



Digital Transformation Basic Standards

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01. Introduction

The Digital Government Authority (DGA) is dedicated to enhancing digital performance across government agencies, improving service quality, elevating the beneficiary experience, supporting digital transformation, and contributing to greater investment returns and national economic value, all in pursuit of the ambitious Vision 2030, which aspires to position the Kingdom as a global leader in digital government.

Based on Article (3) of the DGA's Regulation issued pursuant to Cabinet Resolution No. (418) dated 25/07/1442 AH—which stipulates that the DGA is the competent authority responsible for all matters related to digital government and serves as the national reference in this field—the DGA aims to regulate digital government operations across government agencies. This aims to establish a proactive, initiative-driven digital government that delivers highly efficient digital services and achieves integration among all government entities in the digital domain. Furthermore, and in reference to paragraphs (5) and (6) of Article (4) of the Regulation above, the DGA is entrusted with several functions and competencies, including: issuing metrics, indicators, tools, and reports to assess the performance and capabilities of government agencies in the field of digital government, measuring beneficiary satisfaction, and monitoring the compliance of government agencies with decisions and high-level directives related to digital government transactions, in line with the frameworks and standards established by the DGA.

From this standpoint, the Digital Government Authority (DGA) has developed the fourth edition of the “Digital Transformation Basic Standards” document as one of the standards issued by the DGA, which all government agencies are required to comply with. This document serves as the primary tool for assessing the performance and capabilities of government agencies in the field of digital government through the Digital Transformation Measurement Index. It incorporates controls and standards derived from the DGA's Regulations, High Orders, Cabinet Resolutions, and related circulars. As one of the core regulatory documents within the digital government regulatory framework, it plays a pivotal role in fostering a regulatory environment that supports sustainable government digital transformation. Moreover, it enhances the capabilities of government agencies and elevates their performance and effectiveness, which in turn contributes to accelerating the overall pace of government digital transformation

The document outlines the methodology for measuring digital transformation and defines its fundamental levels, which comprise the sections, axes, and standards of digital transformation. Among these levels, the digital transformation standards embody the “concept of digital transformation” by driving the strategic shift and development of business models into digital models built on data and advanced technologies.

02. Objectives

This document aims to define the digital transformation standards by clarifying their compliance requirements and supporting documents for each standard, to achieve the following:

Fostering Government Agencies' compliance with high orders, Cabinet resolutions, and circulars related to digital transformation.

Improving government agencies' performance and effectiveness by meeting the digital transformation standards requirements.

Improving the quality of digital government services provided to beneficiaries.

Contributing to the Kingdom's progress in relevant international indicators.

03. Digital Transformation Measurement Methodology

The measurement methodology of digital transformation - Figure (1) - includes three basic levels:

1. **Sections:** They represent the first level of methodology and the main component of the digital transformation process that reflects the strategic directions of digital government. There are ten main sections, including several related axes.
2. **Axes:** They represent the second level of methodology. Axes are related to the topic of the section upon which it is drawn. There are twenty-three axes, and each axis includes several digital transformations standards.
3. **Standards (Digital Transformation Standards):** They represent the third level of methodology. The standards are a set of metrics, rules, and controls governing processes and tasks related to digital government. The document includes ninety-five standards.

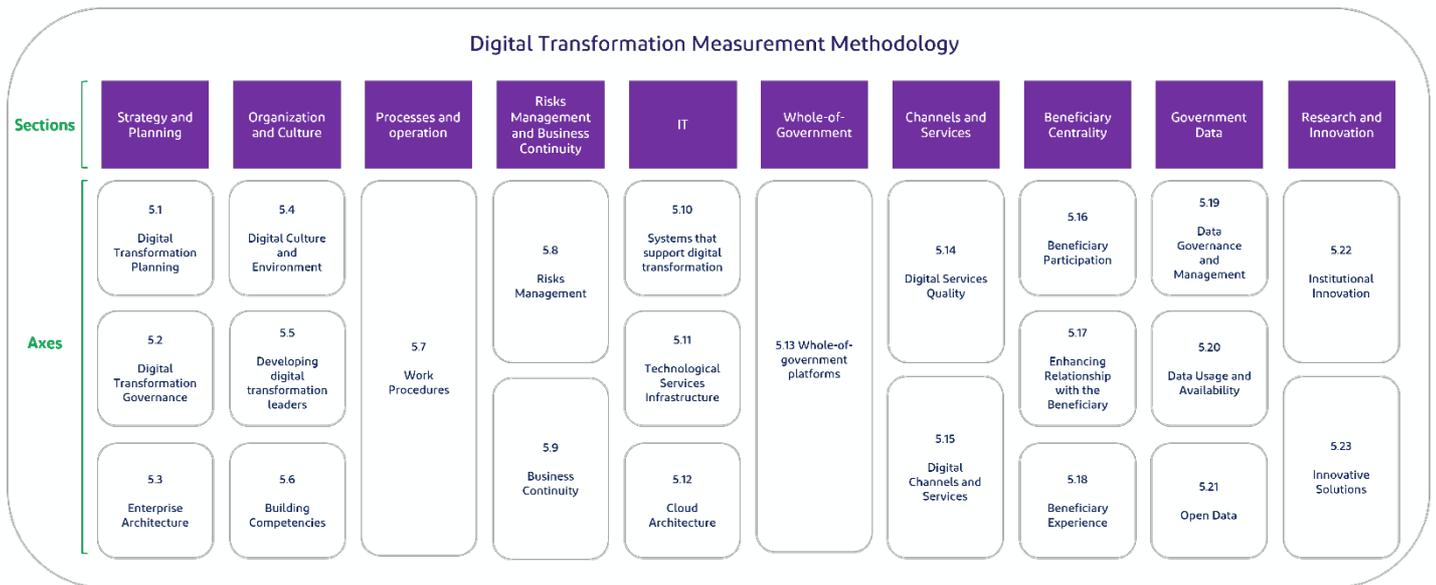


Figure (1): Digital Transformation Measurement Methodology

Figure (2) shows the **structure of the standards card**. The card included the **"number and text of the standard"** related to the axis, in addition to the **"objective"** of applying the standard and the expected results. The card also included the **"compliance requirements"** that explain and clarify the main requirements for applying the standard (with sequential or non-sequential conditions or specific steps). The standard card contains **"proof documents"** that clarify the mechanism for verifying the application of the standard, whether it is a report, document, attachment of a specific plan, forms, or certificate, as stipulated in the document. The card highlights the orders, decisions, circulars, and the like related to digital transformation. The card specifies the relevant government agencies, which must apply that standard; the scope may include all government agencies or be allocated to specific agencies. These agencies have been identified and updated in the list of government agencies concerned with the application of those standards

Standard Number	Text of the Standard
Objective	Objective and expected impact
Compliance Requirements	<Requirement1>
	<Requirement2>
	<...>
Documents	<Supporting document 1> <Supporting document 2> Attachments required from the Agency, which reflect the Agency's compliance with the standard
Related Laws, Orders, Resolutions, and Circulars	<High Order/Cabinet' Resolution/ Circular 1> <High Order/Cabinet' Resolution/ Circular 2> Regulatory Reference(s)
Scope	Defining agencies to which the standard is applicable

Figure (2): Standards Card Structure

04. Scope and Application

The DGA prepared this document to define the digital transformation standards that government agencies must apply and adhere to, in accordance with the following:



First Section: Strategy and Planning

It includes three main axes aimed at developing strategic plans for digital transformation, according to the following:

- Digital Transformation Planning.
- Enterprise Architecture. Digital Transformation Governance.



Second Section: Organization and Culture

It includes three principal axes aimed at enhancing the digital culture of the Agency's employees, according to the following:

- Digital Culture and Environment.
- Developing digital transformation leaders.
- Building competencies.



Third Section: Processes and Operation

It includes a main axis aimed at designing and documenting work procedures and processes in the government agency, according to the following:

Work procedures.



Fourth Section: Risks Management & Business Continuity

It includes two main axes aimed at enhancing the agency's ability to identify risks that would affect the continuity of digital government services, according to the following:

- Risks Management.
- Business Continuity.



Fifth Section: Information Technology

It includes three principal axes aimed at fulfilling the requirements of the application and systems architecture that support digital transformation, according to the following:

- Systems supporting digital transformation.
- Technical services infrastructure.
- Cloud architecture.



Sixth Section: Whole-of-Government

It includes a central axis aimed at promoting the application of the whole-of-government approach, according to the following:

Whole-of-government platforms.



Seventh Section: Channels and Services

It includes two main axes aimed at identifying all channels through which the agency can provide the services, according to the following:

- Digital Services Quality.
- Digital channels and services.



Eighth Section: Beneficiary Centrality

It includes three main axes aimed at enhancing the role of the beneficiary and transforming it into an effective partner in the development and improvement of digital government services, according to the following:

- Beneficiary participation.
- enhancing the relationship with the beneficiary.
- Beneficiary experience



Ninth Section: Government Data

It includes three main axes aimed at implementing the regulations and standards related to government data and its development mechanism, according to the following:

- Data governance and management.
- Data usage and availability.
- Open Data.



Tenth Section: Research and Innovation

It includes two main axes aimed at adopting innovation and sustaining the innovative environment, according to the following:

- Institutional innovation.
- Innovative solutions.

05. Digital Transformation Standards

First Section: Strategy and Planning

5.1 Digital Transformation Planning

The axis encompasses the development of a digital transformation plan and a roadmap created by the government agency. This roadmap outlines the agency's vision and strategic objectives for achieving digital transformation.

5.1.1	Strategic Planning for Digital Transformation
Objective	Developing a strategic plan for digital transformation that aligns with the DGA's strategy and the objectives of the Saudi Vision 2030.
Compliance Requirements	<ol style="list-style-type: none"> 1) Preparing a strategy for digital transformation/ e-government transactions transformation, to include the following: <ol style="list-style-type: none"> a. Strategic vision, mission, pillars, and objectives, to be linked to the agency's strategy. b. Strategic initiatives and projects and strategic performance indicators. c. The model of achieving integration with the relevant external parties to achieve the objectives. d. Competency and skills necessary to achieve the plan's objectives.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching the approved strategic plan for digital transformation, which includes all compliance requirements of the standard, to be approved within a period not exceeding 36 months.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> ▪ Cabinet's Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (16).
Scope	All government agencies.

5.1.2	Executive Planning for Digital Transformation
Objective	Developing a digital transformation implementation plan based on best practices, as outlined in the agency's strategic plan, and identifying mechanisms and timelines for implementation and follow-up.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing an implementation plan for digital transformation/ e-Government transformation based on the strategic plan, to include: <ol style="list-style-type: none"> a. Detailed list of initiatives and projects related to digital transformation. b. Determining the timetable for the implementation of these initiatives and projects and the stages of implementation. c. Setting interim (operational) objectives. d. Identifying performance indicators for the implementation plan.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching the approved structure plan for digital transformation, which includes all compliance requirements of the standard, to be approved within a period not exceeding 12 months.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Paragraph No. (1) and (18). • Cabinet's Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (16).
Scope	All government agencies.

5.1.3	Executive Planning for Digital Transformation
Objective	Establishment of a unit to manage digital transformation projects, ensuring efficiency and tracking progress.
Compliance Requirements	<ol style="list-style-type: none"> 1) Establishment of a unit for managing digital transformation projects at the agency. 2) Existence of a clear structure for the digital transformation project management unit and identifying limits of powers and responsibilities. 3) Following up on the progress of digital transformation/ e-transformation periodically and including the results within the agency's annual report.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching a document proving that the agency has established an office to manage digital transformation projects. 2) Attaching the approved structure of the digital transformation project management unit to clarify the limits of powers and responsibilities. 3) Providing a recent copy of the report pages proves that the agency has included the digital transformation measurement report in its annual report.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Paragraph No. (1), (10), and (18). • Cabinet's Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (22).
Scope	All government agencies.

5.2 Digital Transformation Governance

The axis includes the standards and requirements for implementing a system that governs relations between the main parties that affect the performance and determines the responsibilities in the government agencies. The axis also includes the most essential elements needed to enable the government agency to govern digital transformation in the long term.

5.2.1 Adopting a Digital Transformation Governance Framework	
Objective	Developing a general framework for digital transformation governance that aims to follow up on the implementation of digital transformation plans and ensure the achievement of the objectives.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing a digital transformation governance framework that covers all initiatives and processes related to digital transformation. 2) Determining the monitoring and measurement mechanism, and the periodic reporting forms, through which progress in the implementation of digital transformation initiatives and projects will be measured. 3) Identifying departments and committees responsible for governance and change processes, including the governance and management of shared products and services. 4) Unifying the departments supervising information technology under a general department named the General Department of Information Technology. It is linked to the chief officer or his representative, and it allocates an appropriately qualified general manager. 5) Creating the e-Transactions/Digital Transformation Committee under the chairmanship of the chief officer or his representative, and membership of the relevant departments/ agencies. Clarifying the administrative positions of the members of the committee and the membership of the chief officer for each department concerned with e-government transactions, and the chief officer responsible for information technology and administrative development, provided that one of its main tasks is to supervise the implementation of its e-government transactions plan, and follow up and coordinate with the DGA in this regard.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching an approved governance framework that covers all initiatives and processes related to digital transformation. 2) Attaching the follow-up and measurement mechanism document and periodic reporting forms in accordance with the requirements of this standard. 3) Attaching evidence proving that the agency has identified the departments and committees responsible for governance and change processes, including the governance and management of shared products and services. 4) Attaching the agency's organizational structure, showing the unification of the departments supervising information technology under one general department. And the decision appointing a general director for this unit or a statement from the enterprise resource management system stating the appointment of a Saudi competency in this position. 5) Submitting the decision to form an internal committee concerned with all matters related to e-government transactions or digital transformation, according to the requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause. (11). • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Fourth). • Royal Order No. (8189/MB) dated 19/06/1426 AH. • Royal Order No. (7732) dated 12/02/1440 AH, Clause (Fourth). • Cabinet's Resolution No. (240) dated 23/07/1428 AH, Paragraph No. (1), (2), and (3). • Cabinet's Resolution No. (40) dated 27/02/1427 AH, Clause (17). • Cabinet's Resolution No. (252) dated 16/07/1431 AH, Paragraph No. (Second).
Scope	All government agencies.

5.2.2

Applying a Digital Transformation Governance Framework

Objective	Implementing the digital transformation governance framework, monitoring the progress of implementation processes, and taking the necessary corrective actions.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing a card for each digital transformation initiative. 2) Issuing periodic performance reports for digital transformation initiatives and projects showing the completion percentage of implementation stages. 3) Holding periodic meetings for departments and committees responsible for controlling and governance of digital transformation. 4) Issuing corrective decisions and actions based on the results of follow-up and governance periodic reports. 5) Using methodology and developing policies and processes for project management. 6) Using templates for managing digital transformation projects that include, at a minimum, the following: <ol style="list-style-type: none"> a. Project Charter. b. Project scope. c. Project schedule. d. Project cost plan. e. Project progress report.
Supporting Documents	<p>Attaching documents and samples from different departments/units that prove the agency's compliance with the requirements of applying this standard, these should include:</p> <ol style="list-style-type: none"> 1) (3) Samples of initiative cards. 2) (3) Samples of periodic performance reports. 3) (3) Samples of meeting minutes. 4) (3) Samples of corrective decisions and actions. 5) Sufficient samples that prove that the agency has a methodology, policies, and processes for managing the projects. 6) Recent and sufficient samples showing the use of project management forms that meet the requirements of applying this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (10). • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Fourth).
Scope	All government agencies.

5.2.3

Enhancing Cooperation in Digital Transformation Governance

Objective	Implementing mechanisms for governance of initiatives and joint projects between agencies to achieve digital transformation objectives, control implementation process progress, and take necessary corrective actions.
Compliance Requirements	<ol style="list-style-type: none"> 1) Agreeing on a joint mechanism for governance of digital transformation initiatives and projects and joint products between government agencies. The mechanism clarifies the targeted parties, type, and objectives of cooperation required, and the schedule for implementation stages. 2) Forming joint committees is necessary to follow up on the governance of joint projects and initiatives. 3) Issuing periodic performance follow-up reports for joint initiatives and projects showing the progress in implementing cooperation with the targeted government agencies. 4) Holding periodic meetings for joint committees responsible for oversight and governance of joint initiatives and projects.
Supporting Documents	<ol style="list-style-type: none"> 1) Attach the document to the Shared Governance Mechanism. 2) Attach a sample of the decisions to form joint committees. 3) Attach (3) Samples of periodic performance follow-up reports. 4) Attach (3) Samples of meeting minutes.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 9/8/1445 AH, Clause (Seventh).
Scope	All government agencies.

5.3 Enterprise Architecture

The axis includes practices and controls to study the current state of the government agency and build a roadmap for the transition to the future state to achieve alignment between the business sector (services and procedures), information technology (data, applications, and infrastructure), and the government agency's strategic objectives.

5.3.1	Establishment of the Enterprise Architecture Unit
Objective	Establishing an organizational unit within the agency to manage, develop, and supervise enterprise architecture initiatives, thereby supporting the recognition of strategic objectives and digital transformation.
Compliance Requirements	<ol style="list-style-type: none"> 1) Establish an organizational unit within the agency's organizational structure, tasked with managing, developing, and overseeing enterprise architecture activities and practices. 2) From the organizational unit's work team and document its roles and responsibilities, ensuring coverage of the core enterprise architecture domains (business, applications, data, and technology) and identification of the specialized skills required for each field. 3) Define the services provided by the organizational unit for implementing enterprise architecture and develop a work manual for enterprise architecture practices. 4) Developing or adopting a model for the enterprise architecture unit to interact with other administrative/ organizational units. 5) Develop the objectives of the enterprise architecture in alignment with the business strategy and digital transformation strategy. 6) From a committee for enterprise architecture governance, including some representatives of the relevant organizational units.
Supporting Documents	<p>Accreditation certificate if the agency obtains the national enterprise architecture accreditation certificate (third or fourth level) within a period not exceeding two years from the date of its issuance. The certificate can be accepted as a proof document within a maximum of three months from its expiry date.</p> <p>If the national enterprise architecture accreditation certificate is not available, the agency must provide the following:</p> <ol style="list-style-type: none"> 1) An approved document proving the establishment of an organizational unit for enterprise architecture, and the approved organizational structure of the agency that shows the establishment of the organizational unit. 2) An approved document that proves the formation of the work team of the organizational unit, the roles and responsibilities in the basic fields of enterprise architecture (business, applications, data, technology) and clarifies the specialized skills for each field. 3) Approved document for enterprise architecture procedures and services. 4) An approved document for the interaction model between the enterprise architecture unit and other administrative/ organizational units at the agency. 5) An approved document that clarifies the objectives of the enterprise architecture in alignment with the business strategy and digital transformation strategy. 6) An approved document proving the formation of the enterprise architecture governance committee and its work mechanism.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (9).
Scope	All government agencies.

5.3.2	Application of Enterprise Architecture Practice
Objective	Applying enterprise architecture practices to enhance institutional work by leveraging enterprise architecture methodologies in digital transformation.
Compliance Requirements	<ol style="list-style-type: none"> 1) Determining the applied Enterprise Architecture methodology, to be compatible with the National Overall Reference Architecture (NORA), ensuring that the scope of work and the stages to be followed are identified. 2) Identifying the principles related to enterprise architecture fields that ensure the efficiency of documenting and developing the components and perspectives of enterprise architecture fields, in line with the agency's directions and strategic objectives and national directions, while detailing the justifications for the application of the principles and the consequences thereof. 3) Preparing the general model document for the enterprise architecture components in line with the agency's work and objectives, including the definition of building units, the characteristics of each building unit, and the special relations between them. 4) Developing the perspectives of the enterprise architecture, various types (list, matrix, drawing). These perspectives cover the various enterprise architecture fields according to the general model by analyzing the needs of stakeholders, defining the goal from the perspective, and the level of detail. 5) Building the register of enterprise architecture requirements issued by the relevant organizational units and following up on the status of requirements from the time of their inception to their closure. 6) Documenting the current state of business architecture, application architecture, data architecture, and technical architecture at the agency, and the documentation required (conceptual, logical, physical). 7) Developing documents on the future status of the business architecture, application architecture, data architecture, and technical architecture at the agency, based on the strategic objectives of the agency's digital transformation, while benefiting from the international references appropriate to the agency's work nature and the services it provides. 8) Studying the gaps between the targeted future state and the current state of enterprise architecture. 9) Developing a roadmap for digital transformation that includes the set of initiatives and projects necessary to fill the gaps and achieve the objectives of the enterprise architecture future state, to include the following points: <ol style="list-style-type: none"> a. Detailed cards for initiatives and projects. b. Prioritizing the implementation of initiatives and projects according to specific criteria. c. Performance indicators through which progress in implementation is evaluated. d. Implementation schedule. e. Mechanisms for monitoring and measuring performance indicators.

5.3.2	Applying Enterprise Architecture Practices
Supporting Documents	<p>Accreditation certificate in the event that the agency obtains the national enterprise architecture accreditation certificate (third or fourth level) within a period not exceeding two years from the date of its issuance. The certificate can be accepted as a proof document within a maximum of three months from its expiry date.</p> <p>If the national enterprise architecture accreditation certificate is not available, the agency must provide the following:</p> <ol style="list-style-type: none"> 1) A document showing the methodology followed by the agency to develop the enterprise architecture components, in accordance with the compliance requirements of this standard. 2) An enterprise architecture principles document of all its fields, including the justifications for applying the principles and the consequences thereof. 3) General model document of the enterprise architecture components, in accordance with the compliance requirements of this standard. 4) Enterprise architecture sections document. 5) Enterprise architecture requirements register. 6) Current status documents of business architecture, application architecture, data architecture, and technical architecture at the agency. 7) Future status documents of business architecture, application architecture, data architecture, and technical architecture, in accordance with the compliance requirements of this standard. 8) Document the gaps analysis between the current and future states. 9) Document of the agency's digital transformation roadmap, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (9). • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Third).
Scope	All government agencies.

Objective	Activation and governance of enterprise architecture practice.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing an enabling policy to adopt and govern enterprise architecture practice, taking into account its comprehensiveness and clarity of its formulation and presentation. The policy shall include the following topics: <ol style="list-style-type: none"> a. Governance of enterprise architecture practice. b. Management of enterprise architecture requirements. c. Adoption of enterprise architecture outcomes. d. Initiatives and projects that comply with the enterprise architecture requirements principles. 1) Verifying the compliance of strategic initiatives and projects related to enterprise architecture with the enterprise architecture principles that other organizational units have defined. 2) Providing and developing an enterprise architecture tool and reflecting the overall model of components on the tool. 3) Monitoring and updating the enterprise architecture components continuously. 4) Implementing digital transformation initiatives and projects in alignment with the departments concerned. 5) Activating the tasks of the members of the Corporate Governance Committee for a period of at least one year and taking the necessary preventive and corrective decisions and actions.
Supporting Documents	<p>Accreditation certificate if the agency obtains the national enterprise architecture accreditation certificate (third or fourth level) within a period not exceeding two years from the date of its issuance. The certificate can be accepted as a proof document within a maximum of three months from its expiry date.</p> <p>If the national enterprise architecture accreditation certificate is not available, the agency must provide the following:</p> <ol style="list-style-type: none"> 1) Policy of adopting and governing the enterprise architecture components, in accordance with the compliance requirements of this standard. 2) Attaching sufficient samples of forms prepared for compliance study, minutes of implementation meetings and review sessions for digital projects and initiatives, as well as reports documenting the results of the analysis and recommendations (and exemptions, if any). 3) Attach three samples from the enterprise architecture tool demonstrating the reflection of the general model and its components, and the availability of performance dashboards. 4) Attaching (3) samples of the enterprise architecture tool, proving the percentage of inventory and reflecting the enterprise architecture components on the tool. 5) A report showing the completion percentage of digital transformation map initiatives and projects. 6) Attaching (3) samples of official minutes and documents showing that the committee's meetings were held periodically during the year and taking the necessary corrective and preventive decisions and actions.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Third).
Scope	All government agencies.

5.3.4	Enhancing the enterprise architecture's role in digital transformation and measuring impact
Objective	Enhancing the enterprise architecture unit's role in sustaining digital transformation/ financial planning participation/ achievement of strategic objectives.
Compliance Requirements	<ol style="list-style-type: none"> 1) Issuing periodic reports on the results of the operational performance indicators of the enterprise architecture services. 2) Preparing a report by the organizational unit responsible for the enterprise architecture. This report clarifies the cases of use and adoption of modern and emerging technologies for the business areas that have been strengthened by these technologies in the form of study cases that explain the benefits of adoption/application, application enablers, lessons learned, and the development plan later, and linking them to the most prominent challenges that have been addressed as a result of the application of these modern and emerging technologies. 3) Preparing a periodic report by the organizational unit responsible for the enterprise architecture. This report shows the results related to the efficiency of spending and the financial and technical sustainability of the agency. 4) Relying on technical accelerators and tools to automate some or all of the information inventory work of the enterprise architecture fields and building the enterprise architecture sections specified in part or in full using these tools.
Supporting Documents	<p>Accreditation certificate if the agency obtains the national enterprise architecture accreditation certificate (fourth level) within a period not exceeding two years from the date of its issuance. The certificate can be accepted as a proof document within a maximum of three months from its expiry date.</p> <p>If the national enterprise architecture accreditation certificate is not available, the agency must provide the following:</p> <ol style="list-style-type: none"> 1) Periodic reports on operational performance indicators for the last two quarters, in accordance with the compliance requirements of this standard. 2) Case studies report for enterprise architecture applications, in accordance with the compliance requirements of this standard. 3) A periodic report by the organizational unit responsible for the enterprise architecture, in accordance with the compliance requirements of this standard. 4) Screenshots showing the systems or tools used as accelerators to document the enterprise architecture components and sections, and the mechanisms of creating and using tools, respectively.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Third).
Scope	All government agencies.

Second Section: Organization and Culture

5.4 Digital Culture and Environment

The axis encompasses practices and programs designed to enhance familiarity with digital transformation concepts and their adoption within the organization, thereby promoting a digital culture among the government agency's employees.

5.4.1	Preparing Studies and Programs for the Promotion of Digital Culture and Environment
Objective	Identifying the level of awareness among government agencies' employees regarding digital transformation and preparing the necessary studies and programs to enhance this awareness.
Compliance Requirements	<ol style="list-style-type: none"> 1) Preparing a study to determine the level of awareness of the agency's employees about digital transformation and its importance, their familiarity with digital transformation plans and initiatives, and their completion rates, as well as the fields of digital transformation. Next, we identified the gaps in this regard at the different levels within the agency. 2) Preparing awareness programs for the government agency's employees on the importance of digital transformation processes, to include: <ol style="list-style-type: none"> a. Identification of the targeted groups and objectives to raise awareness of digital transformation among the agency's employees in various units and administrative levels. b. Choosing the means and channels that will be used in the programs aimed at raising awareness of digital transformation and the schedule for implementing these programs.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching a study that specifies the awareness level of the agency's employees of digital transformation, in accordance with the compliance requirements of this standard. 2) Attaching the awareness programs document prepared by the agency to raise awareness of its employees about digital transformation, which meets the requirements of applying this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (3). • Cabinet's Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (1.4) of Clause (Ninth).
Scope	All government agencies.

