

# ANNUAL REPORT 2015

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Our Vision

The UAE is a leading  
country in ICT globally.

Mission

We strive to be a leading organization in the ICT sector in the United Arab Emirates, committed to maintaining positive competition to protect the interests of the subscribers, and promoting electronic transformation of the federal agencies and their services, by relying on national competencies to apply the best international standards and practices in supervision of the sectors and to encourage innovation and investment.

Corporate Values

**Pioneering**

We nurture innovation and creativity, assume leadership and effectively influence the support and development of the sector.

**Customer Service**

We strive to improve our customers' satisfaction through our commitment to the continuous improvement and development of the quality of our services.

**Empowerment**

We endeavor to empower our employees in decision-making and participation in achieving our goals within inspiring work environments.

**Collaboration**

We collaborating and work constructively with the concerned people to develop and implement work mechanisms (internally and externally).

**Commitment**

We are committed towards our responsibilities to the State in providing the best technology for the sector.



# Chairman's Message

Time is rapidly passing, bringing along massive developmental changes that only show God’s will for all of His creation. Here in the UAE, we have witnessed various changes and progress in the past year tracking the major initiatives that have led us to achieve our national goals, embodied in UAE's vision for 2021. We are looking forward for the next brilliant moves that will keep our country on top of its plans.

The TRA continues to support this vital sector within the UAE’s national framework given its major role as the nervous system that interlinks the development of various sectors such as education, health, science, technology, space, and energy, among others.

Due to the increasing importance of the telecommunications sector as a major pillar for the implementation of various development initiatives and projects, the TRA has implemented under its respective departments and sectors, various programs such as the Federal Network (FedNet) and the UAE Smart Cloud, which aim to provide interconnection for various government entities at the federal and local levels. The TRA has successfully executed the ‘Coverage’ project, the federal agency’s own smart and innovative project, which performs field scanning to measure and analyze the quality of telecom operators’ networks in the country to enhance user experiences and quality of telecommunications services. In addition, the TRA has implemented the project of the type approval for Radio and Telecommunications Terminal Equipment, and The Virtual Reality Project.

The TRA had successfully supervised the monitoring and measuring of the mGovernment enablers and has presented its report on the first two years of the mGov initiative to the leadership. The result was 96.3 per cent transformation, based on the report announced in June 2015 by His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai.

Last year’s achievements were significant, reflecting the country’s holistic developmental framework, and the importance of the telecommunications sector in positioning the UAE among the leading countries worldwide in telecommunications and information technology (ICT). Among the most notable achievements in 2015; being named as the best Middle Eastern regulator at the Telecom Review Summit Award. The TRA also led the country’s participation in the 4th edition of the GCC eGovernment Conference and Exhibition where

it was recognized with five important awards reflecting the achieved progress in the telecom sector in general, and electronic and mGovernment in particular. Moreover, The Center of Digital Innovation (CoDI) was bestowed one of the most important awards by the WSIS in the C4 category for capacity building, besting a field of 30 projects from various parts of the world.

As the regulatory entity for telecommunications in the country, we work continuously on developing laws and legislations to be the primary legal reference in the matters of regulating and controlling the work mechanism and the relations with the accredited service providers in the UAE. We put the utmost importance on initiatives that spread innovation and creativity at all levels, striving to promote competitiveness, and achieving the desired qualitative development of the sector’s infrastructure in the UAE.

Furthermore, the TRA’s efforts have led to the UAE being recognized by the International Telecommunications Union as one of the 10 best countries in the world in terms of the dynamic improvements shown by its ICT development index. The country was also ranked highest in using ICT and government efficiency, in addition to having the widest mobile coverage per population. The UAE is also first place on an international level in terms of achieving a strong impact in accessing basic services through ICT, and the second internationally in the indicator of the government success in enhancing the sector. These achievements were made possible through the great efforts of the TRA team to enrich a work culture characterized by excellence as a leading national entity. I would like to thank everyone for their efforts, which have contributed to the success and distinction we have achieved today. I hope that you continue to work as one spirit to achieve our future goals.

**Mohamad Ahmad Al Qemzi**  
Chairman

# Chairman's Message

We, at the TRA, are proud of what we have accomplished during the past year and we recognize that all of our achievements are only the motivators for the future, so the biggest success is yet to come.





# Director General's Message

The year of 2015 was an important milestone in the TRA's journey. An eventful year-round of initiatives and projects in the telecommunications and information technology (ICT) sector which – in addition to the supporting services sector – constitute the main structure of a national entity, an entity that stood distinct as one of the most important government entities, and most correlated to growth and development infrastructure on all levels and in all fields.

Most notably, the TRA implemented a series of internal procedures and operations to align its tasks with new government mandates, especially those related to innovation, creativity, customers' happiness, knowledge, quality, connectivity, not to mention smart cities, big data and open data.

We are committed to achieve two of the highest national indexes – to become one of the top 10 leading countries in network readiness, and the top country in the world for providing online services.

In addition to these goals, the TRA also plays a major role in implementing other national indexes that would have an impact on the country's international competitiveness. The development and economic sectors nowadays depend on the telecommunications' abilities to develop and improve broadband connection, internet services, free data flow within M2M devices under the Internet of Things concept, which is one of the prominent features of smart cities.

With all these rapid advancements in the sector, the exceptional importance of the TRA's role at the local level becomes very clear. Particularly, to prepare qualified national human capital that meets the demands of the next phase, promoting Emiratisation within the TRA in particular, and the sector in general, in addition to effective contribution in establishing an innovation culture through the ICT Fund and the Center of Digital Innovation (CoDI). Above all, implementing an integrated regulatory framework to promote competition between telecom service providers and enhance the quality of their services, protect the users' interests and reach customers' happiness.

The TRA has vigorously participated in the country's 2015 'Year of Innovation'. We organized workshops and valuable initiatives in order to instill the spirit of creativity and innovation among our staff, spreading the culture of excellence, commitment and perfection to achieve the best possible results. These activities have propelled the TRA to win two highly prestigious innovation awards given by ITP Publishing's .GOV Magazine; the '.GOV Innovation

Award' for CoDI's achievements in the public sector and the '.GOV's Best Collaboration between the Public and Private Sector' in appreciation for FEDNet.

We are proud of the achievements of the various teams such as the .ae Domain Administration Team, which achieved its strategic goals for 2015; registering 100 per cent of the operational performance indexes, and the availability of higher domains record system index. Regarding the national domain services, 2015 has witnessed an increasing registration of domain names, which recorded a total of 175,000 according to latest 2015 statistics. Additionally, there are now 22 accredited registrars of domain names on national and international levels, which increased by 40 per cent compared with the same period in 2014.

Based on these achievements, I commend TRA staff for their continuous efforts, which had the greatest impact on enhancing the TRA's strategic goals, and ensuring the application of the highest institutional values based on leadership, customer service, enabling human capital, collaboration and cooperation, commitment to professionalism, social and environmental responsibility.

I would like to thank the TRA's customers who contributed through interaction and communication, in developing various developmental projects that will materialize by 2016 onwards.

I would like to conclude with an appreciation to all government entities and private firms which have played a major role in supporting our ambitious vision. We reaffirm our commitment to establish the collaboration and joint coordination with all responsible entities to serve the telecommunications sector for our country and our citizens.

**H.E. Hamad Obaid Al Mansoori**  
Director General

# Director General's Message

We are proud of the TRA staff for showing their readiness to fulfill the next phase of tasks, working in high spirits as one team, realizing the importance and sensitivity of the phase, and the tasks entrusted to us for the future.





**TRA was nominated by the ITU among the top 10 countries in the world that witnessed dynamic development in terms of the value and classifications of ICT international development index.**

The Telecommunications Regulatory Authority (TRA) has made huge strides in 2015 in the ICT sector, through developing and implementing innovative strategies that place pioneering at the top of its strategic priorities.

The TRA has gone a long way since its establishment 15 years ago. Most importantly, nominated by the International Telecommunication Union (ITU) among the top 10 countries in the world that witnessed dynamic development in terms of the value and classifications of ICT international development index, positioning the UAE as a leading center for ICT at the local, regional and global levels.

Last year, The TRA has been awarded the Best Middle Eastern Regulator at the Telecom Review Summit Award in appreciation for its efforts in the 'Coverage' project, the smart and innovative technological system. Also, 'The Smart Application Lab' which was launched under the Center of Digital Innovation (CoDI), earned 'Best

Mobile Smart System for Information Security' honors at the Gulf Information Security Expo & Conference (GISEC). These achievements mark major milestones in TRA's story of success, which have been accomplished through a leadership that upholds the highest standards of quality, accuracy, transparency, and innovation. These standards aim to promote competitiveness in the sector and earn the highest recognition for the UAE worldwide.



# ICT Fund Achievement Overview 2012-2015

The information and communications technology (ICT) Fund has passed through various developmental stages and has grown gradually over the years, which can be viewed in three stages:

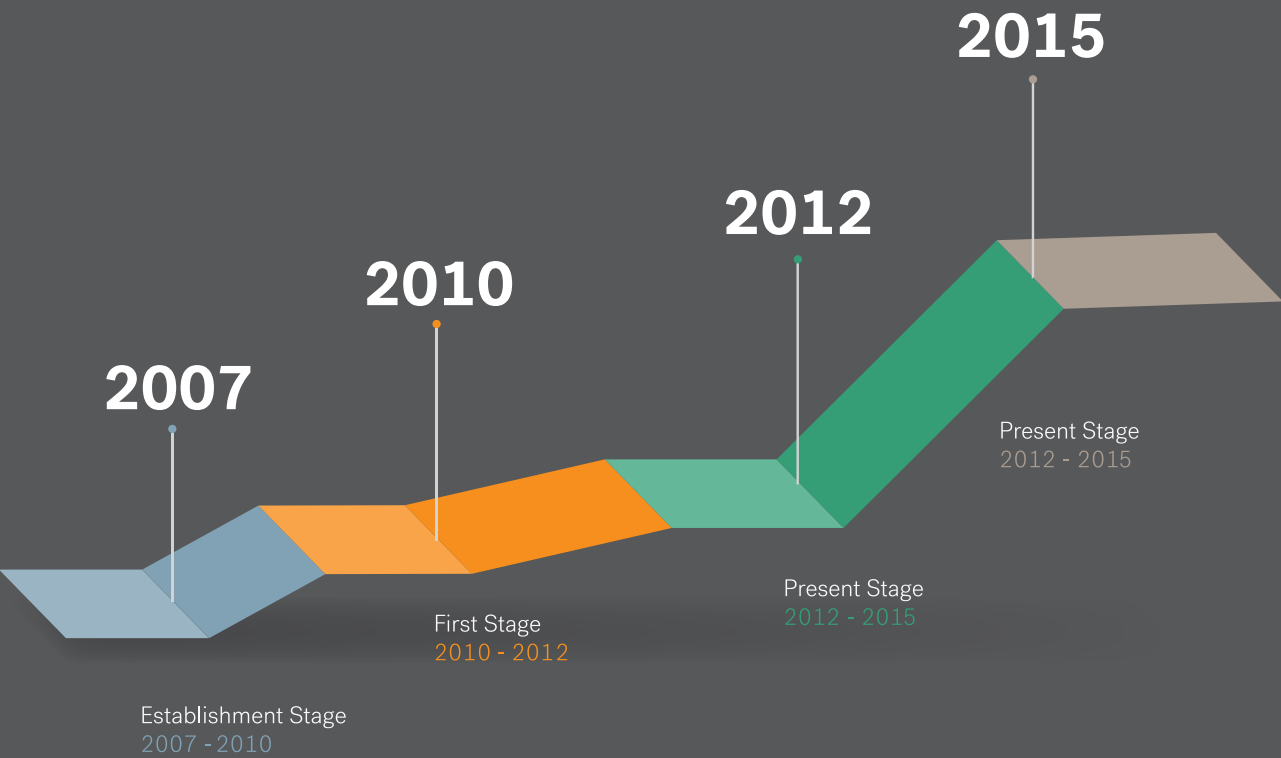
- 1. Establishment Stage 2007-2010
- 2. First Stage 2010-2012
- 3. Present Stage 2012-2015

The Establishment Stage (2007 to August 2010) witnessed the creation of the first edition of the ICT Fund's statute, the formation of the first round of the board of trustees, in addition to the launching of 'Betha' Scholarship Program, the ANKABUT project, and the drafting of the ICT Fund Strategy.

The First Stage (September 2010 to August 2012) witnessed the formation of the new board of trustees and the appointment of the first CEO, increasing the number of scholarships, and the inception of the smart learning project.

During the present stage (September 2012 to 2015), the ICT Fund has had a new management since late

2012, and increased funding projects in various fields, in addition to admitting more students for Betha scholarships. Members of the ICT Fund board of trustees were renewed following the success of previous programs. During this period, the Fund has greatly hastened the development of the ICT and telecommunications sector in the country. The most notable achievements include national projects related to the sector such as the Mohammed Bin Rashid Smart Learning Program, the UAE mGovernment, as well as the national network project and other important national programs.

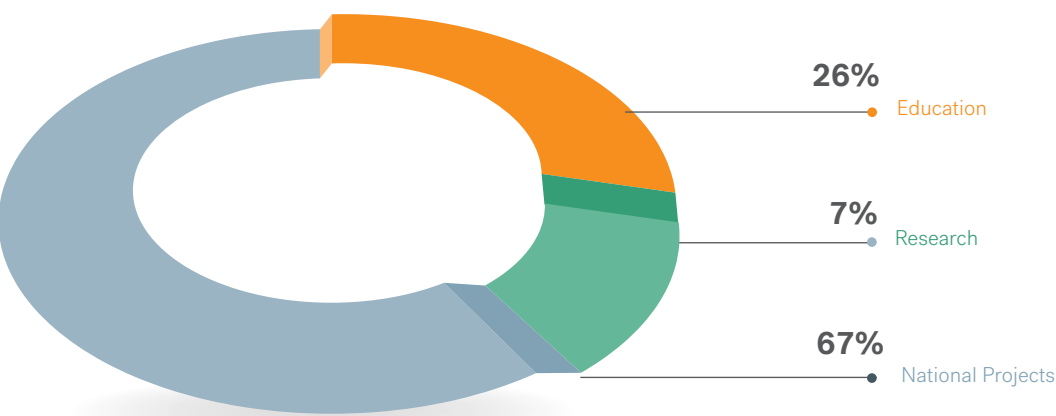


# ICT Fund Achievement Overview 2012-2015

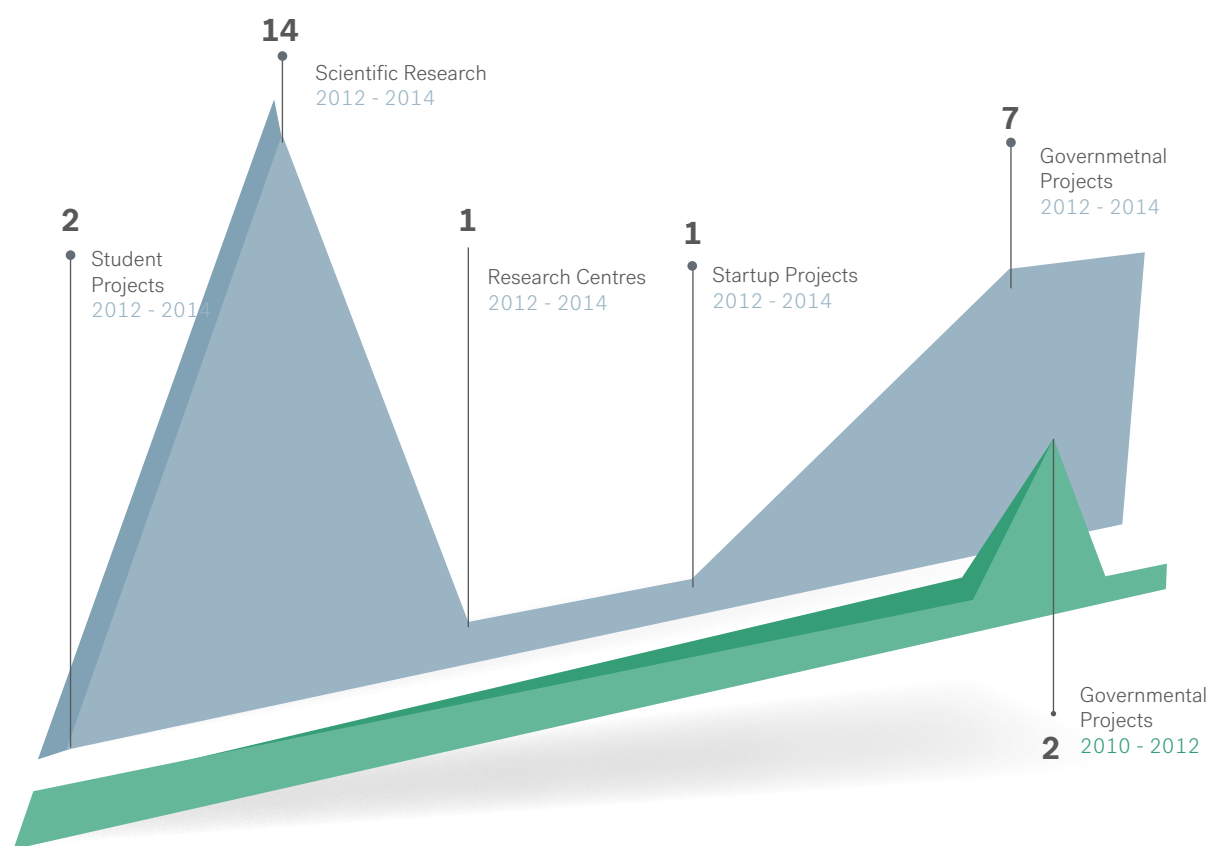


# ICT Fund Achievement Overview 2012-2015

ICT Fund



Funded projects



# ICT Fund Achievement Overview 2012-2015

## Education

The ICT Fund is committed to provide the necessary resources to meet the needs of the projects in this sector. For this purpose, the ICT Fund has strengthened the ties with several top universities within the UAE and abroad. The ICT Fund supports all the projects that enhance the education sector, which, in return, will strengthen the ICT sector in the country. This would be through supporting research proposals of students and professors' teams, developing departments within the universities, improving their educational curriculum and providing advanced scientific resources.

