



# Government Spending Report

On Information and Communication Technology for 2024

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# Contents

1	Glossary	4
1.1	Glossary   Indicators	5
1.2	Glossary   Government Sectors in Saudi Arabia	6
1.3	Glossary   Procurement Classification Categories in Digital Government	7
2	Preface and Introduction	8
3	Report Impact	11
4	Results of the Analysis of the Government Spending Report on ICT Services	22
5	Executive Summary of Government Spending on ICT Services	13
6	Summary of Government Contracts for ICT Services	14
7	Government Spending on ICT Services by Sector	15
8	Government spending on ICT services by Product	16
9	Detailed Overview of Government Spending on ICT Services by Sector	17
10	Security and Administrative Regions Sector	18
11	Health and Social Development Sector	19
22	Infrastructure and Transport Sector	20
24	Military Sector	21
25	Education Sector	22
26	Economic Resources Sector	23
27	Municipal Services Sector	24
28	Public Administration Sector	25
29	Overview of National Framework Agreements	26
29	ICT Procurement Via National Framework Agreements	27
20	Overview of Purchase Orders for National Framework Agreements	28

# Contents

21	SMEs Participation in Government Spending on ICT Services	29
22	SME in Government Spending	30
23	Indicators of SME participation in government spending	31
24	Key Takeaways	32
25	Main Conclusions	33
26	Partners of Success	34
27	Disclaimer	35
28	References	37

# Glossary



# Glossary | Indicators

Indicator	Indicator Description
 <p data-bbox="232 645 487 707">E-Government Development Index (EGDI)</p>	<p data-bbox="558 506 1365 786">E-Government Development Index (EGDI): The E-Government Development Index (EGDI) is a United Nations index that measures the development of e-government services in countries around the world. It ranks countries based on three components: online service delivery, telecommunications infrastructure, and human capital. The EGDI is an important tool for assessing the progress of countries in the digital age and improving the delivery of public services through technology.<sup>[1]</sup></p>
 <p data-bbox="255 947 465 1055">The Government Electronic and Mobile Services (GEMS)</p>	<p data-bbox="558 824 1365 1066">The Government Electronic and Mobile Services (GEMS) Issued by the United Nations Economic and Social Commission for Western Asia (ESCWA), part of the United Nations, this index measures the maturity of government services delivered through electronic portals and smart applications according to three sub-indicators: Service availability and development, service usage and satisfaction, and public reach.<sup>[2]</sup></p>
 <p data-bbox="246 1252 462 1314">Government Spending Efficiency Index</p>	<p data-bbox="558 1102 1365 1382">It is one of the efficiency indicators issued by the Expenditure and Project Efficiency Authority. The index aims to measure the extent to which government agencies achieve the objectives of approved projects efficiently and effectively, through the optimal use of financial and human resources to ensure the highest value for expenditure. It also contributes to reducing waste and maximizing economic and social returns, thereby supporting the achievement of national development goals.</p>

# Glossary | Government Sectors in Saudi Arabia <sup>[3]</sup>

Sector	Sector Mandate
<b>Health and Social Development</b>	Providing health, emergency, and legislative services, as well as research, in addition to managing human resources and the social sector. This includes social security and welfare services, as well as overseeing the cultural, media, sports, and entertainment sectors, and managing the Quality-of-Life Program.
<b>Education</b>	Establishing schools, colleges, and university cities; managing external scholarship programs of the Custodian of the Two Holy Mosques; support of research, development, and innovation; university hospitals, and supporting knowledge sources.
<b>Municipal Services</b>	Establishing and developing urban infrastructure, urban planning, as well as providing housing and urban development solutions, and organizing recreational activities, festivals, and events.
<b>Economic Resources</b>	The sector serves commerce and business services, environmental transformation and vegetation development, energy and water resources, mineral and industrial wealth. It also includes the development of tourism activities, investment climate, industry and exports, support for small and medium enterprises, state real estate assets, local content enhancement, economy and planning, and international strategic partnerships.
<b>Public Administration</b>	It is responsible for managing foreign relations, political and diplomatic affairs, Islamic affairs services, as well as judicial and legal matters, organizing Hajj and Umrah, and overseeing the care of the Two Holy Mosques. It also supervises the facilitation of central government operations and the management of public authorities.
<b>Infrastructure and Transportation</b>	Establishing and developing roads, ports, airports, real estate, telecommunications and information technology, data and artificial intelligence, digital government, postal services, space, and industrial cities and their development.
<b>Security and Administrative Regions</b>	It focuses on internal security and state security, including border guard, combating terrorism, extremism, and drug trafficking, civil protection, passport administration, traffic safety, management and organization of administrative regions, correctional facilities and prisons, digital integration of civil status transactions, cybersecurity, and the Special Residency Program.
<b>Military</b>	The sector is centered on defending the Kingdom and safeguarding its sovereignty. It also encompasses strengthening military capabilities, developing and localizing the military industries, providing medical services through military hospitals, supporting military research, education, and training through military colleges and universities, as well as operating and maintaining military facilities, bases, and cities.
<b>General Items</b>	The sector is responsible for expenditures related to the government's share in retirement pensions and social insurance, contributions to international organizations, debt servicing costs, and the management of allocations such as basic utilities support, revenue development incentives, budget support, and emergency allocations. It also covers operational budget expenditures for newly established agencies and provides subsidies to government agencies.