5.4.2	Implementing and improving programs to raise awareness of digital transformation and measuring its impact
Objective	Implementing approved programs to raise the agency's employees' awareness of digital transformation and measure the impact resulting from the implementation of these programs.
Compliance Requirements	<ol style="list-style-type: none"> 1) Implementing awareness programs for the government agency's employees on the importance of digital transformation, informing them of digital transformation plans and initiatives, and their achievement rates through various channels, and establishing the activities and events necessary in this respect. 2) Establish appropriate mechanisms to ensure that the agency's employees are aware of the need to abide by laws and regulations related to the control of using information and communication technologies. 3) Implementing awareness activities involving leaders aimed at increasing employees' adoption of the digital transformation process and active contribution. 4) Preparing periodic reports on the activities and events implemented to raise awareness and follow up on them by the e-Government Committee - Digital Transformation Committee – at the agency or by other committees acting on their behalf and taking corrective measures.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching recent reports and samples that prove the awareness of the agency's employees of the importance of digital transformation according to the approved awareness programs. 2) Attaching the approved mechanisms to raise the awareness of the agency's employees of the need to abide by the laws and regulations related to the controls of using information and communication technologies, and the samples proving the application of these mechanisms. 3) Attaching recent reports and samples proving the participation of leaders in awareness-raising activities. 4) Attaching samples of completion reports, committee minutes, and corrective decisions related to digital transformation awareness-raising programs that meet the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (2) and (3). • Cabinet' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (16). • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (4) of Clause (Ninth).
Scope	All government agencies.

5.4.3	Using technical tools to assist in implementing the agency's businesses
Objective	Promoting the adoption of technical tools to improve the daily or regular activities of the agency's employees.
Compliance Requirements	<ol style="list-style-type: none"> 1) Providing a mechanism to meet the employees' requests for any software or licenses that support digital tools used by the agency's employees in their daily tasks. 2) Organizing training workshops or short courses for the agency's employees on the use of these digital tools.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching a mechanism to meet the employees' requests of any software or licenses supporting digital tools, and screenshots demonstrating the application of this mechanism, in accordance with the compliance requirements of this standard. 2) Attaching recent pictures and completion reports of workshops and courses and evidence of the preparation of the agency's employees on the use of these digital tools.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (1) of Clause (Ninth).
Scope	All government agencies.

5.5 Developing digital transformation leaders

The axis encompasses the development of leadership and executive skills in digital transformation, thereby enhancing the human, technical, and operational capabilities of the government agency.

5.5.1	Planning to Qualify Digital Transformation Leaders
Objective	Qualifying digital transformation leaders and building leadership capacities in the government agency.
Compliance Requirements	<ol style="list-style-type: none"> 1) Preparing an analytical study of the current situation and identifying the training needs of digital transformation leaders at the agency, and the needs of digital leadership competencies and national competencies specialized in the fields of digital government business. 2) Preparing a plan for developing digital transformation leaders at the agency, and raising their performance level in the areas of digital government business, to include the following: <ol style="list-style-type: none"> a. Specifying the programs, courses, and activities necessary for developing digital transformation leaders. These programs shall be theoretical, applicable, and of a long-term nature. b. Identifying names and positions of digital transformation leaders participating in these programs and activities. c. Setting a schedule for implementing these programs d. Developing criteria and methodology for selecting digital transformation leaders to qualify them. This includes investing in qualifying future leaders. Leaders shall be from different sectors, departments, sections, and fields to support digital transformation, and are not limited to IT departments.
Supporting Documents	<ol style="list-style-type: none"> 1) Attach an analytical study of the current situation that meets the compliance requirements of this standard. 2) Attach a plan for developing digital transformation leaders at the agency and raising their performance level in the areas of digital government business that meet the requirements of applying this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (2). • Cabinet’s Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (1) and (3) of Clause (Ninth). • Cabinet’s Resolution No. (418) dated 25/07/1442 AH, Paragraph No. (11) of Article (Fourth).
Scope	All government agencies.

5.5.2		Implementing and following up on the plan to qualify digital transformation leaders
Objective	Implementing a plan to qualify digital transformation leaders, ensuring recognition of their objectives, and measuring the resulting impact.	
Compliance Requirements	<ol style="list-style-type: none"> 1) Identifying and approving a mechanism for follow-up and measurement, and preparing periodic follow-up reports for the plan, which include, at a minimum, the following: <ol style="list-style-type: none"> a. Detailed list of approved training programs that have been implemented (providers and implementation dates). b. Training courses certificates. 2) Issuing periodic follow-up reports of the plan by the e-Government Transactions Committee - Digital Transformation Committee - at the agency or by other committees acting on their behalf. 3) Studying and analyzing periodic reports and issuing decisions and corrective actions based on the results of follow-up periodic reports. 	
Supporting Documents	<ol style="list-style-type: none"> 1) Attach the approved mechanism for monitoring and measuring the impact of digital transformation leadership development programs. This should include periodic follow-up report templates, a list of completed training programs, and three samples of issued certificates. 2) Attach samples of periodic follow-up reports to implement the digital transformation leadership qualification plan. 3) Attach the analytical study of the periodic follow-up reports, along with samples of meeting minutes that confirm the Government e-Transactions Committee – the Digital Transformation Committee – has monitored the implementation and taken the necessary corrective decisions. 	
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (2). • Cabinet’s Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (3) of Clause (Ninth). 	
Scope	All government agencies.	

5.5.3 Involving digital transformation leaders	
Objective	Involving qualified leaders in the digital transformation process and motivating them to make effective decisions within the agency.
Compliance Requirements	<ol style="list-style-type: none"> 1) Involving qualified leaders in the field of digital transformation in committees active in the digital transformation process and decision-making processes and benefiting from their experiences and qualifications in implementing strategic initiatives in digital transformation. 2) Appointing new qualified leaders to leadership positions, if any.
Supporting Documents	<ol style="list-style-type: none"> 1) Attach recent samples of the decisions to form committees active in the digital transformation process and identify the names of qualified leaders involved in supporting digital transformation. 2) Attach a sample of the decisions to appoint qualified leaders, if any.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Cabinet's Resolution No. (555) dated 23/09/1440 AH, Clause (Ninth).
Scope	All government agencies.

5.5.4 Collaboration and recruitment at the level of digital transformation leaders	
Objective	Activating the exchange of experiences between leaders within the agency or with external parties and recruiting national competencies specialized in digital government business.
Compliance Requirements	<ol style="list-style-type: none"> 1) Recruiting specialized national competencies to meet the need of digital leadership competencies, or involving distinguished leaders in other agencies, such as secondment and assignment. 2) Organizing workshops and conferences for digital transformation leaders at the agency level or with other external parties.
Supporting Documents	<ol style="list-style-type: none"> 1) Attach a list of the names of leaders who were recruited/ seconded from/ to other agencies. 2) Attach recent samples of workshops and conferences held with other government agencies.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (2). • Cabinet's Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (1) and (3) of Clause (Ninth).
Scope	All government agencies.

5.6 Building Competencies.

The axis outlines the standards and requirements for developing human capacity and competencies, enabling the workforce to leverage digital technologies and solutions that enhance their innovative capabilities. This enables the development of tasks, businesses, and services using the latest digital solutions and technologies.

5.6.1	Developing a plan to build competencies in digital transformation
Objective	Enhancing the government agencies' competencies in digital transformation fields by developing the capabilities of their employees at the intermediate and lower job levels, or by recruiting the necessary competencies.
Compliance Requirements	<ol style="list-style-type: none"> 1) Preparing an analytical study of the current state of the levels and capabilities of the agency's employees in digital government business. 2) Preparing a competency building plan to develop the agency employees' skills and raise their performance level in the fields of digital government, and updating this plan periodically to include: <ol style="list-style-type: none"> a. Objectives of the competency building plan, to be compatible with the agency's strategy and its digital transformation plan. b. Training programs, fields, and their levels (basic, intermediate, advanced), noting that short courses and workshops are not suitable in this field. c. Target participants of these programs, including their job specializations and numbers. d. Schedule of these programs and performance indicators
Supporting Documents	<ol style="list-style-type: none"> 1) Attach an analytical study of the current state. 2) Attach a competency-building plan that meets the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (2). • Cabinet's Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (1) and (3) of Clause (Ninth).
Scope	All government agencies.

5.6.2	Implementing, measuring, and improving a plan to build competencies in digital transformation fields
Objective	Implementing a plan to build competencies in digital transformation, aiming to achieve the required impact, and measuring and improving these programs based on periodic reports.
Compliance Requirements	<ol style="list-style-type: none"> 1) Identifying and approving a mechanism for follow-up and measurement, and preparing periodic follow-up reports for the plan, which include, at a minimum, the following: <ol style="list-style-type: none"> a. Detailed list of the training programs that have been implemented (providers and implementation dates) and experiences that have been employed, according to the approved competency building plan. b. Copies of training program certificates stating the nature of the program or course (in person or remotely), CVs, and affiliation statements for the competencies that have been recruited. 2) Issuing periodic follow-up reports of the plan by the e-Government Transactions Committee - Digital Transformation Committee - at the agency or by other committees acting on their behalf. 3) Studying and analyzing periodic reports and issuing decisions and corrective actions based on the results of follow-up periodic reports.
Supporting Documents	<ol style="list-style-type: none"> 1) Attach the mechanism adopted to follow up and measure the impact of competencies building programs in the field of digital transformation, and periodic follow-up reports templates. This includes a detailed list of implemented training programs and (3) samples of the certificates. 2) Attach samples of periodic follow-up reports to implement the competencies building plan in the field of digital transformation. 3) Attach an analytical study of periodic follow-up reports and a sample of meeting minutes proving that the e-Government Transactions Committee - Digital Transformation Committee - has studied the periodic reports, followed up on the implementation, and taken corrective decisions.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (2). • Cabinet's Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (1) and (3) of Clause (Ninth).
Scope	All government agencies.

5.6.3	Cooperation in building competencies in digital transformation
Objective	Activating cooperation with other government agencies to build the competencies of the agency's employees at intermediate and lower job levels.
Compliance Requirements	<ol style="list-style-type: none"> 1) Signing memorandums of understanding or cooperation agreements with other government agencies that achieve integration in the completion of the agency's capacity-building programs. 2) Preparing follow-up reports that show joint programs that have been implemented to build competencies in the field of digital transformation, the names of the trainees, and places and dates of implementation, noting that collaborative workshops are not within joint programs.
Supporting Documents	<ol style="list-style-type: none"> 1) Attach samples of memorandums of understanding or cooperation agreements with government agencies to complete the competencies building program successfully. 2) Attach a sample of periodic follow-up reports for joint competencies building programs that meet the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18).
Scope	All government agencies.

Third Section: Processes and operations

5.7 Work procedures

The axis includes the standards and requirements of the process through which work procedures and processes in the government agency are designed and documented. Work procedures are designed in a precise sequence according to Laws, Regulations, and responsibilities specified in the agency's organizational structure, to enable automation and digital transformation.

5.7.1	Identifying all processes and work procedures
Objective	Identifying all government agencies' processes and procedures and updating the inventory lists on an ongoing basis.
Compliance Requirements	<ol style="list-style-type: none"> 1) Identifying all procedures and processes within the agency to include, at a minimum, the following: <ol style="list-style-type: none"> a. Name and brief description of the process or procedure. b. Department/ unit owning the procedure. c. Classification of each procedure (main, supporting, administrative). d. Degree of importance of each procedure according to a mechanism established by the agency. e. Specifying the level of automation (fully automated, partially automated, traditional).
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching the procedures document that meets the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1), (6) and (18). • Cabinet' Resolution No. (40) dated 27/02/1427 AH, Clauses (10) and (11).
Scope	All government agencies.

Objective	Carrying out comprehensive documentation and measuring the performance of processes and procedures effectively.
Compliance Requirements	<ol style="list-style-type: none"> 1) Documenting the administrative work and procedures of the processes and procedures clearly and accurately and approving them by the chief officer at the agency or his representative. 2) Develop cards to document all processes and procedures clearly and accurately and approve them by the chief officer at the agency or his representative. These cards shall include the following elements: <ol style="list-style-type: none"> a. Name of process and procedure. b. Unified and unique code for the process or procedure. c. A brief description of the process or procedure. d. Person in charge of the process or procedure (agency/ department/ sector). e. Classification of the process or procedure (main, administrative, supporting). f. Level of importance. g. A procedure flow diagram showing the functions and roles (BPMN) or a documentation method. h. Performance indicators for the process or procedure at the activity level within the procedure. 3) Measuring the procedures performance through the approved indicators for each process or procedure in the card that has been developed. 4) Periodic follow up of the procedure performance and identification of improvement opportunities.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching documents prove that the administrative work and procedures of processes and procedures have been documented and approved by the chief officer in the agency or his representative. 2) Attaching various samples (3 samples) from different departments (outside the procedures and processes of IT Department) of procedures documentation cards that meet the compliance requirements of this standard. 3) Attaching various and recent samples (3 samples) of reports showing that the agency has measured the approved performance indicators. 4) Attaching various samples (3 samples) of periodic follow-up reports showing the improvements made to the processes or procedures.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (6). • Cabinet' Resolution No. (40) dated 27/02/1427 AH, Clause (10).
Scope	All government agencies.

5.7.3	Re-Engineering of Processes and Procedures
Objective	Continuous improvement, development, and re-engineering of the processes and procedures to ensure operational efficiency.
Compliance Requirements	<ol style="list-style-type: none"> 1) Redesigning and continuously improving the administrative work and procedures of the agency's services and works, to include the following: <ol style="list-style-type: none"> a. Justifications for improvements made to each procedure according to qualitative and quantitative analysis. b. Adopting a mechanism for numbering improved copies and the update date. c. Documenting the areas of improvement implemented on the process or procedure, the expected impact of this improvement, and its measurement mechanism by updating performance indicators and its follow-up mechanism. d. Involving relevant departments and units in improvement processes and redesign of procedures. e. Linking digital services to and benefiting from improved procedures.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching five (5) diverse and recent samples of re-engineered procedures in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Cabinet's Resolution No. (40) dated 27/02/1427 AH, Clause (11).
Scope	All government agencies.

5.7.4	Automation of Processes and Procedures
Objective	Automating processes and procedures reduce human intervention and increase work efficiency.
Compliance Requirements	<ol style="list-style-type: none"> 1) Automation of processes and procedures, and the automation process shall include performance indicators of each process. 2) Utilizing all available modern technologies to automate processes and procedures (such as RPA, Low-Code technologies, etc.). 3) Developing follow-up screens that issue periodic reports to monitor the implementation of automated processes and procedures, and measure performance indicators in real time. 4) Issuing periodic reports showing the success rates of partially or fully automated processes and procedures to identify the levels of progress in automating processes and procedures.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching diverse and recent samples of the automated procedures screens (5 samples). 2) Attaching evidence proving that the agency used modern technologies to automate processes and procedures. 3) Attaching diverse and recent samples (3 samples) of follow-up screens that measure performance indicators in real time. 4) Sample of periodic follow-up reports that allow for monitoring the success rates of automated processes and procedures (3 samples).
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (7).
Scope	All government agencies.

Fourth Section: Risk Management & Business Continuity

5.8 Risk Management

The axis includes standards and requirements to enhance the agency's ability to identify risks that will affect the continuity of digital government services and to understand, analyze, and address these risks to ensure business continuity at government agencies and proactive identification of risks.

5.8.1	Building a policy and governance for the risk management system
Objective	Establishing components and elements for the governance of the risk management system, and defining the roles, responsibilities, and powers of those concerned to support the effective implementation of the risk management system within the agency, in line with the agency's strategic objectives.
Compliance Requirements	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> 1) Establishing an administrative unit responsible for the risk management system adopted by the agency, in line with the approved organizational structure. 2) Appointing an officer to manage the risk management system with sufficient competencies and powers. 3) Defining roles and responsibilities for the risk management system. 4) Assigning a team to carry out the roles, responsibilities, and tasks in the risk management system, based on the needs and business of the agency. 5) The agency's senior management shall establish an internal steering committee to supervise the agency's risk management system, chaired by the chief officer at the agency or his representative. 6) Developing the charter of the steering committee responsible for the risk management system, after its approval and circulation by the agency's senior management. 7) Conducting the meetings of the steering committee periodically. 8) Creating and adopting a risk management policy in line with the agency's objectives and sharing it with stakeholders. 9) Creating and adopting a risk management framework document and sharing it with stakeholders. 10) Creating and adopting risk management procedures and sharing them with stakeholders. 11) Creating a risk register form for all administrative units in the agency and updating it periodically, to include the following: <ol style="list-style-type: none"> a. Risk identifier. b. Risk owner. c. Risk description. d. Root causes and consequences of the risk. e. Assessment of latent risk (latent impact, latent probability, degree of latent risk). f. Controls applied to reduce the impact and risk occurrence probability. g. Assessing the effectiveness of controls applied. h. Assessing the residual risk (degree of latent risk and effectiveness of controls applied). i. Risk Treatment Strategy. j. Planned treatment plans to deal with the risk. k. Owner of Risk Treatment Plans. l. Completion date of risks treatment plans. m. Implementation rate and status of risk treatment plans. 1) Preparing an annual plan to assess the risks of all administrative units in the agency and approving this plan by the authorized person. <p>Compliance requirements to be met by the government agencies concerned specified in Appendix No. 7.6</p> <ol style="list-style-type: none"> 1) Creating and adopting a risk management strategy. 2) Creating the risks leaders document in the agency to clarify the roles and responsibilities, and to coordinate, implement, and follow up on risk management works and submit relevant reports. 3) Creating a risk reporting document that includes a risk reporting mechanism, templates, and a standardized channel for reporting risks. 4) Creating and adopting a document of levels of acceptance and risk tolerance for the agency in line with the agency's strategic directions and objectives, and sharing it with stakeholders

Supporting Documents	1)	Attaching the approved organizational structure of the administrative unit responsible for the risk management system, and everything needed to meet compliance requirements.
	2)	Attaching the decision to appoint the risk management system administrator.
	3)	Attaching a document that documents the roles and responsibilities of the administrative unit responsible for the risk management system.
	4)	Attaching samples of the job description of the risk management system staff.
	5)	Attaching the decision to form the steering committee responsible for overseeing the risk management system and everything needed to meet the compliance requirements.
	6)	Attaching the charter of the steering committee responsible for overseeing the approved risk management system and everything needed to meet the compliance requirements.
	7)	Attaching adequate samples of the minutes of meetings of the steering committee responsible for overseeing the risk management system.
	8)	Attaching a documented and approved risk management policy and providing evidence that has been shared with stakeholders.
	9)	Attaching a documented and approved risk management framework and providing evidence that it has been shared with stakeholders.
	10)	Attaching documents showing documented and approved risk management procedures and providing evidence that they have been shared with stakeholders.
	11)	Attaching the risk register form used by the agency, in accordance with the compliance requirements of this standard.
	12)	Attaching the annual risk assessment plan for all administrative units in the approved agency.
Documents required from the concerned government agencies specified in Appendix No. 7.6		
	1)	Attaching a documented and approved risk management strategy, in accordance with the compliance requirements of this standard.
	2)	Attaching the approved risk pioneers document, in accordance with the compliance requirements of this standard.
	3)	Attaching the approved risk reporting document, including risk reporting mechanism, templates, and a standardized channel for reporting risks.
	4)	Attaching the levels of acceptance and tolerance of the approved risks document, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	•	Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (19).
	•	Digital Government Authority's Circular No. (2044) dated 28/12/1443 AH.
Scope	All government agencies, including those specified in Appendix No. 7.6, are indicated on this card.	

5.8.2	Identification, analysis, assessment, and treatment of risks
Objective	Identifying and assessing internal and external risks, determining their probability and occurrence, and evaluating their expected impact on achieving objectives and strategies. Developing appropriate solutions to address these risks, reducing their occurrence probability, and/or mitigating their impacts.
Compliance Requirements	Compliance requirements to be met by all government agencies
	<ol style="list-style-type: none"> 1) Understanding the work environment to identify internal and external risks and threats at the level of the agency and administrative units by holding workshops with risk owners. 2) Issuing and documenting the risk register, to include: <ol style="list-style-type: none"> a. Identification of internal and external risks and threats and reflecting them in the agency's risk register. b. Analysis and assessment of internal and external risks and threats reflect them in the agency's risk register. c. Identifying appropriate treatment plans for each risk. 3) Sharing and approving the risks register of the relevant administrative unit by the risk owners and the chief officer of the administrative unit.
	Compliance requirements to be met by the government agencies concerned specified in Appendix No. 7.6
	<ol style="list-style-type: none"> 3) Identifying, analyzing, evaluating, and addressing key or significant risks at the agency level. 4) Identifying key risk indicators (KRIs) at the agency level.
Supporting Documents	Documents required from all government agencies
	<ol style="list-style-type: none"> 1) Attaching a sample of documents proves that workshops have been convened with the risk owners, in accordance with the compliance requirements of this standard. 2) Attaching the updated risks register, in accordance with the compliance requirements of this standard. 3) Attaching a sample of the documents proving the sharing and approving the risks register of the relevant administrative unit by the risk owners and the chief officer of the administrative unit.
	Documents required from the concerned government agencies specified in Appendix No. 7.6
	<ol style="list-style-type: none"> 1) Attaching a register of the most critical risks or significant risks. This register shows the appropriate treatment plans at the agency level and the implementation completion dates. 2) Attaching the Key Risks Indicators (KRIs) document.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (19). • Digital Government Authority's Circular No. (2044) dated 28/12/1443 AH.
Scope	All government agencies and the government agencies concerned specified in Appendix No. 7.6, as indicated in this card.

5.8.3	Review, follow up, and communication about risks.
Objective	Controlling and monitoring risks to ensure the improvement of the quality and effectiveness of the risk assessment and treatment process.
Compliance Requirements	Compliance requirements to be met by all government agencies
	<ol style="list-style-type: none"> 1) Updating the agency's risks register by those responsible for risk management, to include the following: <ol style="list-style-type: none"> a. Periodically controlling and monitoring the status of the agency's identified internal and external risks. b. Monitoring addressed controls and plans and evaluating their effectiveness periodically. c. Periodically follow up on the implementation rates of risk treatment plans within the specified time period. 2) Submitting risk reports to senior management, internal and external committees, and stakeholders based on the approved frequency in the risk management framework, including, but not limited to, the following: <ol style="list-style-type: none"> a. Comprehensive risks status report. b. Top risks report. c. Key risk indicators report.
	Compliance requirements to be met by the government agencies concerned specified in Appendix No. 7.6
	<ol style="list-style-type: none"> 2) Update the most critical risks or key risks. 3) Periodically update the key risk indicators (KRIs).
Supporting Documents	Documents required from all government agencies
	<ol style="list-style-type: none"> 1) Attaching documents proving the periodic updating of the risks register, which meets the compliance requirements of this standard. 2) Attaching adequate samples of comprehensive risk status reports that have been submitted to senior management, internal and external committees, and stakeholders, which meet the compliance requirements of this standard.
	Documents required from the concerned government agencies specified in Appendix No. 7.6
	<ol style="list-style-type: none"> 3) Attaching samples of documents proving the periodic update of the most critical risks 4) Attaching samples of documents proving the periodic update of the key risk indicators (KRIs).
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (19). • Digital Government Authority's Circular No. (2044) dated 28/12/1443 AH.
Scope	All government agencies and the government agencies concerned specified in Appendix No. 7.6, as indicated in this card.

5.8.4	Training and raising awareness of risk management
Objective	Training all employees and stakeholders and raising awareness of risk management to ensure that the agency's objectives and strategies are met.
Compliance Requirements	Compliance requirements to be met by all government agencies
	<ol style="list-style-type: none"> 1) Analyzing training needs in cooperation with the administrative unit concerned with human resources within the agency to understand the training requirements of risk management. 2) Developing and implementing a training plan for risk management staff and risk leaders commensurate with the roles and responsibilities stipulated in the agency's risk management system. 3) Developing and implementing a plan for risk management awareness campaigns for the agency's employees to promote risk culture, using one of the following activities: (Awareness messages through different communication channels; awareness workshops, meetings, and open discussions; or risk awareness week).
	Compliance requirements to be met by the government agencies concerned specified in Appendix No. 7.6
	<ol style="list-style-type: none"> 1) Developing and implementing a training plan for risk leaders that corresponds to the roles and responsibilities stipulated in the agency's risk management system.
Supporting Documents	Documents required from all government agencies
	<ol style="list-style-type: none"> 1) Attaching the training needs report in cooperation with the administrative unit concerned with human resources. 2) Attaching the training plan for risk management employees, and samples of documents proving the implementation of the training plan for risk management employees. 3) Attaching the risk management awareness program of the agency's employees, and samples of documents proving the implementation of the risk management awareness program to the agency's employees
	Documents required from the concerned government agencies specified in Appendix No. 7.6
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (19). • Digital Government Authority's Circular No. (2044) dated 28/12/1443 AH.
Scope	All government agencies and the government agencies concerned specified in Appendix No. 7.6, as indicated in this card.

5.8.5	Continuous development and improvement of risk management
Objective	Reviewing risk management procedures and processes to enhance the agency's capacity, improving the effectiveness of the risk management system, and applying best practices and standards.
Compliance Requirements	Compliance requirements to be met by all government agencies
	<ol style="list-style-type: none"> 1) Reviewing and updating the documents of the risk management system periodically according to the approved review mechanism for each document or when a fundamental change occurs to the agency's strategic or operational objectives, to include the following: <ol style="list-style-type: none"> a. Risk management policy. b. Risk management framework. c. Risk management procedures. 2) Reviewing the effectiveness of implementing and applying the risk management system on an annual basis, using one of the following review methods: (Self-assessment, KPI assessment, or internal or external audit/ review. 3) Reporting the review results of the effectiveness of implementing and applying the risk management system, and compliance assessment results to senior management and the steering committee responsible for the risk management system, to ensure that appropriate corrective actions are taken. 4) Reviewing and updating the awareness campaign plan and spreading the culture of risk management in the agency on an annual basis.
	Compliance requirements to be met by the government agencies concerned specified in Appendix No. 7.6
Supporting Documents	Documents required from all government agencies
	<ol style="list-style-type: none"> 1) Attaching documents proving the risk management system documents have been reviewed and updated, in accordance with the compliance requirements of this standard. 2) Attaching the annual report of the review results of the effectiveness of implementing and applying the risk management system. 3) Attaching evidence on reporting the review results of the effectiveness of implementing and applying the risk management system, and compliance assessment results to senior management and the steering committee responsible for the risk management system, to ensure that appropriate corrective actions are taken. 4) Attaching samples of documents proving the review and update of the awareness campaign plan and the dissemination of risk culture in the agency.
	Documents required from the concerned government agencies specified in Appendix No. 7.6
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (19). • Digital Government Authority's Circular No. (2044) dated 28/12/1443 AH.
Scope	All government agencies and the government agencies concerned specified in Appendix No. 7.6, as indicated in this card.

5.9 Business Continuity

The axis outlines the standards and requirements for the government agency to maintain its priority activities at predetermined levels following an interruption, enhance its flexibility in responding to any future interruptions, and restore its priority products and services within a specific timeframe.