The ICT Fund also provides scholarships for distinguished students to encourage advanced studies in scientific and technical fields, and to guide and prepare the new generation for a leading role in the future of the ICT sector in the country.

## Scholarships

The ICT Fund has launched the 'Betha' scholarship program, which aims to strengthen the role and the status of the national education sector in the country. This would be through the support and sponsorship of the scientifically distinguished national human capital, in order to improve the education process in the UAE in fields related to the ICT sector, to meet the annually growing needs for ICT specialized human resources.

The ICT Fund has invested huge amounts for the allocation of hundreds of academic seats for undergraduate as well as postgraduate programs in highly ranked national universities, in addition to international universities in the USA, Japan, Australia, the UK and other leading countries in this sector. The 'Betha' scholarship project aspires to attract 1,000 students over the next few years. This Program comes as a part of the ICT Fund's strategy to improve the national human capital specialized in ICT, including computer science, information technology, and other related fields.

The ICT Fund has signed several agreements with a lot of education and institutional entities in the country. The number of the scholarships provided by ICT in the period from 2012 to 2015 indicates a significant increase. The total number of provided scholarships reached 690 scholarships since the establishment of the ICT Fund, distributed between the following stages:

- 1. Postgraduate Diploma
- 2. Bachelor's Degree

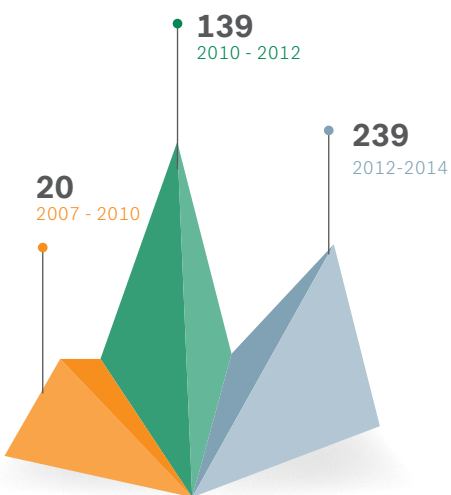
## 3. Master's Degree

## 4. Doctorate's Degree

In addition to identifying a number of ICT-related study areas, the ICT Fund scholarships covered the following specialties:

- 1. Computer Engineering
- 2. Electronic Engineering
- 3. Electrical Engineering (Communication Engineering)
- 4. Information Systems
- 5. Electronic Security
- 6. Computer Science

## Students

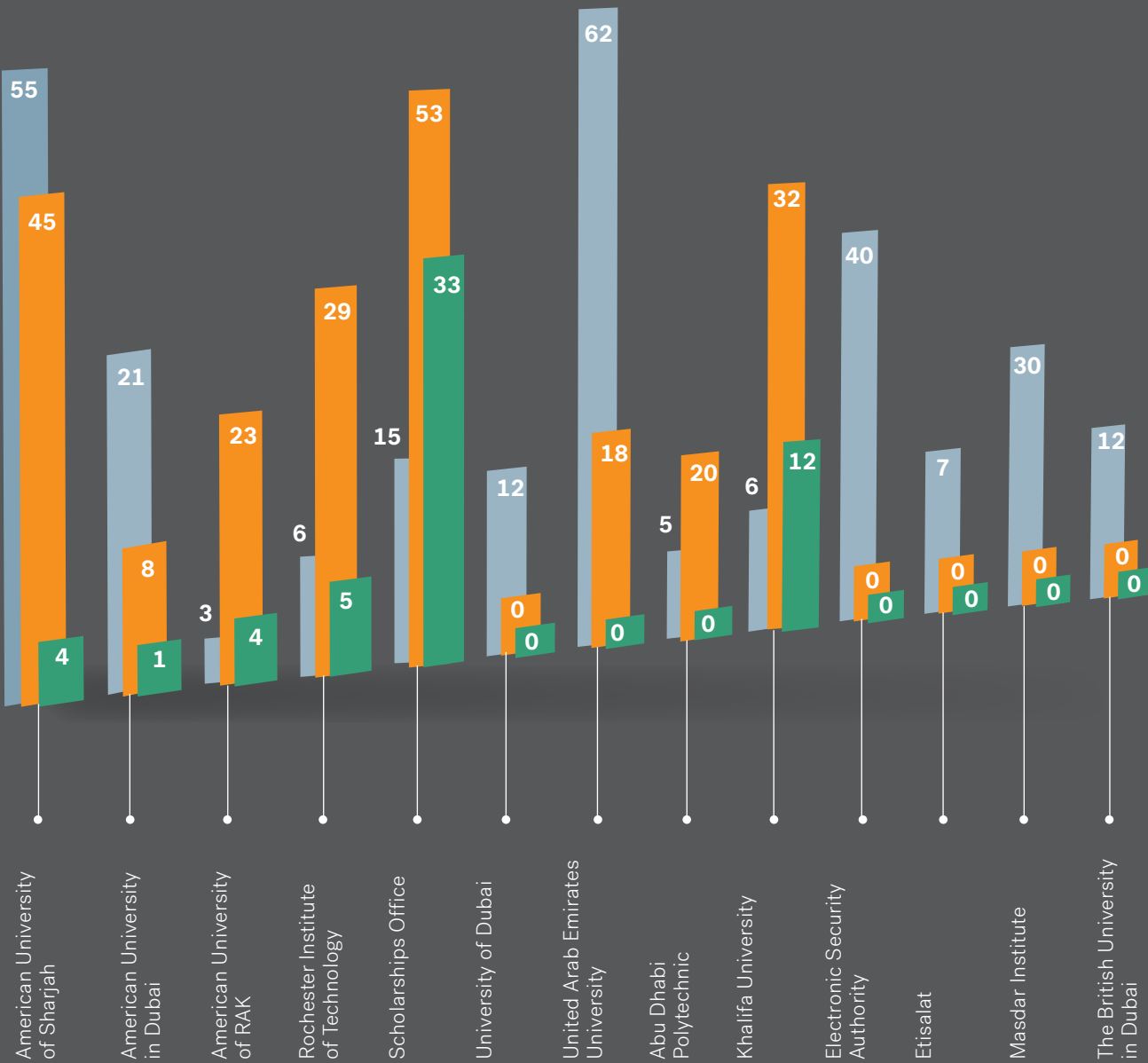


## 7. Marine Communication Engineering

The above chart shows the number of students attracted by the ICT Fund Betha program. It indicates a 171 per cent increase in the number of enrolled students in the period from 2010 to 2012. A number of 239 students has been added to 139 students, the total enrolment number of students reaches 378 students. The program aspires to reach 1000 students as an indicator of success in the ICT sector in the UAE.



ICT Fund Achievement Overview  
2012-2015



Enrollment, vacancies and current students

The graph above shows the students' enrollment percentage according to each university or entity. It also shows the number of vacancies and current students, in addition to the number of withdrawals, which could be justified by the level of academic difficulty, especially in

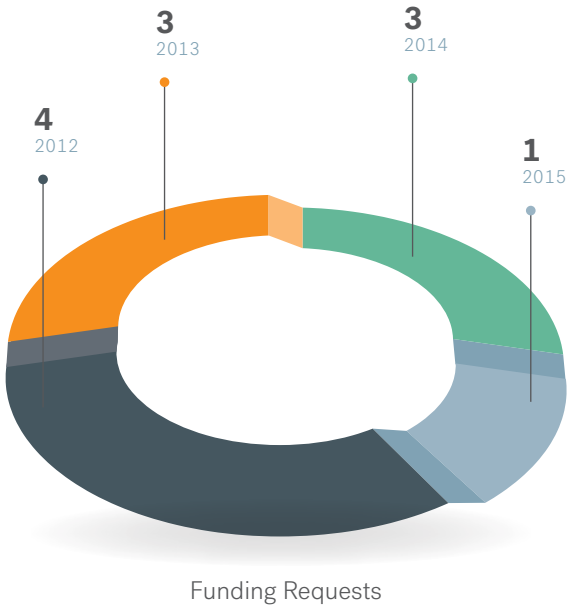
the overseas universities under the list of the Ministry of Presidential Affairs and Khalifa University. On the other hand, the number of vacant places goes back to the initial contract with the university, as the students' data has not been received until the date of writing this report.

Vacancies Current Withdrawal

ICT Fund Achievement Overview  
2012-2015

Educational Entities

The ICT Fund has opened the door for many educational entities in the UAE to fund their various infrastructure requirements for specialties related to telecommunications and information technology, such as laboratories and devices for education and research. The Fund could provide financial support of up to AED 35 million for each educational entity for 5 years to support the foundation of an educational system that is capable of keeping up pace with the most recent technical and scientific developments in the ICT field.

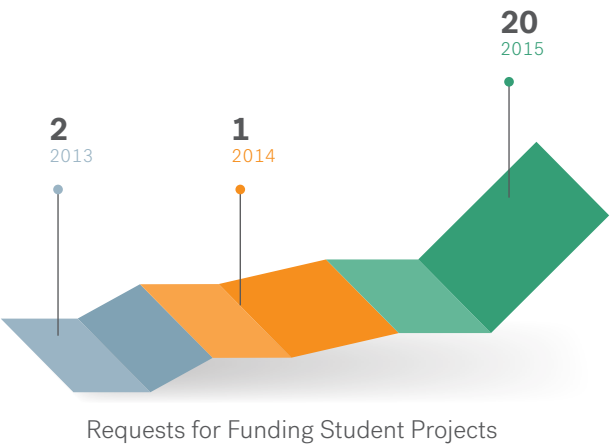


Funding requests of educational entities from the ICT infrastructure have increased notably during the last four years, but none of them have received any funding from the funding program for educational entities as the benefits are already being received by such entities from the ICT Fund for other programs such as scholarships and research initiatives. Scholarships increase university income as the number of local enrollees increases. The research center's funding also serves the same goals; many of the funding requests were in relation to integrated research centers.

Students' Projects

As enabling local students studying in local universities to excel in their ICT related specialties is a top priority for the ICT Fund, the Fund has provided full support to their technical projects, especially during the last years of their undergraduate study.

The ICT Fund has allocated financial support of up to AED 20,000 for each student's ICT-related project.



The Fund received 23 requests for funding student projects from 2012-2015, which came from the Khalifa University of Science, Technology and Research and The American University of Sharjah. The ICT had funded two projects for Khalifa University of Science, Technology and Research.

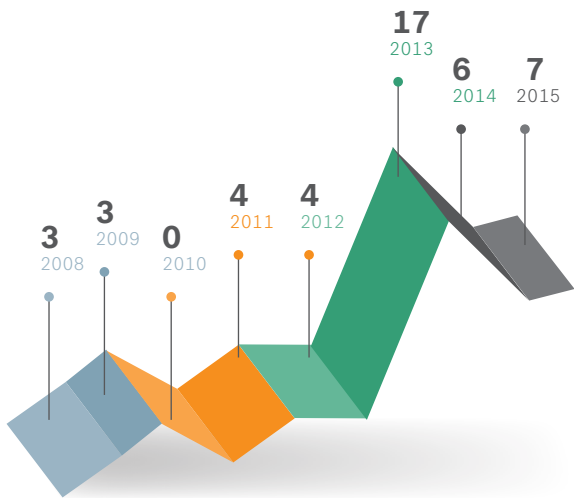
# ICT Fund Achievement Overview 2012-2015

## Research

Initiatives to gather information through basic and practical research help build the essential knowledge required in driving ICT development. Knowledge is a capital that could spur innovation for which the UAE can become a major hub and plays a leading role in the global market.

The ICT Fund provides generous funding for students' projects for research and development, and obtaining patents as well as supporting their marketing efforts, especially ICT startups. The Fund offers assistance based on the value of the project, regardless of prior approvals or the current status of the beneficiaries. Each project has its own evaluation standards depending on the area

Research projects, funding requests



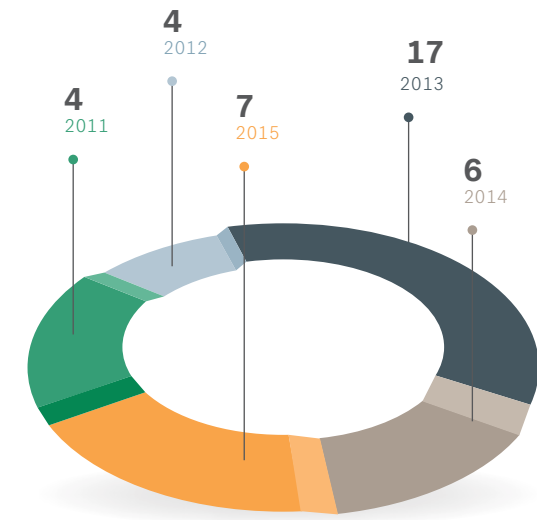
being covered, and the funding will be given according to the evaluation results.

The ICT Fund finances Research and Development centers in collaboration with various universities and research institutions, in addition to individual research proposals from various universities. The ICT Fund invests in establishing infrastructure for applied research centers, and in developing educational, research institutes and local companies, in order to support basic applied research initiatives to create new and innovative products and improving the already existing ones that can significantly contribute to the UAE's economy.

## Over the years, the ICT Fund has witnessed significant growth in research funding requests in terms of quality and quantity.

The quality of the scientific materials submitted have proven to be competitive with those produced in scientifically-advanced countries, thereby significantly raising the sector's performance index. The number of intellectual property registration requests also increased from 2012-2015, which reflects the increasing growth of the country's knowledge economy. The Fund received 38 funding research requests. The review and evaluation process tried to ensure that each project is highly compatible with the ICT Fund's aspirations and consistent with the country's strategy and agenda for telecommunications and information technology. The Fund approved its first project in 2013, after initially taking considerable time to approve any requests due to administrative procedures. Today, however, it has been able to provide funding for numerous universities including Emirates University, Khalifa University, and Abtec Center for Research and Development.