# Glossary | Procurement Classification Categories in the Digital Government <sup>[4]</sup>

Category	Category Description
<b>Professional Services</b>	Provision of professional services, except for Cloud Services, and all strategic outsourcing, advisory, consulting, and implementation services Such as: the outsourced managed services for a range of ICT processes and functions.
<b>Software</b>	Software that is ready for direct use, software developed according to the requests and modifications of end users, and software and systems used on an institutional scale; for example, enterprise resource management systems and customer relationship management systems that are hosted within organizations. All managed services, cloud solutions, and emerging technologies are excluded.
<b>Hardware</b>	The supply of off-the-shelf and specialized end-user hardware and data storage and processing hardware. This includes installation and maintenance services. "End-user" means a natural person or agency who uses the ICT products or services on a day-to-day basis. The emerging technology hardware and network and telecommunications hardware are excluded.
<b>Networks and Communications</b>	The supply of internet and communication networks, costs relating to fixed and mobile telecoms networks and equipment, and on-demand internet services in a wide and local area.
<b>AI and Emerging Technologies</b>	Emerging technologies means innovative technology services that represent progress and development in the information and communications technology field. Spending on emerging and advanced technologies that are expected to mature and be adopted in the future.
<b>Cloud Computing</b>	The supply or management and support for cloud computing infrastructure for both services and custom-made cloud software. Cloud services provides a shared configurable cloud computing environment with the ability to customize each environment according to the requirements of each individual customer. This does not include components of the cloud computing environment, such as network devices and services.

# Introduction and Preface

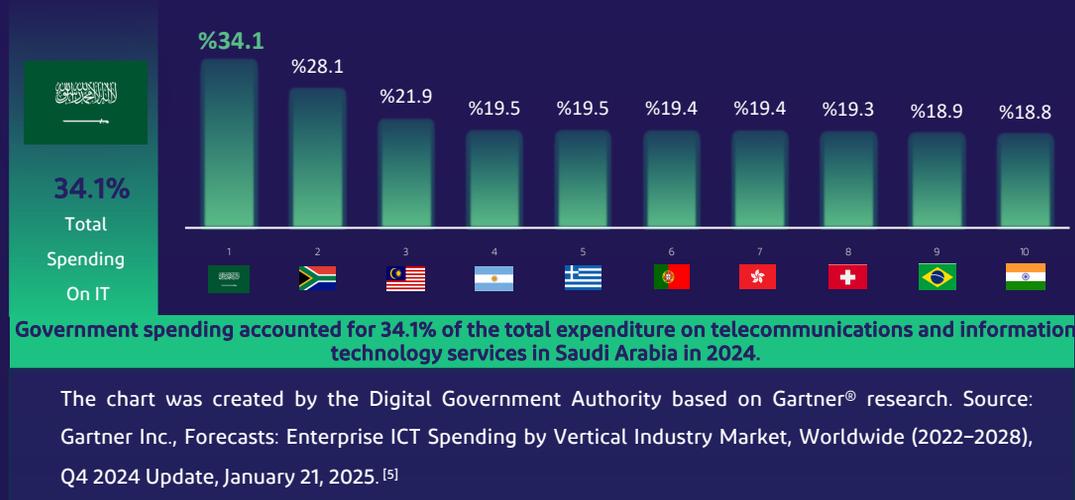
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# Government Spending

## Government ICT Spending in light of Saudi Vision 2030

This report highlights the figures and data on government spending in the Kingdom of Saudi Arabia on telecommunications and information technology services for the year 2024, reflecting the Kingdom's strong commitment to accelerating and expanding digital transformation as a key enabler for achieving the objectives of Saudi Vision 2030. This includes main goals such as developing the digital economy, advancing e-government, increasing the contribution of small and medium enterprises to the national economy, and reinforcing the Kingdom's position as a leading technology hub both regionally and globally.

The report tracks strategic investment trends in this vital sector, where government spending on telecommunications and information technology services constitutes 34.1% of the total expenditure in the sector, according to Gartner Research. This represents the highest percentage worldwide for 2024, surpassing that of advanced countries. This high level of spending underscores the sector's role as a main driver of the national economy, a catalyst for increased productivity and improved government performance, and a contributor to enhancing the experience of beneficiaries of digital services.



