

GOVTECH SNG GTMI SURVEY - DUBAI

ATTACHMENTS AND JUSTIFICATIONS

29/06/2022



SUBNATIONAL GOVERNMENT ENTERPRISE ARCHITECTURE (GEA)

I-2.8 Monitoring & Publishing of GEA usage, compliance, benefits etc.?

Usage and benefits data and news for the Government Resource Planning System (GRPS) is done through a coordinated marketing and communication effort through which key public news entities are informed of any new functionalities, participations, and key performance numbers of the system.

Some examples are below:

New participant in GRPS

<https://www.smartcitiesworld.net/news/news/dubai-customs-joins-smart-dubais-government-resource-planning-systems-6004>

General Report on GRPS Performance (under seamless smart services)

<https://www.enterpriseitworld.com/smart-dubai-celebrates-5-years-of-accomplishments-and-successes/>

Introduction of new modules or functionalities to GRPS

<https://www.zawya.com/en/press-release/smart-dubai-and-dghr-complete-design-of-the-unified-registry-for-dubai-government-employees-and-commence-t7r9mfhf>

SUBNATIONAL GOVERNMENT INTEROPERABILITY FRAMEWORK (GIF)



I-3.2 Title of the GIF Report

The interoperability framework is a series of multiple documents that focuses on various government service use cases.

Currently, this framework is classified as confidential for the Dubai Government and only shared with entities that are engaging with the GIF.

Upon request, further details can be shared through a presentation or a live demo.

GRP INVOICE INTERFACE WEBSERVICE SPECIFICATION

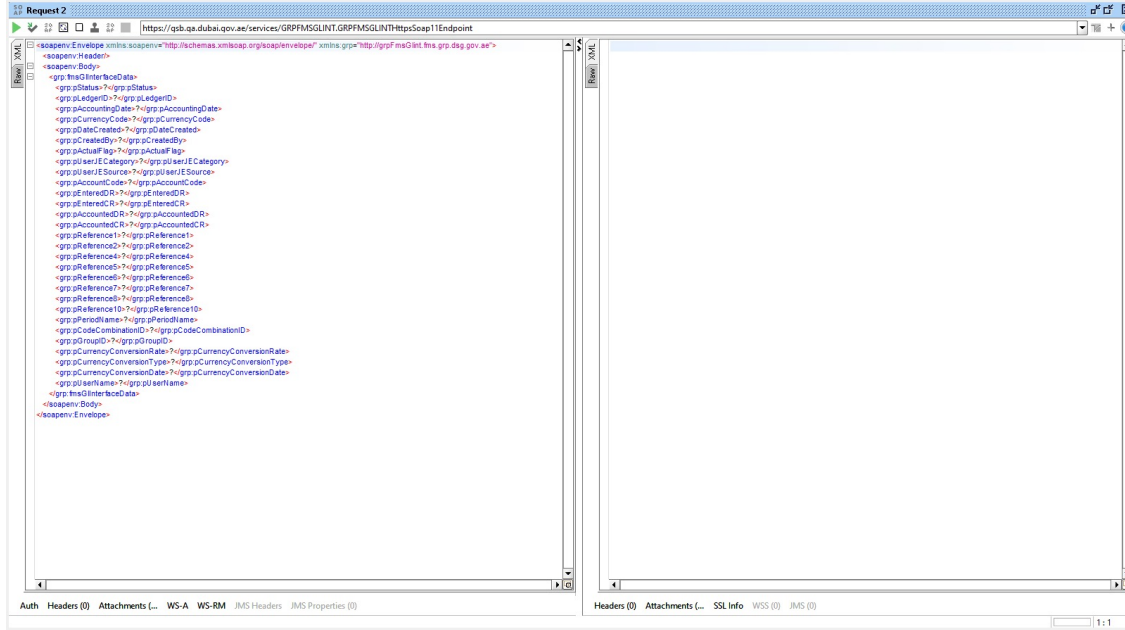
INTEGRATION SPECIFICATION

V 1.1

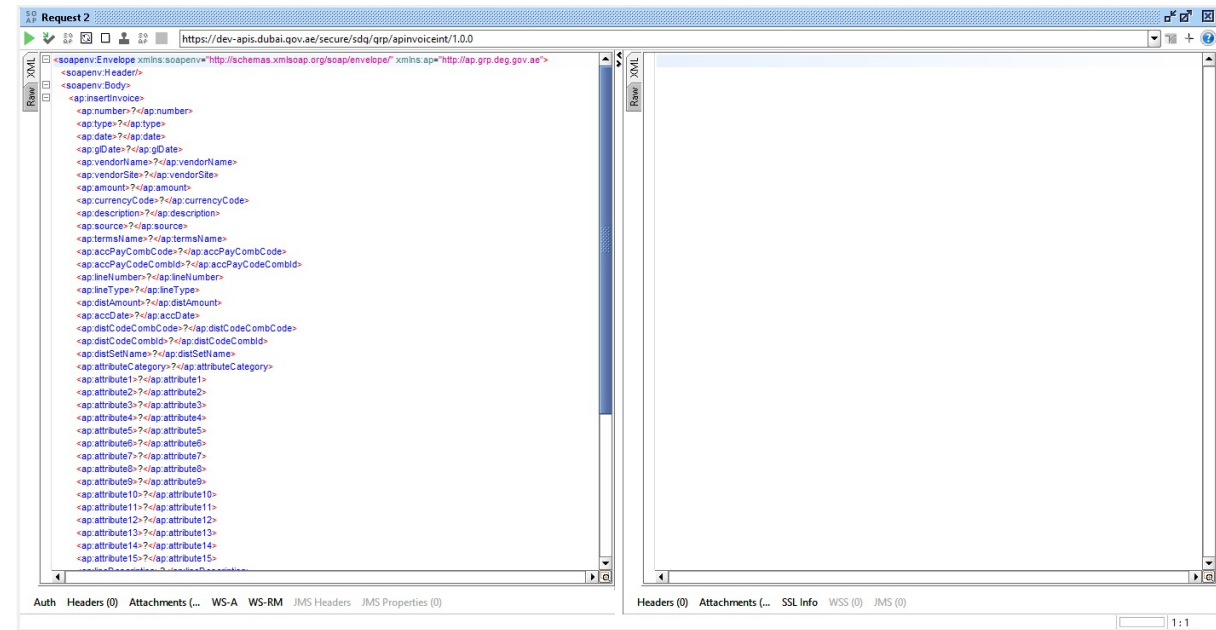


SUBNATIONAL GOVERNMENT SERVICE BUS (GSB)

I-4.2 GSB platform URL



GL Web Service Screenshot



AP Web Service Screenshot



SUBNATIONAL GOVERNMENT SERVICE BUS (GSB)

I-4.6 Monitoring & Publishing of GSB usage, security, savings?

This information has been classified as sensitive by Digital Dubai Authority, hence is not publicly available.

Monitoring of GSB usage is done internally at the Digital Dubai Authority. Regular updates on security parameters, amount of savings generated, and amount of times the GSB is engaged are recorded to be internally audited and reviewed.

However, any external entities that access and login to the GSB are updated with new features or APIs that have been integrated to the GSB.

When the service was launched in the year 2020, a coordinated and thorough media campaign was launched to make the public aware:

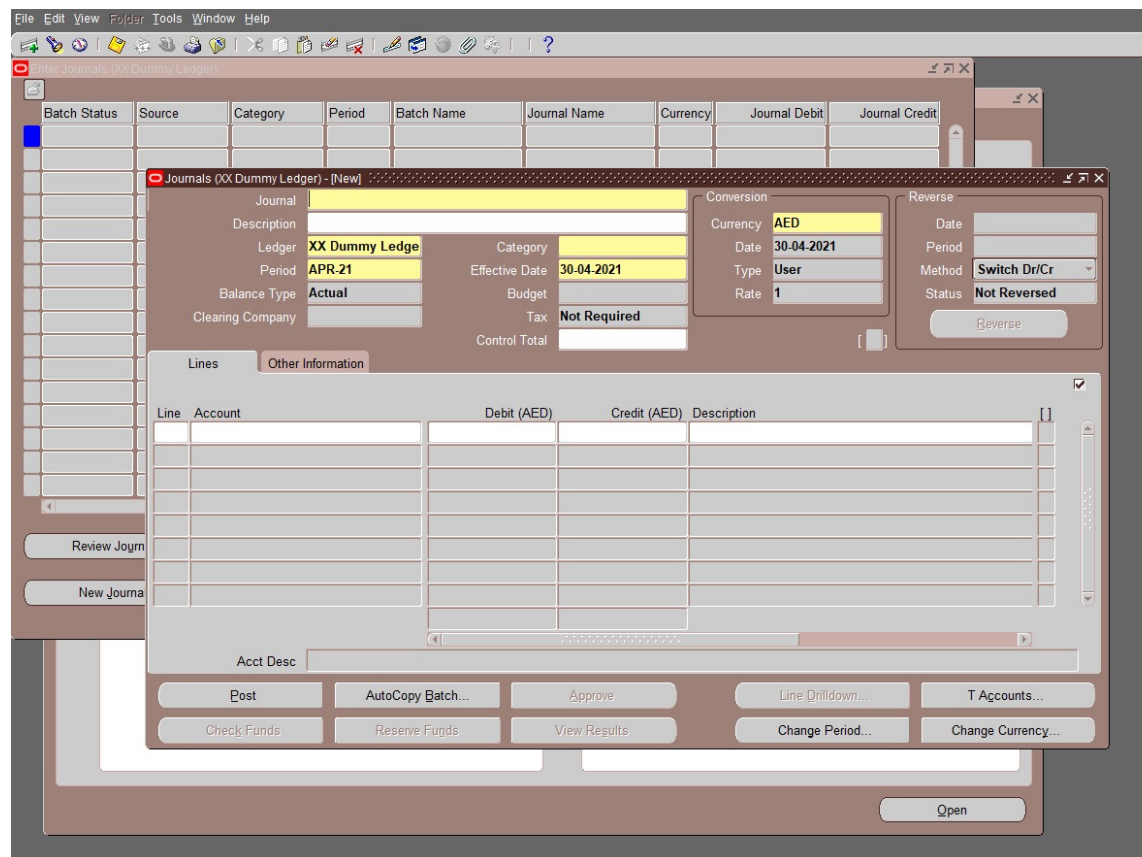
<https://mediaoffice.ae/en/news/2020/December/08-12/Smart-Dubai-Launches-Integration-Platform-as-a-Service>



SNG FINANCIAL MANAGEMENT INFORMATION SYSTEM (FMIS)

I-5.4 FMIS Platform URL

As the FMIS is hosted within the Government Resource Planning System (GRPS), the portal requires login credentials to be accessed. Therefore, please find below a screenshot from the FMIS module. On further request, the Digital Dubai Authority team will be happy to arrange a demo of the FMIS.

