



Digital Transformation Basic Standards

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1. Introduction

The Digital Government Authority (DGA) works on enhancing digital performance within Government Agencies, raising quality of services, enhancing beneficiary experience of such services, supporting digital transformation and contributing to increasing investment returns and the value of the national economy, in order to achieve the aspirations of our ambitious vision 2030 to reach advanced levels in the field of digital government.

Since the Digital Government Authority (DGA) is the competent authority for all matters related to digital government, and the national reference in its affairs, and based on its competence to regulate the activities of digital government in government agencies, as stipulated in Article (3) of the Digital Government Authority Regulations issued by the Council of Ministers' Resolution No. (418) dated 25/07/1442 AH,. Referring to the provisions of the fifth and sixth paragraphs of Article (4) of the aforementioned Regulations, which state on the functions and competencies of the Digital Government Authority, involving: "Issuance of metrics, indicators, tools and reports, to measure the performance of Government Agencies and their capabilities in the field of digital government and beneficiary's satisfaction, as well as to follow up on Government Agencies' compliance with decisions and high orders issued in relation to digital government transactions, in accordance with the frameworks and standards set by the DGA."

From this standpoint, the Digital Government Authority (DGA) has developed the third issue of the "Digital Transformation Basic Standards" document, as one of the standards issued by the DGA, and government agencies must adhere to its provisions. It is also the primary tool for measuring the performance and capabilities of government agencies in the field of digital government; through the Digital Transformation Measurement Index. The document included the controls and standards drawn from the DGA's Regulations, High Orders, Council of Ministers' Resolutions and circulars issued in this regard. The document is one of the regulatory documents for the digital government regulatory framework, and it contributes effectively to creating a regulatory environment that supports sustainable government digital transformation. It also enhances the capabilities of government agencies and improve their level of performance and effectiveness, which in turn will be reflected in accelerating the pace of government digital transformation.

The document clarifies the methodology for measuring digital transformation and its basic levels. The digital transformation standards are one of those levels that apply the "concept of digital transformation" by strategically transforming and developing business models to digital models based on data and advanced technologies.

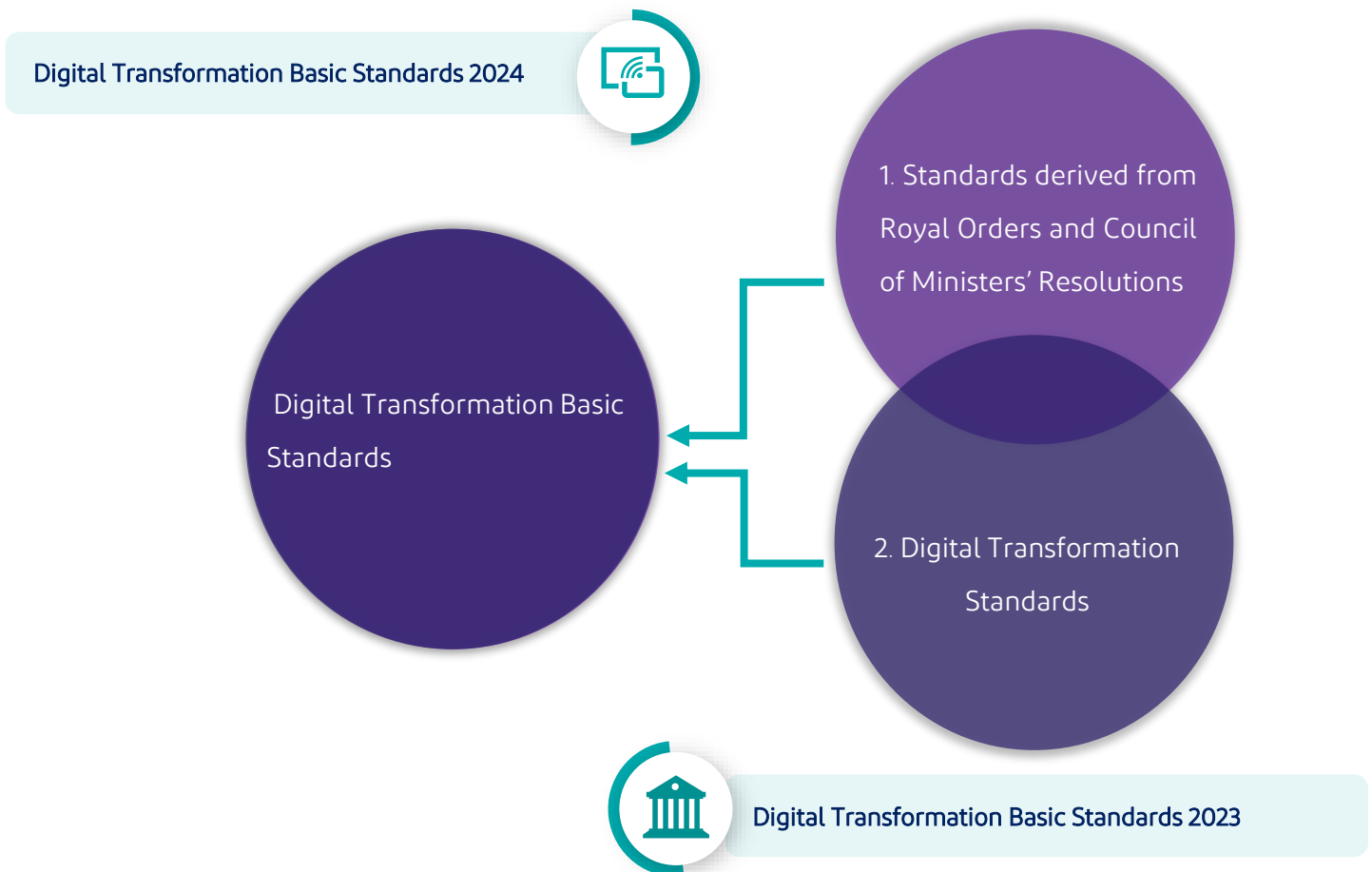
2. Objectives

This document aims to define the digital transformation standards by clarifying their compliance requirements and supporting documents for each standard, in order to achieve the following:

1. Fostering Government Agencies' compliance with high orders, council of ministers' resolutions and circulars related to digital transformation.
2. Improving government agencies' performance and effectiveness by meeting the digital transformation standards requirements.
3. Improving the quality of digital government services provided to beneficiaries.
4. Contributing to the Kingdom's progress in relevant international indicators.

3. Digital Transformation Measurement Methodology

The Digital Government Authority (DGA) has developed the "Digital Transformation Measurement Methodology" in this document by integrating the standards derived from High Orders, Council of Ministers' Resolutions, circulars and the digital transformation standards into one section under the name "Digital Transformation Basic Standards". Figure (1) shows the result of merging the two sections. This merger aims to improve alignment with international experiences in measuring digital transformation and provide a unified reference framework that supports the concept of Whole-of-Government, and standardize and simplify standards and avoid repetition of some (related) topics, which previously appeared in both sections. "Creativity in Digital Transformation" has also been developed previously to become one of the digital transformation standards in this document, under the name of "Research and Innovation". It includes aspects related to institutional innovation and innovative solutions to enable Government agencies to improve their readiness towards adopting innovation and sustaining the innovative environment, in addition to measuring the impact of sustaining innovative solutions and following up on their continuous improvement.



The measurement methodology of digital transformation – Figure (2) – included three basic levels:

- Sections:** They represent the first level of the methodology and main component of the digital transformation process that reflects the strategic directions of digital government. There are ten main sections, including a number of related axes.
- Axes:** They represent the second level of the methodology. Axes are related to the topic of the section it drawn upon. They are twenty-three axes, and each axis includes a number of digital transformation standards.
- Standards (Digital Transformation Standards):** They represent the third level of the methodology. The standards are a set of metrics, rules and controls governing processes and tasks related to digital government. The document includes ninety-six standards.

Digital Transformation Measurement

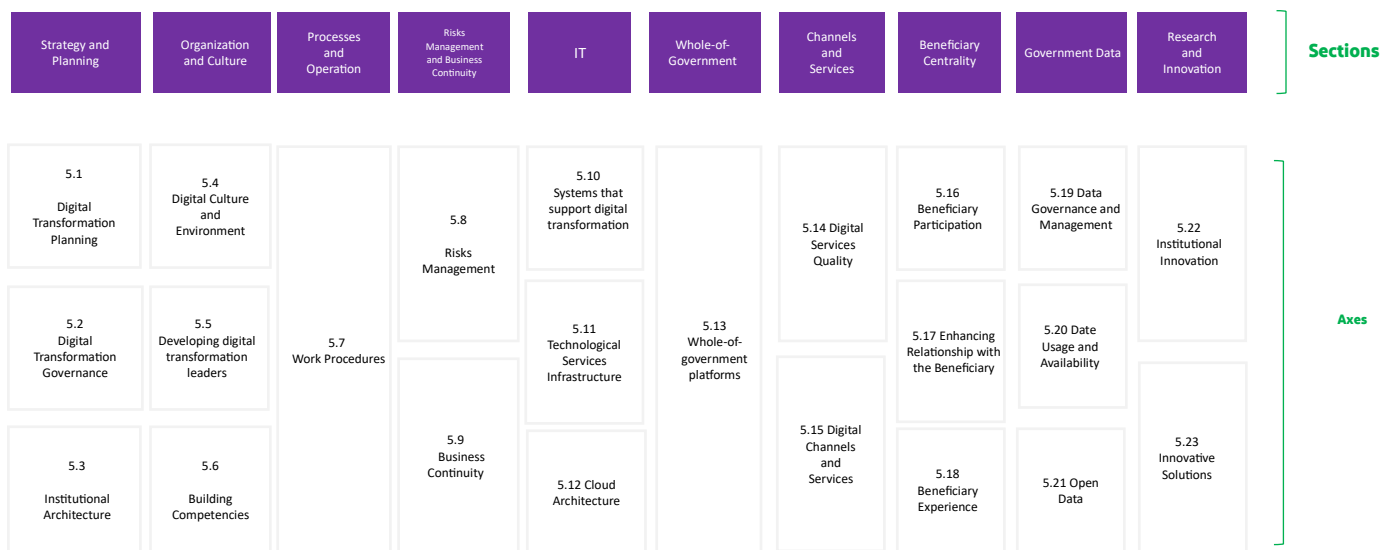


Figure (3) shows the structure of standards card, which has been updated after the merger of the standards drawn from High Orders, Council of Ministers' Resolutions, circulars and digital transformation standards into one section. The card included the "number and text of the standard" related to the axis, in addition to the "objective" of applying the standard and the expected results. The card also included the "compliance requirements" that explain and clarify the main requirements for applying the standard (with sequential or non-sequential conditions or specific steps). The standard card contains "proof documents" that clarify the mechanism for verifying the application of the standard, whether it is (a report, document, attachment of a specific plan, forms or certificate), as stipulated in the document. The card highlights the orders, decisions, circulars and the like related to digital transformation. The card specifies the relevant government agencies, which must apply that standard; the scope may include all government agencies or allocated to specific agencies. These agencies have been identified and updated in the list of government agencies concerned with the application of those standards.

Standard Number	Text of the Standard
Objective	Objective and expected impact
Compliance Requirements	<Requirement1>
	<Requirement2>
	<...>
Supporting documents	<Supporting document 1>
	<Supporting document 2>
	Attachments required from the Agency, which reflect the Agency's compliance with the standard
Related Orders, Resolutions and Circulars	< High Order/Council of Ministers' Resolution/ Circular 1>
	< High Order/Council of Ministers' Resolution/ Circular 2>
	References and legal basis for the standard
Scope	Defining government entities for which the standard is applicable

Figure (3): Standards card structure

4. Scope and Application

The DGA has prepared this document to define the digital transformation standards that government agencies must apply and adhere to, in accordance with the following:



First Section: Strategy and Planning

It includes three main axes aimed at **developing strategic plans for digital transformation**, according to the following:

- Digital transformation planning.
- Digital Transformation governance.
- Institutional structure.



Second Section: Organization and Culture

It includes three main axes aimed at **enhancing digital culture of the Agency's employees**, according to the following:

- Digital Culture and Environment.
- Developing digital transformation leaders.
- Building competencies.



Third Section: Processes and operation

It includes a main axis aimed at **designing and documenting work procedures and processes in the government agency**, according to the following:

- Work procedures.



Fourth Section: Risks Management & Business Continuity

It includes two main axes aimed at **enhancing the agency's ability to identify risks that would affect the continuity of digital government services**, according to the following:

- Risks Management.



Fifth Section: Information Technology

It includes three main axes aimed at **fulfilling requirements of the application and systems architecture that support digital transformation**, according to the following:

- Systems supporting digital transformation.
- Technical services infrastructure.
- Cloud architecture.



Sixth Section: Whole-of-government

It includes a main axis aimed at **promoting the application of the whole-of-government approach**, according to the following:

- Whole-of-government platforms.



Seventh Section: Channels and Services

It includes two main axes **aimed at identifying all channels through which the agency can provide the services**, according to the following:

- Digital services quality.
- Digital channels and services.



Eighth Section: Beneficiary Participation

It includes three main axes aimed at **enhancing the role of the beneficiary and transforming it to an effective partner in the development and improvement of digital government services**, according to the following:

- Beneficiary participation.
- enhancing the relationship with the beneficiary.
- Beneficiary experience.



Ninth Section: Government Data

It includes three main axes aimed at **implementing the regulations and standards related to government data and its development mechanism**, according to the following:

- Data governance and management.
- Data usage and availability.



Tenth Section: Research and Innovation

It includes two main axes aimed at **adopting innovation and sustaining the innovative environment**, according to the following:

- Institutional innovation.
- Innovative solutions.

5. Digital transformation standards

First Section: Strategy and Planning

5.1. Digital transformation planning

The axis includes the development of a digital transformation plan and a roadmap developed by the government agency for the development of basic systems and processes, to define the agency's vision and the strategic objectives that the agency wishes to achieve from digital transformation.

5.1.1	Strategic Planning for Digital Transformation
Objective	Developing a strategic plan for digital transformation to be in line with the DGA' strategy and the objectives of the Saudi Vision 2030.
Compliance Requirements	<ol style="list-style-type: none"> 1) Preparing a strategy for digital transformation/ e-government transactions transformation, to include the following: <ol style="list-style-type: none"> a. Strategic vision, mission, pillars and objectives, to be linked to the agency's strategy. b. Strategic initiatives and projects and strategic performance indicators. c. The model of achieving integration with the relevant external parties to achieve the objectives. d. Competencies and skills necessary to achieve the plan's objectives.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching the approved strategic plan for digital transformation, which includes all compliance requirements of the standard, to be approved within a period not exceeding 36 months.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (16).
Scope	All government agencies.

5.1.2	Executive Planning for Digital Transformation
Objective	Developing a digital transformation implementation plan according to best practices based on the agency's digital transformation strategic plan, and identifying mechanisms and timelines for implementation and follow-up.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing an implementation plan for digital transformation/e-Government transformation based on the strategic plan, to include: <ol style="list-style-type: none"> a. Detailed list of initiatives and projects related to digital transformation. b. Determining the timetable for the implementation of these initiatives and projects and stages of implementation. c. Setting interim (operational) objectives. d. Identifying performance indicators for the implementation plan.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching the approved implementation plan for digital transformation, which includes all compliance requirements of the standard, to be approved within a period not exceeding 12 months.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.1.3	Establishing a Unit for Managing Digital Transformation Projects
Objective	Establishment of a unit for managing digital transformation projects to ensure efficiency of digital projects, and follow up the digital transformation progress.
Compliance Requirements	<ol style="list-style-type: none"> 1) Establishment of a unit for managing digital transformation projects at the agency. 2) Existence of a clear structure for the digital transformation projects management unit and identifying limits of powers and responsibilities. 3) Following up on the progress of digital transformation/ e-transformation periodically, and including the results within the agency's annual report.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching a document proving that the agency has established an office to manage digital transformation projects. 2) Attaching the approved structure of the digital transformation projects management unit to clarify the limits of powers and responsibilities. 3) Providing a copy of the report pages that prove that the agency has included the digital transformation measurement report in its annual report.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (22). ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs(1), (10) and (18).
Scope	All government agencies.

5.2. Digital Transformation governance

The axis includes the standards and requirements for implementing a system that governs relations between the main parties that affect the performance and determining the responsibilities in the government agencies. The axis also includes the most important elements needed to enable the government agency to govern digital transformation in the long term.

5.2.1	Adopting a digital transformation governance framework
Objective	Developing a general framework for digital transformation governance that aims to follow up on the implementation of digital transformation plans and ensure the achievement of the objectives.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing a digital transformation governance framework that covers all initiatives and processes related to digital transformation. 2) Defining the monitoring and measurement mechanism, and the periodic reporting forms, through which progress in the implementation of digital transformation initiatives and projects will be measured. 3) Identifying departments and committees responsible for governance and change processes, including the governance and management of shared products and services. 4) Unifying the departments supervising information technology under a general department named the General Department of Information Technology and linked to the chief officer or his representative, and allocating a properly qualified general manager. 5) Formatting the e-Transactions/Digital Transformation Committee under the chairmanship of the chief officer or his representative and membership of the relevant departments/ agencies.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching an approved governance framework that fulfills the compliance requirements related to this standard and clarifies the mechanisms for following on up implementation and measuring performance. 2) Attaching evidences proving that the agency has identified the departments and committees responsible for governance and change processes, including the governance and management of shared products and services. 3) Attach the agency's organizational structure, showing the unification of the departments supervising information technology under one general department. 4) The decision to appoint the IT general manager or a statement from the Enterprise Resource Management System stating that a Saudi qualified person has been appointed at this position. 5) Submitting a decision to form an internal committee concerned with everything related to e-government transactions or digital transformation, with a clarification of the administrative positions of the committee members and membership of the chief officer for each department concerned with e-government transactions, and chief officer responsible for information technology and administrative development. It shall be headed by the agency's chief officer or his representative. The main tasks of this committee include the supervision and follow up on the

	implementation of its e-transactions plan, and coordination with the DGA in this regard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Order No. (8189/MB) dated 19/06/1426 AH,. ▪ Royal Order No. 7732 dated 12/02/1440 AH, Clause (Fourth). ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (3) of Clause (Ninth). ▪ Council of Ministers' Resolution No. (240) dated 23/07/1428 AH, Clauses (First), (Second) and (Third). ▪ Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (17). ▪ Council of Ministers' Resolution No. (252) dated 16/07/1431 AH,. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (11).
Scope	All government agencies.