These strategic investments in the ICT sector, along with the regulatory and institutional efforts led by the Digital Government Authority in partnership with both the public and private sectors, have yielded tangible results on the ground. Saudi Arabia now offers more than 4,500 digital government services—representing over 97% of all government services—with cumulative ICT spending surpassing 113 Bn riyals over the past three years. The size of the local ICT market in Saudi Arabia has also risen to over 180 Bn riyals, making it the fastest-growing market in the Middle East for 2024.

# Saudi Arabia Advances Digitally

The growth and advancement of the ICT sector have enabled Saudi Arabia to achieve remarkable progress at the local, regional, and international levels. Among the most notable achievements are:

- **Leadership in the Maturity of Electronic Government Services:** Saudi Arabia ranked first regionally—for the third consecutive year—in Government Electronic and Mobile Services Maturity Index (GEMS) Issued by the ESCWA for 2024, achieving a maturity score of 96%, a significant improvement over the 2023 score of 93%.
- **Remarkable Progress in the E-Government Development Index (EGDI):** Saudi Arabia achieved sixth place globally in the United Nations E-Government Development Index (EGDI) for 2024, with a performance score of 96%. This marks a significant leap from its 31st position in 2022, when it scored 85%.
- **Increase in the Maturity Level of Government Agencies:** The maturity level of government agencies in the Digital Transformation Measurement Index rose to 85% in 2024, up from 80% in 2023.



These positive results have been reflected in the performance of many sectors, the most prominent of which will be highlighted later in this report.

This report—now in its second edition—offers an in-depth and reliable analysis of the volume and trends of government spending in this vital sector, with a particular focus on its comprehensive developmental impact. It also serves as a valuable strategic tool for decision-makers and investors, providing data-driven insights to anticipate future opportunities, guide investments effectively, and support Saudi Arabia's journey toward building a pioneering and intelligent digital government at both the regional and global levels.

# Government Spending Report

On ICT Services for 2024



## Impact

The regular publication of reports on government spending on ICT services in Saudi Arabia contributes to numerous positive and lasting impacts, the most notable of which include:

- 1 Enhancing Spending Efficiency.
- 2 Improving the Quality of Digital Procurement.
- 3 Improving the Quality of Government Services.
- 4 Enhancing Transparency.
- 5 Enhancing the End-User Experience.
- 6 Clarity and Accuracy of Financial Data.

**Results of the Analysis of  
the Government Spending  
Report on ICT Services**

3

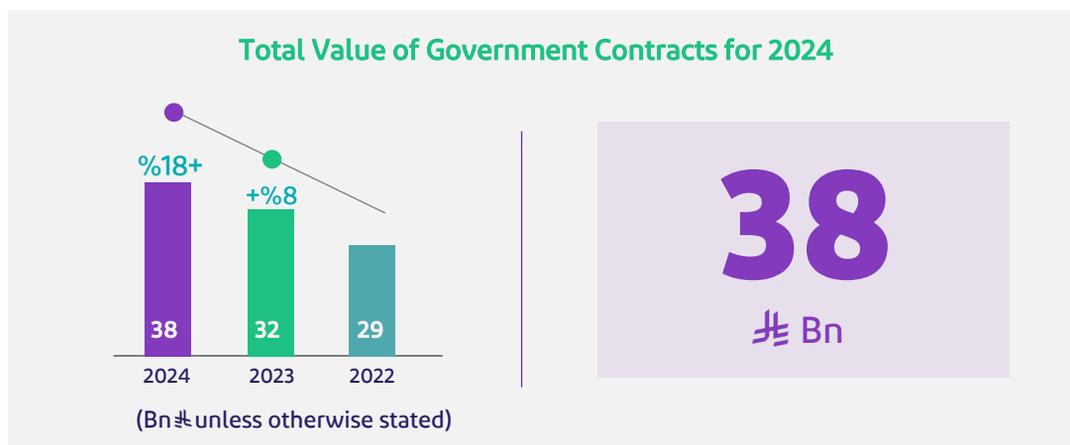
# Executive Summary of Government Spending on ICT Services for 2024

## Financial Performance of the ICT Sector in 2024: Greater Efficiency and Higher Value

This report reflects the strategic direction of government spending in the sector, highlighting a significant increase in the value of new government contracts—from approximately 32 Bn riyals in 2023 to around 38 Bn riyals in 2024, representing growth of about 18.75%. The value of new government contracts stands out as an important indicator when analyzing the strategic direction of government spending on the ICT sector. This growth demonstrates Saudi Arabia’s ongoing commitment to investing in this vital sector, with an increasing focus on strategically impactful investments, particularly in artificial intelligence and emerging technologies. These efforts are aligned with a broader push to enhance government spending efficiency through the adoption of strategic approaches, most notably the activation of framework agreements to strengthen the negotiating power of government agencies, alongside adopting a more precise and comprehensive planning approach in procurement management.