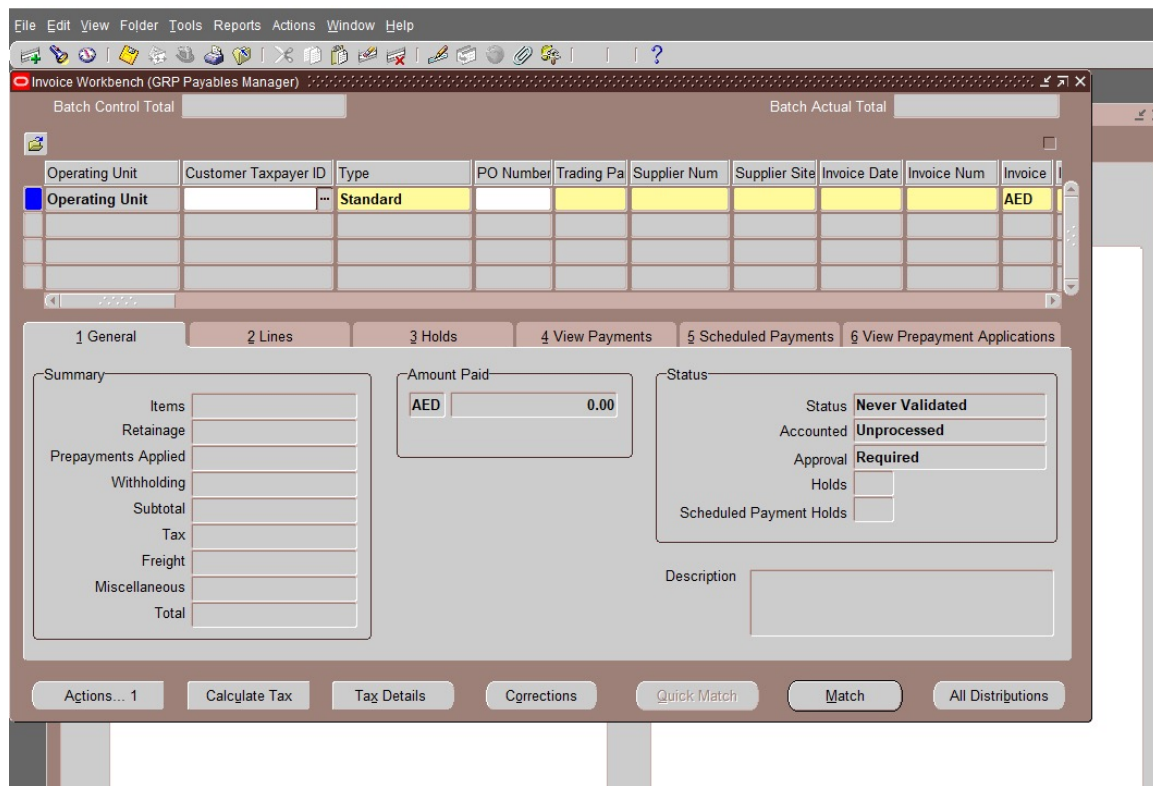


General Ledger screenshot from FMIS module in GRPS

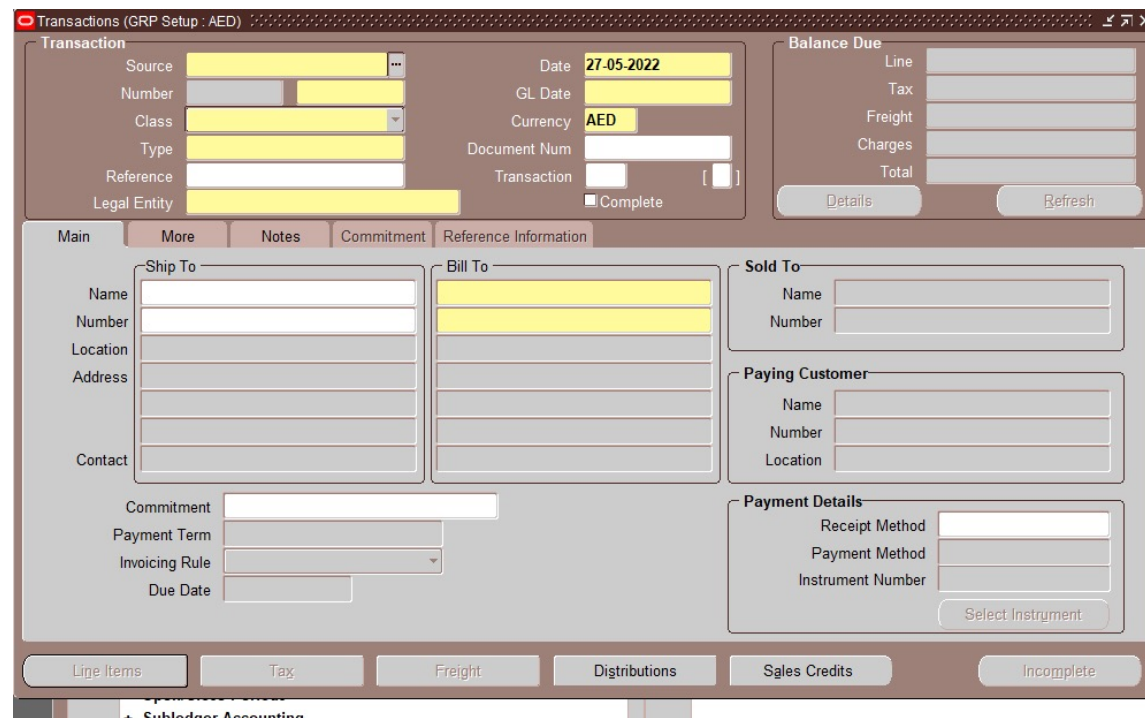


I-5.4 FMIS Platform URL

As the FMIS is hosted within the Government Resource Planning System (GRPS), the portal requires login credentials to be accessed. Therefore, please find below a screenshot from the FMIS module. On further request, the Digital Dubai Authority team will be happy to arrange a demo of the FMIS.



Accounts Payable screenshot from FMIS module in GRPS

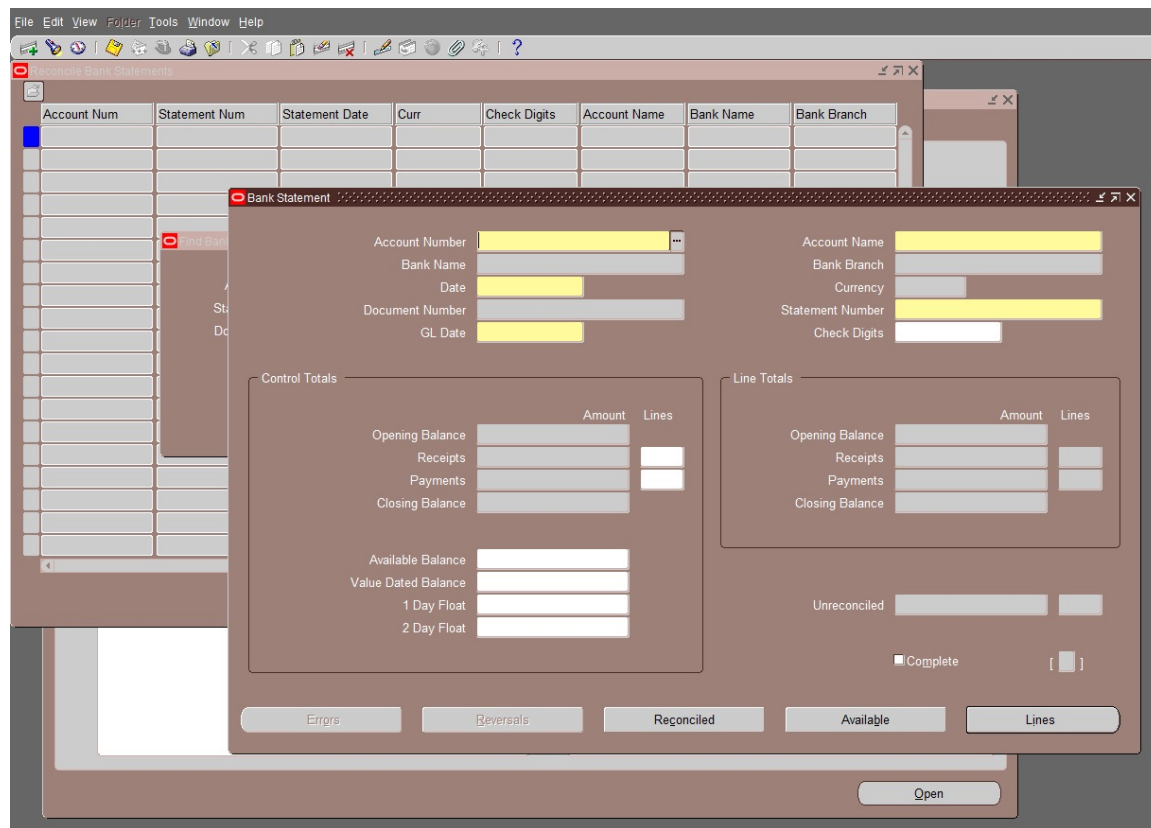


Accounts Receivable screenshot from FMIS module in GRPS

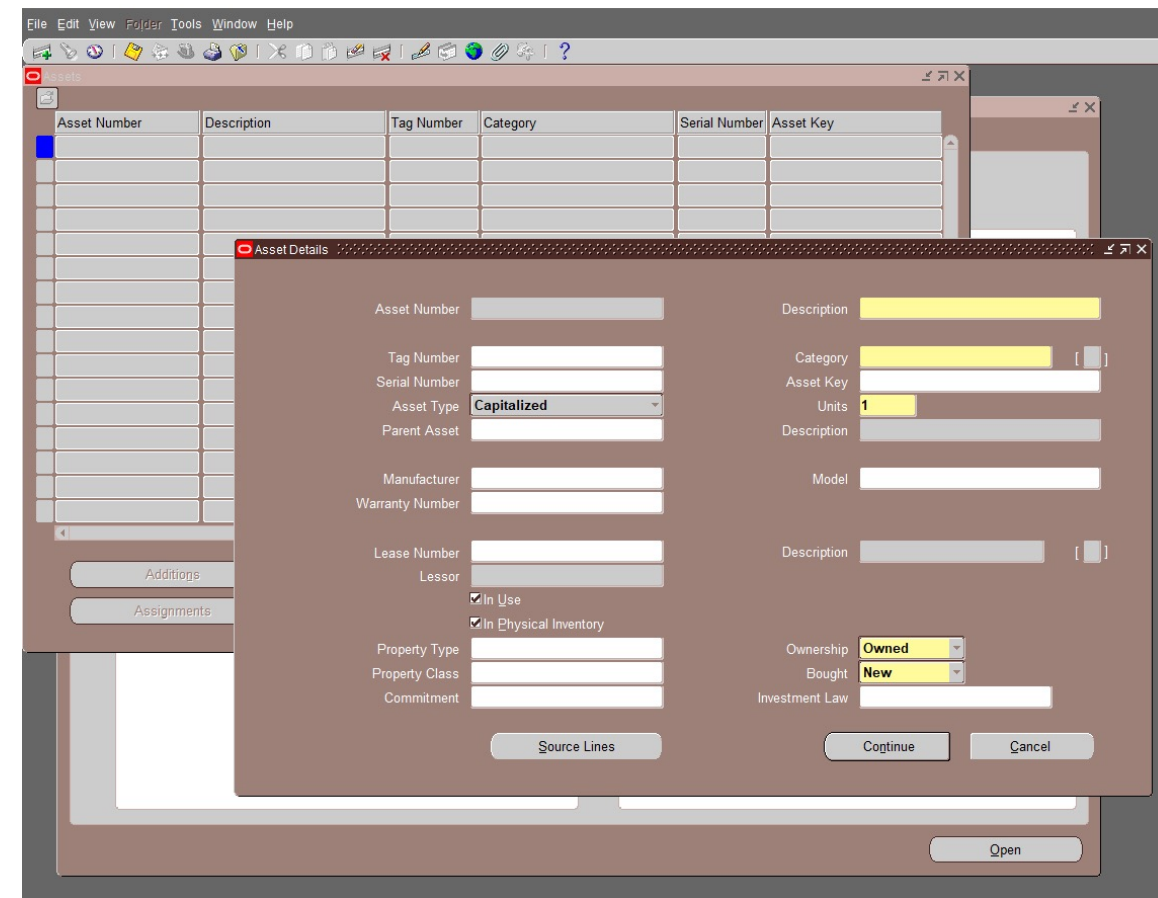


I-5.4 FMIS Platform URL

As the FMIS is hosted within the Government Resource Planning System (GRPS), the portal requires login credentials to be accessed. Therefore, please find below a screenshot from the FMIS module. On further request, the Digital Dubai Authority team will be happy to arrange a demo of the FMIS.



Cash Management screenshot from FMIS module in GRPS



Fixed Assets screenshot from FMIS module in GRPS



SNG FINANCIAL MANAGEMENT INFORMATION SYSTEM (FMIS)

I-5.14 Governance of FMIS operations (compliance, security, audit trails, etc.)?

The FMIS, just like all modules of the GRPS, is audited for compliance, security, and other measures annually.

There are **three** major audits conducted for these services, the first of which is an internal audit conducted by the Digital Dubai Authority, the second is conducted by the financial audit authority, and the third is done by a third party auditor.

These reports are disclosed to the staff and management working on the GRPS, but are confidential to public stakeholders.

On the following page, you'll find screenshots of said reports, and the Digital Dubai team will be happy to share results over a video call, keeping in consideration the sensitivity of the audit information.

I-5.14 Governance of FMIS operations (compliance, security, audit trails, etc.)?



2021/07/11

FAA/OUT/2021/0000250



H.E. Wesam Lootah
Chief Executive Officer
Smart Dubai Government Establishment

المحترم
سعادة / وسام لوتاه
المدير التنفيذي
مؤسسة حكومة دبي الذكية

Greetings,

تحية طيبة وبعد

Subject: Audit Report on Technology Shared Services in Government Sector.

الموضوع: تقرير التدقيق على الخدمات التقنية المشتركة المقدمة في القطاع الحكومي.

The Financial Audit Authority would like to extend its warm greetings to your Excellency and your dedicated team and wishes you continued success.

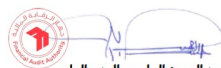
يهدى جهاز الرقابة المالية أطيب تحياته لسعادتكم ولفريق العمل لديكم ويتمنى لكم دوام التوفيق والسداد.

Pursuant to Law No (4) of 2018, and as outlined in the Authority's Engagement Letter ref. (FAA/OUT/2020/0000516) dated 28/12/2020, an audit was conducted on the Technology Shared Services in Government Sector provided by Smart Dubai Government Establishment covering the period from 1/1/2019 to 31/12/2020. We are pleased to attach herewith our final report, which includes the Authority's observations and recommendations thereon, after obtaining the necessary management responses and implementation plans.

