TDRA

هيئة تنظيم الاتصالات والحكومة الرقمية
TELECOMMUNICATIONS AND DIGITAL
GOVERNMENT REGULATORY AUTHORITY

Annual Report

هيئة تنظيم الاتصالات والحكومة الرقمية
TELECOMMUNICATIONS AND DIGITAL
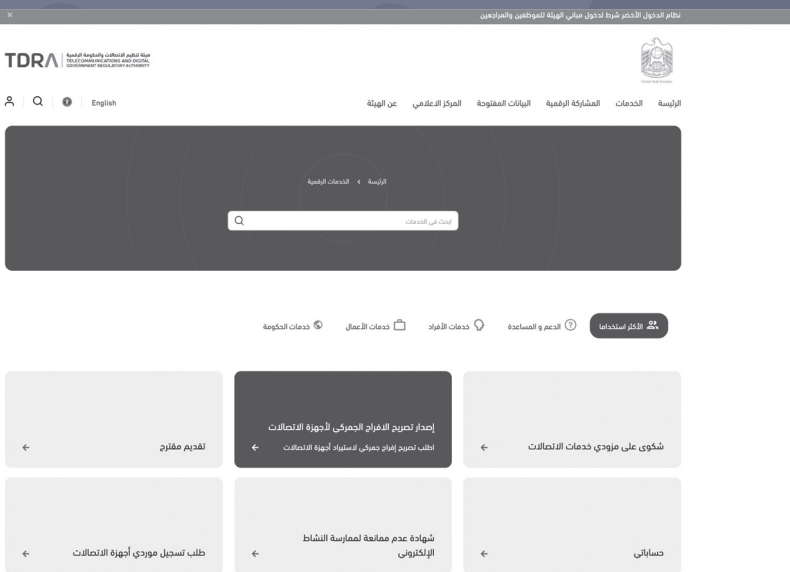GOVERNMENT REGULATORY AUTHORITY

Contents

Highlights of 2021 Achievements

2021

TDRA introduced its new visual identity.

TDRA launched a new website and digital service platform in line with best international standards.

Highlights of 2021 Achievements

TDRA became the first government entity to fully integrate its digital services with UAE Pass.
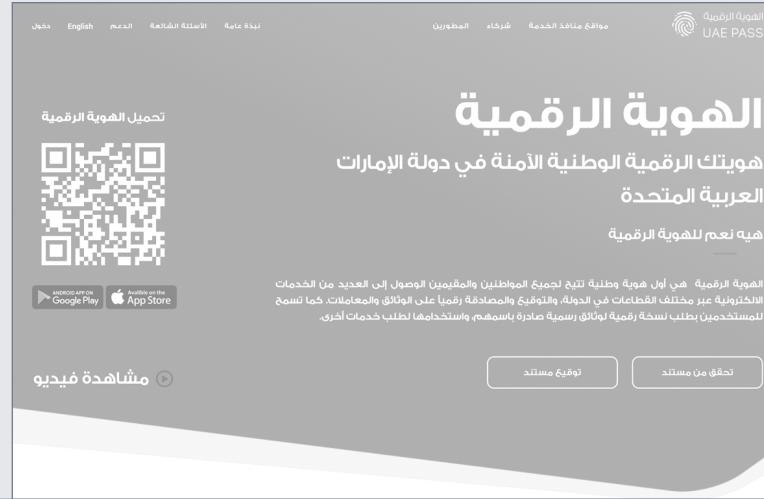
TDRA issued the API-First Guidelines in collaboration with the Abu Dhabi Digital Authority and Dubai Digital Authority.

Launched 'Kashif', the first initiative of its kind in the region revealing the names of some unknown callers (private companies).

Highlights of 2021 Achievements ◀━━━━━━━

TDRA represented the UAE in the Leader's Summit organized by SAMENA Telecommunications Council.

TDRA represented the UAE in the World Summit on the Information Society Forum.
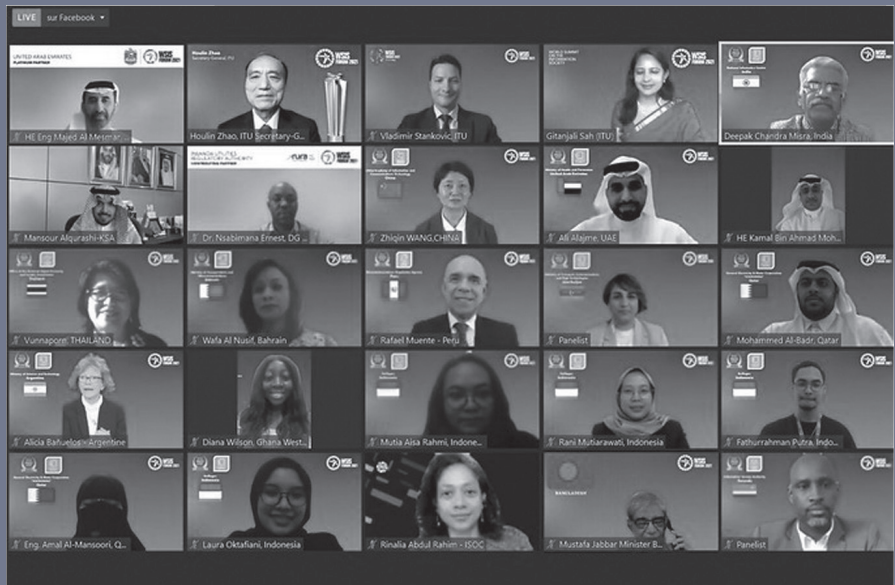
Highlights of 2021 Achievements

TDRA chaired, on behalf of the UAE, the Virtual Consultation of Councillors of the ITU.