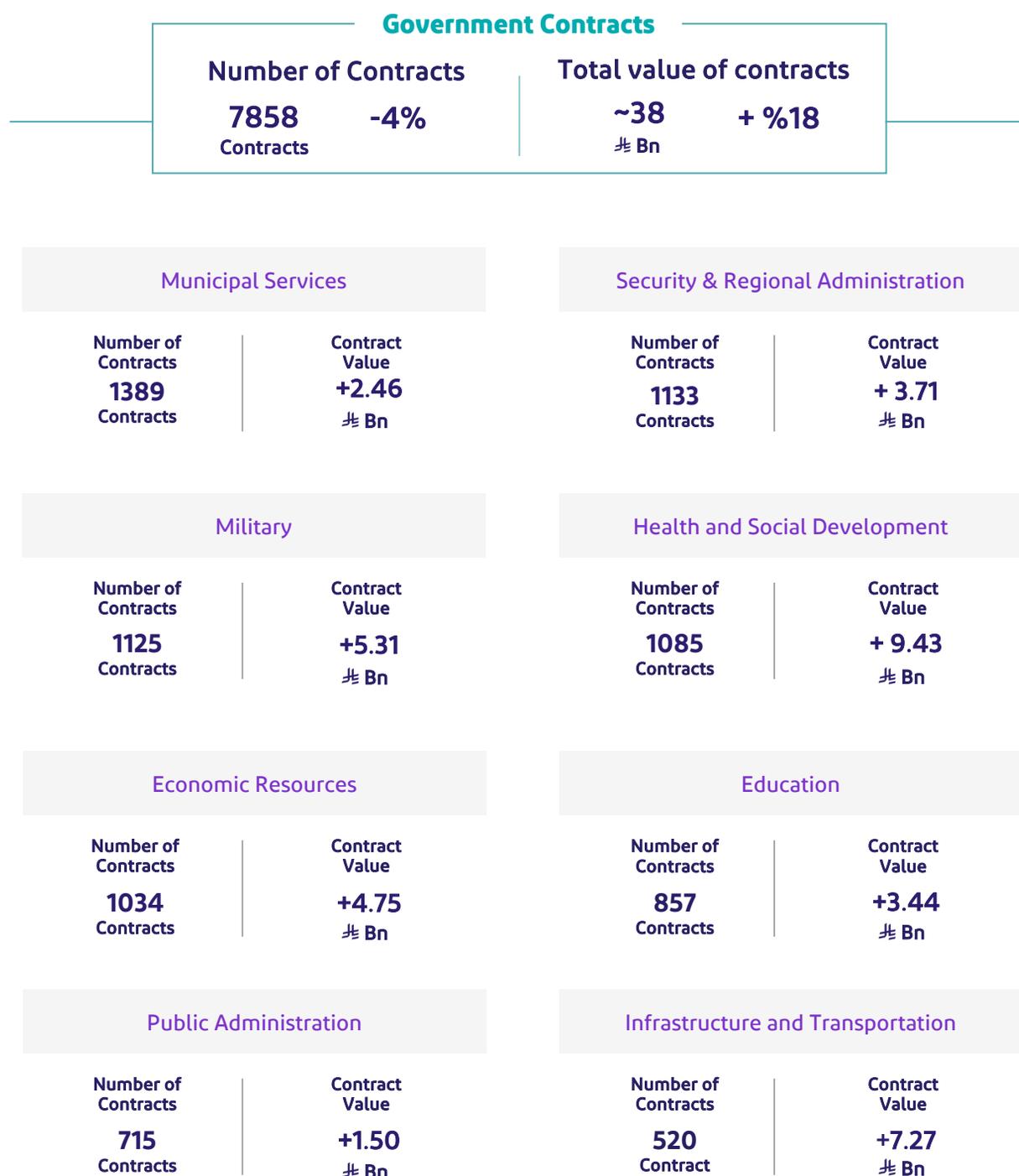
During the period from 2022 to 2024, cumulative government spending on the ICT sector in Saudi Arabia reached approximately 113 Bn riyals, distributed as follows: 34 Bn riyals in 2022, 41 Bn riyals in 2023, and 37 Bn riyals in 2024. It is notable that spending in 2024 declined compared to 2023, primarily due to the settlement of non-recurring financial dues related to services provided in previous years, most notably internet and digital circuit services. Additionally, the activation of several framework agreements contributed to enhancing the operational and financial efficiency of government agencies, enabling them to achieve significant cost savings. These efforts are aligned with Saudi Arabia’s broader strategic direction toward maximizing the impact of public spending and achieving sustainable financial efficiency that supports and reinforces development objectives.

**37 Bn** Government Spending on the ICT Sector for 2024



# Summary of Government Contracts

on ICT Services for 2024



\* Data have been calculated for the year 2024, with a comparison included for both the number and value relative to 2023.