عملاً بأحكام القانون رقم (4) لسنة 2018، وبناءً على ما ورد في خطاب التكليف الصادر عن الجهاز رقم (FAA/OUT/2020/0000516) بتاريخ 28/12/2020، تم التدقيق على الخدمات التقنية المشتركة المقدمة في القطاع الحكومي من قبل مؤسسة حكومة دبي الذكية خلال الفترة من 1/1/2019 إلى 31/12/2020. يسرنا أن نرفق طيه تقرير التدقيق النهائي الذي يتضمن ملاحظات الجهاز وتوصياته بشأنها بعد الحصول على الردود وخطط التنفيذ اللازمة لها.

Best regards

وتفضلوا بقبول فائق الاحترام



عبد الرحمن الحارب - المدير العام
Abdulrahman Al Hareb - Director General

Cc:
H.E Younus Al Nasser- Acting Executive Director
H.E Hamad Al Mansoori-Director General of Dubai Digital Authority
dgoffice@fas.gov.ae
Tel: +971 4 777 9940

Offices 2, One Central
Sheikh Zayed Road, Dubai

نسخة إلى:
سعادة / يونس ال ناصر - المدير التنفيذي بالإنابة
سعادة / حمد المنصوري - مدير عام هيئة دبي الرقمية
Tel: +971 4 777 9999
fas.gov.ae

IT General Controls and GRPS Application Controls Review

2020

DISTRIBUTION	ACTION BY	INFORMATIONAL COPY
Dr. Ayesha Bin Bishr – Director General		✓
Mr. Wissam Lootah – CEO		✓
Mr. Matar AlHumairi –Assistant Chief Executive Officer of Smart Infrastructure Sector		✓
Ms. Huda Al Hashimi– Director of GRPS	✓	
Mr. Khalifa Al Marri–Director of Infrastructure Operations	✓	
Mr. Yousef AlShaer– Director of Application Management	✓	
Mr. Hamad Musabeh – Director of Information Security	✓	

This report is confidential and has been prepared exclusively for those set out above, management of Smart Dubai and its GRP Department. It should not be used, reproduced or circulated for any other purpose, in whole or in part, without Internal Audit's prior consent. Such consent will only be given after full consideration of the circumstances at the time.

ISR V2
INTERNAL AUDIT REPORT

Created: 3/29/2022

Smart Dubai Government
Title: Internal Audit Report
Version: 1.0
Issue date: 3/29/2022
Classification: Confidential





SNG TAX MANAGEMENT INFORMATION SYSTEM (TMIS)

I-7.4 TMIS Platform URL

As the TMIS is hosted within the Government Resource Planning System (GRPS), the portal requires login credentials to be accessed. Therefore, please find below a screenshot from the TMIS module. On further request, the Digital Dubai Authority team will be happy to arrange a demo of the TMIS.

The screenshot displays the 'Tax Regimes' configuration page in the TMIS system. The page includes a search form with the following fields:

- Regime Level: Country (dropdown menu)
- Country Name: United Arab Emirates (text input)
- Tax Regime Code: (text input)
- Name: (text input)

A 'GO' button is located below the search fields. To the right of the search form is a 'What is a Tax Regime?' information box. Below the search form is a table with the following data:

Regime Code	Name	Country Name	Regime Group	Effective From	Effective To	Update	Regime to Rate Flow
AE-SALES_TAX	Ae-Sales_Tax	United Arab Emirates	No	30-08-2004			
UAE_VAT	UAE VAT	United Arab Emirates	No	01-12-2017			

TMIS screenshot from GRPS



SNG TAX MANAGEMENT INFORMATION SYSTEM (TMIS)

I-7.8 Governance of TIMIS operations (compliance, security, audit trails, etc.)?

The TMIS, just like all modules of the GRPS, is audited for compliance, security, and other measures annually.

There are **three** major audits conducted for these services, the first of which is an internal audit conducted by the Digital Dubai Authority, the second is conducted by the financial audit authority, and the third is done by a third party auditor.

These reports are disclosed to the staff and management working on the GRPS, but are confidential to public stakeholders.

On the following page, you'll find screenshots of said reports, and the Digital Dubai team will be happy to share results over a video call, keeping in consideration the sensitivity of the audit information.

SNG TAX MANAGEMENT INFORMATION SYSTEM (TMIS)

I-5.14 Governance of TMIS operations (compliance, security, audit trails, etc.)?

NOTE: The general controls audit also audits the TMIS module



2021/07/11

FAA/OUT/2021/0000250



H.E. Wesam Lootah
Chief Executive Officer
Smart Dubai Government Establishment

المحترم
سعادة / وسام لوتاه
المدير التنفيذي
مؤسسة حكومة دبي الذكية

Greetings,

تحية طيبة وبعد

Subject: Audit Report on Technology Shared Services in Government Sector.

الموضوع: تقرير التدقيق على الخدمات التقنية المشتركة المقدمة في القطاع الحكومي.

The Financial Audit Authority would like to extend its warm greetings to your Excellency and your dedicated team and wishes you continued success.

يهدى جهاز الرقابة المالية أطيب تحياته لسعادتكم ولفريق العمل لديكم ويتمنى لكم دوام التوفيق والسداد.

Pursuant to Law No (4) of 2018, and as outlined in the Authority's Engagement Letter ref. (FAA/OUT/2020/0000516) dated 28/12/2020, an audit was conducted on the Technology Shared Services in Government Sector provided by Smart Dubai Government Establishment covering the period from 1/1/2019 to 31/12/2020. We are pleased to attach herewith our final report, which includes the Authority's observations and recommendations thereon, after obtaining the necessary management responses and implementation plans.

عملاً بأحكام القانون رقم (4) لسنة 2018، وبناءً على ما ورد في خطاب التكليف الصادر عن الجهاز رقم (FAA/OUT/2020/0000516) بتاريخ 28/12/2020، تم التدقيق على الخدمات التقنية المشتركة المقدمة في القطاع الحكومي من قبل مؤسسة حكومة دبي الذكية خلال الفترة من 1/1/2019 إلى 31/12/2020. يسرنا أن نرفق طيه تقرير التدقيق النهائي الذي يتضمن ملاحظات الجهاز وتوصياته بشأنها بعد الحصول على الردود وخطط التنفيذ اللازمة لها.

Best regards

وتفضلوا بقبول فائق الاحترام



عبد الرحمن الحارب - المدير العام
Abdulrahman Al Hareb - Director General

Cc:
H.E Younus Al Nasser- Acting Executive Director
H.E Hamad Al Mansoori-Director General of Dubai Digital Authority
dgoffice@fas.gov.ae
Tel: +971 4 777 9940

Offices 2, One Central
Sheikh Zayed Road, Dubai

نسخة إلى:
سعادة / يونس ال ناصر - المدير التنفيذي بالإنابة
سعادة / حمد المنصوري - مدير عام هيئة دبي الرقمية
Tel: +971 4 777 9999
fas.gov.ae

IT General Controls and GRPS Application Controls Review

2020

DISTRIBUTION	ACTION BY	INFORMATIONAL COPY
Dr. Ayesha Bin Bishr – Director General		✓
Mr. Wissam Lootah – CEO		✓
Mr. Matar AlHumairi –Assistant Chief Executive Officer of Smart Infrastructure Sector		✓
Ms. Huda Al Hashimi– Director of GRPS	✓	
Mr. Khalifa Al Marri–Director of Infrastructure Operations	✓	
Mr. Yousef AlShaer– Director of Application Management	✓	
Mr. Hamad Musabeh – Director of Information Security	✓	

This report is confidential and has been prepared exclusively for those set out above, management of Smart Dubai and its GRP Department. It should not be used, reproduced or circulated for any other purpose, in whole or in part, without Internal Audit's prior consent. Such consent will only be given after full consideration of the circumstances at the time.

ISR V2 INTERNAL AUDIT REPORT

Created: 3/29/2022

Smart Dubai Government
Title: Internal Audit Report
Version: 1.0
Issue date: 3/29/2022
Classification: Confidential





SNG CUSTOMS MANAGEMENT INFORMATION SYSTEM (CMIS)

I-8.4 CMIS platform URL

The CMIS platform is operated by Dubai Customs through a fully digitalized backend system. Access and contents of the interoperable platform are confidential and information remains within the Dubai Government. As of the year 2019, these operations, along with the entirety of the Dubai Government are **100% Paperless**.

Upon request, a demo of the CMIS can be arranged for the GovTech SNG GTMI team to showcase the existence and operations of the CMIS platform.

I-8.9 Governance of CMIS operations (compliance, security, audit trails, etc.)?

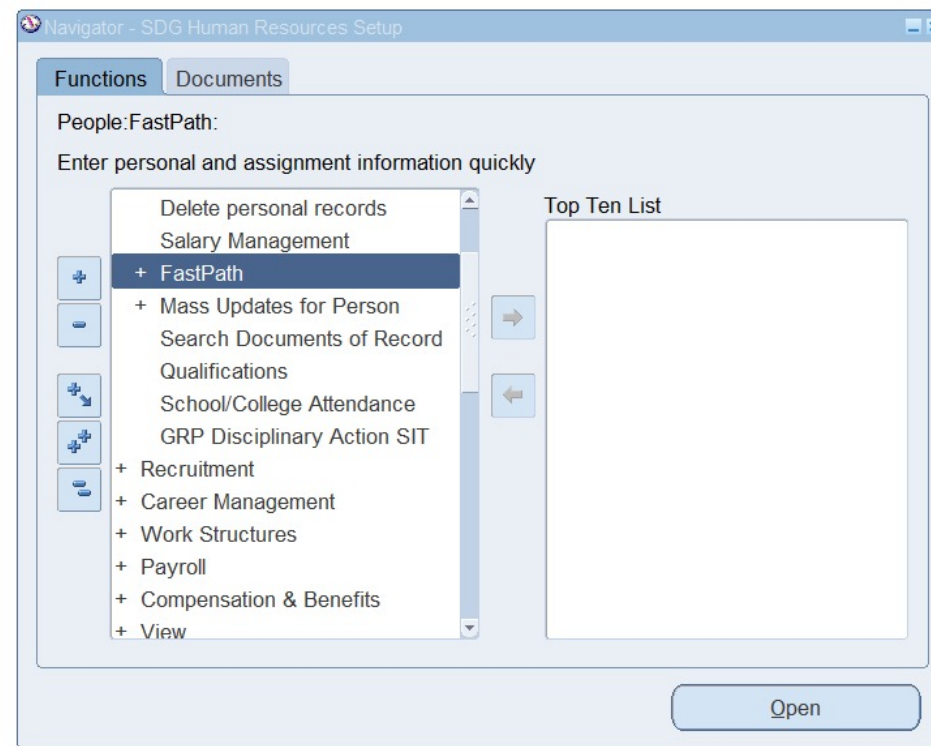
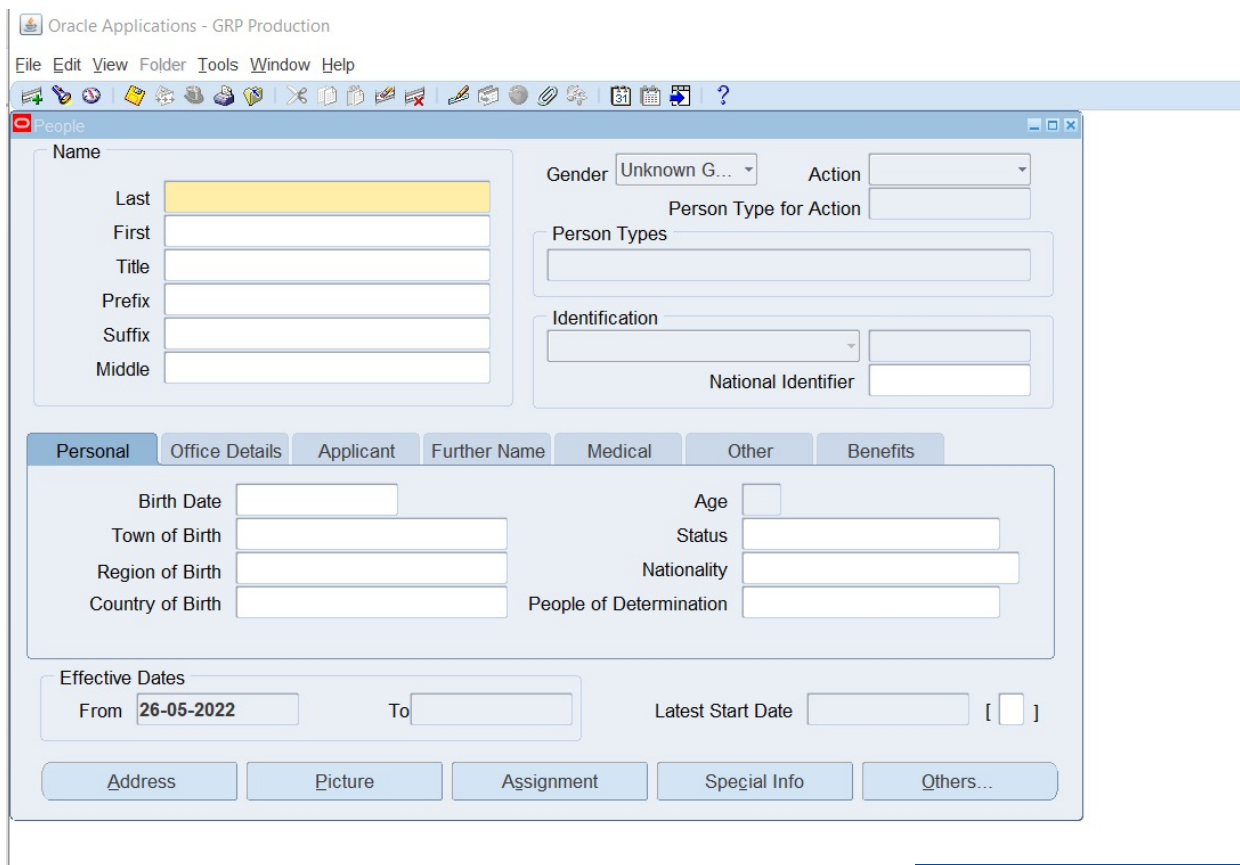
Performance results of the CMIS operations are disclosed and assessed by internal government audit teams and are not publicly available.



