

TELECOMMUNICATIONS REGULATORY AUTHORITY

A view into the UAE's
future ICT scene



Abu Dhabi (Main Branch)

P.O. Box 26662, Abu Dhabi, United Arab Emirates

T: +971 2 626 9999 F: +971 2 611 8240

Dubai

P.O. Box 116688, Dubai, United Arab Emirates

T: +971 4 220 8888

هيئة اتحادية

Federal Authority



@THEUAETRA

هيئة - تنظيم - الاتصالات.امارات tra.gov.ae

CONTENTS

06	Chairman's Message
07	Director General's Message
08	Board of Directors
10	The Telecommunications Regulatory Authority (TRA)
12	TRA - Objective
14	Telecommunications Sector: Spectrum Affairs (SA) Technology Development Affairs (TDA) Regulatory Affairs (RA)
20	Information and eGovernment Sector: Smart Government Operations Department Development Department Policies and Programs Department Computer Emergency Response Team (aeCERT) .ae Domain Administration (.aeDA) dotEmarat
32	ICT Fund
34	Betha (Scholarship) Program
36	Mohammed Bin Rashid Smart Learning Program
38	UAE mGovernment

OUR VISION

The UAE is a global leading country in ICT



OUR MISSION

We strive to be a leading organization in the ICT sector in 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 sector's and to encourage innovation and investment.



OUR VALUES



Pioneering
We nurture innovation and creativity, assume leadership and effectively influence the support and development of the Sector



Collaboration
Collaborating & Working constructively with the concerned people to develop and implement work mechanisms (internally and externally)



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



Commitment
We are committed towards our responsibilities to the State in providing the best technology for the Sector



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

STRATEGIC GOALS

Regulation of the Telecommunications Sector in the UAE and the enforcement of a regulatory framework that stimulates competition and elevating the level of quality of the provided services

Striving to ensure the provision of the required resources in a fair manner to develop the best services in the ICT sector
Establishing the bases for the e-government at the federal level

Promoting the electronic lifestyle in the UAE

Ensuring that all administrative services are in accordance with the standards of quality, efficiency and transparency

CHAIRMAN'S MESSAGE



Mohamad Ahmad Al-Qamzi
Chairman
Telecommunications Regulatory
Authority

The TRA, and UAE Government more generally, adopt an integrated strategy that focuses on creating, developing and promoting human capital. The benefits of such a commitment has paid dividends in a number of the nation's critical industries, including the information and communications technology (ICT) sector.

Formed in 2003, the TRA has been uniquely placed to witness the remarkable pace of growth in the nation's ICT capacity. As a result of continuous development, the United Arab Emirates (UAE) ICT sector has rightly taken its place among the most advanced in the

world. The launch of 'The UAE mGovernment Initiative' by UAE Vice President, Prime Minister and Ruler of Dubai His Highness Sheikh Mohammed Bin Rashid Al Maktoum, is a case in point. The creation of this new and innovative form of government service delivery, represents a milestone in the development of the nation's ICT sector, the first of its kind in the region and designed specifically to benefit the lives of the public.

Both the UAE government and the TRA are fully aware of the nation's position as a global frontrunner in the ICT space, and crucially recognize the responsibility that comes

with it. Many of the ambitious targets outlined in the national agenda are closely aligned to the extension of benefits generated by ICT, and the TRA is confident that the UAE will be successful in its pursuit of global excellence.

The journey the national ICT sector has been on in recent years has proved successful. This is the result of national support both from inside and outside of the government. We must continue on this path of growth and development and urge everyone associated with the UAE to continue to embrace technology that to date, has served us so well.

DIRECTOR GENERAL'S MESSAGE



Hamad Obaid Al Mansoori
Director General
Telecommunications Regulatory
Authority

The increase in both scale and sophistication of the United Arab Emirates (UAE) ICT sector has drawn international acclaim and has positively impacted national economic performance. It is indisputable that the success of UAE ICT is inseparable from the concerted effort of those within the sector itself.