5.2.2	Applying a digital transformation governance framework
Objective	Implementing the digital transformation governance framework, monitoring the progress of implementation processes and taking the necessary corrective actions.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing a card for each digital transformation initiative. 2) Issuing periodic performance reports for digital transformation initiatives and projects showing the completion percentage of implementation stages. 3) Holding periodic meetings for departments and committees responsible for controlling and governance of digital transformation. 4) Issuing corrective decisions and actions based on the results of follow-up and governance periodic reports. 5) Using a methodology and developing policies and processes for projects management. 6) Preparing models for managing digital transformation projects that include, at a minimum, the following: <ol style="list-style-type: none"> a. Project charter. b. Project scope. c. Project schedule. d. Project cost plan. e. Project progress report.
Supporting documents	<p>Attaching documents and samples that prove the agency's compliance with the requirements of applying this standard:</p> <ol style="list-style-type: none"> 1) 3 Samples of initiative cards. 2) 3 Samples of periodic performance reports. 3) 3 Samples of minutes of meetings. 4) 3 Samples of corrective decisions and actions. 5) Attaching samples of the documents proving that the agency has a methodology, policies and processes for managing the projects. 6) Attaching samples of project management forms that meet the requirements of applying this standard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (10).
Scope	All government agencies.

5.2.3	Enhancing cooperation in the field of digital transformation governance
Objective	Implementing mechanisms for governance of initiatives and joint projects between the agencies to achieve the objectives in the digital transformation, control the progress of the implementation processes and take the necessary corrective actions.
Compliance Requirements	<ol style="list-style-type: none"> 1) Agreeing on a joint mechanism for governance of digital transformation initiatives and projects and joint products between government agencies. The mechanism clarifies the targeted parties, type and objectives of cooperation required, and the schedule for implementation stages. 2) Forming joint committees necessary to follow up the governance of joint project and initiatives. 3) Issuing periodic performance follow-up reports for joint initiatives and projects showing the progress in implementing cooperation with the targeted government agencies. 4) Conducting periodic meetings for joint committees responsible for controlling and governance of joint initiatives and projects.
Supporting documents	<p>Attaching documents and samples that prove the agency's compliance with the requirements of applying this standard:</p> <ol style="list-style-type: none"> 1) Shared Governance Mechanism. 2) Sample of the decisions to form joint committees. 3) 3 samples of periodic performance follow up reports. 4) 3 Samples of minutes of meetings.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.3. Enterprise Architecture

The axis includes practices and controls to study the current state of the government agency, and build a roadmap for the transition to the future state to achieve alignment between the business sector (services and procedures), information technology (data, applications, and infrastructure), and the government agency's strategic objectives.

5.3.1	Establishment of the Enterprise Architecture Unit
Objective	Establishing the Enterprise Architecture Unit to support the recognition of strategic objectives and digital transformation.
Compliance Requirements	<ol style="list-style-type: none"> 1) Launching a project for the Enterprise Architecture at the agency through an internal team or through external consultants. 2) Establishing an organizational unit for the Enterprise Architecture to be directly linked to the agency's senior management, or to the unit supervising digital transformation. 3) Forming a committee for the governance of Enterprise Architecture. 4) Developing or adopting a model for the Enterprise Architecture unit to interact with other administrative/ organizational units. 5) Preparing and approving Enterprise Architecture policies and procedures.
Supporting documents	<p>Accreditation certificate in the event that the agency obtains the national Enterprise Architecture accreditation certificate (third or fourth level) within a period not exceeding two years from the date of its issuance. The certificate can be accepted as a proof document within a maximum of three months from its expiry date.</p> <p>If this certificate is not available, the agency must provide the following:</p> <ol style="list-style-type: none"> 1) An approved document proving the launch of an Enterprise Architecture project at the agency through an internal work team or through external consultants. This document shall include the Enterprise Architecture scope and the time plan of the project. 2) An approved document proving the establishment of an administrative unit for the Enterprise Architecture. 3) An approved document of the formation of a governance committee and structure and mechanism of its work. 4) An approved document for the interaction model between the Enterprise Architecture unit and other administrative/ organizational units at the agency. 5) An approved document of the Enterprise Architecture policies and procedures.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (9).
Scope	All government agencies.

5.3.2	Application of Enterprise Architecture Practice
Objective	Applying the Enterprise Architecture practice and enhancing institutional work by taking advantage of Enterprise Architecture methodologies in digital transformation.
Compliance Requirements	<ol style="list-style-type: none"> 1) Determining the applied Enterprise Architecture methodology such as Nora or other methodologies to be valid for application and identifying and building the general model of the Enterprise Architecture components (Metamodel). 2) Developing objectives, requirements and challenges and aligning them with strategic objectives. 3) Documenting the current state of business architecture, application architecture, data architecture and technical architecture at the agency, and the documentation level required (conceptual, logical, physical). 4) Developing documents on the future status of the business architecture, application architecture, data architecture and technical architecture at the agency, based on the strategic objectives of the agency's digital transformation, while benefiting from the international references appropriate to the agency's work nature and the services it provides. 5) Listing and analyzing the gaps between the current and future status and classifying them into interconnected working groups. 6) Developing a roadmap for digital transformation to implement the initiatives and projects resulting from the gap analysis process. The roadmap shall include the following points: <ol style="list-style-type: none"> a. Detailed cards for initiatives and projects. b. Performance indicators through which progress in implementation is evaluated. c. Implementation schedule. d. Mechanisms for monitoring and measuring performance indicators. 7) Developing and building the Enterprise Architecture repository to inventory its components based on the agency's needs and objectives.
Supporting documents	<p>Accreditation certificate in the event that the agency obtains the national Enterprise Architecture accreditation certificate (third or fourth level) within a period not exceeding two years from the date of its issuance. The certificate can be accepted as a proof document within a maximum of three months from its expiry date.</p> <p>If this certificate is not available, the agency must provide the following:</p> <ol style="list-style-type: none"> 1) Framework document, general model and methodology applied. 2) Alignment document between the Enterprise Architecture's objectives and the agency's strategic objectives. 3) Current state documents of business architecture, application architecture, data architecture and technical architecture at the agency. 4) Future state documents of business architecture, application architecture, data architecture and technical architecture and alignment with the Enterprise Architecture's objectives.

	<p>5) Document of gaps analysis between current and future state.</p> <p>6) Document of the agency's digital transformation roadmap, indicating (initiatives and projects, performance indicators, schedule, and follow-up and measurement mechanisms).</p> <p>7) Samples of indicator board, reports and components of the Enterprise Architecture repository.</p>
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (9).
Scope	All government agencies.

5.3.3	Follow-up and implementation of Enterprise Architecture
Objective	Enhancing the Enterprise Architecture's role in following up and implementing the digital transformation map.
Compliance Requirements	<ol style="list-style-type: none"> 1) Benefiting from the technical systems and Enterprise Architecture repository to reflect the data of Enterprise Architecture components and follow up the implementation processes related to the roadmap. 2) Monitoring and updating the Enterprise Architecture components continuously. 3) Implementing digital transformation initiatives and projects in alignment with the concerned departments. 4) Issuing periodic reports on the implementation of Enterprise Architecture through technical systems and Enterprise Architecture repository, and measuring performance indicators. 5) Working continuously, through the unit responsible for Enterprise Architecture, to study and analyze periodic reports and take preventive and corrective decisions and actions necessary to achieve the digital transformation's objectives at the agency, based on the approved governance framework.
Supporting documents	<p>Accreditation certificate in the event that the agency obtains the national Enterprise Architecture accreditation certificate (third or fourth level) within a period not exceeding two years from the date of its issuance. The certificate can be accepted as a proof document within a maximum of three months from its expiry date.</p> <p>If this certificate is not available, the agency must provide the following:</p> <ol style="list-style-type: none"> 1) Sufficient samples of technical systems and Enterprise Architecture repository proving the agency's compliance with the application requirements related to this standard (3 samples). 2) Samples of periodic reports issued from technical systems and Enterprise Architecture repository (3 samples). 3) Official minutes and documents proving that the agency has studied and analyzed periodic reports and performance indicators and taken the necessary corrective and preventive decisions and actions (3 samples).
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.3.4	Enhancing the institutional structure's role in digital transformation and measuring impact
Objective	Enhancing the Enterprise Architecture unit's role in sustaining digital transformation/ financial planning participation/ achievement of strategic objectives.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing digital transformation plans on an ongoing basis to benefit from and take advantage of previous stage results to achieve the agency's objectives and enhance the utilization of technology, and enable the agency to accurately measure performance through periodic reports issued by the Enterprise Architecture unit and the Enterprise Architecture repository. 2) Using and applying the latest technologies in implementing digital transformation plans. 3) Monitoring performance indicators and governance processes, by providing proactive reports to senior management that contribute to improving performance, reducing costs and financial and time resources, and achieving the Enterprise Architecture's benefits and values.
Supporting documents	<p>Accreditation certificate in the event that the agency obtains the national Enterprise Architecture accreditation certificate (fourth level) within a period not exceeding two years from the date of its issuance. The certificate can be accepted as a proof document within a maximum of three months from its expiry date.</p> <p>If this certificate is not available, the agency must provide the following:</p> <ol style="list-style-type: none"> 1) Documents proving that the agency has developed and updated digital transformation plans on an ongoing basis, based on the Enterprise Architecture's reports. 2) Documents proving that the agency has employed the latest technologies to improve Enterprise Architecture practice and digital transformation. 3) Periodic reports of the institutional structure on follow-up and impact assessment.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

Second Section: Organization and Culture

5.4. Digital Culture and Environment

The axis includes practices and programs that raise the familiarity level of digital transformation concepts and adopt these concepts in the organization to contribute to the promotion of digital culture among the government agency's employees.

5.4.1	Preparing Studies and Programs for the Promotion of Digital Culture and Environment
Objective	Identifying the level of awareness among the government agencies' employees of digital transformation and preparing the studies and programs necessary to raise this awareness.
Compliance Requirements	<ol style="list-style-type: none"> 1) Preparing a study to determine the level of awareness of the agency's employees about digital transformation and its importance, and their familiarity with digital transformation plans and initiatives and their completion rates, as well as the fields of digital transformation. Then, identifying the gaps in this regard at the different levels within the agency. 2) Preparing awareness programs for the government agency's employees on the importance of digital transformation processes, to include: <ol style="list-style-type: none"> a. Identification of the targeted groups and objectives to raise awareness of digital transformation among the agency's employees in various units and administrative levels. b. Choosing the means and channels that will be used in the programs aimed at raising awareness of digital transformation and the schedule for implementing these programs.
Supporting documents	<ol style="list-style-type: none"> 1) Attach documents proving that the agency has studied the level of awareness of its employees about digital transformation. 2) Attaching awareness programs document prepared by the agency to raise awareness of its employees about digital transformation, which meets the requirements of applying this standard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (16). ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, Paragraph No. (3).
Scope	All government agencies.

5.4.2	Implementing and improving programs to raise awareness of digital transformation and measuring its impact
Objective	Implementing approved programs to raise the agency's employees awareness of digital transformation and measure the impact resulting from the implementation of these programs.
Compliance Requirements	<ol style="list-style-type: none"> 1) Implementing awareness programs for the government agency's employees on the importance of digital transformation, and establishing the activities and events necessary in this respect. 2) Organizing awareness workshops for the agency's employees on the need to abide by laws and regulations related to controls of using information and communication technologies. 3) Organizing events to introduce the agency's employees to digital transformation plans and initiatives and their completion rates through various channels. 4) Implementing awareness activities involving leaders aimed at increasing employees' adoption of digital transformation process and active contribution (Leader's driven Digital adoption). 5) Preparing periodic reports on the activities and events implemented to raise awareness and follow up them by the e-Government Committee - Digital Transformation Committee – at the agency or by other committees acting on their behalf, and taking corrective measures.
Supporting documents	<ol style="list-style-type: none"> 1) Three samples proving that the agency has fulfilled the compliance requirements related to this standard with regard to informing its employees of the importance of digital transformation processes, and the need to abide by laws and regulations related to the controls of using information and communication technologies, and digital transformation plans and initiatives and their completion rates. 2) Three samples demonstrating the participation of leaders in awareness-raising activities. 3) A sample of completion reports, committee minutes and corrective decisions related to digital transformation awareness-raising programs that meet the compliance requirements of this standard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (16). ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (4) of Clause (Ninth). ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (3).
Scope	All government agencies.

5.4.3	Using technical tools to assist in implementing the agency's businesses
Objective	Promoting the adoption of technical tools to improve the daily or regular activities of the agency's employees.
Compliance Requirements	<ol style="list-style-type: none"> 1) Providing a mechanism to respond to the employees' requests of any software or licenses that support digital tools used by the agency's employees in their daily tasks. 2) Organize training workshops or short courses for these digital tools. 3) Training the authorized employees of the agency on the use of information systems and resources.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching the mechanism or proof of practice that meets the compliance requirements of this standard. 2) Attaching photos and completion reports of workshops and courses and evidences that the agency's employees have applied these tools and used information systems and resources.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (1) of Clause (Ninth).
Scope	All government agencies.

5.5. Developing digital transformation leaders

The axis includes the concept of developing leadership and executive skills in the field of digital transformation in a way that enhances human, technical and operational capabilities of the government agency.

5.5.1	Planning to Qualify Digital Transformation Leaders
Objective	Qualifying digital transformation leaders and building leadership capacities in the government agency.
Compliance Requirements	<ol style="list-style-type: none"> 1) Preparing an analytical study of the current situation and identifying the training needs of digital transformation leaders at the agency, and the needs of digital leadership competencies and national competencies specialized in the fields of digital government business. 2) Preparing a plan for developing digital transformation leaders at the agency, and raising their performance level in the areas of digital government business, to include the following: <ol style="list-style-type: none"> a. Specifying the programs, courses and activities necessary for developing digital transformation leaders. These programs shall be theoretical, applicable and of a long-term nature. b. Identifying names and positions of digital transformation leaders participating in these programs and activities. c. Setting a schedule for implementing these programs. d. Developing criteria and methodology for selecting digital transformation leaders to qualify them. This includes Investing in qualifying future leaders. Leaders shall be from different sectors, departments, sections and fields to support digital transformation, and are not limited to IT departments.
Supporting documents	<ol style="list-style-type: none"> 1) Analytical study of the current situation that meets the compliance requirements of this standard. 2) A plan for developing digital transformation leaders at the agency, and raising their performance level in the areas of digital government business that meet the requirements of this standard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraphs No. (1) and (3) of Clause (Ninth). ▪ Council of Ministers' Resolution No. (418) dated 25/07/1442 AH, Paragraph No. (11) of Article (4) of the Digital Government Authority's Regulations. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph (2).
Scope	All government agencies.

5.5.2	Implementing and following up on the plan to qualify digital transformation leaders
Objective	Implementing a plan to qualify digital transformation leaders to ensure the recognition of their objectives and measuring the resulting impact.
Compliance Requirements	<ol style="list-style-type: none"> 1) Identifying and approving a mechanism for follow-up and measurement, and preparing periodic follow-up reports for the plan, which include, at a minimum, the following: <ol style="list-style-type: none"> a. Detailed list of approved training programs that have been implemented (providers and implementation dates). b. Training courses certificates. 2) Issuing periodic follow-up reports of the plan by the e-Government Transactions Committee – Digital Transformation Committee – at the agency or by other committees acting on their behalf. 3) Studying and analyzing periodic reports and issuing decisions and corrective actions based on the results of follow-up periodic reports.
Supporting documents	<ol style="list-style-type: none"> 1) The mechanism adopted to follow up and measure the impact of digital transformation leadership qualification programs (including the list of training programs and samples of certificates, 3 samples at least). 2) A sample of periodic follow-up reports to implement the digital transformation leadership qualification plan. 3) A sample of minutes proving that the e-Government Transactions Committee - Digital Transformation Committee – has studied the periodic reports, followed up on the implementation and took corrective decisions.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers’ Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (3) of Clause (Ninth). ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph (2).
Scope	All government agencies.

5.5.3	Involving digital transformation leaders
Objective	Involving qualified leaders in the digital transformation process and motivating them to effectively make decisions in the agency.
Compliance Requirements	<ol style="list-style-type: none"> 1) Involving qualified leaders in the field of digital transformation in committees active in digital transformation process and decision-making processes, and benefiting from their experiences and qualifications in implementing strategic initiatives in digital transformation. 2) Appointing new qualified leaders to leadership positions, if any.
Supporting documents	<ol style="list-style-type: none"> 1) Sample of the decisions to form committees active in digital transformation process, and identifying the names of qualified leaders involved in supporting digital transformation. 2) Sample of the decisions to appoint qualified leaders, if any.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.5.4	Collaboration and recruitment at the level of digital transformation leaders
Objective	Activating the exchange of experiences between leaders within the agency or with external parties and recruiting national competencies specialized in digital government business.
Compliance Requirements	<ol style="list-style-type: none"> 1) Recruiting specialized national competencies to meet the need of digital leadership competencies, or involving distinguished leaders in other entities such as secondment and assignment. 2) Organizing workshops and conferences for digital transformation leaders at the agency level or with other external parties.
Supporting documents	<ol style="list-style-type: none"> 1) A list of the names of leaders who were recruited/ seconded from/ to other agencies. 2) Sample of workshops and conferences held with other government agencies.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraphs No. (1) and (3) of Clause (Ninth). ▪ Council of Ministers' Resolution No. (418) dated 25/07/1442 AH, Paragraph No. (11) of Article (4) of the Digital Government Authority's Regulations. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph (2).
Scope	All government agencies.