SNG HUMAN RESOURCES INFORMATION MANAGEMENT SYSTEM (HRMIS)

I-9.2 HRMIS Platform URL

As the HRMIS is hosted within the Government Resource Planning System (GRPS), the portal requires login credentials to be accessed. Therefore, please find below a screenshot from the HRMIS module. On further request, the Digital Dubai Authority team will be happy to arrange a demo of the HRMIS.



HRMIS screenshots from GRPS



SNG HUMAN RESOURCES INFORMATION MANAGEMENT SYSTEM (HRMIS)

I-9.9 Governance of HRMIS operations (registers, security, audit trails, etc.)?

The HRMIS, just like all modules of the GRPS, is audited for compliance, security, and other measures annually.

There are **three** major audits conducted for these services, the first of which is an internal audit conducted by the Digital Dubai Authority, the second is conducted by the financial audit authority, and the third is done by a third party auditor.

These reports are disclosed to the staff and management working on the GRPS, but are confidential to public stakeholders.

Below, you'll find screenshots of said reports, and the Digital Dubai team will be happy to share results over a video call, keeping in consideration the sensitivity of the audit information.



Financial Audit
Request from Financial Audit Authority



IT General Controls and GRPS Application Controls Review

2020

DISTRIBUTION	ACTION BY	INFORMATIONAL COPY
Dr. Ayesha Bin Bishr - Director General		✓
Mr. Wisam Lootah - CEO		
Mr. Matar AlHumairi - Assistant Chief Executive Officer of Smart Infrastructure Sector		✓
Ms. Huda Al Hashimi - Director of GRPS	✓	
Mr. Khalifa Al Marri - Director of Infrastructure Operations	✓	
Mr. Yousef AlSaeed - Director of Application Management	✓	
Mr. Hamad Mnsabeh - Director of Information Security	✓	

This report is confidential and has been prepared exclusively for those set out above, management of Smart Dubai and its GRP Department. It should not be used, reproduced or circulated for any other purpose, in whole or in part, without Internal Audit's prior consent. Such consent will only be given after full consideration of the circumstances at the time.

GRPS Services
Audit Document



ISR V2 INTERNAL AUDIT REPORT

Created: 3/29/2022

Smart Dubai Government
Title: Internal Audit Report
Version: 1.0
Issue date: 3/29/2022
Classification: Confidential



External Audit of
GRPS Services

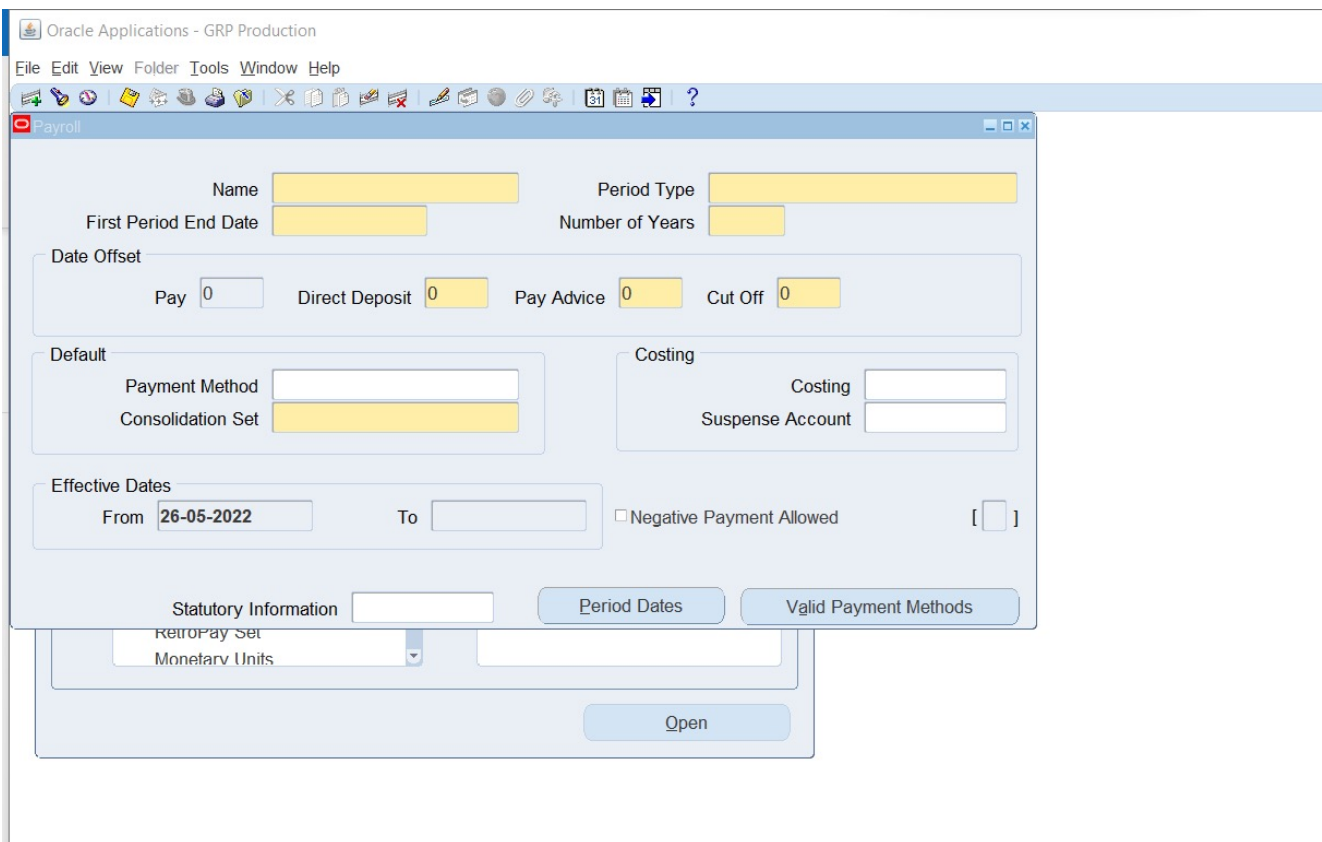
NOTE: The general controls audit also audits the HRMIS module



SNG PAYROLL SYSTEM

I-10.2 Payroll System URL

As the Payroll System is hosted within the Government Resource Planning System (GRPS), the portal requires login credentials to be accessed. Therefore, please find below a screenshot from the Payroll System module. On further request, the Digital Dubai Authority team will be happy to arrange a demo of the Payroll System.



Payroll System screenshots from GRPS

SNG PAYROLL SYSTEM



I-10.6.1 Governance of Payroll System (registers, security, audit trails, etc.)?

The Payroll System, just like all modules of the GRPS, is audited for compliance, security, and other GEA measures annually.

There are **three** major audits conducted for these services, the first of which is an internal audit conducted by the Digital Dubai Authority, the second is conducted by the financial audit authority, and the third is done by a third party auditor.

These reports are disclosed to the staff and management working on the GRPS, but are confidential to public stakeholders.

Below, you'll find screenshots of said reports, and the Digital Dubai team will be happy to share results over a video call, keeping in consideration the sensitivity of the audit information.



Financial Audit
Request from Financial Audit Authority



IT General Controls and GRPS Application Controls Review

2020

DISTRIBUTION	ACTION BY	INFORMATIONAL COPY
Dr. Ayesha Bin Bishr - Director General		✓
Mr. Wissam Lootah - CEO		
Mr. Matar AlHamrani - Assistant Chief Executive Officer of Smart Infrastructure Sector		✓
Ms. Huda Al Hashimi - Director of GRPS	✓	
Mr. Khalifa Al Marri - Director of Infrastructure Operations	✓	
Mr. Yousef AlShaeer - Director of Application Management	✓	
Mr. Hamad Mnsaleh - Director of Information Security	✓	

This report is confidential and has been prepared exclusively for those set out above, management of Smart Dubai and its GRP Department. It should not be used, reproduced or circulated for any other purpose, in whole or in part, without Internal Audit's prior consent. Such consent will only be given after full consideration of the circumstances at the time.

GRPS Services
Audit Document



ISR V2 INTERNAL AUDIT REPORT

Created: 3/29/2022

Smart Dubai Government
Title: Internal Audit Report
Version: 1.0
Issue date: 3/29/2022
Classification: Confidential



External Audit of
GRPS Services

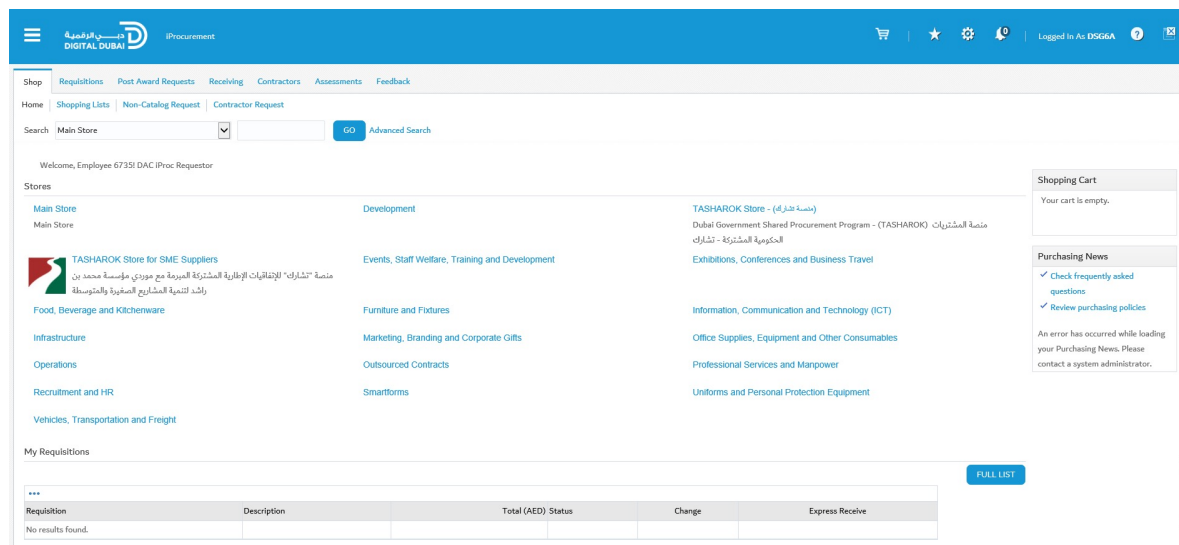
NOTE: The general controls audit also audits the Payroll module



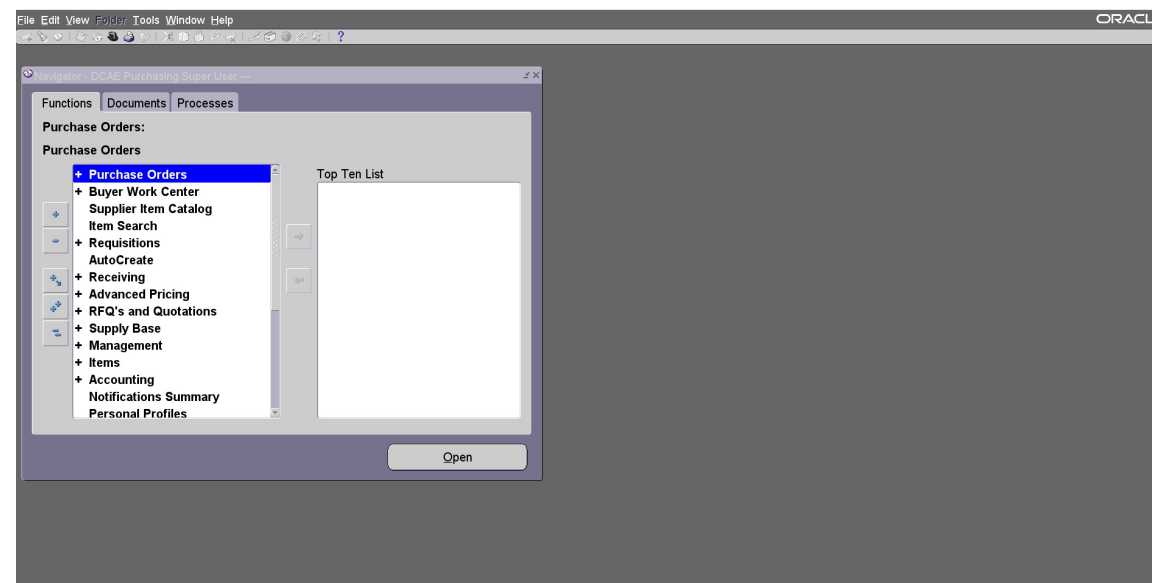
SNG E-PROCUREMENT SYSTEM

I-12.2 SNG E-Procurement System URL

As the E-Procurement System is hosted within the Government Resource Planning System (GRPS), the portal requires login credentials to be accessed. Therefore, please find below a screenshot from the procurement module. On further request, the Digital Dubai Authority team will be happy to arrange a demo of the E-Procurement System.