As well as benefitting from a clear and comprehensive strategy, the nation's ICT capacity has enjoyed a sustained rate of development precisely

because there has been a genuine commitment to excel and ensure that policies, frameworks and capacity are reviewed on a consistent basis.

Underpinning the growth of the UAE ICT sector is the ongoing commitment to developing UAE human capital. A series of ICT specialized institutions of higher education have emerged in the UAE which is central if the UAE is to maintain its global position at the forefront of the sector. In addition, ICT related subjects are

increasingly being added to the national curriculum which is also key for knowledge transfer among the nation's future generations.

Ultimately, the strategy of the TRA and the policies that result from it are designed specifically with the betterment of the ICT sector in mind. Enabling an ICT environment that is conducive to business and prioritizes the position of the consumer, is a key objective for TRA and all our activities are structured to that end.

BOARD OF DIRECTORS

H.E. Mohamad Ahmad Al-Qamzi
Chairman of the Board

H.E. Dr. Abdul Qader Al-Khayyat
Board Member

H.E. Dr. Saeed Abdulla Al Ghefli
Board Member

H.E. Mohamed Khalfan Al Qemzi
Board Member

H.E. Rashed Mohamed Al Mutawaa
Board Member

H.E. Waleed Ali Falah Al Mansoorie
Board Member

H.E. Jasem Mohamed Al Zaabi
Board Member

THE TELECOMMUNICATIONS REGULATORY AUTHORITY (TRA)

The Telecommunications Regulatory Authority (TRA) of the United Arab Emirates (UAE) has been established according to the UAE Federal Law by Decree No. 3 of 2003 – Telecom Law. TRA is responsible for the management of every aspect of the telecommunications and information technology industries in the UAE. Despite its relatively short life-span, TRA has exceeded expectations by achieving its projected goals in record time.

The organizational objectives of TRA are derived from the UAE Telecommunications Law, its Executive Order and the UAE National Telecommunications Policy. These objectives include: ensuring adequacy of telecommunications services throughout the UAE; achieving enhancement of services, both in terms of quality and variety; ensuring quality of service and adherence to terms of licenses by licensees; encouraging telecommunications and

IT services within the UAE; promoting and enhancing the telecommunications sector within the UAE; resolving disputes between the licensed operators; establishing and implementing a regulatory and policy framework; promoting new technologies; ensuring that the UAE becomes the regional ICT hub; developing the country's human capital; and encouraging research and development.

TRA OBJECTIVE

TRA, as determined by its mandate, is entrusted with a wide range of responsibilities related to the Telecommunications and Information Technology Sector, both within and outside the UAE.

According to the UAE Federal Telecom Law No. (3) for the Year 2003 and its amendments, TRA is to exercise its functions and powers, under this Law and its Executive Order to:

- Ensure that the telecommunications services provided throughout the state, are sufficient to satisfy the public demands of those who wish to make use of such services
- Enhance the level of service provided by the telecommunications sector, in order to promote the interests of such services
- Ensure that licensees meet quality standards of performance and adhere to the terms and conditions of the licenses granted to them
- Encourage, promote, and develop the telecommunications and information technology industries in the state
- Promote and enhance the telecommunications system in the state as indicated by the development and the establishment of industry related training institutions and through the availability of the latest apparatus, equipment, and facilities provided by telecommunications technologies

TRA activities in the UAE can be summarized under the following categories:

- Overseeing the telecommunications sector and licensing of telecommunications services
- Monitoring competition in the telecom sector
- Approving telecom equipment
- Developing and implementing the National Numbering Plan, the National Spectrum Plan and the Number Portability Policy
- Coordinating issues related to radio frequency at the national, regional and international levels
- Managing the Internet Networks, including managing the National Domain Name (.aeDA), the IP addresses assignments and managements, and producing the Internet Access Management (IAM)
- Managing radio frequency
- Issuing the required authorizations to use spectrum frequency and wireless equipments
- Issuing regulations and policies governing the import, use and dealing of telecommunications equipments
- Developing the telecom and IT sector through creating and leading initiative aimed at providing value added services to the society at large and to the sector in specific

TELECOMMUNICATIONS SECTOR: SPECTRUM AFFAIRS (SA)

The TRA is competent Authority to distribute, allocate and revoke the Radio Frequency (RF) Spectrum as per the Telecom Law. The Spectrum Affairs Department performs all RF Spectrum Management functions through its sections.

