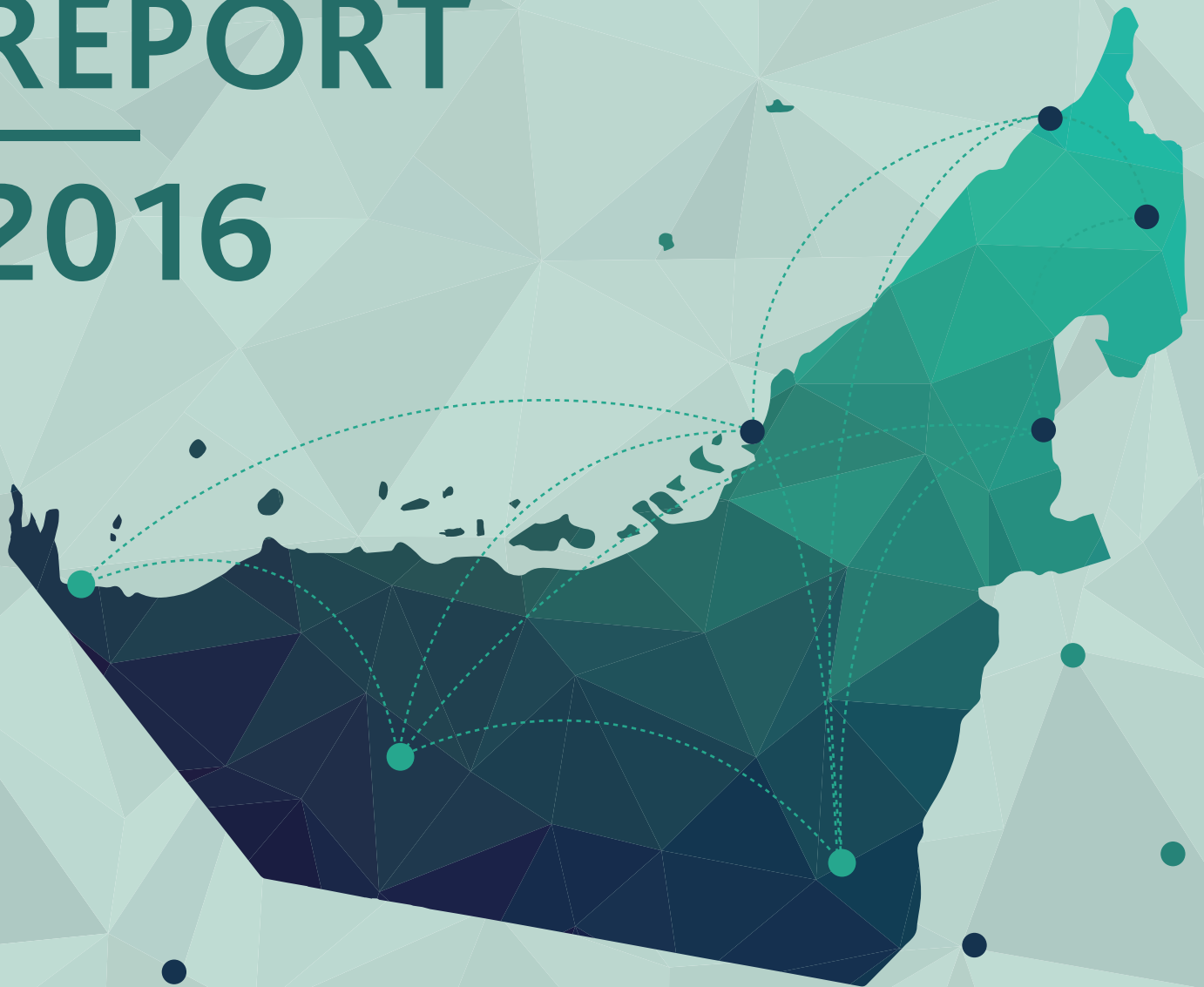




WSIS
PRIZES
2-6
MAY 2016
Geneva
Switzerland

WSIS REPORT 2016



INTRODUCTION

In parallel to its commitment to the World Summit of the Information Society (WSIS), the UAE has implemented its promises for a smarter society, therefore bringing the United Arab Emirate's rating as a prominent nation in the ICT field.

The UAE Government, not unlike other forward looking governments around the globe, is thinking 'smart' and promoting significant improvements in performance to accelerate its transformation and readiness for future growth and change. The UAE seeks to ensure sustainable development while preserving the environment, and to achieve a perfect balance between economic and social development.

This has become existent by emphasizing technologies in the everyday capacity building of all segments in society. Year-on-year the Telecommunications Regulatory Authority has taken various steps towards supporting the outcome reports of the WSIS forums. This aimed to improving and enhancing the use of ICT in accelerating economic growth, social inclusion and environmental sustainability.

The agendas in meeting future targets set forth during the WSIS 2015 Forum are embedded in the UAE "Vision 2021" National Strategy wherein national determination of excellence in practice were united in responsibility, destiny, knowledge and prosperity. Throughout 2015, several collaboration projects took place internally within the public sector and extended to the private sector to synergize efforts and synchronize smart services.



DIRECTOR GENERAL MESSAGE

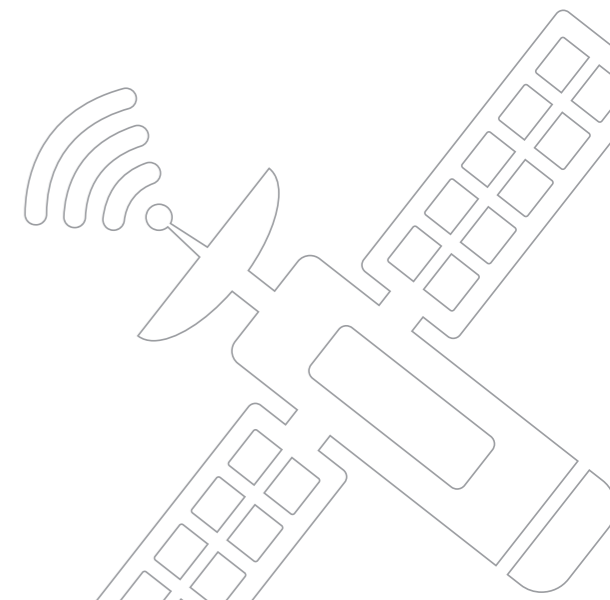
The UAE has always been an effective and contributing member in all activities related to the goals of WSIS, as revealed after the high-level meeting of the General Assembly in December 2015. The UAE TRA shares the same objectives and visions regarding the major human challenges to build on a people-centered inclusive and a development-oriented society, where knowledge and information are accessible by everyone all over the world.