E-Procurement System screenshots from GRPS



Purchasing System screenshots from GRPS

CORE GOVERNMENT SYSTEMS INDEX - PART III

SNG E-PROCUREMENT SYSTEM



I-12.8 Governance of eProcurement operations (registers, security, audit trails, etc.)?

The e-Procurement system, just like all modules of the GRPS, is audited for compliance, security, and other GEA measures annually.

There are **three** major audits conducted for these services, the first of which is an internal audit conducted by the Digital Dubai Authority, the second is conducted by the financial audit authority, and the third is done by a third party auditor.

These reports are disclosed to the staff and management working on the GRPS, but are confidential to public stakeholders.

Below, you'll find screenshots of said reports, and the Digital Dubai team will be happy to share results over a video call, keeping in consideration the sensitivity of the audit information.



Financial Audit
Request from Financial Audit Authority



IT General Controls and GRPS Application Controls Review

2020

DISTRIBUTION	ACTION BY	INFORMATIONAL COPY
Dr. Ayesha Bin Bishr - Director General		✓
Mr. Wisam Lootah - CEO		
Mr. Matar AlHumairi - Assistant Chief Executive Officer of Smart Infrastructure Sector		✓
Ms. Huda Al Hashimi - Director of GRPS	✓	
Mr. Khalifa Al Marri - Director of Infrastructure Operations	✓	
Mr. Yousef AlSaeed - Director of Application Management	✓	
Mr. Hamad Musaleh - Director of Information Security	✓	

This report is confidential and has been prepared exclusively for those set out above, management of Smart Dubai and its GRP Department. It should not be used, reproduced or circulated for any other purpose, in whole or in part, without Internal Audit's prior consent. Such consent will only be given after full consideration of the circumstances at the time.

GRPS Services
Audit Document



ISR V2 INTERNAL AUDIT REPORT

Created: 3/29/2022

Smart Dubai Government
Title: Internal Audit Report
Version: 1.0
Issue date: 3/29/2022
Classification: Confidential



External Audit of
GRPS Services

NOTE: The general controls audit also audits the E-Procurement module



I-19.7 Publishing of online service delivery performance/user experience?

Usage and benefits data and news for the SNG Online Public Service Portal (DubaiNow) is done through a coordinated marketing and communication effort through which key public news entities are informed of any new functionalities, participations, and key performance numbers of the portal.

Some examples are below:

268 ألف معاملة لـ «دبي الآن» خلال يوليو الماضي

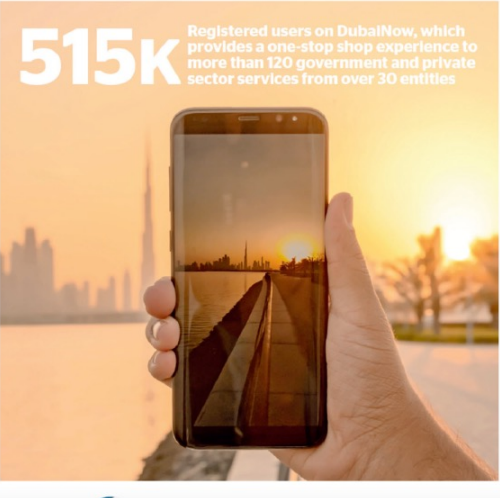
مستويات
 وفقًا لـ «مركز دبي للإعلام» - يمكن رؤية الأرقام من بوابة دبي للإعلام - من إجمالي عدد المعاملات التي تم تنفيذها عبر بوابة «دبي الآن» في شهر يوليو الماضي، حيث بلغ عدد المعاملات التي تم تنفيذها عبر بوابة «دبي الآن» 268 ألف معاملة، وهو ما يمثل نموًا في عدد المعاملات التي تم تنفيذها عبر بوابة «دبي الآن» مقارنةً بالشهر السابق.

منصة شاملة لخدمات ذكية
 يمكن تطبيقها عبر أجهزة أندرويد و iOS، وتقدم خدماتها عبر 120 خدمة حكومية و 10 خدمات خاصة، وتحتوي على 120 خدمة حكومية و 10 خدمات خاصة، وتحتوي على 120 خدمة حكومية و 10 خدمات خاصة.

خدمات
 يمكن تطبيقها عبر أجهزة أندرويد و iOS، وتقدم خدماتها عبر 120 خدمة حكومية و 10 خدمات خاصة، وتحتوي على 120 خدمة حكومية و 10 خدمات خاصة.

More Dubai residents getting a 'smart' start

Sandhya D'Mello
 DUBAI — The acceleration of digital services in Dubai is evident as the outbreak of Covid-19 has compelled residents to switch more to online services. And Smart Dubai's popular application, DubaiNow, is gaining popularity as registered users have soared to 515,000, said Wesam Lootah, CEO of the Smart Dubai Government Establishment.
 DubaiNow — an app for all city services — aims to offer citizens and residents a one-stop-shop experience for all government interactions that provides users access to more than 120 government and private sector services from over 30 entities.



"Smart Dubai's leading objective is to embrace advanced technologies to ensure people's happiness and wellbeing. DubaiNow is a perfect example of how this can be done, allowing people to spend less time and effort on completing their transactions," Lootah said.
 "Nevertheless, the unprecedented events of 2020 have demonstrated that the application can also ensure people's health safety, where DubaiNow played a critical role in the national efforts to curb the spread of Covid-19."

دبي الذكية SMART DUBAI | **دبي الآن dubainow**

AUGUST 2020 DUBAINOW STATISTICS

- SERVICES: +120 NO. OF SERVICES
- ENTITIES: 12 NO. OF CATEGORIES
- GOVERNMENT: 32
- NON-GOVERNMENT: 10

TOTAL NUMBER OF DOWNLOADS
 1,341,516 (Up to 31.08.2020)

31,835 AUGUST DOWNLOADS
 ANDROID DOWNLOADS: 24,334 (76.4%)
 IOS DOWNLOADS: 7,501 (23.5%)

OVERALL REGISTERED USERS (494,358) AUGUST

- NEW REGISTERED USERS: 12,038
- NUMBER OF TRANSACTIONS: 268,552
- VALUE OF TRANSACTIONS: AED 164M



SUBNATIONAL GOVERNMENT RESPONSIVENESS

I-31.6 Does the Gov respond to citizen feedback? (how the Gov has updated their services in response to citizen feedback)

Government response to citizen feedback is a decentralized process where each SNG Government Entity is responsible to collect and respond to the citizen feedback received.

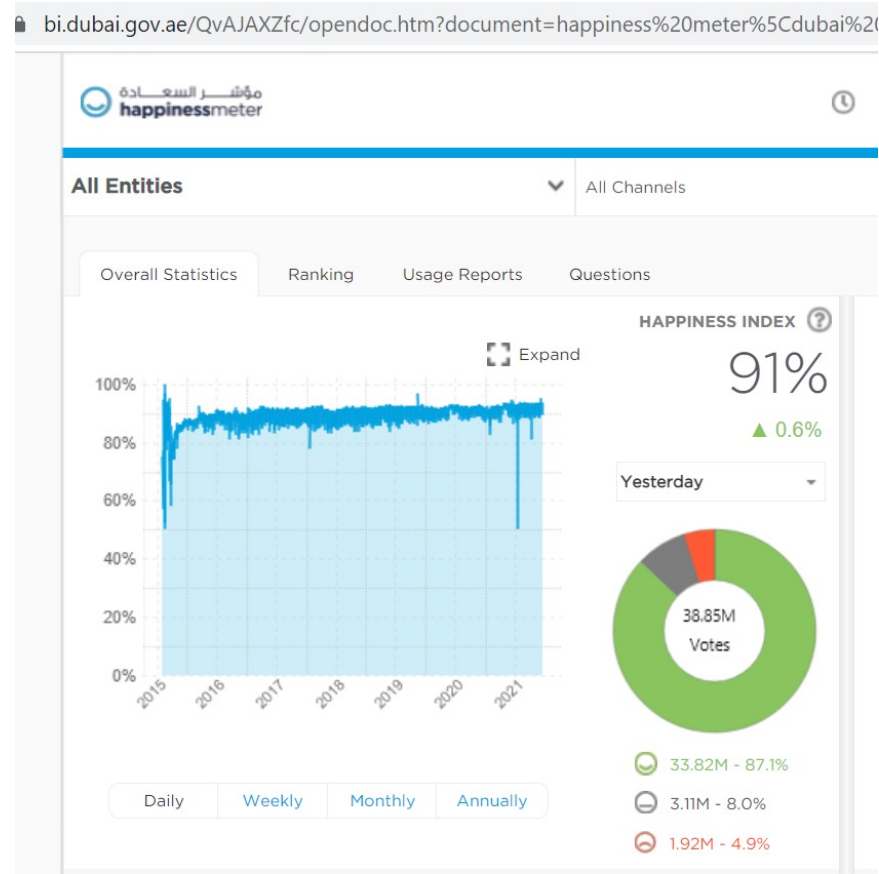
Feedback is received through entity social media channels, e-suggest, or e-complaint. During the service redesign or update phase, this feedback is utilized to agree on improvements or the need for new products.

SUBNATIONAL GOVERNMENT RESPONSIVENESS

I-32.1 Government Response Portal URL

The government response portal URL is integrated into the Government Resource Planning System where results of the "Happiness Meter" and other e-participation tools are published directly for the entity that owns the service in discussion.

These results are analyzed periodically and feed into Government Excellence Programs both at the national and subnational level.



Happiness Meter results screenshot




SNG DIGITAL SKILLS (DS) STRATEGY/PROGRAM

I-45.2 Digital Skills Strategy URL

Dubai's Digital Skills Strategy is allocated as one of the key pillars of the city's Digital Transformation Strategy. Approved by subnational government, it is set to be launched in Q4 of 2022 to complement existing Digital Skills Training programs.

In efforts to disclose this strategy to the World Bank, below is a summary on the Digital Skills Strategy obtained from the final Digital Transformation Strategy document.

DIGITAL SKILLS BALANCING DIGITAL SKILLS DEMAND AND SUPPLY



Strategic Talent Management for Dubai Digital Skills

DEMAND

- Formulate a Dubai Digital Skills Framework
 - Government-led
 - Private sector enhanced
- Engage with government and private sectors to identify digital skills demand
- Capitalize on data driven approaches to quantify city digital skills demand
 - Utilize GRP data
 - Leverage private sector recruitment data

SUPPLY


- Work with city digital skills providers to boost digital skills supply:
 - Accreditation and certification programs
 - Assessments
 - Internships / projects / scholarships / etc.
 - Training programs
 - ...
- Utilize international partnerships to:
 - Bring new digital skills programs
 - Collaboratively source global talent
 - ...

