

Digital Government Authority Advancing Saudi Arabia's Digital Future

Digital Government Expo

Sept 2024



هيئة الحكومة الرقمية
Digital Government Authority

01

Saudi Digital Government & Digital
Government Authority

The Digital Government of Saudi has made remarkable global achievements

Saudi Arabia has jumped 25 ranks in UN's E-Government Development Index since 2022

6th

6th place globally in the UN's E-Government Development Index, up from 52nd in 2018.

2024

6

Rank

2024

31

Rank

2024

43

Rank

2024

52

Rank

4th

Riyadh ranked 4th globally in technology use within the "very high range" classification among 193 cities

5th

5th place globally in positivity and optimism towards AI products and services (Stanford AI Index, 2023).

7th

7th place globally in the UN's Electronic Participation Index

1st

1st in the Government Electronic and Mobile Services Maturity Index (GEMS) for 2023 with a Score of 93%

2nd

2nd place globally in government strategy for AI (Global AI Index by Tortoise, 2023).

3rd

Ranked 3rd globally among 198 countries in the GOVTECH Maturity Index 2022



Digital Government Success Stories

High Adoption Examples of Digital Government Services

Digital Platforms and Applications



23 Million Users

Absher provides a wide range of services such as issuing and renewing IDs, passports, driving licenses, and more. It has achieved a satisfaction rate of over 85% among users



900,000 contracts

Etimad, a unified digital government procurement platform, has processed over 900,000 contracts worth over **SAR 1.4 trillion**, making it a key enabler of transparency and efficiency in public procurement



842,000+ beneficiaries

Saudi Arabia's digital portal for Hajj and Umrah services has streamlined pilgrimage processes for millions of international pilgrims, significantly reducing processing time and improving visitor satisfaction.



30 million downloads

Initially launched for COVID-19 response, Tawakkalna offers more than **160** services, including health passports, vaccination appointments, travel permits, and payments.



Digital Government Success Stories

Qiyas: Measuring Digital Transformation in Saudi Arabia

**Qiyas
2024**

Highlights

Aims to:

Features **96** standards, streamlined from **125** standards in the **2023** version.



Enhance compliance with digital transformation directives



Improve service quality for beneficiaries



Strengthen Saudi Arabia's position as a global leader in digital government

233

Government Agencies participating in 2024

85.53%

Digital Transformation Progress in 2023.

2,000+

Experts involved in the workshop

88

Agencies reaching the innovation and integration stages.

“The national tool for assessing and advancing digital transformation across Saudi government agencies”



The Digital Government Authority's role in Saudi Arabia

Established by a Council of Ministers' decision in 2021

Key Mandates



Regulating
the digital
government
landscape.



Measuring digital
government
transformation.



Developing
digital
government
capabilities.



Shaping
the future of digital
government.



Enabling
nationwide digital
transformation

Strategic Impact of DGA

01

**High Quality
Digital Services**

02

**Increasing
Investment
Returns**

03

**Enhancing
National
Economy Value**

04

**Measuring
Government
Performance**

05

**Achieving
Beneficiary
Satisfaction**



The Digital Government Authority's Journey

Highlighting the Key Milestones and Achievements



Source: gov.sa



Digital Government Success Stories

Emerging Technology Adoption



SEHA Virtual Hospital

The hospital aims

Enhance virtual health care

Achieve innovation in the health sector

Develop resources and achieve sustainability

Achieve institutional excellence

SEHA Virtual Hospital contributes to:



Ensure quick access to specialized health services regionwide.



Drive digital transformation through innovation and technology.



Boost health services by promoting knowledge transfer and experience sharing.

world's first fully robotic heart transplant

King Faisal Specialist Hospital & Research Centre (KFSHRC) successfully performed the world's first fully robotic heart transplant.

1st

KFSHRC is ranked 1st among Academic Medical centers in the Middle East and Africa.

20th

20th globally in the list of the world's top 250 Academic Medical Centers.



