

From eGovernment to 24/7 smart government

Thirteen years ago, he gave his instructions for the first eGovernment in the Middle East to be created. Being the focus of the world, his instructions sparked initial confusion among senior officials, who wondered what path the government was following with these unfamiliar concepts.

Thirteen years later, Dubai has succeeded in its quest for a modern eGovernment, enabling the UAE to secure high global ranks in eTransformation; including 7th worldwide in eGovernment services. It has become the focus of attention in international circles.

We are referring to His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, who is renowned for his inspirational leadership, vision and ability to forecast the future.

HH Sheikh Mohammed announced his vision of the future government while launching the initiative of smart government, a post-eGovernment phase, for the provision of government services through mobile and portable devices to customers in one of the manifestations of his vision for providing government services and facilitating their access to customers anytime and anywhere, thereby enabling the UAE to reinforce its lead by launching and adopting the most sophisticated mobile government.

HH Sheikh Mohammed who has made it a habit of making miracles and teaches us to race against time to be always number one, sent directives to all federal and local government entities to provide services to customers in an innovative and easy manner via mobile devices within a maximum period of 24 months, particularly that the UAE has the world's best telecommunication infrastructure and the number of subscribers in mobile phones in the UAE is close to 14 million at a rate of two mobile phones per person. This creates a new challenge and another goal that stimulates everyone to be creative in the time race, relying on the positive energy that HH Sheikh Mohammed is keen on spreading in the various sectors and activities of the society. Accordingly, this smart government, which is equipped with the best modern technologies will provide its services to customers anytime and anywhere: in the plane, office and house, during travel and for citizens, residents, visitors and businesses.

HH Sheikh Mohammed's initiative comes as part of his bid to capitalize on the enormous potentials offered by the mobile phone, which has become one of the most widespread devices in the world. According to the latest report titled "The World in 2013 ICT Facts and Figures" issued by the International Telecommunication Union, the world is moving closer to having almost as many mobile-cellular subscriptions as people on earth as the number is



expected to exceed 7 billion in early 2014. The initiative also comes as part of the UAE leadership's keenness on applying the best technologies in the field of government services based on a clear understanding of the needs of citizens and all customers and in line with their aspirations and desires. In addition, the initiative has connotations of HH Sheikh Mohammed's foresight as embodied in his bid to harness modern technologies in the best way to bring happiness to the UAE citizens and residents and saving the effort, money and time of customers by accessing them wherever they are.

For our part, we at Dubai eGovernment hereby affirm our readiness to move in line with this daring and creative leap, which is regarded as a stretch to the creative path of eTransformation aimed at bringing happiness to customers. Government entities nowadays have many leading eServices and applications to offer to customers via mobile phones, which can be regarded as the starting point for the provision of more creative applications. These applications are enhanced by sophisticated infrastructure and platforms, which will inevitably integrate with the requirements of achieving the smart government's objectives. By this we will be contributing to fulfilling HH Sheikh Mohammed's vision of the future government "that does not sleep, works 24 hours per day and 365 days a year, is hospitable as hotels with prompt transactions and easy procedures."

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Our Vision

The vision of Dubai eGovernment is to ease the lives of people and businesses interacting with the government and contribute to establishing Dubai as a leading economic hub.

Dubai eGovernment's mission is to achieve a virtual government through the provision of high-quality customer focused eServices for individuals, businesses and government departments and to promote eServices adoption through customer management.

Dubai eGovernment promotes eServices through www.dubai.ae - the unified official portal for Dubai Government that provides all residents and businesses of the emirate with more than 2000 electronic services.

e4all is the official magazine of Dubai eGovernment, and helps in creating awareness of eServices to all segments of society and spreading an electronic culture for the well-being of all.

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Dubai eGovernment GSB Platform

Practical embodiment of the inter-related government's vision

Since the date of its launch by His Highness Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council in Dubai, at GITEX 2012, the achievements of the Government Service Bus (GSB) of Dubai eGovernment (DeG) have been progressive.

The month of May has witnessed a remarkable progress in this area through the joining of strategic partners to its system, in order to achieve the inter-related government's vision and to build satisfactory eServices for dealing with customer needs in a one stop-shop, without the need to visit more than one government department to implement those services.

DEWA First

Dubai Electricity and Water Authority (DEWA) was the first government entity to join the GSB platform enabling other government agencies in the emirate to electronically obtain the data of the registered account holders from DEWA's database easily and smoothly.

The e-linkage between DEWA's systems and the GSB platform, which is electronically connected with the government entities in the Emirate of Dubai, allows the Real Estate Regulatory Agency (RERA) of Dubai Land Department to acquire necessary data on dealers from DEWA's database in a fast, safe and effective manner, thus becoming the first beneficiary of the linkage and enabling its clients to complete transactions without the need to move between the two agencies to get seals, approvals or information. Furthermore it is possible for any government entities wishing to obtain information on dealers registered with DEWA to address the Authority directly to allow them to benefit from that information; once the permission is granted, the service will automatically be made available to the government entity.