In the UAE, we have always been ready to take on the big challenges, and we are strongly positioned on the international map. In fact, we believe that countries are never defined by area, or population, but rather by their contribution to the international civilization, culture and the common benefit of humanity. Examples on this, the UAE was elected for the membership of ITU Council for the third time in a row, the number of its national projects being shortlisted to win on the WSIS awards, 2015, and the significant increase in the number of its strategic projects for this year.

These achievements comes as a result of UAE commitment in harnessing the potential of ICT sector in realizing the UAE 2021 Vision and in line with the WSIS 2020 agenda for sustainable development and other internationally agreed goals. The pursuit of happiness has been a key pillar of the UAE's political philosophy and ensuring the happiness of our citizens has always been a priority since the days of our founding fathers. The recent changes in the government are a mere reflection of this as they focus mainly on enabling the national talents and finding the best opportunities for them.

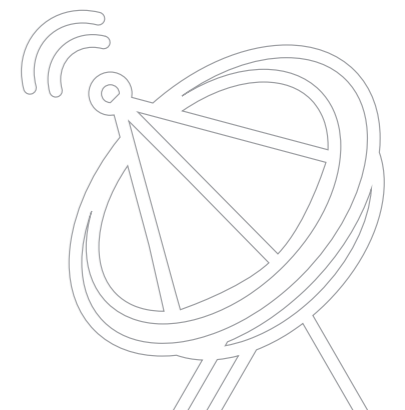
The WSIS 2016 report highlights a number of leading projects in the UAE ICT sector, all of which fall under one significant goal which is reflecting the huge achievements our country has witnessed in its continuous endeavors to complete the transformation process towards smart cities and mGovernment. In the UAE, we believe in the importance of the ICT sector as a main enabler of sustainable development in the post-oil era. This goal comes on the priority list of our future government, which was formed, recently with premier focus on the youth empowerment and the appointing the youngest minister in the world. Another focus was on education and eLearning as a key factor in preparing the next generations to lead a sustainable economy, along with the minister of happiness to put into action all strategies and policies that serve this orientation.

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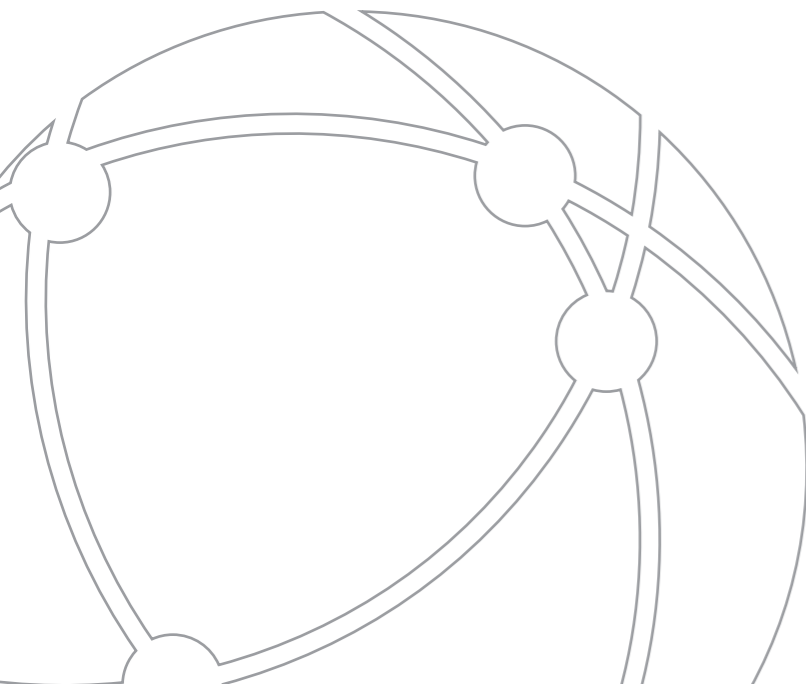


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INITIATIVES SUMMARY



MOI UAE SMART APPLICATION

MINISTRY OF INTERIOR

C1. THE ROLE OF GOVERNMENTS AND ALL STAKEHOLDERS
IN THE PROMOTION OF ICTS FOR DEVELOPMENT
www.moi.gov.ae



To achieve the vision and initiative of "smart Government", the Ministry of Interior (MOI) introduced a qualitative shift in service delivery channels by transforming from e-Government to more advance and innovative smart Government concepts which falls in line with the ambitious goals of the UAE vision 2021 "We want to be among the best countries in the world by 2021". It was done through developing an intelligent application that makes it possible for MOI to deliver its services 24/7 from anywhere through smart phones and handheld devices. Its approach was characterized by innovation, excellence and application of international service standards.

The application is promoted through bouquets of user friendly services classified as per MOI UAE sectors:

- Naturalization and Immigration
- Ports
- Traffic and Licensing
- Police Services
- Civil Defense
- Correctional Facilities

This also included other security, safety, geospatial services, security reports and special channels of communicating with top management in MOI. In order to align and comply with the strategic context for smart government, MOI has earnestly adopted international practices not only to achieve its vision, but also have exceeded its customers expectations. The practices have been bolstered with all needed requirements to maintain the sustainability of the service 24/7 using cloud (Infrastructure as a Service) to support smart transformation, and load balancing technology to ensure business continuity. Services types are procedural, interactive, informative and inquiry as well as number of notifications (alerts, reminders and follow-up). A total of (59) smart services are duly provided.

In designing the application, MOI service reengineering objectives were to reduce customer journey and as a result on average, service delivery steps were reduced (from 10 to 3 steps). Consequently, the service delivery time was significantly reduced from an average of (3 days to 2 hours). Also the integration with (203) partners (government entities and business sectors) has reflected positively on reducing the cost for the customer by (80%) due to minimizing the number of visits to the service centers, which resulted in the rationalization of fuel consumption, saving time and effort. On the other hand, the MOI was able to reduce the number of service centers employees required to cope with service demands. This was made possible through prudent management of financial and human resources, reengineering and automation of services, in addition to maintaining environmental sustainability and green applications through providing documents electronically (electronic registration card for vehicles, electronic driving license card, visit visa, certificate of good conduct, etc.). Application interfaces have been provided in different languages, taking into consideration the different cultures of customers (16 languages).

