



هيئة الحكومة الرقمية
Digital Government Authority

Digital Government Policy



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1. About the Digital Government Authority

1.1 The decision to establish the Digital Government Authority



Copy of the decision.

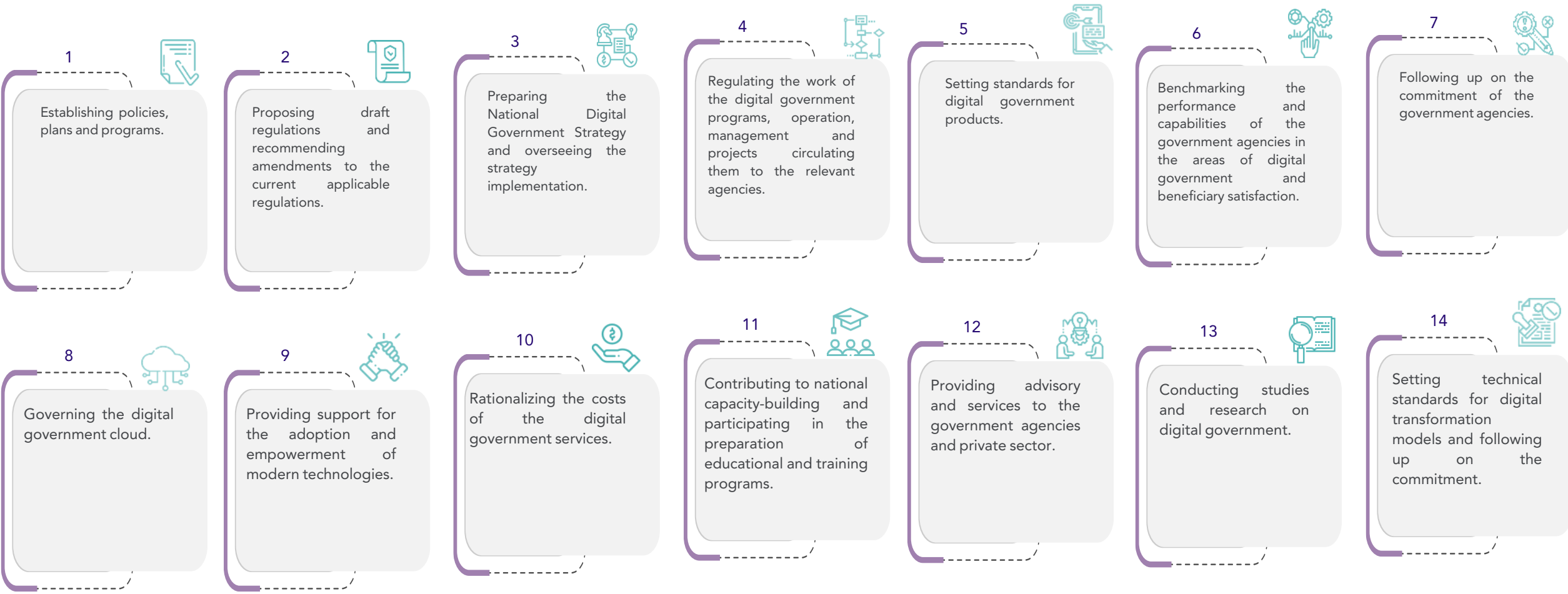
The decision to establish the Digital Government Authority

Resolution No. (418) was issued on 25/07/1442 AH approving the organization of the Digital Government Authority to regulate the work of the digital government and attain integration among all the government agencies. Under Article (4/4) of the Resolution, the Authority is mandated to establish policies on the Authority's activities, as well as developing plans, programs, indicators, and measurements related to digital government, circulating them to the relevant agencies and following up on the commitments therein.



1. About the Digital Government Authority

1.2 Competencies and Functions of the Digital Government Authority



2. Digital Government Regulatory Framework

2.1 About the Digital Government Regulatory Framework

The Regulatory Framework of the Digital Government is categorized as an organizational tool based on international best practices. With this framework, the main components of designing and strategically executing the digital government policy are created, and it works on unifying the methods of policies ,standards and guidelines of digital government.