5.9.1	Establishing the Business Continuity System
Objective	Developing the general framework and defining the roles and tasks of the concerned people and departments involved in planning, implementing, reviewing, and developing a Business Continuity Management System (BCMS).
Compliance Requirements	<ol style="list-style-type: none"> 1) Appointing an officer to manage the business continuity system who has the competencies and powers to manage the business continuity system. 2) Appointing a team to carry out the roles and responsibilities in the business continuity management system, consisting of a sufficient number of qualified employees 3) Establish a steering committee responsible for following up on the implementation of the business continuity management system in the agency, chaired by the head of the agency or his deputy. The steering committee shall have the necessary powers to support the business continuity system. 4) Issuing the charter of the steering committee responsible for the business continuity system, after its approval and circulation by the agency's senior management. 5) Developing and approving the business continuity policy and reviewing it periodically, or when a fundamental change occurs in the operational environment or the agency's strategic objectives. 6) Establishing and approving the agency's business continuity management framework. 7) Enhancing the business continuity management system by allocating responsibilities and appointing coordinators for business continuity plans from the departments concerned (business continuity leaders).
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching evidence of the appointment of the business continuity management officer. 2) Attaching evidence of the appointment of a team that assumes roles and responsibilities in the business continuity management system and clarifying the roles and responsibilities of the team. 3) Attaching the decision to form the steering committee responsible for overseeing the activities of the business continuity system. 4) Attaching the documented and approved charter of the steering committee, and clarifying its competencies, powers, and membership, in a manner that meets all compliance requirements. 5) Attaching a documented and approved business continuity management policy, and evidence on the periodic review thereof, in accordance with the compliance requirements of this standard. 6) Attaching the approved business continuity management framework document in a manner that meets all compliance requirements. 7) Attaching evidence on strengthening the business continuity management system by allocating responsibilities and appointing business continuity leaders.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (19). • Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH.
Scope	All government agencies.

Objective	Raising awareness among all employees and relevant parties about business continuity and enhancing their training on roles and responsibilities within the business continuity management system.
Compliance Requirements	Compliance requirements to be met by all government agencies
	<ol style="list-style-type: none"> 1) Analyzing training needs in collaboration with HR to develop training requirements in line with the roles and responsibilities in the business continuity management system and develop the training plan for the business continuity management leaders and employees. 2) Implementing a training plan for business continuity leaders and employees. 3) Developing job succession plans (to avoid single points of failure) for business continuity system activities. 4) Implementing a program to deploy the culture of business continuity in the agency, through training and specialized workshops for all parties participating in the business continuity system at least once a year, and when a fundamental change occurs in the agency operations.
	Compliance requirements to be met by the government agencies concerned specified in Appendix No. 7.6
	<ol style="list-style-type: none"> 1) Sharing the approved business continuity policy with internal stakeholders. 2) Convening awareness workshops on business continuity management for senior management at the agency level. 3) Convening awareness workshops for business continuity leaders at the agency level.
Supporting Documents	Documents required from all government agencies
	<ol style="list-style-type: none"> 1) Attaching the approved training plan for business continuity leaders and employees, including the training requirements of the business continuity system. 2) Attaching evidence on the Implementation of the training plan for business continuity leaders and employees. 3) Attaching job succession plans to avoid single points of failure for business continuity system activities. 4) Attaching evidence on the implementation of special training awareness programs for those involved and participating in the business continuity system.
	Documents required from the concerned government agencies specified in Appendix No. 7.6
	<ol style="list-style-type: none"> 1) Providing evidence on sharing the approved business continuity policy with internal stakeholders. 2) Providing evidence on convening awareness workshops on business continuity management for senior management at the agency level. 3) Providing evidence on convening awareness workshops for business continuity leaders at the agency level.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (19). • Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH.
Scope	All government agencies and the government agencies concerned specified in Appendix No. 7.6, as indicated in this card.

5.9.3	Analyzing the impact of business interruption and assessing risks and threats to the business continuity system
Objective	Analyzing the impact resulting from the interruption of processes and procedures that provide products and services in the agency, determining the targeted recovery time for key services after an interruption, and assessing risks, internal and external threats and critical points of failure that may affect priority activities and determining their expected impact in the event of an interruption or disturbance, and developing solutions to address or mitigate their impact.
Compliance Requirements	Compliance requirements to be met by all government agencies
	<ol style="list-style-type: none"> 1) Inclusion of all internal and external processes and procedures carried out by the agency, determining internal and external approvals in case of business interruption, determining internal and external approvals, and appointing owners for the processes and procedures that have been included. 2) Creating and approving an interruption impact assessment matrix for the agency, which should include at least the following categories (operational impact – financial impact – legal, regulatory and strategic impact – impact on reputation) 3) Specifying the targeted recovery period of critical business services, and recovery time objectives (RTO), after analyzing the business interruption impact, using impact assessment matrix. 4) Determining the human, logistical and technical resources, infrastructure and alternative procedures necessary to implement the service or procedure after the interruption, after analyzing the business interruption impact, using impact assessment matrix. 5) Approval of the comprehensive report on Business Impact Analysis (BIA) results by the steering committee. 6) Reviewing the BIA at least annually or upon significant changes in the agency operational processes or strategic objectives. 7) Continuous identification and assessment of risks and threats affecting the agency’s business continuity, aligning with the agency’s approved risk management methodology. 8) Submission of reports detailing the identified risks and threats impacting the agency’s business continuity to the steering committee.
	Compliance requirements to be met by the government agencies concerned specified in Appendix No. 7.6
<ol style="list-style-type: none"> 1) Determining the Medium-Term Development Plan (MTDP) for business interruption of products, services, processes and activities, and Minimum Business Continuity Objective (MBCO). 2) Classifying the importance level of digital government services, platforms, and applications and adhering to the targeted recovery times for each level, according to the Platforms, Applications and Services Classification Matrix issued by the Digital Government Authority through (Raqmi) portal. 	

5.9.3	Analyzing the impact of business interruption and assessing risks and threats to the business continuity system
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching an approved list or register of all internal and external processes and procedures used to analyze the impact of business interruption. 2) Attaching the approved Interruption Impact Assessment Matrix. 3) Attaching samples of reports showing the results of business interruption impact analysis, including the recovery time objectives (RTO). 4) Attaching samples of reports showing the results of business interruption impact analysis, including human, logistical and technical resources, infrastructure and alternative procedures necessary to implement the service or procedure after the interruption. 5) Attaching evidence of sharing the results of comprehensive business interruption impact analysis with the steering committee and its approval by the committee. 6) Attaching reports indicating that the business interruption impact analysis has been reviewed. 7) Attaching samples of the results of risk and threat assessment and risks treatment strategies and their impact within the business continuity system, in accordance with the requirements of this standard. 8) Attaching evidence on the submission of the results of the risk and threats assessment and identification report that affects the business continuity of the agency's works to the steering committee. <p>Documents required from the concerned government agencies specified in Appendix No. 7.6</p> <ol style="list-style-type: none"> 1) Attaching sample business interruption impact analysis results reports, including Medium-Term Development Plan (MTDP) and Minimum Business Continuity Objective (MBCO). 2) Attaching evidence on the classification of the importance level of government platforms and applications and adhering to the targeted recovery times for each classification, according to the interruption impact assessment matrix issued by the Digital Government Authority through (Raqmi) portal.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (19). • Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH.
Scope	All government agencies and the government agencies concerned specified in Appendix No. 7.6, as indicated in this card.

Objective	Defining business continuity recovery strategies that provide solutions according to the outputs of business interruption impact analysis, and risk and threat assessment, and developing a roadmap to improve the efficiency of various business continuity plans.
Compliance Requirements	Compliance requirements to be met by all government agencies
	<ol style="list-style-type: none"> 1) Defining recovery strategies, including technical systems, digital services, telecommunications, backup systems and remote solutions, whether within the agency or hosted on cloud computing or managed by third parties. 2) Approving recovery strategies by the business continuity steering committee. 3) Reviewing recovery strategies at least annually, or when a fundamental change occurs in the agency's operational or strategic objectives.
	Compliance requirements to be met by the government agencies concerned specified in Appendix No. 7.6
	<ol style="list-style-type: none"> 1) Analyzing cost-benefit to measure and prioritize the effectiveness of business continuity management strategies and solutions and presenting the same to the business continuity steering committee. 2) Defining the targeted recovery times and targeted recovery outages in contracts with main suppliers of critical services at the agency.
Supporting Documents	Documents required from all government agencies
	<ol style="list-style-type: none"> 1) Attaching adequate samples of recovery strategies that meets the compliance requirements of this standard. 2) Attaching evidence on the adoption of recovery strategies by the business continuity steering committee. 3) Attaching evidence on the review of the agency's approved strategies.
	Documents required from the concerned government agencies specified in Appendix No. 7.6
	<ol style="list-style-type: none"> 4) Attaching evidence on the implementation of the cost-benefit analysis of the business continuity strategies and submitting the same to the business continuity steering committee. 5) Attaching the contracts or service level agreements with main suppliers of critical services at the agency, indicating the inclusion of the targeted recovery times and points for critical services.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (19). • Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH.
Scope	All government agencies and the government agencies concerned specified in Appendix No. 7.6, as indicated in this card.

Objective	Identifying and documenting procedures based on the outputs of selected strategies and solutions, thus building IT disaster recovery plans in addition to accidents response plans and business continuity plans, and thereby contributing to ensuring the agency's capability to respond to crises, interruptions, or emergencies, and thus reducing the impact on its operations.
Compliance Requirements	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> 1) Preparing and approving business continuity plans based on approved business continuity management strategies. 2) Reviewing business continuity plans at least once a year, or when a fundamental change occurs at the agency. 3) Testing business continuity plans at least once a year, or when a fundamental change occurs at the agency. 4) Providing backup data centers for the agency's critical and sensitive platforms and applications, according to the results of the business interruption impact analysis. 5) Creating and approving ICT recovery plans to restore digital platforms, applications, services and data in a timely manner to achieve the recovery time objectives (RTO) of the agency, in accordance with all compliance requirements. 6) Defining backup and recovery methods and procedures to restore system operations quickly and effectively after a service interruption. 7) Communicating with the Digital Government Authority in the event of an interruption of digital services according to the user guide to report the interruption of digital government services through (Raqmi) portal. 8) Documenting events in the event of an interruption of operations, explaining the responsibilities and powers related to the collection, approval and updating of activity records, job test results and data, lessons learned and post-incident report. 9) Testing ICT disaster recovery plans, including activating backup data centers and recovery of the agency's sensitive and critical platforms and applications at least once a year, or when a fundamental change occurs to the agency's IT infrastructure. 10) Reviewing ICT disaster recovery plans at least once a year, or when a fundamental change occurs to the agency's IT infrastructure.
	<p>Compliance requirements to be met by the government agencies concerned specified in Appendix No. 7.6</p> <ol style="list-style-type: none"> 1) Providing backup and alternative communication circuits that serve the agency's sensitive systems and services from different service providers, using various technologies. 2) Conducting periodic tests of backup and alternative communication circuits to ensure their effectiveness and the continuity of digital services. 3) Providing the availability ratios of the agency's platforms and applications to the Digital Government Authority on a monthly basis and attaching evidence on the validity of the ratios provided through the service of updating the availability ratios of digital government services. 4) Establishing and approving a media communication and response plan, including procedures for dealing with relevant external parties. 5) Testing the media response plan periodically at the agency.

Supporting Documents	<ol style="list-style-type: none"> 1) Attach sufficient samples of the agency's approved business continuity plans to meet all compliance requirements. 2) Attaching evidence on the review of business continuity plans on an annual basis. 3) Attaching the reports of the results of business continuity testing plans on an annual basis. 4) Attaching maintenance and operation contracts that include the alternative disaster recover (DR) centers for keeping data, and centers for sensitive systems for keeping data and operating and testing the procedures, in accordance with the international standards adopted by the agency, or evidences on the availability of backup data centers within the agency. 5) Attaching ICT disaster recovery plans associated with the agency's digital platforms, applications, services, and data that meet the compliance requirements of this standard. 6) Attaching the backup and recovery procedures document for the defined processes within the business interruption impact. 7) Attaching evidence on reporting of digital services interruption to the Digital Government Authority. 8) Attach a sample of post-incident reports in compliance with the requirements of this standard. 9) Attaching adequate samples of reports illustrating the testing of technical and communications disaster recovery plans on an annual basis. 10) Attaching evidence on the review of technical and communications disaster recovery plans on an annual basis.
	Documents required from the concerned government agencies specified in Appendix No. 7.6
	<ol style="list-style-type: none"> 1) Attaching evidence on the availability of backup and alternative communication circuits that serve the agency's sensitive systems and services from different service providers, using various technologies. 2) Attaching evidence on conducting periodic tests of backup and alternative communication circuits to ensure their effectiveness and the continuity of digital services. 3) Attaching evidence on the submission of the agency's platforms and applications availability ratio to the Digital Government Authority monthly, with evidence on the validity of this ratio. 4) Attaching the agency's media response plan document approved by the stakeholder. 5) Attaching reports showing the testing results of media response plans on an annual basis.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (19). • Royal Court Circular No. (7546) dated 01/02/1445 AH. • Cabinet' Resolution No. (82) dated 22/03/1431 AH, Recommendation (Fourteenth). • Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH. • Digital Government Authority's Circular No. (1533) dated 23/05/1443 AH.
Scope	All government agencies and the government agencies concerned specified in Appendix No. 7.6, as indicated in this card.

5.9.6	Exercises and tests related to business continuity
Objective	Measuring the effectiveness of business continuity plan(s) and the incident response structure to ensure the application of business continuity policy and achievement of business continuity management objectives.
Compliance Requirements	<ol style="list-style-type: none"> 1) Creating a program or table of all tests and exercises for the various business continuity plans and approving it by the business continuity steering committee on an annual basis. 2) Implementing the tests and exercises approved by the business continuity steering committee. 3) Sharing test and exercise reports with the business continuity steering committee.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching the annual tests and exercises program or table approved by the business continuity steering committee. 2) Attaching a sample of approved test or exercise reports showing the implementation of the program or a table of tests and exercises approved by the business continuity steering committee. 3) Attaching evidence on sharing test and exercise reports with the business continuity steering committee.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (19). • Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH.
Scope	All government agencies.

5.9.7	Continuous documentation and improvement of the business continuity system
Objective	Documenting the lessons learned from the implementation of the business continuity management system, actual incidents, exercises, tests and audits results, conducting routine maintenance activities to maintain and improve the business continuity management system after its establishment, improving the agency's resilience, raising the effectiveness level of the management system by applying multiple review methods, effectively addressing cases of non-conformity, and implementing corrective actions to address these cases.
Compliance Requirements	<ol style="list-style-type: none"> 1) Reviewing the business continuity management system periodically (at least annually) through an internal or external auditor who has sufficient qualifications and experience to implement this task. 2) Sharing the results of internal and external audits with the business continuity committee to ensure that corrective action is taken. 3) Ensuring the development and updating of the business continuity system based on the results of internal and external audits and the outputs of the verification phase.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching a report showing the results of the business continuity management system review. 2) Attaching evidence on sharing the results of the business continuity management system review with the business continuity committee. 3) Attaching evidence on the development and updating of the business continuity system, based on the results of internal and external audits and the outputs of the verification phase.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (19). • Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH.
Scope	All government agencies.

Fifth Section: Information Technology

5.10 Systems supporting digital transformation.

The axis includes standards and requirements for the applications and institutional systems architecture that support both traditional and digital business transformation.

5.10.1	Usage of Government Resource Systems
Objective	Supporting and enabling government agencies to effectively manage and allocate their resources, enhance transparency, and automate support processes and services through the use of all available government resources and systems units.
Compliance Requirements	<ol style="list-style-type: none"> 1) Implementing key systems for planning government resources and issuing user guides. 2) Issuing periodic reports from the key systems for planning government resources. 3) Providing all self-services to its employees through electronic portal or smart device applications and issuing user guides. 4) The agency provides all self-services to external beneficiaries through the electronic portal or smart device applications, and issues user guides. 5) Cooperation and participation with internal departments to achieve integration between government resource systems and related systems of external agencies.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching one recent sample of screens and user guides for each part of the resource systems (Human Resources Management System, Financial System, Procurement and Supply System, Custody and Inventory Management System, Supplier Management System). 2) Attaching 3 recent samples of periodic reports issued from the key systems for planning government resources. 3) Attaching (3) recent samples of self-services provided to internal beneficiaries and user manuals. 4) Attaching (3) recent samples of self-services provided to external beneficiaries and user manuals. 5) Attaching (3) samples and explanation of complete procedures that illustrate the process of linking and integrating the agency's resources management systems and internal systems and related systems in external parties.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Cabinet's Resolution No. (40) dated 27/02/1427 AH, Clause (12).
Scope	All government agencies.

5.10.2	Using Digital Systems related to Project Management
Objective	Utilizing digital project management systems in all aspects of digital projects.
Compliance Requirements	<ol style="list-style-type: none"> 1) The agency uses digital systems and tools to manage projects and digitize the processes of requesting, planning, controlling, monitoring, and following up projects, tasks, and schedules. 2) Linking digital systems and tools related to project management with systems for following up strategic plans and initiatives, financial and procurement systems, control and accounting systems, and human resources systems adopted in the agency. 3) Controlling the powers of the project management team and other departments to which they belong through the technical system used. 4) Issuing periodic reports showing the monitoring of the projects' milestones and deliverables within the agency. These reports show the completion rate of each milestone and deliverable.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching (4) recent samples of project management digital systems screens (project request, planning, follow-up and reporting, deliverables) that meet the compliance requirements of this standard. 2) Attaching one sample showing all the interfaces and integrations between the project management system and other internal systems. 3) Attaching (3) recent samples of the technical system showing the control of the powers of the project management team and other departments. 4) Attach (3) recent samples of periodic reports that demonstrate the monitoring of project milestones and deliverables within the agency, clearly indicating the completion rate of each milestone and deliverable.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (10).
Scope	All government agencies.

5.10.3	Using Documents Management and e-archiving Systems
Objective	Utilizing document management and archiving systems for all transactions, ensuring preservation and quick access to documents and data.
Compliance Requirements	<ol style="list-style-type: none"> 1) Implementing the National Center for Archives and Records' preservation and destruction policies and developing what is necessary to ensure their compatibility with the regulations and procedures followed by the agency. 2) Keeping and achieving the agency's documents, contracts, decisions, letters, and data electronically. 3) Linking the document management and archiving system to all basic and supporting digital systems and controlling powers. 4) Issuing periodic reports from document management and archiving systems showing the utilization rates of departments.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching evidence on the application of preservation and destruction policies in the agency, which are consistent with the National Center for Archives and Records' policies. 2) Attaching (3) recent samples of documents preservation and archiving systems' screens used in the agency. 3) Attaching one sample showing all the interfaces and integrations between the archiving system and all main and supporting digital systems. 4) Attaching one recent sample of use reports showing the percentage of departments benefiting from e-archiving systems.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Order No. (57231) dated 10/11/1439 AH, Clause (First). • Cabinet's Resolution No. (40) dated 27/02/1427 AH, Clause (3). • Cabinet's Resolution No. (555) dated 23/09/1440 AH, Sub-paragraph (A) of Paragraph No. (1) of Clause (Fifth).
Scope	All government agencies.

5.10.4	Using digital systems to manage relationships with beneficiaries
Objective	Developing and documenting communication processes with beneficiaries across different channels and tracking the progress of those requests and notes to address them as soon as possible.
Compliance Requirements	<ol style="list-style-type: none"> 1) Using CRM systems with all its components and activating call centers and technical support, to ensure a rapid response to the requirements, complaints, and suggestions of beneficiaries of all segments, and raise their level of satisfaction. 2) Linking CRM systems to infrastructure management systems, communication channels with beneficiaries, and customer experience systems. 3) Activating digital tools and modern technologies to automate support and rapid response operations. 4) Activating knowledge management tools to support the relationship officer's access to the information in a smooth and fast manner.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching (3) recent samples of CRM systems screens. 2) Attaching (3) recent samples of tickets opened via several different channels. 3) Attaching (3) recent samples of digital tools to interact with the beneficiary, for example: smart assistant (Chat bot). 4) Attaching (3) recent samples of knowledge base used to support the relationship officer's access to the information in a smooth and fast manner.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (17).
Scope	All government agencies.

5.10.5	Using E-mail
Objective	Activating the role of e-transactions and correspondence in the government agencies' regular work and correspondence and ensuring their confidentiality.
Compliance Requirements	<ol style="list-style-type: none"> 1) Increasing the rates of using e-mail in daily correspondence. 2) Including in e-mails a disclaimer regarding the contents of public or personal government e-mails. 3) Hosting government e-mail servers within the Kingdom.
Supporting Documents	<ol style="list-style-type: none"> 1) Submitting a recent report for the last 6 months from the agency's email server showing the number of messages. 2) Submitting recent copy of the disclaimer statement that was included in the e-mails of the agency's employees. 3) In the event that a contract is concluded with an entity to host the mail, a copy of this hosting contracts shall be submitted in accordance with the Guideline of Controls for Using Information and Communication Technologies. In the event that the mail servers are hosted within the agency's data centers, an official document approved by the authorized person shall be submitted, and the hosting status will be internally verified.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Cabinet' Resolution No. (40) dated 27/02/1427 AH, Clause (13). • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Paragraphs No. (1, 3, 4, 5 and 6) of Clause (Third). • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Clause (Second)
Scope	All government agencies.

5.11 Technological Services Infrastructure

The axis includes the standards and compliance requirements of an institutional methodology that includes a set of policies, procedures and methods for the provision of technical services to beneficiaries.

5.11.1	Developing the Management of Technological Services
Objective	Developing policies, standards, objectives and processes related to the management of technological services and infrastructure, and ensuring the optimal use of technological resources.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing the objectives and scope of work for the technological services and infrastructure management system in order to achieve the agency's strategic objectives in digital transformation process. 2) Adopting specific policies and standards for management of technological services and infrastructure in accordance with international best practices, such as ISO20000,ITIL 3) Establishing an overall-quality administrative unit to measure and monitor the quality of IT operations and infrastructure management. 4) Developing official and technical policies to control the use of employees of the agency's technological assets. 5) Setting controls and rules for the agency's employees when using their personal devices for work purposes.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching documents prove that the agency has committed to developing the objectives and scope of work for the technical services and infrastructure management system. 2) Attaching documents prove that the agency has adopted specific policies and standards for management of technological services and infrastructure in accordance with the best international practices. 3) Attaching the organizational structure of the General Administration of Information Technology showing the establishment of a unit concerned with overall quality. 4) Attaching policies adopted to control the use of agency's employees of its technological assets. 5) Attaching controls and rules related to the use of personal devices of employees for work purposes.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Order No. (48310) dated 26/11/1435 AH, Paragraph No. (1). • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Clause (Fifth) and Paragraph No. (1) of Clause (Sixth).
Scope	All government agencies.

5.11.2		Implementing and following up the management of technological services
Objective	Following up and controlling the application of standards and policies for management of technological services.	
Compliance Requirements	<ol style="list-style-type: none"> 1) Automating all processes of managing technological services and infrastructure by taking advantage of modern technologies and systems in this field. 2) Documenting the results of all development stages of technologies supporting the digital government businesses and keeping them as a reference for the continuous development and improvement processes. 3) Following up on the performance indicators of managing technological services and infrastructure, and issuing, studying and analyzing periodic performance reports. 4) Hosting the agency's websites, domains, systems and information within the Kingdom. 5) Setting electronic controls and restrictions that limit the uploading of large personal files or unlicensed software by the agency's employees, except as provided for in the relevant regulations and sharing the same with the agency's employees. 	
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching adequate documents and samples from the systems screens that prove the agency's commitment to automating all technological services and infrastructure management processes, while clarifying the modern technologies and systems used. 2) Attaching documents that show the documentation of the results of all development stages of technologies supporting the digital government's businesses. 3) Attaching periodic reports that measure, study and analyze the performance of operations of managing technological services and infrastructure. 4) In the event that a contract is concluded with an entity to host domains and systems, a copy of this hosting contract shall be submitted in accordance with the Guideline of Controls for Using Information and Communication Technologies. In the event that the domains and systems are hosted within the agency's data centers, an official document approved by the authorized person shall be submitted, and the hosting status will be internally verified. 5) Providing the approved mechanism or a copy of the system screens used in the agency, through which it ensures that users comply with the approved controls regarding the use of technological assets and computers in the agency, and prevent the use of unlicensed software. 	
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (3) of Clause (Second) and Paragraph No. (2) of Clause (Sixth). • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Clause (Second). 	
Scope	All government agencies.	

5.11.3		Implementing and following up the management of technological services
Objective	Achieving integration between the technological services and infrastructure management systems, and the agency's internal systems.	
Compliance Requirements	<ol style="list-style-type: none"> 1) Achieving integration between policies and processes of technological service and infrastructure management systems, and other departmental systems, such as departments of quality, information security, business continuity, and data. 2) Achieving internal integration between technological systems and controlling performance indicators and periodic reports of the integration process. 3) Working in a coherent and integrated manner with other government agencies to achieve integration between digital government works, and in line with the beneficiaries' requirements and needs and in line with regulations issued by the DGA. 	
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching the necessary documents and samples from the systems screens and periodic reports that prove that the agency has committed to achieving integration between technological services system and other systems of the agency. 2) Attaching the necessary documents and samples from the systems screens and periodic reports that prove that the agency has committed to achieving internal integration between technological systems and indicate the control of performance indicators for the integration process. 3) Attaching documents showing that the agency has achieved integration with other government agencies regarding the digital government's works. 	
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Cabinet' Resolution No. (40) dated 27/02/1427 AH, Clauses (5). 	
Scope	All government agencies.	

5.11.4	Implementing the rules for regulating free and open-source government software.
Objective	Enhancing opportunities to reuse government software, by providing access to the source codes deposited by government agencies, and sharing the shareable source codes with other government agencies, thereby enhancing cooperation between government agencies, unifying standards to ensure compatibility and integration between government systems and applications, increasing the level of transparency by standardizing and facilitating access to software codes, reducing the monopoly of suppliers, and simplifying the process of integrating software from multiple sources.
Compliance Requirements	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> 1) Listening to the government agency's software assets, including open-source software. The inventory data shall include the following elements: Software name, software type (open source , closed source), description, programming language, licenses for use, shareability with government software repository, scheduling to upload to the repository if it is of an open source. <p>Requirements to be met by all government agencies, except for security and military agencies that are subject to special provisions, as stipulated in their bylaws, regulations or internal regulations.</p> <ol style="list-style-type: none"> 1) Issuing the government license for free and open-source government software 2) Promoting opportunities to reuse open-source government software, according to the product guide of the Government Software Repository. 4) Submitting approved digital procurement policies, explaining the procedures related to the purchase or development of software. 5) Implementing the approved mechanism for purchasing or developing government software, according to the following steps: <ol style="list-style-type: none"> a. Step One: Evaluating and studying the government software available in the repository for use, in coordination with the DGA. b. Step Two: If the evaluation and study report concluded that there is no software that meets the needs, the government may search for ready-made software, giving preference to free and open-source software, in coordination with the DGA. c. Step Three: If there is no software that meets the needs, the government agency then can build its own software. 4) Applying the provisions and rules related to contracting for building government software, while taking the following points into account when contracting: <ol style="list-style-type: none"> a. The supplier must deliver the source code and related documents to the government agency. b. It must be ensured that unspecified rights to the source code and its accessories shall be secured to allow for reuse, copying, modification and distribution between government agencies, without the need for the original supplier, while providing an open source for public use of the source code for all government agencies. c. The supplier must have high-level quality certificates in the required field of work for building software. d. A contracting priority is to be given to national suppliers who meet the requests and technical conditions of the government agency. e. When additional development is made on commercial software purchased, the government agencies must confirm in the contract that the ownership or right to use such development is vested in the government. 4) Preparing departments concerned with open-source software to interact with the information software community.