Received the 'Best Entity' Award in procurement and supply in the 'Best Response to Supplier Collaboration during COVID-19' criterion from the Chartered Institute of Procurement & Supply (CIPS).

Highlights of 2021 Achievements

Received the Gold Stevie Award in the category of 'Best Procurement Team Supporting Suppliers', as part of the 2021 International Business Awards.

TDRA won the Best Entity Award in 2021 for the "Best Procurement Team" and "Best Sustainable Entity in Services & Products" categories within the Best Business Award (BBA) in the UK.

TDRA ranked as one of the top three innovative entities in Middle East, according to the Global Innovation Institute's (GInI) Report.

Highlights of 2021 Achievements

TDRA's National Telecom Equipment Lab received ISO 17065 certification for telecom devices accreditation system, from the Emirates International Accreditation Centre (EIAC).

TDRA achieved advanced results in the Global Star Rating System for Services, with both the TDRA website and smart app receiving a four-star rating.

The ITU selected two Emirati women from amongst TDRA's staff as ambassadors for the Women in Cyber Mentorship Program.

Highlights of 2021 Achievements

The UAE as world leader in digital transformation globally, according to the World Bank's GovTech Maturity Index 2021.

The UAE ranked tenth globally according to the IMD World Digital Competitiveness Ranking Report 2021, to be the only Arab country among the top ten digitally competitive countries.
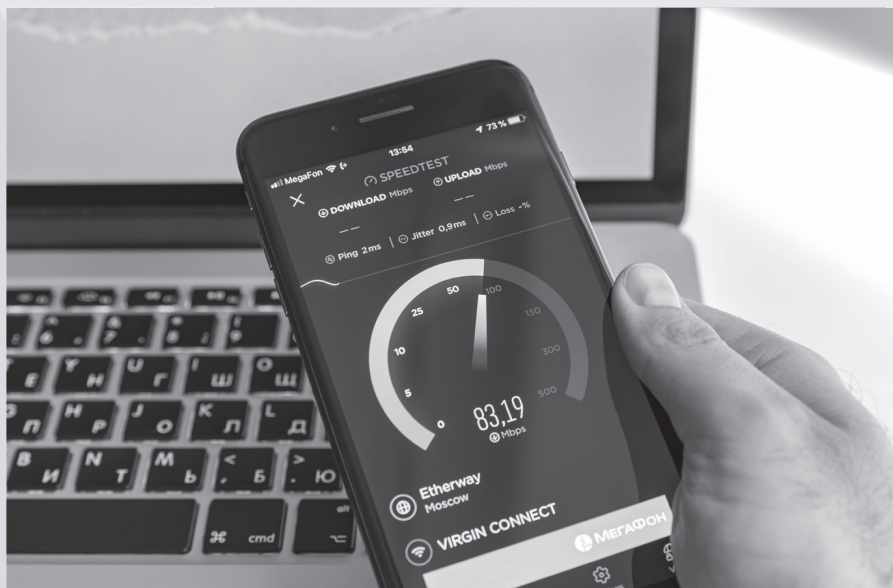
Highlights of 2021 Achievements

The UAE ranked first globally in four sub-indicators of the World Digital Competitiveness Ranking Report - wireless broadband, net flow of international students, immigration laws, and cybersecurity.

The UAE ranked first globally in mobile broadband speed.

Information and Communication Technology Fund (ICT Fund) ◄

ICT FUND

Achievements ◄

◄ Funded the American University of Ras Al Khaimah to establish an Artificial Intelligence Lab at a total cost of AED 6 million. 75% of the total cost was requested to be funded at AED 4.5 million.

◄ Sponsored TDRA Innovation Camp.

◄ Sponsored the fourth session of the Global Manufacturing and Industrialization Summit in November 2021, which was hosted by the UAE in conjunction with Expo 2020 Dubai.

◄ Sponsored the Sharjah Entrepreneurship Festival 2021, initiated by the Sharjah Entrepreneurship Center «Sheraa», which aims at empowering youth to launch their own start-ups and inculcate the spirit of entrepreneurship within them.

◄ Sponsored the UAE Hackathon 'Data for Happiness & Well-being 2021', the largest event of its kind in the region organized by TDRA as part of its efforts to promote a culture of digital transformation in the UAE. The event was carried out successfully with a budget of AED 2,000,000 that covered the entire cost of organization, awards and logistics.

Strategy and Future Department
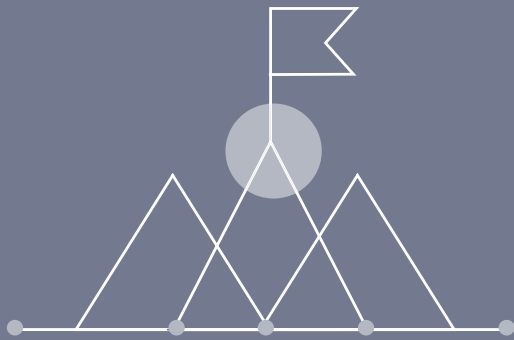
Achievements

- Implemented 16 organizational excellence tools that emulate the pillars and criteria of the Government Excellence Model (GEM).

- Evaluated TDRA's incentives for excellence and star rating in resilience, agility, and proactivity.

- Implemented BS 900-1 Managing Sustainable Development of Organizations.

- Completed TDRA's Competitive Gap Assessment Initiative and the Sustainable Organizational Excellence Initiative.