2. Introduction

2.2 Regulatory Framework Objectives and Components



The Regulatory Framework of digital government is categorized as an organizational tool based on international best practices. With this framework, the main components of strategic design and implementation are defined; and it works to drive higher levels of digital maturity. The Digital Government Regulatory Framework aims at:



Unifying and institutionalizing the concept of digital government policies, standards, and guidelines, and guiding government agencies during the implementation process.



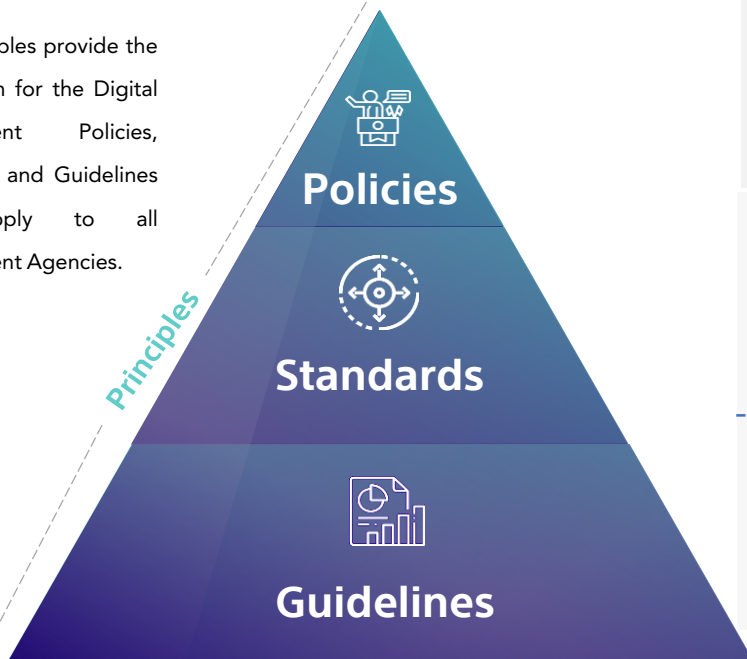
Creating and ensuring the adoption of a unified approach to the development of digital government services.



Ensuring compliance by the government agencies via continuous assessment of the quality and level of advancement of the digital government, with the aim of continuous improvements in regulatory processes.

The principles provide the foundation for the Digital Government Policies, Standards and Guidelines that apply to all Government Agencies.

Principles



A Policy defines the course or principles of action to guide and determine present and future actions and it specifies what government agencies are required to do. Policies can have related standards that provide more information for agencies. The policy logical sequence requires that each lower hierarchical document be consistent with and related to a higher document. Policies usually include a control/compliance statement specifying how compliance with the policy will be monitored.

A set of rules and controls regulating the operations and tasks related to the digital government

Provides examples showing the implementation mechanism of the of policies and standards in place.



2. Main Policy in the Regulatory Framework

2.3 Digital Government Policy

About the Policy

The Digital Government Policy sets the overall direction to achieve sustainable long-term government digital transformation in Saudi Arabia. The Digital Government Policy supports the development of government agencies' strategic plans that are fully aligned with the National Digital Government Strategy, and It also supports the implementation of such plans.

Policy Objectives

1

Create a comprehensive digital government ecosystem focused on beneficiaries from citizens, residents, and visitors.

2

Facilitate government sector digital transformation by enhancing its responsiveness to the needs and priorities of beneficiaries.

3

Define the principles, enablers and driving factors, and the governance structures needed to achieve the strategic goals and objectives of the National Digital Government Strategy.

4

Improve Saudi Arabia's rankings in the international indexes and the United Nations E-Government Development Index.

Policy Pillars Principles of policy pillars	Engagement		Transformation		Capacity		Governance	
	1	Transparency	1	Government Modernization	1	Beneficiaries' Capability	1	Adherence to Policies & Standards
	2	Collaboration	2	Structural & Operational Model	2	Technical Capability	2	Designing Policies
	3	Data and Privacy	3	IT governance	3	Workforce Digital Capability	3	Taking Responsibility
	4	Information sharing	4	Shared resources	4	Managerial Capability	4	Multi-stakeholder Dynamics
	5	Innovative Government Culture			5	Business Capability	5	Digital Government Products
	6	Inclusion			6	Cross-cutting Capability	6	Provisioning of Services