02

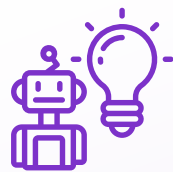
DGA's Innovation and Emerging Technology Center

Digital Government Authority's Innovation and Emerging Technology Center

Fostering Innovation and Highlighting the Success of Emerging Technology Usage

The Digital Government Authority has established the Innovation and Emerging Technologies Center to fulfill its role in shaping the future of digital government, which holds a strategic position at the core of the digital transformation process. The center is considered **the driving force behind adopting innovation and emerging technologies that can shape the future of digital government.**

Programs and products:



Emerging Technologies



Digital Consultations Program



Digital Inclusivity



Digital Incentives and Awards



Innovation and Designing Future Experiences



Quodrat-tech (Your Capabilities)



Digital Government Authority's Consulting Program

Providing Digital Consulting Services to Government Entities

The program offers digital consulting to accelerate government transformation and innovation, while conducting research to enrich digital content and guide investment in emerging technologies to enhance operations and highlight success stories.

Services provided:



Developing digital research & studies.



Urgent order services (Ad-hoc)



Proactive services



Reactive services

Key offerings of the consulting program & digital studies :

Digital Strategies

Information technology strategies

Government Innovation and Emerging Technologies

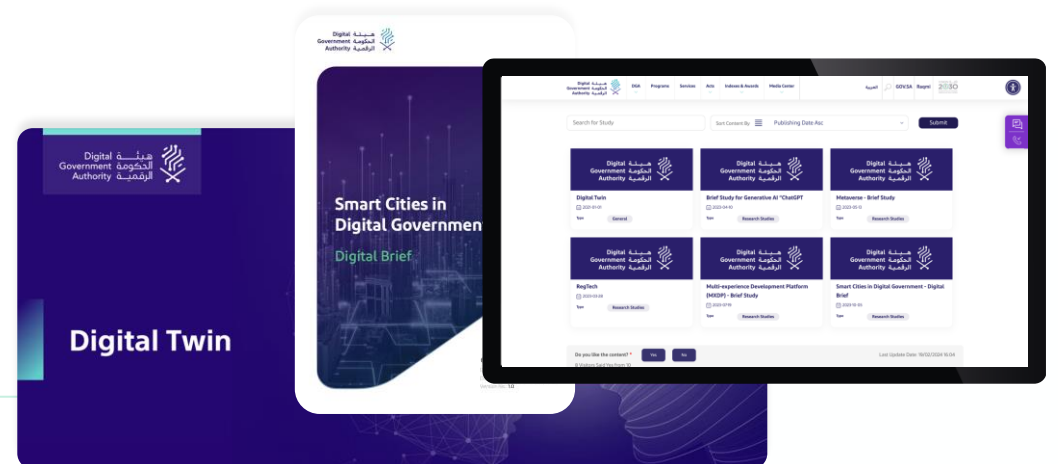
Institutional Excellence and Business Continuity

Digital Economy

Data and Government Integration

A glimpse into DGA's digital studies offerings:

DGA's research drives Saudi Arabia's digital transformation by showcasing emerging technologies, enhancing services, and improving user experiences. This accelerates tech adoption, fosters innovation, and aligns with Vision 2030.



03







Overview of the Study on Exploring the Impact of Integrating Generative AI (Gen AI) in Saudi Arabia's Digital Government

Exploring the Impact of Integrating (GenAI) in Saudi Arabia's Digital Government

Overview of the Research Study

The study on exploring the impact of integrating Generative AI (Gen AI) in Saudi Arabia's digital government aims to assess the current state of AI adoption, explore its economic implications, analyze its integration within digital governance in the Kingdom, identify key challenges, and develop strategic recommendations for decision-makers through research and interviews with experts.

The importance of Generative AI in the public sector at the international level.

-  Streamlined Citizen Experiences
-  Personalized Public Services
-  Enhanced Decision-Making and Security
-  Faster Coding and Solution Development
-  Operational Efficiency and Effectiveness
-  Increased Employee Productivity

Ethical and Legal Considerations

-  Social & Environmental Benefits
-  Humanity
-  Privacy & Security
-  Accountability & Responsibility
-  Transparency & Explainability
-  Reliability & Safety
-  Fairness

Importance of Generative AI

90%

of experts believe Generative Artificial Intelligence can create new jobs

11.7\$ Bn

Potential Upside in Operating Profit for the technology, media and entertainment, telecom and healthcare sectors

40\$ Bn

Investment in AI announced by the Saudi government

\$135 Bn

AI's projected contribution to GDP by 2030



Exploring the Impact of Integrating (GenAI) in Saudi Arabia's Digital Government

Recommendations of the Research Study

94%

Within the realm of government services in KSA, 94% of interviewees reported that AI has played a crucial role in facilitating ongoing transformations.