# Government Spending

## On ICT Services by Sector

Total ₪ **37** Bn

Security & Regional  
Administration

₪ **6.79** Bn

Health and Social  
Development

₪ **6.54** Bn

Infrastructure and  
Transportation

₪ **5.26** Bn

Military

₪ **5.16** Bn

Education

₪ **4.37** Bn

Economic Resources

₪ **3.42** Bn

Municipal Services

₪ **3.07** Bn

Public Administration

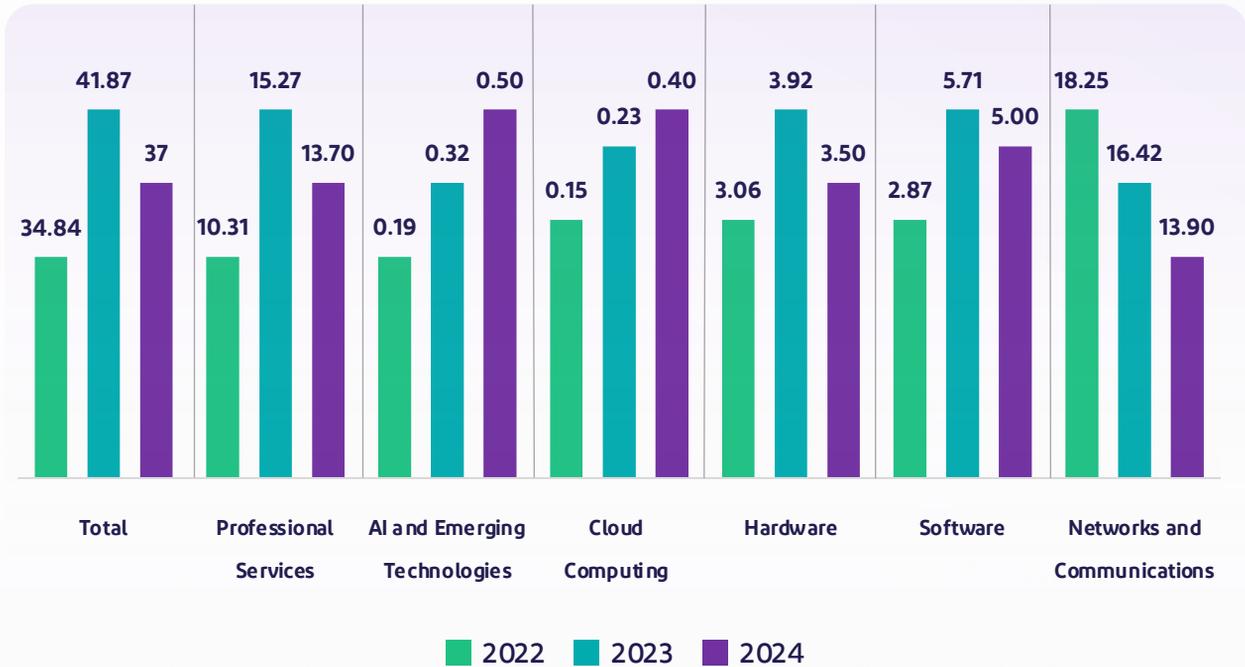
₪ **2.39** Bn



# Government Spending

## On ICT Services by Product

### Total Spending on Products



### Networks and Communications

₹ + **13.90** Bn

### Professional Services

₹ + **13.70** Bn

### Software

₹ + **5.00** Bn

### Hardware

₹ + **3.50** Bn

### AI and Emerging Technologies

₹ + **0.50** Bn

### Cloud Computing

₹ + **0.40** Bn

# Detailed Overview of Government Spending on ICT Services by Sector

4



## Security and Administrative Regions

ﷲ **6.79** Bn

Total Government Spending

ﷲ **35** M

Government Spending Efficiency

**1133** Contracts

Total government contracts

ﷲ **2.65** Bn

Highest spending product: **Professional Services**

### Sector Key Achievements

**+28 M**

Customers benefiting from automated government services via the “Absher” individual's platform.

**+500**

Public and private agencies accessible through the use of digital identity.

**1**

Saudi Arabia ranks first globally in the IMD Cybersecurity Index. [6]

**%50**

Percentage reduction in material losses due to fire-fighting robots.



## Health and Social Development

**₪ 6.54 Bn**

Total Government Spending

**₪ 503 M**

Government Spending Efficiency

**1085** Contracts

Total government contracts

**₪ 2.33 Bn**

Highest spending product: **Professional Services**

### Sector Key Achievements

**93%**

Percentage of automation of Ministry of Human Resources services to enhance efficiency and user experience.

**+50 M**

Virtual medical consultation through "Sehhaty" App.

**5**

Minutes required to obtain sports licenses through the "Nafes" platform.

**+ 120 M**

Digital appointment via "Sehhaty".