Research and development funding requests centers



In over five years, the ICT Fund has provided up to AED 35 million in financial support to research centers, along with other relevant scientific researches, various educational entities and firms, for establishing science and technology centers in the country.

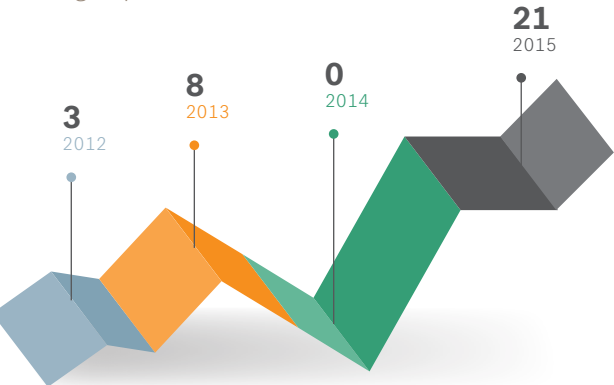
# ICT Fund Achievement Overview 2012-2015

The ICT Fund has reviewed numerous funding requests from the country's most prominent educational entities such as the Khalifa and Emirate Universities, to establish research centers. Funding has been approved to Khalifa University 'Abtec Center' for five years. Additionally, due to numerous requests within this field, The ICT Fund approved to fund the Emirate University's Space Science Center Project in order to concentrate government efforts and unify abilities and resources to achieve desired results.

## Business Incubators and Entrepreneurship

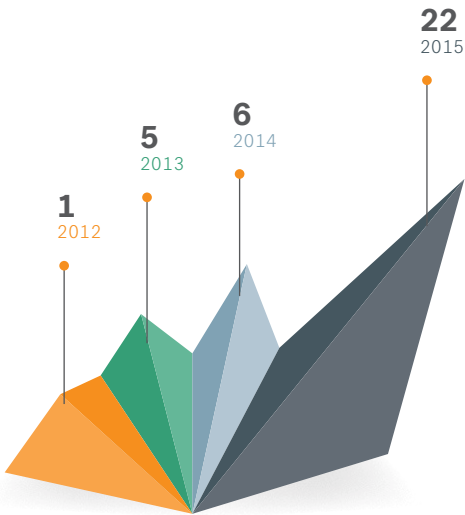
Business incubators develop project owners' administrative and innovative skills to help turn their new ideas and concepts into a reality. As such, incubators provide project owners with several practical and technical consultations and link them to relevant firms and universities via the ICT Fund. Most importantly, incubators extend support to the most innovative and creative ideas in order to implement them and turn them into something of commercial value. The ICT Fund, thus, ensures this support and possible adoption of their projects provided that these are manufactured in the UAE.

Technology Incubators Funding requests



The above listed graph provides a list of private, academic and government entities that requested funding but failed to meet the ICT Fund's criteria. The table reflects a growing interest in establishing incubator centers within the Information and Communications Technology sector.

Incubated (small projects) funding requests



One of the ICT Fund's goals is to reinforce the local telecommunication and information technology industry through providing appropriate funding for UAE citizens from building products to technical services, in collaboration with local incubators. During the 2012-2015 period, the ICT Fund assessed various projects, and provided technical evaluation to its partners such as the Khalifa Fund, in accordance with the existing Memorandum of Understanding (MoU) between the two Funds. A group of female graduates of the Emirate University, for instance, submitted a funding application for their mobile application project, an electronic, virtual reality game that promotes Arab values, language and identity.

The above listed graph shows a list of small projects submitted for evaluation to the ICT Fund in line with its MoU with the Khalifa Fund. Following its evaluation, the ICT Fund sent its findings regarding the projects' feasibility to the Khalifa Fund for review. As a contribution to the joint collaboration between the Khalifa and ICT Funds, the former's CEO conducted an employee workshop to improve their evaluation skills and ability to oversee successive technical projects.

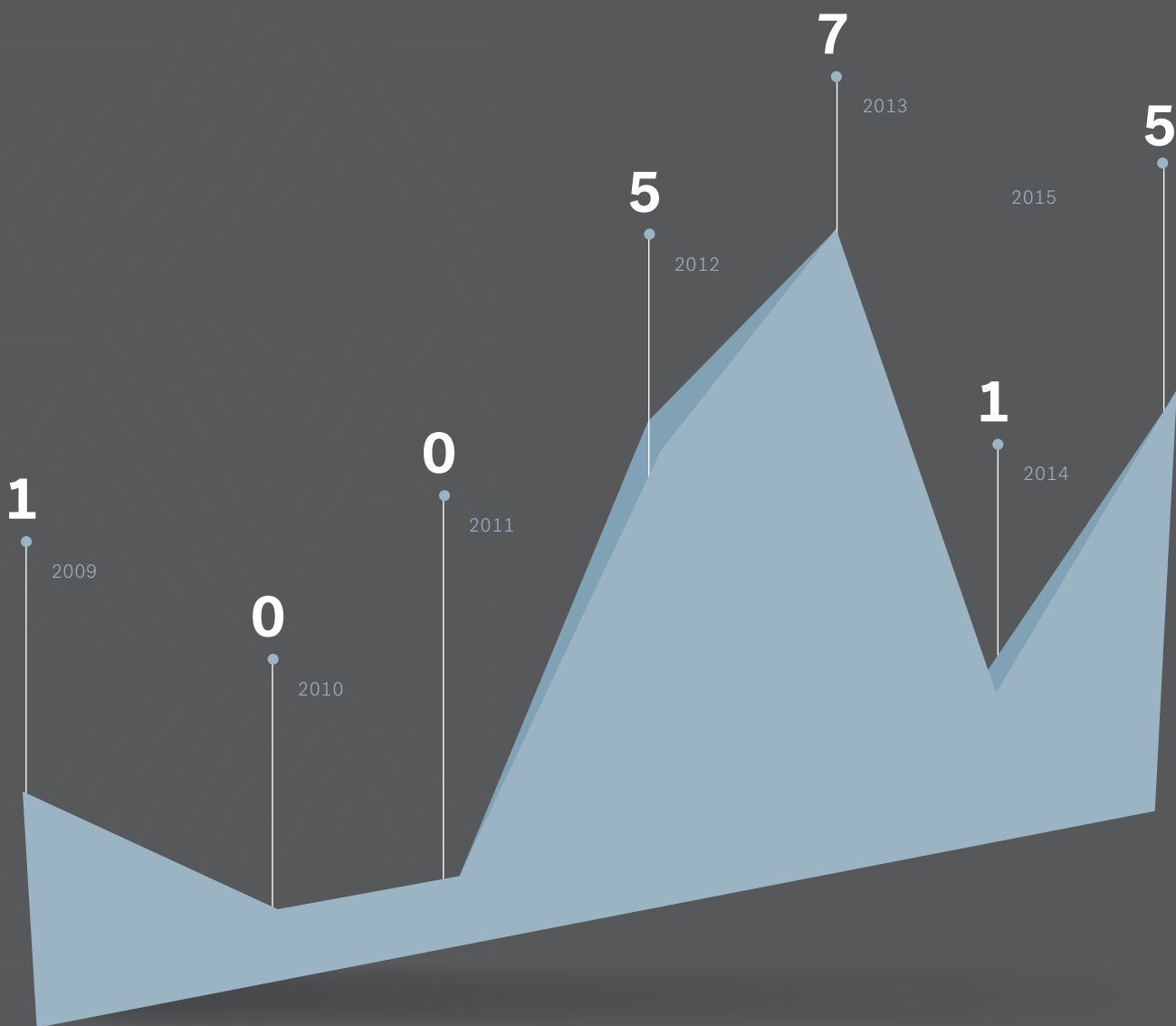


The ICT Fund extended its support to all ICT industry-related national initiatives and projects. The Fund focuses on national projects that contribute to the country's strategic plans.

National Projects

The ICT Fund extended its support to all ICT industry-related national initiatives and projects. The Fund focuses on national projects that contribute to the country's strategic plans.

It also connects sectors with advanced infrastructure, ensures that the UAE is able to keep pace with the emerging trends within the telecommunication and information technology sector, and trains national human resources for sustainable and comprehensive development. All of these and other distinct government achievements would enhance the UAE's leading global position.



# International Affairs Department Activities

## Major Activities for the International Affairs

### First Department meeting for the GCC electronic government initiative

The Telecommunication Regulatory Authority (TRA) participated in the first meeting of the GCC-wide electronic government initiative held in Oman from 21-23 January. The meeting was the first of its kind for joint electronic services initiative between governments, which completes the strategic guidance document of the GCC in electronic government.

### 11th meeting of GCC international roaming prices team

The TRA attended the 11th meeting of the GCC international roaming prices committee held in Oman from 26-29 January. The TRA has been actively involved in previous meetings since the group was formed and has made notable contributions especially when it comes to defining roaming prices in the GCC.

### 4th meeting of Standardization Committee (RevCom) and Rapporteur group meeting of ITU Telecommunication Standardization Advisory Group

The TRA participated in the 4th meeting of the review committee (RevCom) followed by the Rapporteur Group meeting for Telecommunication Standardization, held in Tunisia between 19-23 January. The TRA coordinated the review of standardization, radio communication and development with the ITU and ensured joint activities are in agreement with relevant sectors.

### ITU Council Teams' meeting

The TRA took part in the ITU Council teams' activities particularly in the planning of ITU offices and headquarters. The meeting discussed the plans on relocating the ITU headquarter outside of Geneva. The TRA chaired the last meeting of the committee responsible for the preparation of the celebrations on ITU's 150th year.

### 2nd session of Preparatory Meeting for WRC and Arab Spectrum Management Group meetings

The TRA joined the preparatory meeting for WRC and the Arab Spectrum Management group meeting held in Geneva from 23 March - 2 April. The meeting was held as part of a six-month preparation for the upcoming WRC. It discussed the next conference agenda as well as formulated the best practices and solutions for all clauses. A report was submitted to all ITU members for review at the next meeting in November 2015.

### 52nd ICANN meeting in Singapore

The TRA joined in the 52nd ICANN conference held in Singapore from 7-12 February. The TRA represented the UAE in the Advisory Committee for Governments.

### ITU special forum and meetings for sustainable and smart cities

The TRA participated in a forum organized by the ITU on the importance of smart sustainable cities, which was held in Reading, United Kingdom, from 2-6 March. The meetings focused on formulating frameworks to limit the negative impact of information and communication technology to the environment, particularly electronic waste.

### Arab Regulators Network team meeting regarding Over the Top (OTT) applications and Arab team for internet affairs and consultation committee for Arab projects

The TRA attended the Arab Regulators Network meeting that was held from 2-26 February at the General Secretariat's Headquarter in Egypt. OTT application was one of the most important topics for the Arab and international world.

### ITU Regional Development Forum

TRA represented the UAE at the ITU Regional Development Forum held in Jordan, from 23-24 March, where a work plan has been created for the setup of ITU's Arab Regional Office for the next three years as well as an operational plan for the participation of Arab member countries.

### First meeting on the joint initiative between GCC, Jordan, and Morocco

The TRA attended the first meeting held at the general secretariat in Riyadh from 16-18 March regarding the collaboration and coordination between the GCC, Morocco, and Jordan in joint ICT projects and identified all areas of cooperation relevant to all parties.

# International Affairs Department Activities





# International Affairs Department Activities

## 86th Meeting for Radio Regulations Board (RRB)

The TRA took part in the 86th meeting of the RRB held during the ITU Plenipotentiary Conference in October in South Korea, represented by Eng. Nasser Bin Hammad, Director – International Affairs. Eng. Hammad was elected among 12 nominees as Vice President of the special committee for organizational and operational regulations. He got 108 votes from 165 by the member countries participating in this conference.

## 4th Meeting of the Study Committee 2 for Telecommunication Standardization Sector for Current Study Period (2013-2016)

The TRA chaired the regional Arab team for the second study committee and vice-chaired the second study committee at the fourth meeting held from 18-27 March at the ITU headquarters in Geneva.

## Signing of Collaboration Agreement Between TRA and GSMA

An agreement has been signed between the TRA and GSMA, the Global Association of Mobile Operators, during the annual GSMA event held in February in Barcelona in the presence of GSMA CEO Jon Fredrik Baksaas and TRA Director General H.E. Hamad Obaid Al Mansoori. This agreement is considered the first of its kind between a telecommunications regulatory entity and the organization. A training session was agreed to be held during the year for TRA employees and other entities in the UAE and other Arab member countries.

## 2nd Meeting of GCC International Roaming Working Group

The TRA participated in the second meeting of the GCC International Roaming Working Group held in Qatar from 26-30 April. The UAE delegation initiated discussions on who is responsible for reviewing and checking the consultation firms' evaluation and final recommendation for new roaming prices.

## 4th Annual International Conference on Communications and Information Technology for Persons with Disabilities

The TRA participated in the 4th Annual International Conference on Communications and Information Technology for Persons with Disabilities which took place in Egypt. It was held under the theme: 'Engagement, Empowerment, Participation' on 20-21 April. On the

sidelines of the event, H.E. the Director General met with Egyptian Communication and Information Technology Minister Eng. Khalid Najm at the Ministry's office.

## 7th Meeting of the Directive Committee for Telecommunication and Information Technology

The TRA participated in the 7th meeting of the Directive Committee for Telecommunication and Information Technology held in Qatar from 3-4 May. A discussion took place among the groups that fall under the Directive Committee and Spectrum Affairs, as well as the team responsible for the preparation of ITU's upcoming conferences.

## 26th Meeting of GCC Committee for Undersecretaries of Post and Telecommunications

The TRA participated in the 26th meeting of the GCC Committee for Undersecretaries of Post and Telecommunications, held from 13-14 May in Qatar. The meeting discussed the worksheet program of the General Secretariat in relation to the activities of the various committees of the Ministerial Committee for Post and Telecommunications and Information Technology. Recent developments regarding internet applications were also discussed by the GCC team and chaired by the UAE.

## 3rd meeting of the GCC Team for Applications, Legislation and Regulation for Internet Services Providers in GCC

The TRA participated in the 3rd meeting of the GCC team for applications, legislation and regulation for internet service providers in the GCC from 5-7 May in Qatar.

## International Cyberspace Conference 2015

The TRA sent its delegation to the 2015 International Cyberspace Conference which was held under the chairmanship of H.H. Sheikh Abdullah Bin Zayed Al Nahyan, Minister of Foreign Affairs, from 16-17 April in the Netherlands.

# International Affairs Department Activities





General Assembly of AREGNET Meeting 2015

The TRA took part in the 3rd AREGNET General Assembly in Nouakchott, Mauritania, from 28- 29 April.

The UAE’s hosting of ITU Forum for Smart and Sustainable Cities

The TRA hosted for the first time the ITU Forum for Smart and Sustainable Cities in Abu Dhabi in May 2015, attended by H.E. Dr. Chaesub Lee, Director of the ITU Telecommunication Standardization Bureau.

High-level visit of a delegation from Ireland

A high-level delegation from Ireland led by the country’s Communications Minister visited the TRA’s headquarters in Abu Dhabi, accompanied by 15 telecommunications companies from Ireland, presented telecoms development and initiatives in Ireland followed by an open discussion with TRA department directors.

World Summit on the Information Society 2015 and the Summit’s Award

The TRA took part in the 2015 World Summit on the Information Society held in Geneva from 25-29 May. The TRA received from ITU Secretary General Houlin Zhao the World Summit on the Information Society’s Award for the country’s mGov Centre of Digital Innovation initiative.

ITU’s celebration of 2015 World Telecommunications Day and UAE’s acceptance of ITU Appreciation Award

The TRA joined international celebrations led by the ITU in Geneva from 12-22 May, including World Telecommunications Day on 17 May 2015, to mark the ITU’s 150th-year anniversary. The UAE was honored for its efforts and contributions towards the development of telecommunications worldwide. The UAE presented a replica of the Sheikh Zayed Mosque to the ITU Secretary General in appreciation of the ITU’s adoption of the UAE’s suggestion for the Union to nominate its Goodwill Ambassadors, which will be implemented in next year’s celebrations.