5.11.4	Implementing the rules for regulating free and open-source government software.
Supporting Documents	1) Submitting the inventory document of the software used by the agency, including free and open source government software, through the adoption of a software repository at the government agency, and the schedule for uploading open source software to the government software repository, in accordance with the compliance requirements of the standard.
	<p>Documents required to be met by all government agencies, except for security and military agencies that are subject to special provisions, as stipulated in their bylaws, regulations, or internal regulations.</p> <ol style="list-style-type: none"> 1) Submitting the government license document for free and open-source government software. 2) Submitting a report on the list of government software or alternative and reused open source software, according to the Product Guide of the Government Software Repository, with an explanation of the impact and level of benefiting from the product or software code, whether through the application of the source code, or the application of the product with all or some of its characteristics. 3) Submitting the approved digital procurement policies, explaining the procedures related to the purchase or development of software. 4) Providing evidence on the application of the mechanism and procedures for the purchase or development of software through the services available on the digital platform for depositing government software, in accordance with the compliance requirements of this standard. 5) Attaching a sample of the contracts concluded for building government software, including the required conditions and items, in a clear contractual form in accordance with the compliance requirements of this standard. 6) Submitting the policy, mechanism or commissioning decisions that clarify the agency's readiness to interact with the information society through the number of contributors of the government agency to the government software repository.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Cabinet' Resolutions No. (14) dated 02/01/1443 AH.
Scope	All government agencies.

5.11.5	Launching and Reviewing Bids for Telecommunications Services on Etimad Platform
Objective	Ensuring compliance with the methods, procedures and provisions stipulated in the Government Tenders and Procurement Law and the optimal use of the government agencies' budgets, thereby contributing to raising the efficiency of digital procurement.
Compliance Requirements	<ol style="list-style-type: none"> 1) The government agency shall secure its needs of Internet services and digital circuits through the Framework Agreement for Internet Services and Digital Circuits through the e-market of Etimad platform. 2) Linking all digital circuits existing at the agency and those added in the digital circuits inventory service with the contract numbers that have been offered or the purchase order numbers that have been made from the framework agreement. <p>In the event that the agency does not secure its needs through the Framework Agreement for Internet Services and Digital Circuits (for any reason), the agency shall then achieve the following:</p> <ol style="list-style-type: none"> 1) Offer bids for telecommunications services, whether public expenditures, programs or projects, on Etimad platform. 2) Register its contracts related to telecommunications services, whether public expenditures, programs or projects, on Etimad platform.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching copy of the electronic marketplace of Etimad platform showing the reference number and status of the purchase order. The order status shall be: (The order has been completed, waiting for supply, pending payment). 2) Attaching a report showing all the details of the government agency's digital circuits and linking them to contract numbers or purchase order numbers through the framework agreement. <p>In the event that the agency does not secure its needs through the electronic marketplace, it must achieve the following:</p> <ol style="list-style-type: none"> 1) Attaching screenshot of Etimad platform showing the reference number of the bid and its status. 2) Attaching screenshot of Etimad platform showing the contract reference number, contract name and related bid number.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Order No. (M/128) dated 13/11/1440 AH. • Minister of Finance Circular No. (49989) dated 12/02/1442 AH, Clause (First). • Minister of Finance Circular No. (46973) dated 05/12/1443 AH. • Minister of Finance Circular No. (1748) dated 14/01/1445 AH.
Scope	All government agencies that subject to the Government Tenders and Procurement Law

5.11.6	Inventory and Update of Digital Circuits Data
Objective	Rationalizing the efficiency of spending on digital circuits by detailing the actual and fair need for the capacities of these circuits, reducing redundant capacities, and eliminating digital circuits that can be dispensed with.
Compliance Requirements	<ol style="list-style-type: none"> 1) Submitting an inventory of all DGA's telecommunications departments in the inventory form available on "Raqmi" Platform and updating the inventory lists pursuant to this year.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching copy of the inventory form uploaded to the agency's website, including all digital circuits within the agency. The inventory of digital circuits will be verified through the agency's checklists.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Cabinet' Directive, notified by virtue of the President of the Royal Court Letter No. (8102), dated 03/02/1444 AH. • Minister of Finance Circular No. (49989) dated 12/02/1442 AH, Clause (Second). • Digital Government Authority's Circular No. (916) dated 15/01/1443 AH.
Scope	All government agencies.

5.11.7	Using Items dedicated for Digital Circuits and Telecommunication Expenses
Objective	The government agency shall use the items dedicated to digital circuits and telecommunications expenses for the legitimate purchases only in support of the digital transformation journey. The government agency should also increase the control rate and ensure the use of applications and systems that support normal business.
Compliance Requirements	The government agency shall use the clause related to the Unified Framework Agreement No. (339000113). In the event that the agency does not use the clause related to the Unified Framework Agreement (for any reason), the agency shall then achieve the following: Use the telecommunications services item for the designated purposes, namely: digital circuits services with an economic classification of (221136) or the Internet services with an economic classification of (221134).
Supporting Documents	Attaching screenshot of Etimad platform showing the economic classification number used, the reference number of the contract /invoice, and the name of the contract/ invoice related to Internet services or digital circuits.
Related Laws, Orders, Resolutions and Circulars	Royal Order No. (M/128) dated 13/11/1440 AH. Minister of Finance Circular No. (49989) dated 12/02/1442 AH, Clause (First). Minister of Finance Circular No. (46973) dated 05/12/1443 AH. Minister of Finance Circular No. (1748) dated 14/01/1445 AH.
Scope	All government agencies benefit from the general budget.

5.12 Cloud Architecture

The axis includes standards and requirements for using cloud resources, applications and operations that are appropriate for the agency's current and future business.

5.12.1	Establishing and Empowering a Cloud Computing Unit
Objective	Establishing a cloud computing unit to lead the agency through the process of adopting and migrating to cloud computing services and empowering it to manage all related operations.
Compliance Requirements	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> 1) Establishing a cloud computing unit with the agency. 2) Developing an organizational framework for the unit that includes a detailed description of the organizational structure and administrative hierarchy, defines roles and responsibilities, and ensures compliance with relevant policies and rules. <p>Compliance requirements to be met by all government agencies, except for security and military agencies</p> <ol style="list-style-type: none"> 1) Enabling the cloud computing Unit, through: <ol style="list-style-type: none"> a. Appointing the chief officer of the cloud computing unit and issuing an approved appointment decision. b. Determining the job titles of the cloud computing unit and issuing an approved decision. c. Appointing members of the cloud computing unit work team and issuing appointment decisions. d. Forming the cloud computing unit governance committee and issuing an approved document that includes the governance structure and mechanism of its work. e. Preparing the interaction model between the cloud computing unit and other administrative/ organizational units of the agency by defining the common daily operational procedures and issuing an approved document. f. Preparing cloud computing unit policies and procedures and issuing an approved document. g. Following up on the progress of strategic goals/objectives and works of the cloud computing unit, and issuing periodic reports on the status of progress, including (measuring progress rate of cloud computing adoption). h. Preparing a training plan for the members of the cloud unit work team. This plan clarifies training strategies and the path of professional development. Further, issuing an approved document for the plan, following up the status of progress, if applicable, and issuing periodic reports.
Supporting Documents	<p>Documents required from all government agencies</p> <ol style="list-style-type: none"> 1) Attach the decision to establish a cloud computing unit. 2) Attaching the organizational framework document of the unit that meets the compliance requirements of this standard. <p>Documents required to be met by the government agencies, except for security and military agencies</p> <ol style="list-style-type: none"> 1) Attaching detailed reports proving that the cloud computing unit is enabled, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Second). • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Clause (Fourth). • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Clause (Second).
Scope	All government agencies.

Objective

Promoting and consolidating the adoption of cloud services and integration of data centers by government agencies.

Compliance requirements to be met by all government agencies

- 1) Preparing a plan for adopting cloud computing (moving to the cloud/ improving and developing services on the cloud). This plan shall include the following:
 - a. Defining the scope of work and measurement indicators of strategic objectives.
 - b. A list of workloads classified by their data and hosting status (internal, cloud, hybrid) with an explanation of the number of resources allocated by processing units, and random memory and storage.
 - c. A migration plan and roadmap for transferring workloads to cloud computing, indicating the duration of the migration and the targeted dates.
 - d. Identifying the percentage of adopting current and targeted cloud services for the coming years according to the following mechanism to reach a minimum of 50% by 2025 and 60% by 2026.

You can access the mechanism for calculating the adoption rates of current cloud services through the following link: <https://dqa.gov.sa/ar/programs/cloud-computing>

Compliance requirements to be met by all government agencies, except for security and military agencies

Compliance Requirements

- 1) Identifying the projects and initiatives supporting the cloud transformation plan (completed, current and future) for 2025-2026 and their implementation status, using the following mechanism:
 - a. A list of IT projects and initiatives associated with the cloud adoption plan.
 - b. A description of the overall scope of work for each project, clarifying the objectives and outputs.
 - c. Implementation schedule of the project. For example: On track or delayed.
 - d. Total project budgets are associated with the cloud adoption plan.
- 2) Implementing a cloud computing adoption plan (moving to the cloud/ improving and developing services on the cloud), and preparing evidence on the progress achieved, through:
 - a. Identify approved mechanisms to follow up on the implementation of the cloud adoption plan and cloud transformation projects and issue periodic reports on the status of the implementation of the cloud adoption plan.
 - b. Calculating the adoption rate of current cloud services according to the mechanism followed and issuing periodic reports.
 - c. Studying and analyzing periodic reports on plan implementation and issuing documented decisions and corrective actions to achieve cloud transformation goals.
- 3) Updating the data of the "Government Cloud Services Needs Inventory" questionnaire through the Raqmi platform (<https://raqmi.dqa.gov.sa/cloudsurvey>).

5.12.2	Preparing and implementing a plan to adopt cloud computing
Supporting Documents	1) Attaching an updated plan for transformation towards cloud services and integration of data centers for a period of at least two years, in accordance with the compliance requirements of the standard.
	<p>Documents required to be met by the government agencies, except for security and military agencies</p> 1) Attaching a report of the list of projects supporting cloud transformation plan for the year 2025-2026, in accordance with the compliance requirements of the standard. 2) Attaching evidence on progress in the implementation of the cloud adoption plan (moving to the cloud/ improving and developing services on the cloud), in accordance with the compliance requirements of the standard. 3) Attaching an updated version of the government cloud services needs inventory, and the inventory questionnaire will be internally verified on Raqmi Platform.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Second). • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Clause (Fourth). • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Clause (Second) • Digital Government Authority's Circular No. (102) dated 09/02/1444 AH on preparing a plan for transformation towards cloud solutions.
Scope	All government agencies.

5.12.3	Activation of Cloud Computing Environment
Objective	Activating and managing the cloud computing environment, including supporting regulations, tools and systems
Compliance Requirements	Compliance requirements to be met by all government agencies
	<p>1) Aligning the agency's policies and regulations with the policies and regulations issued by the Digital Government Authority and cloud computing-related agencies.</p> <p>Using cloud tools and systems to improve performance, ensure business continuity, rationalize costs and follow up on risks. This includes the following:</p> <p>Performance and spending monitoring tools.</p> <p>Risk management and protection tools such as network protection tools, resource protection tools, access protection tools such as (MFA/VPN).</p> <p>User access and permissions management tools for the cloud environment such as (distribution of user roles, and access and use policies and mechanisms).</p> <p>Systems and data backup and disaster recovery tools.</p>
	Compliance requirements to be met by all government agencies, except for security and military agencies
	<p>1) Preparing, studying and analyzing reports related to controlling usage and costs in the cloud computing environment. This includes:</p> <p>Periodic reports related to the use of cloud cost rationalization models, such as (resource reservation, savings plans, etc.).</p> <p>The report on the amount of cloud spending (hosting) achieved for the year 2024-2025, indicating the cloud service provider and the services used.</p> <p>A list of contracts and purchase orders numbers from the cloud computing framework agreement through Etimad platform.</p>
Supporting Documents	Documents required from all government agencies
	<p>1) Attaching evidence on the agency's commitment to aligning its policies and regulations with those policies, controls and regulations related to cloud computing.</p> <p>Attaching a sample of screens of cloud tools and systems used, in accordance with the compliance requirements of this standard.</p>
	Documents required to be met by the government agencies, except for security and military agencies
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Second). Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Clause (Second)
Scope	All government agencies.

Sixth Section: Whole-of-Government

5.13 Whole-of-Government Platforms

The axis includes standards and requirements for applying electronic systems and services provided by government agencies. It targets other government agencies to provide joint government services and solutions, which can be linked to and used to enhance the whole-of-government concept.

5.13.1	Planning for Linking to shared systems and services
Objective	Linking to systems and services provided by other government agencies and promoting the use of government agencies of joint technological solutions and infrastructures.
Compliance Requirements	<ol style="list-style-type: none"> 1) Studying and analyzing other government systems and services and determining the agency's needs of data and jobs periodically. 2) Preparing a plan for linking to shared systems and services, to include the following: <ol style="list-style-type: none"> a. A list of shared systems and services to which they have been linked, and to which they will be linked in the future. b. Agency's objectives from linking to each system or service. c. Services to be provided or availed through the linking process. d. Data sets that can be availed through the linking process. e. Who in charge of the linking process, whether a person, a committee or an administrative unit. f. Linking process schedule. g. A mechanism to follow up on the implementation of the linking plan and performance indicators allocated to follow up the linking process
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching documents proving study and analysis of other government systems and services and determination of the agency's needs of data and jobs periodically. 2) Attaching an approved plan for linking to shared systems and services that proves the agency's commitment to studying and analyzing the government systems and services that it wishes to link to and planning the linking process in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Digital Government Authority's Circular No. (1339) dated 15/11/1444 AH.
Scope	All government agencies.

Objective	Ensuring the implementation of linking to, and maximizing the use of, shared government platforms, and activating shared technological resources in government platforms and applications to provide a smooth experience for beneficiaries of government digital services.
Compliance Requirements	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> 1) Implementing linking plans in accordance with the approved mechanisms and schedules and issuing reports thereon. 2) Activating the shared technological resource for the National Unified Access “NAFATH” in all government platforms and applications that provide digital services. 3) Activating the shared technological resource for the e-payment service provided by the Ministry of Finance in all government platforms and applications that provide digital services that require payment of financial consideration or fees to implement the service and enabling payment by bank cards directly from the agency’s platforms. <ol style="list-style-type: none"> 1) Taking advantage of the services available in the Unified Electronic Government Procurement Portal “Etimad”. 2) Linking to the electronic control system of the General Court of Audit “Shamil”. 3) Issuing periodic reports to follow up on the linking to each service/ system, to include, at a minimum, the following: <ol style="list-style-type: none"> a. Volume of data exchanged. b. Analysis of peak use times. c. Number of operations carried out and rejected. d. Uploaded support tickets cases.
	<p>Requirements to be met by the Ministry of Finance, the Saudi Data & AI Authority (SDAIA), and the General Court of Audit</p> <ol style="list-style-type: none"> 1) Publishing clear instructions on procedures for benefiting from the shared systems and services on their digital platforms, including, at a minimum, the following: <ol style="list-style-type: none"> a. Eligibility criteria, conditions, and requirements for connecting to and benefiting from the platform. b. Procedures for submitting requests to connect to and benefit from the platform. 1) Establishing a mechanism for receiving requests to access and utilize shared systems and services, and deciding on these requests within a timeframe not exceeding 10 days from the date of request, while ensuring that: <ol style="list-style-type: none"> a. The mechanism for receiving linking requests is automated. b. Providing the necessary technical support to the beneficiary government agency through multiple communication channels until linking to and benefiting from the platform, if the request is accepted. c. Approving the appointment of the system administrator nominated by the beneficiary government agency for linking within the specified period. d. Informing the beneficiary government agency of the reasons for rejection within the specified period if the linking request is not accepted, within a timeframe agreed upon by both parties. e. Specifying the timeframe necessary for responding to internal inquiries and support requests from employees of the beneficiary government agency. 1) Including a usage agreement outlining the consequences of misuse of systems, information resources, and electronic links of relevant laws and regulations. 2) Developing Service Level Agreements (SLAs) to ensure 24/7 system availability and the sustainability of services through multiple electronic channels, for providing the beneficiary government agencies with the service. Preparing operational procedure documents for all processes, and detailing SLAs specific to support services on the platform.

Supporting Documents	<ol style="list-style-type: none"> 1) Attaching periodic reports showing the implementation of linking plans according to the approved mechanisms and schedules. 2) Attaching (3) recent samples and screenshots proving the agency's linking to the National Unified Access "NAFATH". 3) Attaching (3) recent samples and screenshots proving the activation of the electronic payment service for digital services provided to beneficiaries that require payment of fees or a financial consideration to implement the service provided. 4) Attaching (3) recent samples and screenshots demonstrating that the agency has benefited from the services available on the unified electronic portal for government procurement "Etimad". 5) Attaching proof of linkage to the Electronic Control System "Shamil", and verification is done through the compliance lists issued by the General Court of Audit 6) Attaching recent sample periodic reports related to the follow-up of the linking to each service/ system, in order to meet compliance requirements of this standard <p>Documents required from the Ministry of Finance, the Saudi Data & AI Authority (SDAIA), and the General Court of Audit</p> <ol style="list-style-type: none"> 1) Attaching copy of the instructions on the procedures for benefiting from shared systems and services, in accordance with the compliance requirements of this standard. 2) Attaching the mechanism for receiving requests for linking and benefiting from shared systems and services that meet the compliance requirements of this standard. 3) Attaching copy of the usage agreement, in accordance with the compliance requirements of this standard. 4) Attaching copies of service level agreements (SLA), in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Order No. (57231) dated 10/11/1439 AH, Clauses (Third) and (Seventh). • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (12) and (14). • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (2) of Clause (Ninth). • Digital Government Authority's Circular No. (378) dated 02/06/1444 AH. • Digital Government Authority's Circular No. (1339) dated 15/11/1444 AH.
Scope	<ul style="list-style-type: none"> • Applying requirements from (1) to (6) to all government agencies, except the Saudi Central Bank, from requirements (4) and (5). • Applying requirements from (7) to (10) to the following platforms: <ul style="list-style-type: none"> Platforms of the Ministry of Finance: Electronic Payment Platform (Tahseel), Electronic Payment Platform (SADAD), and the Unified Government Procurement Portal (Etimad). Platforms of the Saudi Authority for Data and Artificial Intelligence (SDAIA): Unified national access Platform (Nafath), Government Service Bus (GSB), Government Secure Network (GSN), Data Marketplace, and the Government Cloud Platform (G-Cloud). Platform of the General Court of Audit: Electronic Audit Platform (Shamel).

Objective

Ensuring the implementation of linking to, and maximizing the use of, shared government platforms, and activating shared technological resources in government platforms and applications to provide a smooth experience for beneficiaries of government digital services.

Compliance requirements to be met by all government agencies

- 1) Implementing linking plans in accordance with the approved mechanisms and schedules and issuing reports thereon.
- 2) Activating the shared technological resource for the National Unified Access “NAFATH” in all government platforms and applications that provide digital services.
- 3) Activating the shared technological resource for the e-payment service provided by the Ministry of Finance in all government platforms and applications that provide digital services that require payment of financial consideration or fees to implement the service and enabling payment by bank cards directly from the agency’s platforms.
- 1) Taking advantage of the services available in the Unified Electronic Government Procurement Portal “Etimad”.
- 2) Linking to the electronic control system of the General Court of Audit “Shamil”.
- 3) Issuing periodic reports to follow up on the linking to each service/ system, to include, at a minimum, the following:
 - a. Volume of data exchanged.
 - b. Analysis of peak use times.
 - c. Number of operations carried out and rejected.
 - d. Uploaded support tickets cases.

Requirements to be met by the Ministry of Finance, the Saudi Data & AI Authority (SDAIA), and the General Court of Audit

Compliance Requirements

- 1) Publishing clear instructions on procedures for benefiting from the shared systems and services on their digital platforms, including, at a minimum, the following:
 - a. Eligibility criteria, conditions, and requirements for connecting to and benefiting from the platform.
 - b. Procedures for submitting requests to connect to and benefit from the platform.
- 1) Establishing a mechanism for receiving requests to access and utilize shared systems and services, and deciding on these requests within a timeframe not exceeding 10 days from the date of request, while ensuring that:
 - a. The mechanism for receiving linking requests is automated.
 - b. Providing the necessary technical support to the beneficiary government agency through multiple communication channels until linking to and benefiting from the platform, if the request is accepted.
 - c. Approving the appointment of the system administrator nominated by the beneficiary government agency for linking within the specified period.
 - d. Informing the beneficiary government agency of the reasons for rejection within the specified period if the linking request is not accepted, within a timeframe agreed upon by both parties.
 - e. Specifying the timeframe necessary for responding to internal inquiries and support requests from employees of the beneficiary government agency.
- 1) Including a usage agreement outlining the consequences of misuse of systems, information resources, and electronic links of relevant laws and regulations.
- 2) Developing Service Level Agreements (SLAs) to ensure 24/7 system availability and the sustainability of services through multiple electronic channels, for providing the beneficiary government agencies with the service. Preparing operational procedure documents for all processes, and detailing SLAs specific to support services on the platform.

5.13.2	Implementing Linking to Shared Systems and Services
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching periodic reports showing the implementation of linking plans according to the approved mechanisms and schedules. 2) Attaching (3) recent samples and screenshots proving the agency's linking to the National Unified Access "NAFATH". 3) Attaching (3) recent samples and screenshots proving the activation of the electronic payment service for digital services provided to beneficiaries that require payment of fees or a financial consideration to implement the service provided. 4) Attaching (3) recent samples and screenshots demonstrating that the agency has benefited from the services available on the unified electronic portal for government procurement "Etimad". 5) Attaching proof of linkage to the Electronic Control System "Shamil", and verification is done through the compliance lists issued by the General Court of Audit 6) Attaching recent sample periodic reports related to the follow-up of the linking to each service/ system, in order to meet compliance requirements of this standard <p>Documents required from the Ministry of Finance, the Saudi Data & AI Authority (SDAIA), and the General Court of Audit</p> <ol style="list-style-type: none"> 1) Attaching copy of the instructions on the procedures for benefiting from shared systems and services, in accordance with the compliance requirements of this standard. 2) Attaching the mechanism for receiving requests for linking and benefiting from shared systems and services that meet the compliance requirements of this standard. 3) Attaching copy of the usage agreement, in accordance with the compliance requirements of this standard. 4) Attaching copies of service level agreements (SLA), in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Order No. (57231) dated 10/11/1439 AH, Clauses (Third) and (Seventh). • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (12) and (14). • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (2) of Clause (Ninth). • Digital Government Authority's Circular No. (378) dated 02/06/1444 AH. • Digital Government Authority's Circular No. (1339) dated 15/11/1444 AH.
Scope	<ul style="list-style-type: none"> • Applying requirements from (1) to (6) to all government agencies, except the Saudi Central Bank, from requirements (4) and (5). • Applying requirements from (7) to (10) to the following platforms: <ul style="list-style-type: none"> Platforms of the Ministry of Finance: Electronic Payment Platform (Tahseel), Electronic Payment Platform (SADAD), and the Unified Government Procurement Portal (Etimad). Platforms of the Saudi Authority for Data and Artificial Intelligence (SDAIA): Unified national access Platform (Nafath), Government Service Bus (GSB), Government Secure Network (GSN), Data Marketplace, and the Government Cloud Platform (G-Cloud). Platform of the General Court of Audit: Electronic Audit Platform (Shamel).

Objective	Following up on the linking processes to shared systems and services, monitoring performance, and conducting periodic audits of their compliance with the specifications and regulations issued by the DGA.
Compliance Requirements	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> 1) Studying and analyzing periodic reports and the extent to which the agency's objectives have been achieved from the linkage processes that have been carried out, and the extent to which the shared data has been utilized. 2) Continuous monitoring of new systems and services to ensure that the infrastructure and all services related to the shared systems and services are built to ensure their continued operation. 3) Making appropriate decisions based on periodic reports related to the shared systems and services.
	<p>Requirements to be met by the Ministry of Finance, the Saudi Data & AI Authority (SDAIA), and the General Court of Audit</p> <ol style="list-style-type: none"> 1) Identifying a department within the agency's organizational structure, tasked with auditing and following up on the performance of shared systems and services. 2) Developing an operational model to manage and organize the works of shared systems and services, which include roles, responsibilities, a governance model, and work procedures. 3) Following up on usage data according to a comprehensive methodology determined by the responsible entity and extracting and benefiting from results and insights derived from that data. 4) Developing an audit and follow-up mechanism to evaluate the functions of shared systems and services and their use cases and measuring the extent of compliance with these standards. 5) Implementing promotional campaigns to introduce shared systems and services. 6) Providing training programs and tools necessary for the system administrator assigned by the beneficiary government agency. 7) Providing technical support services to beneficiary government agencies to provide support in terms of the use and operation of shared systems and services. 8) Preparing an annual road map for the development of shared systems and services and improving the satisfaction of its users.

	<p>Documents required from all government agencies</p> <ol style="list-style-type: none"> 1) Attaching reports demonstrating the study and analysis of periodic reports and the extent to which the agency's objectives have been achieved from the linkage processes that have been carried out and the extent to which the shared data has been utilized. 2) Attaching reports that clarify the continuous follow -up of new systems and services, in accordance with the compliance requirements of this standard. 3) Attaching samples from the minutes of meetings and decisions taken by the agency based on the periodic reports.
Supporting Documents	<p>Documents required from by the Ministry of Finance, the Saudi Data & AI Authority (SDAIA), and the General Court of Audit</p> <ol style="list-style-type: none"> 1) Attaching the organizational structure and describing the tasks of the administration in charge of scrutiny and follow -up of the performance of shared systems and services. 2) Attaching the operational model to manage and organize works of shared systems and services, in accordance with the compliance requirements of this standard. 3) Attaching documents and samples from reports, meeting minutes and decisions that prove that the agency is following up on the data used. 4) Attaching the audit and follow -up mechanism that shows the evaluation of the functions of shared systems and services and their use cases. 5) Attaching evidence on the implementation of promotional campaigns to introduce shared systems and services. 6) Attaching the training programs carried out by the owners to the benefit of the beneficiary agencies. 7) Attaching evidence on the provision of technical support services to the beneficiary government agencies regarding the use and operation of shared systems and services. 8) Attaching copy of the roadmap for developing shared systems and services.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Digital Government Authority's Circular No. (1339) dated 15/11/1444 AH.
Scope	<ul style="list-style-type: none"> • All government agencies.