The UAE National Frequency Plan is drawn up in conformity with the international regulations governing RF Spectrum and its international and regional agreements. The RF Spectrum Regulations provide the technical and regulatory framework for allocating and using RF spectrum for all wireless Terrestrial and Space services.

The TRA has an extensive spectrum monitoring system for enforcement.



The TRA authorizes the use of RF Spectrum through an “Authorization” upon the completion of all requirements.

The TRA has an online platform so that applicants can apply for RF Spectrum Authorization anytime from anywhere. The SA Department has state of the art software tools for technical analysis, planning, coordination and assignment of Radio Frequency to the wireless networks.

The SA Department deals with all wireless users and systems like Amateurs, Aeronautical, Maritime, Broadcasting, Space Services, Point to Point links, Short Range Devices and Mobile services, etc.

The SA Department actively participates at all regional and international activities related to RF Spectrum.

TELECOMMUNICATIONS SECTOR: TECHNOLOGY DEVELOPMENT AFFAIRS (TDA)

The department of Technology Development Affairs is responsible for the management of telecommunication infrastructure and resources, and the assurance of equitable access to them. Moreover, ensuring the continuous development and advancement of the sector in the UAE through providing technical support on issues and matters related to telecommunication, by establishing guidelines and policies for the new technologies, alongside managing the standardization of the telecom networks and services, in order to promote national development.



Wireless Networks and Services

Overseeing the technical aspects of the wireless networks and services provisioning by the Licensees through managing and developing several policies and procedures related to the wireless networks and services enhancements. In addition, implementing innovative standards and technologies that promote the interest of subscribers.

Technologies and Planning

Managing numbering resources and numbering related aspects including Number Portability. It is also managing and maintaining the National Numbering Plan Policy, ensuring the efficient use of numbering resources and the availability of sufficient numbering capacity for future growth of telecommunications services.

Infrastructure and Standards

Ensuring and maintaining the vital infrastructure of telecommunication sectors by issuing the most essential recommendations and instructions for the infrastructure of the sector, and upkeeping the protection of significant information of infrastructure. Furthermore,

auditing and monitoring the implementation of TRA standards and recommendations by licensees, and cooperation and coordination with government entities regarding planning and developing the management of emergency, crises and disasters.

Type Approval

Providing the approval of telecommunications equipment before being allowed to enter the United Arab Emirates as it aims to regulate the importation and sale of communications equipment in the United Arab Emirates through the dealers and suppliers accredited by the TRA, and by issuing certificates of type approval of equipment conforming to specifications required by the TRA.



TELECOMMUNICATIONS SECTOR: REGULATORY AFFAIRS (RA)

The Regulatory Affairs Department regulates competition in the telecommunications sector in the UAE with three functional sections

The Economics Section is responsible for the development of the telecommunications regulatory framework in the UAE. Key areas of focus include: regulatory cost accounting, retail price approvals, and the development and implementation of competition policy.

The Consumer Affairs Section is responsible for promoting and preserving the interests of telecommunications users in the UAE. This includes: developing and enforcing the TRA's consumer protection

regulations, monitoring Licensees' compliance with the regulatory framework, and resolving consumer complaints. The Interconnection and Licensing Section has two major areas of focus. On the interconnection side, the Section ensures that all Licensees eligible for the physical and logical connection of their networks with other Licensees' networks are able to do so without restrictions. This ultimately ensures that all customers, regardless of their telecommunications service provider, are capable of calling

each other. In terms of licensing, the section deals with matters relating to the licensing of telecommunications services in the UAE. This includes the development of: licensing policies, the licensing framework, license templates and fees structures. The Licensing Section deals with applications from potential telecommunications Licensees, and the terms of all licenses issued by the TRA.