HE Ahmed Bin Humaidan, Director General of DeG, commented on this connection saying, "DEWA's linkage with the GSB platform comes in line with the call made by DeG to all government agencies in the Third eTransformation Forum, held recently, to join GSB, as one of the key driving forces for excellence in the integration of services in terms of facilitating the linking of eServices and systems in a flexible

and secure manner and at a lower cost and high speed, permitting the exchange of information necessary for the completion of government transactions.

HE Saeed Mohammed Al Tayer, Managing Director and CEO of DEWA, said, "This step comes within our strategy to establish effective and balanced e-infrastructure, develop our eServices to enhance the concept of the interrelated government, and facilitate customer services through linking DEWA's database with DeG, thus minimizing paperwork and personal visits of clients, to integrate with the objectives of Dubai strategic plan of consolidating the foundations of sustainable development."

The joining of GDRFA

DeG has also signed a Memorandum of Understanding (MoU) with the General Directorate of Residency and Foreigners Affairs in Dubai (GDRFA), in order to enable government agencies authorized by the emirate of an easy e-access to data of dealers from the GDRFA's database by using the GSB platform provided by DeG, thus accomplishing the e-connection between the GDRFA's systems and the GSB platform in a fast, safe and effective manner to ease the exchange of information on customers' transactions.

HE Major General Mohammed Ahmed Al Marri, DG of GDRFA emphasized the importance of interlinking the emirate's government agencies to provide high quality services to facilitate the completion of the transactions as soon as possible and save people's time and effort.

The GSB platform, which benefits about 20 government departments and entities, provides a common infrastructure needed to enable these users to carry out the integration of eServices within a safe and reliable environment, where DeG acts as an intermediary between these services, allowing a range of facilities shared between these agencies for the exchange of data and information and verifying the identity of the user at the same time.

The GSB platform also aims at making effective integration in government eServices as well as reducing the cost borne by the government agencies, through the provision of a unified infrastructure and centralized system that connects them in a secure and flexible manner. ●

Mohammed Bin Rashid launches the transformation from eGovernment to mGovernment

Mobile government on smartphones and tablets
within two years



"By instructions from my brother HH Sheikh Khalifa Bin Zayed Al Nahyan, UAE President, I initiate the Smart Government. I have consulted Sheikh Khalifa before the launch and he has blessed this step. I also spoke with his brother Mohammed Bin Zayed and he was very satisfied with this initiative."

With these words HH Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai initiative launched the "Smart Government". He announced a new phase of eServices and transactions for provisioning of government services on smartphones, as part of a government that goes to the people and is available on their smart devices around the clock.



From eGovernment to mGovernment

Sheikh Mohammad added that there are no difficulties in transforming from eGovernment to mGovernment since the UAE has succeeded in the first phase of transformation from classical government to electronic government.

"Today we are launching a new era and we should all cooperate and work hand in hand to achieve this target," said Sheikh Mohammad. Giving an example of how technology is an essential part of everyone's life, Sheikh Mohammad said: "Most of you today have two mobile phones and can't be detached from them for even two days." He called on everyone to adapt to the drastic changes in technology. "While we used caravans as the main mode of transportation in the UAE ages ago, today it is impossible to use them while we have the latest technology in the form of the Metro."

According to Sheikh Mohammad, "there is no alternative to being number one. UAE leaders and citizens should continue to seek to be number one because nothing matters after number one." "Being in first place is not similar to being in second or third place, where you will be following others," he said.

"The objective now is to relocate customer service centres onto every customer device, enabling them to obtain their desired service through their mobile phones anywhere and at any time. A successful government reaches out to the citizens rather than waits for them to come to it," he added. Sheikh Mohammed emphasized that the new initiative aimed to consolidate the UAE's position in electronic services delivery to be on par with international best practices.

Modern Government

Sheikh Mohammed emphasized that the new initiative aimed to consolidate the UAE's position in electronic services delivery to be on par with international best practices. "In 2000, we became the pioneers in the region and the seventh in the world to launch the eGovernment project. Now we have taken a more significant step by launching the mGovernment," Sheikh Mohammed said.

"Our role as a government is to make the life of our citizens easier and ensure they are happy and satisfied. We need to reach all the community segments and provide them with the best possible service," he added.



H.E. Ahmad Bin Humaidan
Director General of DeG

The smart government is a new challenge

This was confirmed by His Excellency Ahmed Bin Humaidan, Director General of Dubai eGovernment, who was inspired by the vision of HH Sheikh Mohammed to successfully launch Dubai eGovernment before others thought of the concept. Ahmed Bin Humaidan added that the smart mGovernment would be the new challenge and would definitely stimulate everyone's creativity.