Objective	Raising reliability in digital transactions by documenting transactions and procedures with digital trust services.
Compliance Requirements	<ol style="list-style-type: none"> 1) Providing e-service data on which digital trust services have been activated, to include the following: <ol style="list-style-type: none"> a. Type of digital trust service used. b. Description of the digital service. c. Category of beneficiaries of the service. d. Number of operations for each service in accordance with the type of service and category of beneficiaries. 1) Actual activation of the digital trust service. 2) Contracting with a licensed entity to provide digital trust services.
Supporting Documents	<ol style="list-style-type: none"> 1) Attach recent reports from the system proving the activation of digital trust services, in accordance with the compliance requirements of this standard. 2) Attaching (3) samples for each type of service, digitally documented and issued by the digital service and verifiable in (PDF) or (XML) format. 3) Attaching copy of an existing contract to activate digital trust services with an entity licensed to provide these services.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Electronic Transactions Law issued by Royal Decree No. (M/18) dated 08/03/1428 AH, and its subsequent amendments and executive regulations. • Royal Order No. (41990) dated 11/10/1435 AH. • Royal Order No. (57231) dated 10/11/1439 AH, Clause (Fourth). • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (15). • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. 2 of Clause (Seventh).
Scope	<ul style="list-style-type: none"> • All government agencies

Objective	Commitment to register the agency's existing digital government platforms and obtain prior approvals from the Digital Government Authority for new platforms before launching them and updating their data periodically; for regulating and governing digital government platforms and avoiding duplication and repetition in providing government services.
Compliance Requirements	<ol style="list-style-type: none"> 1) Obtaining prior approval from the Digital Government Authority before establishing or launching any new platform. 2) Listing the agency's existing platforms and registering them with the Digital Government Authority through "Raqmi" Portal. 3) Verifying that the data of the government platforms registered with the agency is updated continuously, while ensuring that an effective platform certificate is obtained. 4) Registering information on all digital services with the agency in the service designated for this purpose on "Raqmi" portal and updating it continuously.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching a report confirming the registration of the agency's platforms in the digital fabric. The report shall also demonstrate that the agency has submitted requests for approval of new digital platforms uploaded to the DGA's website. 2) Attaching a report detailing the list of the agency's platforms registered with the Digital Government Authority on the "Raqmi" portal. 3) Attach an image from the "Raqmi" portal showing that all the agency's platforms have active certificates. 4) Attaching an updated list of all the agency's digital services. Internal verification will be conducted to ensure the services are listed and updated on the "Raqmi" portal.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Order No. (11904) dated 05/03/1437 AH. • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (16). • Digital Government Authority's Circular No. (5589/42/1) dated 07/11/1442 AH. • Digital Government Authority's Circular No. (955) dated 28/1/1443 AH. • Digital Government Authority's Circular No. (257) dated 08/04/1444 AH. • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Clauses (First) and (Third). • Digital Government Authority's Circular No. (518) dated 30/02/1446 AH.
Scope	<ul style="list-style-type: none"> • All government agencies

5.13.6	Consolidating and Integrating Agency's Platforms
Objective	Develop an action plan to consolidate and integrate the agency's platforms within the sector's action plan and cooperate with the sector's leader to provide smooth and standardized journeys to the beneficiaries.
Compliance Requirements	Requirements to be met by the agencies specified in List (A): (Platform Integration still not started in the year 2024)
	<ol style="list-style-type: none"> 1) Preparing an executive plan to unify and integrate the agency's platforms within the sector's work plan, which clarifies the list of platforms to be integrated and the services to be transferred, with clarification of the completion date of the integration works. 2) Obtaining the approval of the Digital Government Authority for the agency's platforms unification and integration plan.
	Requirements to be met by the agencies specified in List (B): (Platform Integration plan delivered in the year 2024 at the agency level only)
	<ol style="list-style-type: none"> 1) Implementing the approved plan for the "platform integration and unification" work and completing works on harmonizing the direction at the sectoral level. 2) Updated the executive plan for the unification and integration of platforms by including additional platforms within the sector's work plan, which clarifies the list of platforms that will be integrated and the services that will be transferred, with clarification of the completion date of the integration work. 3) Obtaining the approval of the Digital Government Authority for the updated platforms unification and integration plan at the sectoral level.
	Requirements to be met by the agencies specified in List (C): (Platform Integration plan delivered at the sector level in 2024)
Supporting Documents	Documents required to be provided by the agencies specified in List (A): (Platform Integration still not started in the year 2024)
	<ol style="list-style-type: none"> 1) Attaching an executive plan for the unification and integration of the agency's platforms within the work plan, in accordance with the compliance requirements of this standard. 2) Attaching proof of obtaining the Digital Government Authority's approval for the vision for the future situation and the implementation plan
	Documents required to be provided by the agencies specified in List (B): (Platform Integration plan delivered in the year 2024 at the agency level only)
	<ol style="list-style-type: none"> 1) Attaching a report demonstrating the status of achievement and progress of implementation work for the plan previously approved by the Digital Government Authority. 2) attaching the updated executive plan for the unification and integration of platforms at the sectoral level, in accordance with the compliance requirements of this standard. 3) Attaching proof on obtaining the Digital Government Authority's approval of the updated plan for platforms unification and integration at the sectoral level.
Related Laws, Orders, Resolutions and Circulars	Documents required to be provided by the agencies specified in List (C): (Platform Integration plan delivered at the sector level in 2024)
	<ol style="list-style-type: none"> 1) Attaching proof of obtaining the approval of the Digital Government Authority on the completion of the agency's platforms unification and integration plan. <ul style="list-style-type: none"> • Royal Order No. (11904) dated 05/03/1437 AH. • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (16). • Digital Government Authority's Circular No. (5589/42/1) dated 07/11/1442 AH. • Digital Government Authority's Circular No. (955) dated 28/01/1443 AH. • Digital Government Authority's Circular No. (257) dated 08/04/1444 AH. • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Paragraph No. (1) of Clause (Third).
Scope	Agencies specified in Appendix 7.6 of Lists (A), (B) and (C), as shown in this card.

5.13.7	Closing Digital Platforms and Domains that have been merged or are no longer needed
Objective	Closing platforms and domains that have been merged or their services transferred within the sector's consolidated platform, or temporary seasonal platforms that have expired, or platforms that are no longer needed for operation, or domains reserved and not used.
Compliance Requirements	<ol style="list-style-type: none"> 1) Reviewing all the agency's platforms and domains, verifying their activation and operation status, and assessing the need for their continued operation. 2) Closing access to platforms that have been integrated or their services transferred within the consolidated platform, or temporary or seasonal platforms, or those are no longer needed, and closing their domains. 3) Closing inactive domains reserved for the agency and not used.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching a report showing the status of the agency's platforms and domains, clarifying the status of their activation and the need for their continued operation. Internal checklists will be verified. 2) Attaching proof that access to the platforms is closed in accordance with the compliance requirements of this standard and verifying the quality report issued by the Digital Government Authority. Internal checklists will be verified. 3) Attaching a report proving the closure of inactive domains reserved for the agency and that are not used. Internal checklists will be verified.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> ▪ Digital Government Authority's Circular No. (955) dated 28/01/1443 AH. ▪ Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Paragraph No. (3) of Clause (Third).
Scope	All government agencies.

5.13.8	Developing Digital Websites and Platforms
Objective	Implementing regulations related to domain names of government agencies, developing the content of digital government websites and platforms in line with the needs and requirements of beneficiaries, and improving the efficiency of digital content of digital channels. Applying the unified design system - platform code - to all government platforms, applications and websites.
Compliance Requirements	<ol style="list-style-type: none"> 1) Registering the domain names of the agency's websites in accordance with the regulations and rules issued by the Saudi Network Information Center at the Communications, Space & Technology Commission. 2) Adopting the sixth version of the Internet Protocol (IPv6) and activating the Domain Name System Secure Extension (DNSSEC) to protect domains and reduce risks and cyberattacks. 3) Preparing an executive plan to apply the unified design system - platform code - to all government platforms, applications and websites.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching a list of links to the agency's domains, websites, and electronic services and their categories (such as health services, education, etc.). The agency's domains will be verified through the DGA's verification lists. 2) Attaching evidence on adopting the sixth version of the Internet Protocol (IPv6) and activating the secure extension (DNSSEC) feature. Verification will be carried out internally through the DGA's verification lists. 3) Attaching the executive plan to apply the unified design system - platform code - to all government platforms, applications and websites.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Decree No. (M/106) dated 02/11/1443 AH. approving the Communications and Information Technology Act, its executive regulations, and registration regulations and rules drawn up thereon. • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (1) of Clause (Second). • Digital Government Authority's Circular No. (518) dated 30/02/1445 AH. • Digital Government Authority's Circular No. (1676) dated 12/05/1446 AH.
Scope	All government agencies.

5.13.9	Availability of Services through Tawakkalna App.
Objective	Adopting the Tawakkalna App. as a mandatory additional channel for government services, provided that any application services provided by government agencies are added to the Tawakkalna App. in conjunction with their launch or update on other channels.
Compliance Requirements	<ol style="list-style-type: none"> 1) Identifying and registering the digital services provided through government applications in the digital fabric, in addition to high-impact services approved by the Digital Government Authority. 2) Preparing and submitting the executive plan to make applications and high-impact services approved through the Tawakkalna portal available, so that they meet the circular issued in this regard. 3) Launching the services in Tawakkalna App.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching proof of registration of services provided through government applications in the digital fabric. Verification will be carried out internally through the DGA's verification lists. 2) Attaching proof of uploading the executive plan for the applications and high-impact services approved by the Digital Government Authority to the Tawakkalna portal. Verification will be carried out internally through the DGA's verification lists. 3) Attaching updated samples and documents proving the launch of the service in Tawakkalna App.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Digital Government Authority's Circular No. (2602) dated 25/11/1445 AH, Paragraphs No. (2) and (3).
Scope	All government agencies.

Seventh Section: Channels and Services

5.14 Digital Services Quality

The axis includes the standards and requirements for the application of frameworks and models that ensure the effective operation, follow-up and control of all types of digital services in an effective manner.

5.14.1	Developing a mechanism to measure quality of digital services
Objective	Developing comprehensive standards to measure the quality of digital services from a technical and operational point of view.
Compliance Requirements	<ol style="list-style-type: none">1) Preparing a study to measure the quality of digital services, to include the following:<ol style="list-style-type: none">a. Defining standards and a framework for the quality of digital services to be evaluated periodically according to these standards.b. Adopting indicators that measure the selected standards, provided that these indicators are numerically measurable in their entirety.c. Determining the mechanism for setting targets for operation and service levels, and the mechanism for measuring thereof.
Supporting Documents	<ol style="list-style-type: none">1) Attaching digital services quality measurement study, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none">• Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (5).• Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Second).
Scope	All government agencies.

5.14.2	Using digital systems to measure the quality of digital services
Objective	Utilizing digital systems to effectively and immediately monitor the quality of digital services and make appropriate decisions.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing digital systems and tools that measure the quality of digital services according to its approved indicators and standards. 2) Developing real-time monitors for selected indicators, and authorizing products/ applications managers for real-time monitoring. 3) Issuing periodic reports on quality of digital services. 4) Sharing reports with governance committees associated with service management and quality and discussing findings periodically. 5) Taking the necessary actions and decisions to improve the services based on the reports and results submitted to the competent committees, in accordance with the governance mechanism followed.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching recent samples and screenshots of the systems used to measure quality of services. 2) Attaching (5) recent samples of real-time monitors for the selected indicators and clarifying the use powers. 3) Attaching (3) recent samples of periodic reports to follow up the quality of digital services. 4) Attaching proofs of sharing reports with governance committees associated with service management and quality. 5) Attaching (3) samples of decisions and minutes of meetings that prove the activation of the mechanism to monitor the services quality and take appropriate decisions.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Second).
Scope	All government agencies.

5.14.3	Achieving integration in service quality management
Objective	Linking digital services quality procedures to relevant departments and systems.
Compliance Requirements	<ol style="list-style-type: none"> 1) Linking quality plans and practices to business continuity policies in accordance with governance framework. 2) Linking reports and corrective actions to infrastructure management practices in accordance with the governance framework 3) Leverage UX reports and practices. 4) Developing mechanisms for service quality measurements for linking with the relevant agencies
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching a document showing the linkage of digital service quality policies and procedures with business continuity policies and procedures. 2) Attaching (3) samples of corrective decisions shared between the digital services quality department and other departments. 3) Attaching (3) samples of studies conducted on UX reports and beneficiary satisfaction. 4) Attaching proof of using digital systems that accept linking with the relevant agencies.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Second).
Scope	All government agencies.

5.14.4	Development of Priority Services
Objective	Studying and identifying priority digital services and raising their maturity level.
Compliance Requirements	Compliance requirements to be met by all government agencies, except for the specific agencies identified in Appendix 7.6 in Axis (5.8) "Risk Management" and Axis (5.9) "Business Continuity"
	1) Inventorying and classifying digital government services in accordance with the classification matrix for services, platforms, and applications issued by the Digital Government Authority, so that the services inventory includes the following : <ul style="list-style-type: none"> A. Number of beneficiaries. B. Number of Operations. C. Number of Operations(usage volume). D. Service's link to other government agencies. E. Method of service delivery.
	Compliance requirements to be met by the government agencies concerned specified in Appendix No. 7.6
	1) Determining the strategic and operational targets to increase usage rates of each of the prioritized digital government services. 2) Developing the service to reach the highest possible level of maturity and integration. 3) Making the service available on all possible channels and employing emerging technologies as much as possible in providing the service. 4) Measuring usage rates of each prioritized service and reporting thereof.
Supporting Documents	Documents required from all government agencies, except for the specific agencies identified in Appendix 7.6 in Axis (5.8) "Risk Management" and Axis (5.9) "Business Continuity"
	1) A document listing the digital government services in the entity in accordance with the compliance requirements of this standard.
	Documents required from the concerned government agencies specified in Appendix No. 7.6
	1) Attaching the reports document that proves the strategic and operational targets to increase usage rates of each of the prioritized digital government services. 2) Attaching reports showing the level of maturity and integration of priority services. 3) Attaching recent samples showing the availability of all priority services on all possible channels, and the use of emerging technologies as much as possible in providing the service. 4) Attaching reports showing the measurement of usage rates of priority services.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18).
Scope	All government agencies and the government agencies concerned specified in Appendix No. 7.6, as indicated in this card.

5.15 Digital Channels and Services

The axis includes all channels through which the agency can provide services and identifies the appropriate channels for the beneficiaries' categories and their familiarity with technology.

5.15.1	Development of Non-automated Government Services
Objective	Automating all services and procedures provided by government agencies to external beneficiary (individuals, business, government), whether non-digital services or services provided through branches, and preparing a development plan for these services in cooperation with the sector leader, to reduce the interference of the human factor and complete digital transformation in the Saudi government sector.
Compliance Requirements	<ol style="list-style-type: none"> 1) Listing, registering, and updating non-automated government services on the "Raqmi" Portal. 2) Designing non-automated government service procedures, taking into account the identification of the targeted platform, based on the sector's objectives to integrate government platforms and apply the best beneficiary experience. <p>If all external services are automated or the agency does not have services for the external beneficiary, the agency must achieve the following:</p> <ol style="list-style-type: none"> 1) Preparing a study of all the services provided by the agency to all types of beneficiaries (internal and external) and determining the mechanism for providing the service in the current situation, including shared services with other parties.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching an inventory document for all non-automated government services. Verification will be carried out through internal checklists. 2) Attach a report from the "Raqmi" platform that includes a service registration list, confirming that the status of all requests is complete in the system in accordance with the requirements for implementing this standard. <p>If all external services are automated, or if the agency does not have services for the external beneficiary, the agency must submit the following:</p> <ol style="list-style-type: none"> 1) Attaching a recent study of all services provided by the agency to all types of beneficiaries, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (16). • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Paragraph No. (4) of Clause (Third).
Scope	All government agencies.

5.15.2	Planning for the availability and improvement of services through digital channels
Objective	Providing services through digital channels and developing the plans necessary in this regard.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing and updating a plan to make services available to beneficiaries through appropriate digital channels (including call center), to include the following: <ol style="list-style-type: none"> a. List of services to be launched through digital channels. b. Identifying appropriate digital channels to launch each service, including alternative channels for people with disabilities and the elderly, if existing channels do not enable them to access all government services. c. Schedule for launching these services. d. Approved performance indicators to measure the performance of each of these services through digital channels (business performance indicators benefiting to responsible departments). e. Automation of requests for linkage to shared digital services and systems and support processes.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching an updated and approved plan to provide services to beneficiaries, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Rights of Persons with Disabilities Law issued by Royal Decree No. (M/27) dated 11/02/1445 AH. • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clauses (Second) and (Third).
Scope	All government agencies.

5.15.3	Implementing and improving the plans to make services available on digital channels
Objective	Following up on the provision of services through the appropriate digital channels and following up the beneficiary's interaction with these services.
Compliance Requirements	<ol style="list-style-type: none"> 1) Implementing plan to make services available through digital channels (including call center). 2) Including clear information about digital services, to include the following: <ol style="list-style-type: none"> a. An overview of the service. b. Channels are available to provide the service. c. Services provisions requirements. d. Policies, systems and procedures associated with the service. e. Targeted user segments. f. Service launch date. 1) Providing digital services to all beneficiaries segments to ensure that persons with disabilities and the elderly can access the services. 2) Linking these services to the National Unified Portal for Government Services, so that the beneficiary accesses a seamless, satisfying and integrated digital experience. 3) Linking digital services to beneficiary satisfaction measurement systems automatically and preparing a mechanism to make their data and statistics available; for making them available to the relevant agencies in digital form. 4) Monitoring the services that have been launched, and issuing periodic reports on the approved performance indicators for each service and on each of the call center channels (voice, mail, instant messaging, video for deaf). 5) Studying and analyzing services on an ongoing basis and studying extent to which the services can be provided through various electronic channels and taking the necessary steps to improve services and maximize benefit from electronic channels. 8) Including statistics in the agency's annual reports on the actions taken to provide and improve services, to include the following: <ol style="list-style-type: none"> a. Time taken to complete services for beneficiaries. b. Beneficiaries' satisfaction with the digital services provided.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching periodic reports that show the follow-up of the implementation of executive plan to provide services to beneficiaries. 2) Attaching a service catalogue that meets the compliance requirements of this standard. 3) Attaching evidence on the provision of digital services to all beneficiaries' segments to ensure that people with disabilities and the elderly can access the services. 4) Attaching reports that prove that these services have been linked to the National Unified Portal for Government Services. 5) Attaching recent reports that prove that these digital services have been linked to beneficiary satisfaction measurement systems and indicate the mechanism for making their data and statistics available. 6) Attaching adequate samples of periodic reports of digital service performance indicators in accordance with the compliance requirements of the standard. 7) Attaching recent and adequate samples of minutes of meetings, corrective decisions and analytical studies of services. 8) Providing an updated copy of the pages of the agency's annual report showing the statistics of the efforts carried out regarding the provision and improvement of services, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • The Rights of Persons with Disabilities Law promulgated by Royal Decree No. (M/27) dated 11/02/1445 AH, Paragraph No. (2) of Article 2, Article 14, and Chapter 10 of its Executive Regulations. • Royal Order No. (17850) dated 16/03/1441 AH, Clause (Second). • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (4). • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Sixth). • Cabinet' Resolution No. (40) dated 27/02/1427 AH, Clause (15).
Scope	All government agencies.

5.15.4	Integration and consistency of service delivery channels
Objective	Achieving integration between various digital channels that provide services to beneficiaries.
Compliance Requirements	<ol style="list-style-type: none"> 1) Integration between service delivery channels to enable the beneficiary to implement his services without interruption through the various channels used to provide the same service. 2) Consistently making the services available across multiple channels according to the suitability of channels for user segments and their familiarity with the technology. 3) Providing access to the agency's websites and portals from various devices and browsers in accordance with the principle. 4) Including beneficiary care centers as service delivery channels and linking them to beneficiary relationship management systems.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching (3) recent samples showing the integration between service delivery channels and provision of the same service through more than one channel. 2) Attaching (3) recent samples showing the availability of services consistently across multiple channels and their suitability for all user segments. 3) Attaching recent and adequate samples proves the availability of access to the agency's sites and portals from various devices and browsers. 4) Attaching adequate samples showing the process of linking and integrating between beneficiary care centers and beneficiary relationship management systems.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clauses (Second) and (Sixth).
Scope	All government agencies.

Eighth Section: Beneficiary Centrality

5.16 Beneficiary Participation

The axis ensures that the beneficiary's role is enhanced and transformed into an effective partner in the development and improvement of digital government services by identifying his views and ideas about the experience of obtaining such services, which helps government agencies in understanding the beneficiaries' experiences.

5.16.1	Proactive disclosure on government websites and platforms
Objective	Sharing public information and promoting transparency across all government sectors.
Compliance Requirements	<ol style="list-style-type: none"> 1) Availability of the agency's necessary information on its website, and such information shall include the following: <ol style="list-style-type: none"> a. Administrative reference for non-independent government agencies. b. Contact numbers, e-mail, and any additional electronic means to communicate with the beneficiaries of government services. c. Privacy statement, property rights, and disclaimer statement that the agency does not assume any legal responsibility for the use of data or information published on its websites. d. Usage agreement that includes an outline of the consequences of misuse of systems, information resources, and electronic portal of relevant laws and regulations. e. Most prominent activities and achievements in its field of work. f. An updated copy of the information necessary for the services provided to beneficiaries. g. Information about its social media accounts. 2) Publishing laws and regulations related to the agency's business. 3) Publishing general information about the government agency, its establishment, tasks, objectives, regulations and policies related to its field of supervision. 4) Publishing links of the websites of any national/local government institutions/agencies related to the agency's business.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching links to the agency's websites and screenshots showing the availability of the necessary information on the website, in accordance with the compliance requirements of this standard. 2) Attaching links to pages containing laws and regulations related to the agency's business. 3) Attaching links to the pages explaining information about the agency, in accordance with the compliance requirements of this standard. 4) Attaching links to pages showing the addition of links to websites related to the agency's business.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Cabinet' Resolution No. (40) dated 27/02/1427 AH, Clause (15). • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (2) of Clause (Second).
Scope	All government agencies.

5.16.2	Availability of channels, topics and opportunities for e-participation
Objective	Providing channels and topics for beneficiaries to share their views, observations and suggestions and benefit from the beneficiaries' participation in the decision-making process and launch and improvement of services.
Compliance Requirements	<ol style="list-style-type: none"> 1) Listing the necessary and appropriate electronic channels for the beneficiaries, which enable them to share their views, feedback and suggestions about the services provided, including social media channels. 2) Survey on draft regulations, laws and policies of regulatory nature through "Istitlaa" platform, including (bidding, tendering, results and decision). 3) Providing feedback on relevant projects related to the "Istitlaa" platform. 4) Posting e-participation topics and opportunities on the e-participation platform Taufal Platform. 5) Developing an approved mechanism to benefit from the beneficiaries' views and participation, including the development of a course of action for addressing the beneficiaries' feedback and views according to different ratings and performance indicators. 6) Identifying performance indicators to respond to feedback and notify the beneficiary of the time required to study the feedback or suggestion.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching recent samples of channels provided by the agency for the beneficiary's participation. 2) Attaching recent samples of draft regulations, laws and policies published on "Istitlaa" platform, and screenshots proving the publication of these documents on "Istitlaa" platform. 3) Attaching (4) recent samples (sample for each quarter) from "Istitlaa" platform for the feedback that were submitted on the projects. 4) Attaching (4) recent samples (sample for each quarter) of the topics and opportunities published on Taufal Platform. 5) Attaching the mechanism adopted by the agency to benefit from the beneficiaries' participation, in accordance with the compliance requirements of this standard. 6) Attaching reports showing performance indicators for responding to feedback and 3 recent samples of notifications issued to beneficiaries, which include the expected time to respond to the feedback or suggestion.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (70701) dated 13/11/1443 AH. • Royal Order No. (22424) dated 09/04/1443 AH. • Digital Government Authority's Circular No. (311) dated 16/03/1445 AH.
Scope	All government agencies.

5.16.3	Following up on beneficiaries' participation
Objective	Following up on channels dedicated to beneficiaries' participation on an ongoing basis and monitoring and responding to feedback.
Compliance Requirements	Compliance requirements to be met by all government agencies.
	<ol style="list-style-type: none"> 1) Continuous and periodic follow-up of beneficiary's participation, and monitoring all opinions, participation, complaints, and suggestions. 2) Giving the beneficiary a reference number for the feedback or suggestion and the results of study. 3) Activating a digital reporting service at the government agency.
	Compliance requirements to be met by the government agencies specified in Appendix No. 7.6.
Supporting Documents	Documents required from all government agencies.
	<ol style="list-style-type: none"> 1) Attaching recent samples proving periodic follow-up of beneficiary's participation, and clarifying monitoring processes for opinions, participation, complaints and suggestions (dashboards or real-time reports). 2) Attaching (4)recent samples (one for each quarter) of the beneficiary's notification with a reference number for the feedback or suggestion and the beneficiary's notification of the results. 3) Attaching proof of activating a digital report service at the government agency, and it will be verified by Amer Center.
	Documents required from the government agencies specified in Appendix No. 7.6.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Digital Government Authority's Circular No. (311) dated 16/03/1445 AH. • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Clause (Fourth).
Scope	All government agencies , and the government agencies specified in Appendix No. 7.6, as indicated in this card.

5.16.4	Benefiting from and deploying beneficiaries' participation
Objective	Presenting the e-participation results, and benefit from beneficiaries' participation in the decision-making process, and launching and improving services.
Compliance Requirements	<ol style="list-style-type: none"> 1) Considering the beneficiaries' views and encouraging them to continue to participate in all design stages of digital government services. 2) Issuing periodic reports received from various channels dedicated to beneficiaries' participation. 3) Benefiting from beneficiaries' participation in the process of developing and improving the services provided and making the necessary decisions based on these views and experiences. 4) Publish the results of consultations on the topics published on "Istitlaa" platform.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching (4) recent samples (one for each quarter) to prove that the views of the beneficiaries have been considered. 2) Attaching (4) recent samples (one for each quarter) of the periodic reports. 3) Attaching (4) recent samples (one for each quarter) to prove that the beneficiaries' participations have been utilized. 4) Attaching recent samples of the results of consultations published on "Istitlaa" platform.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Digital Government Authority's Circular No. (311) dated 16/03/1445 AH.
Scope	All government agencies.

5.17 Enhancing relationship with the beneficiary

The axis applies a clear approach to the process of managing communication with the beneficiaries and marketing the agency's services using modern means and methods to improve the procedures of supporting and enhancing the relationship with the beneficiaries in the government agency.

5.17.1		Developing programs to enhance relationships with the beneficiary	
Objective	Developing programs related to enhancing the relationship with the beneficiaries of services and appropriate marketing methods for digital services and products.		
Compliance Requirements	Compliance requirements to be met by all government agencies.		
	1)	Developing an approved program to market the agency's services and enhance its relationship with the beneficiaries of their various classifications, taking into account the quality of channels through which services are provided. The program to enhance the relationship with the beneficiary includes the following points:	
	a.	List of services that the agency aims to market, taking into account priority digital services.	
	b.	The target groups of the plan are to strengthen the relationship and market the services.	
	c.	Electronic channels used in marketing operations and relationship enhancement.	
	d.	Means and events that will be carried out for marketing and enhancing the relationship with the beneficiary.	
	e.	The schedule approved for holding these events.	
	f.	Performance indicators through which the success of these events will be measured.	
	g.	Periodic reports to be issued on these events.	
	1)	Applying controls related to social media issued by the Ministry of Information and relevant authorities.	
	Compliance requirements to be met by the government agencies specified in Appendix No. 7.6.		
	1)	Coordinating with the Digital Government Authority when holding any events, conferences or exhibitions related to digital government or digital transformation. These events shall be held through the Saudi Digital Program.	
	2)	Obtaining the approval of the Digital Government Authority to participate in events, conferences, exhibitions with pavilions, digital numbers and achievements, workshops, dialogue sessions, launches of new digital products or speakers in in-person or visual events through the Saudi Digital Program.	
Supporting Documents	Documents required from all government agencies.		
	1)	Attaching updated documents of the approved program to enhance relationship with the beneficiary, which proves the agency's commitment to the compliance requirements of this standard.	
	2)	Attaching sample of regulations and controls related to participation in its social media.	
	Documents required from the government agencies specified in Appendix No. 7.6.		
	1)	Attaching proofs of official communication sent through letters or e-mail to the Saudi Digital Program.	
	2)	Attaching proof of the Digital Government Authority's response to the request to participate in the Saudi Digital Program's activities.	
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Royal Order No. (47746) dated 29/06/1445 AH. Royal Court Circular No. (39175) dated 04/06/1444 AH, Paragraph No. (First). Cabinet Resolution No. (555) dated 23/09/1440 AH, Clause (Eighth). 		
Scope	All government agencies and the government agencies concerned specified in Appendix No. 7.6, as indicated in this card.		

