WSIS Forum 2018 OUTCOME DOCUMENT

1) **Accelerating UAE Smart Services**
2) **Telecommunication Regulatory Authority, Prime Minister Office, Ministry of Interior U.A.E.**
3) **C1, C3, C4, C5, C6, C7,C10, C14,**
4) **Talk 1:**
   Inspiring Services:

   TRA presented bundle services as a new trend in government approach to provide customer centric services. UAE is focused on customer happiness as set by HH Shaikha Mohammed Bin Rashed to be the first in government services by 2021. Bundle service is an integrated service across multiple entities that reduces time and efforts required to avail government services by citizens.

   The session focused on the New Born Baby bundle service, which eases the issuance of identity documents for new born babies in UAE reducing the visits from 7 visits to different government entities to single visit. The service was implemented as one of the services under the UAE Government Accelerator Program, an initiative of the Prime Minister Office. UAE government accelerator program is a shift of how government works from traditional government to an agile government. The service delivery was accelerated by leveraging the technology enablers that have been laid down by the implementation of smart government national plan initiatives.

   The session also highlighted that the UAE government is working towards achieving the objective of UAE Centennial 2071 through the development of long-term work plans for the next five decades of development for the UAE. Ease of Doing Business is another bundle service, which is under development to ease the process of establishing a new business in UAE. The bundle service came to enrich the economic sector of the country.

   Talk 2:
   The SmartPass services as one of the key building blocks of the National Plan of UAE smart gov :
   The remaining points in the outcome document can be more related to the government accelerator and show cased results such as bungle of service, let me know if you need more infromation

An introduction was made to start the workshop and provided an overview of the National Plan and how SmartPass contributes as a key component to enable government through the digital transformation and enable other component to operate efficiently, as well as raise the awareness of people of the importance of verified digital identity.

A brief on the SmartPass service which mainly provides Single Sign-on between participant and authentication using multiple levels, Gov entities can choose which authentication methods to use for which services, Authentication Methods consist of the following:

1. Username + Password

2. Username+Password+OTP (SMS or Email) Or QRCODE, TOTP

3. Emirates ID + PIN,

4. Emirates ID + Biometric

SmartPass also provides one verified account based on the individual information stored in the Emirates ID card,tThe verification happen at the registration phase, when an Emirates ID holder wishes to use any of the participant services, he or she simple needs to register only once and avail one trusted account from all participant, this helps to achive:

§ Enables the use of unified data entry for online government transactions.

§ Facilitates an easy access to all of the entities' provided services.
The project comes in the context of the national efforts aiming to achieve the pillars of the 'inclusive government', and improving the electronic/mobile government consistently with the concept of 'interconnected government' that the UAE aspires to achieve.

§ SmartPass will improve user experience, avail quality services and increase user satisfaction, which will contribute to users' happiness as the ultimate goal of the mGovernment.

§ SmartPass will allow users to proof their identity only once at the registration (EID and PIN/ Figer) and start using the participant websites, services and make transactions securely without having to visit the government entities to provide documents to proof the individual identity or register online every time they visit a website and create another username and password.

SmartPass main objective is to fulfil the UAE agenda 2021 objectives, which focus mainly on the following: increase the usage of e/m services, decrease the visits to service center, and increase people satisfaction and happiness .therefore it was set as one of SmartPass goals as well as the National Plan of UAE Smart Gov is to increase gov entity maturity to accept other means of identity proofing and move services over the counter to digital channels.

As we move forward throughout the journey of SmartPass, the demand has increased to connect and benefit from SmartPass services as well as the gov entities requirements to provide end to end services, therefore the Digital Signature is now one of the new features that is under implantation , providing secure means of authentication and adoption of electronic signature, seamless services which improves government efficiency, and Contributes to the UAE 2021 agenda toward a paperless government, happy customers .

Talk 3:

In one year, the more than 250 front line officers who made up the Government Accelerators teams under the sponsorship of 40 different federal entities of the UAE government and partnership with more than 100 local government entities, 95 private sector and NGO's to accelerate the achievements of tangible results within 100 days achieving:

    a. Increased Government Services delivery efficiency by reducing a total of 116 days in service delivery.

    b. Increased the financial efficiency and saved an excess of 38 Million Euros from the Government Federal budget.

    c. Saved 32 lives by reducing the total number of deaths on the Highways.

5) **Main outcomes highlighting the following:**

    I. **Debated Issues**

- Sharing the Smart Government and Government Accelerators story and its methodologies.
- Key achievements of the Smart Gov and Government Accelerators:
  - Building a culture that entrusts the front-line employees to lead the change and deliver results.
  - Motivate leaderships to support and empower the teams during the 100 days challenge as well as beyond in sustaining and scaling results achieved.
- Adapting the methodologies on smaller and larger scales, locally and internationally.
- Seamless government services
- Happier Nation and people

II. Quotes

"If one allows a team to set their own goals, then achievement will follow" His Highness Sheikh Mohammed bin Rashid Al Maktoum Vice President and Prime Minister of the UAE

III. Overall outcomes of the session highlighting

- Smarter, Safer and happier nation
- Government Accelerators prove of concept in delivering outstanding results in short period of time through collaborative work between entities and individual.

IV. Accelerating Sustainable Development Goals achievements through the Government Accelerators multi-stakeholder mythology.

V. Suggestions for Thematic Aspects that might be included in the WSIS Forum 2019

  a. Aim for Impact over outcome,