# Infrastructure and Transport

**ﷲ 5.26 Bn**

Total Government Spending

**ﷲ 34 M**

Government Spending Efficiency

**520** Contracts

Total government contracts

**ﷲ 2.42 Bn**

Highest spending product: **Professional Services**

## Sector Key Achievements

**1**

Saudi Arabia ranks first globally in the Internet Users Index.

**+180 Bn**

ICT market size, the fastest-growing in the Middle East.

**70**

Digital logistics service provided to investors through the "Logisti" platform.

**%50**

Percentage improvement in operational processes at Riyadh Airport through AI.



# Military

**ﷲ 5.16 Bn**

Total Government Spending

**ﷲ 58 M**

Government Spending Efficiency

**1125 Contracts**

Total government contracts

**ﷲ 3 Bn**

Highest spending product: **Networks and Communications**

## Sector Key Achievements

**%100**

Automation of licensing services through the “The Military Industries Unified Platform”

**%38**

Growth rate of local military tech content and enhancement of innovation.

**+2000**

Registered at the National Academy for Military Technical Industries.

**7**

Technical research areas targeted by Saudi Arabia in the defense fields.



# Education

**₪ 4.37 Bn**

Total Government Spending

**₪ 102 M**

Government Spending Efficiency

**857** Contracts

Total government contracts

**₪ 1.77 Bn**

Highest spending product: **Networks and Communications**

## Sector Key Achievements

**+800 M**

Digital transactions provided to beneficiaries at the Ministry of Education.

**+130 M**

Applicant on e-learning programs.

**+500 K**

Ticket processed via Tawasul Portal  
To serve the beneficiaries of the Ministry of Education.

**+30 M**

Number of visits to the Ministry of Education portal.



## Economic Resources

₪ **3.42 Bn**

Total Government Spending

₪ **107 M**

Government Spending Efficiency

**1034** Contracts

Total government contracts

₪ **1.37 Bn**

Highest spending product: **Professional Services**

### Sector Key Achievements

**+5 M**

Cubic meters of desalinated water using advanced AI systems.

**+2 Bn**

Total value of investment licenses issued through the "Industry" Platform.

**+4 M**

Consultation via the "Agricultural Guide" App in many fields.

**+250 M**

New e-meters to enhance water consumption efficiency.



## Municipal Services

**₪ 3.07 Bn**

Total Government Spending

**₪ 105 M**

Government Spending Efficiency

**1389** Contracts

Total government contracts

**₪ 1.47 Bn**

Highest spending product: **Professional Services**

### Sector Key Achievements

**+14 M**

images enhanced with AI via "Balady" platform.

**+600 M**

Visits to Digital Services via "Sakani Platform".

**+400 K**

Licenses issued through the "Balady Platform" to facilitate municipal procedures.

**+250**

Service available through "Balady Platform" to complete transactions easily.



## Public Administration

**ﷲ 2.39 Bn**

Total Government Spending

**ﷲ 72 M**

Government Spending Efficiency

**715 Contracts**

Total government contracts

**ﷲ 909 M**

Highest spending product: **Networks and Communications**

### Sector Key Achievements

**+20 M**

visits to the “Najiz” platform from 90 countries during the first quarter.

**+1.4 M**

e-transactions via Digital Notary Public.

**60**

seconds is the processing time for issuing an e-visa through “Saudi e-Visa” platform.

**120**

services have been added to “Nusk” app to facilitate Hajj and Umrah.

# Overview of National Framework Agreements

5

# توقيع الاتفاقية الإطارية الموحدة لتوريد خدمات الاتصالات وأجهزة الهواتف ورسائل المجموعات



## أبرز الخدمات التي تقدمها الاتفاقية

أجهزة وخدمات الاتصال بالأقمار الصناعية

شراخ إنترنت الأشياء

الشراخ والاشتراكات

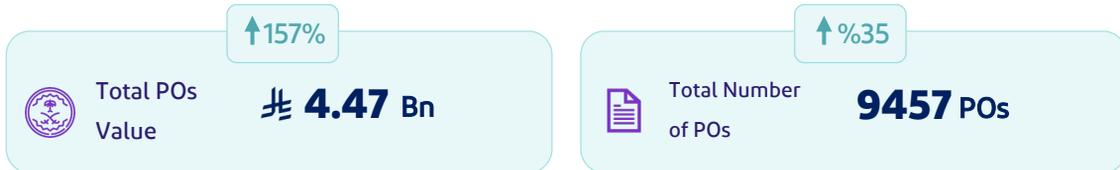
أجهزة الهواتف المكتبية

الأجهزة المتنقلة والموجهات الشخصية



## ICT Procurement Via National Framework Agreements

### Total Purchases from National Framework Agreements for 2024



National framework agreements are among the key tools for maximizing efficiency in government spending. In 2024, their use witnessed significant growth, with a total of 9,457 purchase orders recorded, amounting to approximately 4.47 Bn riyals—compared to 7,076 purchase orders valued at 1.74 Bn riyals in 2023. This development reflects the growing effectiveness of these tools in enabling government agencies to procure goods and services quickly and efficiently, strengthen supply chains, and improve the quality of procurement. It highlights the added value these agreements bring in supporting government agencies and enhancing spending efficiency.