5.17.2	Implementing programs to enhance the relationship with the beneficiary
Objective	Implementing the approved programs to enhance the relationship with the beneficiary through various digital channels and appropriate means.
Compliance Requirements	<ol style="list-style-type: none"> 1) Implementing the approved marketing programs, campaigns, and activities to raise the beneficiaries' awareness of the agency's digital services and ways to obtain the services through various channels. 2) Monitoring and measuring the approved performance indicators that measure the objectives of the program to strengthen the relationship with the beneficiary and the extent to which they achieve the desired goals and measuring the extent of progress in programs implementation. 3) Studying and analyzing the periodic reports resulting from the implementation of the program to strengthen the relationship with the beneficiary, and benefiting from these reports in developing marketing activities, improving service level and taking appropriate decisions in this regard.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching recent and adequate reports and screenshots that prove that the agency has implemented the approved programs to strengthen the relationship with the beneficiary, including all products and platforms (whether for individuals or agencies). 2) Attaching the periodic reports that measure the success of programs to strengthen the relationship with the beneficiary in achieving the objectives and clarifying the completion rates. 3) Attaching minutes and official documents prove that the agency has studied and analyzed the periodic reports resulting from the implementation of programs to strengthen the relationship with the beneficiary and took decisions that contribute to the development of its marketing programs.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (13).
Scope	All government agencies.

5.17.3	Cooperation in the field of enhancing relationships with the beneficiary
Objective	Achieving cooperation and integration with other government agencies to enhance the relationship with the beneficiary.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing policies and mechanisms to regulate cooperation between government agencies in the field of marketing shared services. This includes: <ol style="list-style-type: none"> a. Defining the responsibilities and roles of each agency to ensure effective coordination. b. Forming joint committees or working groups to oversee the implementation of joint marketing campaigns. 2) Carrying out joint marketing campaigns with the government agencies concerned with the services provided, and including these activities within the programs to enhance the relationship with the beneficiary.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching recent documents that clarify the policies and mechanisms developed to regulate cooperation between government agencies in the field of marketing shared services in accordance with the compliance requirements of this standard. 2) Attaching recent and adequate documents and samples of reports, minutes of meetings, and decisions that prove that the agency has conducted joint marketing campaigns with the government agencies concerned with the services provided.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18).
Scope	All government agencies.

5.18 Beneficiary Experience

The axis ensures that the beneficiary interacts with the government agency during all stages of providing the service, by adopting the principles of creative, interactive, and visual design, and ease of access and use, to ensure the sustainability and continuity of the relationship.

5.18.1	Establishing the foundations of beneficiary centrality
Objective	Establishing the foundations of beneficiary centrality to ensure the optimal use of digital government services and adopting them by beneficiaries.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing policies enabling the concept of beneficiary centrality in the provision of digital government services, such as the policy of "access to information and digital government services", and the policy of "e-participation" and publishing these policies in the channels through which digital government services are provided, taking into account their comprehensiveness, clarity of formulation, and method of presentation. 2) Developing a strategy for the provision of digital services that takes into account the concept of beneficiary centrality, and developing the plans, programs, and follow-up mechanisms required to implement the strategy.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching the policies enabling the concept of beneficiary centrality and evidence of its publication, in accordance with the compliance requirements of this standard. 2) Attaching the digital service delivery strategy that takes into account the concept of beneficiary centrality, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Clause (Third).
Scope	All government agencies.

5.18.2	Determining the agency's vision for the beneficiary's experience
Objective	Determining a clear vision for the beneficiary's digital experience.
Compliance Requirements	<ol style="list-style-type: none"> 1) The agency has a vision to measure and improve the beneficiary experience to include all beneficiaries, services, and procedures. 2) Identifying performance indicators associated with measuring and improving the beneficiary experience, to include the following: <ol style="list-style-type: none"> a. Accessibility for the service. b. Identical service level in all channels. c. The service is comprehensive and accessible to all groups, including people with disabilities and older people, through the availability of accessibility options such as support for different languages, screen reading services for persons with disabilities, and the compatibility of the service with international accessibility standards. d. Caring for the content. e. Ease of usage. f. Importance of the service and the benefit period. g. Reliability. h. Efficiency.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching an approved document specifying the agency's vision for the beneficiary's experience, in accordance with the compliance requirements of this standard. 2) Attaching evidence that the indicators adopted to achieve this vision are determined, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Rights of Persons with Disabilities Law issued by Royal Decree No. (M/27) dated 11/02/1445 AH. • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Clause (Third).
Scope	All government agencies.

5.18.3	Studying the benefits of the benefits to improve it
Objective	Studying the benefits of the benefits to improve it and setting standard targets in this respect.
Compliance Requirements	<ol style="list-style-type: none"> 1) Conducting a preliminary study of the beneficiary's digital experience to improve it, to include: <ol style="list-style-type: none"> a. Objectives of the improvement process based on the study of beneficiary experience and satisfaction assessment. b. List of tools used to measure the beneficiary's experience. c. Methodologies for measuring the impact of applying beneficiary-centric practices and developing beneficiary experience.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching an approved document proving that the agency has studied the beneficiary's digital experience, which meets the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Clause (Third).
Scope	All government agencies.

5.18.4	Applying digital tools for measuring and following up on the beneficiary's experience
Objective	Utilizing digital tools to measure and track the beneficiary's experience.
Compliance Requirements	<ol style="list-style-type: none"> 1) Employing the necessary digital tools and technologies to measure the beneficiary's experience and behavior during the performance of the service, directly or indirectly, to include: <ol style="list-style-type: none"> a. Tools to track the performance indicators that have been prepared. b. Tools that allow the creation of beneficiary satisfaction reports for those services. 2) Studying and analyzing the reports resulting from the digital tools and technologies used to measure the beneficiary's experience and using them to improve the services. 3) Comparisons according to performance indicators that measure the benefits of experience, as approved for improved services before and after improvement.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching recent and adequate samples of reports and tool screens used to measure the beneficiary's experience and behavior during the implementation of the service, and following up on performance indicators, which prove the agency's commitment to the application of digital tools for measuring and following up on the beneficiary's experience. 2) Attaching proof of studying and analyzing the reports resulting from the digital tools and technologies used to measure the beneficiary's experience and benefiting from them to improve the services. 3) Attaching recent reports showing comparisons of improved services before and after improvement, according to approved performance indicators for measuring the beneficiary experience.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Clause (Third).
Scope	All government agencies.

5.18.5	Applying the Life Journeys Concept
Objective	Identifying life journeys through the efforts of torch bearers in cooperation with the sector's agencies. The journey shall include several digital services and procedures provided by one or more agencies, to achieve a unified, integrated life experience from the beneficiary's perspective.
Compliance Requirements	Requirements to be met by the leader government agencies – List (A)
	<ol style="list-style-type: none"> 1) Defining the future vision of life journeys for beneficiaries of different groups in the sector. 2) Designing the journey and clarifying the beneficiary's points of contact, which include the services and procedures provided by their owners. 3) Developing an action plan to launch the journeys defined in the future vision. 4) Launching two journeys in 2025, taking into account that at least one journey includes AI technologies.
	Requirements to be met by the government agencies affiliated to the torch bearer – List (B)
	<ol style="list-style-type: none"> 1) Aligning with the torch bearer in designing the sector journeys and including the agency's services and procedures.
Supporting Documents	Supporting documents to be provided by the torch bearer – List (A)
	<ol style="list-style-type: none"> 1) Attaching the future vision document of life journeys for beneficiaries of different groups in the sector. 2) Attaching the services journey flowchart. 3) Attaching the action plan to launch the journeys defined in the future vision. 4) Attaching proof of the launch of two journeys in 2025, in accordance with the compliance requirements of this standard.
	Supporting documents to be provided by the government agencies affiliated to the torch bearer – List (B)
Related Laws, Orders, Resolutions, and Circulars	<ol style="list-style-type: none"> 1) Attaching the approved form for the torch bearer approval for cooperation in designing the future vision of beneficiaries' life journeys, while clarifying the agency's services and procedures within the sector's journeys.
	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (16). • Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, Clause (Third).
Scope	Agencies specified in Appendix No. 7.6.

Ninth Section: Government Data

5.19 Data Governance and Management

The axis encompasses the standards and requirements for applying a set of models, policies, systems, and standards related to the data collected by the government agency. It outlines how these are defined and managed, including the mechanisms for collecting, storing, organizing, integrating, and utilizing them within the agency.

5.19.1	Establishing a Data Governance and Management Unit
Objective	Establishing a special unit for data governance and management to develop plans, policies, and rules for data governance and management.
Compliance Requirements	<ol style="list-style-type: none">1) Establishing an independent data governance and management unit to supervise the agency's data governance and management fully.2) Adopting an organizational framework for data governance and management that clarifies roles and responsibilities, and monitors compliance with policies and rules.
Supporting Documents	<ol style="list-style-type: none">1) Attaching documents prove that the agency has committed to establishing a data management and governance unit.2) Organizational framework document for the data management and governance unit.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none">▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18).
Scope	All government agencies.

5.19.2	Developing data governance and management policies
Objective	Developing policies and rules that are consistent with relevant national policies
Compliance Requirements	<ol style="list-style-type: none"> 1) Analyzing the current data situation in the agency and identifying the most important gaps and difficulties encountered. 2) Developing a data governance and management strategy that includes all necessary plans with regard to the agency's data. 3) Developing and aligning the agency's policies and regulations with the national systems and regulations for data governance and management (including Personal Data Protection Law and its executive regulations, policies of the National Data Management Office, policies of the National Information Center, and policies issued by the National Cybersecurity Authority in this regard), and committing to and applying the same. 4) Develop a policy to give and revoke access to the agency's data, as needed. 5) Obliging employees to abide by standards related to privacy protection through declarations and terms of use agreements.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching a document analyzing the current status of the agency's data. 2) Attaching adequate documents and samples that prove the agency's commitment to develop and adopt data governance and management strategy, in accordance with the compliance requirements of this standard. 3) Attaching adequate documents and samples that prove the agency's commitment to develop and adopt data governance and management policies, in accordance with the compliance requirements of this standard. 4) Attaching copy of the policy for granting and revoking access to the agency's data. 5) Attaching copy of the circulars and regulations issued to the employees regarding compliance with privacy protection standards and dealing with beneficiary data, or a sample of the non-disclosure agreement explaining the non-disclosure of information about beneficiaries.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Personal Data Protection Law issued by Royal Decree No. (M/19) dated 09/02/1443 AH, and its subsequent amendments and executive regulations. • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (First). • Cabinet' Resolution No. (40) dated 27/02/1427 AH, Clause (8). • Cabinet' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (5) of Clause (Ninth).
Scope	All government agencies.

5.19.3	Activating Data Governance and Management
Objective	Enhancing the level of compliance with data governance and management requirements by classifying data and building its structure and making use of modern digital systems to analyze data and support decision-making.
Compliance Requirements	<ol style="list-style-type: none"> 1) Classification of the government agency's data, in accordance with relevant laws, regulations and rules. 2) Building and modeling the government agency's data structure. 3) Issuing, studying and analyzing periodic reports to monitor compliance with policies and rules on data governance and management. 4) Making use of modern data analysis digital systems and supporting business decision making in other departments.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching the agency's data record document and classify it in a manner that shows the classification levels issued by the data office. 2) Attaching sample of data structure and modeling. 3) Attaching a recent sample of follow-up reports proving compliance with the periodic review of compliance with the data governance and management policies and procedures. 4) Attaching (3) recent samples proving that the agency has used data analysis technologies and business intelligence in decision-making.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Cabinet' Resolution No. (40) dated 27/02/1427 AH, Clauses (2) and (6).
Scope	All government agencies.

5.20 Data Usage and Availability

The axis includes standards and requirements for the application of models and processes aimed at sharing and making data available through the necessary digital infrastructure, while enabling access to open data.

5.20.1	Data Utilization Strategy
Objective	Developing a strategy that enhances the agency's usage of data and its applications and supports the agency's objectives.
Compliance Requirements	<ol style="list-style-type: none"> 1) Develop the data use strategy to include the vision and objectives of data use and utilization and be aligned and emanate from the agency's data governance and management strategy. 2) Preparing an executive plan that clarifies the initiatives and projects necessary to activate the data use strategy in a way that enhances the inherent value of data. 3) Identifying performance indicators and issuing follow-up reports on the implementation, study and analysis of the plan. 4) Preparing an executive action plan for the development of APIs that includes a plan for the development of APIs for various categories of beneficiaries (government sector, researchers, entrepreneurs, individuals, and the private sector), including interfaces that provide real-time data, and open APIs.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching the data usage strategy that meets the compliance requirements of this standard. 2) Attaching an approved and valid executive plan for data use. 3) Attaching copy of the follow up report to implement, study and analyze the executive plan. 4) Attaching an executive action plan for the development of APIs, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18). • Cabinet' Resolution No. (40) dated 27/02/1427 AH, Clause (1).
Scope	All government agencies.

5.20.2	Enabling Data Sharing
Objective	Making data available, enabling integration between government agencies, avoiding duplication and redundancy in databases, and using effective and secure application programming interfaces (APIs).
Compliance Requirements	<ol style="list-style-type: none"> 1) Availability of the agency's shared data on the government service bus (GSB), and providing these data to the government agencies free of charge, if requested. 2) Including statistics in the agency's annual reports on its commitment to sharing data with other government agencies, including exchange volume of the agency's shared data on the government service bus. 3) Registering application programming interfaces (APIs) and responses on the Raqmi Platform, and documenting and completing all endpoints and related information. 4) Developing a user guide for the APIs available by the agency. 5) Monitoring the APIs performance, logging events and analyzing logs to identify errors and improve performance. 6) Issuing periodic follow-up reports on application programming interfaces (APIs) showing, at a minimum, the following: <ol style="list-style-type: none"> a. Number of interfaces that provide real-time data. b. Number of open APIs for various segments of beneficiaries, including private sector, individuals, researchers, entrepreneurs and innovators). c. Detailed list of agencies with whom data was shared.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching proof of linkage to the government integration channel. Availability of shared data will be verified internally. 2) Providing an updated copy of the pages of the agency's annual report showing the statistics related to data sharing with other government agencies that meet the compliance requirements of this standard. 3) Attaching proof of registration of APIs and responses on Raqmi Platform. Verification will be carried out through internal checklists. 4) Attaching a user guide for the available APIs. 5) Attaching recent documents and samples of systems screens and periodic reports proving that the agency has monitored the systems performance logs. 6) Attaching copy of the periodic follow-up reports of APIs, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Order No. (17850) dated 16/03/1441 AH, Clauses (Second) and (Third). • Royal Order No. (7732) dated 12/02/1440 AH, Clause (Fifth). • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (First). • Cabinet's Resolution No. (40) dated 27/02/1427 AH, Clauses (4), (5) and (7). • Digital Government Authority's Circular No. (754) dated 26/05/1445 AH regarding the inventory of application programming interfaces
Scope	All government agencies.

5.20.3	Advanced Data Analysis
Objective	Achieving effective implementation and optimal application of data analysis and using forecasting models to derive future patterns and trends from data.
Compliance Requirements	<ol style="list-style-type: none"> 1) Using advanced data analysis tools and technologies. 2) Using technological tools to conduct predictive analytics and using them in decision-making.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching adequate documents and samples of reports and tool screens used for advanced data analysis. 2) Attaching reports showing the use of predictive models and decisions made based on advanced data analysis.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clauses (1) and (18).
Scope	All government agencies.

5.12 Open Data

The axis includes the standards and requirements for the application of procedures, systems, and models that maximize the use of data and support decision-making.

5.21.1	Planning for Availability of Open Data
Objective	Developing approved plans for open data that support the work of government agencies, the private sector, entrepreneurs, innovation, and publishing and disclosure of open data through the National Open Data Portal and government agency digital platforms.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing an approved open data plan that includes a list of datasets that the agency directly submits. This plan shall include the following: <ol style="list-style-type: none"> a. Strategic objectives of open data. b. Identifying datasets to be published. c. Schedules for publishing the open dataset. 2) Making open data available on the open data platform (open.data.gov.sa), to enable (private sector – research and innovation – entrepreneurs) to obtain data, and thus contributing to national development. 3) Approving the periodic reports issued on the open datasets, which will be published, to include the following: <ol style="list-style-type: none"> a. A list of datasets that have been published through the National Open Data Portal or the agency's digital platforms. b. Channels through which datasets were published, such as the National Open Data Portal or any other platforms. c. Metadata of the published open dataset. d. Format-related documents and instructions to beneficiaries on how to use open data. e. Periodically updating open data packages according to the nature of the data. f. Number of operations on the agency's data packages in the open data platform (usage measurement). g. Number of open data programming interfaces published by the agency. h. Size of the operations for each API of open datasets available by the agency (usage measurement).
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching an open data plan document that meets the compliance requirements of this standard. 2) Attaching recent adequate samples proves the availability of open data on the open data platform. 3) Attaching (3) forms of approved periodic reports to follow up on the publication of open data according to the approved plan that meets the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Decree No. (7732) dated 12/02/1440 AH, Clause (Fifth). • Royal Court Circular No. (6262) dated 26/01/1445 AH, Clause (8). • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (First). • Royal Court Circular No. (69974) dated 25/09/1445 AH.
Scope	All government agencies, except for security and military agencies

5.21.2	Reviewing Open Datasets
Objective	Continuous reviews and updates of open datasets published, according to approved plans
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing channels and mechanisms to receive researchers' requests for open data. 2) Reviewing published datasets and updates made to them and issuing periodic reports showing the results of review and volume of demand for open datasets and the usage rate. 3) Studying and analyzing user requests to update and respond to datasets. 4) Making appropriate decisions related to updating open datasets based on the results of reviewing datasets and studying users' requests.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching recent and adequate samples of screenshots showing the channels and mechanisms that have been provided to receive researchers' requests for open data. 2) Attaching (3) samples of periodic reports showing the review results of published datasets and the updates made to them that meet the compliance requirements of this standard. 3) Attaching (3) recent samples of reports showing the study, analysis and response to user requests. 4) Attaching (3) recent samples of decisions taken based on the analysis and study of periodic reports and user requests.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (First). • Royal Court Circular No. (69974) dated 25/09/1445 AH.
Scope	All government agencies, except for security and military agencies.

5.213	Benefiting from Publishing Open Data
Objective	Analyzing and evaluating the extent to which other agencies and individuals benefited from the open datasets that have been published.
Compliance Requirements	<ol style="list-style-type: none"> 1) Conducting analytical studies that clarify the key factors related to the usefulness of published open data and the value of this data to beneficiaries. 2) Analyzing the use cases of published open datasets, and the extent to which stakeholders benefit from these data, indicating the relationship with the agency's open datasets.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching recent samples of analytical studies showing key factors related to the usefulness of open data published. 2) Attaching (3) recent samples of analytical studies showing use cases for open datasets that meet the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (First). • Royal Court Circular No. (69974) dated 25/09/1445 AH.
Scope	All government agencies, except for security and military agencies.

Tenth Section: Research and Innovation

5.22 Institutional Innovation

The axis includes practices and procedures that enable the agency to raise its readiness towards adopting innovation and sustaining the innovative environment in the field of digital government.

5.22.1	Adopting innovation as a strategic direction
Objective	Enhancing the concept of innovation in the various strategies of government agencies, including the agency's digital transformation strategy, ensuring the agency's direction towards activating and adopting innovation.
Compliance Requirements	<ol style="list-style-type: none"> 1) Including research and innovation as one of the elements in the agency's digital transformation strategy and setting targets to activate the concept of research and innovation and aligning them with the agency's strategic objectives. 2) Identifying digital innovation initiatives and projects, aligning them with the agency's strategic priorities and objectives, and performance indicators that measure the successful implementation of these initiatives and projects. 3) Cooperating with national or international research, development and innovation bodies, centers and laboratories to benefit from experiences and capabilities to activate innovation in the agency and adopt innovative solutions.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching the part that clarifies the role of research, innovation and the associated objectives and indicators in the agency's digital transformation strategy. 2) Attaching documents that explain research and innovation initiatives and projects, and performance indicators, in accordance with the compliance requirements of this standard. 3) Attaching an approved cooperation agreement with national or international research, development and innovation bodies, centers and laboratories, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Fifth)
Scope	All government agencies.

5.22.2	Applying Innovation Methodologies
Objective	Adopting innovative methodologies and concepts to ensure the development and sustainability of the innovative environment and contribute to innovation. and sustainability of innovative products, services and solutions, by involving various segments of beneficiaries and specialists.
Compliance Requirements	<ol style="list-style-type: none"> 1) Adopting the concepts of innovative design and conducting brainstorming sessions in addressing challenges and generating ideas in the agency, including: <ol style="list-style-type: none"> a. Methodology used and methods of application. b. Participants in applying the methodologies used. c. Challenges identified in the sessions and proposed solutions. d. Prototypes developed. e. Projects implemented based on the resulting ideas. 1) Adopting the concept of open innovation and involving beneficiaries of various segments to contribute to designing solutions and services, through open innovation events such as hackathons, competitions and specialized workshops, including: <ol style="list-style-type: none"> a. Methods and means used, such as hackathons or competitions (priority is given to hackathons that are conducted in partnership with the competent authorities and centers for such events). b. Adequate samples documenting the events. c. Number and categories of participants in the events. d. Samples of certificates awarded to participants, and lists of winning projects. e. Prototypes developed. f. Projects implemented based on ideas reached during the events. 1) Activating cooperation with agencies, centers and companies specialized in research and innovation, including the following: <ol style="list-style-type: none"> a. Holding periodic meetings (at a minimum, quarterly meetings) to follow up on the activation of cooperation agreements with agencies, centers, laboratories and companies specialized in research and innovation. b. Outputs of the activation of cooperation agreements in the field of research and innovation. c. Issuing periodic reports showing the progress made, including the achievements according to the cooperation agreements. d. Studying and analyzing periodic reports and issuing decisions and corrective actions based on the results of periodic reports of follow-up.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching updated documents proving the adoption of innovation methodologies, such as creative design and brainstorming sessions to address challenges and generate ideas, in accordance with the compliance requirements of this standard. 2) Attaching updated reports proving the adoption of the concept of open innovation in the agency, in accordance with the compliance requirements of this standard. 3) Attaching periodic reports clarifying the activation of cooperation with specialized bodies, centers and companies through cooperation agreements in research and innovation, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Fifth)
Scope	All government agencies.

5.22.3	Activation and Governance of Innovation
Objective	Developing a special framework or mechanism for governance of innovation in digital transformation aimed at following up the implementation of innovation initiatives, ensuring the achievement of objectives and the sustainability of solutions and products, and preserving the rights and intellectual property of the agencies in their innovative products.
Compliance Requirements	<ol style="list-style-type: none"> 1) Forming an administrative unit, committee or specialized team to stimulate and adopt innovation and its concepts within the agency. 2) Activating the unit/ committee and approving its procedures and processes with the relevant departments and committees, to include the following: <ol style="list-style-type: none"> a. Determining the procedures and processes of the unit/committee. b. Adopting supportive policies to organize and encourage innovation within the agency. c. Existence of a mechanism to review ideas and projects before implementation to ensure their feasibility and applicability. d. Preparing digital innovation initiative and project cards in the agency. e. Issuing periodic performance reports for digital innovation initiatives and projects that clarify the completion rates, based on the approved performance indicators. f. Studying periodic reports and issuing decisions and corrective actions based on the results of the study. 1) Organizing events and activities to spread the environment and culture of innovation in the agency, through training and awareness and knowledge-raising workshops. 2) Establishing mechanisms to receive innovative proposals and comments on the innovative solutions that have been developed.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching the structure, roles and responsibilities of the administrative unit/ committee within the agency's administrative structure. 2) Attaching updated documents proving the activation of the specialized administrative unit/ committee, in accordance with the compliance requirements of this standard. 3) Attaching an achievement report to the events and activities that have been implemented to spread the environment and culture of innovation in the agency, including methods, means and number of beneficiaries. 4) Attaching recent samples of screens that demonstrate the automation of receiving innovative proposals and comments on innovative solutions from various beneficiary segments.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Fifth)
Scope	All government agencies.

5.22.4	Management of Digital Innovation
Objective	Developing the necessary mechanisms to manage digital innovation, from the initial stage of generating and collecting innovative ideas to the stage of developing and implementing applicable use cases by the government agency.
Compliance Requirements	<ol style="list-style-type: none"> 1) Activating a clear innovation management mechanism that shows the full journey from idea and design to development and implementation. 2) Inventorying and collecting innovative ideas applied and applicable that fit with the agency's strategic focus areas and priorities, to include the following: <ol style="list-style-type: none"> a. Identifying areas of innovation (such as innovation in digital products and services provided to beneficiaries, innovation in the agency's internal procedures, or innovation in business models). b. Identifying innovation sources (such as hackathons or research studies). c. Identifying emerging technologies or prototypes to be used in development, and their application details. d. Listing and collecting the prototypes that the agency is working on while they are in the experimentation and testing phase. e. Listing and collecting the innovative solutions that the agency has implemented while they are in the operation phase. f. Identifying ideas that will be transformed into innovative products in 2025. g. Determining the expected impact of the ideas and prototypes that will be transformed into innovative products.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching an approved framework or mechanism for managing digital innovation processes, proving the procedures taken by the agency to ensure the sustainable creation of innovative ideas and take them from the idea and design to the development and implementation phase. 2) Attaching a document that includes a detailed list of creative ideas applied and applicable, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions, and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Fifth)
Scope	All government agencies.

5.23 Innovative Solutions

The axis includes standards and requirements for developing and implementing innovative solutions to achieve added value, measuring impact for sustainability of innovative solutions and following up on their continuous improvement in digital government.

5.23.1	Developing and implementing innovative solutions
Objective	Designing innovative solutions that achieve the concept of digital transformation and implementing them on the ground in order to achieve added value for the agency and the beneficiary.
Compliance Requirements	<ol style="list-style-type: none"> 1) Designing, implementing and applying innovative solutions, while adhering to the following: <ol style="list-style-type: none"> a. The innovative solution has been in use for at least 6 months and no more than 5 years, not at the planning, design or piloting stage. b. The innovative solution must not have been previously presented in previous measurement cycles, unless there is a significant development in the solution, and the same shall be clarified. c. The idea of the innovative solution must be original and based on innovative approaches, along with identifying its source. d. Linking the innovative solution to the axes or areas of digital transformation relevant to the innovative solution, and identifying the models, methodologies, and innovative concepts adopted for the solution. e. Using emerging and modern technologies in developing innovative solutions. f. Clarifying all detailed data and information about the innovative solution and the technologies and concepts used in its design and construction. g. Preparing detailed reports clarifying the implementation and application of the solution and the segment benefiting from the solution.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching one example for an innovative solution that meets all the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Fifth)
Scope	All government agencies.