100%

There is a consensus among experts on the capacity of GenAI to stimulate economic growth, catalyze innovation, enhance productivity.

Recommendation

S
Establishing dedicated platforms

Implementing initiatives to raise public awareness of Generative AI.

Enhancing the collaborative approach

Enhancing continuous skills development and training

Setting a clear strategy for implementing Generative AI

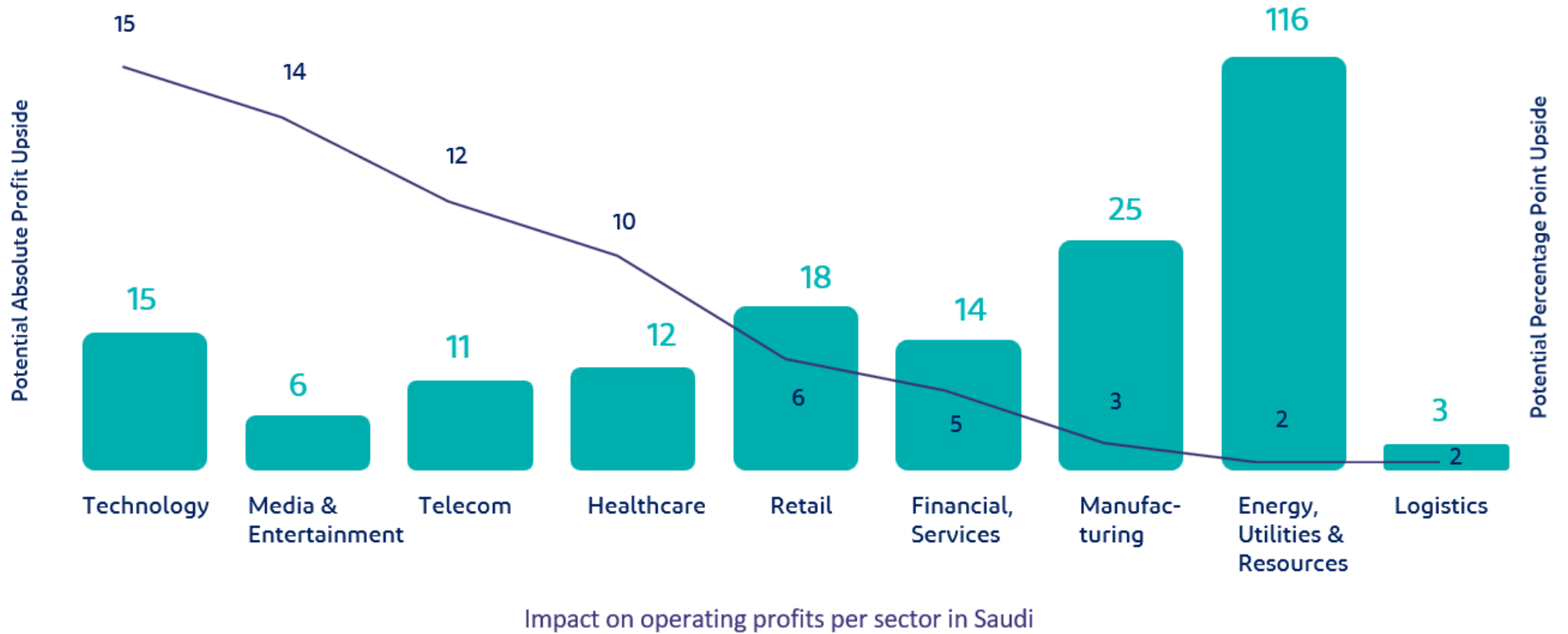
Developing and implementing robust regulatory frameworks



Exploring the Impact of Integrating (GenAI) in Saudi Arabia's Digital Government

Key Findings of the Research Study

Study Findings





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Thank
You

**Thank you for
attending our
presentation.**

Now we want to hear from you!

**Please fill in a quick 2 minute survey and
share your thoughts about digital
transformation in government.**

Thank you!