Across each of these sections, the Regulatory Affairs Department is engaged in drafting regulatory enforcement

instruments such as Directives, Dispute Resolution Decisions, and Violation Decisions. RA is also involved in developing general regulatory strategy and evaluating Licensees' regulatory compliance as well as drafting correspondence communicating RA's perspectives on such matters to the Licensees and other industry stakeholders.

INFORMATION AND eGOVERNMENT SECTOR: OPERATIONS DEPARTMENT

Core to the UAE Smart Government Operations Department is the Federal Network (FEDnet). The overarching mission of FEDnet is to provide an efficient and secure means of delivering Smart Government services to entities and citizens in the UAE.

The TRA has implemented a technology infrastructure that increases efficiencies, reliability and security to enable common services and solutions for both Federal Entities and consumers of the UAE. Additionally, FEDnet aims to provide operational benefit to the UAE Government as a whole by supporting existing and future Government Services.

FEDnet Provides a Multi-layered Security Environment. This ensures security at all layers of the infrastructure to promote user adoption and information sharing by connecting entities to the FEDnet Secured Private MPLS Cloud.



Infrastructure Management Section

The Infrastructure section is responsible for managing the underlying infrastructure that supports the FEDnet Private MPLS Cloud that connects all the government entities.

Cloud Service Section

The Cloud Services section is responsible for managing the Infrastructure as a Service delivered within FEDnet, which is a cloud environment with scalable on demand network, compute and storage capacity that is supported by a 24x7x365 Cloud Command Center.

Application Management Section

The Application Management sections is responsible for managing the application systems hosted within FEDnet. These applications can be either part of the Software as a Service (SaaS) Provided to the government entities or mGovernment shared systems.

INFORMATION AND eGOVERNMENT SECTOR: DEVELOPMENT DEPARTMENT

The Development Department is responsible for the development activities through promoting awareness on electronic transformation (including eCommerce) and influencing its adoption within the UAE in line with the authority's and the nation's strategies, objectives and laws.

The official portal of the UAE Government

The official portal of the UAE Government is www.government.ae. H. H. Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, launched the official portal in the year 2011.

The portal is part of the federal eGovernment programme and a major milestone in the process of eTransformation in the UAE. The aim of the portal is to provide easy access to the government services.

The function of the official portal is to act as a single window to access the different federal and local government

It manages the UAE's official portals and their online content in order to ensure that the desired messages are communicated transparently, consistently and timely and in line with overall guidelines and standards set by the TRA.

eServices and to serve as the only official source of information about government services.

The portal brings all eServices provided by the UAE federal and local government bodies under one umbrella. It offers information about the eServices that can be accessed through the different life events of residents, tourists and business owners.

The eServices are classified into services for individuals, businesses and visitors. People can search for the needed eService by choosing either or a combination of the emirate, organisation and service topic.

The portal also provides information regarding accessing the government services through ATMs and public payment machines.

You can also find information on the various UAE Government services that are available through mobile devices and how to avail them with the help of specially developed short codes and mobile applications. The portal provides links to download smart phone applications for Blackberry, iPhone and Android.

In addition, the portal includes an interactive map, a calendar of the main events in the UAE and links to the main government websites.

As a result of the decision to offer the UAE government services on mobile phones, the UAE mGovernment launched the UAE federal portal government.ae in a portable device-friendly version.

Sharik.ae

Sharik.ae is the federal eParticipation portal. It is the first eParticipation portal in the GCC and the Arab world.

It engages several platforms like forums, blogs, chats, surveys and polls to facilitate effective communication between the government and the public. It also provides direct links to the official accounts of the UAE Federal eGovernment on external social media tools such as Facebook, Twitter, YouTube and Instagram.

In addition to the interactive media, the portal provides emergency contact numbers for government entities, feedback channels for various federal services and social media accounts of the federal entities.