UAE NATIONAL VALIDATION GATEWAY

EMIRATES IDENTITY AUTHORITY

C2. INFORMATION AND COMMUNICATION INFRASTRUCTURE
WWW.emiratesid.ae



Building on the foundation established by the National ID Card, the National Validation Gateway represents one of the key programs launched under the Strategic Plan to support the evolution of e-Government in the UAE. The National Validation Gateway enables the National ID Card to facilitate improved business services to all Public & Private Organizations, and Government Agencies within the UAE by providing real time identity verification and validation and strong user authentication capabilities for digital transactions.

The National Validation Gateway also provides a strong boost to local businesses by providing them with a range of new value added services - such as legally binding digital signatures that accelerate the secure transition from paper-based to electronic transactions. The government is often approached from a back office perspective alone in which the fundamental emphasis is on achieving greater horizontal and vertical connectedness between government departments. The National Validation Gateway extends beyond this objective by enabling ALL UAE government agencies to easily use the National ID Card to securely authenticate the identity of users in real time through personal ID numbers and biometric data. In doing so, the National Validation Gateway not only intends to help connect back office government functions, but also enhances business processes, saves time and cost, and establishes the basis for user-centric e-Government by enabling citizens to use a single source of authentication for all their transactions

PROJECT SMART

ADNOC DISTRIBUTION

C2. INFORMATION AND COMMUNICATION INFRASTRUCTURE
www.adnocdistribution.ae



ADNOC Distribution was established in 1973 as the first UAE government-owned company specialized in the marketing and distribution of petroleum products within the United Arab Emirates and internationally. As one of the region's largest and most innovative petroleum companies, ADNOC Distribution is renowned and respected for the exceptional quality and reliability of its products and services. The SMART Service Stations will provide world-class self-service facilities that conform to international hygiene, safety, security, and eco-friendly standards.

The stations will offer enhanced designs and integrate innovative technologies such as RFID based authorization and payment, NFC readiness, as well as Mobile and B2B/ B2C e-commerce platforms – all designed for the comfort and convenience of our customers and partners, providing them with innovative and convenient ways to pay for their purchases. The SMART customers will be able to manage their accounts from anywhere, anytime from computers or tablets. Customers will be able to top up their accounts as well as access account statements online.

TRA-ITU ICT DISCOVERY MUSEUM

TELECOMMUNICATIONS REGULATORY AUTHORITY

C3. ACCESS TO INFORMATION AND KNOWLEDGE
www.tra.gov.ae



An ICT Discovery Museum was built at the ITU Headquarters in Geneva with a 2 Million USD support from the United Arab Emirates. The United Arab Emirates Administration has not only been a sponsor but also has contributed to the design, theme and buildup of the Museum. In line with WSIS Action line C-3 on access to information and knowledge, this museum is a testament of international capacity building and sharing technological progress by giving insight into the future of ICT and reflecting on the proud road to the ICT development over the number of years. Moreover it also facilitate access including free access to public for scientific information.

The ITU Museum is a place of discovery. In a dynamic, engaging fashion, it offers the visitors a (re)discovery of the past, a better understanding of the present and an exciting glimpse of the future. ICT Discovery is also about the contribution that ITU has made to all the progress in ICT, from 1865 right through to the present and on into the future. Through interactive exhibitions and educational programs, ICT Discovery's mission is to entertain and educate the public on the evolution and exciting future of ICT alongside the role of ITU in connecting our world and facilitating the transformation of people's lives everywhere. The visitors to the Museum go on a journey, an adventure even, where stories are brought to life. By providing opportunities to interact and create, and by stimulating the imagination, the ITU Museum is a testament to ITU's proud legacy and a confirmation of its inspiring future

APPLICATIONS AWARD 2015-2016 FOR UNIVERSITY STUDENTS

MINISTRY OF INTERIOR

C4. CAPACITY BUILDING
www.adpolice.gov.ae



The Ministry of Interior launched the third edition of the Ministry of Interior's Smartphone Applications Award 2015-2016 for university students. The launch event took place on Monday during a forum held at Fairmont Hotel in Abu Dhabi. The award reflects the keenness of the Ministry to open new horizons for creativity and to provide an environment that encourages innovation.

In his address at the opening ceremony to launch the new edition of the Award, Major General Dr. Nasser Lakhrebani Al Nuaimi, Secretary General of the Office of HH Deputy Prime Minister and Minister of Interior stressed that the higher leadership seeks to develop smart services and provide them in an easy and simplified manner to customers through their smart phones, thus allowing all segments of society to avail these services. Major General Al Nuaimi lauded the creativity demonstrated by university students and their distinguished creations, which compete handily with global technology companies.



DUBAI SMART TRAINING INITIATIVE

DUBAI GOVERNMENT EXECUTIVE COUNCIL

C4. CAPACITY BUILDING
www.tec.gov.ae



Dubai Smart Training Initiative (DSTI) is one of Dubai Government Excellence program (DGEP) initiatives aiming to enhance the capacities of Dubai Government employees in government excellence knowledge and applications through latest electronic and smart technology platforms. The training content is presented in well designed structure and flow making the training more effective, fun and offers alternatives to suit and accommodate the user's preferences. DSTI offers training in both e-learning and Smart App channels.

The smart channel of this initiative utilizes the mobility, interactivity and connectivity capabilities and smart mobile features to offer the facility of training on 24/7 basis from anywhere in the world.

THE THIRD EDITION OF THE MINISTRY OF INTERIOR'S SMARTPHONE APPLICATIONS AWARD 2015 - AQDAR INTELLIGENTLY

MINISTRY OF INTERIOR

C4. CAPACITY BUILDING
www.moi.gov.ae



Khalifa Student Empowerment Programme is a joint collaboration between the Ministry of Interior UAE and several UAE government entities over a series of projects and initiatives that aim at empowering the young generation into the use of their creativity, innovation and new idea while induce their leadership skills into concluding their projects. In 2015, the KSEP conducted the "Aqdar Intelligently" electronic awareness campaign on its fourth year.