Ahmad Bin Humaidan added that it will provide services to customers all over the world anytime -thanks to modern technology whether these customers are in the plane or inside the office, at home or during travel. Access will be easy for residents, visitors as well as businesses. He assured all of the readiness of Dubai eGovernment to integrate with this imaginative leap, since DeG today has many eServices provided through mobile phones,

which will complement the goals of mGovernment.

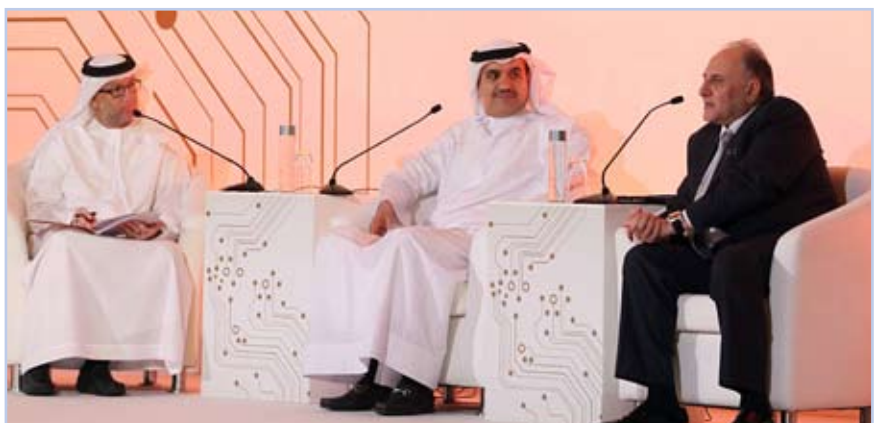
Support from Telecom providers

Expecting the number of mobile services to increase drastically, Mohammad Nasser Al Ghanim Director General of Telecommunications Regulatory Authority (TRA), said that the first step to is to develop a concrete strategy. "We are working on developing a mobile payment portal that allow one-step authentication for all government services processed under a highly secure environment. We have a highly efficient infrastructure in regard to mobile services, with third-generation network coverage up to 100 percent of the urban areas, while the percentage of coverage of the fourth-generation networks (LTE) is up to 80 percent currently."

Al Ghanim mentioned that the two telecom providers Etisalat and du are prepared for the future of delivering the services through mobile government.

Mr Ahmad Julfar, CEO of Etisalat said that the infrastructure available for phones and mobile devices had reached an investment size of AED 50 billion and this is expected to double in the next five years. He predicted the further spread of smart devices in the hands of the public to ensure the spread of government services available through these devices.

Osman Sultan, CEO of Du said that the mobile eWallet would be completed by the end of 2013. He pointed out that the use of smart mobile phones reached 41 percent of the total active mobile devices in the country, which shows the burgeoning spread of smartphone and the capability to provide eServices on them. ●





Mohammed Bin Rashid launches Best m-Government Service Award

His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, launched the Best m-Government Service Award, an initiative that aims at stimulating the delivery of government services to the public through their mobile phones, anywhere and round-the-clock.

His Highness Sheikh Mohammed said the award is in line with the m-Government initiative announced recently highlighting the role of the future government in serving citizens around the clock.

"When we launched the m-Government initiative, we asked all the local and federal governmental entities to provide efficient government services to citizens via their mobile phones within 24 months. Some have already started their plans and the

award is designed to encourage such responses," added His Highness.

HH Sheikh Mohammed also introduced a special award of AED1 million for university students. "They represent our real fortune and I want to present their creativity and innovation to the world when they gather at the next Government Summit 2014." His Highness also directed that the award categories must target local, regional and international levels to reflect UAE's efforts in identifying an inspiring regional and international creative and best practice model in terms of providing outstanding government services.

Award categories

Best M-Government Service Award standards and categories

1. Best m-Government service - federal level
2. Best m-Government service - local level



3. Best m-Government service - Arab level
4. Best m-Government service - international level
5. UAE University students (1 Million dirhams)

Submissions for the awards

Submissions for the awards can be made between December 8 to 12, 2013 through www.mgov-award.ae. The winners will be announced during the 2nd edition of the Government Summit in February 2014. ●



eSupport System

Excellence in Government to Government service

Dubai eGovernment provides a comprehensive range of enablement services, systems and applications to government entities in Dubai, which facilitate the implementation of the eTransformation in the internal work cycle of those entities, in addition to the external services offered to their clients.

To facilitate access to technical support and assistance from concerned teams in Dubai eGovernment (DeG), the “eSupport” system has been launched recently to achieve the vision of the interrelated government that aims at satisfying clients and providing the best services to keep pace with the ambition, which Dubai endeavours to achieve, that the government be in service around the clock.

To highlight the importance of the eSupport system and its role in improving the level of services, we had an interview with the responsible team who gave us a comprehensive idea about its role and its future prospects.

What is eSupport?

eSupport is a system used by government entities to request for technical support regarding the services used by them, and provided by DeG, for example the Government Resources Planning Systems (GRPS) and Infrastructure Management services. The system enables the technical support team at DeG to manage and monitor these requests starting from their logging, classification, prioritization, tracking, and extracting related reports.