4th meeting of European-UAE Human Rights Working Group

The TRA participated in the 4th meeting of the European-UAE Human Rights Working Group held on 19 May in the UAE Ministry of Foreign Affairs.

24th meeting of GCC Ministerial Committee for Post, Communications and Information Technology

The TRA attended the 24th meeting of the GCC Ministerial

Committee for Post, Communications and Information Technology held in Qatar on 9 June. The Committee agreed to reduce roaming prices in the GCC in the next three years.

UAE heads new expert team specialized in the Internet of Things (IoT) and its applications in ITU

- The UAE was nominated to head the study committee on IoT applications. The Kingdom of Saudi Arabia was also nominated as well as representatives from Russia, Japan, Spain, South Korea, Argentina, Italy and China as deputies of the committee head, reflecting the respective countries’ interest in the new committee.
- The TRA has hosted the 37th session for Arab League Permanent Committee for Telecommunications in its headquarters in Dubai on 14-16 September where the country represented by the TRA has presented 4 work sheets for the meeting.
- The TRA has discussed with the International Telecommunication Union (ITU) its plans to participate in the next session of (ITU-Telecom-15) which will be held in Hungary during 12-15 October 2015.
- The TRA received the letter of the official membership to the UN Broadband Commission for Sustainable Development.
- The TRA participated in the meeting of the UN Broadband Commission for Sustainable Development held in New York on 26 September, where the TRA has provided the vision and message of the important next stage.
- H.E. Mohamad bin Ahmad Al Qamzi, Chairman, Telecommunications Regulatory Authority (TRA) Board of Directors, approved the financial support for ITU especially for World Radiocommunication Conference which was held in November in Geneva, about supporting the participating countries who have limited needs regarding displaying the texts on the screens during the meeting (Captioning) and provide remote participation for those who cannot attend.

- TRA has participated in the telecommunication legislation and regulation committee held in Al Riyadh, general secretariat headquarters.
- The TRA received an invitation letter from the ITU Secretary General to H.H. Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai to attend a high-class dinner on 29 September and to receive the information technology and telecommunications award from the ITU.
- The TRA participated in the ITU 3rd regional workshop for the preparation of World Radiocommunication Conference 2015, which was in Geneva.
- The TRA participated in the coordination satellite meeting between the UAE and Kazakhstan.
- The TRA signed an MoU with India within the telecommunication and information technology sector during a visit by H.H. Sheikh Abdullah Bin Zayed. TRA’s Director General signed the MOU representing the UAE in India.
- H.E. Hamad Obaid Al Mansoori met with the Indian Minister for Communication and Information Technology (Ravi Shankar Prasad) at the Ministry, on the sidelines of the Director General’s visit to the Indian capital.
- The Director General sent his congratulatory telegram to H.E. Mohammed Ali Al-Mannai for his new designation as President of Qatar’s Communications Regulatory Authority.
- The analytical study achieved by the consultancy firm (Deloitte) was raised to the higher authorities regarding moving ITU headquarters into the UAE.
- H.E. Director General has sent a congratulatory telegram to all presidents of Arab communication regulatory authorities for Eid Al Adha.
- Discussed the ways of coordination and collaboration between international affairs and programs and policies department to develop the human abilities and benefit the initiative (Union Academy).
- Held a planning meeting for the TRA’s participation in the international communication exhibition ITU-Telecom-15 which will was held in Hungary between 12-15 October.

- Invited service providers (Etisalat and Du) and H.E. Dr. Aisha bin Bisher to participate in the first meeting of studies committee 20 about the Internet of Things (IoT) and its applications including smart cities and communities, which was held in October 2015.
- The Director General has sent congratulatory telegram to H.E. Yaser Al Qadi, the new Minister for Communication and Information Technology in the Egyptian new government.
- The Director General has sent a congratulatory telegram to H.E. Eselco Walad Ahmed Ezid Beh for his new designation as a director general for Mauritanian communication authority.
- The Director General has sent a congratulatory telegram to H.E. Mostafa Abdul Wahed for his new designation as director general for the Egyptian communication authority.
- The preparation for the country’s participation represented by the TRA in the 19th session for Arab Telecommunications and Information Council of Ministers was held in October 2015.
- The TRA participated in the Committee on the work of the International Telecommunication Union regarding shifting of the organization’s headquarters outside Geneva.
- The Director General participated in the World Economic Forum for new leaders held in China.
- Active preparation of the TRA’s hosting of the 3rd Arab Forum for Digital Content in Dubai – October.
- Successful hosting of the first regional ITU Smart Learning Forum held in December in Dubai.

This hosting follows the smart learning Arab initiative adopted during the 2014 World Telecommunication Development Conference (WTDC) in Dubai.



# International Affairs Department Activities

Through the forum, a roadmap for smart learning in the Arab region was created which will be implemented through a partnership between the TRA, Mohammad Bin Rashid Smart Learning Program and ALECSO.

It was also agreed that the TRA will sign an MoU with ITU and Mohammad Bin Rashid Smart Learning Program.

- Successful hosting of ITU 3rd Digital Content Forum and ESCWA in October in Dubai
- The TRA hosted the event for the first time on the sidelines of GITEX Dubai with active participation from telecoms authorities in the region such as those of Kuwait and Mauritius.
- Chairmanship of the 5th committee for the World Radiocommunication Conference held in Geneva in November

The TRA successfully represented the UAE, chairing the 5th committee meeting for the WRC, which is held every 4 years. The outcome of the meeting strengthened the UAE's leadership role in the sector. The UAE chaired this conference for the first time in Geneva in 2012.

For the first time, the UAE, represented by Eng. Tariq Al Awadhi of the International Affairs Section, will lead the preparatory meeting for the 2019 WRC, another milestone for the country's international leadership role.

## The TRA's Eng. Ahmed Ameen as Deputy Chairman of 7th Study Committee in ITU's Radio Sector

Eng. Ameen was elected as Deputy Chairman of a study committee in the radio sector of ITU, which is responsible for the exploration of satellite and space services. This is another first for the TRA and is a timely opportunity for the nation given its initiatives in the space sector such as the 'Mission to Mars – Hope' space program, the Mohammed Bin Rashid Space Center, and the UAE Space Agency.

## Successful coordination of the agreement between the UAE and ITU in November for the financing of development projects for developing countries in the Arab World

The agreement was signed by ITU Secretary-General Houlin Zhao, and TRA Director General H.E. Hamad Obaid Al Mansoori. The partnership follows the UAE's initiative to support ICT development in the Arab region especially for developing countries, specifically Yemen, Mauritania, the Union of the Comoros, Djibouti, Somalia and Sudan, which will benefit from the agreement.

## Hosting of the first workshop for GSMA held in Abu Dhabi in October

The workshop was organized with GSMA and focused on regulatory policies for mobile services. About 40 participants from the telecoms industry such as Etisalat, du, Al Thuraya, Yahsat, and other related entities attended the event.

The workshop was part of a Memorandum of Understanding with GSMA signed by H.E. Hamad Obaid Al Mansoori for the TRA in February 2015 in Barcelona.

# International Affairs Department Activities





The UAE's mobile government efforts have been recognized during the World Summit on the Information Society (WSIS), with the TRA's 'CoDI' project winning in the capacity-building category.



# The Mobile Government Projects & Achievements of 2015

The Telecommunications Regulatory Authority's (TRA) has drawn a comprehensive roadmap in support of the UAE's Mobile Government initiative, covering technical, administrative, regulatory, economic, media, and public awareness aspects.

The TRA has formulated comprehensive guidelines along with the roadmap to reach the desired goal, in addition to a comprehensive directory of eGovernment. In this context, the National Plan for mGov seeks to customize services, in addition to highlighting the mandate of mGovernment, which is based on a number of key roles to support the transformation of the country, through providing training sessions, support, consultancies, and implementation of a number of enabling initiatives at the national level.

Many non-traditional initiatives have been adopted which ensures a high degree of interaction between mGovernment and various audiences and makes the UAE a global model for mGovernance. This would be through strategies designed to promote electronic/mobile services to the public and spread the country's mGovernment goals and achievements nationally, regionally and across the globe.

The television program 'Smart Government', and the 'mGovernment' magazine and website are all part of these initiatives. Additionally, a mechanism has been put in place to monitor and measure theGovernment entities' commitment to the mGov enablers, the UAE's mGov application store, mSurveys, mGov training program, mGov Center of Digital Innovation (CoDI), and FEDnet.

During the launch of the mGovernment enablers project for the 2014-2016 strategy, various public entities were asked to participate in the development of the indicators. The indicators include: the level of electronic/mobile transformation of federal government services; percentage use of electronic/mobile government services; level of customer satisfaction towards electronic/mobile government services; level of awareness of electronic/mobile government services compliance of federal websites with quality standards, and compliance with quality standards of electronic/mobile services. The highest and lowest percentage for each indicator have been clearly defined.

In light of the increasing importance of data, the 'Big Data Strategy' study has been launched, highlighting the importance of this subject and its mechanisms, in

accordance with scientific and practical techniques to maximize the benefits of using information to reach the mGovernment goals and achieve higher efficiency. This study falls in line with the national objective of promoting mGovernment and its various components. Additionally, this plan includes deploying a strategic plan and roadmap, and designing a governance model and government open data system.

In terms of achievements, the UAE's mobile government efforts have been recognized during the World Summit on the Information Society (WSIS), with the TRA's 'CoDI' project winning in the capacity-building category. The project is an important pillar for the UAE's mTransformation initiatives and is considered an important engine driving innovation within the ICT sector.

Last year, the UAE's mGovernment team implemented various important projects, including strategies supporting national, regional, and international efforts, and the promotion of new mGovernment services locally and globally.

The TRA will focus during the upcoming period on connecting and integrating all mGovernment services in the country to enhance services, increase usage rate, and increase satisfaction level.

# The Mobile Government Projects & Achievements of 2015



Center of Digital Innovation (CoDI)

About the Center of Digital Innovation (CoDI) supports creativity, innovation, and research involving the latest technologies, as well as providing training mGovernment services, ensuring quality and consultancy services. Furthermore, the Center serves as a platform for enhancement and dissemination of knowledge and capacity building, while engaging with the public, as well as the private and government sectors, to ensure their active participation in mGovernment initiatives and projects.

Since its establishment, CoDI has been playing an active role in the UAE Government’s mTransformation process, as one of the most important strategic initiatives in this context.

The Center collaborates with various government entities for staff training in relation to the country’s smart transformation process. Additionally, it helps government entities in developing mobile applications to ensure that these meet globally recognized quality standards before they become available in local iPhone and Android app stores.

CoDI also provides education and training support for university students by hosting interactive workshops in its headquarters at the Telecommunications Regulatory Authority (TRA). Additionally, the Center offers self-learning modules accessible on its website. Students may study the education materials on the website before having online exams and receiving the result on the same website.

Targeted Group

The Center’s main targeted group includes all government sector employees in the UAE and the rest of the GCC states, the joint-sector employees, business leaders, university students, and Emirati jobseekers.

Strategic Vision

Inspired by the UAE is Vision of 2021, CoDI adopts a vision that reflects unity in destiny,

responsibility, knowledge, and prosperity.

Its vision is also based on the direction of H.H. Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai, and follows the roadmap for mTransformation process designed to make the UAE one of the world’s leading countries with advanced mobile app services.

CoDI depends on operational mechanisms inspired by the 2021 ICT sector strategy, which highlight the central and pivotal role of the government in providing mServices for customers. Aside from supporting the TRA’s efforts to build the required infrastructure for mGovernance on a federal level and enhancing a smart lifestyle in the country, the Center provides all necessary resources to develop outstanding services within the ICT sector.

- 1. CoDI national participations**  
During GITEX (Gulf Information Technology Exhibition) 2015, H.H. Sheikh Hamdan Bin Mohammad Bin Rashed al Maktoum launched an interactive simulation and visualization theater.
- 2. CoDI regional participations**  
The Smart Mobile Application Laboratory awarded the best smart system award during the 4th e-Government GCC Conference.
- 3. CoDI international participations**  
The Center won 1st place in the building capabilities category (C4) at the World Society Information Summit (WSIS) held in Geneva.
- 4. Agreements**  
CoDI signed two Memorandums of Understanding (MoU) with Ajman Electronic Government and Federal Authority Human Resources.
- 5. Statistics (refer to infographics)**
- 6. The Centre’s initiatives during Innovation Week**
  - Virtual Reality Hero’s Game
  - Robot Lab
  - Organize external visits for CoDI employees
- 7. Other achievements**

TRA Innovation Camp 2015





Information and eGovernment sector

Brief on eGovernment Operations  
Department

The e-Government Operations Department of the Information & e-Government sector has an important responsibility to manage various vital tasks related to mGovernment infrastructure. The most important task is the electronic federal network (FEDnet) which aims to host smart government services for all entities and individuals in the UAE.

FEDnet is one of the TRA's key initiatives, where it provides a proper infrastructure for various mGovernment services, making them available for all entities and individuals in the UAE. It works effectively to enhance the level of efficiency, reliability and security with the aim to provide services and joint solutions for all government entities and stakeholders in the country. FEDnet also provides a multi-level protection environment to ensure safe and secure infrastructure that will promote a high rate of usage and data sharing between the connected entities through FEDnet cloud.

The eGovernment Operations Department constitutes three sections:

- Infrastructure Management Section: It is responsible for the central infrastructure, which supports the FEDnet cloud and provides connection between various government entities, thereby safely connecting these entities through internet.
- Cloud Service Section: It is responsible for managing the infrastructure as a service provided within FEDnet. It is a flexible cloud infrastructure environment, capable of fulfilling increased demand for storage and computing resources. The administration of Cloud Service Section is following up on this service all through the day.
- Application Management Section: This section is responsible for managing the hosted application on FEDnet. It is a joint system provided by the UAE mGovernment for federal entities, such as Email and Portal Content Management.

Regional Participations of E-Government Operations  
Department

During its participation at the fourth GCC eGovernment Award, Conference & Exhibition 2015, the TRA had presented the UAE smart cloud project for FEDnet, which provides interconnection between the government entities in the country.

Agreements

An agreement has been signed with CISCO in October 2015 to support and operate FEDnet.

Policies and Practices related to achieving the  
UAE Vision 2021

- Improve efficiency and operational capacity of FEDnet's operation center and its security administration, and provide the required systems for high quality services.
- Enhance computing and storage capacity of the federal data center to meet government needs and mGovernment projects.
- Connect federal government entities with each emirate and enable specialized entities to expand the FEDnet framework to cover local governments, security specialized entities and others. This may include some private sector organizations in the future.
- Improve the second stage of mGovernment Cloud and expanding smart cloud by designing a software marketplace which would provide accredited applications through self-gate and be available for the federal entities according to the adopted work model.

Statistics and Other Achievements



42

Entities have been connected to FEDnet, while 21 connected their services to FEDnet.



100%

The cloud-computing project has achieved 100 per cent.



96%

The project completion has reached 96 per cent.



20

Entities benefiting from the network services reached more than 20 by the end of 2015.



94.12%

The level of satisfaction of FEDnet services reached 94.12 per cent.



100%

The achieved transactions rate during the specified time for a request of providing a networking service between government entities has reached 100 per cent.



94.12%

Rate of customer satisfaction for networking services between government entities is 94.12 per cent.



99.9%

The level of commitment with the service level agreements signed with mGov has reached 99.9%.

Development Department

Brief

The Development Department implements the various initiatives of the TRA in accordance with the National Agenda embodied in UAE Vision 2021 and the mGovernment strategy. It monitors and reports on the progress of federal government entities transition mServices, and manages the official portal of the UAE Government in addition to the mGovernment e-participation portal. The Department is one of the three units that fall under the 'Information & eGovernment' sector within the TRA, which functions to support the TRA's strategic goals of establishing the foundation and infrastructure of mGovernment at the federal level, and enhancing a smart lifestyle in the UAE.