Aqdar Intelligently is a competition that takes place amongst several schools around the UAE that aims at enhancing students capabilities in planning, phasing and implementing electronic projects to showcase at the competition fair. The projects included building housing for aeronautics, welding workshops, internet and social media showcases and more.

CYBER BLACKMAIL CAMPAIGN

TELECOMMUNICATION REGULATORY AUTHORITY & AL AMEEN SERVICES

C5. BUILDING CONFIDENCE AND SECURITY IN THE USE OF ICTS
www.tra.gov.ae



The developments and scientific & technical progress we have witnessed in the field of telecommunications and information technology and the Internet (like social media networks) nowadays have generated new types of crimes that are overcomplicated in terms the ways they are being committed and their detection. These crimes are a real threat and source of concern for the international and local communities alike.

Hence, raising awareness and addressing the acts that expose any person to accountability and legal punishment according the nature and gravity of the offense, is vital. The campaign aimed at educating users in the United Arab Emirates (UAE) on the risks and consequences caused by careless internet use and raising awareness on being cautious while sharing data on the web, especially with the remarkable growth and development of the online space locally with the use of modern technologies. This advancement serves as an opportunity for unscrupulous users who take advantage of this growth to harm other people, violate their privacy and then use their personal data and pictures to obtain financial gain illegally

This initiative had a huge effect on the community; therefore, in the ministry of education added this initiative in their social studies curriculums for grade 11, starting next educational year in September 2016.

MOHAMMED BIN RASHID SMART MAJLIS

DUBAI SMART GOVERNMENT

C6. ENABLING ENVIRONMENT
www.mbrmajlis.ae



Mohammed bin Rashid Smart Majlis, a platform which was launched in October 2015 that allows everyone to participate in building the future of Dubai. The Majlis has always been a national cornerstone. People gathered to share ideas and create solutions. In time, it grew bigger than ever, discussions had magnitude, solutions transformed the city.

The aim of the project came as a call to action due to the era of the smart city, and the growing community of Dubai, there was an urgent need to launch a smart majlis to continue receiving ideas and comments, the majlis that opens its doors to everyone to strengthen the position of Dubai in various fields and sectors.

QARAR: SMART DECISION SUPPORT SYSTEM

DUBAI SMART GOVERNMENT

C6. ENABLING ENVIRONMENT
www.dsg.gov.ae



The system called 'Qarar', or 'decision' in Arabic, is part of current activities to employ the program of His Highness Sheikh Mohammad Bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, to shift to smart government and expedite and boost efforts to make Dubai the smartest city in the world. The system is one of the most modern government systems in the region which comprises of a set of methods, sophisticated smart tools, policies and systems which directly provide strategic information and data for members of the Executive Council, decision makers, and sectoral committees, in an appropriate and punctual way, to ensure the accuracy and effectiveness of decisions.

The objective of the system is to enhance and ensure transparency, services and maintenance quality by regular reporting of departmental activities and tasks, and hurry up public service delivery. The system features feed mechanism and tactical data management and governance for the gatherings of the Executive Council and sectoral committees. It consists of a collection of electronic systems that functions at three incorporated functional levels purposely considered to meet the needs of users.

RTA SMART SERVICES

ROAD & TRANSPORT AUTHORITY

C7. ICT APPLICATIONS: E-GOVERNMENT
www.rta.ae



The RTA has completed a multi-plaform smart application that accomodates all customer services into smart services. The smart service is innovative and easy-to-use while aiming to shape Dubai into the smartest city in the world in terms of roads and transport systems. The objective of the project roadmap was to provide 200 smart services by the end of 2015 thus giving great attention to ensuring innovation and accessibility features in its smart apps in order to bring more happiness to users.

The RTA reengineered & redesigned its electronic services into smart services and conducted teting through 80 students from various universities in the UAE. By the time of the launch the smart platform has made a great success to the extent that about two million app downloads have been registered and the total number of transactions processed via smart apps is in the order of 260 thousand transactions.

EMIRATES VEHICLE GATE (EVG)

MINISTRY OF INTERIOR

C7. ICT APPLICATIONS: E-GOVERNMENT
www.evg.ae



According to a report issued in 2014 by the United Nations assessing Electronic Government services around the world, the United Arab Emirates (UAE) was ranked seventh in electronic transformation. The UAE's government aims to achieve the first place worldwide by 2021, as well as, to become the most advanced country in the provision of electronic government services by transparent and innovative services. To achieve this goal, all governmental initiatives is to be shifted from a traditional to E-Government then to smart government.

Emirates Vehicle Gate (EVG) is one of the most successful and distinctive electronic transformational project in the country. EVG provides all e-services related to registered and non-registered vehicles & drivers by integrating government and private sectors together in one systems.

The Emirates Vehicle Gate (EVG) is an effort to bring convenience to customers and save their time through easy and innovative solutions. EVG is the first of its kind worldwide which offers more than 50 electronic services related to vehicles through one stop-shop that links customers to all related governmental and private organizations.

FAST 3D DRONE SURVEYS OF TOPOGRAPHY

DUBAI MUNICIPALITY

C7. ICT APPLICATIONS: E-GOVERNMENT
www.dm.gov.ae

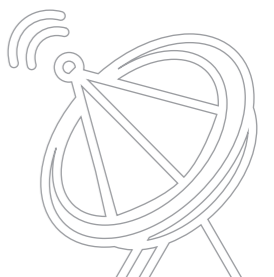


بلدية دبي
DUBAI MUNICIPALITY

Dubai Municipality has launched a new service titled "Fast 3D Drone Surveys of Topography". The aim of the project is to allow real estate developers, architects, engineers, consultants, the ability of scanning of rugged areas that too difficult to reach or cover by officials.

The service provides control of an new unmanned survey drone that takes thousands of aerial pictures along with capturing topographical and spatial data. The composition of the service then renders the images into a single 3D composition of the image survey. These 3D composites are then saved into a central server. The service allows users to survey up to one square kilometer of space.

The project has assisted in saving the costs due to time needed by human effort in capturing topographical and spatial data. For instance, if the survey was taken by manually it would take up around a month, but with the drone conducting the scan the area would be completed within two to three days.