Additionally, the system is considered a main touch-point of communication between DeG and beneficial entities from its support services, and directly contributes to increase government entities' satisfaction with those services.

Objectives of the System:

The implementation of this system aims to achieve the following objectives:

- Improving the efficiency and effectiveness of support operations through achieving a set of objectives and operational performance indicators.
- Enhancing the positive experience of users while receiving support services.
- Improving the quality of support provided.
- Increasing the level of user satisfaction with the support services.

Advantages of the System:

The system has many advantages for users from government entities, including:

- Being designed according to the best international standards in the field of “Information Technology Service Management – ITSM.”
- Following the third version of the methodology “Information Technology Infrastructure Library - ITIL” in the provision of support operations.

- Offering an interface in both Arabic and English, that is easy to use with dynamic menus.
- Activating the role of “Power Users” by enabling them to use the database of knowledge management.
- Giving users the opportunity to track the status of requests via e-mail notifications they receive progressively, which explain the current status of the submitted requests and the steps that have been taken to resolve the issues they face.
- Enabling quick and easy access to previous requests.
- Providing numerous real-time and analytical reports to pursue the accomplishment of objectives and the defined operational performance indicators, interpreting the behavior of users, and identifying future trends in order to support best decisions to improve the performance of shared services, systems and solutions offered by DeG, in addition to the related support services, to enable the e-transformation in government entities.
- Providing the system as a “Shared Service” by DeG to government entities.
- Integrating with a set of other implemented services, systems and applications in the DeG.

Technical Support via mobile devices:

In line with the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister and Ruler of Dubai, that citizens perform all government transactions in one place, DeG has launched the first stage of the system in the form of an application to be downloaded on mobile devices that is currently being used by the concerned support teams in DeG, so that it can be later provided to all users in government entities.

System Trainings:

In order to enhance the efficiency of the eSupport system and increase its utilization rate, DeG conducts continuous training sessions for the system users from the government entities to explain how to use the system and provide them with additional information to meet their business needs.

Access Channels available to the System:

The support services of the system can be obtained through the following channels:

- 1) Web Self-Service Portal: This portal allows access to the system through <http://servicedesk.dubai.gov.ae>, where users are required to login to the portal and then access the knowledgebase to try to resolve any issue by themselves before submitting it to the Service Desk at DeG, or complete the necessary data fields and clicking on the “Send” button to enable the automatic logging of their requests in the eSupport system.
- 2) E-mail: The email channel provides access to the Service Desk at DeG by sending requests via email to the address helpdesk@deg.gov.ae, where users are required to enter a predefined keyword in the “subject area” to enable the automatic logging of those requests in the eSupport system, in addition to detailed description and needed information in the “body of the email”.

Figures and Statistics:

Many government entities in Dubai have adopted the eSupport system. The system currently has 925 users representing 50 government entities, who send about 850 requests on a weekly basis through the system. On average 98.70% of these requests are resolved by the concerned support teams at DeG in accordance with its “Target Resolution Time – TRT”. ●

Dubai International Airport's Smart Gates race against time

14 seconds for traveller's entry procedures



Dubai International Airport goes ahead towards the first position on the list of the best airports in the world owing to the wise vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai and to the huge long-term investments allocated by the Government of Dubai to develop infrastructure for the aviation sector in the emirate and make it one of the strategic economic choices.

Within these investments comes "Smart Gates" from the General Directorate of Residency and Foreigners Affairs in Dubai (GDRFA) to launch a new phase of the airport history which aims to accelerate the entry procedures for travelers, culminating in a record of dedication to work and spreading the culture of excellence to achieve the slogan "people's satisfaction is a goal to be achieved." This is one of the secrets of the success of the Dubai International Airport in being fourth on the list of airports in the world now.

e4all met up with Lt. Col. Khalid Al-Razuqi, Assistant Director General for Electronic Services at GDRFA to get a clearer idea of the Smart Gates.

High-tech entry gates

Col. Khaled Razuqi illustrates that they are automatic high-tech entry gates. They represent a developed model of the UAE Gate which was used by the UAE Gate card holders or those who used the identity card registered in the portal system to pass without having to stand in queues. The

new Smart Gate does not require the traveler to be registered in advance with the General Directorate of Residency and Foreigners Affairs (DNRD), and all that is needed is scanning the passport, and then recording his/her fingerprints and image of the face by a fingerprint scanner and a camera embedded in the gate. Those biomarkers are then linked directly with the passport data. This enables the traveler in next times to enter directly without the need to show the passport or use any card, and the doors of Dubai will open with all the speed and ease, as if he/she were entering their workplace.

High-tech specifications

Razuqi shows that these gates enjoy special advantages, most notably are the speed of automatic scanning of passports, and not having to pre-register in the DNRD, as is the case in the UAE e-gate card. The new gates consist of several advanced technology devices that help read passports automatically, as well as take an image of the face and eye-print remotely through a high-resolution camera.