- Prepared the TDRA Strategic Plan and launched a new strategic cycle for 2023 – 2026.

- Audited the 2021 Strategic Plan.

- Supported TDRA's participation at the Mohammed bin Rashid Government Excellence Award/Prime Minister's Medals, and the Sheikha Fatima bint Mubarak Award for Excellence and Community Intelligence.

Strategy and Future Department
Supervision of new specifications ◄——————

The Strategy and Future Department was responsible for overseeing new specifications at the various departments of TDRA in 2021, including the:

◄ Quality management system

◄ Environment management system

◄ Occupational health and safety system

◄ Information technology services system

◄ Information security management

◄ Business continuity system

◄ Energy management system

◄ Asset management system

◄ Work safety system during COVID-19

◄ Custom behavior document system

◄ Customer complaints management system

◄ Dispute resolution system

◄ Contact center management system Corporate sustainability system

◄ Benchmarking system Training management system

◄ Recruitment management system

◄ Human governance system

◄ Governance management system

◄ Risk management system

◄ Innovation management system

◄ Project management system

◄ Conformity assessment

◄ Inspection system

◄ Screening system

◄ Sustainability in procurement in the public sector

Internal Audit Department

Achievements

◄ Received certification in BS 13500:2013 Effective Governance Management Systems.

◄ Issued 18 reports, which included eight internal audit reports and 10 follow-up reports, according to the risk-based internal audit plan 2021.

◄ Offered 36 consultations for different departments at TDRA in 2021.

◄ Audited a total of 74 TDRA invoices, and 137 ICT Fund invoices.

◄ Appointed as a board member of the UAE Internal Auditors Association.

Legal Affairs Department

Achievements

◄ Drafted and reviewed legal documents, regulations and legislations.

◄ Advised on recruitment, consulting agreements and major RFPs.

◄ Provided in-house training and raised awareness on legal issues affecting the telecommunications sector in the UAE.

◄ Participated in drafting for legal accelerators within internal departments, where two draft legislations were agreed upon to facilitate the process of future regulation.

◄ Participated in the teams and committees of UAE Vision 2021.

Awards

The Department received a 4-star rating in TDRA's internal awards.

Telecommunications Sector
Technology Development Affairs (TDA) Department

Local participation

◄ Participated in the "Together Apart Hackathon" organized by Ericsson under the patronage of the Ministry of Economy.

◄ Participated in the national team - consisting of seven entities - which was created to work on developing the national system for monitoring, analyzing, and evaluating event alerts at the national and local levels.

◄ Participated in the national team consisting of nine entities to update and develop the general framework for the «Security and Agility of Vital Entities», which will be approved by the UAE Cabinet and applied to the public and private sectors.

◄ Participated in the national committee consisting of 19 entities, to devise a methodology for the national risk register, owing to TDRA's distinction in this field and its adoption of global practices in monitoring and analyzing risks.

◄ Participated in the executive committee and the national teams formed by all federal entities to work on developing a strategic plan for the emergency and crisis management community at the UAE level.

- Participated in Expo 2020: the members of the Department provided all the necessary support to other entities in cases of emergency, crises, and disasters.

- Participated in the 2021 United Nations Public Service Forum by setting the Forum's health protocol.

Regional participation

- Chaired two joint meetings of the Arab-African ITU-T SG2 Regional Group.

- Attended the meetings of the Arab Working Group to follow up on the Telecommunication Development Advisory Group (TDAG) concerned with the strategic and operational plans, and discuss Arab initiatives.

- Attended the meetings of the Arab Working Group in preparation for the World Telecommunication Development Conference (WTDC) 2021.

- Held joint meetings with Egypt, Sudan and Algeria to impart knowledge with different Arab countries regarding the management and transfer of numbering resources.

- Exchanged experiences with the Kingdom of Saudi Arabia regarding the approval procedures for telecommunications and inspection devices.

Global participation

◀ Chaired the 2021 Virtual Consultation of Councillors.

◀ Attended the annual meeting of Study Group 1 of the Telecommunication Development Advisory Group (SG1 TDAG).

◀ Attended meetings of the TDAG.

◀ Attended the ITU-D Study Group 2 Question Q1/2 meeting.

◀ Participated in ITU Study Group 2.

◀ Participated in ITU Study Group 20.

◀ Participated in the Focus Group on AI for Natural Disaster Management (FG-AI4NDM).

◀ Participated in the international ConvEx-3 ‹Barakah UAE› initiative for nuclear and radiological emergencies at the Barakah Nuclear Energy Power Plant. The event was a comprehensive exercise aimed at assessing the international emergency response capacity in acute nuclear or radiological emergencies and involved the participation of the IAEA, USA, France and South Korea.

Regulatory Instruments

◂ Updated the mechanism for notifying UAE national travelers and citizens of emergency   numbers.

◂ Updated the permanent procedures of the temporary control center.

◂ Updated the mechanism for calling emergency personnel to operation centres.

◂ Updated the National Numbering Plan and added new number resources.

Figures

◂ Total completed requests for the registration of telecom equipment suppliers: 2,809.

◂ Total completed applications for mobile SIM card points of sale: 12,393.

◂ Total completed requests to approve telecommunications equipment: 5,027.

◂ Total completed requests for customs clearance: 15,280.

Total websites inspected for telecom devices: 4,319.

Total field inspections of the telecom equipment market: 5,549.

Figures ◄ ─────────────────────────

◄ Total public land applications by licensees: 652.

◄ Total inter-licensee sharing of booster sites: 182.

◄ Total blocked (international) spam: 6,758,738.