	Legacy Technologies	Web Technologies	Emerging Technologies
Infrastructure & Operations Jobs			
Software & Applications Jobs			
Product / Service Management Jobs			
UX / CX Jobs			
Quality Assurance Jobs			
Governance and Planning Jobs			
Data Jobs			
Cybersecurity Jobs			
Technical Support Jobs			
Audit Jobs			

DIGITAL SKILLS BOOSTING DIGITAL SKILLS THROUGH COLLABORATION


Digital Dubai will develop a digital skills framework and facilitate targeted upskilling and sourcing programs to boost digital skills in Dubai, in collaboration with academia, private sector, and government

DIGITAL DUBAI ROLE




DIGITAL SKILLS FRAMEWORK

- Define Dubai digital skills framework
- Collaborate with DGHR to roll-out to Dubai Government
- Consult with private sector to roll-out



DIGITAL SKILLS DEMAND

- Forecast government digital skills demand
- Establish partnerships with leading HR platforms (LinkedIn, Bayt, etc.)
- Forecast private sector digital skills demand



DIGITAL SKILLS SUPPLY

- Work with KHDA and academia to enhance accreditations
- Work with academia and training service providers to boost digital skills programs
- Establish targeted programs across Dubai (internships, placements, certifications...)

Digital Skills Strategy Summary and Overview



RESPONSE SUBMITTED

A COPY OF THE OFFICIAL SNG GTMI RESPONSE SUBMITTED ON
THE WORLD BANK'S ONLINE PORTAL



Subnational Government Cloud

INDICATOR	DIGITAL DUBAI RESPONSE
I-1 Is there a shared cloud platform available for all SNG entities?	Yes, platform in use
I-1.1 Name of the government cloud platform	Dubai Pulse
I-1.2 Cloud platform / strategy URL	https://www.dubaipulse.gov.ae/
I-1.3 Government Cloud was launched / will be launched in (year)	2017
I-1.4 Type of cloud platform established	Hybrid (combination of private + public)
I-1.5 Official name of the entity operating the government cloud platform	Smart Dubai Platform Project Company
I-1.6 Government Cloud data hosting policy?	Keeping data inside the country
I-1.6.1 If there is a cloud hosting policy > Supporting document (report/URL)	https://www.desc.gov.ae/regulations/standards-policies/
I-1.7 Cloud services provided	XaaS
I-1.8 Is there one shared Government Cloud platform or several?	One shared cloud platform
I-1.9 Monitoring & publishing of cloud usage, security, savings, etc. ?	Yes
I-1.9.1 If Yes > Supporting document (report/URL)	https://www.du.ae/about/media-centre/newsdetail/du-and-ded-celebrate-major-milestone-for-dubai-pulse

CORE GOVERNMENT SYSTEMS INDEX - PART I



Subnational Government Enterprise Architecture (GEA)

INDICATOR	DIGITAL DUBAI RESPONSE
I-2 Is there a subnational government enterprise architecture framework?	Yes
I-2.1 Name of the GEA framework	Government Resources Planning System
I-2.2 GEA framework / draft URL	https://www.digitaldubai.ae/apps-services/details/government-resource-planning
I-2.3 GEA was introduced / will be introduced in (year)	2001
I-2.4 GEA operational status	Extensively used
I-2.5 Scope > Is there a shared GEA?	Shared Central + Local (WoG)
I-2.6 Which entity is maintaining/extending GEA?	Other
I-2.7 Which entity is monitoring compliance with GEA?	Other
I-2.8 Monitoring & publishing of GEA usage, compliance, benefits etc. ?	Yes
I-2.8.1 If Yes > Supporting document (report/URL)	<ol style="list-style-type: none"> https://www.smartcitiesworld.net/news/news/dubai-customs-joins-smart-dubais-government-resource-planning-systems-6004 https://www.zawya.com/en/press-release/aed-43-billion-savings-for-dubai-government-from-smart-services-over-12-years-devgctmy Please refer to page 2 of attachment

CORE GOVERNMENT SYSTEMS INDEX - PART I



Subnational Government Interoperability Framework (GIF)

INDICATOR	DIGITAL DUBAI RESPONSE
I-3.1 Title of the GIF report	GRP Interface Webservice Specification
I-3.2 GIF report / draft URL	Please refer to page 2 of attachement
I-3.3 GIF was introduced / will be introduced in (year)	https://www.digitaldubai.ae/apps-services/details/government-resource-planning
I-3.4 GIF operational status	2001
I-3.5 Scope > Is there a shared GIF?	Extensively used
I-3.6 Is there a data quality framework?	Shared Central + Local (WoG)
I-3.7 Is there a system to monitor the 'uptime' of government information systems?	Yes
I-3.8 Is there guidance for replacing legacy government information systems?	Yes
I-3.9 Monitoring & publishing of GIF usage, compliance, benefits?	No



Subnational Government Service Bus (GSB)

INDICATOR	DIGITAL DUBAI RESPONSE
I-4 Is there a subnational government service bus platform?	Yes
I-4.1 Name of the Government Service Bus platform	iPaaS
I-4.2 GSB platform URL	<ol style="list-style-type: none"> 1. https://partnersportal.smartdubai.ae/Services/Details/b6a5e9bc-5e40-4a7c-9a2b-ca2610c01961#:~:text=The%20Government%20Services%20Bus%20GSB,one%20government%20entity%20to%20another. 2. https://apis.dubai.gov.ae 3. https://developer.dubai.gov.ae/ 4. Please refer to page 3 of attachment
I-4.3 GSB platform was launched / will be launched in (year)	2020
I-4.4 GSB operational status	Extensively used
I-4.5 Scope > Is there a shared GSB platform?	Shared Central + Local (WoG)
I-4.6 Monitoring & publishing of GSB usage, security, savings?	Yes
I-4.6.1 If Yes > Supporting document (report/URL)	Please refer to page 4 of attachment

CORE GOVERNMENT SYSTEMS INDEX - PART I



SNG Financial Management Information System (FMIS)

INDICATOR	DIGITAL DUBAI RESPONSE
I-5 Is there an operational SNG FMIS in place to support core PFM functions?	Yes
I-5.1 Official name of Finance Ministry / Department operating FMIS	Department of Finance
I-5.2 Finance Ministry / Department home page URL	1. https://www.dof.gov.ae/en-us/Pages/Home/Home.aspx
I-5.3 Name of the FMIS platform	Financial Module - Part of Government Resource Planning System
I-5.4 FMIS platform URL	grportal.dubai.gov.ae / please refer to pages 6-7 of attachment for screenshot
I-5.5 FMIS was launched / will be launched in (year)	2001
I-5.6 FMIS functional capabilities	Treasury, Budget, and Other
I-5.7 Scope of FMIS (coverage of budgets)	Central and Local Government
I-5.8 Type of FMIS software	Hybrid (Custom + COTs)
I-5.9 Name of FMIS software package	Oracle Financial Systems
I-5.10 Is there a unified budget classification/chart of accounts?	Yes (both central and sub-national government)
I-5.11 Does FMIS capture expenses linked to the SDGs and other strategic goals?	Partially

CORE GOVERNMENT SYSTEMS INDEX - PART II



Treasury Single Account (TSA) Operations at Subnational Level

INDICATOR	DIGITAL DUBAI RESPONSE
I-6 Is there a TSA supported by SNG FMIS to automate payments and bank reconciliation?	No

CORE GOVERNMENT SYSTEMS INDEX - PART II



SNG Tax Management Information System (TMIS)

INDICATOR	DIGITAL DUBAI RESPONSE
I-7 Is there a subnational Tax Management Information System in place?	Yes, in use
I-7.1 Tax Administration home page URL	https://www.dof.gov.ae/en-us/profile/Pages/TaxAffairsOffice.aspx
I-7.2 Tax Administration was established / will be established in (year)	2017
I-7.3 Name of the TMIS platform	Tax Module - Part of Government Resource Planning System
I-7.4 TMIS platform URL	grportal.dubai.gov.ae / please refer to page 10 of attachment for screenshot
I-7.5 TMIS was launched / will be launched in (year)	2017
I-7.6 Type of TMIS software	Hybrid (Custom + COTs)
I-7.7 Does TMIS exchange data with other systems?	Yes, via GSB
I-7.8 Governance of TMIS operations (compliance, security, audit trails, etc.)?	Yes
I-7.8.1 If Yes > Supporting document (report/URL)	Please refer to page 11-12 of attachment

CORE GOVERNMENT SYSTEMS INDEX - PART II



SNG Customs Management Information Systems (CMIS)

INDICATOR	DIGITAL DUBAI RESPONSE
I-8 Is there a subnational Customs Management Information System in place?	Yes, in use
I-8.1 Customs Administration home page URL	https://www.dubaicustoms.gov.ae/en/Pages/default.aspx
I-8.2 Customs Administration was established / will be established in (year)	2001
I-8.3 Name of the CMIS	Dubai Customs
I-8.4 CMIS platform URL	https://www.dubaicustoms.gov.ae/en/TradeStatistics/Pages/default.aspx / please refer to page 13 attachment
I-8.5 CMIS was launched / will be launched in (year)	2003
I-8.6 Type of CMIS software	Custom software
I-8.7 Customs and Tax administrations merged?	No
I-8.8 Does CMIS exchange data with other systems?	Yes, via separate interface
I-8.9 Governance of CMIS operations (compliance, security, audit trails, etc.)?	Yes
I-8.9.1 If Yes > Supporting document (report/URL)	Please refer to page 13 of attachment

CORE GOVERNMENT SYSTEMS INDEX - PART II



SNG Human Resources Management Information System (HRMIS)

INDICATOR	DIGITAL DUBAI RESPONSE
I-9 Is there a subnational Human Resources Management Information System with self-service portal?	Yes, in use
I-9.1 Name of the HRMIS platform (public sector)	Human Resource Module - Part of Government Resource Planning System
I-9.2 HRMIS platform URL	grpportal.dubai.gov.ae / please refer to page 14 of attachment for screenshot
I-9.3 HRMIS was launched / will be launched in (year)	2001
I-9.4 Type of HRMIS software	Hybrid (Custom + COTS)
I-9.5 HRMIS topology	Connected
I-9.6 Is there a HRMIS self-service portal for employees and managers?	Yes (most of the services are online digitalized)
I-9.7 Does HRMIS exchange data with other systems?	Yes via GSB
I-9.8 Does HRMIS use national ID as primary or secondary identifier?	Yes
I-9.9 Governance of HRMIS operations (registers, security, audit trails, etc.)?	Yes
I-9.9.1 If Yes > Supporting document (report/URL)	Please refer to page 15 of attachment



SNG Payroll System

INDICATOR	DIGITAL DUBAI RESPONSE
I-10 Is there a subnational Payroll System (MIS) linked with HRMIS?	Yes, in use
I-10.1 Name of the Payroll System (public sector)	Payroll Module - Part of Government Resource Planning Systems
I-10.2 Payroll System (MIS) URL	grportal.dubai.gov.ae / please refer to page 16 of attachment for screenshot
I-10.3 Payroll System was launched / will be launched in (year)	2001
I-10.4 Type of Payroll System software	Hybrid (Custom + COTS)
I-10.5 Payroll System topology	Connected
I-10.6 Governance of Payroll System operations (registers, security, audit trails, etc.)?	Yes
I-10.6.1 If Yes > Supporting document (report/URL)	Please refer to page 17 of attachment



SNG Social Insurance (SI) System

INDICATOR	DIGITAL DUBAI RESPONSE
I-11 Is there a subnational Social Insurance system (non-health) providing pensions (including public sector) and other SI programs?	Yes, in use
I-11.1 Official name of the main public entity operating SI / Pension program(s)	Community Development Authority
I-11.2 Main SI / Pension entity's home page URL	https://www.cda.gov.ae/en/pages/default.aspx
I-11.3 Main SI / Pension entity was established / will be established in (year)	2008
I-11.4 Name of the primary SI / Pension system (MIS) solution	Social Benefits by Community Development Authority
I-11.5 Primary SI / Pension MIS platform URL	https://www.cda.gov.ae/en/socialcare/SocialBenefits/Pages/default.aspx
I-11.6 Primary SI / Pension MIS was launched / will be launched in (year)	2008
I-11.7 Status of public sector SI / Pension MIS platform	Primary pension MIS is used for public employees as well
I-11.8 Type of primary SI / Pension MIS platform	Custom Software
I-11.9 Is primary SI / Pension MIS exchanging data with other systems?	Yes, via separate interface
I-11.10 Does the primary SI / Pension MIS use national ID as primary or secondary identifier?	Yes
I-11.11 Are all SI / Pension beneficiary records fully digitized?	Fully digitized