The gates are connected to the central database of the DNRD where an immediate checking of conformation between the image taken and the image pictured on the passport is conducted to ensure compliance, and then all data of travelers is stored. The gate can also check if the names of passengers are on the black list of wanted persons, in addition to many security measures that are carried out in record time of no more than 14 seconds.

Necessity imposed by passenger numbers

These gates are meant to face a lot of challenges in the light of the rapid expansion for Emirates airlines and FlyDubai, accompanied by the record growth in the number of passengers in Dubai Airport.

It is expected to rise to more than 75 million passengers in 2015, at a rate of 200,000 passengers a day, and projected to rise to more than 98 million passengers in 2020. Therefore adequate steps must be taken to maintain the competitiveness of Dubai as a favourable tourist and commercial destination in the region. Despite the presence of extra staff there have been peak times when queues take over 30 minutes to clear, so it will be harder later unless smart gates are used.

Trial period

Major General Mohammed Al Merri, Director General of GDRFA, said "The administration will put the Smart Gates under trial for two months, with daily monitoring by officers from the Directorate to assess standards of performance and the extent of operational efficiency in the completion of entry procedures, as they are planned to be completed in a period ranging between 12 and 14 seconds." He added that this is a record time in every sense of the word, taking into account the fact that the new gates operate according to high-accuracy security standards. ●



Mobile applications for shopping & tourism in Dubai

In accordance with the vision of HH Sheikh Mohammed Bin Rashid al Maktoum, Vice President and Prime Minister of UAE and the Ruler of Dubai, the government has vowed to provide its services and to the people of Dubai through online and digital based means in order to ease and simplify the way of life. We will showcase various apps from both government and private sector to illustrate how people are using mobile services to interact with government to ease their lives. Stay tuned for more mobile apps in our forthcoming issues.



Dubai Travel Guide - iPhone

This tourist guide is built to be used offline. No connection to Internet required. Unlike other tourist guides you will be able to discover the city. Just click on the AR button, turn yourself 360° and view on the screen.

Dubai Travel Guide
By eTips LTD



Downtown Dubai - iPhone

Find out where to eat or shop by browsing through an alphabetical list of restaurants and shops. You can also view these results segregated by location or by the kind of dining or shopping you want to do.

Downtown Dubai
By Emaar Technologies

Dubai Travel Guide - Android

Perfect blend of modern city life with a rich cultural heritage, Dubai has grown like a shining star on the world map. If Dubai is at the top of your must-visit-destinations, discover this exciting city with the Dubai Travel Guide App.



Dubai Travel Guide
By Application Nexus

Dubai Travel Guide - Android

This app gives you lots of information including a photo library, hotels in Dubai and satellite maps of Dubai from Google.



Dubai Travel Guide
By Wizcom Ltd



DeG ePay Portal enhances options with eDirham G2

Having devoted itself as the most important driving force of the eTransformation of government services, the central ePay portal of Dubai eGovernment (DeG) offers a new option for settling government transaction fees via the second generation of eDirham issued by the Ministry of Finance, which is the federal government's means of collecting transaction fees.

With this addition, the number of ePay methods offered by DeG to the public in the private and public sectors rises to three, including: credit cards; direct debit and eDirham cards. Some direct debit services include paying DEWA bills, recharge RTA's Salik & Nol cards, pay Dubai Police traffic fines, donate to Dubai Cares and pay for DHA medical licenses and fitness certificates.

Advantages of the second generation eDirham card

eDirham G2 provides multiple advantages, making it the easy and safe way for revenue collection and fee payment for governmental and non-governmental services, as it adopts the

latest ePay technologies, provides an international high level of safety and efficiency, and ensures a better and wider coverage, making it an integrated system nationwide.

The new system works to facilitate the completion of the transactions and the collection of fees for services, through the following:

- Integrated ePay System for prepaid cards and credit cards: The new system allows the option of making payments using Visa or MasterCard through Payment via counter (EFTPOS) or Online Payment and eCommerce (EIPG), in addition to eDirham G2 cards.
- EFTPOS: The new system allows the option of paying for purchases and refilling of Al Haslah cards via (EFTPOS) that are compatible with the latest global collection networks. These devices accept payment for purchases by either Visa or MasterCard, in addition to eDirham G2 cards.
- EIPG: Payments can be settled online with the highest degree of safety through the ePay portal system of eDirham G2. This portal accepts payment for purchases by

either Visa or MasterCard, as well as eDirham G2 cards.

The following channels will soon be launched to allow ePay via eDirham G2:

- eVouchers
- eDebit & eDirect
- eMobile
- eKiosks
- eWallets

Types of eDirham cards

eDirham provides a range of prepaid cards enabling the client to control spending, where three types of cards have been designed according to the user's desires and needs: Al Haslah blue card, Al Haslah red card, and Al Haslah gold card. These cards can be easily recharged in addition to allowing review of past operations conducted via them.