5.6. Building Competencies.

The axis includes the standards and requirements for developing the process of building human capacity and competencies and enabling workforce to deal with digital technologies and solutions that enhance their innovation capabilities to develop tasks, business and services using the latest digital solutions and technologies.

5.6.1	Developing a plan to build competencies in digital transformation
Objective	Enhancing the government agencies' competencies in digital transformation fields by developing the capabilities of their employees at the intermediate and lower job levels, or by recruiting the necessary competencies.
Compliance Requirements	<ol style="list-style-type: none"> 1) Preparing an analytical study of the current state of the levels and capabilities of the agency's employees in digital government business. 2) Preparing a competency building plan to develop the agency employees' skills and raise their performance level in the fields of digital government, and updating this plan periodically to include: <ol style="list-style-type: none"> a. Objectives of the competency building plan, to be compatible with the agency's strategy and its digital transformation plan. b. Training and employment programs, training fields and their levels (basic, intermediate, advanced) and job specializations, noting that short courses and workshops are not appropriate in this field. c. Those targeted by these programs and their numbers. d. Schedule of these programs and performance indicators.
Supporting documents	<ol style="list-style-type: none"> 1) Analytical study of the current state. 2) Competency building plan that meets the compliance requirements of this standard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraphs No. (1) and (3) of Clause (Ninth). ▪ Council of Ministers' Resolution No. (418) dated 25/07/1442 AH, Paragraph No. (11) of Article (4) of the Digital Government Authority's Regulations. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph (2).
Scope	All government agencies.

5.6.2	Implementing, measuring and improving a plan to build competencies in digital transformation fields
Objective	Implementing a plan to build competencies in the field of digital transformation in order to achieve the required impact in the same field, and measuring and improving these programs based on the periodic reports.
Compliance Requirements	<ol style="list-style-type: none"> 1) Identifying and approving a mechanism for follow-up and measurement, and preparing periodic follow-up reports for the plan, which include, at a minimum, the following: <ol style="list-style-type: none"> a. Detailed list of the training programs that have been implemented (providers and implementation dates) and experiences that have been employed - according to the approved competency building plan. b. Copies of training programs certificates, CVs and affiliation statements for the experiences that have been recruited. 2) Issuing periodic follow-up reports of the plan by the e-Government Transactions Committee – Digital Transformation Committee – at the agency or by other committees acting on their behalf. 3) Studying and analyzing periodic reports and issuing decisions and corrective actions based on the results of periodic follow-up reports.
Supporting documents	<ol style="list-style-type: none"> 1) The mechanism adopted to follow up and measure the impact of competencies building programs in the field of digital transformation that meet the compliance requirements of this standard (3 samples). 2) A sample of periodic follow-up reports to implement the competencies building plan in the field of digital transformation. 3) A sample of meeting minutes proving that the e-Government Transactions Committee - Digital Transformation Committee – has studied the periodic reports, followed up on the implementation and took corrective decisions.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraphs No. (1) and (3) of Clause (Ninth). ▪ Council of Ministers' Resolution No. (418) dated 25/07/1442 AH, Paragraph No. (11) of Article (4) of the Digital Government Authority's Regulations. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph (2).
Scope	All government agencies.

5.6.3	Cooperation in building competencies in digital transformation
Objective	Activating cooperation with other government agencies to build the competencies of the agency's employees at the intermediate and lower job levels.
Compliance Requirements	<ol style="list-style-type: none"> 1) Signing memorandums of understanding or cooperation agreements with other government agencies that achieve integration in the completion of the agency's capacity-building programs. 2) Preparing follow-up reports that show joint programs that have been implemented to build competencies in the field of digital transformation, the names of the trainees, and places and dates of implementation.
Supporting documents	<ol style="list-style-type: none"> 1) Samples of memorandums of understanding or cooperation agreements with government agencies related to competencies building programs that meet the compliance requirements of this standard. 2) A sample of follow-up reports for joint competencies building programs that meet the compliance requirements of this standard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

Third Section: Processes and operation

5.7. Work procedures

The axis includes the standards and requirements of the process through which work procedures and processes in the government agency are designed and documented. Work procedures are designed in a clear sequence according to Laws, Regulations and responsibilities specified in the agency's organizational structure, in order to enable automation and digital transformation.

5.7.1	Identifying all processes and work procedures
Objective	Identifying all government agency's processes and procedures and updating the inventory lists on an ongoing basis.
Compliance Requirements	<ol style="list-style-type: none"> 1) Identifying all procedures and processes within the agency to include, at a minimum, the following: <ol style="list-style-type: none"> a. Name and brief description of the process or procedure. b. Department/ unit owning the procedure. c. Classification of each procedure (main, supporting, administrative). d. Degree of importance of each procedure according to a mechanism established by the agency. e. Specifying the level of automation (fully automated, partially automated, traditional).
Supporting documents	<ol style="list-style-type: none"> 1) Attaching the procedures document that meet the compliance requirements of this standard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.7.2	Documenting and measuring the performance of processes and procedures
Objective	Carrying out comprehensive documentation and measuring the performance of processes and procedures effectively.
Compliance Requirements	<ol style="list-style-type: none"> 1) Documenting the administrative works and procedures of the processes and procedures clearly and accurately and approving them by the chief officer at the agency or his representative. 2) Developing cards to document all processes and procedures clearly and accurately, and approving them by the chief officer at the agency or his representative. These cards shall include the following elements: <ol style="list-style-type: none"> a. Name of process and procedure. b. Unified and unique code for the process or procedure. c. A brief description of the process or procedure. d. Person in charge of the process or procedure (agency/ department/ sector). e. Classification of the process or procedure (main, administrative, supporting). f. Level of importance. g. A procedure flow diagram showing the functions and roles (BPMN) or a documentation method. h. Performance indicators for the process or procedure at the activity level within the procedure. 3) Measuring the procedures performance through the approved indicators for each process or procedure in the card that has been developed. 4) Periodic follow up of the procedure performance and identification of improvement opportunities.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching documents proving that the administrative works and procedures of processes and procedures have been documented and approved by the chief officer in the agency or his representative. 2) Attaching various samples (3 samples) from different departments (outside the procedures and processes of IT Department) of procedures documentation cards that meet the compliance requirements of this standard. 3) Attaching various samples (3 samples) of reports showing that the agency has measured the approved performance indicators. 4) Attaching various samples (3 samples) of periodic follow-up reports showing the improvements made to the processes or procedures.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (10). ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph (6).
Scope	All government agencies.

5.7.3	Re-Engineering of Processes and Procedures
Objective	Continuous improvement, development and re-engineering of the processes and procedures to ensure operational efficiency.
Compliance Requirements	<ol style="list-style-type: none"> 1) Redesigning and continuously improving the administrative works and procedures of the agency's services and works, to include the following: <ol style="list-style-type: none"> a. Justifications for improvements made to each procedure according to qualitative and quantitative analysis. b. Adopting a mechanism for numbering improved copies and update date. c. Documenting the areas of improvement implemented on the process or procedure, the expected impact of this improvement and its measurement mechanism by updating performance indicators and its follow up mechanism. d. Involving relevant departments and units in improvement processes. e. Linking digital services to and benefiting from improved procedures.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching 5 diverse and recent samples of re-engineered procedures in accordance with the compliance requirements, showing the following: <ol style="list-style-type: none"> a. Justifications for improvements made to each procedure according to qualitative and quantitative analysis. b. A mechanism for numbering improved copies and update date. c. Areas of improvement implemented on the process or procedure, the expected impact of this improvement and its measurement mechanism. d. Departments involved in improving and redesigning procedures. e. Services associated with improved procedures.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (11).
Scope	All government agencies.

5.7.4	Automation of Processes and Procedures
Objective	Automating processes and procedures to reduce human intervention and increase work efficiency.
Compliance Requirements	<ol style="list-style-type: none"> 1) Automation of processes and procedures, and automation process shall include performance indicators of each process. 2) Utilizing all available modern technologies to automate processes and procedures (such as RPA, Low-Code technologies, etc.). 3) Developing follow-up screens that issue periodic reports to monitor the implementation of automated processes and procedures, and measure performance indicators in real time. 4) Issuing periodic reports showing the success rates of partially or fully automated processes and procedures to identify the levels of progress in automating processes and procedures.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching diverse and recent samples of the automated procedures screens (5 samples). 2) Attaching evidences proving that the agency used modern technologies to automate processes and procedures. 3) Attaching diverse samples (3 samples) of follow-up screens that measure performance indicators in real time. 4) Sample of periodic follow-up reports that allow to monitor the success rates of automated processes and procedures (3 samples).
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (7).
Scope	All government agencies.

Fourth Section: Risks Management & Business Continuity

5.8. Risks Management

The axis includes standards and requirements to enhance the agency's ability to identify risks that will affect the continuity of digital government services and to understand, analyze and address these risks to ensure business continuity at government agencies and proactive identification of risks.

5.8.1	Building a policy and a governance for risk management system
Objective	Establishing components and elements for governance of risks management system, and defining the roles, responsibilities and powers of those concerned to support the implementation of the risk management system within the agency effectively, in line with the agency's strategic objectives.
Compliance Requirements	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> 1) Establishing an administrative unit responsible for the risks management system adopted by the agency, in line with the approved organizational structure. 2) Appointing an officer to manage the risks management system with sufficient competencies and powers. 3) Defining roles and responsibilities for the risks management system. 4) Assigning a team to carry out the roles, responsibilities and tasks in the risks management system, based on the needs and business of the agency. 5) The agency's senior management shall establish an internal steering committee to supervise the agency's risks management system, chaired by the chief officer at the agency or his representative. 6) Developing the charter of the steering committee responsible for the risks management system, after its approval and circulation by the agency's senior management. 7) Conducting the meetings of the steering committee periodically. 8) Creating and adopting a risk management policy in line with the agency's objectives and sharing it with stakeholders. 9) Creating and adopting a risk management framework document and sharing it with stakeholders. 10) Creating and adopting risks management procedures and sharing it with stakeholders. 11) Creating a risk register form for all administrative units in the agency and updating it periodically, to include the following: <ol style="list-style-type: none"> a. Risk identifier. b. Risk owner. c. Risk description. d. Root causes and consequences of the risk.

	<ul style="list-style-type: none"> e. Assessment of latent risk (latent impact, latent probability, degree of latent risk). f. Controls applied to reduce the impact and risk occurrence probability. g. Assessing the effectiveness of controls applied. h. Assessing the residual risk (degree of latent risk and effectiveness of controls applied). i. Risks Treatment Strategy. j. Planned treatment plans to deal with the risk. k. Owner of risk treatment plans. l. Completion date of risks treatment plans. m. Implementation rate and status of risks treatment plans. <p>12) Preparing an annual plan to assess the risks of all administrative units in the agency, and approve this plan by the authorized person.</p> <p>Compliance requirements to be met by the concerned government agencies specified in Appendix No. 7.6</p> <p>13) Assessing the maturity level of the current risks management system in the agency, and determining the maturity level to be reached within a specified period of time.</p> <p>14) Creating and adopting risks management strategy.</p> <p>15) Implementing the roadmap to achieve the risk management objectives and reach the targeted maturity level.</p> <p>16) Creating the risks leaders document in the agency to coordinate, implement and follow up on risk management works and submit relevant reports.</p> <p>17) Creating risks reporting document.</p> <p>18) Implementing reporting mechanism with standardized forms and channel for reporting risks.</p> <p>19) Creating a dashboard to display the agency's risk statistics, including, but not limited to (number of risks, risks ratings, risk assessment, etc.).</p> <p>20) Creating and adopting a document of levels of acceptance and risk tolerance for the agency in line with the agency's strategic directions and objectives, and sharing it with stakeholders.</p>
Supporting documents	<p>Documents required from all government agencies</p> <ul style="list-style-type: none"> 1) Attaching the approved organizational structure of the administrative unit responsible for the risk management system, and everything needed to meet compliance requirements. 2) Attaching the decision to appoint the risk management system administrator. 3) Attaching a document that documents the roles and responsibilities of the administrative unit responsible for the risks management system. 4) Attaching samples of the job description of the risks management system staff. 5) Attaching the decision to form the steering committee responsible for overseeing the risks management system and everything needed to meet the compliance requirements. 6) Attaching the charter of steering committee responsible for overseeing the approved risks

	<p>management system and everything needed to meet the compliance requirements.</p> <p>7) Attaching adequate samples of the minutes of meetings of steering committee responsible for overseeing the risks management system.</p> <p>8) Attaching a documented and approved risks management policy, and providing evidences that it has been shared with stakeholders.</p> <p>9) Attaching a documented and approved risks management framework, and providing evidences that it has been shared with stakeholders.</p> <p>10) Attaching documents showing documented and approved risk management procedures, and providing evidences that they have been shared with stakeholders.</p> <p>11) Attaching the risk register form used by the agency, in accordance with the compliance requirements of this standard.</p> <p>12) Attaching the annual risk assessment plan for all administrative units in the approved agency.</p>
	<p>Documents required from the concerned government agencies specified in Appendix No. 7.6</p> <p>13) Attach the assessment report of the maturity level of the agency's current risk management system.</p> <p>14) Attaching a documented and approved risk management strategy, and everything needed to meet the compliance requirements.</p> <p>15) Attaching documents that demonstrate that the roadmap has been implemented to achieve risks management objectives.</p> <p>16) Attaching the approved risks leaders document, in accordance with the compliance requirements of this standard.</p> <p>17) Attaching the approved risks reporting document.</p> <p>18) Attaching the documents proving the application of the risks reporting mechanism.</p> <p>19) Attaching sample of the risk information display boards used in the agency.</p> <p>20) Attaching the levels of acceptance and tolerance of approved risks document, in accordance with the compliance requirements of this standard.</p>
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Digital Government Authority's Circular No. (2044) dated 28/12/1443 AH, on Risks Management Controls. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (19).
Scope	<p>All government agencies and the concerned government agencies specified in Appendix No. 7.6, as indicated in this card.</p>

5.8.2	Identification, analysis, assessment and treatment of risks
Objective	Identifying and assessing the internal and external risks, determining risks probability occurrence and their expected impact on the achievement of objectives and strategies, and developing appropriate solutions to address risks to reduce their occurrence probability and/or mitigate their impacts.
Compliance Requirements	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> 1) Understanding the work environment to identify internal and external risks and threats at the level of the agency and administrative units by holding workshops with risks owners. 2) Issuing and documenting the risk register, to include: <ol style="list-style-type: none"> a. Identification of internal and external risks and threats and reflect them in the agency's risk register. b. Analysis and assessment of internal and external risks and threats and reflect them in the agency's risk register. c. Identifying appropriate treatment plans for each risk. 3) Sharing and approving the risks register of the relevant administrative unit by the risks owners and the chief officer of the administrative unit. 4) Submitting periodic reports showing the results of the risks assessment to the steering committee responsible for the risks management system and stakeholders based on the approved frequency in the risks management framework. <p>Compliance requirements to be met by the concerned government agencies specified in Appendix No. 7.6</p> <ol style="list-style-type: none"> 5) Identifying, analyzing and assessing the most important risks or major risks at the agency's level using a top-down or bottom-up methodology. 6) Specifying the appropriate treatment plans for the most important risks or major risks at the agency's level and the implementation completion date. 7) Identifying key risk indicators (KRIs) at the agency level.
Supporting documents	<p>Documents required from all government agencies</p> <ol style="list-style-type: none"> 1) Attaching a sample of documents proving that workshops have been convened with the risk owners, in accordance with the compliance requirements of this standard. 2) Attaching the updated risks register, in accordance with the compliance requirements of this standard. 3) Attaching a sample of the documents proving the sharing and approving the risks register of the relevant administrative unit by the risk owners and the chief officer of the administrative unit. 4) Attaching samples of reports showing the results of risks assessment to the steering committee responsible for the risks management system.

	Documents required from the concerned government agencies specified in Appendix No. 7.6
	5) Attaching a register of the most important risks or major risks. This register shows the appropriate treatment plans at the agency level and the implementation completion dates.
	6) Attaching Key Risks Indicators (KRIs) document.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Digital Government Authority's Circular No. (2044) dated 28/12/1443 AH, on Risks Management Controls. Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (19).
Scope	All government agencies and the concerned government agencies specified in Appendix No. 7.6, as indicated in this card.

5.8.3	Review, follow up and communication about risks
Objective	Controlling and monitoring risks to ensure the improvement of quality and effectiveness of risks assessment and treatment process.
Compliance Requirements	Compliance requirements to be met by all government agencies
	<ol style="list-style-type: none"> Updating the agency's risks register by those responsible for risks management, to include: <ol style="list-style-type: none"> Periodically controlling and monitoring the status of the agency's identified internal and external risks. Monitoring addressed controls and plans and evaluating their effectiveness periodically. Periodically following up on the implementation rates of risks treatment plans within the specified time period. Submitting risk reports to senior management, internal and external committees and stakeholders based on the approved frequency in the risks management framework, including, but not limited to, the following: <ol style="list-style-type: none"> Comprehensive risks status report. Top risks report. Key risk indicators report.
	Compliance requirements to be met by the concerned government agencies specified in Appendix No. 7.6
	3) Periodically update the most important risks or key risks, and key risk indicators (KRIs).
Supporting documents	Documents required from all government agencies
	<ol style="list-style-type: none"> Attaching documents proving the periodic updating of the risks register, which meets the compliance requirements of this standard. Attaching adequate samples of comprehensive risk status reports that have been submitted to senior management, internal and external committees and stakeholders, which meet the compliance requirements of this standard.

