

TDRA | هيئة تنظيم الاتصالات والحكومة الرقمية
TELECOMMUNICATIONS AND DIGITAL
GOVERNMENT REGULATORY AUTHORITY



DIGITAL ENABLERS

IN THE **20**
UNITED **23**
A R A B
EMIRATES

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Digital Transformation Infrastructure

Telecommunication Sector in the UAE – Facts and Figures

Mobile Network



100 %

Mobile phone
network coverage



100 %

3G



99.84 %

4G

5G



97.0.3 %

External coverage of
populated areas in the UAE

7,450

Support transmission stations for
5G technology (internal and external)

Digital Transformation Infrastructure

Telecommunication Sector in the UAE – Facts and Figures

Mobile internet Subscriptions



22,178,236



216

Mbps

Mobile internet
download speed rate



23.11

Mbps

Mobile internet
upload speed rate



20

Millisecond

Average Mobile
Internet Latency

Digital Transformation Infrastructure

Telecommunication Sector in the UAE – Facts and Figures

Fixed Broadband



3,774,064

as of 2022



231.98

Mbps

Fixed internet
download speed rate



102.19

Mbps

Fixed internet
upload speed rate



5

Milliseconds

Average Fixed internet
response time

UAE Competitiveness

Telecommunication Sector in the UAE

UAE performance in Information and Communication Technology (ICT) indicators (out of 193 countries)*

Indicators

1st
Globally

- Percentage of mobile phone network coverage for the population
- Mobile broadband subscription rate
- Internet usage rate

2nd
Globally

- Mobile phone subscription rate
- Percentage of households with a computer
- Percentage of households with internet at home

6th
Globally

- International internet bandwidth per user

* The International Telecommunication Union (ITU) Data 2022

The Fixed Network

Fiber Optics coverage *

Percentage of FTTH (Fiber-to-the-Home) coverage



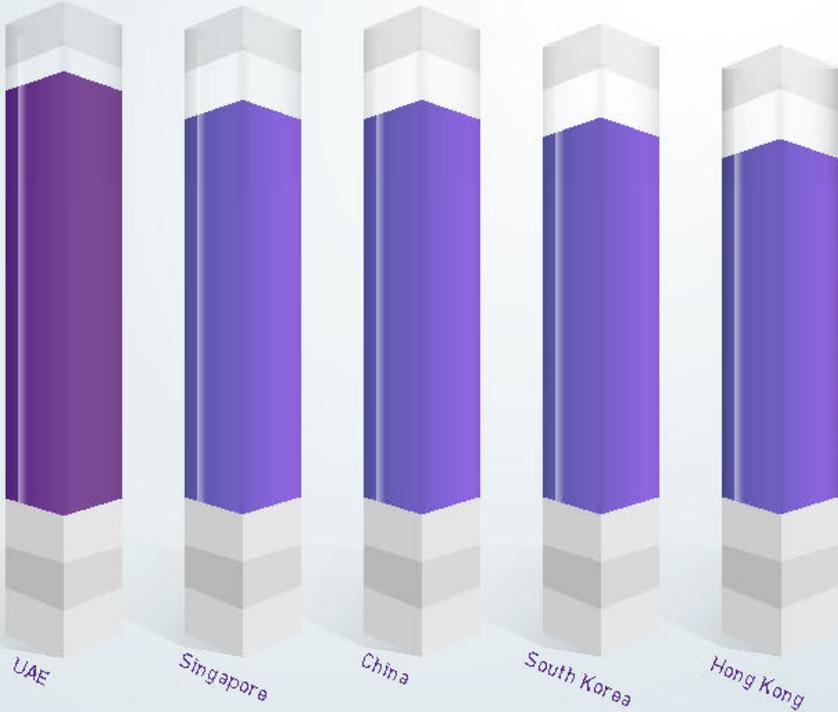
97%

95.80%

94.90%

91.10%

86.20%



The UAE has ranked first globally for four consecutive years in FTTH (Fiber-to-the-Home) coverage

* Source: Fiber to the home council Europe

The Digital Transformation Journey



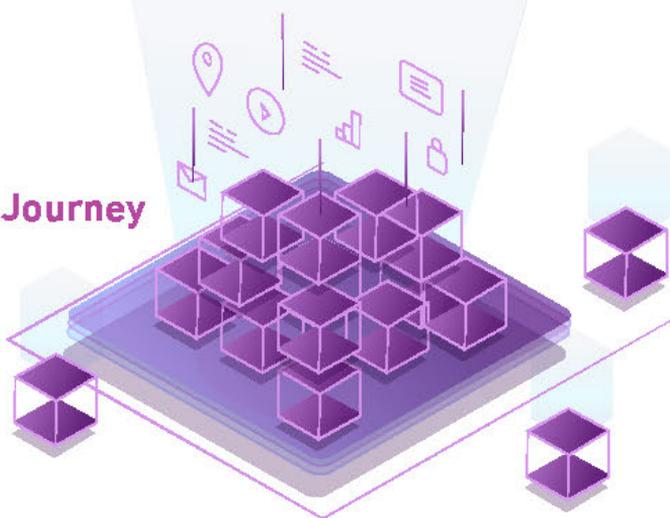
2001
2012

- Launch of the e-dirham.
- Launch of the e-government initiative
- Development of e-government infrastructure.
- Development of federal government portals.