Tasks

- Prepare a development plan to enhance UAE international competitiveness in the Online Services Index, and supervise its implementation.
- Prepare and implement mTransformation strategies and plans for federal entities following the federal mGovernment strategy, and ensure the process is in line with the mGovernment plan.
- Formulate policies for the UAE official portal department and other government websites at the federal level, and supervise the implementation of these policies.
- Formulate guidelines and follow up the implementation for content, social media and open data.
- Co-manage websites of relevant government agencies including 'UAEPedia,' the mGovernment portal, bayanat.ae and sharik.ae
- Assist federal entities in developing and managing their websites to enhance the mTransformation process and distribute government information to the public through ICT channels.
- Develop electronic platforms and Mobile Government applications.

The Development Department is divided into the following sections:

1. The Market/Sectors Development Section, which monitors and enhances mTransformation of federal entities, and promotes the UAE's competitiveness in the United Nations. In addition to developing electronic/mobile platforms and applications.
2. The Portal Management Section, which manages and develops the content of the official mGovernment portal, the information sector and the Electronic Government. Additionally, managing and constantly updating the official portal of the UAE government to be consistent with the international development and the national requirements. In addition, this section supervises the e-participation portal and mGovernment social media accounts and contributes to the preparation of leaflets and publications related to mGovernment, information and mGovernment sectors within the TRA, including the mGovernment magazine and other awareness promotion initiatives such as the Smart Government TV program and related advertisement campaigns.

Most important initiatives of the Development Department

The development department implements various initiatives such as:

- Develop and manage the official UAE Government website which is an electronic portal providing all government information and services for various segments of society. This initiative aims to provide a unified platform of all information, services, and government data, as well as the communication channels between the government and the community through social media, blogging, and online forums.
- Develop a strategy to support electronic/mobile government's national, regional and international position and implement a set of electronic/mobile initiatives to ensure a high level of interaction between the mGovernment and its customers and promote the system to the region and to become an international role model. The initiative also aims to set and execute a promotion strategy for electronic/mobile government services on regional and international level.
- Monitor and evaluate government entities' commitment to the mGovernment enablers, based on global best practices and in accordance with UN standards, which include five main indicators; level of electronic/mobile transformation of federal government services, percentage use electronic/mobile services, level of customer satisfaction towards electronic/mobile government services, level of awareness of electronic/mobile government services, compliance of federal websites with quality standards, and compliance with quality standards of electronic/mobile services. The Department assists the federal entities in assessing the achievement level of tasks and the customers' turnout for using smart applications as well as their satisfaction level on the provided services.
- Develop the measuring tools for the electronic and mobile services development indicator. This platform evaluates the federal entities' commitment to implementing the mGovernment initiative by evaluating their stages of development through their respective mGovernment enablers and reporting

the results. The platform allows the continuous build up and upgrading of the standards' models, the measuring tools for each standard, and the rate of accomplishment, allowing the federal entities to self-assess their services and improve their targets. The platform provides a dashboard where progress of smart government enablers can be viewed by decision makers, government entities and stakeholders.

- Produce a set of videos about government services, particularly the priority services. Video films would be prepared to explain the steps of services in English and in Arabic. All priority services being offered through e-services will be displayed on the country's official portal. This initiative aims to promote the multimedia function for government services within the country's official website to increase mServices uptake.
- Create the mSurvey portal and application as a joint service provided to all federal entities, to enable them to measure customer satisfaction in their services and thereby improving their performance. The system will enable each entity to conduct an electronic survey with special features such as languages and questions.
- Make a unified mGovernment application for smart mobile devices on various platforms which will allow individuals to access all government services under a single one-stop shop mobile application.
- Manage UAE mGovernment accounts on social media such as Twitter, Facebook and Instagram to raise public awareness and keep them updated on ongoing initiatives, developments and the UAE's mGovernment news, in addition to facilitating direct and interactive communication with the UAE mGovernment.



Information and eGovernment  
Sector Achievements

Policies and practices for achieving UAE  
Vision 2021

The Development Department focuses on improving the UAE Government’s global ‘Online Services Index’ ranking through the following activities:

Monitoring and measuring of mGovernment enablers

The Prime Minister’s Office launched an mGovernment enabler’s project for 2014-2016 in coordination with various stakeholders. The aim was to develop government enablers’ indexes and successfully adopt 6 indexes within the mGovernment hub for the period. These indexes are applicable to all federal entities, which provide priority services for individuals and businesses and facilitate the shifting of their services to the mobile/ electronic platform.

In 2015, the Prime Minister’s Office organized several workshops in cooperation with federal entities looking to apply those indexes. The PMO explained the techniques and standards for measuring each indicator, with the compliance of federal entities to mGovernment enablers measured through the following steps:

1. Develop mGovernment enablers indicators
2. Define the targeted entities and services
3. Introduce the indicators and their standards
4. Define the targets
5. Design electronic mobile platform for measurement purposes

mGovernment enablers list approved for the strategic cycle 2014-2016	
mGovernment Hub	The enabler’s entity: TRA
mGovernment enablers indexes within the strategic cycle 2014-2016	Data source
Level of mTransformation of federal government services	
Percentage use of mGovernment services	mGovernment Hub’s enablers’ measuring platform
Level of customer satisfaction towards mGovernment services	
Level of awareness of mGovernment services	
Assessing the compliance of federal websites with quality standards	Federal websites quality report
Compliance with quality standards for mServices	Federal e-services quality report
mGovernment	
Total indexes = 6	

6. Provide consultation for entities
7. Zero evaluation
8. Final evaluation

In May 2015, His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, reviewed the results of the government’s transition to mServices. The success rate of the transformation achieved by the government’s teams was at 96.3%, covering 337 of the most important government services used daily by customers. In addition, 41 government entities have succeeded in providing services to customers and achieved the mTransition process in 730 days.

The Official Portal of the UAE Government

This portal reflects the official presence of the UAE in the World Wide Web. It hosts all local and federal services in addition to providing information about the country. The portal targets various segments of society, efficiently presenting services according to categories such as individuals (citizens and residents), businesses, and visitors.

The UAE electronic portal was launched on May 24, 2011, by His Highness Sheikh Mohammed Bin Rashid Al Maktoum, as a unified source of information and mServices provided by federal and local entities for individuals, visitors, and businesses.

Information and eGovernment  
Sector Achievements

Development Department initiatives in innovation

The Development Department dedicated a special issue of mGovernment magazine to highlight the country’s achievements in innovation, including the activities that transpired during Innovation Week held in November 2015.

The Department also launched a photography competition via Instagram to encourage citizens and residents to capture photos that reflect or communicate the idea of innovation in the UAE and awarded the winning entries.

Development Department’s participation in local events

The Development Department participated in various local events such as the 3rd Arab Digital Content Forum. It supervised the UAE’s hosting of this forum which took

place in October 2015 in Dubai under the theme ‘Arab Content in the Era of Major Digital Transformation.’ The event was held to promote digital Arabic content and was organized through the support of the ITU Regional Office and the United Nations Economic and Social Commission for Western Asia (ESCWA).

The Development Department had a presence also in GITEX 2015 where the TRA set up its own stand. It introduced the new UAE official portal and a new set of updates during the event.

UAEPedia’s workshops

The Department held various workshops related to UAEPedia and conducted training for the knowledge ambassadors’ network composed of staff from various government entities responsible for enriching UAEPedia’s subjects.

Below is a list of UAEPedia subjects and the entities supervising the website, which is the result of the collective efforts of the knowledge ambassadors’ network:

Ministry of Culture and Knowledge Development	Culture and Arts
Federal Competitiveness and Statistics Authority	Geography
National Media Council	Personalities
The National Council of Tourism and Antiquities	Tourism
General Authority of Youth and Sports Welfare	Sports and Entertainment
National Archive	The Union Journey
Ministry of Culture and Knowledge Development	Life and people
Ministry of Health and Prevention	Health
Ministry of Justice	Laws and Regulations
General Authority of Islamic Affairs and Endowments	Islam
Telecommunications Regulatory Authority	Telecommunication
Ministry of Economy	Economy
UAE University	Language and Literature
Ministry of Climate Change and Environment	Environment
National Archive	History
Ministry of Education	Education
Ministry of Culture and Knowledge Development	Heritage
Federal Transport Authority – Land and Maritime	Transportation

## Development Department's Regional Participation

The Development Department participated in various regional events such as the 2015 Bahrain International eGovernment Forum, which gathered the world's leading eGovernment experts. During the event, the latest solutions and trends were presented through the sharing and exchange of experiences. The Department supervised the TRA's participation in the forum, with Department Director Salim Al Hosni presenting the UAE's journey in supporting and monitoring the transition process to eGovernment/mGovernment.

The Department also joined GCC eGovernment Award 2015 as part of the UAE delegation led by the TRA on November 25, 2015, in Al Manama, Bahrain. The TRA delegates presented the UAE's 'Smart Cloud' project and the Dubai Smart Training initiative launched by the Dubai Government Excellence Program, which trains all Dubai government employees using smart devices. During the event, the UAE won five awards in the effectiveness of e-Government Award, which reversed the level of progress of the state in both ICT sector in general, and the field of electronic and mobile governments in particular.

## Agreements and MoUs

In support of boosting the UAE's rank in the 7th Index of the National Agenda, which is monitored by ESCAW every two years, the TRA has signed a collaboration agreement with the ESCWA to learn from the international organization's knowledge and expertise to acquire more potential in reaching first rank according to the 7th Index.

### The agreement includes:

Providing technical support to the TRA for redesigning the UAE's official portal and other related sub-portals for e-participation, government data and environmental practices, among others.

Providing technical support for e-portals of strategic partners and other related entities which will be evaluated for the Online Services Index, and preparing those portals and websites for the next evaluation process by the UN. These entities include the Ministry of Education, Ministry of Human Resources and Emiratization, Ministry of Health and Prevention, Ministry of Community Development, Ministry of Finance, and Ministry of Climate Change and Environment.

Providing consultation and technical experience to the TRA regarding methods for implementing various programs and events, which fall under the mGovernment strategy, and adopting the best practices recommended by the UN.

Providing support to the TRA to help keep up with trends in mGovernment which may be applicable for the country such as social media, e-participation and open data.

The TRA, a major coordinator for the country's Online Services Index, has also signed an MoU with Ministry of Education as a partner entity to support the attainment of the highest rank for the Index.



Spectrum Management Affairs Department

1. Brief

The Spectrum Management Affairs Department is responsible for managing and regulating the spectrum in the country under UAE Telecommunications Law Decree 3 for 2003 and its amendments, which include:

- Distributing and specializing in the spectrum of all radio communications services
- Coordinating and protecting the spectrum through monitoring using advanced devices and equipment
- Representing the UAE in all international and regional events related with wired and wireless telecommunications

The Department has various sections, committed to implement tasks and responsibilities in the following: Spectrum services, Spectrum Monitoring, and Spectrum Planning & Allocation.

2. Local participation

2.1. The UAE Drones for Good Award

A team from the Department represented by employees from each section has worked with the Prime Minister's Office in preparation for the launch of UAE Drones for Good Award, which took place last February 5-7. The team had implemented field scanning to ensure participants in the award were using free bandwidths to ensure safety and avoid any negative impact on telecommunication networks, especially by participating devices during the operation tests for the projects and while presenting their innovative designs in front of the jury.

2.2. The International Defense Exhibition and Conference, IDEX 2015

The Department participated in the International Defense Exhibition and Conference (IDEX) 2015 in Abu Dhabi National Exhibition Center (ADNEC) from February 22-26. The TRA presented its platform, the new mobile spectrum monitoring station, which has highly advanced specifications in order to keep up pace with the developments in the sector and other new wireless telecommunication tools in the country. The upgrading of the spectrum equipment enhances the efficiency of the TRA's spectrum monitoring system and its ability to provide the required support for various entities during important events in the country. The Department also provided information regarding the special procedures

required in acquiring permits to use spectrum services through mServices, in addition to responding to queries.

2.3. Formula 1

The Department took part in Formula 1 Etihad Airways Abu Dhabi Grand Prix 7th edition, which was held in Yas Marina circuit in Abu Dhabi from February 27-29. The Department assisted the event by providing clear frequencies through regular field scanning before the circuit, in addition to ensuring the correct use of frequencies specifically for participants throughout the race.

3. Regional participation

3.1. 3rd regional meeting for ITU and Arab Spectrum Management Group to coordinate digital terrestrial TV channels services

A delegation from the Spectrum Management Affairs Department attended the 3rd regional meeting for ITU and Arab Spectrum Management Group in Marrakesh, Morocco from April 13-16. The meeting was held to coordinate the amendments on the digital plan following the Geneva Agreement 2006 (GE06) for TV, digital and terrestrial services to include all specifications and designations recorded in the plan in range (694-470) megahertz. GE06 ensures the availability of required frequencies for each country, allowing national coverage for terrestrial TV networks.

3.2. 5th meeting for GCC group responsible for the preparation of World Committee for Radio Communications 2015 (WRC-15)

The TRA, represented by a delegation from Spectrum Management Affairs Department, participated in the 5th meeting for GCC group responsible for the preparation of World Committee for Radio Communications 2015 (WRC-15). The meeting was held in the Telecommunications Technical Office of the GCC General Secretariat in Bahrain from July 26-30 to follow up on coordination efforts among GCC countries in preparing the documents that would reflect the official stand of the GCC regarding the proposed topics in WRC-15. Delegations from member countries have attended the meeting, in addition to the staff of Telecommunication Technical Office.

3.3. 26th GCC Undersecretaries Committee for Post & Telecommunications

The Department was part of the UAE delegation, chaired by the TRA Director General H.E. Hamad Obaid Al Mansoori, in the 26th GCC Undersecretaries Committee for Post & Telecommunications held in Qatar from May

13-14. The UAE's presence was in response to the invitation from the General Secretariat of the Ministerial Committee for Post and Telecommunication in Qatar to discuss the progress and status of the restructuring of committees and teams of the Ministerial Committee that was decided during the 23rd meeting held in Kuwait June 2014.

3.4. Special meeting for Telecommunications Technical Committee

As part of the Authority's delegation, the Spectrum Management Affairs Department attended the Extraordinary Meeting for Telecommunications Technical Committee from December 21-23, held at the Telecommunications Technical Office in Bahrain. The meeting's agenda focused on two main concerns:

1. Prevent interventions within (Wimax) networks between KSA and Bahrain
2. Coordinate the radio channels (FM) between GCC and Iran

4. International participation

4.1. ITU Council and WTISD 2015

The UAE delegation, represented by the TRA, participated in the ITU Council session held at its headquarters in Geneva from May 12-22. The meeting discussed various ITU agenda such as the ITU budget for the next two years, the strategic and financial plan for ITU and its departments, cyber security, climate change, and e-health.

4.2. Radio Communication Assembly meeting 2015 (RA-15)

The TRA attended the Radio Communication Assembly meeting held in Geneva from October 26 to 30. The study groups conducted technical and regulatory studies to help finalize the conference agenda and discussed various concerns on radio assembly.

The ITU Radio Communications Committee has adopted in 2015 various recommendations related to mobile services use in the bandwidth (700) megahertz, based on UAE's proposal, which was prepared by the TRA.

4.3. World Radio Communication Conference 2015

The UAE has sent an official delegation at the World Radio Communication Conference 2015, which was held in Geneva from November 2-27, led by Director General H.E. Hamad Obaid Al Mansoori. The delegation also included representatives from various ministries

and entities such as the Ministry of Interior, UAE Army, Etisalat, du, Mohammed Bin Rashid Space Center, Aliah Sat and Al Thuraya. Ambassador Obaid Salem Al Zeabi, the permanent representative of the UAE in the United Nations and other international organizations in Geneva, also joined the group for the opening ceremony.

The conference is held every four years. It reviews the radio communication regulations and international treaties in the control and use of radio spectrum, as well as stable and unstable satellites paths. The reviews included in the agenda are decided by the ITU Council, based on recommendations provided by previous World Radio Communications conferences.

The TRA played a major role in the conference by chairing the 5th committee, led by Eng. Khalid Al Awadhi, who was elected prior to the event. The UAE received recognition from the ITU Secretary General for its contribution to the ITU and the spectrum sector.

The TRA presented more than 60 joint documents for the Arab region, which contain proposed solutions for the conference agenda. The documents were prepared in collaboration with the TRA's counterparts in Arab countries, in line with efforts to help develop radio communications in the region.