◄ Total mobile phones reported stolen or lost: 1,608.

◄ Total mobile phones blocked due to duplicate or counterfeit IMEIs. 77,600.

◄ Total number sets allocated to licensees: 23,603.

◄ Total IoT services registered: 13.

◄ Total mobile phone numbers ported in/out between licensees: 239,131.

◄ Total number of SMS messages sent to citizens abroad in coordination with licensees and the Ministry of Foreign Affairs & International Cooperation: 2,814,295.

Other achievements

◀ Equipped the National Laboratory with the latest technology and equipment, establishing it as the first of its kind in the region to check 5G-compliant mobile devices, and ensure that they are in line with the approved standards.

◀ National Telecom Equipment Lab ISO 17065 certification for telecom equipment accreditation system. The Lab obtained this certification from the Emirates International Accreditation Centre (EIAC) after meeting all applicable standard practices.

◀ Maintained the ISO certificate for the telecom equipment market inspection procedures by successfully passing the re-evaluation.

◄ Successfully automated the device registration process, which made the time for approval of renewal requests automatic and more efficient. Previously the approval required seven working hours.

◄ Provided the facility of blocking or allowing marketing messages from all senders (AD- XXXX) at once based on the preference of the mobile subscriber.

◄ Successfully automated the porting of mobile phone numbers for individuals.

◄ Implemented the UAE Classification Society (TASNEEF) - a project to classify the quality of ICT services. The tourism sector - including hotels, shopping centres, and parks - was evaluated according to the quality of ICT services provided to customers.

◄ Implemented the ninth edition of 'Sada Al Barq' exercise, using augmented and virtual reality technologies, with the participation of Etisalat, Du and Yahsat.

◄ Implemented 'Erteqa', an initiative through which licensees' customer service centres are classified based on several criteria.

◄ Conducted extensive checks on fraudulent calls by analyzing the caller's number and studying the processes through which numbers are manipulated.

◄ Equipped the telecommunications sector's network center with the latest equipment and systems to help keep pace with technological developments by handling the big data associated with the sector.

Telecommunications Sector Regulatory Affairs Department ◀
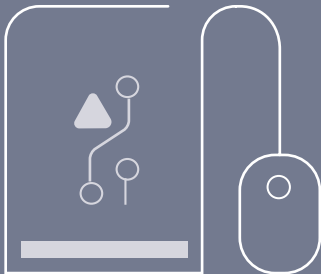
Local participation ◀

◀ Facilitated internet access via the mobile phone to enable remote learning during the COVID-19 pandemic.

◀ Supported the provision of telehealth services during the COVID-19 pandemic.

◀ Participated in the revision of the UAE Trade Policy in collaboration with the Ministry of Economy.

◀ Partook in the implementation of a unified addressing system in accordance with the directives of the Executive Council to secure full cooperation from licensees.

Regional participation

◄ Regulated international roaming in the GCC countries by establishing price ceilings for some roaming services, with the aim of reducing international roaming prices by 42% on average.

◄ Participated in the meetings of the Arab Working Group (AWG) for ICT Indicators - the Secretariat General of the Arab League.

◄ Took part in the AWG teams' preparations for the World Telecommunication Development Conference and the World Telecommunication Standardization Conference, and helped Arab countries prepare for the 2022 Plenipotentiary Conference.

◄ Contributed to the Arab Group's submission on Addis Ababa's announcement at the World Telecommunication Development Conference (WTDC), to be held in Ethiopia in 2022.

◄ Collaborated with the GCC Committee for Telecommunications Legislation and Regulation through studies on interconnection, international roaming, and international connectivity tariffs between GCC states.

◄ Participated in the Workshop: Dispute Resolution in the Telecommunications Sector in view of a unified gulf market.

◄ Exchanged expertise with Bahrain's Telecommunications Regulatory Authority regarding Consumer Protection Regulations.

◄ Exchanged expertise with the Communications and Media Commission in Iraq.

◄ Participated in exchanging expert knowledge with the Saudi Communications and Information Technology Commission with regard to licensee audits

◄ Participated in a workshop of the GCC Committee for Telecommunications Legislation and Regulation on dispute resolution in the telecommunications sector in light of a unified gulf market.

Global participation

◄ Participated in ITU's Virtual Consultation of Councillors, presided over by the UAE in June 2021. Also participated in the Council Working Groups meetings on ITRS, Working Group for the preparation of the Strategic Plan 2023 – 2027, and topics relating to ITU's financial and human resources.

◄ Participated in meetings by the ITU-T SG3, Telecommunication Standardization Advisory Group (TSAG), and its subsidiary working groups.

◄ Shared the UAE and TDRA experience in applying the Universal Service Policy in the report issued by the ITU in 2021 on the role of the Internet in the pandemic era.

Regulatory laws

◄ Issued Directive No. (2) of 2021 on launching the bitstream access service for the business sector.

◄ Issued Directive No. (37) of 2021 on adopting a pilot model of the Satellite Broadcasting Services License.

◄ Issued Directive No. (38) of 2021 for license renewal of Satellite Broadcasting Services for Al Maisan Satellite Communication Company.

◄ Issued Directive No. (39) of 2021 for license renewal of Satellite Broadcasting Services for the media free zone company "Twofour54-Intaj".

◄ Issued Directive No. (43) of 2021 on adopting the pilot model of the Internet of Things (IoT) license.

◄ Issued Directive No. (44) of 2021 on amending the PAMR Service License of the Specialized Telecommunications Corporation - NEDAA.

◄ Issued Directive No. (45) of 2021 approving the establishment of InfraX.