2013
2015

- Smart government- Mobile government
- Comprehensive national training program on smart government
- Launch of the federal digital network
- development of the smart government guideline
- Launch of the government-level integration and interconnection phase

The Digital Transformation Journey



2015
2017

- Development of digital government enablers
- Launch of the Government Services Bus (GSB)
- launch of smart login (later UAE Pass)
- connecting all federal entities to the federal network (FEDnet)

2018
2020

- Digital Vault
- Digital signature
- Digital signature law
- UAEPass

2021
2022

- API First (Application Programming Interface) Guidelines
- Digital government roadmap
- UAE Verify Platform
- UAE API Marketplace

Characteristics of the Digital Government

Agile, Seamless and knowledge-based government

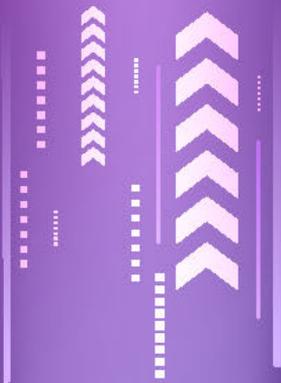
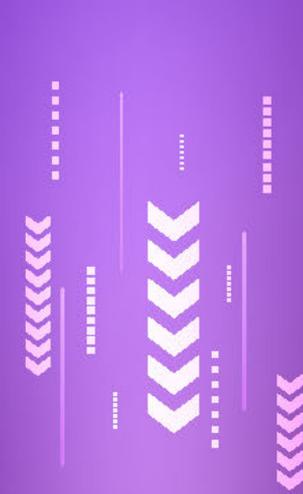


- Development of fully digital, integrated, personalized, and proactive service packages centered around life events for individuals and businesses.
- Utilization of historical and real-time data, as well as artificial intelligence mechanisms, to provide proactive services and enhance the decision-making process.



- Utilizing cloud infrastructure to ensure the efficient availability of efficient computing capabilities for making use of emerging technologies and optimal exploitation of opportunities.
- Harnessing pilot environments and simulation systems to ensure responsible usage of emerging technologies and promote the principle of trust in digital services.

Shared Services for Digital Government



- Email as a service
- Cloud infrastructure
- Linking with the UAEPass
- The Government Services Bus (GSB)
- High-performance internet gateway
- Technical consulting for government entities
- Dedicated network connection
- Virtual network connection
- Digital Participation Tools
- Disaster recovery as a service
- Information security awareness
- Data backup
- Federal Network (FedNet) Services
- Technical support for the federal network



Digital Enablers

- 
- UAE Verify
 - UAE PASS
 - UAE API Marketplace
 - Government Services Bus (GSB)
 - TDRA Virtual Academy
 - National Customer Relationship Management (NCRM)
 - UAE Hackathon
 - UX Lab
 - Digital Service Marketplace
 - Go Digital
 - mSurvey
 - Federal Network (FEDnet)
 - Website Design Guidelines



What is UAE Verify?

A digital platform that allows instant verification of the "trusted digital documents". The platform verifies the authenticity, integrity and validity of the document from the official source through utilizing the block chain technology. After verifying the document, it can be shared with any third party.

uaeverify.gov.ae/

How it works?

- Upload Document
- Verify
- Validate

STATISTICS



6,997,635

Digital Trusted Documents Issued



179,406

Digital Trusted Documents Verified



14

Live Partners



33

Digital Trusted Document Types



الهوية الرقمية UAE PASS

UAE Pass is the first national digital identity for all citizens, residents, and visitors that enables them to access local and federal government services as well as other service providers. It offers easy solutions for accessing services via smartphones without the need for a password or username, in addition to the ability to digitally sign and verify documents without the need to visit service centers.

This project was accomplished through collaboration with:

TDRA

مركز تنظيم الاتصالات والحكومة الرقمية
TELECOMMUNICATIONS AND DIGITAL
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هيئة أبوظبي الرقمية
ABU DHABI DIGITAL AUTHORITY


دبي الرقمية
DIGITAL DUBAI

uaepass.ae

STATISTICS

3

simple steps for registration

6.84

Million users

registered in the UAE Pass

+15 K

Services

679

Digital channels (websites
and applications)

247

Service providers

UAE API Marketplace



UAE API Marketplace is a Government platform that enables the UAE private sector to provide seamless services for the citizens and residents of the UAE by leveraging on the UAE Government APIs.

