Saudi e-Government Program

2011 UN and Africa Public Service Forum
Dar es Salaam
United Republic of Tanzania
20-23 June 2011

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Key achievements of the first phase of the Saudi e-Government implementation Journey (2006 - 2010 AD)
Establishing the e-Government National Program “Yesser”

- Coordinated Decentralized Approach
- Shared Infrastructure
- Unified Vision and Action Plan
- Common Standards and Practices
The existence of an ambitious vision and a catalyst to activate the initiative; be clear and specific goals to guide implementation and follow-up.

Provide common applications support the improvement of the effectiveness and efficiency of government agencies.

Provide a refined level of government services for individuals and businesses, and government sectors.

Building an infrastructure with high reliability (data + technical) which can provide quality services.
Define the general framework:
It’s a unified framework to implement e-government. It includes cross-governmental specifications and policies, to enable cross-governmental integration and facilitate G2G transactions and data sharing.

Rationale
• Enable electronic cross-governmental integration.
• Facilitate cross-governmental data sharing.
• Facilitate cross-governmental transactions.

(YEFI) Components:
• Core Data Standards
• Technical Standards and Policies
• YEFI Portal
The Governance
### Regulatory Frameworks:

- Approval on IT Criminal Law
- A Directive to build database for transaction of government agencies
- The Decision to Shift from Conventional to Electronic Methods
- Government Agencies’ recommendation on composing an internal e-Transaction committee for each of them
- Approval e-Transactions law
- Allocate a fund to finance e-Government projects
- Issuance of the Telecommunications Act
- Approval on e-Transaction Implementation Rules
- Rules Governing Private Sector Participation
- Approval on The National Information Technology Plan
e-Government Infrastructure
SAUDI e-Government National Portal:
e-Government Data Center:
Government Secure Network GSN:
Government Service Bus (GSB):
The National Center for Digital Certification:

- Manage the related PKI policies and procedures.

- Integrated Security System used in:
  - Secure information
  - Users I.D certification
  - Protecting data
  - Digital Signature

- Implemented and operated

www.pki.gov.sa
The Single sign-on (SSO) for Enterprises and individuals is considered one of the significant regulations of implanting the e-Government transactions issued within the Cabinet's resolution. Such regulations provide that each individual with a natural or virtual personality shall have a unified reference number included within all information systems. The said unified reference number will be able to fulfill all requirements of Concerned Agencies relating to e-Government Transactions and their applications.

40 Offices

102 Employees

25000 Establishments
SADAD Payment System:

(SADAD) was established by the Saudi Arabian Monetary Agency (SAMA) to be the national Electronic Bill Presentment and Payment (EBPP) service provider for the Kingdom of Saudi Arabia (KSA). The core mandate for SADAD is to facilitate and streamline bill payment transactions of end consumers through all channels of the Kingdom’s Banks. SADAD was launched on October 3rd, 2004.

Customers pay bills through SADAD using all the available banking channels, and they are:

• Bank Branch
• Automatic Teller Machine (ATM)
• Online Banking
• Phone Banking
• Short Message Service (SMS)
• Mobile Banking

57
The number of Governmental billers through SADAD
Available e-Channels In K.S.A:

<table>
<thead>
<tr>
<th>e-Channels</th>
<th>Status</th>
</tr>
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<tbody>
<tr>
<td>Web</td>
<td>Available</td>
</tr>
<tr>
<td>SMS</td>
<td>Available</td>
</tr>
<tr>
<td>IVR</td>
<td>Available</td>
</tr>
<tr>
<td>Contact Center</td>
<td>Under Studying</td>
</tr>
<tr>
<td>Mobiles</td>
<td>Available</td>
</tr>
<tr>
<td>KIOSK</td>
<td>Under Studying</td>
</tr>
<tr>
<td>Public Services Centers</td>
<td>Under Studying</td>
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</tbody>
</table>
Improving the quality of e-services and portals initiative:

- Development of a methodology for assessing and screening services, e-government portals.
- Apply the methodology to 5 government positions in the first phase.
- Improve 9 governmental portals according to United Nations best practices and recommendations.
- Preparation for applying the methodology on 100 government sites in the second phase.
Change Management
Launching YCG Services in e-Government field

- Assess the readiness and maturity of government agencies
- e-Government Transformation Strategic Plan Development (Enterprise Architecture)
- e-Government Transformation Strategic Plan Development (Service Architecture)
- RFP Development & Tendering
- RFP Response Evaluation and Award
- Providing agencies with the qualified employees
- Transforming Knowledge
YCG Clients:

19 Government Agencies
Capacity building and skills development in the government sectors:

<table>
<thead>
<tr>
<th>Track</th>
<th>Program Details</th>
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<tbody>
<tr>
<td>First Track</td>
<td>Basic skills of Computer Applications and e-Transaction</td>
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<tr>
<td>Second Track</td>
<td>Chief Information Officer Program (CIO)</td>
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<td>Third Track</td>
<td>Specialized Certifications in IT &amp; PMO</td>
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<td>Fourth Track</td>
<td>Executive Education for government leaders</td>
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<tr>
<td>Fifth Track</td>
<td>Future Experts</td>
</tr>
</tbody>
</table>
Government Staff Training:

First Track: Basic skills of Computer Applications and e-Transaction

- Basic skills of Computer Applications and e-Transaction Program

- Trainees in the first phase ~3000

- Trainees in the second phase ~7000
Government Staff Training:

- Second Track
- Chief Information Officer Program (CIO)