	Documents required from the concerned government agencies specified in Appendix No. 7.6
	3) Attaching samples of documents proving the periodic update of the most important risks, and samples of key risk indicators (KRIs).
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Digital Government Authority's Circular No. (2044) dated 28/12/1443 AH, on Risks Management Controls. Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (19).
Scope	All government agencies and the concerned government agencies specified in Appendix No. 7.6, as indicated in this card.

5.8.4	Training and raising-awareness of risk management
Objective	Training all employees and stakeholders and raising awareness of risk management to ensure that the agency's objectives and strategies are met.
Compliance Requirements	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> Analyzing training needs in cooperation with the administrative unit concerned with human resources within the agency to understand the training requirements of risks management. Developing and implementing a training plan for risk management staff and risk leaders commensurate with the roles and responsibilities stipulated in the agency's risks management system. Developing and implementing a plan for risks management awareness campaigns for the agency's employees to promote risk culture, using one of the following activities: <ol style="list-style-type: none"> Awareness messages through different communication channels. Global and local risks reports and newsletters. Awareness workshops, meetings and open discussions. Risks Awareness Week. Digital education platforms. Reviewing and updating the awareness campaigns plan and promoting risks management culture in the agency on an annual basis. <p>Compliance requirements to be met by the concerned government agencies specified in Appendix No. 7.6</p> <ol style="list-style-type: none"> Developing and implementing a training plan for risks leaders that correspond to the roles and responsibilities stipulated in the agency's risks management system.
Supporting documents	<p>Documents required from all government agencies</p> <ol style="list-style-type: none"> Attaching the training needs report in cooperation with the administrative unit concerned with human resources. Attaching the training plan for risks management employees, and samples of documents proving the implementation of the training plan for risks management employees.

	<p>3) Attaching the risks management awareness program of the agency's employees, and samples of documents proving the implementation of the risk management awareness program to the agency's employees.</p> <p>4) Attaching samples of the documents proving the review and update of the awareness campaigns plan and deploying risks management culture in the agency.</p> <p>Documents required from the concerned government agencies specified in Appendix No. 7.6</p> <p>5) Attaching the training plan and samples of documents proving the implementation of the training plan for risks management leaders.</p>
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Digital Government Authority's Circular No. (2044) dated 28/12/1443 AH, on Risks Management Controls. Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (19).
Scope	All government agencies and the concerned government agencies specified in Appendix No. 7.6, as indicated in this card.

5.8.5	Continuous development and improvement of risk management
Objective	Reviewing risks management procedures and processes to improve the agency's capacity, raise the effectiveness level of risks management system and apply best practices and standards.
Compliance Requirements	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> Reviewing and updating the documents of the risks management system periodically according to the approved review mechanism for each document or when a fundamental change occurs to the agency's strategic or operational objectives, to include the following: <ol style="list-style-type: none"> Risks management policy. Risks management strategy. Risks management framework. Risks management procedures. Acceptance and tolerance levels of risks document. Using and developing standardized forms to implement risk management processes at the agency level, including, but not limited to (risk register, risk escalation and acceptance forms, risk reports, risk dashboards). Reviewing the effectiveness of implementing and applying the risk management system on an annual basis, using one of the following review methods: <ol style="list-style-type: none"> Self-assessment KPI assessment Internal or external audit/ review. Reporting the review results of effectiveness of implementing and applying risks management system, and compliance assessment results to senior management and steering committee responsible for the risk management system, to ensure that appropriate corrective actions are taken.

	<p>Compliance requirements to be met by the concerned government agencies specified in Appendix No. 7.6</p> <p>5) Preparing a mechanism for archiving and storing the risk management system data and documents to ensure the business continuity of the administrative unit.</p> <p>6) Implementing and developing an annual plan to assess the level of compliance with relevant regulatory controls.</p>
Supporting documents	<p>Documents required from all government agencies</p> <p>1) Attaching documents proving the risk management system documents have been reviewed and updated, in accordance with the compliance requirements of this standard.</p> <p>2) Attaching the models for implementing risk management processes used in the agency.</p> <p>3) Attaching the annual report of the review results of the effectiveness of implementing and applying the risk management system.</p> <p>4) Attaching evidence on reporting the review results of effectiveness of implementing and applying risks management system, and compliance assessment results to senior management and steering committee responsible for the risk management system, to ensure that appropriate corrective actions are taken.</p> <p>Documents required from the concerned government agencies specified in Appendix No. 7.6</p> <p>5) Attach a document clarifying the mechanism of archiving and storing the risk management system data and documents in the agency.</p> <p>6) Attaching the annual plan to assess the level of compliance with relevant regulatory controls.</p>
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Digital Government Authority's Circular No. (2044) dated 28/12/1443 AH, on Risks Management Controls. Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (19).
Scope	<p>All government agencies and the concerned government agencies specified in Appendix No. 7.6, as indicated in this card.</p>

5.9. Business Continuity

The axis includes the standards and requirements for the government agency to continue providing its priority activities at predetermined levels after an interruption, and enhance its flexibility to respond to any interruption it encounters, and enable it to restore its priority products and services within a specific time.

5.9.1	Establishment of Business Continuity System
Objective	Developing the general framework and defining the roles and tasks of the concerned persons and departments involved in planning, implementing, reviewing, and developing a Business Continuity Management System (BCMS).
Compliance Requirements	<ol style="list-style-type: none"> 1) Appointing an officer to manage the business continuity system who has the competencies and powers to manage the business continuity system. 2) Appointing a team to carry out the roles and responsibilities in the business continuity management system, consisting of a sufficient number of qualified employees. 3) Establishing a steering committee responsible for following up the implementation of the business continuity management system in the agency, chaired by the head of the agency or his deputy. The steering committee shall have the necessary powers to support the business continuity system. 4) Developing the charter of the steering committee responsible for the business continuity system, after its approval and circulation by the agency's senior management. 5) Developing and approving the business continuity policy and reviewing it periodically, or when a fundamental change occurs in the operation environment or the agency's strategic objectives. 6) Establishing and approving the agency's business continuity management framework. 7) Enhancing business continuity management system by allocating responsibilities and roles to the system, to clarify: <ol style="list-style-type: none"> a. Those responsible for business continuity plans of concerned departments. b. Coordinators for business continuity plans from the concerned departments (business continuity leaders). c. Recovery team of technical and communication disasters of business continuity system.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching evidence of the appointment of the business continuity management officer. 2) Attaching evidence of the appointment of a team that assumes roles and responsibilities in the business continuity management system, and clarifying the roles and responsibilities of the team. 3) Attaching the decision to form the steering committee responsible for overseeing the activities of the business continuity system. 4) Attaching the documented and approved charter of the steering committee, and clarifying its competencies, powers and membership, in a manner that meets all compliance requirements.

	<p>5) Attaching a documented and approved business continuity management policy, and evidence on the periodic review thereof, in accordance with the compliance requirements of this standard.</p> <p>6) Attaching the approved business continuity management framework document, in a manner that meets all compliance requirements.</p> <p>7) Attaching document indicating those responsible for business continuity plans of concerned departments.</p> <p>8) Attaching document indicating the coordinators for business continuity plans from the concerned departments (business continuity leaders).</p> <p>9) Attaching document indicating the recovery teams of technical and communication disasters of business continuity system.</p>
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH, on Business Continuity Management Standards. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (19).
Scope	All government agencies.

5.9.2	Training and awareness of business continuity management system
Objective	Raising awareness of all employees and relevant parties about business continuity and enhancing their training on their roles and responsibilities within the scope of business continuity management system.
Compliance Requirements	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> 1) Analyzing training needs in collaboration with HR to develop training requirements for business continuity management system skills. 2) Ensuring that employees have been trained on multiple skills to manage business continuity system, and developing job succession plans (to avoid single points of failure) of business continuity system activities. 3) Implementing a program to deploy the culture of business continuity in the agency; through training and specialized workshops for all parties participating in the business continuity system at least once a year, and when a fundamental change occurs in the agency operations. <p>Compliance requirements to be met by the concerned government agencies specified in Appendix No. 7.6</p> <ol style="list-style-type: none"> 4) Sharing the approved business continuity policy with internal stakeholders. 5) Convening awareness workshops on business continuity management for senior management at the agency level. 6) Convening awareness workshops for business continuity leaders at the agency level.

Supporting documents	Documents required from all government agencies
	<ol style="list-style-type: none"> 1) Attaching the approved plan or document that includes the training needs and training requirements of business continuity for the employees of the unit concerned with the management of the business continuity system. 2) Attaching evidences on the implementation of awareness workshops and campaigns on business continuity management, showing that the employees have been trained on multiple skills to manage the business continuity system, and the job succession plan for the business continuity unit's employees as approved by the agency. 3) Attaching evidences on the implementation of special training awareness programs for those involved and participating in the business continuity system.
	Documents required from the concerned government agencies specified in Appendix No. 7.6
	<ol style="list-style-type: none"> 4) Providing evidences on sharing the approved business continuity policy with internal stakeholders. 5) Providing evidences on convening awareness workshops on business continuity management for senior management at the agency level. 6) Providing evidences on convening awareness workshops for business continuity leaders at the agency level.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH, on Business Continuity Management Standards. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (19).
Scope	All government agencies and the concerned government agencies specified in Appendix No. 7.6, as indicated in this card.

5.9.3	Analyzing the impact of business interruption and assessing risks and threats to the business continuity system
Objective	Analyzing the impact resulting from the interruption of processes and procedures that provide products and services in the agency, determining the targeted recovery time for key services after an interruption, and assessing risks, internal and external threats and critical points of failure that may affect priority activities and determining their expected impact in the event of an interruption or disturbance, and developing solutions to address or mitigate their impact.
Compliance Requirements	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> 1) Inclusion of all internal and external processes and procedures carried out by the agency, determining internal and external approvals, and appointing a staff for the processes and procedures that have been included. 2) Analyzing the impact of the business interruption using the agency's approved interruption impact assessment matrix, according to the extent of acceptance of impact and risks adopted by the agency, and reviewing the analysis of the business interruption impact at least annually, or when a fundamental change occurs in the agency's operations or strategic objectives. 3) Specifying the targeted recovery period of critical business services, and recovery time objectives (RTO). 4) Determining the human, logistical and technical resources, infrastructure and alternative procedures necessary to implement the service or procedure after the interruption. 5) Submitting a comprehensive report on business interruption impact analysis to the steering committee for approval. 6) Assessing and reviewing risks and threats to the continuity of the agency's business on an ongoing basis, and aligning them with the agency's approved risk management methodology. 7) Identifying and monitoring risks and threats that may interrupt or disrupt the priority operations and actions of the agency, and aligning them with the relevant parties. 8) Determining the impacts of internal and external risks on the agency's operations and procedures. 9) Identifying and evaluating controls applied to deal with the risks and threats that affect the continuity of the agency's business. 10) Determining the appropriate additional or compensatory controls to confront risks and threats that affect the continuity of the agency's business. 11) Presenting the risk and threat assessment results to the business continuity steering committee, as part of the results of analyzing business interruption impact analysis, for approval.

	<p>Compliance requirements to be met by the concerned government agencies specified in Appendix No. 7.6</p> <p>12) Determining the Medium-Term Development Plan (MTDP) for business interruption of products, services, processes and activities, and Minimum Business Continuity Objective (MBCO).</p> <p>13) Classifying the importance level of government platforms and applications and adhering to the targeted recovery times for each level, according to the interruption impact assessment matrix issued by the Digital Government Authority through (Raqmi) portal.</p>
Supporting documents	<p>Documents required from all government agencies</p> <ol style="list-style-type: none"> 1) Attaching an approved list or register of all internal and external processes and procedures used to analyze the impact of business interruption. 2) Attaching Interruption Impact Matrix. 3) Attaching samples of reports showing the results of business interruption impact analysis, including the recovery time objectives (RTO), to be approved by the steering committee or the stakeholders. 4) Attaching evidences on the inclusion of human, logistical and technical resources, infrastructure and alternative procedures necessary to implement the service or procedure after the interruption. 5) Attaching evidence on sharing the results of business interruption impact analysis with the steering committee and its approval by the committee. 6) Attaching reports indicating that the business interruption impact analysis has been reviewed. 7) Attaching sample of the results of risk and threat assessment and risks treatment strategies and their impact within the business continuity system, in accordance with the requirements of this standard. 8) Attaching evidences on the submission of the report of the risk assessment report that affects the business continuity of the agency, as submitted to the relevant committees. <p>Documents required from the concerned government agencies specified in Appendix No. 7.6</p> <ol style="list-style-type: none"> 9) Sample of business interruption impact analysis results reports, including recovery time objectives (RTO), Medium-Term Development Plan (MTDP) and Minimum Business Continuity Objective (MBCO), as approved by the steering committee or stakeholders. 10) Evidences on the classification of the importance level of government platforms and applications and adhering to the targeted recovery times for each classification, according to the interruption impact assessment matrix issued by the Digital Government Authority through (Raqmi) portal.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH, on Business Continuity Management Standards. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (19).
Scope	<p>All government agencies and the concerned government agencies specified in Appendix No. 7.6, as indicated in this card.</p>

5.9.4	Defining a Business Continuity Strategy
Objective	Defining business continuity recovery strategies that provide solutions according to the outputs of business interruption impact analysis, and risk and threat assessment, and developing a roadmap to improve the efficiency of various business continuity plans.
Compliance Requirements	Compliance requirements to be met by all government agencies
	1) Defining recovery strategies, including technical systems, digital services, telecommunications, backup systems and remote solutions, whether within the agency or hosted on cloud computing or managed by third parties.
	2) Approving recovery strategies by the business continuity steering committee.
	3) Reviewing recovery strategies at least annually, or when a fundamental change occurs in the agency's operational or strategic objectives.
	Compliance requirements to be met by the concerned government agencies specified in Appendix No. 7.6
Supporting documents	4) Analyzing cost-benefit to measure and prioritize the effectiveness of business continuity management strategies and solutions, and approving the same by the business continuity steering committee.
	5) Determining main suppliers and services assigned to external parties according to the outputs of the business interruption impact analysis. Suppliers and services must undergo further scrutiny to ensure that resilience of the supply chain is strengthened.
	Documents required from all government agencies
	1) Attaching adequate samples of recovery strategies that meets the compliance requirements of this standard.
	2) Attaching evidences on the adoption of recovery strategies by the business continuity steering committee.
Supporting documents	3) Attaching evidences on the review of the agency's approved strategies.
	Documents required from the concerned government agencies specified in Appendix No. 7.6
	4) Attaching evidences on the implementation of the cost-benefit analysis of the business continuity strategies and its submission to the business continuity steering committee.
	5) Attaching evidences on the determination of the main suppliers and services assigned to external parties according to the outputs of the business interruption impact analysis.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH, on Business Continuity Management Standards. Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (19).
Scope	All government agencies and the concerned government agencies specified in Appendix No. 7.6, as indicated in this card.

5.9.5	Building business continuity plans and providing alternative backup data centers
Objective	Identifying and documenting procedures based on the outputs of selected strategies and solutions, thus building IT disaster recovery plans in addition to accidents response plans and business continuity plans, and thereby contributing to ensuring the agency's capability to respond to crises, interruptions, or emergencies, and thus reducing the impact on its operations.
Compliance Requirements	Compliance requirements to be met by all government agencies
	1) Preparing and approving business continuity plans based on approved business continuity management strategies.
	2) Reviewing and testing business continuity plans at least once a year, or when a fundamental change occurs at the agency.
	3) Finding alternative backup centers for storing data, and centers for sensitive systems for storing, operating and testing data in accordance with the international standards.
	4) Identifying key objectives of the ICT disaster recovery plan including dependencies on external suppliers and any outsourced services.
	5) Creating ICT recovery plans to restore digital platforms, applications, services and data in a timely manner to achieve the recovery time objectives (RTO) of the agency.
	6) Defining backup and recovery methods and procedures to restore system operations quickly and effectively after a service interruption.
	7) Communicating with the Digital Government Authority in the event of an interruption of digital services according to the user guide to report the interruption of digital government services through (Raqmi) portal.
	8) Documenting events in the event of an interruption of operations, explaining the responsibilities and powers related to the collection, approval and updating of activity records, job test results and data, lessons learned and post-incident report.
	9) Ensuring that information security and cybersecurity regulations are activated at all times, especially when activating the ICT disaster recovery plan for alternative sites.
	10) Testing and reviewing ICT disaster recovery plans at least once a year, or when a fundamental change occurs to the agency's IT infrastructure, to ensure its readiness in the event of any interruption.
	11) Creating and approving incidents response plan.
	12) Reviewing and testing the incident response plan periodically at the agency.
	Compliance requirements to be met by the concerned government agencies specified in Appendix No. 7.6
	13) Establishing and approving a media communication and response plan, including procedures for dealing with relevant external parties.
	14) Reviewing and testing the media response plan periodically at the agency.