5.23.2	Measuring impact of applying innovative solutions
Objective	Evaluating the results and effects achieved from the implementation of innovative solutions and clarifying the added value and continuous improvement of innovative solutions.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing a methodology for measuring the impact of applying the innovative solutions that details the targeted groups, and adopts effective data analysis, and identifies the types of expected impacts (economic, social, financial, functional, ...), whether it is a positive or a negative impact. 2) Evaluating the impacts resulted from the application of innovative solutions presented in Standard 5.23.1, to include the following: <ol style="list-style-type: none"> a. Impact on beneficiaries (it includes beneficiary segments, verification percentages, inventory studies and methodologies). b. Financial impact (it includes reducing costs and achieving returns, as well as exploiting and improving resources). c. Impact on the agency (it includes business models, performance improvement and operational efficiency). 1) Sustainability of the innovative solution provided, delivering long-term value without the need for continuous radical , and attach studies and comparisons with the previous situation (before and after implementing the solution). 2) The local, regional or international awards received for the innovative solution.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching the methodology used to measure the impact of innovative solutions. 2) Attaching a report on the impact resulting from the application of the innovative solution, in accordance with the compliance requirements of this standard. 3) Attaching the documents proving the sustainability of the innovative solution provided. 4) Attaching the documents proving the local, regional or international awards received for the innovative solution.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Fifth)
Scope	All government agencies.

Tenth Section: Research and Innovation

5.22 Institutional Innovation

The axis includes practices and procedures that enable the agency to raise its readiness towards adopting innovation and sustaining the innovative environment in the field of digital government.

5.22.1	Adopting innovation as a strategic direction
Objective	Enhancing the concept of innovation in the various strategies of government agencies, including the agency's digital transformation strategy, ensuring the agency's direction towards activating and adopting innovation.
Compliance Requirements	<ol style="list-style-type: none"> 1) Including research and innovation as one of the elements in the agency's digital transformation strategy and setting targets to activate the concept of research and innovation and aligning them with the agency's strategic objectives. 2) Identifying digital innovation initiatives and projects, aligning them with the agency's strategic priorities and objectives, and performance indicators that measure the successful implementation of these initiatives and projects. 3) Cooperating with national or international research, development and innovation bodies, centers and laboratories to benefit from experiences and capabilities to activate innovation in the agency and adopt innovative solutions.
Supporting Documents	<ol style="list-style-type: none"> 1) Attaching the part that clarifies the role of research, innovation and the associated objectives and indicators in the agency's digital transformation strategy. 2) Attaching documents that explain research and innovation initiatives and projects, and performance indicators, in accordance with the compliance requirements of this standard. 3) Attaching an approved cooperation agreement with national or international research, development and innovation bodies, centers and laboratories, in accordance with the compliance requirements of this standard.
Related Laws, Orders, Resolutions and Circulars	<ul style="list-style-type: none"> • Royal Court Circular No. (58071) dated 09/08/1445 AH, Clause (Fifth)
Scope	All government agencies.

06. Table of Definitions

The following terms and expressions, wherever mentioned herein, shall have the meanings ascribed thereto, unless the context requires otherwise:

Term	Definition
DGA	Digital Government Authority.
Digital Government	Promote administrative, organizational and operational processes between the various government agencies in their transition to a comprehensive digital transformation to allow easy and effective access to government digital information and services.
Digital Transformation	Digitally and strategically transforming and developing business standards and models that would rely on data, technologies, and ICT.
Digital Transformation Measurement	An evaluation process based on a specific methodology aimed at Government Agencies to analyze their current situation and follow up on the development of their journey of digital transformation according to best practices and standards, thus contributing to achieving the Objectives of the Saudi Vision 2030.
Government Agencies	Ministries, authorities, public institutions, councils, national centers including any additional form of a government agency.
Policy	A policy defines the course or principles of action to guide and determine present and future actions, and it specifies what Government Agencies are required to do, based on principles included in developed policies. Policies can have related standards that provide more information for government agencies.
Standards	A set of rules and controls regulating the operations and tasks related to the digital government.
Controls	The conditions that government agencies must comply with to achieve the objectives and general provisions provided for in the related policy.
Guidelines	Provides examples showing the implementation mechanism of the policies and standards in place.
Enterprise Architecture	Practices and guidelines for assessing the current situation of the government agency and building a roadmap for transformation into the future situation to achieve alignment between the business sector (services and procedures), information technology (data, applications, and infrastructure) and the strategic objectives of the government agency.
Business Continuity	Resources, capabilities, capabilities, procedures and works necessary to continue to provide basic services and necessary products at predetermined levels and within an acceptable time frame in the event of disruption or interruption.
Business Continuity Plans	A document that specifies the general framework for managing, coordinating, and directing resources, procedures, and human and technical capabilities to respond to disruptions, continue providing core products and services and recover as quickly as possible for the continuity of the Agency's business.
Procedures Engineering	Re-designing the processes, procedures and works provided by the institution or agency with the aim of creating development in terms of quality, quick completion, cost and service, in line with the institution's vision. The engineering procedure may require restructuring and arranging the entire institution or part of it, including establishing or closing entire organizational units.
Procedures Documentation	Processes through which the steps of procedures for the services provided are determined, and these procedures are drawn and represented in order to study, analyze, and develop their performance.
Business Process Improvement (BPI)	A structured process that an organization or agency uses to develop the procedures and services it provides and make them more efficient and productive.

Term	Definition
Change Management	Organized processes and procedures imposed by the compliance requirements of a new system or plan to move individuals or institutions from their current situation to a better situation. This is done through specific and deliberate steps that take into account the nature of the institution, its ability to develop and the surrounding circumstances. Change usually passes through three main steps: namely: preparing for change, managing change, and sustaining change.
Government Resource Management Systems (GRP/ERP)	Integrated computer systems made up of a group of subsystems (modules) such as procurement, human resources, financial, and other systems. These systems manage all procedures and data related to the workflow within the institution or agency in an automated and coordinated manner that increases efficiency and productivity, unifies resources, and increases data accuracy.
Data Architecture	The set of models, policies, systems and standards that govern the data collected, and how it is stored, arranged, integrated, and used within an institution or agency.
Open Data	Data that any individual can freely use, without technical, financial or legal restrictions, as well as reuse and publish it, taking into account the requirements of the legal license under which this data was published.
Datasets	A set of data often corresponds to the contents of one database table or statistical data matrix, where each column in such table represents a specific variable, and each row represents one element in the involved dataset.
Decision Support Systems	Information systems that aim to support the decision -making process within the Government Agency, by linking data, complex analysis models and data analysis tools. Such systems help decision-makers take the right and timely decisions in unforeseen circumstances. In addition, such systems are able to predict problems before they occur.
Government Services Bus (GSB)	A unified platform used for Government shared services that are continuously updated and provides integration between government agencies quickly and securely.
Digital Service	A set of transactions linked to each other to perform a complete function provided by the government agency to the beneficiary through digital channels such as digital portals and smart device applications so that they have one main exit defined and specified. A group of services can be linked together to form a digital product.
Service Delivery Channels	All channels through which the agency can provide the services, including, for example, the agency's head office, portal, automated answering machine, smart device application, or service kiosks
Digital Trust Service	Any electronic service aimed at verifying the validity and integrity of electronic transactions and the identity of customers, including (e-signature, e-stamp, timestamp, etc.).
Shared Systems and Services	Systems and services provided by a government agency targeting other government agencies to provide government shared services and solutions that can be linked to and used to support the implementation of the "Whole of Government Concept" and provide government digital services that are beneficiary-focused, seamless, end- to-end, and avoid duplication.
Whole-of-Government Platforms	Digital platforms that apply the whole-of-government concept by linking and benefiting from electronic systems and shared government services to provide government services that focus on the beneficiary. These services are consistent, seamless, and integrated, and avoid duplication and work in isolation from other government sectors.
Whole-of-Government	A Comprehensive approach aims to unify the efforts of different units and government agencies to achieve one purpose.
Owning Agency	Any Government agency that owns the Government-Shared Systems and Services, whether it manages and operates them directly or through another Operating Entity.
Operating Agency	Any entity that manages or operates the Government Shared Systems and Services through a contracting relationship with the Owning Entity.
Responsible Government Agencies	Government agencies that own standard government systems and services, whether the platform is developed, managed, and operated by them or through third parties. They are the agencies that enable government agencies to utilize their standard systems and services.

Term	Definition
Beneficiaries Agencies	Government agencies that own, develop, and qualify to connect to the Government Shared Systems and Services, as well as those already connected, must meet the functional requirements for building and operating their platforms, as per regulations issued by the Authority.
Electronic Participation	Digital interaction and participation enable beneficiaries to provide feedback, share ideas, and offer suggestions on specific topics related to society. This includes the government agencies' efforts to hear the voice of beneficiaries and enhance their participation, to improve government services that revolve around the citizen's needs.
Beneficiary Experience	Beneficiary's interaction with the government agency during all stages of service delivery, through the adoption of creative, interactive, and visual design principles, accessibility, and usage, to ensure sustainability and continuity of the relationship.
Beneficiary	Citizens, residents, visitors, government agencies, private sector organizations, or non-profit organizations inside and outside the Kingdom of Saudi Arabia that need to interact with any agency to obtain any of its services. The definition of beneficiary, for the purposes of applying this document, includes the internal beneficiary, who includes the agency's employees and workers who need to interact with the government agency itself to obtain any of the services provided internally.
Innovation	The implementation of a new or significantly improved product (good or service), or process, a new marketing method, or a new organizational method in business practices, workplace organization, or external relations.
Cloud Computing	A model that enables convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.
Application Programming Interfaces	A set of commands, functions, objects, and protocols developed to be used by programmers to develop software or interact with other systems and/or software.
Unified Electronic Portal for Government Procurement "Etimad".	Etimad Platform is a unified electronic portal for government procurement under the supervision of the Ministry of Finance.
Platform Code	An open-source design system created by the Digital Government Authority. It simplifies digital projects by combining code, design tools, and guidelines according to a community-based methodology. It further contributes to the rapid development of consistent experiences, allowing designers and developers to focus on meeting specific needs using pre-built assets.

07. Appendices

7.1 Measurement Mechanism

The 2025 Digital Transformation Measurement targets to assess compliance with standards and requirements related to Digital Transformation and identify the level of compliance with each standard. The measurement cycle is carried out with the government agencies according to the following stages:

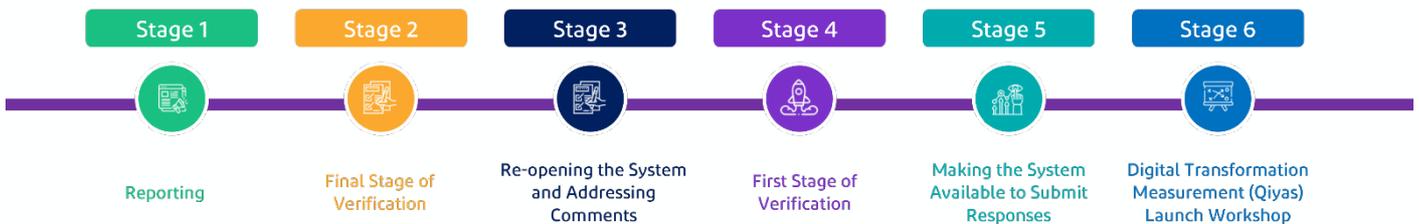


Figure (3): Qiyas Cycle

1) Digital Transformation Measurement (Qiyas) Launch Workshop

Digital Transformation Measurement (Qiyas) workshop shall be launched via an introductory workshop for which all representatives of covered Government Agencies shall be invited to attend, review updates to the Digital Transformation Measurement (Qiyas) cycle, get familiar with the adopted methodology, and respond to answers and inquiries related to Digital Transformation Measurement (Qiyas) during the workshop.

2) Making the System Available to Submit Responses

The Digital Transformation Measurement (Qiyas) System shall be made available to the liaison officer or his representative at the Government Agencies to review compliance cards, respond to them, and attach required certificates for question cards. The question card shall state all details from the standard, legal reference, supporting documents, and answer options, keeping in mind the following requirements for the supporting documents.

Requirements

- The attached strategies and plans shall be valid and approved and shall include all elements and components to be available in the relevant plan, as per best practices.
- Attached decisions and directives shall be adequate, valid, issued, and approved by the authorized person in the government agency.
- The department concerned must issue the attached reports and include all information referred to in the report request.
- Attached studies and surveys shall explain methodologies used in data collection and analysis processes and shall include results and recommendations concluded therefrom.
- Methodologies, policies, controls, and standards shall be valid, approved, and applied in the Government Agency, as well as developed in accordance with best practices.
- The authorized person is responsible for the content of the document and is considered the owner thereof, and by signing and putting their name, the document is considered approved.
- The response period to inquiries is (3) working days, and studying exceptions requires (7) working days.

3) First Stage of Verification:

This stage shall include auditing and assessment as per the verification mechanism. The verification process shall be carried out by a team dedicated to answering questions of government agencies, which shall review the attached certificates of each card and insert notes, if any, below each compliance card to be reviewed by the liaison officer or his representative at the target government agencies. Notes shall refer to the additional required certificates or to failure to meet the compliance standards required in the standard card, noting that the response period to inquiries is (3) working days, and studying exceptions requires (7) working days.

4) Re-opening the System and Addressing Comments:

Government Agencies shall be granted an additional period to address the comments that the team inserted, review comments on each question card, and re-attach the required certificates if required, noting that the response period to inquiries is (5) working days, and studying exceptions requires (7) working days.

5) Final Stage of Verification:

This stage shall include auditing and final assessment of answers from the government agencies and final notes of the participant agencies, noting that the response period to inquiries is (5) working days.

6) Reporting

After completion of results auditing, reports of participant agencies shall be issued. Reports shall include compliance levels and ratios, as well as detailed content comparing the agency's total results with those of other agencies in the same category. Reports shall be made available on the system, and the senior official at the agency shall be advised of the result. Then, the results of the agencies shall be presented to His Royal Highness, noting that the response period to inquiries is (5) working days.

7.2 Mechanism of Compliance Verification

Qiyas Team shall review documents and attachments via the Digital Transformation Measurement (Qiyas) System and determine the proper methods of verification, if required. Verification methods are limited to the following:

- Documents attached by the government agency via Digital Transformation Measurement System (Qiyas).
- Field visits (if necessary).
- Detailed reports received from the competent agencies
- Virtual meetings.

Levels of compliance with the Standard are determined via one of the following compliance levels:

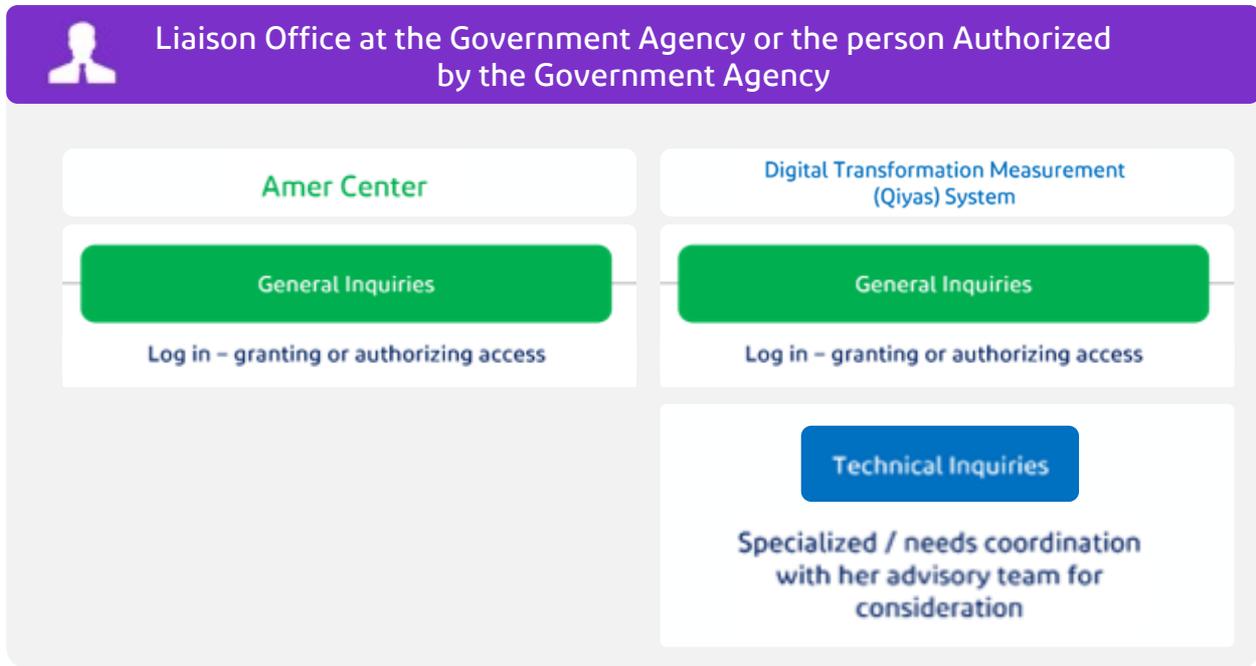


Figure (4): Compliance Levels

7.3 Mechanism for Inquiry or Information Request

- **Notes related to System and inquiries about the methodology:**

In case of request or inquiry by one of the Government Agencies, such requests shall be handled as per the following procedures and mechanisms:



The request or report shall be submitted via relevant channels in this respect, namely:

- Qiyas System / Messaging System
- Amer Center - Unified number (199099)

- **Notes regarding the assessment of compliance with standards:**

The agency has the right to object to the assessment of its compliance with the standards during the system reopening phase and address the notes in the measurement cycle schedule. This is done through the Qiyas system, and shall include the following:

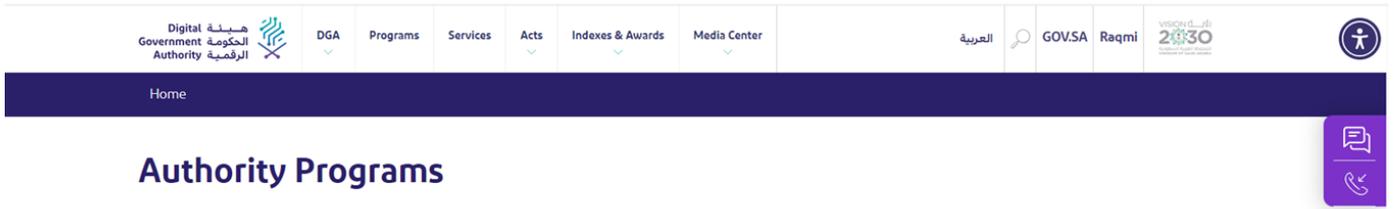
- Reference number of standard or control
- Statement of Objection.
- Reference to evidence on achieving the standard. Each evidence shall be supported by the attachments uploaded to the system.

- **Exception Requests**

The entity may submit a request for an exception to a standard or requirement until the end of the system availability phase and start of answers, via the Qiyas system, which serves as a reliable and approved communication channel and until the request is studied and responded to within the specified times. The exception request shall include the following:

- Reference number of standard or exception.
- Statement of Exception
- Reference to evidence that supports the exception request. Each evidence shall be supported by the attachments uploaded to the system.

- Log in to the system



Digital Transformation Measurement (Qiyas)
A digital assessment tool that helps government agencies know the level of progress towards

Log in the Digital Transformation Measurement (Qiyas) via QR Code or via the following link: [Digital Transformation Measurement](#), or through the QR Code.



7.4 High Orders, Cabinet Resolutions and Relevant Circulars

The figure below shows the list of High Orders, Cabinet Resolutions, and Circulars related to digital transformation in the basic standards document for digital transformation after being updated.

#	High Orders and Cabinet Resolutions			
1	Royal Order No. (8189/MB) dated 19/06/1426 AH, Forming Committees for Electronic Transactions	Cabinet' Resolutions No. (40) dated 27/02/1427 AH, approving the controls for the application of e-government transactions, as amended by the Cabinet's Resolution No. (252) dated 16/07/1431 AH.	Electronic Transactions Law issued by Royal Decree No. (M/18) dated 08/03/1428 AH, as amended by Cabinet's Resolution No. (293) dated 09/04/1445 AH, and its executive regulations were approved by the DGA Board of Directors' Decision No. (M-8-6) dated 03/09/1445 AH.	Cabinet' Resolutions No. (240) dated 23/07/1428 AH, Organizing Information Technology works at Government Agencies.
	Cabinet' Resolutions No. (82) dated 22/03/1431 AH, Regarding the recommendations of the Information Technology and National Security Conference	Royal Order No. (41990) dated 11/10/1435 AH, on the use of digital certificates and compliance with required security specifications	Royal Order No. (48310) dated 26/11/1435 AH, on Total Quality Management	Royal Order No. (11904) dated 05/03/1437 AH, regarding posting on the Saudi National Portal
	Royal Order No. (57231) dated 10/11/1439 AH, on the Electronic Control System (SHAMIL)	High Order No. (7732) dated 12/02/1440AH, on Shared Platforms, Business Continuity and Data Sharing	Cabinet' Resolutions No. (555) dated 23/09/1440 AH, regarding the controls on the use of information and communication technologies in government agencies	Royal Order No. (M/128) dated 13/11/1440 AH, approving the Government Tenders and Procurement Law.
	Royal Order No. (17850) dated 16/03/1441 AH, on the inventory and documentation of everything related to the quality of services and satisfaction of beneficiaries, and the exchange of data with government agencies	Cabinet' Resolutions No. (418) dated 25/07/1442 AH, approving DGA's Bylaw	Cabinet' Resolutions No. (14) dated 02/01/1443 AH, on Free and Open-Source Government Software	Personal Data Protection Law issued by Royal Decree No. (M/19) dated 09/02/1443 AH, as amended by Royal Decree No. (M/148) dated 05/09/1444 AH, and its executive regulations were issued on 29/02/1445 AH.
	Royal Decree No. (22424) dated 09/04/1443 AH, When preparing a proposal related to economic and developmental affairs for draft rules, regulations, decisions, etc., of a regulatory nature, the views of the public and government agencies are sought on the unified electronic platform.	Royal Order No. (M/106) dated 02/11/1443 AH, approving the Communications and Information Technology Act, its executive regulations, and registration regulations and rules drawn up thereon.	Royal Court's Circular No. (70701) dated 13/11/1443 AH, which includes the application of the concept of e-participation and polling the public's opinions in decision-making.	President of the Royal Court Letter No. (8102) dated 03/02/1444 AH, Regarding finding solutions for the governance of communication services.
	Royal Court's Circular No. (39175) dated 04/06/1444 AH, relating to the report on the government agencies' performance in the United Nations E-Government Development Index for the year 2022	Royal Court's Circular No. (6262) dated 26/01/1445 AH, Regarding transactions related to the eighth and ninth annual reports to measure government digital transformation	Royal Court's Circular No. (7546) dated 01/02/1445 AH, Regarding government agencies' compliance with the business continuity management standards issued by the Digital Government Authority	The Rights of Persons with Disabilities Law issued by Royal Decree No. (M/27) dated 2/11/1445 AH
	Royal Order No. (47746) dated 29/06/1445 AH, regarding the approval of controls on media use of social media in government agencies.	Royal Court's Circular No. (58071) dated 09/08/1445 AH, regarding the annual report on measuring digital transformation	Royal Court's Circular No. (974969) dated 25/09/1445 AH, to exempt military and security agencies from open data works	

#	High Orders and Cabinet Resolutions			
2	Minister of Finance Circular No. (49989) dated 12/02/1442 AH, on Governance of all items related to Communication Services	Digital Government Authority's Circular No. (5589/42/1) dated 07/11/1442 AH, based on its Regulations issued by the Cabinet's Resolution No. (418) dated 25/07/1442 AH,	Digital Government Authority's Circular No. (916) dated 15/01/1443 AH, regarding the automation of digital circuits and other telecommunications services	Digital Government Authority's Circular No. (955) dated 28/01/1443 AH, based on its Regulations issued by the Cabinet's Resolutions No. (418) dated 25/07/1442 AH
	Digital Government Authority's Circular No. (1533) dated 23/05/1443 AH, On reporting the interruption of digital government services issued to all government agencies	Digital Government Authority's Circular No. (1878) (Regarding the Activation of Electronic Payment Channels and Unified Access dated 24/09/1443 AH, on the principles of Business Continuity Management	Minister of Finance Circular No. (46973) dated 05/12/1443 AH, on the Governance of Digital Circuit Services	Digital Government Authority's Circular No. (2044) dated 28/12/1443 AH, on risk management controls
	Digital Government Authority's Circular No. (102) dated 09/02/1444 AH,	Digital Government Authority's Circular No. (257) dated 08/04/1444 AH, regarding a digital textile product.	Digital Government Authority's Circular No. (378) dated 02/06/1444 AH,	Digital Government Authority's Circular No. (1339) dated 15/11/1444 AH, Regarding Controls of Whole Government Platforms
	Minister of Finance Circular No. (1748) dated 14/01/1445 AH, Regarding the draft framework agreement for digital services.	Digital Government Authority's Circular No. (311) dated 16/03/1445 AH, on the controls of e-participation	Digital Government Authority's Circular No. (754) dated 26/05/1445 AH, regarding the inventory of application programming interfaces	Digital Government Authority's Circular No. (2026) dated 14/09/1445 AH, On the Governance of Digital Platforms and Hosting in the Kingdom of Saudi Arabia
	Digital Government Authority's Circular No. (2602) dated 25/11/1445 AH, Regarding the Adoption of the "Tawakkalna" Application as an Additional Mandatory Channel for Government Services	Digital Government Authority's Circular No. (518) dated 30/02/1446 AH, regarding the Controls for Registering and Managing Domains and Digital Government Services	Digital Government Authority's Circular No. (1676) dated 12/05/1446 AH, regarding the Unified Design System (Platform Code)	

7.5 FAQs

#	Question	Answer
1	What is Digital Transformation?	Transforming and developing business models strategically into digital models based on business data, technologies, and solutions.
2	What is Compliance?	Full compliance with the implementation of standards through detailed compliance requirements that fall under each standard.
3	What is meant by the measurement of compliance using digital transformation standards?	Measurement of compliance with standards and requirements related to digital transformation, and determination of compliance levels for each standard.
4	What are regulatory references for the measurement of compliance?	Referring to the Cabinet Resolution No. (418), dated 25/07/1442 AH, approving DGA's Bylaw, which stipulates in Articles 4/5 and 6) that DGA undertakes the following functions and duties: 5. Issuing measurements, indicators, tools, and reports to measure the performance of Government Agencies and their capabilities in the field of digital government, and the beneficiary's satisfaction therewith; 6. Following up on the compliance of Government Agencies with the decisions and orders issued on digital government transactions, according to frameworks and standards developed by DGA, together with E-Government Transaction Implementation Rules issued by virtue of the Cabinet Resolution No. (40), dated 27/02/1427 AH, as amended by the Cabinet Resolution No. (252), dated 16/07/1431 AH, where Article (22) stipulates that: "Each Government Agency shall measure the extent of transformation to e-government transactions every six (6) months according to indicators developed by the Program. Such indicators shall be included in the annual report of the Government Agency, and copies thereof shall be sent to the Program".
5	How does the measurement of current digital transformation align with the objectives of the Saudi Vision 2030?	Vision 2030 aims to transform the Government of Saudi Arabia into a high-performance government that features effectiveness, transparency, and accountability. From this perspective, the digital transformation process is one of Vision 2030's key commitments, as the Vision emphasized the need to continue expanding the scope of digital services provided to include other services such as geographic information systems, health and educational services, and others, in addition to the use of e-implementations in Government Agencies, such as cloud implementations and data sharing platforms. Accordingly, the measurement framework has been developed to align with such trends while taking advantage of global trends in the field of digital transformation.
6	Who is responsible for compliance measurement?	DGA monitors compliance levels periodically based on a specific methodology. DGA submits periodic reports to officials in Government Agencies and a general report to HRH, as stipulated in the E-Government Transaction Implementation Rules.
7	Which Government Agencies undergo measurement?	All Government Agencies are qualified for measurement, according to the approved Criteria for Nomination of Agencies.
8	Is there compatibility between the measurement of digital transformation in its latest version and global reference models?	Digital transformation-related standards were developed based on a comprehensive study of a set of international reference models in the process of digital transformation, which included several key international indicators and frameworks. During such a study, comparisons were made for the pillars and stages that this process goes through, in addition to the pillars used in compliance measurement. Based on the outcomes of such a study, a perception of pillars through which digital transformation and compliance with modern standards can be measured in the context of Saudi Arabia was concluded. Therefore, the updated framework of DTS is fully compatible with global reference models.