4.4. 1st session of the preparatory meeting for World Radio Communication Conferences 2019

The UAE, represented by the TRA, chaired the 1st session of the preparatory meeting for World Radio Communication Conferences 2019 (CPM19-1) held from November 30-December 1 at the ITU headquarters in Geneva.

Eng. Tarik Al Awadhi, TRA's Executive Director for Spectrum Management Affairs chaired the meeting. The preparatory meeting holds two sessions before the official conference based on ITU policy Decree 2-6 for Radio Sector. The first session addresses the distribution of tasks with regard to the conference's agenda, including the creation of study committees and teams, the setting up of terms and conditions for the newly formed teams, as well as the development of the structure of the preparatory meeting of the conference. The second session will be held six months prior to the World Radio Communication Conference 2019 to combine the reports gathered, which will be the basis for decisions that will be agreed upon during the conference.

5. Agreements

5.1. Abu Dhabi Car Sports Management Company

The Spectrum Administration represented the TRA in the signing of a Memorandum of Understanding (MOU) with the Abu Dhabi Motorsports Management, as part of an initiative to make procedures easier for motor sports events using spectrum frequency as well as facilitate the import of wireless devices to the UAE that will be used for the company's events at Yas Marina Circuit.

The signing of the agreement highlights the importance that both parties give towards public safety when it comes to managing the telecoms sector and motor sports activities, in accordance with global policies, local regulations and the UAE's vision to ensure the success of such activities while protecting the wellbeing of its citizens and residents.

5.2. Ministry of Foreign Affairs

The Spectrum Department, under the auspices of the Office of the Crown Prince of Abu Dhabi, signed an MoU with the Ministry of Foreign Affairs to provide solutions concerning the approval of spectrum licenses for foreign missions and official delegates visiting the country. The system known as 'Ilmam' used to exchange messages and official requests electronically, thereby eliminating the use of paper correspondence, which will expedite the process of finalizing joint transactions.

6. Regulations

6.1. Regulations of spectrum fees

There has been a growing need to review the spectrum fees in light of the new developments and dramatic changes in the local telecommunication sector brought forth by the country's expanding economy, booming population, and other factors. In this regard, the Spectrum Affairs Department has finalized a plan regulating the spectrum fees based on its global and local experiences and knowledge as well as recommendations by concerned government and private entities.

The study used normative comparison applied in 10 countries.

6.2. The national spectrum plan

The Department has finalized the final draft of the second copy of the national spectrum plan aims to update the existing regulation for spectrum fees according to the recommendation made during the 'Radiocommunication Conferences for 2012-2015.' The recommendations took into consideration various new trends and

developments in the global telecommunication sector, the local industry's projected growth and needs, and the distribution of the broadcasting frequency range in coordination with the UAE's neighboring countries. The radio communication system covers radio, mobile networks, and other services.

6.3. Other regulations

The Department has updated the first copy of four radio communication services regulations, including the radio communication signal for flight radio, marine radio, ground stations, and special mobile radio service. It aims to keep pace with the latest technological developments and address the local sector's needs to keep the country in sync with global regulations.

7. Statistics

7.1. Spectrum Planning & Allocation Section

The Spectrum Planning and Allocation Section issues spectrum services usage permissions. In 2015, it processed numerous requests related to radio communication services detailed below:

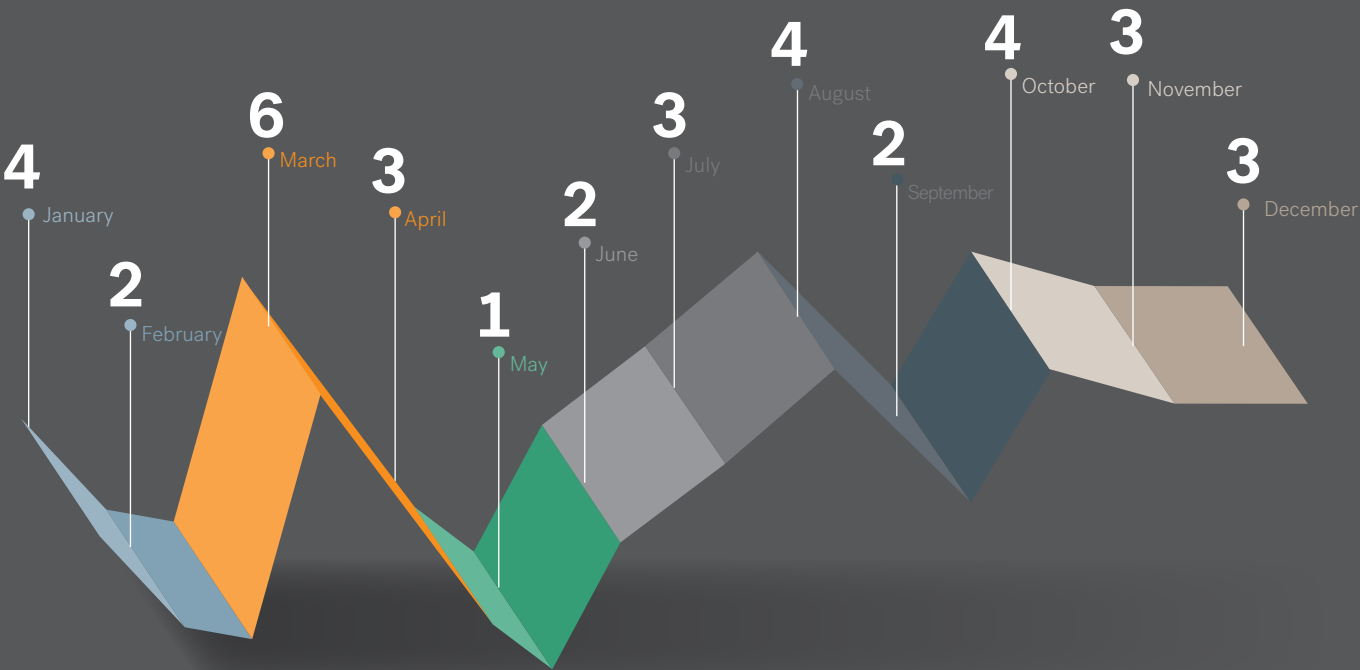
Request Details	Request QTY
New	1,342
Renewal	2,575
Amendment	636
Cancellation	93
Total Requests	4,646



7.2. Spectrum Monitoring Section

In 2015, the Spectrum Monitoring Section has received 37 complaints on harmful interventions by spectrum service users in the country. The graph below shows the number of submitted complaints on a monthly basis.

The average saving from the operated spectrum systems has increased from 89 per cent in 2014 to 91 per cent in 2015, which exceeds the approved rate in the quality management system, which should not be less than 70 per cent. This would enhance the systems' readiness to monitor and field scanning in the UAE.





8. Policies and practices to achieve UAE Vision 2021

8.1. Electronic procedures for applying to spectrum-using permit

The Department has successfully updated and automated its processes and procedures, especially in terms of permit issuance. Permits can now be issued online.

8.2. Digital terrestrial television (DVB-T)

The Department has implemented a plan to distribute the spectrum service for digital terrestrial television service (DVB-T). A special frequency has also been allocated for radio operators to start their service. The Sharjah Media Corporation is the country's first broadcasting company, covering a geographical area from the east coast of Fujairah to the borders of Jabal Ali in Dubai, operating two broadcasting towers with HD system, it is now collaborating with the Department to expand its station's covered areas.

8.3. Experimental broadcasting for digital voice terrestrial service (T-DAB)

The TRA has implemented an experimental broadcasting for digital voice terrestrial service (T-DAB) in the area (174-230) megahertz, in collaboration with local operators such as AdMedia and Ajman radio and TV. It aims to review the specifications and technical features of the service as well as measure its ideal use to address increasing demand for radio frequencies.

8.4. Booklet Technical Specifications for the reception of digital terrestrial TV broadcasting devices

The UAE is considered the first state in the GCC and the rest of the Arab World to use the 'Booklet Technical Specifications for the reception of digital terrestrial TV broadcasting devices' finalized by the Department in collaboration with the Emirate Authority for Standardization and Metrology. It became effective in August 2015 after the UAE Cabinet's approval. It mandates all manufacturers and importers to apply the specifications on devices to be sold in the country. Those specifications have been adopted by the GCC Standardization Organization (GSO) for implementation in the region.

8.5. Mobile station to monitor the spectrum for terrestrial TV services

The Department has purchased an advanced mobile station to monitor the spectrum of terrestrial broadcast services to keep abreast of the ever-evolving wireless telecommunication techniques in the country. The station monitors the interventions as well as the quality and efficiency of provided service by radio operators, checks FM radio broadcasting or digital terrestrialTV broadcast (DVB-T) or digital terrestrialvoice broadcast (DVB-T).

8.6. Supporting services in the radio production and special events

The Department of Spectrum Affairs has followed best experiences to prepare a study on managing, planning, and specializing the frequencies for radio production and special events such as Formula 1 in order to meet increasing demand and future requirements as a result of increasing global activities being hosted by the country.

9. The Department initiative during Innovation Week

9.1. Brainstorming workshop

The Department organized a brainstorming workshop to raise awareness of its employees and foster a culture of creativity in the work place in response to the UAE's wise leaders' vision to make the country competitive and in accordance with the national strategy for innovation, a national priority and fundamental to UAE Vision 2021.

9.2. Introduction workshop

To promote innovation, the Department organized a workshop in which employees were encouraged to participate in its initiatives during Innovation Week. During the workshop, the participants participated actively. The Department would later implement the projects according to the best results expected.

10. Other achievements

10.1. Receive a delegation of Palestinian technicians

The Department received a delegation of Palestinian technicians from April 5-9, 2015, which included engineers and technicians from the Ministry of Information, the Ministry of Communications and Information Technology, and the Palestinian Broadcasting Corporation. Technical support has been extended to the visitors in terms of planning the frequencies network for TV terrestrial broadcast service, using the most advanced tools and computer programs in the department.

Computer Emergency Response Team (aeCERT)

The Computer Emergency Response Team (aeCERT) aims to build a safe electronic environment for all UAE users according to the TRA's efforts to promote secure online activities in the country. The aeCERT team has been tasked to protect the infrastructure of the domestic ICT sector from cyber attacks, improve the country's information security standards and practices, and spread awareness on IT crimes.

It provides an integrated set of information security services based on the most advanced technological innovations, with the goal of effectively identifying network vulnerabilities and gaps to ensure the highest level of digital security. Additionally, the team responds, monitors, and conducts security checking, in addition to its high-level consultation services. Part of aeCERT's mandate is to organize lectures, workshops, and relevant campaigns on information society to raise the awareness of people of all ages, from students to government employees and business community.

aeCERT participating in UAE Innovation Week 2015

aeCERT participated in the prominent UAE Innovation Week 2015, which is organized to foster a culture of innovation and creativity in the Arab state. On the sidelines of the event, two aeCERT's specialists attended a series of training sessions on innovation in response to the TRA's call for the sector to actively contribute to the realization of the goals and objectives of UAE Vision 2021.

Specifically, the TRA supports the UAE Government's transition towards adoption of a knowledge-driven economic framework – a journey to be led by highly innovative and knowledgeable Emiratis.

During the training sessions, the specialists shared their ideas on the proposed establishment of a research and development center within the TRA in support of the UAE's mobile transformation efforts.

Numbers and statistics

According to the official statistics issued by aeCERT, its service transactions in 2015 increased significantly. There were a total of 14 requests for infrastructure monitoring and collect intelligence information; 64 for online security checking in accordance with existing security standards for websites; and 166 for guidance lectures. In 2015, aeCERT received a total of 244 requests.

National and regional participations

aeCERT had successfully led and participated in numerous national awareness campaigns and initiatives in 2015. It is a member of the committees for 'Aqdar Intelligently,' an initiative for electronic awareness, and 'Together Against Electronic Extortion' campaign launched in line with Dubai Police's Al Ameen program.

Additionally, the team held round table meetings for aviation and bank sectors twice last year, took part in a series of seminars on e-crimes in Ajman and a workshop on cyber security in Dubai, and granted a total of 24 activities from sessions, lectures, television and radio interviews. The team's main focus last year was to expand its strategic partnerships in the UAE by signing seven Memorandums of Understanding (MOU) with local entities, bringing its current partnership agreements to 137.

In the GCC, it participated in 'Regional Cyber Security Summit 2015' in Oman where the team discussed the most effective methods to promote digital security.



Policies, Planning and Standards Section

1. About the Section

The aim of the Policies, Planning and Standards Section, which falls under the Policy and Programs Department, is to enhance and develop policies and efforts to study, research and enhance the ICT sector. In addition to monitoring the compatibility mechanisms in the Internet Governance policies, the internet access management, internet resources management, domain names, data protection and the privacy policy management. The section also monitors the execution of the smart government initiative.

2. The Section Participations

On a national level

The Policies, Planning and Standards Section had actively participated in several local events and initiatives that serve the national ICT sector. The most prominent events are as follows:

The 5th Regional MENA Conference on Combating Intellectual Property Crimes held under the theme 'Innovation is a UAE Approach'. It was organized by the UAE Intellectual Property Association in cooperation with Interpol, Dubai Police, Dubai Customs, Underwriters Laboratories, as well as the Dubai Judicial Institute.

Training workshop on the methods and tools for protecting intellectual property sponsored by the UAE Intellectual Property Association.

Workshop sponsored by Orbit and OSN which tackled the cable companies' challenges in addressing intellectual property violations in the UAE.

On a regional level

The Section had participated in various regional events over the course of 2015, the most prominent of which were:

Internet Governance Meeting: This meeting is considered one of the most important specialized forums discussing the latest issues, trends, and policies concerning internet governance. During the event, the ICT Planning and Policy Division presented the UAE's achievements and latest initiatives in this field.

The GCC E-Government Award: The TRA appointed a team of employees to conduct a series of workshops targeting UAE governmental entities in an effort to explain the details of the 'GCC E-Government Award', including the sections and requirements. The workshops

were well-received by local and federal entities, which showed interest in participating in the 4th edition of the award. The team also developed a system to ease the registration and evaluation of the nominated projects to ensure that they comply with the guidelines and requirements of the award. Accordingly, a team of local residents were chosen to review, choose, as well as write up the federal- and municipality-level applications to ensure the best state representation and highest excellence and leadership within the eight categories of the award.

On an international level

The section also actively joined several international initiatives during the previous year, such as:

World Summit on the Information Society Forum (WSIS) 2015: The section participated in WSIS 2015 as Platinum Sponsor. The Summit was held under the auspices of the International Telecommunications Union in May of 2015 in Geneva, Switzerland. The UAE delegation was led by H.E. Majed Sultan Al Mesmar, Deputy Director General of Telecommunications Sector at the TRA. H.E. Al Mesmar presented the major local efforts and initiatives carried out by the TRA towards achieving a knowledge society, including the implementation of recommendations from WSIS 2003 and 2005.

In addition, the TRA launched a campaign to encourage local and federal entities to participate in the WSIS Award, a global body recognizing the efforts of governments worldwide in building a knowledge society. The TRA aimed to convince local and federal entities to adhere to the highest global standards and practices to effectively position the UAE as a global leader in the field.

WSIS E-content Competition: Over the past years the TRA has played a key role in developing and designing the look and feel of the 'WSIS E-Content Award,' which aims to showcase the latest global creativity and innovation in e-content. Being the official national party for all nominations for the award, the TRA announced in June 2015 the opening of nominations via its website and marketed it through all social media channels and traditional media platforms. The initiative was intended to encourage all UAE content developers - governmental and private - to participate in the award and showcase their innovations. In the first round, a team from the TRA was appointed to review all applications and choose those that best fit into the eight award categories.





3. Signing of Agreements

The TRA represented by the Policies, Planning and Standards Section signed strategic agreements with the Abu Dhabi Systems and Information Center (ADSIC) in November of 2015 to provision top-level domain names (TLDN) registration.

4. Statistics

In 2015, the Policies, Planning and Standards Section executed a number of security measures such as the blocking of several websites that compromise the social, moral, and security fabric of the country. The table below shows the percentage of websites blocked between 2012 and 2015 including their published content.