SNG E-Procurement System

INDICATOR	DIGITAL DUBAI RESPONSE
I-12 Is there a subnational e-Procurement portal?	Yes, in use
I-12.1 Name of e-Procurement Portal	Procurement Module - Government Resource Planning System
I-12.2 e-Procurement Portal URL	https://grpportal.dubai.gov.ae/en/AboutGRP/GRP/SCM/Pages/eSupplier.aspx/ and please refer to page 18 of attachment
I-12.3 e-Procurement Portal was launched / will be launched in (year)	2001
I-12.4 e-Procurement Portal capabilities	Tender Notices + Contracts + Interfaces with other systems
I-12-5 e-Procurement data published in line with OCDS?	No
I-12-6 Does eProcurement Portal exchange data with other systems?	Yes, via GSB
I-12-7 Any innovative approach in e-Procurement?	Smart Supplier Mobile Application (internally developed), Smart Inventory (inventory module with real time dashboard)
I-12.8 Governance of eProcurement operations (registers, security, audit trails, etc.)?	Yes
I-12.8.1 If Yes > Supporting document (report / URL)	Please refer to page 19 of attachment



SNG E-Procurement System

INDICATOR	DIGITAL DUBAI RESPONSE
I-12 Is there a subnational e-Procurement portal?	Yes, in use
I-12.1 Name of e-Procurement Portal	Procurement Module - Government Resource Planning System
I-12.2 e-Procurement Portal URL	https://grpportal.dubai.gov.ae/en/AboutGRP/GRP/SCM/Pages/eSupplier.aspx/ and please refer to page 18 of attachment
I-12.3 e-Procurement Portal was launched / will be launched in (year)	2001
I-12.4 e-Procurement Portal capabilities	Tender Notices + Contracts + Interfaces with other systems
I-12-5 e-Procurement data published in line with OCDS?	No
I-12-6 Does eProcurement Portal exchange data with other systems?	Yes, via GSB
I-12-7 Any innovative approach in e-Procurement?	Smart Supplier Mobile Application (internally developed), Smart Inventory (inventory module with real time dashboard)
I-12.8 Governance of eProcurement operations (registers, security, audit trails, etc.)?	Yes
I-12.8.1 If Yes > Supporting document (report / URL)	Please refer to page 19 of attachment



SNG Debt Management System

INDICATOR	DIGITAL DUBAI RESPONSE
I-13 Is there a subnational Debt Management System (DMS) in place? (foreign and domestic debt)	Implementation in progress
I-13.1 Official name of Debt Management System (DMS) operator	Department of Finance
I-13.2 DMS platform / operator home page URL	https://www.dof.gov.ae/en-us/profile/Pages/DebitManagementDivision.aspx
I-13.3 DMS platform was launched / will be launched in (year)	Unknown
I-13.4 Type of DMS software	Unknown
I-13.5 Abbreviation of DMS software solution	DMO (placeholder)



SNG Public Investment Management System (PIMS)

INDICATOR	DIGITAL DUBAI RESPONSE
I-14 Is there a subnational Public Investment Management System (PIMS) in place?	Yes, in use
I-14.1 Name of PIMS solution (information system)	Investment Corporation of Dubai
I-14.2 PIMS platform URL	https://icd.gov.ae/
I-14.4 Type of PIMS software	2006
I-14.5 PIMS functional capabilities	Custom Software
I-14.6 Does PIMS exchange data with other systems?	Only PIM project registry
I-14.7 Publishing of PIMS project database, results?	Yes, via separate interface
I-14.7.1 If Yes > Supporting document (report/URL)	https://icd.gov.ae/group-performance/

CORE GOVERNMENT SYSTEMS INDEX - PART III



Open Source Software (OSS) in public sector at subnational level

INDICATOR	DIGITAL DUBAI RESPONSE
I-15 Is there a subnational government Open Source Software policy/action plan for public sector?	No

CORE GOVERNMENT SYSTEMS INDEX - PART III



Disruptive / Innovative Technologies

INDICATOR	DIGITAL DUBAI RESPONSE
I-17 Does subnational government have a national strategy on disruptive / innovative technologies?	Yes
I-17.1 Title of the latest Disruptive Technology (DT) strategy document	Dubai Block Chain Strategy / Dubai AI Lab Strategy / Dubai Paperless Strategy / AI Ethics Toolkit and Principles
I-17.2 DT strategy URL	https://www.digitaldubai.ae/initiatives/blockchain AND https://www.digitaldubai.ae/initiatives/ai-lab AND https://www.digitaldubai.ae/initiatives/paperless
I-17.3 DT strategy was approved / will be approved in (year)	2020
I-17.4 DT strategy focus area(s) [please select all that apply]	AI/ML Blockchain/DLT Other (Smart Cities, Robotics, Virtual Reality, 3D printers, etc.)
I-17.5 Is there a ministry/department responsible for implementing the DT strategy?	Yes
I-17.5.1 If Yes > Official name (and URL) of the responsible entity	Digital Dubai Authority
I-17.6 Does the DT strategy have committed funding?	Yes
I-17.7 Publishing of use cases on DT applications?	Yes
I-17.7.1 If Yes > Supporting document (report/URL)	Page 65 https://www.itu.int/en/publications/Documents/tsb/2017-U4SSC-Enhancing-innovation/mobile/index.html#p=66 AND https://wam.ae/en/details/1395302982301

PUBLIC SERVICE DELIVERY INDEX (PSDI)



SNG Online Public Service Portal

INDICATOR	DIGITAL DUBAI RESPONSE
I-19 Is there a subnational online public service portal? (also called "One-Stop Shop" or similar)	Yes, transactional, level 3 and 4
I-19.1 Online service (e-Service) portal URL	https://dubainow.dubai.ae/en/Pages/default.aspx
I-19.2 Are citizens/businesses involved in the design of e-Services (user-centric design)?	Yes
I-19.3 Universal accessibility (omnichannel access)?	Yes
I-19.4 Has the government released any mobile app for the citizens' access to public services?	Yes
I-19.5 Can residents start a business through online service portal?	Yes
I-19.6 Can individuals establish an e-residency through online service portal?	Yes
I-19.7 Publishing of online service delivery performance/user experience?	Yes
I-19.7.1 If Yes > Supporting document (report/URL)	Please refer to page 20 in attachment

PUBLIC SERVICE DELIVERY INDEX (PSDI)



SNG Tax Systems

INDICATOR	DIGITAL DUBAI RESPONSE
I-20 Is there a subnational Tax online service portal?	No

SNG E-Filing

INDICATOR	DIGITAL DUBAI RESPONSE
I-21 Is e-Filing available for tax and/or customs declarations at subnational level?	No



SNG E-Payment

INDICATOR	DIGITAL DUBAI RESPONSE
I-22 Are e-Payment services available at subnational level?	Yes, in use
I-22.1 e-Payment service URL (or explanation / report)	https://www.digitaldubai.ae/apps-services/details/dubaipay
I-22.2 Type of e-Payment service	Centralized shared platform
I-22.3 Available e-Payment methods?	Bank transfer + Credit/debit cards + Mobile + Others
I-22.4 e-Payment service for government/treasury payments?	Yes



SNG Customs Services

INDICATOR	DIGITAL DUBAI RESPONSE
I-23 Is there a Customs online service portal (single window) at subnational level?	Yes, in use
I-23.1 Customs System service portal URL	https://www.dubaitrade.ae/en/
I-23.2 Available Customs online transactional services	Registration + Declaration + Payments + Others
I-23.3 Are citizens/businesses involved in the design of customs online services?	Yes
I-23.4 Universal accessibility (omnichannel access)?	Yes



SNG Social Insurance (SI) System Services

INDICATOR	DIGITAL DUBAI RESPONSE
I-24 Is there a Social Insurance/Pension online service portal at subnational level?	Yes, in use
I-24.1 Social Insurance/Pension online service portal URL	https://www.cda.gov.ae/en/socialcare/SocialBenefits/Pages/default.aspx
I-24.2 Available SI/Pension online transactional services	Registration + Benefits + Payments + Others
I-24.3 Are citizens involved in the design of SI/Pension services/portal?	Yes
I-24.4 Does the Gov provide any incentives for citizens to join an insurance scheme?	Yes
I-24.5 Universal accessibility (omnichannel access)?	Yes



SNG Job Portal

INDICATOR	DIGITAL DUBAI RESPONSE
I-25 Is there a Job portal at subnational level?	Yes, in use
I-25.1 Job portal URL	https://dubaicareers.ae/
I-25.2 Available online transactional Job portal services	Registration + Search + applications
I-25.3 Inclusion of public sector positions in the Job portal?	Primary job portal is used for public employees as well
I-25.4 Are citizens/employees involved in the design of services/portal?	Yes
I-25.5 Universal accessibility (omnichannel access)?	Yes



SNG Open Government Portal

INDICATOR	DIGITAL DUBAI RESPONSE
I-28 Is there an Open Government portal at subnational level?	No

SNG Open Data Portal

INDICATOR	DIGITAL DUBAI RESPONSE
I-29 Is there an Open Data portal at subnational level?	Yes
I-29.1 Open Data portal URL	https://www.dubaipulse.gov.ae/
I-29.2 Update frequency of Open Data portal	Weekly/daily
I-29.3 Contents/maturity of Open Data portal	Comprehensive data catalog
I-29.4 Is the portal dynamically updated (via APIs)?	Yes (automated updates via APIs)



SNG Citizen Participation

INDICATOR	DIGITAL DUBAI RESPONSE
I-30 Are there subnational platforms that allow citizens to participate in policy decision-making?	Yes
I-30.1 Citizen participation portal URL	https://www.digitaldubai.ae/entities/e-participation AND https://www.mbrmajlis.ae/en/home
I-30.2 Is it possible to submit petitions?	Yes (separate portal for petitions)
I-30.2.1 If Yes (separate) > URL of the separate portal for submitting petitions	https://www.dc.gov.ae/DC_MenuMobile/Home.aspx?FirstLoadFromMobile=False&lang=en-US
I-30.3 Can citizens / businesses participate in policy decision-making through this platform?	Yes
I-30.4 Can citizens / businesses provide anonymous feedback?	Yes
I-30.5 Universal accessibility (omnichannel access)?	Yes
I-30.6 Are government's responses to citizens/businesses publicly available?	No

CITIZEN ENGAGEMENT INDEX (CEI)



SNG Citizen Feedback

INDICATOR	DIGITAL DUBAI RESPONSE
I-31 Are there subnational platforms that allow citizens to provide feedback (e.g., complements, complaints, suggestions, info requests) on service delivery?	Yes
I-31.1 Citizen feedback/GRM portal URL	https://www.digitaldubai.ae/apps-services/details/happiness-meter AND https://esuggest.dubai.gov.ae/Main.aspx?Lang=EN AND https://ecomplain.dubai.gov.ae/
I-31.2 Does the government make the service standards (e.g., response times and procedures) available to the public?	Yes
I-31.3 Are these platforms universally accessible or provide support for users with disabilities (e.g., e-services, availability of voice commands)?	Yes
I-31.4 Is there any advanced technology (e.g., chatbots or AI-enabled discussion forums) used to improve citizen engagement?	Yes
I-31.5 Universal accessibility (omnichannel access)?	Yes
I-31.6 Does the Gov respond to citizen feedback? (how the Gov has updated their services in response to citizen feedback)	Yes
I-31.6.1 If Yes > Supporting document (report/URL)	Please refer to page 21 in attachment



Subnational Government Responsiveness

INDICATOR	DIGITAL DUBAI RESPONSE
I-32 Does the subnational government publish its citizen engagement statistics and performance regularly?	Yes
I-32.1 Government response portal URL	https://bi.dubai.gov.ae/QvAJAXZfc/opendoc.htm?document=happiness%20meter%5Cdubai%20happiness%20meter.qvw&lang=en-US&host=QVS%40qvaclu / Please refer to page 22 in attachment
I-32.2 Are there standards or indicators to measure the performance of service delivery (and compliance)?	Yes
I-32.3 Does the government publish its citizen engagement performance/results?	Yes
I-32.4 Any government initiative to improve the representation of vulnerable groups?	Yes



SNG GovTech Institutions

INDICATOR	DIGITAL DUBAI RESPONSE
I-33 Is there a subnational government entity focused on GovTech (digital transformation, WoG, online services, etc.)?	Yes, established
I-33.1 Official name of the main GovTech institution	Smart Dubai Government Establishment
I-33.2 Main GovTech institution URL	https://www.digitaldubai.ae/about-us
I-33.3 Main GovTech institution was established / will be established in (year)	2015
I-33.4 Type of main GovTech organization	Government
I-33.5 Institutional responsibility for GovTech	Other
I 33.6 GovTech roles & responsibilities [please select all that apply]	Policy/Strategy, eGovernment/eServices, Private Sector/PPP, Digital skills, Innovation, OSS, DT, Other
I-33.7 Other relevant GovTech institution links	https://www.digitaldubai.ae/initiatives , https://www.digitaldubai.ae/apps-services , https://www.digitaldubai.ae/data
I-33.8 Is there a Coordination Body (SC, Council) leading GovTech initiatives?	Yes
I-33.8.1 If Yes > Name and/or URL of the coordination body	Digital Dubai Authority