◄ Issued Directive No. (46) of 2021 on issuing the IoT license for InfraX.

◄ Issued the Anti-Spam Policy.

Other achievements ◄

◄ Launch of 'Hesabati', a service that allows users to access all phone numbers registered under their name, by simply linking their UAE Pass on TDRA's website or application.

◄ Launch of the TDRA ICT Dictionary.

◄ Development of an electronic platform to formulate and revise regulatory instruments at TDRA's level and the conducting of consultations with stakeholders.

◄ Preparation of the Regulatory Instrument Designations Manual to spread awareness among employees on the different types of regulatory instruments launched by TDRA.

◄ Development of an inquiries management system for the Licensing Section.

◄ Research on the impact of new satellite services on UAE's telecommunications market.

Telecommunications Sector
Spectrum Management Affairs Department
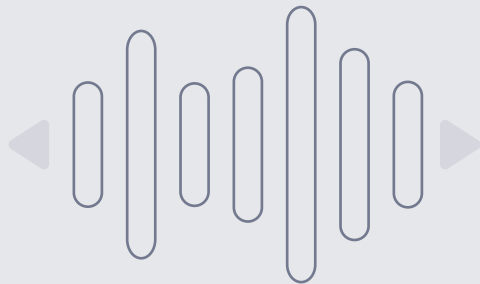
Achievements

- Completed 19 out of 21 projects in 2021.

- Achieved all strategic indicator targets.

- Achieved all targets of the operational plan indicators.

- Formed 21 internal action teams at the Department to work on the internal initiatives of 2021.

- Resumed all spectrum management operations and services by 100% in 2021.

Department Performance Summary

- Overall performance of the Department: 99.3%.

- Operational performance (fulfilled operational targets): 100%.

- Service performance (achievement of service targets): 100%

- ◀ Projects performance (progress of departmental projects): 95%.

- ◀ Operational plan (achievement of operational plan objectives): 100%.

- ◀ Strategic goals (achievement of strategic plan requirements): 100%.

- ◀ National Agenda (achieving the National Agenda requirements): 100%.

- ◀ Implementation of ISO quality systems: 100%.

- ◀ Risk management and business continuity: 100%.

Stats ◀

- ◀ Authorizations/permits issued: 7,860.

- ◀ Revenue of Satellite Network Filings: AED 251,200.

- ◀ Harmful interference cases addressed: 168.

- ◀ Major event participations in UAE: 6.

- ◀ Handled inquiries: 428.

- ◀ Resolved cases: 94.

◀ Satellite Coordination Procedures: 1584.

◀ Satellite Network Filings submitted to the ITU: 18.

◀ Objections on satellite requirements of other countries: 379.

◀ Analyses conducted on the satellite requirements of other countries: 379.

◀ Distress Beacons registered: 191.

◀ Call Signals registered: 349.

◀ Technical studies conducted: 14.

◀ Technical research conducted: 5.

◀ Analyzed land requirements of other countries: 9438.

◀ Fulfilled High-frequency (HF) requirements: 349.

Other achievements ◀

1. Implemented the UAE 5G Strategy.

2. Completed the first field measurements in the region on the compatibility between IMT and GSM-Railway.

3. Participated in Expo 2020 Dubai:

   • Increased field surveys prior to the launch of the event.
   • Allocated all frequencies.
   • Conducted field surveys and measurements in inner areas.
   • Activated the shift system to meet requirements and ensure continuity of telecommunications services in case of harmful interference.
   • Acquired membership in the Joint Operations Room at Expo 2020.

4. Met the requirements of UAE's major events:

   • Like radio frequencies, and convened to limit harmful interference that would affect the continuity of events. Of these events are: IDEX 2021, Dubai Airshow, Formula 1 Championship, UAE's 'Year of the 50th' celebrations and the Dubai World Cup.

5. Developed the radio-frequency spectrum monitoring system.

6. Launched the Mesh Monitoring system:

   • Completion and activation of the Mesh Monitoring project for the first time in the country at Expo 2020 Dubai.

7. Launched the 'Hitaf' initiative:

- The 'Hitaf' initiative received the highest endorsement for added-value innovation with an impact beyond the core business from the Global Innovation Institute (GInI).

8. Conducted a successful exercise to increase the Department's business continuity readiness in 2021.

9. 100% business continuity at the Department in 2021.

10. Covered 100% of all requests from spectrum users.

Global participation ◄

The Department staff took part in more than 40 international events, ranging from ITU working groups and study commissions to other international events.

Information & E-Government Sector
E-Government Operations Department

Local participation

◄ Supported the Future Government Transition Management Committee.

◄ Participated in the formation of the Unified National Communication Centre Team.

Global participation

◄ Sharing of best practices of the Danish government.

Agreements

◄ VMware Cloud Provider Program (VCPP).

Figures ◀

◀ **UAE Federal Network (FEDnet):**
- Total no. of entities connected to FEDnet: 104.

- Total no. of government entities utilizing G2G services from FEDnet: 78 entities.

- Total no. of government entities utilizing online services from FEDnet: 42 entities.

- Total number of interactions received at FEDnet service desk in 2021: 4680 tickets.

- Total no. of G2G service requests via FEDnet in 2021: 21 (up to Q3)

◀ **Government Service Bus (GSB):**
- Total no. of services available on the GSB platform: 686 live services (unique and reusable).

- Total no. of government entities utilizing the GSB platform: 169.

- Total number of utilizations on the GSB platform exceeded: 540M transactions.
- Total no. of entities utilizing IaaS: 42.

- Total no. of entities utilizing EaaS: 28.