Supporting documents	Documents required from all government agencies
	1) Attach sufficient samples of the agency's approved business continuity plans to meet all compliance requirements
	2) Attaching evidences on the review of the business continuity plans and samples of reports of business continuity plans testing results.
	3) Attaching maintenance and operation contracts that include the alternative disaster recover (DR) centers for keeping data, and centers for sensitive systems for keeping data and operating and testing the procedures, in accordance with the international standards adopted by the agency.
	4) Attaching sample of ICT disaster recovery plans associated with the agency's digital platforms, applications, services, and data that meet the compliance requirements of this standard.
	5) Attaching the backup and recovery procedures document for the defined processes within the business interruption impact.
	6) Attaching adequate samples showing reporting of digital services interruption to the Digital Government Authority.
	7) Attaching a sample of the event documentation record in the event of interruptions or during the periodic tests of plans.
	8) Attaching adequate samples proving the activation of information security and cybersecurity controls during the activation or testing IT disaster recovery plans or evidence on reviewing the cybersecurity of plans.
	9) Attaching adequate samples of reports illustrating the testing and review of technical and communications disaster recovery plans.
Related Orders, Resolutions and Circulars	10) Attaching the agency's incident response plan document approved by authorized person to meet the compliance requirements.
	11) Attaching reports showing testing results of incident response plans.
	Documents required from the concerned government agencies specified in Appendix No. 7.6
	12) Attaching the agency's media response plan document approved by the stakeholder.
	13) Attaching reports showing testing results of media response plans.
	▪ Council of Ministers' Resolution No. (82) dated 22/03/1431 AH, Recommendation (14).
	▪ Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH, on Business Continuity Management Standards.
	▪ Digital Government Authority's Circular No. (1533) dated 23/05/1443 AH, on reporting the interruption of digital government services issued to all government agencies.
	▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph (19).
Scope	All government agencies and the concerned government agencies specified in Appendix No. 7.6, as indicated in this card.

5.9.6	Exercises and tests related to business continuity
Objective	Measuring the effectiveness of business continuity plan(s) and the incident response structure to ensure the application of business continuity policy and achievement of business continuity management objectives.
Compliance Requirements	<ol style="list-style-type: none"> 1) Creating a table of all tests and exercises for the various business continuity plans, and approving it by the business continuity steering committee on an annual basis. 2) Implementing the tests and exercises approved by the business continuity steering committee. 3) Documenting the official post-exercise report or planned test. 4) Sharing post-training or testing reports with members of the business continuity steering committee.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching the annual tests and exercises document or table approved by the business continuity steering committee. 2) Attaching sample of approved test or exercises reports. 3) Attaching evidences on the documentation of the official post-exercise report or planned test. 4) Attaching evidences on sharing test and exercise reports with the business continuity steering committee.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH, on Business Continuity Management Standards. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (19).
Scope	All government agencies.

5.9.7	Continuous documentation and improvement of business continuity system
Objective	Documenting the lessons learned from the implementation of the business continuity management system, actual incidents, exercises, tests and audits results, conducting routine maintenance activities to maintain and improve the business continuity management system after its establishment, improving the agency's resilience, raising the effectiveness level of the management system by applying multiple review methods, effectively addressing cases of non-conformity, and implementing corrective actions to address these cases.
Compliance Requirements	<ol style="list-style-type: none"> 1) Reviewing the business continuity management system periodically (at least annually) through an internal or external auditor who has sufficient qualifications and experience to implement this task. 2) Sharing the results of internal and external audits with the business continuity committee to ensure that corrective action are taken. 3) Ensuring that business continuity plans, ICT recovery plans, media response plan and incident response plan are developed and updated based on the outputs of the verification phase.

Supporting documents	<ol style="list-style-type: none"> 1) Attaching a report showing the results of the business continuity management system review. 2) Attaching evidence on sharing the results of the business continuity management system review with the business continuity committee. 3) Attaching evidence on the development and update of business continuity plans, and fill of gaps identified by the audit reports.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH, on Business Continuity Management Standards. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (19).
Scope	All government agencies.

Fifth Section: Information Technology

5.10. Systems that support digital transformation

The axis includes standards and requirements for the applications and institutional systems architecture that support normal and digital transformation business.

5.10.1	Usage of Government Resource Systems
Objective	Supporting and enabling government agencies to effectively manage and allocate their resources, enhance transparency, and automate support processes and services through the use of all available government resources systems units.
Compliance Requirements	<ol style="list-style-type: none"> 1) Implementing key systems for planning government resources and issuing user guides. 2) Issuing periodic reports from the key systems for planning government resources. 3) Providing all self-services to its employees through the electronic portal or smart device applications, and issuing user guides. 4) The agency provides all self-services to external beneficiaries through the electronic portal or smart device applications, and issues user guides. 5) Cooperation and participation with internal departments to achieve integration between government resources systems and related systems of external agencies.
Supporting documents	<ol style="list-style-type: none"> 1) One sample of screens and user guides for each part of the resource systems (Human Resources Management System, Financial System, Procurement and Supply System, Custody and Inventory Management System, Supplier Management System). 2) 3 Samples of periodic reports issued from the key systems for planning government resources. 3) 3 Samples of self-services provided to internal beneficiaries and user guides. 4) 3 Samples of self-services provided to external beneficiaries and user guides. 5) 3 Samples and explanation of complete procedures that illustrate the process of linking and integrating the agency's resources management systems and internal systems and related systems in external parties.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (40) dated 2/27/1427 AH, Paragraph No. (12).
Scope	All government agencies.

5.10.2	Using Digital Project Management Systems
Objective	Using Digital Project Management Systems in All Aspects of Digital Projects
Compliance Requirements	<ol style="list-style-type: none"> 1) The agency uses digital systems and tools to manage projects and digitize the processes of requesting, planning, controlling, monitoring and following up projects, tasks and schedules. 2) Linking digital systems and tools related to projects management with systems for following up strategic plans and initiatives, financial and procurement systems, control and accounting systems, and human resources systems adopted in the agency. 3) Controlling the powers of the project management team and other departments to which they belong through the technical system used. 4) Issuing periodic reports showing the control of tasks related to projects management with other departments in the agency. These reports indicate the completion rate of each department.
Supporting documents	<ol style="list-style-type: none"> 1) 4 Samples of project management digital systems screens (project request, planning, follow-up and reporting, deliverables) that meet the compliance requirements of this standard. 2) One sample showing all the interfaces and integrations between the project management system and other internal systems. 3) 3 Samples of the technical system showing the control of the powers of the project management team and other departments. 4) 3 Samples of periodic reports showing the control of tasks related to projects management with other departments in the agency. These reports indicate the completion rate of each department.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (10).
Scope	All government agencies.

5.10.3	Using Documents Management and e-archiving Systems
Objective	Linking and using document management and archiving systems for all transactions, and ensuring the preservation and quick access to the documents and data.
Compliance Requirements	<ol style="list-style-type: none"> 1) Implementing the National Center for Archives and Records' preservation and destruction policies, and developing what is necessary to ensure their compatibility with the regulations and procedures followed in the agency. 2) Keeping and archiving the agency's documents, contracts, decisions, letters and data electronically. 3) Linking the document management and archiving system to all basic and supporting digital systems and controlling powers. 4) Issuing periodic reports showing the percentage of departments benefiting from e-archiving systems.
Supporting documents	<ol style="list-style-type: none"> 1) Providing preservation and destruction policies adopted in the agency, which are consistent with the National Center for Archives and Records' policies. 2) 3 Samples of documents preservation and archiving systems' screens used in the agency. 3) One sample showing all the interfaces and integrations between the archiving system and all key and supporting digital systems. 4) Sample of use reports showing the percentage of departments benefiting from e-archiving systems.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ High Order No. (57231) dated 10/11/1439 AH, Clause (First). ▪ Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (3). ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Sub-paragraph (A), Paragraph No. (1) of Clause (Ninth).
Scope	All government agencies.

5.10.4	Using digital systems to manage the relationship with beneficiaries
Objective	Developing and documenting the customer relations management (CRM) processes across different channels and following up the progress of those requests and notes to address them as soon as possible.
Compliance Requirements	<ol style="list-style-type: none"> 1) Using CRM systems with all its components and activating call centers and technical support, in order to ensure a rapid response to the requirements, complaints and suggestions of beneficiaries of all segments, and raise their level of satisfaction. 2) Linking CRM systems to infrastructure management systems, communication channels with beneficiaries, and customer experience systems. 3) Activating digital tools and modern technologies to automate support and rapid response operations. 4) Activating knowledge management tools to support the relationship officer's access to the information in a smooth and fast manner.
Supporting documents	<ol style="list-style-type: none"> 1) 3 Samples of CRM systems screens. 2) 3 Samples of tickets opened via several different channels. 3) Sample digital tools used to interact with the beneficiary, for example: Smart Assistant (Chat bot). 4) Sample of knowledge base used to support the relationship officer's access to the information in a smooth and fast manner.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (17).
Scope	All government agencies.

5.10.5	Using E-mail
Objective	Activating the role of e-transactions and correspondence in the government agencies' regular work and correspondence, and ensuring their confidentiality.
Compliance Requirements	<ol style="list-style-type: none"> 1) Increasing the rates of using e-mail in daily correspondence. 2) Including in e-mails a disclaimer regarding the contents of public or personal government e-mails. 3) Hosting government e-mail servers within Saudi Arabia.
Supporting documents	<ol style="list-style-type: none"> 1) Submitting a recent report for the last 6 months from the agency's email server showing the number of messages. 2) Submitting copy of the disclaimer statement that was included in the e-mails of the agency's employees. 3) Submitting copy of the hosting contracts in the event that a contract was concluded with an agency to host the e-mail. The contracts shall include the required standards and controls according to the Guide to Controls of Using Information and Communication Technologies. 4) Submitting an official document certified by the authorized person, in the event that e-mail servers are hosted within the agency's data centers.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (13). ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraphs No. (1, 3, 4, 5, 6) of Clause (Third).
Scope	All government agencies.

5.11. Technological Services Infrastructure

The axis includes the standards and compliance requirements of an institutional methodology that includes a set of policies, procedures and methods for the provision of technical services to beneficiaries.

5.11.1	Developing the Management of Technical Services
Objective	Developing policies, standards, objectives and processes related to the management of technical services and infrastructure, and ensuring the optimal use of technical resources.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing the objectives and scope of work for the technical services and infrastructure management system in order to achieve the agency's strategic objectives in digital transformation process. 2) Adopting specific policies and standards for management of technical services and infrastructure in accordance with international best practices, such as ISO20000: ITIL. 3) Establishing an overall-quality administrative unit to measure and monitor the quality of IT operations and infrastructure management. 4) Developing official and technical policies to control the use of employees of the agency's technological assets. 5) Setting controls and rules for the agency's employees when using their personal devices for work purposes.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching documents proving that the agency has committed to developing the objectives and scope of work for the technical services and infrastructure management system. 2) Attaching documents proving that the agency has adopted specific policies and standards for management of technical services and infrastructure in accordance with international best practices. 3) Attaching the organizational structure of the General Administration of Information Technology showing the establishment of a unit concerned with overall-quality. 4) Attaching policies adopted to control the use of agency's employees of its technological assets. 5) Attaching controls and rules related to the use of personal devices of employees for work purposes.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ High Order No. (48310) dated 26/11/1435 AH, Paragraph No. (1). ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Clause (Fifth) and Paragraph No. (1) of Clause (Sixth).
Scope	All government agencies.

5.11.2	Implementing and following up the management of technological services
Objective	Following up and controlling the application of standards and policies for management of technological services.
Compliance Requirements	<ol style="list-style-type: none"> 1) Automating all processes of managing technological services and infrastructure by taking advantage of modern technologies and systems in this field. 2) Documenting the results of all development stages of technologies supporting the digital government businesses, and keeping them as a reference for the continuous development and improvement processes. 3) Following up on the performance indicators of managing technological services and infrastructure, and issuing, studying and analyzing periodic performance reports. 4) Hosting the agency's websites, information and services within Saudi Arabia. 5) Setting electronic controls and restrictions that limit the uploading of large personal files or unlicensed software by the agency's employees, except as provided for in the relevant regulations.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching adequate documents and samples from the systems screens that prove the agency's commitment to automating all technological services and infrastructure management processes, while clarifying the modern technologies and systems used. 2) Attaching documents that show the documentation of the results of all development stages of technologies supporting the digital government's businesses. 3) Attaching periodic reports that measure, study and analyze the performance of operations of managing technological services and infrastructure. 4) Attaching the hosting contracts, including the clauses stipulated in the Guide to the Controls of Using Information and Communication Technologies in Government Agencies issued by the Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, or an official document from the authorized person, including hosting all the agency's platforms, systems and databases within the agency's data centers or through other government agencies, or through hosting service providers licensed by the Communications, Space & Technology Commission. 5) Providing the approved mechanism or a copy of the system screens used in the agency, through which it ensures that users comply with the approved controls regarding the use of technological assets and computers in the agency, and prevent the use of unlicensed software.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (3) of Clause (Second) and Paragraph No. (2) of Clause (Sixth).
Scope	All government agencies.

5.11.3	Integration of technical services management with other systems
Objective	Achieving integration between the technological services and infrastructure management systems, and the agency's internal systems.
Compliance Requirements	<ol style="list-style-type: none"> 1) Achieving integration between policies and processes of technological service and infrastructure management systems, and other departmental systems such as quality, information security, business continuity, and data. 2) Achieving internal integration between technological systems and controlling performance indicators and periodic reports of the integration process. 3) Working in a coherent and integrated manner with other government agencies to achieve integration between digital government works, and in line with the beneficiaries' requirements and needs and in line with regulations issued by the DGA.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching the necessary documents and samples from the systems screens and periodic reports that prove that the agency has committed to achieving integration between technological services system and other systems of the agency. 2) Attaching the necessary documents and samples from the systems screens and periodic reports that prove that the agency has committed to achieving internal integration between technological systems, and indicate the control of performance indicators for the integration process. 3) Attaching documents showing that the agency has achieved integration with other government agencies regarding the digital government's works.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.11.4	Implementing the rules for regulating free and open source government software.
Objective	Enhancing opportunities to reuse government software, while providing the opportunity to view and publish the source code, thus opening the field for cooperation between government agencies, unifying standards among them, increasing transparency, ending the monopoly of suppliers, and reducing the difficulties of integrating software from more than one source.
Compliance Requirements	<ol style="list-style-type: none"> 1) Issuing the government license for free and open source government software 2) Inventory of open source software that you want to share with government agencies. Inventory data shall include the following elements: Software asset (product/ tool), description, programming language, use licenses "if any", sharing possibility, and availability of documentation related to open source software. 3) Promoting opportunities to reuse open source government software. 4) Implementing the approved mechanism for purchasing or developing government software, according to the following steps: <ol style="list-style-type: none"> a. Step One: Evaluating and studying the government software available in the repository for use, in coordination with the DGA. b. Step Two: If the evaluation and study report concluded that there are no software that meets the needs, the government agency may search for ready-made software, giving preference to free and open source software, in coordination with the DGA. c. Step Three: If there are no software that meets the needs, the government agency then can build its own software. 5) Applying the following provisions and rules related to contracting for building government software, as follows: <ol style="list-style-type: none"> a. The supplier delivers the source code and related documents to the government agency. b. Unspecified rights to the source code and its accessories shall be secured to allow for reuse, copying, modification and distribution between government agencies, without the need for the original supplier, while providing an open source for public use of the source code for all government agencies. c. The supplier must have high-level quality certificates in the required field of work. d. A contracting priority is to be given to national suppliers who meet the requests and technical conditions of the government agency. e. An emphasis is to be put on government agencies if an additional development of the process of purchasing commercial software is made. It must be stipulated during the contracting process that the ownership or right to use this development shall be all transferred to the government. <p>Preparing the departments concerned with open source software to interact with the information software community.</p>
Supporting documents	<ol style="list-style-type: none"> 1) Submitting the government license for free and open source government software 2) Submitting the free open source software inventory document, in accordance with the compliance requirements of the standard, and the schedule for uploading this document to

	<p>the government software repository.</p> <p>3) Submitting a report on the list of reused software from the government software repository, explaining (impact, level of product utilization "pilot phase, some characteristics of the product, entire product).</p> <p>4) Providing the approved digital procurement policies and submitting evidences on the application of the mechanism and procedure through the services available for the open source software market platform, in accordance with the compliance requirements of this standard.</p> <p>5) Attaching sample of the contracts concluded for building government software, including the required conditions and items, in a clear contractual form in accordance with the compliance requirements of this standard</p> <p>6) Submitting the policy, mechanism or commissioning decisions that clarify the agency's readiness to interact with the information society through the number of contributors of the government agency to the government software repository.</p>
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (14) dated 02/01/1443 AH, as stipulated in the following paragraphs and topics, and in particular: <ul style="list-style-type: none"> ▪ Paragraph No. (1) of Clause ((B): Purpose of the Rules). ▪ Paragraph No. (2) and (5) of Clause (H: Rules Implementation Considerations). ▪ Clause (D: Government Software Purchase Considerations). ▪ Clause (E: Provisions for contracting to build government software). ▪ Clause (F: Software Deployment Considerations).
Scope	<p>All government agencies, except for security and military agencies, that are subject to special provisions, as stipulated in their bylaws, regulations or internal regulations.</p>

5.11.5	Launching Bids for Telecommunications Services on Etimad Platform
Objective	Achieving efficiency of spending and optimal use of government agencies' budgets, and emphasizing the importance of adhering to the methods, procedures and provisions stipulated in the Government Tenders and Procurement Law.
Compliance Requirements	<p>1) The government agency shall secure its needs of Internet services and digital circuits through the Framework Agreement for Internet Services and Digital Circuits through the e-market of Etimad platform.</p> <p>In the event that the agency does not secure its needs through the Framework Agreement for Internet Services and Digital Circuits (for any reason), the agency shall then achieve the following:</p> <p>1) Offer bids for telecommunications services, whether public expenditures, programs or projects, on Etimad platform.</p> <p>2) Register its contracts related to telecommunications services, whether public expenditures, programs or projects, on Etimad platform.</p>
Supporting documents	<p>1) Attaching copy of the electronic marketplace of Etimad platform showing the reference number and status of the purchase order. The order status shall be:</p> <ol style="list-style-type: none"> Order completed. Waiting for supply. Pending payment. <p>In the event that the agency does not secure its needs through the electronic marketplace, it must achieve the following:</p> <p>1) Attaching screenshot of Etimad platform showing the reference number of the bid and its status.</p> <p>2) Attaching screenshot of Etimad platform showing the contract reference number, contract name and related bid number.</p>
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Royal Decree No. (M/128) dated 13/11/1440 AH, approving the Government Tenders and Procurement Law. Circular of His Excellency the Minister of Finance No. (49989) dated 12/02/1442 AH, Clause (First). Circular of His Excellency the Minister of Finance No. (46973) dated 05/12/1443 AH,. Circular of His Excellency the Minister of Finance No. (1748) dated 14/01/1445 AH,.
Scope	All government agencies

5.11.6	Inventory of Digital Circuits
Objective	Rationalizing the efficiency of spending on digital circuits by detailing the actual and fair need for the capacities of these circuits, reducing redundant capacities, and eliminating digital circuits that can be dispensed with.
Compliance Requirements	1) Submitting an inventory of all DGA's telecommunications departments in the inventory form available on "Raqmi" Platform, and continuously updating the inventory lists.
Supporting documents	1) Attaching copy of the inventory form uploaded to the agency's website, including all digital circuits within the agency. The inventory of digital circuits will be verified through the agency's checklists.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Circular of His Excellency the Minister of Finance No. (49989) dated 12/02/1442 AH, Clause (Second). ▪ Digital Government Authority's Circular No. (916) dated 15/01/1443 AH,. ▪ Council of Ministers' Direction notified under His Excellency the President of the Royal Court Letter No. (8102) dated 03/02/1444 AH, regarding finding solutions for the governance of communication services.
Scope	All government agencies.