The details of the advantages and specifications of each of these cards are available on the website www.edirhamg2.ae. ●

Summer is Dubai

A tour of the DSS website



“Summer is Dubai” is the theme of the Dubai Summer Surprises (DSS) taking place from 7th June to 7th September 2013. Every year DSS never fails to enthrall visitors from the GCC and other neighbouring countries with its world of fun activities, shopping treats and amazing offers. To ensure that all audiences can plan their perfect summer holiday in Dubai, the DSS team has created a dedicated website called www.summerisdubai.com

Website Structure

The homepage has a package of images and information that lead to all the surprises in store during DSS, including the ‘Modhesh World’ that attract both young and old participants.

Information for tourists

The website integrates well with the Department of Tourism and Commerce Marketing (DTCM) website www.definitelydubai.com so that all prices for hospitality and tourist services can be displayed.

Social networking

The website is very social friendly and has integrated live feeds from its Facebook, Twitter & YouTube channels. This makes it easier for website users to interact and comment on the activities displayed.

Photo and video gallery

The website provides full a gallery of images and videos making it graphically pleasing and impactful for festival visitors who can imagine the fun in advance by simply pressing some of the graphics.

Bouquet of activities

The website offers detailed information about Modhesh World, one of the largest covered destinations in the region, with activities for children spread into different zones.

The “Ramadan in Dubai” link expresses the values of the holy month of tolerance, love, charity and obedience through a variety of cultural and heritage events, such as “Experience Emarati Hospitality” and “Participate in the Ftoor and Sahoor Tables”, and many other special events.

Eid in Dubai

The website offers many activities and traditional ceremonies, such as the special Eid food and deserts, amazing fireworks, large shopping centers offers, store discounts, hotels deals, and diverse global concerts. All this and much more are displayed on the website through (Eid in Dubai Album); which will make the holiday a special period that will be remembered by the family throughout the year.

Conclusion

The website represents an interactive brochure for DSS with easy to read and browse content in English and Arabic, so that visitors are instantly transported to Dubai – the land of amazing adventures and opportunities. ●



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“First Information Security Forum” reviews Dubai Government’s Information Security Regulation

The importance of information comes from its role in providing people with the necessary data and content for planning and strategy. In this technology age, accurate information has gained a higher degree of importance for innovation, creativity and determining future vision for organizations.

Building a knowledge-based society today has become a fundamental for transforming into a knowledge-based economy; and be placed among advanced countries renowned for innovation, customer service and strategy. Such is the importance of an information security framework for the secure and smooth flow of information, especially in the Internet era, where security has become such a prime issue. Information security represents a key pillar of national security, especially with the usage of electronic systems and the Internet for vital infrastructure. Security becomes paramount to prevent hacking of government information and data which in turn can affect the lives of citizens and create serious economic damage to a state.

There have been several attacks on information systems all over the world where losses have exceeded several billions of dollars, which are often concealed, because of their great impact on vital and sensitive sectors. Direct losses which were announced in the year 2012 in 24 countries reached \$ 114 billion, while indirect losses caused by information assaults exceeded \$ 274 billion.

Dubai the landmark

This fact was understood by the Dubai Government First Information Security Forum which was organized in May 2013 by the Information Security Committee (ISC) - in collaboration with the Dubai eGovernment (DeG), with attendance from around 80 Dubai government entities

The goals

The Forum focused on reviewing Dubai Government's Information Security Regulation (ISR), which was recently approved by the ISC in Arabic and English. The ISR seeks

to manage government information in line with the Dubai Executive Council Resolution No. 13 for 2012 which tasks it with providing an integrated strategy for the security of information across Dubai Government. The Forum, which featured a presentation on the ISR details and guidelines for applying it, was held in the presence of H.E. Ahmad Bin Humaidan, Chairman of the Information Security Committee, committee members, IT and information security directors and departmental directors at government departments and entities.

A decade of growth

Welcoming the attendees at the inauguration of the Forum, Bin Humaidan said: “Dubai has registered an amazing economic and social growth in the past decade and consolidated its position as a robust emerging economy, thanks to the keen vision of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. Dubai has created strategic initiatives that support the national economy, thanks to the distinguished performance of its government entities, its governance mechanism and its infrastructure, which is compatible with the world's leading practices, leading to improved quality of its services in all sectors. In most cases, Dubai has relied on ICT innovation. It is inevitable that we must deal with such a substantial amount of information as well as managing, updating, storing and transferring it, to ensure its sustainability.”

He added: “The resolution issued by His Highness Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Dubai Executive Council, with respect to Dubai Government's information security is based on a profound understanding and awareness of the emirate's vital requirements and is aimed at devising an integrated strategy from which a unified policy would emerge for protecting the government's information and information systems.”



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Bin Humaidan hailed the efforts exerted by the local entities in the area of information security, creating a unified information security system with three main themes: the governance of information security, its operations and ensuring the protection of information at the level of government entities in the emirate so that their security and protection criteria would be standardized and made uniform.