VIRTUAL CORRIDOR**DUBAI CUSTOMS**

C7. ICT APPLICATIONS: E-GOVERNMENT
www.dubaicustoms.gov.ae



The "Virtual Corridor" is a newly adopted customs procedure for the transportation of goods under a Cargo Transport Request between two Dubai Customs centres and only by Dubai roads connecting the center of entry (access from the outer world) to the center of exit (destination in Dubai). The new initiative aims to facilitate the movement of transit goods and reduce operational costs for clients in order to further consolidate Dubai's business competitiveness and sustain its economic growth by attracting in more traders and investments.

Among its main benefits, the Virtual Corridor helps expedite the process of moving cargo from one customs center to another inside Dubai. It is also cost-efficient for traders as they move their goods across different customs centers; participants in the Virtual Corridor can avail themselves of a virtual financial guarantee granted by Dubai Customs. In addition, customs processes are now made simpler and more streamlined with automated cargo transport requests. The pilot phase of the project, which involved 16 leading handlers and freight companies, was well received by all participants. A total of 10,024 transactions were processed using the Virtual Corridor between August 26, 2014 through March 21, 2015.

SMART DEWA INITIATIVES**DUBAI ELECTRICITY & WATER AUTHORITY (DEWA)**

C7. ICT APPLICATIONS: E-GOVERNMENT
www.dewa.gov.ae



As part of the Smart Dubai Initiative aimed at transforming Dubai into the smartest city in the world in three years through various smart initiatives and services, DEWA has launched three pathbreaking programmes to drive sustainable development in the emirate.

Connecting solar energy to houses and buildings by encouraging households and building owners to install photovoltaic solar panels to generate electricity. The PV solar system will be connected to DEWA's grid. Electricity produced will be consumed within the premises and the surplus will be exported to the network. This encourages the use of renewable energy and increases its share in the energy mix in line with the Green Economy for Sustainable Development initiative and the National Agenda announced by HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. Infrastructure and Electrical vehicles charging stations - This project includes establishing charging stations for electric vehicles in various areas of Dubai and to enhance grid efficiency. DEWA is installing and managing both the infrastructure and the operation of electric vehicles. DEWA supports the introduction of electric vehicles in order to decrease air pollution and protect the environment against the impact caused by transport sectors in the emirate. DEWA's endeavours include establishing the required infrastructure in collaboration with several stakeholders including car manufacturers, airports, Dubai Municipality, shopping malls, petrol stations, the Roads and Transport Authority (RTA), hotels, car parks, etc.

SMART E-DIRHAM SYSTEM**MINISTRY OF FINANCE**

C7. ICT APPLICATIONS: E-GOVERNMENT
www.mof.gov.ae



The Ministry of Finance (MoF) UAE has launched its e-Dirham phone app that is suitable and safe for all platforms. The objective of this launch is to reaffirm the importance of the e-Dirham, which rationalizes government financial resources, faster payment settlement by shifting towards a no-cash payment system to save costs, effort and time.

The app offers interface solutions which makes it easier for users to work with. Ministry of Finance launched within the app the e-wallet function, which allows e-Dirham users to perform a payment without presenting a card during each payment, and gives users more privacy and security with information shared. Moreover, the app provides instructions on using the Ministry of Finance smart services such as the e-vouchers, pre-paid receipts as an alternative to the 'Haslah' plastic cards, self-service e-kiosks for transactions in its new form that allows users to purchase and recharge e-Dirham cards, pay for services fees, receiving e-vouchers as an alternative to plastic cards, in addition to several other self-services. The application also provides a tool for company financial practices. The e-Dirham system facilitates payment and collection operations for companies and institutions, provides them with smart applications and solutions to audit and monitor transactions to enable companies and institutions to develop their businesses, save time, effort and human resources to better serve customers. The e-Dirham team continues to develop its systems and offer more services to meet customers need. This makes it the first payment method for government and semi-government services and a preferred means of payments for other services. More than 80 million electronic services for the federal government were done through the e-Dirham system since 2011, while the value of fees collected electronically surpassed Dh17 billion.

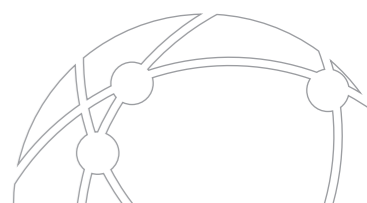
ZAYED COMPLEXES**SHEIKH ZAYED HOUSING PROGRAMME**

C7. ICT APPLICATIONS: E-GOVERNMENT
www.szhp.gov.ae

برنامج الشيخ زايد للإسكان
Sheikh Zayed Housing Programme



The idea of residential complexes is a widening spread idea recently with an increasing population and lack of land allocated for housing and unstable prices of construction materials at the country level. So SZHP has recently started to adopt the idea of building housing complexes as an alternative and supportive of UAE nationals. Residential complexes is a group of housing units that are built in a certain area and contains a set of basic services to residents such as parks, mosques, schools and other service facilities. "Zayed Complexes" Application was developed on 07/24/2014 to be a channel link between the applicant wishing to obtain housing assistance and Sheikh Zayed Housing Programme through access to current and future projects, and have in his hand the decision to choose and book his lifetime house.



BAYANATI SYSTEM

FEDERAL GOVERNMENT FOR GOVERNMENT HUMAN RESOURCES

C7. ICT APPLICATIONS: E-GOVERNMENT
www.fahr.gov.ae



Human Resources Information Management System in the Federal Government "Bayanati"; is deemed an electronic / smart integrated system, providing self-services for employees and entities; through which all measures and procedures related to human resources in all federal entities are automated, according to the structure of life-cycle of government employees. As per the following order: Government Performance Management, Financial Management, Training and Development, Transfers, Irregularities, End of Service and Career Planning. The adoption of the Bayanati system was really high with 209,040 users of the smart application and 8,000,000 browsing activity for the smart application

Self-service has been designed to allow the 57,894 federal entities employees registered in the system and amounting, 53,546 in ministries and 4,348 in independent entities ,more rapidly access their data online and update their profiles, which increases the credibility of the records and the information privacy and promotes productivity. The employees' self-service allows them to verify their leave balance, but prevents them from requesting a leave unless they have enough balance. The number of procedures had reached 166164 transactions until mid-October 2015. The system also provides several other services

NOMOW APPLICATION FOR EARLY DETECTION OF DEVELOPMENTALLY DELAYED CHILDREN

MINISTRY OF COMMUNITY DEVELOPMENT

C7. ICT APPLICATIONS: E-HEALTH
www.msa.gov.ae



Nomow is a free smart application which detect any type of developmentally delay in children aged five years or less, within five developmental areas: physical, mental, communication, social and daily life skills. It is applied by parents through the smart phones before the child referral to specialists in early intervention program.