Bayanat.ae

Bayanat.ae is the official UAE government data portal. Documents on Bayanat.ae are in open and reusable formats and are accessible for use by and for the benefit of the public. You can access government data and use it for research and development of smartphone applications or businesses. Bayanat.ae could benefit students, economists, and researchers in particular, and the public in general.

eTransformation measurement

The Department is also responsible for measuring the level of eTransformation within entities at the federal level. This is done to ensure that the federal entities are at par with international standards in providing eServices and to ensure a timely change to a competitive, effective and efficient government. eTransformation measurement involves reviewing and evaluating the official websites of the federal entities on their conformance to the UAE Federal Government Web Guidelines, Web Content Guidelines for UAE Government Entities and eServices Quality Criteria.

Effectiveness of federal websites is core to successful eTransformation. It also forms one of the bases for evaluation of eReadiness.

INFORMATION AND eGOVERNMENT SECTOR: POLICIES AND PROGRAMS DEPARTMENT

The policies and programs department is responsible for developing and executing nationwide policies and guidelines related to the ICT sector in the UAE including but not limited to Internet domain name, cyber security and Internet Access management.

THE DEPARTMENT CONSISTS
OF THREE MAIN FUNCTIONS,
WHICH ARE:

ae Domain Administration

Responsible for overseeing, operating and promoting UAE Internet domains including of .ae and امارات domains and many others.

ICT policy, Planning and Technology

Focuses on the study, research, development & enforcement of ICT policies and monitor compliance for Internet governance and access management, Internet resources, domain names, data protection and privacy.

aeCERT

Is the cyber security coordination center in the UAE. It is established to facilitate the detection, prevention and response of cyber security incidents on the Internet.

INFORMATION AND eGOVERNMENT SECTOR: COMPUTER EMERGENCY RESPONSE TEAM (aeCERT)



The UAE Computer Emergency Response Team (aeCERT) is a TRA initiative accredited by the UAE Ministerial Council for Services, under Direct number (89/5) for 2008, as the national CERT of the UAE.

It was established in 2008 to facilitate the detection, prevention and response of cyber security incidents on the Internet; hence, providing implementation mechanisms for TRA's strategy in supporting a safe cyber environment for the residents of the UAE.

The goals of aeCERT are to enhance the cyber security law and assist in the creation of new laws governing cyber crimes; to enhance information security awareness across the UAE; to build national expertise in information security, incident management and computer forensics; to provide for a central trusted point of contact for cyber security incident reporting in the UAE;

to establish a national center to disseminate information on threats, vulnerabilities and cyber security incidents; to foster the establishing of and provide assistance to sector-based Computer Security Incident Response Teams (CSIRTs), to coordinate with domestic and International CSIRTs and related organizations; and to become an active member of recognized security organizations and forums on a global scale.

In line with its core objectives in awareness building and information dissemination to the larger public, aeCERT introduced SALIM in 2009; an Emirati character playing the role of a "Cyber Security Advisor". SALIM provides IT and Internet users in the UAE with tips on how to protect themselves against cyber threats and guide them towards a safe cyber culture in the UAE.

INFORMATION AND eGOVERNMENT SECTOR: .ae DOMAIN ADMINISTRATION (.aeDA)

.ae Policies

- Common Definitions Policy
- Acceptable Use Policy
- Zone File and Registry Database Access Policy
- Privacy Policy
- Who Is Data Collection and Display Policy
- Reserved Names Policy
- Registrant Warranties Policy
- Domain Name Password Policy
- Domain Name Transfer Change of Registrar
- Domain Name Transfer - Change of Registrant
- Domain Name Renewal Expiry and Deletion
- Complaints Handling Policy
- UAE Domain Name Dispute Resolution Policy
- Rules for the UAE Domain Name Dispute Resolution Policy
- Code of Practice



The .ae Domain Administration (.aeDA) was established by TRA as the regulatory body and registry operator for the .ae domain name. (.aeDA) is responsible for the enforcement of all policy references to the operation of the .ae country code Top Level Domain (ccTLD) as well as overseeing the operation of the registry system.

Its role is to develop and execute the domain administration policy; grow, build on and market the .ae namespace; accredit and manage .ae registrars; educate the public on the domain name .ae, deliver and promote the .ae domain name; facilitate the .ae Dispute Resolution Policy; and represent .ae at international forums.