5.11.7	Using Items dedicated for Digital Circuits and Telecommunication Expenses
Objective	The government agency shall use the items dedicated for digital circuits and telecommunications expenses for the legitimate purchases only in support of the digital transformation journey. The government agency shall also increase the control rate and ensure the use of applications and systems that support normal business.
Compliance Requirements	<p>1) The government agency shall use the clause related to the Unified Framework Agreement No. (339000113).</p> <p>In the event that the agency does not use the clause related to the Unified Framework Agreement for Digital Circuits Services (for any reason), the agency shall then achieve the following:</p> <p>1) Use the telecommunications services item for the designated purposes, namely: digital circuits services with an economic classification of (221136) or the Internet services with an economic classification of (221134).</p>
Supporting documents	<p>1) Attaching screenshot of Etimad platform showing the economic classification number used, the reference number of the contract /invoice, and the name of the contract/ invoice related to Internet services or digital circuits.</p>
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Royal Decree No. (M/128) dated 13/11/1440 AH, approving the Government Tenders and Procurement Law. Circular of His Excellency the Minister of Finance No. (49989) dated 12/02/1442 AH, Clause (First). Circular of His Excellency the Minister of Finance No. (46973) dated 05/12/1443 AH,. Circular of His Excellency the Minister of Finance No. (1748) dated 14/01/1445 AH,.
Scope	All government agencies linked to the general budget of the state.

5.12. Cloud Architecture

The axis includes standards and requirements for using cloud resources, applications and operations that are appropriate for the agency's current and future businesses.

5.12.1	Establishing a Cloud Computing Unit
Objective	Establishing a cloud computing unit to lead the agency through the process of adopting and migrating to cloud computing services, in addition to managing all related operations.
Compliance Requirements	<ol style="list-style-type: none"> 1) Establishing a cloud computing unit in the agency. 2) Establishing an organization structure for the unit that defines roles and responsibilities and ensures compliance with policies and rules.
Supporting documents	<ol style="list-style-type: none"> 1) Attach the decision to establish a cloud computing unit. 2) Organizational structure document of the unit.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18). ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Clause (Fourth).
Scope	All government agencies - with the exception of security and military agencies and the Saudi Central Bank from the application scope of all Cloud Architecture" axis's standards.

5.12.2	Preparing and implementing a plan to adopt cloud computing
Objective	Promoting and consolidating the adoption of cloud services and integration of data centers by government agencies.
Compliance Requirements	<ol style="list-style-type: none"> 1) Preparing a plan for adopting cloud computing and integrating data centers that includes targets, measurement indicators and scope of work. This plan shall include the following: <ol style="list-style-type: none"> a. List of applications classified as migrable data for cloud computing and mechanism followed. b. Cloud Reference architecture model for cloud computing adoption. c. Migration plan and timeline for migration of applications, software, technological resources and services to the cloud computing, indicating the targeted dates. d. The percentage of adopting current and targeted cloud services for the coming years to reach a minimum of 50% by 2025. 2) Preparing a report on the list of projects supporting the Cloud Transformation Plan for the year 2024-2025 and the status of progress in the implementation, to include the following: <ol style="list-style-type: none"> a. Number of IT projects associated with cloud computing and their total budget. b. Scope of work (overall) and status and budget of projects associated with cloud computing. c. Status of projects (implementation timeframe), for example: on the track or late.

	3) Updating the data of the "Government Needs Inventory on Cloud Services" questionnaire through "Raqmi" Platform (https://raqmi.dga.gov.sa/cloudsurvey).
Supporting documents	<ol style="list-style-type: none"> 1) Attaching an updated plan for transformation towards cloud services and integration of data centers for a period of at least two years, and this plan shall meet the compliance requirements of the standard. 2) Attaching a report of the list of projects supporting cloud transformation plan for the year 2024-2025, and this report shall meet the compliance requirements of the standard. 3) Updating the "Government Cloud Services Needs Inventory" questionnaire will be verified through internal checklists.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Digital Government Authority's Circular No. (102) dated 09/02/1444 AH, on preparing a plan for transformation towards cloud solutions. ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Clause (Fourth).
Scope	All government agencies - with the exception of security and military agencies and the Saudi Central Bank from the application scope of all Cloud Architecture" axis's standards.

5.12.3	Activation of Cloud Computing Environment
Objective	Activation and Management of Cloud Computing Environment.
Compliance Requirements	<ol style="list-style-type: none"> 1) Aligning the agency's policies and regulations with the policies and regulations issued by the Digital Government Authority and cloud computing-related entities. 2) Using cloud tools and systems to meet business needs and applications on the cloud, ensuring improved performance and reduced costs. 3) Preparing, studying and analyzing reports related to controlling usage, costs, performance and risks in the cloud computing environment.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching evidences on the agency's commitment to aligning its policies and regulations with those related to cloud computing. 2) Attaching 3 samples of screens of cloud tools and systems used that meet the compliance requirements of this standard. 3) Attaching reports related to controlling usage, costs, performance and risks in the cloud computing environment, showing their study and analysis.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies - with the exception of security and military agencies and the Saudi Central Bank from the application scope of all Cloud Architecture" axis's standards.

Sixth Section: Whole-of-Government

5.13. Whole-of-government platforms

The axis includes standards and requirements for applying electronic systems and services provided by government agencies. It targets other government agencies to provide joint government services and solutions, which can be linked to and used to enhance the whole-of-government concept.

5.13.1	Planning for Linking to shared systems and services
Objective	Linking to systems and services provided by other government agencies and promoting the use of government agencies of joint technological solutions and infrastructures.
Compliance Requirements	<ol style="list-style-type: none"> 1) Studying and analyzing other government systems and services and determining the agency's needs of data and jobs periodically. 2) Preparing a plan for linking to shared systems and services, to include the following: <ol style="list-style-type: none"> a. A list of shared systems and services to which they have been linked, and to which they will be linked in the future. b. Agency's objectives from linking to each system or service. c. Services to be provided or availed through the linking process. d. Data sets that can be availed through the linking process. e. Who in charge of the linking process, whether a person, a committee or an administrative unit. f. Linking process schedule. g. A mechanism to follow up on the implementation of the linking plan and performance indicators allocated to follow up the linking process.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching documents proving study and analysis of other government systems and services and determination of the agency's needs of data and jobs periodically. 2) Attaching an approved plan for linking to shared systems and services that proves the agency's commitment to studying and analyzing the government systems and services that it wishes to link to, and planning the linking process in accordance with the compliance requirements of this standard. Attaching the decision to appoint the person responsible for each of the shared systems and services used by the agency.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Digital Government Authority's Circular No. (1339) dated 15/11/1444 AH, on Whole-of-Government Platforms Controls.
Scope	All government agencies.

5.13.2	Implementing Linking to shared systems and services
Objective	Ensuring the implementation of linking to, and maximizing the use of, shared government platforms.
Compliance Requirements	<ol style="list-style-type: none"> 1) Implementing linking plans in accordance with the approved mechanisms and schedules and issuing reports thereon. 2) Adopting the National Unified Access “NAFATH” for digital services that require a digital identity features or functions. 3) Reusing data available from the National Unified Access “NAFATH”. 4) Adopting various e-payment portals, such as (Tahseel) and (SADAD) for digital services that need e-collection or e-payment features or functions. 5) Taking advantage of the services available in the Unified Electronic Government Procurement Portal “Etimad”. 6) Linking to the electronic control system of the General Bureau for Auditing. 7) Issuing periodic reports to follow up on the linking to each service/ system, to include, at a minimum, the following: <ol style="list-style-type: none"> a. Volume of data exchanged. b. Analysis of peak use times. c. Number of operations carried out and rejected. d. Uploaded support tickets cases.
Supporting documents	<ol style="list-style-type: none"> 1) Attach periodic reports showing the implementation of linking plans according to the approved mechanisms and schedules. 2) Attaching adequate samples and screenshots proving the agency's linking to the National Unified Access “NAFATH” (3 samples). 3) Attaching Reports showing the reuse of data available from the National Unified Access “NAFATH”. 4) Attaching adequate samples and screenshots proving the agency's use of various e-payment portals, such as (Tahseel) and (SADAD) in the digital services it provides (3 samples). 5) Attaching adequate samples and screenshots proving the agency's use of the services available in the Unified Electronic Government Procurement Portal “Etimad” (3 samples). 6) It is not required to attach proof of linkage to the Electronic Control System "Shamil", and verification is done through the compliance lists issued by the General Bureau for Auditing. 7) Attaching sample of periodic reports related to the follow-up of the link to each service/ system, in order to meet compliance requirements of this standard.
Related Orders, Resolutions and	<ul style="list-style-type: none"> ▪ High Order No. (57231) dated 10/11/1439 AH, Clauses (Third) and (Seventh). ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (2) of Clause

Circulars	<p>(Ninth).</p> <ul style="list-style-type: none"> Digital Government Authority's Circular No. (378) dated 02/06/1444 AH, on activation of electronic payment channels and unified access. Digital Government Authority's Circular No. (1339) dated 15/11/1444 AH, on Whole-of-Government Platforms Controls. Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (12) and (14).
Scope	All government agencies, and the Saudi Central Bank is exempt from Requirements No. 5 and 6.

5.13.3	Continuous monitoring of shared systems and services
Objective	Monitoring the linking processes to shared systems and services and reports of benefiting from linking.
Compliance Requirements	<ol style="list-style-type: none"> Studying and analyzing periodic reports and the extent to which the agency's objectives have been achieved from the linkage processes that have taken place and benefit from shared data. Continuous follow-up of new systems and services to ensure that the infrastructure and all services associated with the shared systems and services are built properly to ensure their continuous operation. Making appropriate decisions based on the periodic reports related to shared systems and services.
Supporting documents	<ol style="list-style-type: none"> Attaching reports proving the study and analysis of the periodic reports and the extent to which the agency's objectives have been achieved from the linkage processes that have taken place and benefit from shared data. Attaching reports showing the continuous follow-up of new systems and services, in accordance with the compliance requirements of this standard. Attaching samples of minutes of meetings and decisions taken by the agency based on the periodic reports.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Digital Government Authority's Circular No. (1339) dated 15/11/1444 AH, on Whole-of-Government Platforms Controls.
Scope	All government agencies.

5.13.4	Developing and operating shared systems and services (by concerned agencies)
Objective	<p>Managing shared systems and services, including procedures that help to facilitate linking of beneficiary government agencies, managing the requests received in this regard, maintaining their levels of operation and maintenance to ensure continuous operation according to the users' needs, and ensuring the effectiveness and ease of use.</p>
Compliance Requirements	<ol style="list-style-type: none"> 1) Publishing clear instructions on the procedures for benefiting from shared systems and services on their digital platforms, to include - at a minimum - the following: <ol style="list-style-type: none"> a. Eligibility for use, conditions and requirements for linking to and benefiting from the platform. b. Procedures for submitting requests for linking to and benefiting from the platform. 2) Determining the mechanism for receiving requests for linking and benefiting from shares systems and services, and taking a decision on those requests within a period not exceeding ten working days from the date of submitting the request, while adhering to the following: <ol style="list-style-type: none"> a. The mechanism for receiving linking requests should be automated. b. Providing the necessary technical support to the beneficiary government agency through more than one communication channel until the completion of linking and benefiting from the platform, if the request is approved. c. Approving the assignment of the system administrator nominated by the beneficiary government agency to link during the specified period. d. Informing the beneficiary government agency of the reasons for the rejection decision within the specified period, if the linking request is rejected within a period to be agreed upon between the two parties. e. Determining the period required to respond to internal inquiries and support requests from the beneficiary government agency's employees. 3) Inclusion of use agreement, including the consequences of misuse of information systems and resources and electronic links of relevant laws and regulations. 4) Preparing service level agreements (SLAs) to ensure the availability of the system around the clock and sustainability and availability of the service through more than one electronic channel to provide the beneficiary government agencies with the service. Preparing operating procedures documents for all operations and detailing the service level agreements for support services on the platform.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching copy of the instructions on the procedures for benefiting from shared systems and services in accordance with the compliance requirements of this standard. 2) Attaching the mechanism for receiving requests for linking to and benefiting from shared systems and services that meet the compliance requirements of this standard. 3) Attaching copy of the Use Agreement. 4) Attach copies of the Service Level Agreements (SLA).

Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Digital Government Authority's Circular No. (1339) dated 15/11/1444 AH, on Whole-of-Government Platforms Controls.
Scope	Agencies specified in Appendix 7.6.

5.13.5	Monitoring the performance of shared systems and services (by concerned agencies)
Objective	Monitoring the performance of shared systems and services and conducting periodic audit on their compliance with the specifications and regulations issued by the DGA.
Compliance Requirements	<ol style="list-style-type: none"> Identifying a department within the agency's organizational structure to audit and follow up on the performance of shared systems and services. Developing an operating model for managing and organizing the business of shared systems and services, which includes roles and responsibilities, governance model, and work procedures. Monitoring the usage data according to a comprehensive methodology determined by the concerned entity, and drawing conclusions and insights from those data and benefiting therefrom. Developing an audit and follow-up mechanism to evaluate the functionality and use cases of shared systems and services and measure compliance with these standards.
Supporting documents	<ol style="list-style-type: none"> Attaching the organizational structure and description of tasks for the department in charge of auditing and following up on the performance of shared systems and services. Attaching the operating model for managing and organizing the works of shared systems and services in accordance with the compliance requirements of this standard. Attaching documents and samples of reports, minutes of meetings and decisions that prove that the agency is following up on usage data. Attaching an audit and follow-up mechanism that evaluates the functions of shared systems and services and their use cases.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Digital Government Authority's Circular No. (1339) dated 15/11/1444 AH, on Whole-of-Government Platforms Controls.
Scope	Agencies specified in Appendix 7.6.

5.13.6	Managing relationship with beneficiaries (by concerned agencies)
Objective	Managing relationship with government agencies benefiting from shared systems and services to enhance their participation in the platform development.
Compliance Requirements	<ol style="list-style-type: none"> 1) Implementing promotional campaigns to introduce shared systems and services. 2) Providing the necessary training programs and tools for the system administrator assigned by the beneficiary government agency. 3) Providing technical support services to the beneficiary government agencies to provide support with regard to the use and operation of shared systems and services. 4) Preparing an annual roadmap to develop shared systems and services and improve user satisfaction.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching evidences on conducting promotional campaigns to introduce the shared systems and services. 2) Attaching training programs carried out by the owners in favor of the beneficiaries. 3) Attaching evidences on the provision of technical support services to the beneficiary government agencies to provide support with regard to the use and operation of shared systems and services. 4) Attaching copy of the roadmap for developing shared systems and services.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Digital Government Authority's Circular No. (1339) dated 15/11/1444 AH, on Whole-of-Government Platforms Controls.
Scope	Agencies specified in Appendix 7.6.