\*The comparison in the number and value of purchase orders was calculated relative to the year 2023.

# Overview of Purchase Orders for National Framework Agreements



\* Data have been calculated from the year 2022 through the end of 2024.

# **SMEs Participation in Government Spend on ICT Services**

6

# SME Participation in Government ICT Spend

## SME Participation in Government ICT Spend

In 2024, the contribution of small and medium enterprises (SMEs) in the ICT sector rose to approximately 91% of the total tech enterprises involved in government digital projects, compared to around 78% in 2023. This reflects a clear increase in the level of SME participation in the ICT sector.

In terms of value, SMEs contributed 9.16 Bn riyals, representing 24% of the total government contracts in 2024. Despite this strong presence, the total value decreased by approximately 10% compared to 2023, when it reached 10.92 Bn riyals. This decline is primarily attributed to non-recurring financial settlements related to services provided in previous years and should not be seen as an indication of a downturn in overall performance or the contribution of these enterprises.

In terms of government spending, the share of small and medium enterprises remained stable at 18% for the second consecutive year. On the other hand, the number of SME suppliers increased to approximately 2,457 out of nearly 2,700 enterprises in 2024, compared to around 2,298 in 2023. This indicates a broader base and significant progress in efforts to integrate these enterprises into supply chains.

Despite this growth in numbers, the actual value of executed contracts declined from 7.65 Bn riyals in 2023 to 6.49 Bn riyals in 2024. This highlights the need to enhance the qualitative value of participation in parallel with the numerical increase in the number of enterprises.

Additionally, SMEs have emerged as key players in critical fields such as artificial intelligence and emerging technologies, reinforcing their position as one of the main drivers of ICT sector growth in Saudi Arabia.

# Indicators of SME Participation in Government Spending



1

Government Contract Vendors

2457 vendors

Total Number of Government Contract vendors from SME Participation

91%

Percentage of Government Contract Vendors from SME Participation

2

Value of Government Contracts

ቶ 9.16 Bn

Total Value of Government Contracts from SME Participation

24 %

Percentage of Government Contract Value from SME Participation

3

Government Contract Spend

ቶ 6.49 Bn

Total Government Contract Spending from SME Participation

18%

Percentage of Government Contract Spending from SME Participation

# Key Takeaways

7

# Main Conclusions

The continued increase in government spending on the ICT sector in 2024 contributed to a number of outcomes, the most notable of which include:

## Saudi Arabia: Regional Leadership and Global Excellence in Digital Transformation



Saudi Arabia ranked sixth globally in the 2024 United Nations E-Government Development Index (EGDI) and first regionally in the 2024 ESCWA GEMS Index for the Maturity of Electronic and Mobile Government Services. This achievement reflects the rapid pace of digital transformation across both the public and private sectors, leading to improved service quality, faster processes, and enhanced operational efficiency. It has also contributed to cost reduction, increased transparency, and strengthened trust between agencies and beneficiaries.

## Stability of Spend on Small and Medium Enterprises (SMEs)



Spending on small and medium enterprises (SMEs) in the ICT sector remained steady at 18% of total expenditure in 2024, with a value of 6.5 Bn riyals—the same percentage as in 2023. This trend is expected to improve—or at the very least, remain steady—in 2025, particularly in fields such as cloud computing, artificial intelligence, and emerging technologies. These areas are likely to support the growth of startups and strengthen their contribution to the digital economy.

## Government Spending Trends on Technology Categories and Future Outlook



In 2024, government spending on ICT services was primarily focused on strategic areas, most notably cloud services, AI, and emerging technologies. This trend reflects the continued commitment of government agencies to accelerating digital transformation and strengthening the technological infrastructure to enhance operational efficiency and achieve the digital government goals of Vision 2030.

## Framework Agreements and their Impact on Guiding Government Spend



The stability of government spend on ICT sector in 2024 reflects a strategic approach to enhancing spending efficiency, driven by the activation of framework agreements and the settlement of outstanding dues from previous years. This underscores the commitment of the Digital Government to strengthening financial discipline and efficiently allocating resources to support digital transformation initiatives. This approach also highlights the maturity of spending efficiency practices, reflected in enabling government agencies to procure goods and services swiftly, strengthening supply chains, and improving procurement quality — all of which directly contribute to achieving the goals of Saudi Vision 2030.

## Improved Performance of Government agencies in the Measurement Index



Government spending in the ICT sector has significantly contributed to enhancing the performance of government agencies, according to the results of the Measurement Index, which recorded a maturity level of 85% in 2024. This progress reflects the growing reliance of government agencies on modern technologies to improve operational efficiency and the quality of services delivered. It also stands as evidence of the success of institutional policies, the promotion of financial sustainability, and the improvement of beneficiary satisfaction.