The idea of the application is to reach children who are under the risk of disability, in order to provide necessary services to them and then bridge the gap between their developmental skills and their ages, which would prevent any deterioration in their developmental skills in early ages. Any delayed referral for the children from their parents will adversely affect the child's developmental abilities, whenever been providing therapeutic services for children at an early age, this would lead to improve their developmental abilities.



SMART NAVIGATION SYSTEM

SMART NAVIGATION SYSTEMS

C7. ICT APPLICATIONS: E-BUSINESS
www.smartnavigation.ae



Smart Navigation Systems is an Abu Dhabi based start-up sponsored and supported by the Khalifa Fund for Enterprise Development's (KFED) Ibtikari program. The Ibtikari program is designed to invest in creative ideas by Emirati entrepreneurs, fostering the development of value added information technology innovations and smartphone applications.

The initiative revolves around developing a smart indoor positioning and navigation (IPIN) mobile application and solutions where users with the help of a smartphone can receive indoor voice guided navigation and location based information alerts to make it easy to find and explore places and items in places like shopping malls, museums or other "big" buildings catering to the needs of visitors. The initiative is run under the UAE based startup Smart Navigation System.

The solution is delivered as an Internet based service with two client interfaces:

- A mobile phone based consumer application for positioning, way-finding and information
- A control panel application for the venue and shop owners for entering and maintaining data about shops, products, information and campaigns as well as accessing the analytical data and information about the venue visitor's behavior

Residents of many cities often have problems finding their way inside large, complex buildings. And once they there, they may not find enough information about the attraction point, leaving them vaguely guessing about their item of interest.

The department's solutions will solve these problems by providing an intelligent indoor navigation system that helps users easily identify where are they and easily find how they can go to their destination with voice guided navigation inside big venues using their smartphones, as well as receiving detailed information about things that they are interested in.

SMART RECRUITMENT

DUBAI POLICE

C7. ICT APPLICATIONS: E-EMPLOYMENT
www.dubaipolice.gov.ae



Dubai Police objective is to provide a electronic mechanism for dealing with job applications starting with the department's vacancies, to submission of applications, posting of resumes, management of interviews, sending job offers, tracking applications, receiving correspondence, fixing dates for interviews and finally selecting the eligible candidates.

This Service enables Job Seekers to find out details current job vacancies at Dubai Police and allowing them to submit their applications Online and follow up on their application status.

M-ENVIRONMENT

MINISTRY OF CLIMATE CHANGE & ENVIRONMENT

C7. ICT APPLICATIONS: E-ENVIRONMENT
www.moccae.gov.ae



The formation of the Ministry of Climate Change & Environment came in the context of a national vision to strengthen the commitment of the United Arab Emirates to the environment and sustainable development, as a response to many of the developments that have occurred on the national and global levels in the previous years. In response to the sublime directives of His Highness Sheikh Khalifa bin Zayed AlNahyan president of the UAE and His Highness Sheikh Mohammed Bin Rashid AlMaktoum Vice president, Prime Minister Ruler of Dubai, Ministry of Climate Change & Environment has adopted the e-government in all provided services as part of its exerted efforts to enhance those services and raise awareness.

UAE adopted the concept of "E-government" and the concept of "Smart government", in the context of UAE vision of 2021, believing that provision and development of services is no longer an option, but it is a demanding necessity and a national commitment that the ministries and governmental organizations are racing to fulfill it, with the aim of developing and delivering their services in an easy manner to all beneficiaries, and increasing their participation in enhancement of the UAE competitive capabilities on the international level, taking advantage of the advanced infrastructure and the increased level of awareness of use of smart technologies. In this context, MOEW has developed a complete E-framework based on multi-channel communication network, by which the ministry transformed all its services to a smart services in a record time.

E-LICENSE PROGRAM

FEDERAL AUTHORITY FOR NUCLEAR REGULATION (FANR)

C7. ICT APPLICATIONS: E-ENVIRONMENT
www.fanr.gov.ae



The Federal Authority for Nuclear Regulation (FANR) is the independent government body charged with regulating and licensing nuclear activities in the United Arab Emirates UAE. FANR also regulates radiation sources and materials used in medicine, research, oil exploration and other industries. The Authority determines all matters relating to the control and supervision of the nuclear sector in the UAE, in particular those related to nuclear safety and security, radiation protection and safeguards.

As part of the FANR ICT initiatives in smart solutions to its core services, it has initiated the e-License Program that enables organizations to register, apply, and check status of their applications for the services online. It also enables FANR to receive, track, control, create and maintain, inspect, and take the decision regarding these applications.

The program aims to implement a smart solution that automates the process of obtaining services of FANR's core business. The services provided by FANR and included in this smart system include license a regulated activity of a regulated material, import / export permit of regulated materials, notification of transport of regulated material.

THE FUTURE AVIATOR WEBSITE

GENERAL CIVIL AVIATION AUTHORITY

C7. ICT APPLICATIONS: E-LEARNING
www.futureaviators.ae



The Future Aviators website initiative www.futureaviators.ae is one of the Emiratization campaign activities targeting the Emirates students and their parents from one hand, and the education system (teachers, principals and education councilors) from the other hand. To raise the awareness about the aviation sector and the career opportunities available for the Emirates; which is considered one of the unknown sector for a lot of people not only in the UAE but in the entire world which caused lack of people working in the aviation sector.

In the international level lack resources has taken seriously and many efforts has been spent in raising the awareness of such risk and encouraging the world states to take the actions and supply the aviation sector with competent resources. Additionally and due to the frightening statistics issued by the International Civil aviation Organization indicating that a large number of technical people working in the aviation sector globally (Pilots, Engineers, Air navigators, ... etc) are in or close to the retirement age and no enough people are interested to takeover these jobs and save the aviation sustainability.