5.13.7	Activating digital trust services
Objective	Activating e-signature and documenting e-transactions and procedures provided to the beneficiaries and within the agency of digital trust services.
Compliance Requirements	<ol style="list-style-type: none"> Using e-signature and everything related to the authentication of data, documents, automated documents and emails provided to beneficiaries, including, at a minimum, the following: <ol style="list-style-type: none"> Description of e-service. Type of digital trust service used (e-signature, e-stamp, digital certificates, etc.). The date of activating digital trust service within the e-service. Digital trust service provider (government, commercial), and the name of service provider. Number of operations (e-signature, e-stamp, digital certificates, etc.) carried out. A sample of an e-signed or e-stamped verifiable document issued from the electronic service. Using e-signature and everything related to the authentication of data, documents, automated documents and emails - e-procedures within the agency, which include, at a minimum, the following: <ol style="list-style-type: none"> Description of electronic procedure. Type of digital trust service used (e-signature, e-stamp, digital certificates, etc.). The date of activating digital trust service within the e-procedure. Digital trust service provider (government, commercial), and the name of service provider. Number of operations (e-signature, e-stamp, digital certificates, etc.) carried out. A sample of an e-signed or e-stamped verifiable document issued from the electronic service. Activating e-signature in digital services and platforms through the licensed entities to provide digital trust services and allocating financial items for the same within their budgets and giving them priority when discussing their annual budgets with the Ministry of Finance, all within the limits specified in this respect and according to the rules of preparing the state general budget.
Supporting documents	<ol style="list-style-type: none"> Providing proof of all use cases (e-service provided to beneficiaries in which one of the digital trust services was used) in accordance with the compliance requirements of this standard. Providing proof of all use cases (e-procedure within the agency in which one of the digital trust services was used), in accordance with the compliance requirements of this standard. Attaching proof of activation of e-signature in digital services and platforms through the entities licensed to provide digital trust services, and allocating financial items for them within their budgets, in accordance with the compliance requirements of this standard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> High Order No. (41990) dated 11/10/1435 AH,. High Order No. (57231) dated 10/11/1439 AH, Clause (Fourth). Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (2) of Clause (Seventh). Electronic Transactions Law issued by Royal Decree No. (M/18) dated 08/03/1428 AH, and its subsequent amendments and its Executive Regulations. Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (15).
Scope	All government agencies.

5.13.8	Governance and registration of digital government platforms
Objective	Coordinating efforts in providing digital services, avoiding redundancy and duplication of content of digital platforms, and rationalizing the efficiency of government spending.
Compliance Requirements	<ol style="list-style-type: none"> 1) Listing the agency's existing platforms and reporting them to the Digital Government Authority. 2) Obtaining the DGA's prior approval before establishing or launching any platform. 3) Registering the information of agency's all digital services in the service designated for this purpose on the "Raqmi" portal and updating it continuously. 4) Exporting e-stamp for all approved and registered platforms.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching proof of the inventory of existing platforms. 2) Attaching copy of the requests for approval of new digital platforms uploaded on the DGA's website. 3) The auditor will verify these requests by visiting the agency's website and examine the availability of the required information.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ High Order No. (11904) dated 05/03/1437 AH,. ▪ Digital Government Authority's Circular No. (1/ 42/5589) dated 07/11/1442 AH,. ▪ Digital Government Authority's Circular No. (955) dated 28/01/1443 AH,. ▪ Digital Government Authority's Circular No. (257) dated 08/04/1444 AH,. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (16).
Scope	All government agencies.

5.13.9	Consolidating and integrating agency's platforms and closing platforms and domains that are no longer needed
Objective	Developing an action plan to consolidate and integrate the agency's platforms within the sector's action plan, in cooperation with the sector's leader, and closing platforms and domains that have been merged or integrated within the sector's unified platform or temporary seasonal platforms that have expired or platforms no longer needed or domains reserved and no longer used.
Compliance Requirements	Compliance requirements to be met by the agencies concerned with "the plan to consolidate and integrate the agency's platforms", as specified in Appendix No. 7.6
	<ol style="list-style-type: none"> 1) Studying and analyzing the current status of the agency's platforms. 2) Reviewing all the agency's platforms and domains, verifying their activation and operation, and evaluating the need for continuous operation. 3) Develop a vision plan for the future status of the agency's digital landscape, based on the analysis of the agency's platforms current status within the sector. 4) Obtaining the DGA's approval on the future vision for consolidation and integration of platforms. 5) Preparing an executive plan to consolidate and integrate the agency's platforms within the sector's work plan, which shows the list of platforms to be integrated and the services to be transferred, as well as transformation completion date. 6) Developing a mechanism to follow up on the implementation of the integration plan and preparing periodic follow-up reports that show the progress of implementation, including the time frame for launching products and services included in the sector platform roadmap.
	<p>Compliance requirements to be met by all government agencies</p> <ol style="list-style-type: none"> 7) Closing access to platforms that have been integrated or their services transferred within the consolidated platform and closing their domains, if any. 8) Closing inactive and unused domains, if any. 9) Closing temporary platforms which are no longer needed, if any.
Supporting documents	<p>Documents to be submitted by government agencies concerned with "the plan to consolidate and integrate the agency's platforms", as specified in Appendix No. 7.6</p> <ol style="list-style-type: none"> 1) Attaching a document proving the study and analysis of the current status of the agency's platforms. 2) Attaching proof of reviews carried out to all agency's platforms and domains. 3) Attaching the future vision of the agency's digital landscape within the relevant sector. 4) Attaching proof of obtaining the DGA's approval on the future vision and implementation plan. 5) Attaching an executive plan to consolidate and integrate the agency's platforms within the sector's work plan, which shows the list of platforms to be integrated and the services to be transferred, as well as transformation completion date.

	6) Attaching a mechanism to follow up and implement the integration plan and periodic follow-up reports, including the time frame for launching products and services included in the sector platform roadmap.
	Documents required from all government agencies
	<p>7) Attaching a list showing the platforms and domains that have been closed, while clarifying the reasons for closure.</p> <p>8) Attaching a report showing the closure of inactive and temporary platforms (if not applicable, an approved document of the same is attached, and the validity of the data will be verified through the DGA's checklists).</p>
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ High Order No. (11904) dated 05/03/1437 AH, ▪ Digital Government Authority's Circular No. (1/ 42/5589) dated 07/11/1442 AH, ▪ Digital Government Authority's Circular No. (955) dated 28/01/1443 AH, ▪ Digital Government Authority's Circular No. (257) dated 08/04/1444 AH, ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (16).
Scope	Agencies specified in Annex 7.6, and all government agencies as indicated in this card.

5.13.10	Developing digital websites and platforms
Objective	Implementing regulations related to domain names of government agencies, developing the content of digital government websites and platforms in line with the needs and requirements of beneficiaries, and improving the efficiency of digital content of digital channels.
Compliance Requirements	<ol style="list-style-type: none"> 1) Registering the domain names of the agency's websites in accordance with the regulations and rules issued by the Saudi Network Information Center at the Communications, Space & Technology Commission. 2) Adopting the sixth version of the Internet Protocol (IPv6) and activating the Domain Name System Secure Extension (DNSSEC) to protect domains and reduce risks and cyberattacks. 3) Improving visibility of websites and digital platforms on search engines by applying the Guide to Search Engine Optimization Basics for Websites and relevant regulations issued by the Authority. 4) Improving the content of websites and digital platforms on search engines by applying the Guide to Search Engine Optimization Basics for Websites and relevant regulations issued by the Authority.
Supporting documents	<ol style="list-style-type: none"> 1) Submitting an official document certified by the authorized person that includes a list of links to the agency's websites and electronic services, specifying the main link to the agency's website. 2) Submitting documents proving the adoption of the sixth version of the Internet Protocol IPv6 . 3) Requirements 3 and 4 do not require attaching any document or proof, and the auditor visits the agency's website to prove and verify compliance with the requirements.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (1) of Clause (Second) of the controls of using information and communication technologies in government agencies. ▪ Royal Decree No. (M/106) dated 02/11/1443 AH, approving the Communications and Information Technology Act, its executive regulations, and registration regulations and rules drawn up thereon.
Scope	All government agencies.

Seventh Section: Channels and Services

5.14. Digital services quality

The axis includes the standards and requirements for the application of frameworks and models that ensure the effective operation, follow-up and control of all types of digital services.

5.14.1	Developing a mechanism to measure the quality of digital services
Objective	Developing comprehensive standards to measure the quality of digital services from a technical and operational point of view.
Compliance Requirements	<ol style="list-style-type: none"> 1) Defining standards and a framework for the quality of digital services to be evaluated periodically according to these standards. 2) Adopting indicators that measure the selected standards, provided that these indicators are numerically measurable in their entirety. 3) Determining the mechanism for setting targets for operation and service levels, and the mechanism for measuring thereof.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching digital services quality standards and framework. 2) Attaching performance indicators that measure the selected standards. 3) Attaching the mechanism for setting targets for operating and service levels, and the mechanism for measuring it.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (5).
Scope	All government agencies.

5.14.2	Using digital systems to measure the quality of digital services
Objective	Utilizing digital systems to effectively and immediately monitor the quality of digital services and make appropriate decisions.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing digital systems and tools that measure the quality of digital services according to its approved indicators and standards. 2) Developing real-time monitors for selected indicators, and authorizing products/ applications managers for real-time monitoring. 3) Issuing periodic reports on quality of digital services. 4) Sharing reports with governance committees associated with service management and quality, and discussing findings periodically. 5) Taking the necessary actions and decisions to improve the services based on the reports and results submitted to the competent committees, in accordance with the governance mechanism followed.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching adequate samples and screenshots of the systems used to measure quality of services. 2) Attaching 5 samples of real-time monitors for the selected indicators, and clarifying the use powers. 3) Attaching 3 samples of periodic reports to follow up the quality of digital services. 4) Attaching proofs of sharing reports with governance committees associated with service management and quality. 5) Attaching 3 samples of decisions and minutes of meetings that prove the activation of the mechanism to monitor the services quality and take appropriate decisions.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.14.3	Achieving integration in service quality management
Objective	Linking digital services quality procedures to relevant departments and systems.
Compliance Requirements	<ol style="list-style-type: none"> 1) Linking quality plans and practices to business continuity policies in accordance with governance framework. 2) Linking reports and corrective actions to infrastructure management practices in accordance with the governance framework. 3) Leverage UX reports and practices. 4) Developing mechanisms for service quality measurements for linking with the relevant agencies.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching a document showing the linkage of digital service quality policies and procedures with business continuity policies and procedures. 2) Attaching 3 samples of corrective decisions shared between the digital services quality department and other departments. 3) Attaching 3 samples of studies conducted on UX reports and beneficiary satisfaction. 4) Attaching proof of using digital systems that accept linking with the relevant agencies.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.14.4	Development of Priority Services
Objective	Identifying priority digital services and raising their maturity level.
Compliance Requirements	<ol style="list-style-type: none"> 1) Identifying strategic and operational targets to increase the utilization rates of each of the digital government services classified as a priority. 2) Developing the service to achieve the highest possible level of maturity and integration. 3) Providing the service on all possible channels and employing emerging technologies as much as possible in providing the service. 4) Measuring and reporting usage rates of each prioritized service.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching the reports that prove the strategic and operational targets to increase the utilization rates of each of the digital government services classified as a priority. 2) Attaching the reports that show the level of maturity and integration of priority services. 3) Attaching adequate samples that show the availability of all priority services on all possible channels, and employing emerging technologies as much as possible in the provision of the service. 4) Attaching the reports that show the measurement of usage rates of priority services.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	Agencies specified in Appendix 7.6.

5.15. Digital Channels and Services

It includes all channels through which the agency can provide services, and identifies the appropriate channels for the beneficiaries categories and their familiarity with technology.

5.15.1	Development of non-automated government services
Objective	Automating all services and procedures provided by government agencies (non-digital services or services provided through branches) and developing a development plan for these services in cooperation with the sector leader, in order to reduce the interference of the human factor and complete digital transformation in the Saudi government sector.
Compliance Requirements	<ol style="list-style-type: none"> 1) Listing, registering and updating non-automated government services on "Raqmi" Portal. 2) Designing non-automated government services procedures, taking into account the identification of the targeted platform, based on the sector's objectives to integrate government platforms and apply best beneficiary experience. 3) Developing an executive plan to automate non-automated government services at the agency. 4) Obtaining the DGA's approval on the design of executive plan and procedures for launch.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching an inventory document for all non-automated government services. 2) Attaching the designs of non-automated government services procedures that agency seeks to automate. 3) Attaching the executive plan for the launch of government services, based on the approved procedures. 4) Attaching the DGA's approval on the design of executive plan and procedures for launch.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (16).
Scope	All government agencies.

5.15.2	Planning for the provision and improvement of services through digital channels
Objective	Providing services through digital channels and developing the plans necessary in this regard.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing a plan to make services available to beneficiaries through appropriate digital channels (including call center), to include the following: <ol style="list-style-type: none"> a. List of services to be launched through digital channels. b. Appropriate digital channels to launch each service (voice, mail, instant messaging, video for deaf). c. Schedule for launching these services. d. Approved performance indicators to measure the performance of each of these services through digital channels (business performance indicators benefiting to responsible departments). e. Automation of requests for linkage to shared digital services and systems and support processes.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching the plan approved to provide services to beneficiaries that meets the compliance requirements of this standard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.15.3	Implementing and improving the plans to make services available on digital channels
Objective	Following up on the provision of services through the appropriate digital channels, and following up the beneficiaries interaction with these services.
Compliance Requirements	<ol style="list-style-type: none"> 1) Implementing plan to make services available through digital channels (including call center). 2) Including clear information about digital services, to include the following: <ol style="list-style-type: none"> a. An overview of the service. b. Channels available to provide the service. c. Services provisions requirements. d. Policies, systems and procedures associated with the service. e. Targeted user segments. f. Service launch date. 3) Providing digital services to all beneficiaries segments to ensure that people with special needs can access the services. 4) Linking these services to the National Unified Portal for Government Services, so that the beneficiary accesses to a seamless, satisfying and integrated digital experience. 5) Linking digital services to beneficiary satisfaction measurement systems automatically, and preparing a mechanism to make their data and statistics available; for making them available to the relevant agencies in digital form. 6) Monitoring the services that have been launched, and issuing periodic reports on the approved performance indicators for each service and in each of the call center channels (voice, mail, instant messaging, video for deaf). 7) Studying and analyzing services on an ongoing basis and studying extent to which the services can be provided through various electronic channels, and taking the necessary steps to improve services and increasing use of electronic channels. 8) Including statistics in the agency's annual reports on the actions taken to provide and improve services, to include the following: <ol style="list-style-type: none"> a. Time taken to complete services for beneficiaries. b. Beneficiaries' satisfaction with the digital services provided.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching periodic reports that show the follow-up of the implementation of executive plan to provide services to beneficiaries. 2) Attaching a service catalogue that meets the compliance requirements of this standard. 3) Attaching proofs of the provision of the service to different groups to ensure that persons with special needs can access these services. 4) Attaching reports that prove that these services have been linked to the National Unified Portal for Government Services.

	<p>5) Attaching reports that prove that these digital services have been linked to beneficiary satisfaction measurement systems, and indicating the mechanism for making their data and statistics available.</p> <p>6) Attaching adequate samples of periodic reports of digital service performance indicators in accordance with the compliance requirements of the standard.</p> <p>7) Attaching adequate samples of minutes of meetings, corrective decisions and analytical studies of services.</p> <p>8) Providing copy of the agency annual report showing statistics related to:</p> <ol style="list-style-type: none"> Time taken to complete services for beneficiaries. Beneficiaries' satisfaction with the digital services provided.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (15). Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (4). Royal Order No. (17850) dated 16/03/1441 AH, Clause (Second).
Scope	All government agencies.

5.15.4	Integration and consistency of service delivery channels
Objective	Achieving integration between various digital channels that provide services to beneficiaries.
Compliance Requirements	<ol style="list-style-type: none"> 1) Integration between service delivery channels to enable the beneficiary to implement his services without interruption through the various channels used to provide the same service. 2) Consistently making the services available across multiple channels according to the suitability of channels for user segments and their familiarity with the technology. 3) Providing access to the agency's websites and portals from various devices and browsers in accordance with the (RWD) principle. 4) Including beneficiary care centers as service delivery channels and linking them to beneficiary relationship management systems.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching 3 samples showing the integration between service delivery channels and provision of the same service through more than one channel. 2) Attaching 3 samples showing the availability of services consistently across multiple channels and their suitability for all user segments. 3) Attaching adequate samples proving the availability of access to the agency's sites and portals from various devices and browsers. 4) Attaching adequate samples showing the process of linking and integrating between beneficiary care centers and beneficiary relationship management systems.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

Eighth Section: Beneficiary Centrality

5.16. Beneficiary participation

It ensures that the beneficiary's role is enhanced and transformed into an effective partner in the development and improvement of digital government services by identifying his views and ideas about the experience of obtaining such services, which helps government agencies in understanding the beneficiaries experiences.