- Total transactions on national newborns (NBB): 18434.

- Total applications on 'Basher': 62.

- No. of government entities onboarded to NCRM: 33.

Other achievements:

◀ 100% completion of ITSM.

◀ Increased the capacity of FEDnet from 10 G to 20 G, meeting the needs of entities and ensuring the quality of services provided.

◀ Added seven more entities to FEDnet, bringing the total to 104 entities utilizing FEDnet services.

◀ Added the 'File Exchange' feature for services that cannot be shared as data through the GSB.

Developed the UAE API Marketplace to enable private sector access to government services.

Global participation ◀

◀ Recruited two citizen graduates to the FEDnet Operations Team (FEDnet Operations Center).

◀ Updated FEDnet's NTP – Network Time Protocol and replaced the NTP antenna equipment at FEDnet datacenters.

◀ Added ADSL internet access from FEDnet to ensure consistent service provision and fulfil the needs of various entities.

◀ Developed the FEDnet asset management system to manage resources utilized within the affiliated datacenters.

◀ Tested the IPv6 system with UAE's service providers on FEDnet lines.

◀ Upgraded the email service from version 2013 to 2016.

Information & E-Government Sector
Corporate Development Department
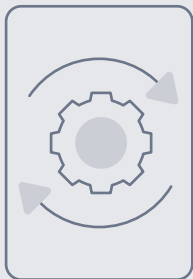
Local participation

◄ Participated in several meetings held with the Abu Dhabi and Dubai local departments to facilitate the exchange of knowledge and best practices, with the aim of furthering the UAE's position on the Online Services Index (OSI).

◄ Participated in the government digital services' UX Lab in the presence of the Ministry of Cabinet Affairs and the Future during GITEX 2021.

◄ Participated in the Sharjah Entrepreneurship Festival to showcase select start-ups from the UAE Hackathon.

Regional participation

◄ Was part of the application review process of 57 government entities and the nomination of four applications for the Sheikh Salem Al-Ali Al-Sabah Informatics Award.

Global participation

◄ Participated in workshops with ESCWA to update the framework and workflow of national reviews and the Arab Digital Development Report.

◄ Attended the 2021 United Nations Public Service Virtual Event.

◄ Co-hosted the United Nations Public Service Forum on December 13, 2021, in collaboration with the Ministry of Cabinet Affairs and the Future, where 17 winners from around the world were honored for the 2020 and 2021 sessions.

◄ Organized the International Virtual Hackathon — Designing a Sustainable Future using ICTs, in collaboration with WSIS.

◄ Participated with ESCWA in the Regional Training-of-Trainers Workshops on National Policies and Technical Guidelines Templates for e-Accessibility.

◄ Chaired the 2nd MENA Working Group and the OECD on facilitating an open and innovative government.

◄ Participated in the global Costa Rica E-Government Modernization projects.

◄ Attended the presentation of UAE's experience in digital transformation in the Hashemite Kingdom of Jordan.

Global participation

◄ Development of the Unified Digital Platform (UDP), aimed at providing all government services and information on federal government services in the UAE through a single platform.

◄ Issuance of the Digital Government Enablers Report 2021.

◄ Launch of a new version of the UAE Digital Government Maturity Model.

◄ Release of a new version of mSurvey according to latest practices in UI and accessibility.

◄ Implementation of several initiatives as part of TDRA's central role in achieving the National Agenda of UAE Vision 2021 and fulfilling the mGovernment strategy.

◄ Monitoring and measuring the digital transformation of Federal Government entities, managing the official portal of the UAE Government, and managing the e-participation of mGovernment among different segments of the public.

◄ Development of the national digital participation strategy in accordance with global best practices.

◄ Launch of the API First Guidelines - a set of standards with design and implementation instructions, and a set of best practices to guide government entities in developing their own APIs.

◄ Introduction of the interconnection strategy with the Federal Government's Unified Digital Platform.

Other achievements

◀ Launched the fourth edition of UAE Hackathon.

◀ Organized a 'How to Start and Develop Your Business Model Canvas' workshop on the TDRA Virtual Academy.

◀ Held specialized workshops with contributors (10 entities) in the Online Service Index (OSI) to develop an action plan to address gaps in the 2020 UN e-Government Survey report to raise the country's competitiveness.

◀ Carried out 87 user experience studies for 42 government entities through the UX Lab, aimed at developing the digital presence of government entities online.

◀ Conducted more than 25 federal introductory meetings to publicize and market digital government services.

◀ Developed the "Technical Advisory for Federal Entities" initiative in the areas of technology, enablement and digital adoption.

Information & E-Government Sector
Policy and Programs Department

Milestone Achievements

- Digital Government Roadmap 2021-2025.

Issuance of the digital government guiding document and roadmap 2021-2025 prepared by TDRA, which includes developing and launching the Unified Digital Platform, and transferring 100% of government services to the platform within two years.

Strategic Initiatives and Legislation ◀———

1. The Electronic Transactions and Trust Services law issued by the Federal Decree-Law No. 46 of 2021.
- Since 2019, the Department has led a legislative team of 22 federal and local government entities to develop a new draft law for electronic signature and trust services, which is a new paradigm shift for smart electronic and digital transactions in the UAE.

2. API First Guidelines.
- Issued by TDRA in collaboration with the Abu Dhabi Digital Authority and Smart Dubai with the aim to be widely implemented during the next phase of digital transformation.

3. Reviewing the Internet Access Management (IAM) Policy.
- Reviewing and updating the terms of the IAM Policy as required to improve ISPs' compliance to policy implementation.