4. Public Consultation Platform Results

4.1 Summary of Public Consultation Platform Results

The views of the public and government agencies were surveyed through the following platforms



The Unified National Platform for Views of the Public and Government Agencies



Social Media Platforms

Indication of the number of views

Number of the received views	1
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3. Highlights of Views and Feedback Received

3.5 Views received on the Digital Government Policy

Table of processing the views and feedback for the Digital Government Policy Draft			
Article	Views/Feedback	Government Agency's View	Action Taken
General Feedback	<p>I believe increasing the effectiveness of communication between the Authority and the various Government Agencies to work together to achieve the objectives of the Digital Government, through clear governance to measure the maturity of the digital transformation, because there is still a gap. The work is not limited only to measuring the extent of compliance, and Government Agencies must do the same.</p> <p>First: The need to identify the agency that manages and leads the digital transformation and change within Government Agencies, and follows up on that, and defines roles and responsibilities.</p> <p>Second: The Authority should work closely with Government Agencies and raise awareness of the concept of digital transformation by conducting visits the Agency's leaders, development programs and e-transactions committees and assisting them in that.</p> <p>Third: Aligning the strategic plans of Government Agencies with the National Strategic Plan for Digital Transformation.</p> <p>Fourth: Directing Government Agencies to adopt a digital transformation strategy that begins with a clear governance for the digital transformation process, through which Government Agencies' maturity in digital transformation is measured and the digital capabilities of Government Agencies are developed.</p> <p>Fifth: The digital transformation concept is still indicating that it starts from the technology and the responsible for it is the information technology in the agency. This is clear through previous measurements of the transformation, which directs responsibility to technology in the agency.</p> <p>Sixth: The digital transformation governance must be defined by the Authority for Government Agencies, and the structure of work on digital transformation is organizationally clarified for Government Agencies at the various administrative levels in the agency, starting from business to technology.</p> <p>Seventh: The necessity of compatibility with other measurements, such as measuring the pillars of sustainability of spending efficiency. There is a great similarity with the digital transformation measurement questions, with a different objective.</p> <p>Eighth: The need to open communication channels with Government Agencies, provide the necessary consultations, and structure the digital transformation process.</p> <p>Ninth: The need to classify measurements for digital government transformation, such as finance, human resources, administrative development, information technology, the Committee on Transactions, Legislation, Joint Services, Media and Awareness, to facilitate measurement.</p> <p>Tenth: Unifying the digital transformation committees within Government Agencies, because there is more than one committee within the single agency that measures the digital transformation maturity.</p> <p>Finally, I would to thank your efforts and wish you success in achieving the objectives of Vision 2030 and national transformation.</p>	<ol style="list-style-type: none">1. The Digital Government Authority is the agency authorized by its regulation to lead and follow up on the digital transformation. It carries out this in coordination and cooperation with various agencies within the digital transformation system. This is referred to in the "Preamble" of this document, and detailed in Strategic Directions for Digital Government. (different document).2. The Authority has launched several awareness and introductory workshops accompanying the issuance of regulations, and has conducted many field visits, and it will continue doing so.3. The second pillar, "Transformation" of the Digital Government Policy, directed the necessity of working on preparing strategies related to digital transformation and aligning institutional operating models with the strategic directions of the digital government. The Authority works following up on the Government Agencies' commitment to this by measuring digital transformation.4. Answered in paragraph 35. The Authority issued the Digital Government Regulatory Framework, which includes all areas of digital government. The third pillar, "capabilities" of the Digital Government Policy, clarifies that capacity building in Government Agencies should not be limited to the technical aspect only, but should also include capabilities related to comprehensive change management, business redesign processes, and other capabilities.6. This will be detailed in accordance with the appropriate mechanism that the Authority deems appropriate. (Outside the scope of this document "Digital Government Policy").7. This will be detailed in accordance with the appropriate mechanism that the Authority deems appropriate. The feedback is outside the scope of this document.8. This will be detailed in accordance with the appropriate mechanism that the Authority deems appropriate and in other regulatory documents. Feedback is outside the scope of this document.9. Feedback is outside the scope of this document. "Digital Government Policy"10. Feedback is outside the scope of this document. "Digital Government Policy"	<p>No modification to the Digital Government Policy needed.</p> <p>Valuable views that can be used for other works.</p>