The .aeDA continually strives to maintain best practices in administering the .ae ccTLD and the .ae domain in a fair and transparent manner with the issuance of an accreditation process for registrars. It achieves this objective through specifying, for registrars, a list of requirements, where registrars are to sign a Registry Registrar Agreement with the .aeDA, covering the technical ability to integrate with the Registry Systems, and their responsibilities as Accredited Registrars to comply with the .aeDA policy.

.aeDA has proven to possess an excellent capability to manage the .ae ccTLD from both administrative and technical perspectives in compliance with International Best Practices.

.ae is the the first, most popular and has the highest Top Level Doman Registration in the region.

Now in less than two minutes

There are more than 20 Accredited Registrars that you can register your .ae domain with. You may compare between them in terms of offers, terms and conditions, prices, services and value added services.

Some of them provide instant registration through Smart Phones.

Short and Catchy domain names

With .ae and amongst all of the other TLDs, you can have a short, catchy .ae domain name that's memorable, unlike other TLDs where you are so limited and barely find five-character domain names.

INFORMATION AND eGOVERNMENT SECTOR: dotEMARAT

Realising the need and importance for Arabic language domain names, the Telecommunications Regulatory Authority launched the Arabic domain name “إمارات.” (dotEmarat) to enable Arabic speakers to make the most out of the Internet and its various channels.

dotEmarat (“إمارات.”) has marked a new unprecedented achievement for ICT on a regional level in introducing Arabic language for Internet domain names and the fact that the UAE is one of the four countries in the world to obtain approval from ICANN.

Under the TRA umbrella, the Domain Administration (.aeDA - one of the TRA initiatives) is responsible for the setting and enforcement of all policies pertaining to the operation of ccTLD, as well as overseeing the operation of registry system.

The Domain Administration has accredited a number of local and international providers. This means that you now have the choice to register “إمارات.” (dotEmarat) domain name(s) via a number of Accredited Registrars.

ICT FUND

The first of its kind in the Middle East, the ICT Fund is designed to fuel technological innovation in the UAE ICT sector through funding initiatives and support services. The objective of the Fund is to build this industry for the nation and integrate the UAE into the global economy. Achieving this bold ambition requires the development of "home-grown" innovative technology solutions giving the UAE a competitive edge to thrive in the global marketplace.

The ICT Fund has a determined mission to provide targeted funding and advisory services to companies, organizations and individuals in order to empower them to develop the innovation and knowledge capital of the UAE ICT sector through research, education and entrepreneurship. It strives to promote a culture of entrepreneurship in the UAE ICT sector and improve linkages between industry and academia to ultimately promote the involvement of UAE nationals in the realm of scientific and technological research, and to foster national self-reliance of

the UAE in technology creation and development.

The ICT Fund's key objective is to drive the strategic development of the country's ICT sector in order to strengthen the innovation and knowledge capital level of the market by providing research, education and entrepreneurial opportunities. In the early operational stage, the Fund is focusing its funding and technical advisory services on supporting the following core areas, towards creating significant and sustainable innovation:

Education

The ICT Fund provides funding support to the educational process for the Emirati students who have prominent academic records and wish to work in the ICT sector.

The ICT Fund aims to support and enhance the educational institutions and ICT academic facilities that contribute to fostering an empowered Emirati

talent armed with technical knowledge and capable of leading the ICT sector locally and compete globally.

Betha Scholarship Program

ICT fund has launched its initiative Betha (Arabic for Scholarship) to enhance the stature and role of the national education sector by supporting and sponsoring scientifically distinguished students to boost the education process in the UAE in all scientific majors that are based on the UAE needs. The initiative comes as a by-product of the growing demand for UAE national human resources specialized in the telecoms sector and related fields.

Role of ICT fund

The ICT fund invested vastly in school seats for bachelor and master's degrees in the most prestigious universities in the UAE and around the world. The program aims to attract 1,000 students over the next few years in order to support scientifically distinguished national talents

in domain related to the telecommunications and information technology sector. "Betha" is part of the ICT fund strategy for enabling a generation of Emirati male and female students specialized in telecommunication and information technology, including computer engineering, electronic engineering and computer science.