4. Formulating the government entities' guide for blocking requests and social media content removal requests.
- Outlining the mechanisms of action and coordination provided by TDRA for blocking requests and social media content removal requests.

5. Proposing to organize requests of juridical entities to block or remove online content.
- Clarifying the working and coordination mechanisms provided by TDRA for block requests, social media content removal requests and technical considerations to be taken into account in judicial orders sent to TDRA.

Milestone Achievements

◄ Blockchain platform.

◄ UAE Pass development and enhancement.

◄ Enhanced Internet Access System.

◄ Preparing a list of online shopping apps used in the country (online stores).

◄ Development of the Critical Information Infrastructure Protection Program (CIIP).

◄ Allowing access to voice calling apps in support of the community during the COVID-19 pandemic.

◄ Developing the apps conformity testing system.

◄ Enhancing the 'RASED' system to expand the range of violations observed.

◄ Improved functioning of website filtering systems.

◄ Launching the TDRA Virtual Camp.

◄ The Digital Future Leaders Program.

◄ The Cloud Computing National Capacity Development Program.

◄ The Digital Service Designer Induction Program.

◄ The Emerging Tech: Leaders Program.

◄ The Go Digital initiative.

◄ Launching an upgraded version of the Secure Gulf System (SecureGCC).

◄ Launching the CyberPro initiative.

Stats ◄

◄ Increased the number of Digital Vault users to 1.7 million.

◄ Increased the number of documents through the Digital Vault to 1.1 million.

◄ 33,000 documents shared through the Digital Vault in 2021.

◄ Included eight federal and local government entities to the Vault and provided services of another eight private entities.

◄ Verified over 13,000 documents through the digital verification platform.

◄ 2.8 million transactions on the digital trust platform.

◄ 239,000 registered national domain names in 2021.

- Blocked over 800 immoral websites and over 1,000 fraud websites.

- Monitored over 20,000 immoral accounts on social media and over 5,000 fake accounts.

- Documented more than 80 accounts belonging to government organizations on social media.

- Renewed the licensing of four new local and international companies to act as Certification Service Providers (CSPs).

- TDRA Virtual Academy launched 80 training courses for about 13,323 trainees.

- Graduation of two batches of the Digital Future Leaders Program, with a total of 57 registered students.

Information Security Section

Achievements

◄ Launched the cyber-maneuver initiative to measure the maturity of institutions and employees in the UAE by training 60 affiliates from federal entities on how to protect their online assets and address any vulnerabilities in cybersecurity.

◄ Issued guidance manuals on best security practices to enable remote work at corporations and utilize VPN services safely.

◄ Intensified monitoring of the digital infrastructure and quickly stopped phishing links from reaching institutions and individuals.

◄ Issued a comprehensive awareness package on safe remote work in 2021 and providing it to government entities to raise awareness of their employees.

◄ The security awareness team of the National Computer Emergency Response Team (aeCERT) presented eight awareness programs at the OIC-CERT and GCC levels, in collaboration with strategic partners.

◄ Launched an awareness initiative for students and their parents on the safe practices of distance learning, with holding weekly counselling sessions with parents to address challenges they are facing and render advice and guidance to them.

Other achievements

◄ Participated in the national committee to combat drug trafficking.

◄ Participated in the national team to combat illicit wildlife trafficking.

◄ Participated in the trading platform and advertisement management team.

◄ Participated in the IoT service requests review team.

◄ Reviewed the remote work initiative by the Abu Dhabi Excellence Office.

◄ Reviewed the unified draft law on the protection of copyrights and neighboring rights in the GCC.

◄ Reviewed the Insurance Authority Board of Directors' Resolution on the electronic and digital insurance system.

Figures

◄ Countered over 2,220,000 cyberattacks.

◄ Responded to 4,845 cyber incidents.

◄ Conducted 19 digital forensics investigations.

◄ Conducted 129 penetration and vulnerability tests.

◄ Reviewed 900 security standards compliance requests.

◄ Published 243 security reports.

◄ Gave 105 awareness lectures, benefiting 5,088 people.

◄ Trained 213 information security specialists.

Support Services Sector
Human Capital Department

Talent Management Section

◄ Total number of training hours per employee amounted to 50.60 hours in 2021.

◄ Total percentage of trainees reached 93.95% from various job categories, through attending training courses, seminars and workshops.

◄ In cooperation with various academia, TDRA contributed to the training of 11 students under the practical training requirements, each by their scientific discipline.

HR Planning Section

Emiratization:

The Emiratization rate at TDRA reached %88.36 in 2021.

Employee Relations Section:

In 2021, the Human Capital Department received an overall employee satisfaction rating of 97.31%. Out of all 302 TDRA employees, 185 took part in the survey.

Support Services Sector
Administration Department

Achievements

◂ Signed an MoU between TDRA and GIB.

◂ Automated the recurrent monthly bills of telecom providers using robotic process automation (RPA) techniques.

◂ Enrolled relevant employees in vocational programs for procurement and supply according to the employee development plan, making TDRA the first federal entity to register employees of the contracts and procurement section to receive professional licenses in procurement and supply.

◂ Formed the CIPS Telecommunications Procurement Group, the region's first in the telecom sector, to disseminate best global procurement practices.

◂ Launched the-first-of-its-kind procurement and supply program in the region for fresh graduates. The program aims to develop the procurement competencies of UAE nationals.

◂ Implemented an electronic invoicing system to unify invoice submission channels through a central electronic system and do away with paper billing.

- Adopted an electronic contracts system to manage contracts electronically and reduce paperwork.

