Creativity

Integration

Improvement

Enablement

Building



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Digital Government Authority