Jan-Oct (2015)	Jan-Dec (2014)	Jan-Dec (2013)	Jan-Dec (2012)	Description of Blocked Websites
76%	79%	90%	83%	Internet content that goes against the morals and values of UAE including dating and sexual websites
0%	1%	1%	5%	Internet content that goes against any form of religion
12%	11%	4%	2%	Internet content that does not adhere to UAE laws
1%	1%	0%	0%	Internet content that allows and helps users to access blocked content
9%	7%	5%	9%	Internet content that are directly or indirectly dangerous to UAE internet users such as phishing websites and piracy content
0%	0%	0%	0%	Internet gambling website whether for promotion or teaching
2%	1%	0%	1%	Website content that teaches how to make, buy, or promote illegal drugs

5. Projects and Initiatives

5.1. Updating internet access policy

The TRA reviewed the policies related to internet access in an effort to update and modernize them with respect to the latest international developments and trends. The TRA also reorganized the National Committee for Ranking Internet Content. The Committee conducted a number of meetings and in-depth discussions regarding the updating of existing internet access policies and laws, as well as the parties that should be consulted for adopting new policies, suggestions for blocked content and the authorities that will grant approval to the involved parties. The meetings resulted in a draft version of updated policies, procedures, and new categories of prohibited content. This will be reviewed and approved by the appropriate governmental entities.

5.2. Provisions of domain registration for Abu Dhabi Systems and Information Center and Dubai Smart Government

The TRA collaborated with both ADSIC and Dubai Smart Government in the launch of the top level internet domains '.dubai' and '.abudhabi'. The TRA's role was to inform both parties about the registration requirements for Internet Assigned Numbers Authority (IANA), and assist in meeting their requirements, and all required levels. The TRA then signed an agreement with ADSIC to operate these domain names and will be doing the same with Dubai Smart Government in the near future.

5.3. Preliminary study on a data centers in UAE

A preliminary study was carried out to define the criteria for the evaluation of data centers for the UAE governmental bodies. This study was discussed with ADSIC and it was agreed that a data center guide would be published and shared with governmental entities to provide them with information on the procedures and tools for evaluating their own data centers.

5.4. Review and improvement of current procedures addressing illegal Virtual Private Networks

The TRA held a series of internal workshops with concerned departments in addition to extensive meetings with ISPs (internet service providers) in the UAE to address the current procedures for blocking illegal VPN services which allow users to override filtering systems and use the internet in an illegal manner. These meetings and workshops resulted in an improved version of procedures that proved to be more effective in blocking these applications.

5.5. Improving Internet access system

The internet access system has been updated in line with the latest developments and operational requirements to complement the vision of the broad adoption of smart applications for the UAE, including those related to blocking illegal applications, erasing social network accounts, as well as provisioning new system applications for improving the overall user experience.

5.6. 'Single Sign-on' project

The TRA, in coordination with concerned parties in the UAE, is working on the "Single Sign on" project, which will allow all members of society – citizens, residents and businesses – to use their unified ID to access and carry out any transaction across all governmental entities through the internet. Each person will have a unique ID number to make it easier and simpler to carry out all e-transactions with governmental bodies locally and federally. This project is in line with national efforts aimed at providing an inclusive government and raising mGovernment and e-services to a level that meets the aims of an inclusive government – an objective that the UAE hopes to achieve.

In the same context, discussions also centered on full integration of Single Sign on service and all relevant UAE government-based systems such as My Abu Dhabi, and Dubai's Smart Government and My ID portal. This step aims to allow users to freely enter each system without having to re-enter information or re-register. The TRA has made huge strides in implementing this "Single Sign On" project as the first three phases of the project have already been signed off and carried out. The first phase which included tenders and all the required feasibility and design studies has been completed, along with the installation of equipment, required software and federal network needed for this project. The pilot infrastructure has also been set up, as well as the integration of the federal system and the integration with the UAE ID Association portal. An interface has also been built and more than 18 educational workshops have been conducted with federal entities to set up a timetable for its implementation. In addition, an analytical research and study based on 35 surveys was provided to local and federal bodies.

5.7. Government services network project GSB

The TRA commenced with the development of the ‘Governmental Institution’s Service Network’ which aims to support, coordinate and integrate all government entities by activating the electronic network of diversified services and the exchange of data and information using the highest digital standards for safety and security. This project will benefit not only citizens by simplifying their transactions, but will also assist governmental entities to easily access data from multiple sources. In essence, the government services network will provide reliable and updated information. This project completes the UAE Smart Cloud project under the Electronic Federal Network. All these steps aim to improve the level of governmental services by providing better integration between e-services and making government transactions simpler and easier.

5.8. Smart Big Data Strategy project

The Big Data Strategy project is a major pillar in the UAE’s smart transformation as it aims to fully integrate and enhance the quality, speed, and ease of implementation of governmental services. This is being done through a comprehensive strategy that allows governmental bodies to make the best use of Big Smart Data, in terms of analyzing it and using it in the most appropriate way possible to resolve challenges and issues being faced by active sectors in the UAE.

The project’s initial phase established a strategic plan to manage government open common data and provide the necessary framework for sharing it. A federal draft law was prepared concerning the sharing and usage of governmental data (refer to article 10 below) in addition to an advanced infrastructure to design the structure and governance model for open Smart Data as well as setting up a roadmap for implementation at the federal level.

5.9. Increase public awareness on the usage of Internet Protocol 6.0

The TRA is aware of the importance of the release of Internet Protocol 6.0 which is expected to make a big change in the digital world. It is also seen as a major solution to the challenges resulting from Internet Protocol 4.0. The new protocol will keep the UAE abreast of the latest technologies in the race towards mobile transformation. In this regard, the TRA organized three training workshops in collaboration with RIPE NCC on the special technicalities of working with Internet Protocol 6.0. The workshop included the exchange of information and data with UAE ISPs to help formulate the best strategy and policy in the move towards Internet Protocol 6.0, and ensure a better future for the internet sector and its businesses in the UAE. The TRA also added a special page on its website to increase public awareness on the role of Internet Protocol 6.0, its characteristics, and the importance of its usage.

5.10. Federal law on governmental data project

The draft of federal law for publishing and sharing of governmental data was further developed and is now under review by various federal parties and local eGovernment entities for final approval. The federal law for publishing and sharing governmental data is strategically important, as it is one of the pillars for the Smart Data Strategy mentioned above. It plays a major role in improving the quality of governmental services being offered as well as the methodology for exchanging and reusing data between governmental entities. It aims to regulate the usage and analysis of this data to ensure easier procedures for governmental decision making in order to execute strategies and carry out duties in the best way possible.

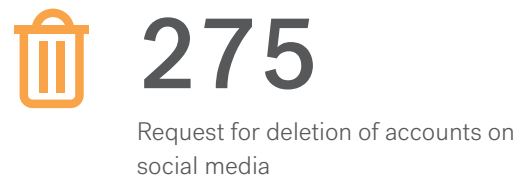
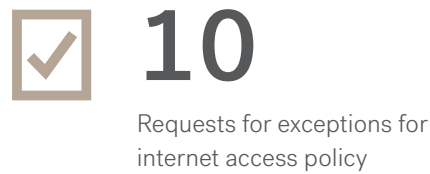
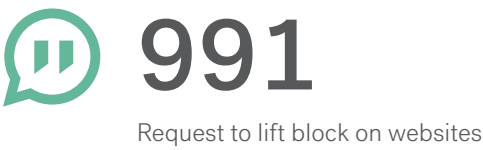
The law also aims to reduce the duplication of data to ensure the highest levels of accuracy, transparency, privacy and secrecy when exchanging data. It will also help to encourage creativity and innovation by transforming governmental data to open data that can be utilized by all members of society. This step is part of broader national efforts to improve and update state laws and regulations to go hand-in-hand with mobile transformation initiatives and the latest developments and trends worldwide.

5.11. National Safety Service Department achievements

Given the mTransformation occurring in various vital sectors across the UAE, the e-payment service is now a major part of mGovernment services. The National Safety Service Department is carrying out a number of initiatives and achievements to keep abreast of the changes happening in this arena, particularly:

- Organizing an interactive workshop on integrating payment services in the government sector. It included exchange of information, opinions between concerned parties on today’s developments, and outlooks for the sector.
- Preparation of recommendations in collaboration with an advisory committee which was approved by the national committee
- The Council of Ministers approved the recommendation of the committee and officially requested that the National Safety Service Department move forward on these recommendations which include the implementation of various services such as e-payments, supporting new technologies such as cloud services, and coding as well as smart phone ID via a national portal. They also agreed to new laws and regulations for smart phones and the creation of an organizing committee to follow up on its development.
- The organization of a series of workshops over a 10-day period to discuss the recommendations of the advisory body which resulted in several plans and requirements being made.

5.12. Operational achievements



6. Other achievements

The national committee on internet content classification was restructured in an effort to keep abreast of the latest developments in the ICT sector. This resulted in the creation of the National E-security Commission and the Dubai E-security Center. This restructuring incurred the changes of some member representing their institutions and amendments on the role of the commission, the most important of which was the updating of internet access policy.



.ae Domain Name Section (aeDA)

The TRA established .ae Domain Name Section (aeDA) to manage and develop the UAE domain (.ae). The section plays a major role in consolidating the leadership of the UAE in the region, given that the UAE has the highest percentage of internet users in relation to its population.

The section is responsible for developing and executing policies for managing the (.ae) domain, overseeing and operating the registration system, as well as developing, enhancing and marketing of the domain name. The section is also responsible for facilitating dispute resolution in related matters, as well as raising public awareness. It also represents the domain nationally, regionally and internationally. Since its establishment, the section has built the operational framework for this new sector, including an organizational structure to identify roles within the sector and to ensure the continuous growth of the domain space and its competitiveness through domain name registration.

1. (.ae) domain name tops region with 40% increase in registration in 2015

In 2015, the section achieved an important milestone by posting the highest number of domain name registrations (.ae) in the region. This reflects the TRA's success in developing websites with national content in Arabic, in line with the wise directives of the UAE's leadership aimed at positioning the UAE as the capital for content, knowledge and culture.

The year of 2015 also witnessed an impressive increase in the number of registered (.ae) domains. Statistics published by the section showed that more than 175,000 domain names were registered by November 2015. The number of accredited registrars of domain names reached 22, providing domain registration services for national and international clients.

The number of registrations increased by 40% cent through November 2015, compared to the same period in 2014.

Official results confirm the huge increase in demand and trust that both individuals and businesses place in using the domain name (.ae) in order to preserve intellectual property rights. They also reflect the effectiveness of TRA's massive efforts to serve and develop the local internet business and build the electronic identity of the UAE, making the domain name (.ae) globally well known today.

Methodology for Improving Operations

The TRA adopted the Six Sigma methodology to improve its operations and procedures. Employees were trained on this system, in order to maximize benefit when implementing plans and improving operations in line with the TRA's strategic priorities. The .ae Domain Section participated in the execution of a number of programs and courses related to practicing Six Sigma skills. One of the projects implemented was the development of the technical support unit for accredited domain name registrars in order to address inconsistencies in technical support. It also aimed to assist accredited registrars to meet their expectations as well as introduce a control management system.

Level 2015 Goal		Current level	Frequency of measurement	KPIs (Key Performance Indicators)	Initiative/ program/ Basic service	Strategic goal
Result	Goal					
100%	98%	100%	Yearly	Percentage of availability of service around the clock	Domain Registration system and services	To ensure the fair provision of the required resources to develop the best services in the ICT sector
100%	98%	100%	Yearly	Percentage of availability of service on around the clock		
100%	98%	100%	Yearly	Percentage of availability of service around the clock		
100%	98%	100%	Yearly	Percentage of availability of service around the clock		
100%	81%	80%	Yearly	Percentage of transactions completed within allotted time	Official Accredited registrars	
100%	81%	100%	Yearly	Percentage of transactions completed within allotted time		
91%	81%	78%	Yearly	Percentage of technical support requests completed within allotted time		
3	3	3	Yearly	Number of fee collection channels		

Results of 2015 Operations Plan

To achieve the strategic objective of fair providing the resources for the development of the best services in the ICT sector, the .ae domain Section implemented two initiatives; the .ae Domain Name Registration Service System and the Accredited Registrars Services. Both of these initiatives achieved exceptional results in 2015.

The section successfully achieved its operational targets for the year because of the high level of performance of the team, the provision of 24-hour services, as well as the high number of transactions carried out by accredited registrars as set in the key performance indicators (KPIs).

1. The national domain name (.ae)

The domain name (.ae) is an attractive feature for companies who are interested in benefiting from commercial opportunities, events, and exhibitions hosted in the UAE. Using the domain name (.ae) protects the intellectual property rights of its owners globally. Registering via the national domain is efficient and easy. It takes no more than three minutes to complete the registration, in light of the accredited registrars' keenness to provide international-standards services, including smart applications and e-registration.

Technology Development Affairs Department

1. About the Department

The Technology Development Affairs Department is responsible for ensuring fair access to telecommunications infrastructure, resources and services as well as their sound management. The Department also works to develop and constantly improve the telecoms sector. It provides support in all telecom-related issues, sets the policies and guidelines for new technologies, in addition to ensuring quality standards management for the licensees' services and networks. This role aims to ensure sustainable development for the country's telecom sector.

The Department is divided into the following sections:

- Telecom Infrastructure and Standards Infrastructure
  - Wireless Networks and Services Section
  - Technologies and Planning Section
  - Type Approval Section
2. Local participation
- The 5th Annual Business Continuity and Emergency Response Forum, February 9-11
  - 4th Generation System Excellence Workshop in Dubai, March 16
  - Judging the Best Governmental Mobile Application in Dubai, March 11-17
  - 4th ME Business and IT Resilience Summit, Dubai, March 16-17
  - ME IT and Telecommunications Summit, Dubai, September 29-30
  - Gitex Exhibition, Dubai, October 18-22
  - Prime Minister Medals Forum, Dubai, December 12
  - RSA Conference, Abu Dhabi, November 4-5

3. Regional participation

- 1st Special Needs International Telecoms and IT

Conference and Exhibition, Cairo, April 20-21

4. International participation

- Mobile World Congress, Barcelona, Spain, March 2-5
- Smart Sustainable City Forum, Reading, UK, April 28-29
- World M2M Conference, London, UK, April 28-29
- Next Generation Network Seminar, London, UK, June 8-12
- E-call Days Conference, Berlin, Germany, September 23-24
- GSMA MENA 360 Series, Dubai, October 20-21
- ITU Telecom World, Budapest, Hungary, October 12-15
- Emergency Readiness and Business Continuity Conference, Toronto, Canada, November 17-19
- 21st IT and Telecoms Conference and Exhibition, Baku, Azerbaijan, December 2-5

5. Agreements

- Signing of Type Approval MOU with Abu Dhabi Customs Authority on June 16
- Signing of Type Approval MOU with Ras Al Khaimah Economic Development Department on November 2

6. Regulations

- Updating of the National Telecoms Emergency Plan
- Updating of the National Number Policy plan
- Updating the policy on the allocation and usage of revenues from numbers
- Guidelines for Free Number portability
- Issuance of the Telecoms Emergency Crisis Media Plan
- Cable Plan issuance

7. Other achievements

- Implementation of the 4th version of the 'Lightning Echo' exercise to evaluate and test the readiness of the Telecoms National Emergency Plan
- Finalized Phase 1 of the Business Continuity Programme for E-Transformation to accelerate the procedures and ensure their effectiveness
- Organized Emergency and Crisis Management workshops as part of the TRAs plan to build an effective platform for awareness on best practices
- Organized the 11th Telecoms Business Continuity Forum to exchange knowledge and improve business continuity and crisis management system
- Contributed in the drafting of the Mobile Website Guide and internal telecoms sites with Abu Dhabi Quality and Conformity Council
- Organized an awareness workshop concerning individuals with special needs and how to assist them, in cooperation with the Ministry of Social Affairs
- Organized the ICT Developmental Forum as part of TRA's efforts to come up with collaborative approaches in overcoming challenges and assessing technology trends
- Completed the first phase of the National Type Approval Lab, equipment was purchased and employees trained on how to use the lab
- Organized awareness workshops for Abu Dhabi Customs Authority on banned telecoms equipment, counterfeit or imitation equipment, and the role of the TRA in preventing them from being smuggled into the country
- Conducted a field surveys across the UAE concerning network quality and smart/mobile phone services