ICT Fund Partners

- University of Sharjah
- American University of Sharjah
- The American University in Dubai
- The scholarship Co-ordination Office
- Rochester Institute of Technology Dubai
- The American University of Ras Al Khaimah
- Khalifa University of Science and Technology & Research
- The Masdar Institute of Science and Technology (Masdar Institute)
- Abu Dhabi Polytechnic
- United Arab Emirates University

MOHAMMED BIN RASHID SMART LEARNING PROGRAM

The Mohammed Bin Rashid Smart Learning Program aims to transform the education system in the UAE and take it to higher levels where it can be benchmarked against best international standards.

The Program is aligned with the vision of the Ministry of Education and supports its ongoing reform process to continuously evolve the education system in the UAE.

Furthermore, the Program is aligned with UAE's 2021 vision for inclusion of all students and parents in the preparation of the leaders of the future. The Program was formed by ministerial decree No. 25 of 2012 and funded by the Fund to support the communications and information systems of the TRA.



The program puts into effect the integration of modern technologies with traditional classroom tools into the educational process, to transform it into a dynamic and interactive experience for both teachers and students. Teachers will be able to focus on the performance of each student, thereby aiding them to develop their individual abilities and skills. The learning process in the smart classroom will now include the support of tablet devices and computers as well as smart boards alongside the existing teaching system.

The program consists of three phases: the pilot phase, which was in 2012 and included grade 7 students in 14 government schools. The application phase, which started in 2013 and will continue throughout a five-year period, followed by the implementation of the program in schools across the UAE. Development and follow up will ensue. As the program progresses, support and updates for all its elements including devices, systems, platforms and other interactive materials will be ongoing.

UAE mGOVERNMENT

On May 22, 2013, H.H. Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai launched the Mobile Government Initiative to make government services accessible through mobile phones and smart devices for various users categories and facilitate its access anywhere and round-the-clock.



The concept of mobile government focuses on reaching out to people, fulfilling their needs and expectations and delivering services through all available channels especially smart platforms including phones, iPads and wearable devices and kiosks, among others. Moreover, innovation is considered a key element in this initiative which benefits from the modern tools of this age and works to use the latest technological developments such as mobile platforms, big data and Internet of Things etc. in serving people.

The mGovernment is a constantly evolving process seeking to meet the clients' needs, break the routine tasks and achieve leadership and excellence. The initiative is ultimately aimed at improving services and transforming from customers' satisfaction to customers' delight.

And since H.H. Sheikh Mohammed has set a two year deadline to accomplish this transformation across all federal and local entities and departments, the implementation work and efforts were coordinated between various government entities to meet the directives of the wise leadership. The mGovernment Supreme Committee has developed a detailed road map to achieve a number of set objectives. The mGovernment Transformation roadmap consists of four main tracks as follows:

- Establishing the environment for mGovernment to flourish
- Assessing capability and capacity of government entities
- Establishing shared resources across government entities at the national level
- Achieving Citizens' happiness.

And as the set deadline came to an end, smart transformation was accomplished for main and prior services which reached 337 services provided by 41 government entities and His Highness Sheikh Mohammed bin Rashid Al Maktoum announced the results in May 2015 where the mGovernment accomplishment rate has reached 96.3%.

And upon the results announcement, His Highness has set the main features of the next phase of work, which can be briefed in the following points:

- Linking all smart services together on both local and federal levels
- Improving the quality of services
- Raising the number of m-Service users
- Enhancing the satisfaction rate for smart Government services.

The Prime Minister's Office in the Ministry of Cabinet Affairs has launched a brainstorming workshop with the participation of hundred government officials to discuss ways of implementing these future steps and ideas on the ground and design the national plan to support the mGovernment in attaining its ultimate goal and achieving citizens' happiness.

The mGovernment teams are working to develop the ideas and visions resulting from the brainstorming session to develop a clear and well-defined plan for the next phase.