1,273,464

Transactions in the virtual marketplace

27

APIs in the virtual marketplace



Government Services Bus (GSB)



GSB is a system for the various Government entities to exchange data among them smoothly in an integrated way, and provide their services in a coherent and integrated manner between them and the private sector. It serves the customer's need to obtain government services without having to move from one government entity to another.

<https://dgov.tdra.gov.ae/initiatives/government-service-bus>



1.5

Billions transactions



526

Services available



212

Entities

National Customer Relationship Management (NCRM)



NCRM is a unified platform and interface that enables federal entities to collect feedback and manage customer relationships regarding government services.

171.ae



+ 100,000

Registered customers



+ 500,000

Cases solved



37

Registered government entities

Transactions Types



Suggestions



Complaints



Queries



Appreciations

The UAE Hackathon is the largest competitive innovation event at the national level. It supports innovation and digital transformation using open data.

The UAE Hackathon reflects the TDRA's efforts to spread the culture of digital transformation in the country. This project provides an opportunity to use open data as a tool to explore solutions on specific topics and challenges in the hackathon.

hackathon.ae

UAE Hackathon Benefits

- Collecting ideas to find solutions to challenges.
- Attracting thinkers and facilitating the exchange of ideas among them.
- Searching for innovative solutions.
- Attracting talent and experts and involving them in the development and implementation of solutions.
- Enabling collaboration.
- Fostering a culture of collaboration among individuals and opening opportunities for job seekers in better places.
- Disseminating knowledge.
- Identifying talents and competencies to utilize them for the benefit of companies.

HACKATHON 5.0 UAE

STATISTICS

2,488



Registered users



56.80%

Female



43.20%

Male

380



Teams

61



Inspiring ideas

34



Winning ideas

46



Partners

29

Hackathons

13206



Contest



53%

F



47%

M

1748



Teams

441



Ideas

255



Judges

492



Mentors

914



Volunteers

252



Partners

Digital Service Marketplace

Digital Service Marketplace is platform that connects consumers, government entities, and various institutions with service providers. It provides tried and tested technological systems and solutions, thus saving time and effort that would otherwise be wasted in building and testing new or less efficient solutions.

marketplace.gov.ae/

STATISTICS

4 Benefits for the Digital Service Marketplace



- Providing an index of information technology services and product suppliers from the private sector.
- Encouraging small and medium-sized enterprises to enhance their services, thereby supporting marketplace development.
- Offering a virtual resource for researching information about the latest information technology products and services.
- Enables tracking the performance and customer satisfaction records of the service provider



Service providers

products

Federal Network (FEDnet)



The Federal Network (FEDnet) provides a technological infrastructure that enhances and improves workflow efficiency, allowing federal government entities seamless on-demand access to a shared pool of integrated computer resources.

<https://dgov.tdra.gov.ae/initiatives/federal-network>

STATISTICS



Central Services

- ▶ The central interface for government-generated artificial intelligence services.
- ▶ Cloud infrastructure platform
- ▶ Backup as a service
- ▶ Disaster recovery as a service
- ▶ Virtual data center
- ▶ Private dedicated connectivity
- ▶ Internet connectivity
- ▶ Governmental entities connectivity
- ▶ High-performance dedicated internet access
- ▶ Email as a service
- ▶ Hosted communication services

Federal Network (FEDnet)

STATISTICS



Entities benefit from the Email as a service



Virtual servers represent the cloud infrastructure



Entities benefit from the cloud infrastructure



Entities benefit from disaster recovery as a service



Entities benefit from backup as a service



Entities benefit from the high-performance internet access



academy.tdra.gov.ae/

Short courses

Training courses with pre and post-assessment, along with a participation certificate and achievement certificate.

Programs

Customized training programs with access to premium content and virtual labs, in addition to collaboration with government and private partners.

Partner Platform

"One place" that provides easy access to global IT and telecommunications training providers.

TDRA Virtual Academy

STATISTICS

4
Key
Benefits

-  E-Learning
-  Live and recorded sessions
-  Diverse digital library
-  Catered to all segments of the community



340,000 Registered users
in the academy



180 Training courses



82.5% Satisfaction rate
with programs
and training

mSurvey

The Smart Survey (mSurvey) is a tool that allows government entities to easily and securely create surveys for users. It offers various options for asking questions and obtaining results while ensuring privacy for both the government entity and users.



Global Leadership

The UAE - Indicators and Achievements*



5th globally
Cybersecurity Index



**1st in the Arab world/
9th globally**
Telecommunications
Infrastructure Index



**1st in the Arabworld/
12th globally**
Digital Services Index



**1st in the Arab world/
13th globally**
Digital Government Development Index



**1st in the Arab world/
18th globally**
Digital Participation Index



**1st in the Arab world/
22nd globally**
State Readiness for Artificial
Intelligence Index

* Oxford Insights Report

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