#	Question	Answer
9	What is meant by an approved document for the attachment?	The approved document means that it has been approved by an authorized person or a higher committee within the Government Agency that has the power required for approval according to the type of document. For example, the document of the strategic plan for digital transformation must be approved by the head of the Government Agency, to be attached with evidence of its approval, i.e., signatures and seals or official letters.
10	What are the requirements to be met in the attached strategies and plans?	The attached strategies and plans shall be valid and approved and shall include all elements and components to be available as per best practices.
11	What are the requirements to be met in decisions and directives?	Attached decisions and directives shall be adequate, valid, issued, and approved by the authorized person in the Government Agency.
12	What are the requirements to be met in the attached reports?	The department concerned must issue the attached reports and include all updated information referred to in the report request.
13	What are the requirements to be met in the attached studies and surveys?	Attached studies and surveys shall explain methodologies used in data collection and analysis processes and shall include results and recommendations concluded therefrom.

#	Question	Answer
14	What are the requirements to be met in the attached methodologies, policies, controls, and standards?	Methodologies, policies, controls, and standards shall be valid, approved, and applied in the Government Agency, as well as developed in accordance with best practices.
15	What is meant by samples requested as part of supporting documents?	<p>Samples vary according to the requirements of the standard and the required supporting documents, which could include, but are not limited to:</p> <ul style="list-style-type: none"> • Sample templates and tools for business impact analysis (Sample can be reports, tables, or matrices). • Samples from risk assessment study (Sample can be reports based on risk identification and analysis matrix). • Samples of risk response strategies (Sample may contain an analysis of risks associated with a service or domain, describing the response plan for such risk, and the team in charge). • Samples from teams (Samples can be tables of teams, and three samples can be attached with contact data hidden, as per professional practices). <p>Required samples can be minutes, records, or decisions, as mentioned in the requirements of the standard.</p>
16	Should reports be recent, specifically for minutes of meetings or correspondence, given that most of these are relatively old, and no meetings were held at a later time?	In general, attachments must be with recent dates proving that the Government Agency is working effectively in implementing practices related to digital transformation and decision-making, as this cannot be proven through, for example, documents of meetings that took place more than a year ago, which indicates a lack of adequate and continuous work in the field related to the required documents.
17	Who is responsible for approving documents, and how are they approved?	The authorized person is responsible for the content of the document and is considered the Owner thereof. By signing and putting his name, the document is considered approved.
18	If the Government Agency forms a committee concerned with digital transformation, is the Government Agency required to form another committee for e-government transactions?	<p>In case the committee formed in the Government Agency conforms to Control No. (17) of the Cabinet Resolution No. (40), dated 27/02/1427 AH, then the Government Agency may not be required to form another committee.</p> <p>In case the formation of the digital transformation committee does not conform to the Resolution above, the Government Agency shall form an e-government committee as stipulated in the Resolution.</p>
19	Some requirements do not apply directly to the Government Agency. What is the applicable mechanism in this case?	Requirements not applicable to the Government Agency must be issued by the legislator or excluded by His Highness in the implementation of the High Order's content. In the second section, the Government Agency must prove its exclusion and obtain the national team's acceptance. This option was made available in the tenth measurement (not applicable) with the opportunity for the Government Agency to attach evidence that this decision or standard does not apply to the Government Agency. The acceptance of this matter remains within the powers of the national Qiyas team.
20	What is meant by Digital Service Quality Standards?	Standards ensure the effective operation and monitoring of digital services, given the numerous frameworks available for monitoring their quality. It is required that they include all digital aspects and are not limited to the opinions of beneficiaries and the level of satisfaction with digital services only, standards can include, for example, availability, portability, reliability, etc.)
21	What method is used to calculate the cloud services adoption rate?	<p>It is the percentage obtained by dividing the volume of technical resources supporting workloads on the cloud by the total volume of technical resources supporting workloads in the cloud environment's data center.</p> <p>(Resource volume: number of processing units (cores) + size of random-access memory (GB) + size of storage units (GB))</p>

You can view more frequently asked questions by logging in the measurement system, as they are updated on the system continuously.

7.6 List of relevant government agencies according to the scope of standards

7.6.1 The list includes the relevant government agencies as clarified within the scope of standards, according to the following:

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
1	Ministry of Communication and Information Technology	√	√			√	√	√		
2	Ministry of Investment	√		√		√	√	√		
3	Ministry of Economics and planning	√		√			√		√	
4	Ministry of Media	√		√		√	√	√		
5	Ministry of Environment, Water and Agriculture	√		√	√	√	√	√		
6	Ministry of Commerce	√	√			√	√	√		
7	Ministry of Education	√		√		√	√	√		
8	Ministry of Hajj & Umrah	√		√	√	√	√	√		
9	Ministry of Islamic Affairs, Dawah and Guidance	√		√		√	√	√		
10	Ministry of Foreign Affairs	√		√	√	√	√	√		
11	Ministry of Defense		√					√		
12	Ministry of Interior	√		√	√	√	√	√		
13	Ministry of Sports	√		√		√	√	√		
14	Ministry of Tourism	√		√	√	√	√	√		
15	Ministry of Municipalities and Housing	√		√	√	√	√	√		
16	Ministry of Health	√		√		√	√	√		
17	Ministry of Industry and Mineral Resources	√		√		√	√	√		
18	Ministry of Energy	√		√	√	√	√	√		
19	Ministry of Justice	√		√		√	√	√		
20	Ministry of Finance	√		√		√	√		√	
21	Ministry of Human Resources and Social Development	√		√	√	√	√	√		
22	Ministry of Transport and Logistic Services	√		√		√	√	√		
23	Ministry of Culture	√		√		√	√	√		
24	SDAIA	√	√			√	√		√	
25	General Authority for Statistics	√		√		√	√		√	
26	General Authority for Awqaf	√		√		√	√		√	

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
27	General entertainment Authority	√			√		√	√		√
28	ZATCA	√			√	√	√	√		√
29	General Authority of Civil Aviation	√			√		√	√		√
30	Saudi Food & Drug Authority	√	√					√		√
31	Small and Medium Enterprises General Authority	√	√					√		√
32	Transport General Authority	√			√		√	√		√
33	Communications, Space and Technology Commission	√	√			√	√	√		√
34	Saudi Electricity Regulatory Authority				√		√	√		
35	Real Estate General Authority	√	√				√	√		√
36	Capital Market Authority	√	√					√		√
37	Local Content & Government Procurement Authority	√			√			√		√
38	Saudi Authority for Intellectual Property	√	√					√		√
39	General Authority for Media Regulation	√			√		√	√		√
40	Education and Training Evaluation Commission	√	√			√	√	√		√
41	Saudi Ports Authority				√		√	√		√
42	Saudi Standards, Metrology and Quality Organization		√				√	√		√
43	Saudi Postal Corporation	√			√	√		√		
44	Saudi Water Authority	√			√			√		√

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
45	General Organization for Social Insurance	√			√		√	√		√
46	Council of Health Insurance	√			√		√	√		
47	Social Development Bank	√			√		√	√		√
48	Saudi Industrial Development Fund	√			√			√		√
49	Public Investment Fund				√		√	√		√
50	Human Resources Development Fund	√			√		√	√		√
51	Board of Grievances	√	√				√	√		√
52	National Events Center			√			√		√	
53	National Center for Public Agencies Performance Measurement (Aadaa)	√						√		
54	King Abdulaziz City for Science and Technology	√	√					√		√
55	Digital Government Authority (DGA)	√	√					√		√
56	National Center for Government Resource Systems	√			√			√	√	

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
57	National Center for Meteorology	√			√		√			√
58	King Faisal Specialist Hospital & Research Center		√					√		√
59	King Abdullah City for Atomic and Renewable Energy				√			√		√
60	Asir Region Municipality				√		√	√		√
61	Jizan Region Municipality				√			√		√
62	Madinah Region Municipality				√		√	√		√
63	Al-Qassim Region Municipality				√			√		√
64	Al-Jouf Region Municipality				√			√		√
65	Al-Baha Region Municipality				√		√	√		√
66	Jeddah Governorate Municipality				√		√	√		√
67	Taif Governorate Municipality				√			√		√
68	Al-Ahsa Governorate Municipality				√		√	√		
69	Eastern Province Municipality				√			√		√
70	Holy Capital Municipality				√			√		
71	Saudi Energy Efficiency Center				√		√	√		√
72	Royal Court									

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
73	Tourism Development Fund				√			√		√
74	Real Estate Development Fund		√				√	√		√
75	Saudi Exim Bank				√		√	√		√
76	General Food Security Authority				√		√			√
77	Riyadh Region Municipality		√				√			√
78	Emirate of Al-Qasim Province				√		√			√
79	Saudi Space Agency (SSA)		√				√	√		√
80	General Irrigation Corporation				√		√			√
81	Public Prosecution		√				√	√		
82	Hail Region Municipality				√		√	√		√
83	National Competitiveness Center		√				√			√
84	Human Rights Commission				√		√	√		
85	Saudi Premium Residency Center		√				√	√		√
86	Prince Sattam bin Abdulaziz University		√				√	√		√

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
87	Ministry of National Guard Health Affairs		√				√	√		
88	Vice-Ministry of Interior for Civil Status				√		√	√		
89	Saudi Broadcasting Authority				√		√			√
90	Royal Commission for Jubail and Yanbu		√				√			√
91	Emirate of Jazan Province				√		√			√
92	General Authority for Exhibitions and Conferences				√		√			√
93	King Khaled Eye Specialist Hospital		√				√	√		√
94	Entrustment and Liquidation Center (Infath)		√				√			
95	Permanent Committee for Scholarly Research and Ifta				√		√			√
96	Emirates of Riyadh Province				√		√			√
97	Tabuk Region Municipality				√		√	√		√
98	Northern Border Municipality				√		√	√		√
99	Saudi Export Development Authority (SEDA)				√		√	√		√
100	Saudi Council of Engineers		√				√			√
101	Technical and Vocational Training Corporation		√				√	√		√
102	King Fahd Security College		√							√
103	Control and Anti-Corruption Authority		√							√
104	Saudi Contractors Authority		√							√

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
105	Royal Commission of Al-Ula		✓						✓	
106	Royal Commission for Riyadh City		✓						✓	
107	Royal Commission for Makkah City and Holy Sites		✓				✓		✓	
108	Sharqia Development Authority		✓				✓		✓	
109	Diriyah Gate Development Authority		✓						✓	
110	Madinah Region Development Authority		✓				✓		✓	
111	Makkah Region Development Authority		✓				✓		✓	
112	Saudi Economic Business Center		✓				✓		✓	
113	Saudi Accreditation Center		✓						✓	
114	General Authority for Foreign Trade		✓						✓	
115	The Small and Medium Enterprise Bank		✓				✓		✓	
116	General Authority for Competition		✓						✓	
117	Islamic University of Madinah		✓				✓		✓	

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
118	Saudi Electronic University		√					√		√
119	Imam Abdulrahman Bin Faisal University		√					√		√
120	Imam Mohammad Ibn Saud Islamic University		√					√		√
121	Princess Nourah bint Abdulrahman University (PNU)		√					√		√
122	Al Baha university		√					√		√
123	Al Jouf University		√					√		√
124	North Borders University		√					√		√
125	Taif University		√					√		√
126	Al Qassim University		√					√		√
127	Majmaah University		√					√		√
128	King Khalid University		√					√		√
129	King Saud University		√					√		√
130	King Saud bin Abdulaziz University for Health Sciences		√				√	√		√
131	King Abdulaziz University		√					√		√
132	King Abdullah University of Science and Technology		√					√		√

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
133	King Fahd University of Petroleum and Minerals (KFUPM)		✓					✓		✓
134	King Faisal University		✓					✓		✓
135	Umm Al Qura University		✓					✓		✓
136	Bisha University		✓					✓		✓
137	Tabuk University		✓					✓		✓
138	Jazan University		✓					✓		✓
139	University of Hail		✓					✓		✓
140	Hafr Al Batin University		✓					✓		✓
141	Shaqra University		✓					✓		✓
142	Taibah University		✓					✓		✓
143	Najran University		✓					✓		✓
144	Higher Education Fund		✓							✓
145	Cultural Development Fund		✓							✓
146	King Abdulaziz Foundation		✓					✓		✓
147	King Salman Global Academy for Arabic Language		✓					✓		✓

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
148	King Fahad National Library		√					√		√
149	Saudi Bar Association Charter		√							√
150	General Authority for Guardianship of the Funds of Minors and Equivalent Minors' Property		√							√
151	Military Industries Corporation		√							√
152	General Authority for Survey and Geospatial Information		√					√		√
153	Prince Sultan Defense Studies and Research Center		√							√
154	Ministry of National Guard		√					√		√
155	Saudi Central Bank		√					√		√
156	National Debt Management Center		√							√
157	National Development Fund		√							√
158	Saudi Organization for Chartered and Professional Accountants (SOCPA)				√					√
159	Saudi Geological Survey		√							√
160	National Cybersecurity Authority		√					√		√
161	Institute of Public Administration		√					√		√
162	Quality of Life Program Center		√					√		

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
163	Hail Region Development Authority				√			√		
164	Asir Region Development Authority		√					√	√	
165	Expenditure & Projects Efficiency Authority				√			√	√	
166	Prince Mohammed Bin Abdulaziz Medical City				√			√		
167	Saudi Press Agency				√			√	√	
168	Statute of the Economic Cities and Special Zones Authority				√			√	√	
169	King Fahad Medical City				√			√	√	
170	King Abdulaziz Public Library				√			√		
171	King Abdullah Medical City in the Holy Capital				√			√	√	
172	Saudi Red Crescent Authority				√			√	√	
173	University of Jeddah		√					√		
174	Saudi Commission for Health Specialties				√			√	√	
175	Saudi Health Council				√		√	√	√	
176	Najran Region Municipality				√			√	√	

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
177	Saudi Organization for Industrial Estates and Technology Zones				√			√	√	
178	The First Health Cluster in the Eastern Province				√			√		
179	The General Presidency for the Affairs of the Grand Mosque and the Prophet's Mosque				√			√	√	
180	General Directorate of Medical Services at the Ministry of Interior				√			√		
181	National E-Learning Center				√			√		
182	Saudi Tourism Authority				√			√	√	
183	General Court of Audit				√			√	√	
184	General Directorate of Passports				√			√	√	
185	General Directorate of Health Services at the Ministry of Defense				√			√		
186	Hafr Al-Batin Municipality				√			√		
187	Financial Academy		√							
188	Military Industries Corporation		√							
189	High Commission for Industrial Security		√							
190	Martyrs, Injured, Prisoners and Missing Persons Fund		√							
191	King Khalid Military Academy		√							
192	General Presidency of the Commission for the Promotion of Virtue and the Prevention of Vice				√					

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
193	National Committee for the Welfare of Prisoners, Former Prisoners and Their Families				√					
194	General Directorate of Border Guard				√					
195	General Directorate of Civil Defense				√					
196	General Directorate of Prisons				√					
197	General Directorate of Drug Control				√					
198	National Centre for Waste Management				√					
199	National Center for Sustainable Agriculture Research and Development (Estidama)				√					
200	National Center for Wildlife Development				√					
201	The National Center for Vegetation Cover Development and Combating Desertification (NCVC)				√					
202	National Center of Non-Profit Sector				√					
203	National Industrial Development Center				√					
204	The National Centre for Environmental Compliance (NCEC)				√					
205	National Center for Palms & Dates				√					

#	government agencies, according to the scope of the standards	Agencies Concerned with the standards of the two axes (5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies Concerned with the standard (5.13.6) "Consolidation and Integration of Agency's Platforms"			Agencies Concerned with the standard (5.13.9) "Service Availability through Tawakkalna App."	Agencies Concerned with the requirement (3) and (4) of standard (5.16.3) "Follow-up Beneficiaries' Participations"	Agencies concerned with the requirements (3) and (4) of standard (5.17.1) "Developing a program to enhance the relationship with the beneficiary"	Agencies Concerned with the standard 5.18.5 "Applying the concept of life journeys"	
			List (A)	List (B)	List (C)				List (A)	List (B)
206	National Center for Archives and Records				√					
207	The National Center for the Prevention and Control of Plant Pests and Animal Diseases				√					
208	National Institute for Educational Professional Development				√					
209	Jazan Region Development Strategic Office				√					
210	State Properties General Authority				√					
211	Emirate of Eastern Province				√					
212	Emirate of Al-Baha Province				√					
213	Emirate of Al-Jouf Province				√					
214	Emirate of Northern Border Province				√					
215	Emirate of Madinah Province				√					
216	Emirate of Tabuk Province				√					
217	Emirate of Hail Province				√					
218	Emirate of Asir Province				√					
219	Emirate of Makkah Province				√					
220	Emirate of Najran Province				√					
221	Shared services program				√					
222	Environment Fund				√					
223	Agricultural Development Fund				√					
224	Public Security Directorate (PSD)				√					
225	Nuclear and Radiological Control Authority				√					
226	Public Health Authority				√					
227	The Authority for the Care of People with Disabilities				√					

7.6.2 The list includes government agencies concerned with priority services as clarified in the scope of standards 5.14.4, according to the following:

#	Relevant government agencies according to the scope of standards	Services prioritized in Standard (5.14.4)
1	Saudi Postal Corporation	<ul style="list-style-type: none"> Register national address. Verify national address. Amend national address
2	Social Development Bank	<ul style="list-style-type: none"> Family loan Marriage Loan Loan to widows and divorced women and financing persons with disabilities Request for cash funding
3	Saudi Electricity Regulatory Authority	<ul style="list-style-type: none"> Electricity service receipt File a complaint about the power outage. View and pay electricity bills
4	Saudi Water Authority	<ul style="list-style-type: none"> Filing a water outage complaint Request for water and sewage connection View and pay water bills
5	Real Estate Development Fund	<ul style="list-style-type: none"> Request to release a mortgage
6	Human Resources Development Fund	<ul style="list-style-type: none"> E-recruitment (Jadarat) Supporting children's hospitality "Qurrah" Graduate Development – Tamheer Jobseeker's Allowance
7	Riyadh Chamber (not among the agencies targeted in the Qiyas 2025)	<ul style="list-style-type: none"> Attestation of commercial documents
8	Premium Residency Center	<ul style="list-style-type: none"> Premium Residency Application
9	The National Centre for Environmental Compliance (NCEC)	<ul style="list-style-type: none"> Issuing environmental permits
10	National Center for Government Resource Systems	<ul style="list-style-type: none"> Registering a supplier with the government Reviewing the tenders offered Submitting bids for the tenders See the results of the award. Financial claims of bills E-Signing of the contract Issuing the electronic bank guarantee

#	Relevant government agencies according to the scope of standards	Services prioritized in Standard (5.14.4)
11	General Organization for Social Insurance	<ul style="list-style-type: none"> • Retirement request • Invoice Dashboard (electronic payment of insurance contributions) • Disbursement of non-occupational disability benefits • Disbursement of unemployment benefits • Disbursement of occupational hazards allowances “Addition of bank IBAN” • Issue Subscription Certificate • Subscriber exclusion • Issue certificate of benefit amount. • Applying for maternity or newborn benefits
12	Technical and Vocational Training Corporation	<ul style="list-style-type: none"> • E-Admission Portal
13	ZATCA	<ul style="list-style-type: none"> • Submission of a statistical statement • Review of customs declaration invoice • Request to register a real estate transaction. • Payment of Zakat • Payment of Withholding Tax • Payment of VAT (Individuals and Businesses) • Registration in Zakat • VAT Registration (Monsha'at) • Registration of individuals for VAT • Registration of group for VAT • Submission of withholding tax declaration • Submission of VAT declaration • Submission of Zakat declaration • Pay your Zakat

#	Relevant government agencies according to the scope of standards	Services prioritized in Standard (5.14.4)
14	SDAIA	<ul style="list-style-type: none"> • Payment of government violations against individuals - Efaa platform • Payment of Government Violations against Establishments - Efaa Platform • Payment of traffic violations - Efaa Platform • Quick Donation (Ehsan Platform)
15	Saudi Authority for Accredited Valuers (not among the targeted agencies in the 2025 measurement)	<ul style="list-style-type: none"> • Real estate valuation
16	Saudi Authority for Intellectual Property	<ul style="list-style-type: none"> • filing a patent application • Register a trademark
17	General Authority for Media Regulation	<ul style="list-style-type: none"> • Issuance / renewal of a media company license
18	General Authority for Awqaf	<ul style="list-style-type: none"> • Waqfy Platform Services
19	General entertainment Authority	<ul style="list-style-type: none"> • Request for entertainment event permit
20	Real Estate General Authority	<ul style="list-style-type: none"> • Sorting the real estate units • Off-plan sales licenses • Transfer of ownership
21	Saudi Food & Drug Authority	<ul style="list-style-type: none"> • Licensing food factories • Licensing drug establishments • Human medicines list. • Issuance of a certificate of conformity for the disbursement of breast milk substitutes subsidy
22	Small and Medium Enterprises General Authority	<ul style="list-style-type: none"> • Commercial Excellence Center • Tomoh Program – Services for fast-growing enterprises • Jadeer - Pre-qualification Service • Mazaya - Discounted services • SME Training Services (Monsha'at Academy) • E-consulting and guidance service (Nawafth)
23	Transport General Authority	<ul style="list-style-type: none"> • Issuing a logistics services company license
24	Education and Training Evaluation Commission	<ul style="list-style-type: none"> • Viewing the classification and evaluation of schools electronically
25	Human Rights Commission (HRC)	<ul style="list-style-type: none"> • Filing a complaint or report (racial discrimination and human rights)
26	Ministry of Municipalities and Housing	<ul style="list-style-type: none"> • Issuing a Commercial License • Real estate e-financing • Registration and documentation of the housing contract • Modify a Site Reservation for a Mobile Cart License • Request to issue a new excavation permit. • Reporting visual distortion or problems in municipal services (snap and send) • Issuing a building permit
27	Ministry of Environment, Water and Agriculture	<ul style="list-style-type: none"> • Export permit for animal products. • Export permit for livestock. • Export permit for vegetables and fruits. • Application service for exporting vegetables produced from greenhouses. • Application for construction permit - Rural farms • Operational license application - Rural farms • Request for support in the Sustainable Agricultural Rural Development Program (Reef) • Expansion of an operational project - rural farms • Requests for farm support under organic transformation • Small Livestock Breeders Support Program • Request for Supporting Organic Farmers

#	Relevant government agencies according to the scope of standards	Services prioritized in Standard (5.14.4)
28	Saudi Business Center	<ul style="list-style-type: none"> • Receiving a commercial report • Renewal of Consulting Profession License • Issuing a register for a sole proprietorship • Renewing the Commercial Register of Companies • Modifying commercial register for a sole proprietorship • Deregistering a sole proprietorship • Transfer of ownership of a sole proprietorship commercial register • Documenting e-commerce • Issuing Consulting Profession License
29	Ministry of Education	<ul style="list-style-type: none"> • Digital certificates for public education (My Results) • Applying for a scholarship in the Custodian of the Two Holy Mosques Scholarship Program • View test schedule • Private Schools License Issuance / Renewal Service (License) • Registration of a public education student • University enrollment • E-learning service (Madrasati) • Certificate Equivalency for Scholarship Students • Transfer a student to another school. • Registration of people with disabilities in public education
30	Ministry of Foreign Affairs	<ul style="list-style-type: none"> • Issuing a visa (tourism, entry, visit)

#	Relevant government agencies according to the scope of standards	Services prioritized in Standard (5.14.4)
31	Ministry of Interior	<ul style="list-style-type: none"> • Vehicle release • Deregistering a vehicle • Issuance of Iqama • Issuance of national ID • Passport Issuance/ Renewal • Digital Passport • Criminal Records Report • Issuance of vehicle driving license (Form) • Issuance of driving license • Issuance of family register for parents • Birth registration • Issuance of death certificate • Renewal of resident ID • Renewal of national ID • Renewal of passport • Renewal of vehicle driving license • Renewal of driving license • Report Loss of Saudi Passport for Family Members • Request a replacement for a lost ID. • Vehicle Sell-Off • Registering a cybercrime complaint • Filing security reports (we are all safe)
32	Ministry of Tourism	<ul style="list-style-type: none"> • Metaverse or sightseeing by default. • Request to issue a license for tourist hospitality facilities
33	Ministry of Health	<ul style="list-style-type: none"> • Drug and prescription review service • Health licensing services (issuing licenses for health facilities) and (issuing licenses to practice the profession for health practitioners) • Home Health Care • View the Directory of Hospitals and Pharmacies (Interactive Map) • Medical Appointment Booking Service (Sehhaty) • Health File – Health Record (Know Your Numbers) • Vaccination Reminder Service • Immediate medical consultation service

#	Relevant government agencies according to the scope of standards	Services prioritized in Standard (5.14.4)
34	Ministry of Industry and Mineral Resources	<ul style="list-style-type: none"> • Industrial license Issuance/ Renewal • Issuance of customs exemption for raw materials, machinery and spare parts • Certificate of origin service
35	Ministry of Justice	<ul style="list-style-type: none"> • Statement of Claim • Submitting Enforcement Request • E-litigation (Written Pleading) • Authenticating the Heirs of the Deceased • Creating Marriage Contract • Divorce Documentation • Issuance of Single Power of Attorney • Update and amend a real estate deed
36	Ministry of Human Resources and Social Development	<ul style="list-style-type: none"> • Notices of eligibility for admission to community day care centers • Financial aid (persons with disabilities – orphans’ guardianship) • Disability Scene Issuance • Disability Assessment • Traffic facilities for people with disabilities • Dispensing of assigned medical devices • Cancellation of a business license • National Donation Platform “Donate Service” • Business License Issuance/ Renewal • Issuance of self-employment document • Registration in Citizen Account • Monitoring labor law violations reports • Social Security Service • Supporting school bags • Home Health Care Program (Elderly) • Infant Formula Support



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