SNG Data Governance Institutions

INDICATOR	DIGITAL DUBAI RESPONSE
I-34 Is there a dedicated subnational government entity in charge of data governance or data management?	Yes, established
I-34.1 Name of Data Governance (DG) institution	Dubai Data Establishment
I-34.2 Data Governance institution URL	https://www.digitaldubai.ae/about-us
I-34.3 Data Governance institution was established / will be established in (year)	2016
I-34.4 Type of Data Governance institution	Part of another institution
I-34.5 Data Governance implementation arrangements	Multilevel Data Governance Approach
I-34.6 Is there a Data Governance strategy / policy?	Yes
I-34.6.1 If Yes > Supporting document (report/URL)	https://www.digitaldubai.ae/data/regulations
I-34.7 Publishing of the Data Governance institution's progress report (results/spending)?	Yes
I-34.7.1 If Yes > Supporting document (report/URL)	Section 7 and 8 in https://www.digitaldubai.ae/knowledge-hub/publications/smart-dubai-5-years-booklet



SNG GovTech Strategy

INDICATOR	DIGITAL DUBAI RESPONSE
I-35 Is there a subnational GovTech / Digital Transformation strategy?	Planned / in draft
I-35.1 GovTech/digital transformation strategy URL (approved / drafted)	To be updated - https://www.digitaldubai.ae/initiatives
I-35.2 GovTech strategy was approved / will be approved in (year)	2022



SNG Whole of Government Approach

INDICATOR	DIGITAL DUBAI RESPONSE
I-36 Is there a whole-of-government approach to public sector digital transformation at subnational level?	Yes, institutionalized
I-36.1 Whole of Government (WoG) > Relevant policy/strategy URL	https://www.digitaldubai.ae/apps-services AND https://u.ae/en/about-the-uae/strategies-initiatives-and-awards/local-governments-strategies-and-plans/the-services-360-policy-of-dubai
I-36.2 Is there a Ministry/Dept leading the public sector digital transformation/cultural change/WoG approach?	Yes
I-36.2.1 If Yes > Name and/or URL of the relevant public entity	Digital Dubai Authority
I-36.3 Is there a cross government forum where strategic WoG topics (digital, data, technology, capacity) can be addressed by senior digital officials across government?	Yes
I-36.3.1 If Yes > Name and/or URL of the relevant platform/forum/entity	Higher Committee for Digital Transformation
I-36.4 Publishing of the progress in WoG approach / digital transformation (results, spending)?	Yes
I-36.4.1 If Yes > Supporting document (report/URL)	https://u.ae/-/media/Images-August/GX-Case-Studies_Happiness-Meter-(2).ashx AND https://www.mediaoffice.ae/en/news/2021/December/11-12/Hamd-an-bin-Mohammed-Dubai-has-become-the-worlds-first-paperless-government AND https://u.ae/-/media/Images-August/GX-Case-Studies_Happiness-Meter-(2).ashx AND https://www.mediaoffice.ae/en/news/2021/December/11-12/Hamd-an-bin-Mohammed-Dubai-has-become-the-worlds-first-paperless-government



SNG Right to Information (RTI) Laws

INDICATOR	DIGITAL DUBAI RESPONSE
I-37 Are there RTI Laws to make data/info available to the public online or digitally at subnational level?	Yes, effective
I-37.1 Right to Information (RTI) Law URL	<a data-bbox="1528 449 2407 578" href="https://u.ae/en/about-the-uae/digital-uae/citizens-right-to-access-government-information#:~:text=The%20UAE%20assures%20freedom%20and,Regulating%20Data%20Dissemination%20and%20Exchange.">https://u.ae/en/about-the-uae/digital-uae/citizens-right-to-access-government-information#:~:text=The%20UAE%20assures%20freedom%20and,Regulating%20Data%20Dissemination%20and%20Exchange.
I-37.2 RTI Law was approved / will be approved in (year)	2015
I-37.3 Is there an entity monitoring implementation/compliance?	Yes
I-37.4 Publishing of the progress in implementing RTI laws (RTI requests received, granted, etc.)?	Yes
I-37.4.1 If Yes > Supporting document (report / URL)	<a data-bbox="1528 906 2191 935" href="https://www.dubaipulse.gov.ae/requestdata">https://www.dubaipulse.gov.ae/requestdata AND <a data-bbox="1528 935 2153 963" href="https://www.dubaipulse.gov.ae/data/category">https://www.dubaipulse.gov.ae/data/category



SNG Data Protection / Privacy Laws

INDICATOR	DIGITAL DUBAI RESPONSE
I-38 Is there a Data Protection / Privacy law at subnational level?	Yes, effective
I-38.1 Official title of the Data Protection / Privacy Law	Law No. (26) of 2015 Regulating Data Dissemination and Exchange in the Emirate of Dubai
I-38.2 Data Protection / Privacy Law URL	https://dlp.dubai.gov.ae/Legislation%20Reference/2015/Law%20No.%20(26)%20of%202015.pdf
I-38.3 Data Protection / Privacy Law was approved / will be approved in (year)	2015
I-38.4 Is there an entity monitoring implementation/compliance?	Yes
I-38.5 Publishing of the data protection/privacy complaints and feedback?	No



SNG Data Protection Agency

INDICATOR	DIGITAL DUBAI RESPONSE
I-39 Is there a Data Protection Authority at subnational level?	Yes, effective
I-39.1 Name of the Data Protection Authority	Dubai Data Establishment
I-39.2 Data Protection Authority URL	https://www.digitaldubai.ae/about-us
I-39.3 Data Protection Authority was established / will be established in (year)	2016
I-39.4 Publishing of the Data Protection Authority performance/results?	Yes
I-39.4.1 If Yes > Supporting document (report/URL)	Section 7 and 8 in https://www.digitaldubai.ae/knowledge-hub/publications/smart-dubai-5-years-booklet



SNG Digital Signature

INDICATOR	DIGITAL DUBAI RESPONSE
I-42 Is there a digital signature regulation and PKI to support service delivery at subnational level?	Operational: used in practice for e-services
I-42.1 Digital Signature URL	https://selfcare.uaepass.ae/
I-42.2 Digital Signature was launched / will be launched in (year)	2018
I-42.3 Use of Digital Signature in public sector?	Both back and front office
I-42.4 Is Digital Signature linked with Digital ID/Mobile devices?	Yes
I-42.5 Which entities provide Digital Signature services?	Designated Government Entities
I-42.6 Publishing of the Digital Signature issuance/utilization?	Yes
I-42.6.1 If Yes > Supporting document (report/URL)	https://www.digitaldubai.ae/newsroom/news/uae-pass-registration-crosses-2-million-verified-users



SNG Digital Signature

INDICATOR	DIGITAL DUBAI RESPONSE
I-42 Is there a digital signature regulation and PKI to support service delivery at subnational level?	Operational: used in practice for e-services
I-42.1 Digital Signature URL	https://selfcare.uaepass.ae/
I-42.2 Digital Signature was launched / will be launched in (year)	2018
I-42.3 Use of Digital Signature in public sector?	Both back and front office
I-42.4 Is Digital Signature linked with Digital ID/Mobile devices?	Yes
I-42.5 Which entities provide Digital Signature services?	Designated Government Entities
I-42.6 Publishing of the Digital Signature issuance/utilization?	Yes
I-42.6.1 If Yes > Supporting document (report/URL)	https://www.digitaldubai.ae/newsroom/news/uae-pass-registration-crosses-2-million-verified-users



SNG Digital Skills (DS) Strategy/Program

INDICATOR	DIGITAL DUBAI RESPONSE
I-45 Is there a subnational government strategy / program to improve digital skills in the public sector?	Yes, strategy and program
I-45.1 Title of Digital Skills (DS) strategy	Dubai Digital Transformation Strategy
I-45.2 Digital Skills strategy URL	Please refer to page 23 in attachment
I-45.3 Digital Skills strategy was approved / will be approved in (year)	2022
I-45.4 Focus areas of the DS strategy	Advanced digital skills + data literacy
I-45.5 Is there a DS program?	Yes
I-45.5.1 If Yes > Type of primary DS program(s)	Public sector program
I-45.5.2 If Yes > DS program URL	https://www.digitaldubai.ae/data/upgrade-your-skills AND https://www.dubaifuture.ae/initiatives/capacity-building/one-million-arab-coders/
I-45.5.3 If Yes > DS program mandatory for new public employees?	Not mandatory
I-45.6 Are there digital skills programs offered by governments for citizens/schools?	Yes, freely available programs
I-45.7 Publishing of the results/progress in DS programs?	Yes
I-45.7.1 If Yes > Supporting document (report/URL)	https://gulfnews.com/uae/science/dubai-led-one-million-arab-coders



SNG Digital Skills (DS) Strategy/Program

INDICATOR	DIGITAL DUBAI RESPONSE
I-45 Is there a subnational government strategy / program to improve digital skills in the public sector?	Yes, strategy and program
I-45.1 Title of Digital Skills (DS) strategy	Dubai Digital Transformation Strategy
I-45.2 Digital Skills strategy URL	Please refer to page 23 in attachment
I-45.3 Digital Skills strategy was approved / will be approved in (year)	2022
I-45.4 Focus areas of the DS strategy	Advanced digital skills + data literacy
I-45.5 Is there a DS program?	Yes
I-45.5.1 If Yes > Type of primary DS program(s)	Public sector program
I-45.5.2 If Yes > DS program URL	https://www.digitaldubai.ae/data/upgrade-your-skills AND https://www.dubaifuture.ae/initiatives/capacity-building/one-million-arab-coders/
I-45.5.3 If Yes > DS program mandatory for new public employees?	Not mandatory
I-45.6 Are there digital skills programs offered by governments for citizens/schools?	Yes, freely available programs
I-45.7 Publishing of the results/progress in DS programs?	Yes
I-45.7.1 If Yes > Supporting document (report/URL)	https://gulfnews.com/uae/science/dubai-led-one-million-arab-coders-initiative

SNG Public Sector Innovation (PSI) Strategy/Program

INDICATOR	DIGITAL DUBAI RESPONSE
I-46 Is there a strategy and/or program to improve public sector innovation at subnational level?	Yes, strategy and program
I-46.1 Title of Public Sector Innovation strategy	Dubai's Future, Foresight & Imagination
I-46.2 PSI strategy URL	https://www.dubaifuture.ae/initiatives/future-foresight-and-imagination/
I-46.3 PSI strategy was approved / will be approved in (year)	2017
I-46.4 Is there a PSI program?	Yes
I-46.4.1 If Yes > Type of primary PSI program(s)	Public sector program
I-46.4.2 If Yes > PSI program URL	https://www.dubaifuture.ae/programs/
I-46.4.3 If Yes > PSI program mandatory for new public employees?	Not mandatory
I-46.5 Publishing of the results/progress in PSI programs?	Yes
I-46.5.1 If Yes > Supporting document (report/URL)	https://www.dubaifuture.ae/insights/



SNG Public Sector Innovation (PSI) Institutions

INDICATOR	DIGITAL DUBAI RESPONSE
I-47 Is there a subnational government entity focused on public sector innovation?	Yes, established
I-47.1 Name of the PSI institution	Dubai Future Foundation
I-47.2 PSI institution URL	https://www.dubaifuture.ae/
I-47.3 PSI institution was established / will be established in (year)	2016
I-47.4 Focus areas of PSI institution (Innovation Lab)	Digital Skills + PS Innovation
I-47.5 Is there any collaboration on PSI with the private sector?	Yes
I-47.5.1 If Yes > Is there any financial support/incentive for private GovTech entities	Yes
I-47.6 Publishing the PSI institution annual performance/results?	Yes
I-47.6.1 If Yes > Supporting document (report/URL)	https://www.dubaifuture.ae/insights/



Private Sector Involvement in GovTech Initiatives at Subnational Level

INDICATOR	DIGITAL DUBAI RESPONSE
I-48 Is there a subnational government policy to support GovTech startups and private sector investments?	Yes
I-48.1 Subnational policy/strategy to support GovTech startups/investments (SMEs)	Dubai Startup Support Strategy
I-48.2 Subnational policy/strategy URL	https://www.digitaldubai.ae/initiatives/startup-support
I-48.3 Subnational policy/strategy was approved / will be approved in (year)	2017
I-48.4 Does the subnational government provide financing to startups/SMEs for innovation?	Yes
I-48.5 Capacity of subnational government to deliver online services via PPPs	Yes, PPP arrangements exist for online service delivery
I-48.6 Is there a procurement policy aimed at prioritizing bids from startups/SMEs? (e.g., having a quota for SMEs)	Yes
I-48.6.1 If Yes > Supporting document (report/URL)	https://mediaoffice.ae/en/news/2020/August/31-08/Dubai-SME
I-48.7 Publishing of the results/progress in supporting startups/SMEs for innovation?	Yes
I-48.7.1 If Yes > Supporting document (report/URL)	https://www.dubaifuture.ae/insights/