Current situation

Wesam Lootah, Assistant Director General of Dubai eGovernment, and also ISC member, presented an overview of the ISR where he spoke about risk management, provision of unified measures in government for information security and the need for a unified framework and strategy for securing government information across all entities.

Lootah pointed out that the new developments and challenges of ICT including:

1. The proliferation of social networks: These are vulnerable areas since staff can unintentionally reveal confidential information, while hackers can exploit social networks that are hosted by third parties and cause damage.
2. Information overload: The use of many devices used in the automation of government services has caused a huge volume of information, which makes the process of preserving and protecting them a real challenge.
3. Cloud Computing: This can be used for provision of online applications and services to government agencies directly via the Internet without having to bear the burdens and costs of infrastructure or operational processes necessary for the provision and maintenance of those applications. On the other hand, there are vulnerabilities since government information is stored outside a secure network and information can be compromised while uploading or downloading data.
4. Portable devices: Smartphones and tablets are proliferating among government officials. These devices may be loaded with a large amount of confidential government information, and in case of loss or theft, can lead to serious damage or leakage of government information.

Thus, it is necessary to unite efforts in matters of information security and improve government entities to an acceptable level in this area through the development of a general framework and unified standards. It needs to determine the minimum required regulators of security measures to respond to information security incidents, and to ensure the provision of centralized methodology for information security regulation.

The resolution recently decreed by His Highness Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, Dubai Crown Prince and Chairman of the Dubai Executive Council, on April 11, 2012; with respect to Dubai Government's information security is based on a profound understanding and awareness of the emirate's vital requirements. This resolution is aimed at devising an integrated strategy for protecting the government's information and information systems and creating a reliable environment for the storage of information, using the world's best practices.

The mechanism of information security protection

The resolution establishes a foundation for the mechanism of information security protection in the emirate, administrated by the ISC who are responsible for regulating all matters relating to information security. This committee is integrated and works with:

1. Partners from government agencies
2. Binding mechanisms for government agencies
3. Employees
4. Dealers
5. Financial Audit Department
6. DeG

Next steps

Government entities would need to adopt the ISR and provide a timeline showing plans, mechanisms and stages for implementation, thus enabling Dubai eGovernment to fulfill its goals in the area of securing government information.

For its part, DeG will prepare the necessary plans to implement its own commitments, including:

- Developing a contingency plan at the level of the government and government agencies to maintain the security of information and monitor its implementation.
- Notifying the government agencies of emergency incidents that could affect information security, through the implementation of a system and infrastructure capable of issuing warnings about the latest attacks and security vulnerabilities with various techniques.
- Offering specialized training programs in the field of information security that keep pace with technological development in this area.

The regulation details

Mira Sultan Obaid, Information Security Section Manager at DeG, gave an overview of the ISR as well as its purpose and scope. This includes three major domain areas: governance, operations and protection. She emphasized that the ISR would pave the way for an information security culture in all Dubai government entities which now have a framework to evaluate their government information for levels of confidentiality, integrity and availability and identify the responsibilities related to this information.

Guidelines and delivery deadline

Finally, Dr. Okan Geray, Strategic Planning Consultant at Dubai eGovernment highlighted the ISR implementation guidelines. He reiterated that the ISR complies with the Dubai Executive Council Resolution No. 13 to establish an appropriate IS Governance at the Dubai Government level. He noted five guidelines required for implementing the ISR: establishing an appropriate IS governance at the government level; facilitation of information and knowledge exchange related to information security; setting a timeline for implementation at government level; and monitoring implementation of such timeline.

Geray urged government departments to deliver the ISR implementation plan to the ISC by the end of September 2013. He also urged government entities to conduct self-assessments on information security on a regular basis. ●



Dubai Courts offers new online services including free legal advice

It is usually quite difficult to transform electronic services for legal affairs, since the participants are required to show up physically for hearings and for physical verification. However Dubai Courts has found inspiration from its leader who says 'There is no place for the word impossible'.

Certain areas and services of Dubai Courts have been transformed into eServices to ensure eJustice is available online.

Al Salfa service from Dubai Courts

The term 'Al Salfa' is an old term for a judge in the ancient world. Law firms and litigants can now file lawsuits remotely via the Internet. Once filed, the competent authority will review the details of the case and papers attached to ensure their validity, and then communicate online with the applicants of the case to familiarize them with the case situation and whether they need to send further information before determining the fees that they can pay online. After that they receive notifications of the registration of the case and the court designated to review the case along with the date of the first session. All this is done online without the need for the litigants to be present.

The trial period of this program began in February 2013 and was made available to law firms to use optionally. After a successful test, the program went live from first June so any lawsuits presented to Dubai Courts can be filed online and from anywhere in the world.

The experimental implementation of the service included its provision for a number of law firms that had expressed their willingness to do the experience. Dalmook Mohammed Dalmook law firm filed the first complete electronic lawsuit. The process included presenting the data of the parties and the case, attaching documents, paying fees, issuing number of the case, assigning it to a judicial department and determining the first session. All of this was done online.