- Implemented an electronic system to assess supplier performance following service delivery where the results are calculated electronically.

- Rolled out an information access system to facilitate the budget preparation process and prepare Requests for Quotations (RFQ).

- Launched the electronic employee ID initiative to eliminate physical cards.

- Launched the local and international travel package initiative and integrated eight services into a single page to enhance the customer journey.

- Implemented electronic RFQs sent to government entities that are part of TDRA's stand at GITEX Technology Week, thus dispensing with paper-based contracts and manual signatures.

- Adopted the unified procure-to-pay (P2P) search page to provide project and department managers access to financial and procurement data.

- Activated smart procurement applications to facilitate approval processes through the Oracle mobile app.

- Implemented electronic notification services to notify project managers about expiring contracts three months prior to their expiration.

- Consolidated the procurement page into one page instead of six so as to facilitate submission of Purchase Requisitions.

- Implemented electronic notifications to be sent to suppliers concerning the awarding and non-awarding of contracts.

Other achievements

- TDRA's use of renewable energy reduced CO2 emissions by 387.27 tons.

- TDRA's waste recycling lowered greenhouse gas emissions by 84.21 tons.

Stats

- Use of renewable energy resources and reduction of CO2 emissions was around 129.19 tons in 2020.

- Energy saved in 2020 stood at about 833,764 Kw/h.

- Energy performance in 2020 reached 13.78%.

- About 316,830 Kw/h of energy saved by TDRA in 2020.

- In 2020, tasks performed through the electronic facility management systems was around 92.6%.

- 99% of requests timely completed in 2020 using the electronic facility management systems.

- TDRA's asset efficiency in 2020 reached about 1.57%.

- TDRA succeeded in reducing waste by 254,100 tons in 2020.

- Zero COVID-19 fatalities in the workplace.

- 92% in actual asset efficiency in 2020.

Awards and certificates

- TDRA won the Best Entity Award in procurement and supply in the 'Best Response to Supplier Collaboration during COVID-19' criterion as part of CIPS Awards, becoming the first federal entity to receive such award in this area.

- Awarded the 'Best Procurement Team' at the Best Business Awards (BBA) in 2021.

- Received the Gold Stevie Award in the category of 'Best Procurement Team Supporting Suppliers', as part of the 2021 International Business Awards.

◄ Won the International Organizational Resilience Awards 2021 in the category of 'Supply Chain, Quality and Performance' as part of the ICOR awards. It was the first federal entity to receive such an award in this regard.

◄ Received in 2021 the Best Business Award in the category of 'Best New Product/ Service' for its employee smart ID project.

◄ Attained the CIPS Ethical Procurement and Supply certificate, as the first federal entity to receive such certification twice in a row in 2020-2021.

◄ The first federal entity to receive the ISO certificate in BS 95009:2019 Procurement to the Public Sector.

◄ The second federal entity to receive certification in ISO 20400:2017 - Sustainable procurement.

◄ Received the GInI innovation award for the employee smart ID project.

# Support Services Sector
Corporate Communication Department ◀

Achievements ◀

◀ Launched a promotional campaign on the Electronic Transactions and Trust Services law issued by Federal Decree-Law No. (46) of 2021.

◀ Initiated a social media campaign for TDRA Virtual Academy, which resulted in 38,084 trainees.

◀ Launched an information campaign for TDRA's new visual identity.

◀ Issued 12 newsletters on the TDRA website.

◀ Made 147 high-level official statements.

◀ Prepared and published 21 opinion and international articles through the ITU platform.

◀ Prepared and issued 63 press releases and statements.

◀ Handled 75 requests from the media.

- Issued 636 internal and external circulars.

- Monitored 47 media reports (television, radio, newspapers).

- Increased TDRA's social media followers by 8.35% to reach 328,442 in 2021 compared to 303,139 in 2020.

- Increased social media interactions.

- Handled more than 30,330 messages and queries through social media platforms.

- Filmed and produced 132 videos by the social media team.

- Conducted 17 external coverage of events and activities.

- Included 320 news items on U.ae.

- Added 154 consultations and 139 blogs through sharik.ae in 2021.
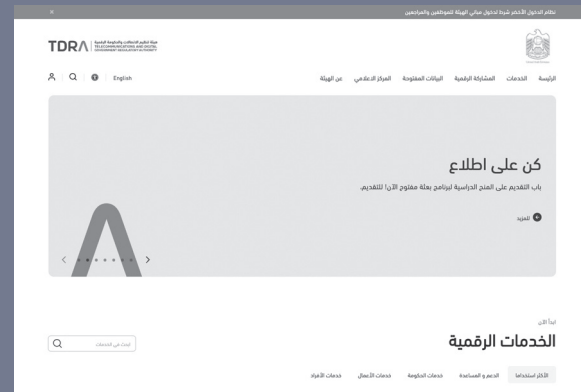
Stats

◄ The video featuring the launch of the new visual identity of TDRA garnered top views on YouTube (180,041).

◄ The 'TDRA Actionat' videos achieved more than 300,000 views in 2021.

◄ The 'TDRA Legal Whisper' videos garnered more than 700,000 views in 2021.

◄ Complaints through social media went down to 491 in 2021 from 1,081 complaints in 2020.

◄ The number of TDRA website users was 526,967 in 2021, recording 1,487,915 page visits.

◄ The number U.ae users was 17,852,427 in 2021, up 45.88% from 2020.

◄ The number of visitors to U.ae in 2021 reached 42,943,920, up 41.32% from 2020.

The number of users of sharik.ae in 2021 stood at 2,080,495, logging 4,147,477 page visits.