Furthermore, the engagement rate of local expertise in the UAE aviation industry is very modest which does not meet the demands of the impressive growth that has been recorded. Therefore, the GCAA aims to increase the Emiratization in the UAE aviation field and raise the awareness of varieties of studies and careers. Indeed, the scarcity of local expertise in this field makes the Emiratization campaign essential to promote the importance and the sustainability of this industry.

The Future Aviators website is a knowledge transfer platform for students, parents, employees from education system or/and aviation field, and volunteers as well. Currently students are able to find the updated list of activities and workshops that are related to aviation. Also they encouraged to contact the officials if they want to get more of related information. Additionally educational organizations can promote their programs on the websites.

UAEPEDIA

TELECOMMUNICATION REGULATORY AUTHORITY (TRA)

C8. CULTURAL DIVERSITY AND IDENTITY ,
LINGUISTIC DIVERSITY AND LOCAL CONTENT
www.uaepedia.ae



موسوعة الإمارات
UAEPedia

UAEPedia (www.uaepedia.ae) is the online encyclopedia of the UAE. UAEPedia documents the rich culture, history and heritage of the UAE along with the selfless leaders whose vision shaped the country. It aims to be the only authentic knowledge repository about the UAE providing information in Arabic; the native language of the land.

UAEPedia is the first collaborative effort for preserving, enriching and spreading awareness about the cultural diversity and identity of the UAE. It is being developed in collaboration with 15 federal government entities. Each entity has assigned one or more 'Knowledge Ambassador' to contribute to UAEPedia by adding new articles and enriching existing ones.

MGOV TV PROGRAMME

TELECOMMUNICATION REGULATORY AUTHORITY (TRA)

C9. MEDIA
www.tra.gov.ae

The mGovernment TV programme highlights the progress of the initiative in terms of mTransformation and provides information about the new ways of accessing government services while stressing on the ease and convenience of adopting the innovative technology. The mGovernment TV programme was launched alongside the launch of the mGovernment Initiative. The programme started airing in January 2015. 52 episodes were aired; each of 30 minutes' duration. The mGovernment TV programme is telecast on 10 TV channels including major reputed ones like Emirates channel and Sama Dubai and it's targeting UAE citizens and residents and audience of the Arab region.

The channels air original episodes once a week and repeat them twice a week. This amounts to 1.5 hours of programme per week per TV channel resulting in 780 hours of programme in the year 2015. This was realized of the partnership between the public and private sectors and the production company Arabian Media Network.

Efforts are underway to re-launch the program in 2016 under a new name



الحكومة الذكية
mgovernment

HEMAYATI CHILD PROTECTION SMART BRAECELET

DUBAI POLICE

C10. ETHICAL DIMENSIONS OF THE INFORMATION SOCIETY
www.dubaipolice.ae

The beginning of 2015 witnessed launching the smart wearable technology service. It is a smart band that enhances the smart security concepts for the protection and care of children in a creative and innovative style.

The smart bracelet provides a safe alternative to Smartphones. It has been welcomed by all parents and the education system, because it conforms to the educational policies that prevent the students from using smartphones at schools. The application enables the parents or guardians to know the whereabouts of their children, and provides the necessary protection against the risk of forgetting their children inside closed places such as private vehicles and school buses. Such incidents, albeit scarce, have shocked the UAE society, because of leading to the deaths of tender children or endangering their lives. The Hemayati smart bracelet acts as a deterrent for anyone who contemplates to perpetrate any action involving child abuse. Also, it provides child protection against children missing or getting lost, and reduces response time for their rescue. The bracelet is considered a major element of the national agenda which have been declared at the National Governmental Summit 2014 that raised the standard for the response time in the case of emergency calls to be less than 4 minutes, as it provides crucial data needed at emergency times – namely information regarding the geographical location of the distressed caller.

The creativity involving the Hemayati Smart Bracelet for children is shown in adapting the smart phones technology to facilitate realization of one of the main objectives of the Ministry of Interior Child Protection Centre, viz., to provide the necessary protection and care for children, without prejudice to their liberties. The bracelet proved to be highly effective in maintaining personal information and ensuring security and confidentiality of personal information. It has achieved over (90%) of customer satisfaction.



RADAR FOR SPECIAL NEEDS PARKING VIOLATIONS

DUBAI POLICE

C10. ETHICAL DIMENSIONS OF THE INFORMATION SOCIETY
www.dubaipolice.ae

The radar was built by the Dubai Police's Traffic Technologies Department with an aim of providing further secure roads in Dubai and to ensure the well being of motorists within the emirate. The radar features two cameras which can take both pictures and video. One camera is aimed at the licence plate of the vehicle while the other identifies the passengers. A steep fine of Dh1,000 and four black points are given to those who illegally park in the special-needs designated zone or fraudulently use the special needs sticker.

The Burj Tower radar, which uses laser technology to catch speed offenders, was also displayed. It keeps track of offenders on both sides of the road and is capable of detecting various traffic offences, including failure to keep a safe distance.



ICT Development In The Arab Region

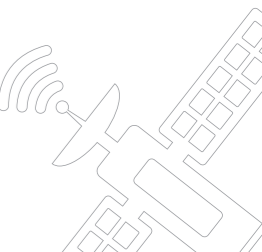
TELECOMMUNICATIONS REGULATORY AUTHORITY

C11. INTERNATIONAL AND REGIONAL COOPERATION
www.tra.gov.ae

The TRA is the Administration of United Arab Emirates at the ITU. During the past decade and since the establishment of the TRA, the UAE has been at the forefront of Regional and International cooperation. Be it the assistance in the implementation of concrete regional and international ICT4D projects, chairing of regional groups for preparations towards major ITU Conferences, by hosting all major events of ITU in last five years, or supporting the implementation mechanism of the WSIS outcomes, i.e. annual WSIS Forum including WSIS+10 High Level Event, the TRA of the UAE has been at the forefront.

The United Arab Emirates has been an ardent supporter of the regional collaboration among the GCC and Arab countries. These regional collaboration initiatives have helped the TRA to chair a number of regional groups and committees tasked with preparation towards major ITU Conferences such as WRC, WTSA, WTDC and PP.