## Achieving Efficiency Across Government agencies



Governance of spending on digital government projects and initiatives has resulted in cumulative financial savings exceeding 7.8 Bn riyals over the past three years. These savings are attributed to reduced operational costs, improved efficiency of electronic services, and faster transaction processing. Additionally, digital platforms and automated services have played a key role in enhancing the efficiency of financial resource management and increasing the return on investment in government technology projects.

# Partners of Success

وزارة المالية  
Ministry of Finance



منشآت  
monsha'at



**Disclaimer**

8

# Disclaimer

## Data Source

1. All procurement data featured in this report is sourced from Saudi Arabia's Government Tenders and Procurement System, "Etimad," and is overseen by the Ministry of Finance and the National Center for Government Resource Systems (NCGR).
2. Small and Medium Enterprise classification of the Companies is provided by The Small and Medium Enterprises General Authority "Monsha'at".
3. NFA data is sourced from the Expenditure and Projects Efficiency Authority (EXPRO).
4. This report includes all procurement transactions provided to DGA by NCGR for a limited period only.
5. Digital Government Authority does not assume responsibility for any inaccuracies present in the original data sources utilized for this report.
6. This Report is for informational purposes only and does not constitute legal or professional advice.

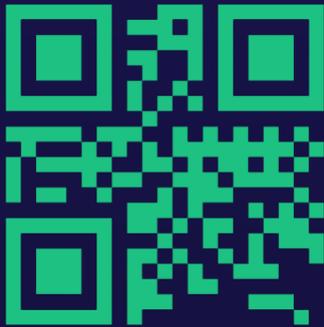
## Methodology

1. Identification of ICT-related procurement transactions and contracts: The figures being provided are based on Machine Learning classification models that identify ICT-related contracts and invoices (that are not associated to contracts). After this, associated payment data is used to calculate what is referred in the report to as "Spend."
2. Classification of ICT-related procurement transactions and contracts into categories: After identification of ICT related transactions, another Machine Learning model is used to categorize these transactions into the first level of DGA's ICT & Digital taxonomy. In combination with the Machine Learning model, Request for Proposal (RFP) Bill of Quantities (BoQ) item data samples were manually labeled, and the results were used to define the model's classification rules. While extensive efforts have been made to enhance the accuracy of the model, it is imperative to note that the results should be considered as indicative rather than definitive.
3. The methodology for classifying small and medium enterprises (SMEs) in the analysis of ICT contracts and spending begins with collecting procurement data from the National Center for Government Resource Systems (NCGR), specifically regarding suppliers involved in ICT-related purchases and contracts. In collaboration with the General Authority for Small and Medium Enterprises "Monsha'at," information on suppliers is shared to classify SMEs. "Monsha'at" assesses the SME status annually based on predefined criteria. Subsequently, SME classification data is integrated with procurement data, enabling a comprehensive analysis of SME participation in ICT contracts and spending.
4. The NFA analysis methodology originates with the collection of NFA data from EXPRO. Subsequently, ICT NFA Purchase Orders are treated as contracts for analysis, but the number of purchase orders is not considered in the number of ICT contracts. To include Spend on NFA purchases, invoice data is linked with NCGR procurement financial claims data, allowing for subsequent spend calculations. Spend on NFA purchases is only calculated for the year 2023 and excludes spend related to the Digital Circuits NFA.
5. Unless otherwise stated, the figures in this report are based on government procurement records. However, it is important to acknowledge that the figures presented are estimates and should be interpreted as such.
6. It is important to note that contract values may not always reflect the entirety of government ICT spending in a given year. This discrepancy can arise due to:
  - Contract value is reported according to the year of contract creation: However, spending against a contract can take place in later years.
  - Non-contractual Expenditures: Some ICT-related expenditures may not be recorded through formal contracts. These may include internal project costs, subscriptions, or other non-contracted services.
7. Any future changes in classification methodology or the definition of technologies related to ICT may result in adjustments or revisions to the figures presented in this report.
8. It should also be noted that certain values—including spending amounts, contract values, and percentages—may be rounded to the nearest decimal or percentage point for ease of presentation and analysis, and are not intended to represent exact financial figures at the invoice or contract level.
9. Spending efficiency data was obtained from the Expenditure and Project Efficiency Authority (EXPRO), except for the Public Administration sector, where efficiency data was calculated through a review and analysis of government tender documents.

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1. United Nations (2022), E-GOVERNMENT Survey (2022); the future of Digital Government., Department of Social and Economic Affairs, Available at: [Click here](#)
2. United Nations, (2023) Government Electronic and Mobile Services Maturity Index (GEMS-2022), United Nations Economic and Social Commission for Western Asia. Available at: [Click here](#)
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