- Chief Information Officer Project
- Total attendance in the first workshop 34
- Total attendance in the second workshop 32
Government Staff Training:

- Conduct a training course in project management for government project managers in cooperation with Oracle

- Develop a training plan for more than 30 specialized training courses
Government Staff Training:

**Fourth Track**
Executive Education for government leaders

Preparation to train 20 leaders from government agencies in advanced leadership and management

**Fifth Track**
Future Experts

It is a Program designed to accommodate some of the new graduates from universities in computer science and information systems and train them techniques and specific skills for a year as trainees with the possibility to be employed by “YESSER”
Public Training and Awareness initiatives

First Project
- E-training Caravans

Second Project
- Digital Culture And Knowledge public Lectures
Public Training and Awareness initiatives

First Project  E-training Caravans

“Training for All”

This project is implemented by Ministry of Communications and IT
www.mcit.gov.sa
Public Training and Awareness initiatives

First Project: E-training Caravans

Initiative Objectives

- Introducing how important telecommunications and information technology in the society to the targeted groups.
- Identifying the multiple uses of communications and information technology.
- Conducting training for the targeted groups to equip them with basic skills on the use of computers and the internet.
- Provide appropriate training environment to learn the basic skills on use of computers to people in the areas that large institutes and training centers are not available in.
- Facilitate access to government & commercial services through introducing the government & commercial electronic services projects in the kingdom.
- To encourage people in rural areas, villages and hamlets on learning the use of computers and the internet, by giving them basic skills in this area.
Public Training and Awareness initiatives

Second Project
Dissemination Of Digital Culture And Knowledge Lectures:

Initiative Objectives

- Promote the importance of the use of telecommunications and information technology to community members (in all different categories and levels of education), with focus on youth, and raise awareness in this area.

139 Lectures
13 Provinces
50,919 Students and Public Attendance

This project is implemented by Ministry of Communications and IT
www.mcit.gov.sa
e-Government Awareness - Advertisement campaigns:
e-Government Awareness - Events & Workshops:

- 4 training workshops
- 16 workshops for Gov Agencies
- 9 national & International Conferences
- 3 introductory lectures @ Universities

The 2nd e-Government National Conference
e-Government Awareness - Publications:
~150 Participants

6 Categories including the e-Participation for individuals.

18 Winners

15 government agencies winners in 5 categories

3 individuals winners in the e-Participation category
E-Government Transformation indicators
Measuring Transformation of Government Agencies

Levels of achievement for all government agencies involved in both Stages of e-government Transformation in 2010

Levels of achievement for agencies in the Availability Stage (59 agencies)

Levels of achievement for agencies in the Building Stage (95 agencies)
Customers’ satisfaction survey- survey results on e-Government customer satisfaction indicators in Saudi Arabia:

- **Awareness**
  - شركات: 78%
  - الأفراد: 82%

- **Usage**
  - شركات: 66%
  - الأفراد: 58%

- **Satisfaction**
  - شركات: 46%
  - الأفراد: 55%

- **Trust**
  - شركات: 92%
  - الأفراد: 92%

**Sample**
- G-B (500)
- G-C (5000)

**Coverage**
- Male & Females Citizens and Residences between 18 - 80 years old
Positive change indicators
Considering the e-Services as a first choice for new government services:

Ministry of Labor – “Hafiz”
The Ministry of Labor has called on unemployed Saudi jobseekers to apply for unemployment benefits, or Hafiz, by sending their names and identity card numbers via short message service (SMS), or by registering on the ministry’s website.

Civil Service - e- Recruitment "Jadara" Program
Ministry of Civil Service launches Jadara Program for e- Recruitment, recording those who want and are willing to be recruited through its new "Jadara", a recruitment program for male and female citizens in the public sector.
Providing some e-Services through specific e-Channels:

Extend Return Visa Application - Ministry of Foreign Affairs
This service helps individuals and corporations to apply electronically for extending a re-entry visa.

Ministry of Higher Education - Foreign scholarship
Only through the e-Channels
Meeting the increased public demand on e-Services:

I hope to continue this brilliant path with more successful achievements.

Comment: Looking forward to more electronic government services.

Comment: We are working hard to implement and streamline electronic services...

Comment: A great service in the e-government electronic system that we aspire to apply to all government agencies.

Comment: It is necessary to continue the efforts in implementing the electronic government service.
Awards and international presence
Awards:

- futuregov awaRds 2010 Winner 2010
- UNSA 2011

- futuregov awaRds 2009 Winner 2009
- Government Technology Awards 2009 Winner 2009
- 2009
International Recognitions:

Continued progress in international indicators:

Continuous rise in the UN report for e-government of the order (105) General (2003) to the order (58) by the end of the year (2009).
Directions of the 2\textsuperscript{nd} phase: The 2\textsuperscript{nd} Action plan for the Saudi e-Government: 2011 - 2015 AD
The Vision:

“Enabling everyone to use effective government services, in a secure integrated and easy way, through multiple electronic channels”
e-Government second action plan plan components:

- **Vision**
  - **Sustainable Workforce**
  - **Public Experience**
  - **Collaboration & Innovation**
  - **Government Efficiency**

**Workstreams:**
- Infrastructure
- E-Services
- National Shared Systems
- E-Participation

**Implementation:**
- Human Capital, Communication & Change Management
- Institutional Framework
- Execution by Yesser and the Government Entities
- Support & Monitoring by Office of Strategy Management (OSM)

**Related National Strategies**
e-Government Vision: “Enabling everyone to use effective government services, in a secure integrated and easy way, through multiple electronic channels”
Thanks

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