The TRA of UAE has been able to gain the reputation of a major facilitator and credible partner among the ITU Member States. With vision to further enhance this in future, the TRA looks forward to take this international cooperation to higher levels in future.



5TH BIENNIAL INTERNATIONAL CYBER CRIMES CONFERENCE

MINISTRY OF INTERIOR UAE

C11. INTERNATIONAL AND REGIONAL COOPERATION
www.moi.gov.ae



As the UAE drives towards its aim of being an information economy, along with the vision of the Ministry of Interior of Smart Government, the importance of cyber security awareness cannot be underestimated.

Over the past decade, the biennial International Cyber Crimes Conference (IC3) has been the premier cyber security conference in the Gulf region, attracting an audience of leaders, decision makers and professionals in field of cybercrime and information security. Past conferences has seen high calibre speakers who have delved into, analysed and elucidated issues around information security and cybercrime at operational, tactical and strategic levels. Past topics covered have included online financial crime and money laundering, Cyber Fraud, compliance, privacy and identity management.

The aim of the Conference is to impart awareness of online risks to businesses, Government departments exploiting Smart Government initiative, and the UAE online community in general. An online community that is risk-aware and is able to take steps to protect itself while using Smart Services will help achieve the ambitious goal of UAE vision 2021 "to be among the best countries in the world by 2021".

The key objectives of the conference are to raise awareness of data encryption, privacy, cybercrime, online child protection, and general Information security and data protection concepts for the protection of children from grooming and online exploitation. Moreover, the conference encourages the nurturing of thought leadership in cyber security by identifying and discussing threats to National Internet and communication infrastructure. The conference also is a knowledge exchange wherein delegates will learn about trending technologies and new concepts around cyber-crime prevention while encourage collaboration and cooperation between law enforcement, non-government organisations, industry and academia in the field of information security and cyber crime.



جائزة أفضل خدمة حكومية عبر الهاتف المحمول
BEST M-GOVERNMENT SERVICE AWARD

INVITATION TO PARTICIPATE IN THE UAE "BEST M-GOVERNMENT SERVICE AWARD"

The "Best M-Government Service Award" is an annual award that stems directly from the newly launched Smart Government vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister and Ruler of Dubai which aims to stimulate and encourage government entities to provide creative and innovative solutions via smart phone applications, mobile phones and smart wearable technologies. It will also ensure access to government services around the clock that are easy, efficient and transparent to meet the public needs and exceed their expectations.

The "Best m-Government Service Award" is open on national, regional and International level in addition its also eligible to all registered students enrolled in one of UAE universities/colleges as below: (www.mgov-award.ae)

- Best m-Government service - federal level
- Best m-Government service - local level
- Best m-Government service - Arab level
- Best m-Government service - international level
- UAE University students

The m-Gov award will focus on any government service delivery solution provided via mobile phone using any of the below means:

1. Smart phone Applications (mainly iOS, Android, Blackberry OS, and Windows Phone)
2. Mobile Web solutions
3. SMS solutions
4. Smart Wearable Technologies

The UAE Government invites governments around the world to contribute to the Innovation Excellence by encouraging them to participate to "Best M-Government Service Award" for the Arab level & International level, which focus on innovation as the driver for excellence and creativity in delivering better government services.



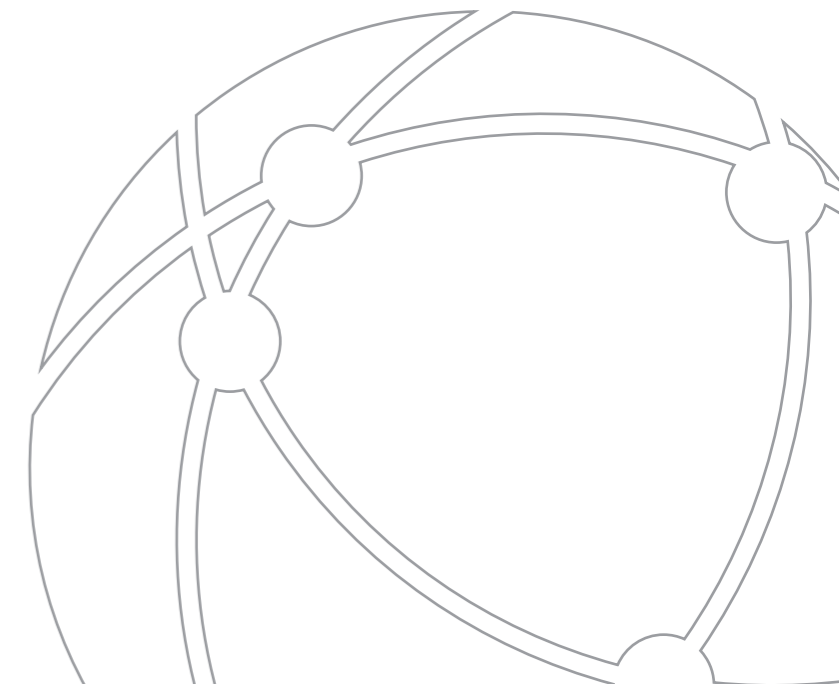
CLOSING STATEMENT

The UAE Government encourages innovative and creative ICT solutions, to improve people's lives and provide positive technological solutions making services smart for people's happiness. This have been apprehended as a key important pillar in ICT directives therefore calling for empowerment of the future generation in adopting ICT leading to the induction of youths in a spirit of entrepreneurship, responsibility and engagement in the course of their nation to provide both a safer and more secure environment for the country.

The initiatives mentioned in this report are but some of the features or milestones in the UAE's odyssey towards excellence and distinction. Our aim is, and will be, to exceed citizen satisfaction towards citizen happiness. This is the direction of the UAE leadership, and we are working hard and in full harmony towards reserving a pioneering position among the nations.

While maintaining all these tracks, our focus remains on the future with all its promises and challenges. Recently, the UAE leadership has declared the new cabinet under the name 'government of the future'. This government has a minister for future, one for youth and one for tolerance, something that has no precedence in the region, if not in the world.

This comes after a series of pioneering strategic initiatives such as the inauguration of smart government and smart cities, the application of the Internet of Things (IoT) and the establishment of innovation as part and parcel of the government procedures.



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