- Received a certificate for network readiness from TUV Rheinland, a global quality assurance firm which tests and approves the readiness of telecoms networks
- Completed the automation of licensed numbers in an effort to expedite procedures
- Launched the 'Coverage' project which tested, measured and analyzed the quality of mobile networks operators in the UAE and assessed their customers' experiences



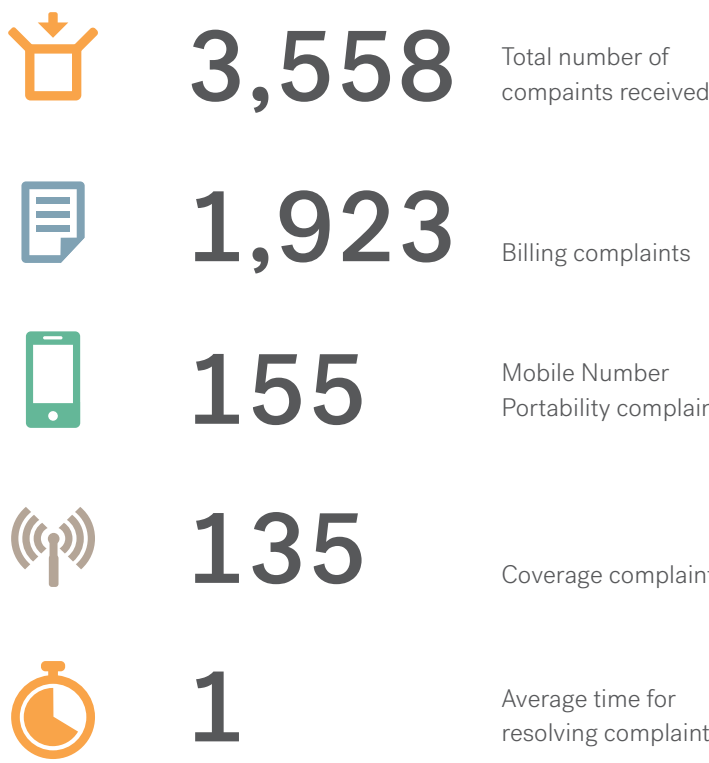
Regulatory Affairs

The UAE's telecom sector witnessed remarkable developments in 2015, topping the Network Readiness Index in the Arab World and ranking 23rd worldwide. This index is issued by the World Economic Forum yearly as part of its ICT Global report. The TRA is keen to follow up on the country's progress through annual evaluation on all key areas of concern such as consumers, economic environment, competition, and regulatory policies.

The 2015 report shows an increase in the number of registered fixed lines for the country's telecoms service providers Etisalat and du to 2,215,114, marking a 25.9 per cent increase in total fixed lines. On the other hand, the number of mobile registrations in the country reached 17,942,571 at a total increase of 6.7 per cent, with a 5.5 per cent rise in prepaid lines and a 13.5 per cent increase in postpaid lines. As for internet services, there was a huge jump to 1,232,023 registered users, a growth of 14.4 per cent.

Customer Affairs

In 2015, the TRA implemented a range of projects and activities aimed at enhancing customers' experiences in the telecom sector.



3. Amendments to consumer protection system

In line with the TRA's mission to protect consumers and within the framework of excellence and continuously implementing improvements within the TRA, the Department carried out a series of amendments to consumer protection policies. These amendments aimed to increase customer satisfaction and decrease the number of overall complaints as well as the number of days it takes to resolve customer issues received by the TRA. (Please see below)

In line with the principle of transparency, TRA requested the feedback of both licensed operators with regard to the amended procedures, and both du and Etisalat responded with their comments to the TRA. The TRA issued Consumer Protection Regulatory List Number 1.2 on December 24, 2015.

January 1st 2016 – 5 working days

July 1st 2016 - 4 working days

December 31st 2016 - 3 working days

4. Preparation and publication of Awareness Guidebook on Customer Service Dispute Resolutions

This initiative is implemented in cooperation with the Corporate Communication Department to publish short videos to promote awareness via social media. Some of these initiatives include short videos regarding roaming services, a video on customer dispute resolution, and a video on the rights and duties of the consumer.

5. Transition to Customer Relation Management (CRM) system

This project entails a complete transition from the current RAD.pop system used by the regulatory department to manage customer complaints, for dissemination via email to the concerned parties at both state operators. The system will be replaced with a Customer Relationship Management (CRM) system built on the latest technology and with advanced solutions for effectively dealing with internal operations within the TRA, especially those pertaining to customer complaints.

The project faced many challenges particularly because of the lack of readiness of both operator portals. This was dealt with through a temporary integration of the two systems to ensure continuity of the work required. This was carried out in collaboration with the “Customer Service Section” system developer.

6. Execution and oversight of operators’ commitment to regulatory framework

The Regulatory Affairs Department handles all complaints related to marketing and advertising campaigns of both operators in the country. It is within its framework of responsibility to ensure that consumer protection directives are implemented accordingly. The TRA reviews submitted complaints and then discusses them with all concerned parties to reach an appropriate decision and to take the necessary action in line with the regulatory framework. The TRA also monitors both operators' adherence to the consumer protection guidelines through the complaints systems and the 'secret shopper' scheme. In some cases, the TRA directly intervenes when there is a breach of the regulatory framework and guidelines.

The Economy and Regulatory Policies

1. Review of request for price control

The TRA receives daily requests from both operators to control the prices of retail services offered to customers. The requests are studied thoroughly and completely through a comprehensive and accurate operations system for price control. The aim of this service is to ensure optimal pricing and to limit any activities that are not in line with regulatory framework and consumer guidelines.

The table below conveys the number of requests received and approved in 2015 alone.

2015	Request for price control
391	Total number of requests for price control
347	Total number of approvals for price control

2. Updating of price control policy and procedures

The project involves the updating of price control policies and procedures to ensure the highest levels of compatibility between the KPIs and the target timeframe for implementation. This will ensure the transition from a paper system of these requests to an electronic system in tune with the new work environment undertaken by the Regulatory Affairs Department. The project entails the creation of an electronic portal for exchanging information between the TRA and the operators to make transactions and procedures quicker and to reduce the impact of paper usage on the environment.

3. Interconnectivity service pricing project

This project seeks to define the appropriate pricing for a number of interconnection services, such as the access to sub-level infrastructure as well as MPLS (Multiprotocol Label Switching). The project entails the writing up of a consultation document on how to price interconnection services based on a number of criteria and local as well as international considerations.

4. Pricing of co-sharing and co-locating of mobile service sites

This project was launched to reach an agreement between operators on the fees that should be levied from using co-shared sites. The TRA's role is to update the decision to include the fees for co-sharing mobile sites in-land, to include the yearly rent prices and other related service fees. The project also aims to resolve ongoing disputes between the operators with regard to bills from these co-shared sites and ensure fairness.

5. Assessing and monitoring of high broadband digital service prices

The Regulatory Affairs Department prepared a full working plan to ensure that digital broadband service access rates are correct and accurate. This resulted in an agreement of the two authorized operators to create a complete structure for pricing these services. This will allow access to digital broadband service regardless of technology used, allowing more competition between the operators in a move that will provide customers with the highest quality service. This will also include the ability to transfer high bandwidth digital services and fixed line service from one operator to another, creating more competition which will lead to lower prices especially in the broadband arena.

6. Review of the regulatory guidelines for the mobile phone market

A project was launched to review the current regulatory guidelines in place, especially those pertaining to competition in the mobile phone market to ensure fair competition between the two operators based on existing regulatory guidelines. The project includes defining mobile phone markets and assessing the competitiveness of these markets, as well as specifying the regulatory solutions based on the findings.

7. GCC Roaming project

The second phase of the GCC Roaming project has commenced, which entailed the setting up of a task force to review the roaming prices across the GCC. The second phase also involved the preparation of the final draft of recommendations that was approved by all directive committees across the GCC for implementation at the end of 2016. The prices of overheads, general expenses, and taxation were also recalculated based on a study carried out by consultants to see if it was economically beneficial for GCC countries in the event that these new regulations are implemented.

8. Other projects

The Regulatory Affairs Department also completed a number of projects and initiatives that made a huge impact on improving the quality of services, procedures, and internal and external policies. Among the most notable ones was the creation of an advisory team of experts to assist the TRA in projects and special tasks. The Department also initiated indices for pricing of services as well as service quality. In addition, it conducted a survey about all the ICT services in the business sector in an effort to gauge usage patterns and customer satisfaction levels. Other projects included digital broadband accessibility and amendments to public telecoms licenses for operators.

The Regulatory Affairs Department continues to improve the country's Network Readiness Index and the E-Services Index as part of the basic pillars of UAE Vision 2021 and to become one of the best countries in the world on its Golden Jubilee year.



# Support Services Sector Achievements

## Administration Department

### Environment

In comparison with other players in the ICT sector, the TRA has a low environmental impact and continuously works to support the sector in decreasing its carbon footprint. It also strives to help build an environmentally sustainable future for the UAE.

### Quality, health, safety and environment (QHSE) Policy

The TRA works to adopt and adhere to the highest QHSE standards whether in its internal operations or externally. It considers safety professional health standards as basic pillars in its drive for excellence. It has made huge efforts to preserve the environment and protect against pollution, as well as accidents and illness as part of its responsibility to its employees and society. The TRA applies this by continuously developing its management system in the areas of health, safety, environment and quality.

The TRA office in Dubai is the first to receive Leadership in Energy and Environmental Design (LEED) accreditation, since it adopted a building management system (BMS) to control cooling as well as lighting sensors and use low-energy lighting to reduce electrical consumption. In addition, the facilities management team follows a pre-emptive maintenance program and ensures that all equipment and infrastructure are fully functional.

The TRA is focusing its efforts on reducing its energy emissions and water consumption by assigning a responsible manager to review energy emissions within the TRA and to improve the amount and quality of the data being collected on both energy and water. The TRA hopes to extend this to all its offices in an overall review of energy and water consumption as well as decrease the waste from all its offices by training employees in all its locations. The TRA is also collecting and recycling its waste – including cans, metals, papers, glass and plastic – through a third party.

The TRA believes in raising awareness on ‘Green’ ICT. It has organized various workshops aiming to encourage a change in behavior which will improve infrastructure. It has also worked on explaining key environmental practices and principles and discussing ideas and ways of cooperating with other parties such as the Ministry

of Environment. Moreover, the TRA has carried out a number of initiatives through policy development, procedures and recommendations to curb carbon emissions.

Externally, the TRA presented best practices adhered to by those working in the ICT sector in one of the international conferences organized by ITU in the UAE.

In the UAE, the TRA is keen to meet with all representatives in the telecom sector to discuss how they can work to decrease their carbon footprint, especially those from mobile service sites. The TRA also requests the preparation of detailed surveys on the amount of papers used in the sector in order to diminish consumption.

### Human Capital

The TRA considers its human resources as one of its most important capitals, and knows that its workforce plays a huge role in the ability of the TRA to carry out its duty as a regulatory authority in a very important and vital sector. The TRA continuously carries out employee satisfaction surveys and its division heads constantly communicate with their employees to listen to their comments and resolve them to improve the overall work environment.

In line with this, the TRA is continuously improving its human resource systems and self-service as well as its performance management, employee evaluations and training. It is also enhancing the training and preparation process of new employees, in addition to conducting awareness workshops on the value of human capital, operations, and all related services.

The TRA participates in a number of job fairs throughout the year as part of its Emiratization efforts. It joined the Abu Dhabi Job Fair, the Dubai Job Fair, as well as special fairs for persons with special needs. The TRA has an Emiratization rate of 80 per cent.

# Support Services Sector Achievements





# Support Services Sector Achievements

## Customer happiness

The TRA has a team of highly trained, professional, and qualified employees who are able to provide the highest standards of services and reply to customer enquiries in record time. The TRA takes complaints seriously with the highest degree of professionalism and detail to ensure the highest rates of customer satisfaction and happiness. The team uses the latest technology to carry out its tasks. Workshops and training are done on a regular basis to prepare employees for complex situations.

The TRA is committed to respect all customers and to provide special services around the clock, based on its developed customer happiness pact. This pact seeks to provide all the special requirements for each service, including the specific information related to the service as well as the time needed to complete it. It also works to simplify procedures to provide the fastest correct service to customers. The pact urges customers to adhere to the instructions related to the services and specified locations, as well as providing all necessary documentation. It also calls on customers to provide answers to all the questions posed for better service within the allotted time. The pact encourages customers to inform TRA immediately of any mistake in case of amendments to data provided.

The complaints in 2015 were related mainly to poor quality of services by operators, weak network coverage in some areas, inefficient updating of customer data, and number portability issues between Etisalat and du. There was also a higher number of complaints, totaling 4,159. The team efficiently addressed the concerns and resolved 3,983 complaints filed in the complaint system. The TRA identified two main reasons for the increase in complaints: one is the high number of subscribers, which ultimately led to more complaints against the two operators. The second is the increased awareness of consumers with regard to the complaint procedures and the increased awareness on the protection of consumer rights led by the TRA.

## Corporate Social Responsibility

In 2015 the TRA continued to uphold its commitment to corporate social responsibility as part of its role to provide the necessary elements for ensuring happiness and wellbeing of people and initiate efforts to create a cohesive society and preserve its identity in line with the country's agenda as embodied in UAE Vision 2021.

## Social Awareness Projects

The TRA made a valuable contribution towards the social integration of persons with special needs. It provided 'Al Noor' Training Center for Children with Special Needs and 'Al Rashid' Center for the Disabled with new equipment as well as funded scholarships for those with special needs. This is in line with the TRA's commitment to social solidarity and human collaboration, following the footsteps and emulating the values of H.H. the late Sheikh Zayed bin Sultan Al Nahyan, which has been imparted to every UAE citizen since the country's inception. Today, the UAE is one of the most charitable countries in the world. The initiatives are part of the TRA's efforts to work with the public and private sectors as well as civil society to find the best environment to care for and develop the talents of those with special needs and integrate them effectively into society as part of UAE Vision 2021's aspiration for a united and healthy society.

The TRA also joined the list of supporters for Autism Week 2015 organized by the Emirates Autism Centre in an effort to create awareness on society's important role in addressing autism. It also co-organized an Iftar for fasting children with the Al Rashid Center for Disabled, one of the biggest of its kind, as part of its strategy to serve society by focusing on the principles of giving, friendship, openness, and solidarity towards society.

## Flag Day

The TRA celebrated the national 'Flag Day' by raising the UAE flag on its buildings in both Abu Dhabi and Dubai to show its pride and appreciation towards the nation. It also expressed its loyalty to the wise leadership of this precious country. The employees and management of the TRA renewed their pledge to do the utmost to raise the UAE flag high as a symbol of solidarity, pride and glory and the embodiment of the highest values that the Union was built upon.

On this day, the TRA also honored its employees who responded to the duty call to serve with pride and appreciation. All employees also paid tribute to the martyrs who gave their lives to keep the UAE flag flying high.

# Support Services Sector Achievements

## Humanitarian and Developmental Projects

The TRA also maximized all efforts to support UAE-led initiatives on humanitarian giving, charity and development. As part of its commitment under the directives of the wise leadership of the UAE, the TRA launched projects to help others live a decent life as part of its commitment and respect for humanity. The TRA endeavors to follow the vision of the nation's Founding Father, H.H. Sheikh Zayed bin Sultan Al Nahyan, who said, "We are committed to using the wealth of our country to reform the country, and to bring good to its people." In 2015 the TRA commemorated H.H. Sheikh Zayed's passing on 'Zayed Day for Humanitarian Work' by carrying out a series of humanitarian charitable initiatives, which reflect the country's rich culture and values.

"We are committed to using the wealth of our country to reform the country, and bring good to its people."

H.H. Sheikh Zayed bin Sultan Al Nahyan





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