Registering a court case using Al Salfa includes determining the type of lawsuit, its subject matter, and value of the claim, in addition to information about the parties of the case, the attachment of the writ of summons, the portfolio of documents and paying fees online. These steps are carried out through a mechanism to govern the registration process through checking the authenticity of the registration applications to ensure the validity of information and documents and determining the legal fees.

'Shoor' free online consultation

'Shoor' offers free legal advice from Dubai Courts in collaboration with a group of law firms who volunteer as part of their pro-bono service. This is particularly useful for those in the community who cannot afford legal representation or need more confidence from legal experts. As of date, the number of volunteer lawyers number 46 and they have already provided over 600 hours of free consultation through 'Shoor'.

The aim of program "Shoor" is to highlight the role of the courts and lawyers in the provision of community services, strengthen the partnership between the courts and law offices in the dissemination of legal knowledge in society, and facilitate the process of litigation before all members of society, as the program targets all clients in civil litigation concerning real estate, labour, and personal status.

Numbers and achievements

The number of applications submitted by customers for Al Salfa from the beginning of the trial period of February 2013 to May reached nearly 2000 applications. ●

RTA's "Takamol" automated System for calculating bus charges



The Roads and Transport Authority (RTA) has launched the "Takamol" automated system for public transportation charges calculation. It aims to connect different technical regulations from the system through one centralized database, calculating the cost elements and the revenue of active buses, the issuance of performance indicators associated with elements of cost and revenue, as well as the issuance of financial reports automatically.

The system includes seven different systems, which are: eTransport system, government's resource planning system, fuel system, scheduling system, (Máximo) maintenance system, unified card system (NOL), and vehicles automatic control system.

It also calculates the costs and the direct and indirect revenues of nearly 46 elements, by calculating the costs of buses consumption, fuel, buses insurance, internal and external maintenance, drivers salaries and uniforms, the costs of washing the buses and many other elements. In addition to calculating the revenue from buses rental, public transport fees, and transportation across cities, it is also able to provide a number of indicators based on these data, including cost coverage ratio, key performance indicators, and financial reports.

Unified portal by DED for foreign investors



The Department of Economic Development in Dubai plans to create a unified portal for foreign investors, enabling them to create their companies and get all the economic and social facilities needed to launch their business in the emirate.

The department is currently considering the establishment of a special eSystem associated with information from other local and federal departments, so that the investor can complete all formalities online.

The portal is expected to guide the investor from the first step until the completion of all the procedures of establishing the company. It will also enable the investor to apply for a bank account, rent a business or residential property, and also apply for school and university admission for his/her children.

DM services at Planning Department become fully electronic

The Planning Department at Dubai Municipality has announced the launch of a new eServices package related to transactions management, where applying to all transactions will become electronically done starting from May 2013, without the need for the customer to visit the main municipal building or one of its subsidiaries to make requests or to track the status of the request.

The Administration has always aimed to provide new innovative eServices. The Planning Department has also contributed in the completion of the

automation of all business processes by enabling dealers to apply and follow-up on the details of their requests.

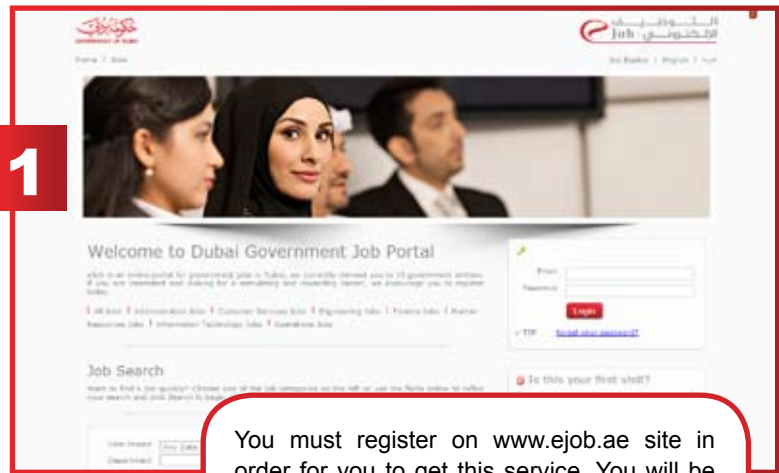
The package of eService offers special services related to the Research Planning Department and request for the adoption of schemes and amendment about construction projects and the request of a copy of the general plan of approved of the major construction projects. Also for locating the paths of public utilities, and the request for specific locations for different planning usage, in addition to other services.



Find a government job using the eJob portal of Dubai Government

For this service, you have to register and login through our website www.ejob.ae

1



You must register on www.ejob.ae site in order for you to get this service. You will be directed to register first.

2

Once registered, you can now search for latest vacancies from the 13 government entities who post their vacancies on eJob.



3

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