5.16.1	Proactive disclosure of information on government websites and platforms
Objective	Sharing public information and promoting transparency across all government sectors.
Compliance Requirements	<ol style="list-style-type: none"> 1) Availability of the agency's necessary information on its website, and such information shall include the following: <ol style="list-style-type: none"> a. Administrative reference for non-independent government agencies. b. Contact numbers, e-mail, and any additional electronic means to communicate with the beneficiaries of government services. c. Privacy statement, property rights, and disclaimer statement that the agency does not assume any legal responsibility for the use of data or information published on its websites. d. Use agreement, including the consequences of misuse of information systems and resources and electronic portal of relevant laws and regulations. e. Most prominent activities and achievements in its field of work. f. An updated copy of the information necessary for the services provided to beneficiaries. g. Information about its social media accounts. 2) Publishing laws and regulations related to the agency's business. 3) Publishing general information about the government agency, its establishment, tasks, objectives, regulations and policies related to its field of supervision. 4) Publishing links of the websites of any national/local government institutions/agencies related to the agency's business.
Supporting documents	<ol style="list-style-type: none"> 1) It does not require attaching any document or proof, and the auditor visits the agency's website to prove and verify the availability of the required information.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (40) dated 127/02/1427 AH, Paragraph No. (15). ▪ Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (2) of Clause (Second) of the controls of using information and communication technologies in government agencies. ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.16.2	Availability of channels, topics and opportunities for e-participation
Objective	Availability of channels and topics for beneficiaries to share their views, feedbacks and suggestions.
Compliance Requirements	<ol style="list-style-type: none"> 1) Listing the necessary and appropriate electronic channels for the beneficiaries, which enable them to share their views, feedbacks and suggestions about the services provided, including social media channels. 2) Survey on draft regulations, laws and policies through "Istitlaa" platform, including (bidding and tendering, implementation, results and decision). 3) Posting e-participation topics and opportunities on ("Tafaul" platform), and on the government agency's website (as applicable). 4) Developing an approved mechanism to benefit from the beneficiaries' views and participation, including the development of a course of action for beneficiaries' feedback according to different ratings. 5) Identifying performance indicators to respond to feedbacks and notify the beneficiary of the time required to study the feedback or suggestion.
Supporting documents	<ol style="list-style-type: none"> 1) Samples of channels provided by the agency for the beneficiary's participation. 2) Samples of draft regulations, laws and policies published on "Istitlaa" platform, and screenshots proving the publication of these documents on "Istitlaa" platform. 3) 4 samples (one for each quarter) of "Tafaul" platform for topics and e-participation opportunities. 4) Attaching the mechanism adopted by the agency to benefit from the beneficiaries' participation (including the courses of action followed in addressing feedbacks, suggestions and performance indicators). 5) Attaching reports showing performance indicators for responding to feedback and 3 samples of notifications issued to beneficiaries, which include the expected time to respond to the feedback or suggestion.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (70701) dated 13/11/1443 AH,. ▪ Digital Government Authority's Circular No. (311) dated 16/03/1445 AH, on Risks Management Controls. ▪ Royal Court Circular No. (22424) dated 09/04/1443 AH,.
Scope	All government agencies.

5.16.3	Following up on beneficiaries participation
Objective	Following up on channels dedicated to beneficiaries participation on an ongoing basis and monitoring and responding to feedbacks.
Compliance Requirements	Compliance requirements to be met by all government agencies.
	1) Continuous and periodic follow-up of beneficiaries participation, and monitoring all opinions, participations, complaints, and suggestions.
	2) Giving the beneficiary a reference number for the feedback or suggestion and the results of study.
	Compliance requirements to be met by the government agencies benefiting from digital reporting, as specified in Appendix No. 7.6.
Supporting documents	3) Processing digital reports submitted by the Digital Government Authority in accordance with the Service Level Agreement.
	Documents required from all government agencies.
	1) Samples proving periodic follow-up of beneficiaries participation, and clarifying monitoring processes for opinions, participation, complaints and suggestions (dashboards or real-time reports).
	2) 4 samples (one for each quarter) of the beneficiary's notification with a reference number for the feedback or suggestion and the beneficiary's notification of the results.
Related Orders, Resolutions and Circulars	Compliance requirements to be met by the government agencies benefiting from digital reporting, as specified in Appendix No. 7.6.
	3) No document or proof is required to be attached, and the commitment of government agencies to the digital reporting service is followed up directly by the Digital Government Authority, which issues monthly reports showing the received and closed reports and performance indicators.
Scope	<ul style="list-style-type: none"> Digital Government Authority's Circular No. (311) dated 16/03/1445 AH, on E-Participation Controls. Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18). <p>All government agencies and the concerned government agencies specified in Appendix No. 7.6, as indicated in this card.</p>

5.16.4	Benefiting from and deploying beneficiaries' participation
Objective	Presenting the e-participation results, and benefit from beneficiaries' participation in the decision-making process, and launching and improving services.
Compliance Requirements	<ol style="list-style-type: none"> 1) Considering the beneficiaries' views, and encouraging them to continue to participate in all design stages of digital government services. 2) Issuing periodic reports received from various channels dedicated to beneficiaries' participation. 3) Benefiting from beneficiaries' participation in the process of developing and improving the services provided and making the necessary decisions based on these views and experiences. 4) Publishing the results of consultations and e-participation on what has been presented on the government agency's official channels, and through specialized e-participation platforms: "Tafaul" Platform and "Istitlaa" Platform
Supporting documents	<ol style="list-style-type: none"> 1) Attaching 4 samples (one for each quarter) to prove that the views of the beneficiaries have been considered. 2) Attaching 4 samples (one for each quarter) of the periodic reports. 3) Attaching 4 samples (one for each quarter) to prove that the beneficiaries' participations have been utilized. 4) Attaching sample of the results of the consultations and e-participation published.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Digital Government Authority's Circular No. (311) dated 16/03/1445 AH, on E-Participation Controls.
Scope	All government agencies.

5.17. Enhancing relationship with the beneficiary

The axis applies a clear approach to the process of managing communication with the beneficiaries and marketing the agency's services using modern means and methods to improve the procedures of supporting and enhancing the relationship with the beneficiaries in the government agency.

5.17.1	Developing programs to enhancing relationship with the beneficiary
Objective	Developing programs related to enhancing the relationship with the beneficiaries of services and appropriate marketing methods for digital services and products.
Compliance Requirements	<ol style="list-style-type: none"> Developing an approved program to market the agency's services and enhance its relationship with the beneficiaries of their various classifications, taking into account the quality of channels through which services are provided. The program to enhance the relationship with the beneficiary includes the following points: <ol style="list-style-type: none"> List of services that the agency aims to market, taking into account priority digital services. The targeted groups of the plan to strengthen the relationship and market the services. Electronic channels used in marketing operations and relationship enhancement. Means and events that will be carried out for marketing and enhancing relationship with the beneficiary. The schedule approved for holding these events. Performance indicators through which the success of these events will be measured. Periodic reports to be issued on these events. Applying controls related to social media issued by the Ministry of Media and relevant authorities.
Supporting documents	<ol style="list-style-type: none"> Attach the approved program to enhance relationship with the beneficiary, which proves the agency's commitment to the compliance requirements of this standard. Attaching sample of regulations and controls related to participation in its social media.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Clause (Eighth) Royal Court Circular No. (47746) dated 29/06/1445 AH, regarding the approval of controls of media use of social media in government agencies.
Scope	All government agencies.

5.17.2	Implementing a program to enhancing relationship with the beneficiary
Objective	Implementing the approved programs to enhancing the relationship with the beneficiary through various digital channels and appropriate means.
Compliance Requirements	<ol style="list-style-type: none"> 1) Implementing the approved marketing programs, campaigns and activities to raise the beneficiaries' awareness of the agency's digital services and ways to obtain the services through various channels. 2) Monitoring and measuring the approved performance indicators that measure the objectives of the program to strengthen the relationship with the beneficiary and the extent to which they achieve the desired goals, and measuring the extent of progress in programs implementation. 3) Studying and analyzing the periodic reports resulting from the implementation of the program to strengthen the relationship with the beneficiary, and benefiting from these reports in developing marketing activities, improving service level and taking appropriate decisions in this regard.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching adequate reports and screenshots that prove that the agency has implemented the approved programs to strengthen the relationship with the beneficiary, including all products and platforms (whether for individuals or agencies). 2) Attaching the periodic reports that measure the success of programs to strengthen the relationship with the beneficiary in achieving the objectives, and clarifying the completion rates. 3) Attaching minutes and official documents proving that the agency has studied and analyzed the periodic reports resulting from the implementation of programs to strengthen the relationship with the beneficiary, and took decisions that contribute to the development of its marketing programs.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (13).
Scope	All government agencies.

5.17.3	Cooperation in the field of enhancing relationship with the beneficiary
Objective	Achieving cooperation and integration with other government agencies with regard to enhancing relationship with the beneficiary.
Compliance Requirements	<ol style="list-style-type: none"> 1) Achieving cooperation with other government agencies in marketing shared services, and enhancing the relationship with beneficiaries through integration of programs and activities related to shared services. 2) Carrying out joint marketing campaigns with the government agencies concerned with the services provided, and including these activities within the programs to enhancing relationship with the beneficiary.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching adequate documents and samples of reports, minutes of meetings and decisions that prove that the agency has committed to achieving cooperation and integration with other agencies in the field of marketing shared services and enhancing relationship with the beneficiary. 2) Attach adequate documents and samples of reports, minutes of meetings and decisions that prove that the agency has conducted joint marketing campaigns with the government agencies concerned with the services provided.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.18. Beneficiary Experience

The axis ensures that the beneficiary interacts with the government agency during all stages of providing the service, by adopting the principles of creative, interactive and visual design, and ease of access and use, to ensure the sustainability and continuity of the relationship.

5.18.1	Establishing foundations of beneficiary centrality
Objective	Establishing foundations of beneficiary centrality to ensure the optimal use of digital government services and adopting them by beneficiaries
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing policies that enable the adoption of the concept of beneficiary centrality in the provision of digital government services, such as the policy of "access to information and digital government services", and the policy of "e-participation" and publishing these policies in the channels through which digital government services are provided, taking into account their comprehensiveness, clarity of formulation and method of presentation. 2) Developing a strategy for the provision of digital services that takes into account the concept of beneficiary centrality, and developing the plans, programs and follow up mechanisms required to implement the strategy.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching policies and strategies that support the adoption of the beneficiary centrality in the provision of digital government services.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.18.2	Determining the agency's vision for the beneficiary's experience
Objective	Determining a clear vision for the beneficiary's digital experience.
Compliance Requirements	<ol style="list-style-type: none"> 1) The agency has a vision to measure and improve the beneficiary's experience. 2) Identifying performance indicators associated with measuring and improving the beneficiary experience, to include the following: <ol style="list-style-type: none"> a. Accessibility for the service. b. Identical service level in all channels. c. Caring of the content. d. Ease of usage. e. Importance of the service and the beneficiary's benefit period. f. Reliability. g. Efficiency.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching an approved document specifying the agency's vision for the beneficiary's experience and specifying the approved indicators to achieve this vision, according to the compliance requirements of this standard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.18.3	Studying the beneficiary's experience to improve it
Objective	Studying the beneficiary's experience to improve it, and setting standard targets in this respect.
Compliance Requirements	<ol style="list-style-type: none"> 1) Conducting a preliminary study of the beneficiary's digital experience to improve it, to include: <ol style="list-style-type: none"> a. Objectives of the improvement process based on the study of beneficiary experience and satisfaction assessment. b. List of tools used to measure the beneficiary's experience. c. Methodologies for measuring the impact of applying beneficiary-centric practices and developing the beneficiary experience.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching an approved document proving that the agency has studied the beneficiary's digital experience, which meets the compliance requirements of this standard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.18.4	Applying digital tools for measuring and following up on the beneficiary's experience
Objective	Applying digital tools for measuring and following up on the beneficiary's experience.
Compliance Requirements	<ol style="list-style-type: none"> Employing the necessary digital tools and technologies to measure the beneficiary's experience and behavior during the performance of the service, directly or indirectly, to include: <ol style="list-style-type: none"> Tools to track the performance indicators that have been prepared. Tools that allow the creation of beneficiary satisfaction reports for those services. Studying and analyzing the reports resulting from the digital tools and technologies used to measure the beneficiary's experience, and using them to improve the services. Comparisons according to performance indicators that measure the beneficiary experience, as approved for improved services before and after improvement.
Supporting documents	<ol style="list-style-type: none"> Attaching adequate samples of reports and tool screens used to measure beneficiary satisfaction and follow up on performance indicators, which prove the agency's commitment to the application of digital tools for measuring and following up on the beneficiary's experience. Attaching proof of studying and analyzing the reports resulting from the digital tools and technologies used to measure the beneficiary's experience, and using them to improve the services. Attach reports showing comparisons of improved services before and after improvement, according to approved performance indicators for measuring the beneficiary experience.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.18.5	Applying the life journeys concept
Objective	Identifying all life journeys that consist of key activities represented in several digital services between more than one government agency in cooperation with the sector's leader, to achieve a unified integrated life experience from the beneficiary's perspective.
Compliance Requirements	<ol style="list-style-type: none"> 1) Visualizing the future perception of the agency digital scene based on the beneficiary's life journeys, according to the type of targeted group. 2) Service journey flowchart. 3) Developing an executive plan to adopt and apply life journeys to the agency's digital scene.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching the agency's future vision to identify the beneficiaries life journeys that meet the compliance requirements of this standard. 2) Attaching services journey flowchart. 3) Attaching an executive plan to apply life journeys to the agency's digital scene.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (16).
Scope	Agencies specified in Appendix 7.6.

Ninth Section: Government Data

5.19. Data Governance and Management

The axis includes the standards and requirements for applying a set of models, policies, systems and standards that relate to the data collected in the government agency, and how they are dealt with, starting from their definition and the mechanism of collecting, storing, arranging, integrating and using them in the agency.

5.19.1	Establishing a Data Governance and Management Unit
Objective	Establishing a special unit for data governance and management to develop plans, policies and rules for data governance and management.
Compliance Requirements	<ol style="list-style-type: none"> 1) Establishing an independent data governance and management unit to fully supervise the agency's data governance and management. 2) Adopting an organizational framework for data governance and management that clarifies roles and responsibilities, and monitors compliance with policies and rules.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching documents proving that the agency has committed to establishing a data management and governance unit. 2) Organizational framework for data management and governance unit.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.19.2	Developing data governance and management policies
Objective	Developing policies and rules that are consistent with relevant national policies.
Compliance Requirements	<ol style="list-style-type: none"> 1) Analyzing the current data situation in the agency, and identifying the most important gaps and difficulties encountered. 2) Developing a data governance and management strategy that includes all necessary plans with regard to the agency's data. 3) Developing and aligning the agency's policies and regulations with the national systems and regulations for data governance and management (including Personal Data Protection Law and its executive regulations, policies of the National Data Management Office, policies of the National Information Center, and policies issued by the National Cybersecurity Authority in this regard), and committing to and applying the same. 4) Obliging employees to abide by standards related to privacy protection through declarations and terms of use agreements. 5) Developing data monitoring reports and following up on compliance with data governance and management policies and rules and on the implementation of decisions taken to develop and update these policies and rules.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching a document analyzing the current status of the agency's data. 2) Attaching adequate documents and samples that prove the agency's commitment to develop and adopt data governance and management strategy and policies, in accordance with the compliance requirements of this standard. 3) Attaching copy of the circulars and regulations issued to the employees regarding compliance with privacy protection standards and dealing with beneficiary data, or a sample of the non-disclosure agreement explaining the non-disclosure of information about beneficiaries. 4) Attaching reports on data control and follow up on compliance with data governance and management policies and rules.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Personal Data Protection Law issued by Royal Decree No. (M/19) dated 09/02/1443 AH, as amended by Royal Decree No. (M/148) dated 05/09/1444 AH, and its executive regulations issued on 29/02/1445 AH,. ▪ Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (8). ▪ Council of Ministers' Decision No. (555) dated 23/09/1440 AH, Paragraph No. (5) of Clause (Ninth).
Scope	All government agencies.

5.19.3	Activating Data Governance and Management
Objective	Enhancing the level of compliance with data governance and management requirements by classifying data and building its structure, and making use of modern digital systems to analyze data and support decision-making.
Compliance Requirements	<ol style="list-style-type: none"> 1) Classification of the government agency's data, in accordance with the relevant laws, regulations and rules. 2) Building and modeling the government agency's data structure. 3) Issuing, studying and analyzing periodic reports to monitor compliance with policies and rules on data governance and management. 4) Making use of modern data analysis digital systems, and supporting business decision making in other departments.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching sample of data record showing classification levels given to various datasets. 2) Attaching sample of data structure and modeling. 3) Attaching sample of follow-up reports that demonstrate commitment to the periodic review of the data recorded in the databases. 4) Attaching (3 samples) proving that the agency has used data analysis technologies and business intelligence in decision-making.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraphs No. (2) and (6).
Scope	All government agencies.

5.20. Data Usage and Availability

The axis includes standards and requirements for the application of models and processes aimed at sharing and making data available through the necessary digital infrastructure, while enabling access to open data.

5.20.1	Data Utilization Strategy
Objective	Developing a strategy that enhances the agency's usage of data and its applications, and supports the agency's objectives.
Compliance Requirements	<ol style="list-style-type: none"> 1) Develop the data use strategy to include the vision and objectives of data use and utilization, and be aligned and emanate from the agency's data governance and management strategy. 2) Preparing an executive plan that clarifies the initiatives and projects necessary to activate the data use strategy in a way that enhances the inherent value of data. 3) Identifying performance indicators and issuing follow-up reports on the implementation, study and analysis of the plan.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching data use strategy. 2) Attaching an approved and valid executive plan for data use. 3) Attaching copy of the follow up report to implement, study and analyze the executive plan.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.20.2	Enabling Data Sharing
Objective	Making data available, enabling integration between government agencies, avoiding duplication and redundancy in databases, and using effective and secure application programming interfaces (APIs).
Compliance Requirements	<ol style="list-style-type: none"> 1) Availability of the agency's shared data on the government service bus (GSB), and providing these data to the government agencies free of charge, if requested. 2) Including statistics in the agency's annual reports on its commitment to share data with other government agencies, including exchange volume of the agency's shared data on the government service bus (GSB). 3) Developing a policy to give and revoke access to the agency's data, as needed. 4) Documenting all endpoints and information related to requests and responses on "Raqmi" platform. 5) Monitoring the APIs performance, logging events and analyzing logs to identify errors and improve performance. 6) Issuing periodic follow-up reports on application programming interfaces (APIs) showing, at a minimum, the following: <ol style="list-style-type: none"> a. Number of interfaces that provide real-time data. b. Number of open APIs for various segments of beneficiaries, including private sector, individuals, researchers, entrepreneurs and innovators). c. Detailed list of agencies with whom data was shared.
Supporting documents	<ol style="list-style-type: none"> 1) The availability of the agency's shared data on the government services bus (GSB) will be verified through the Link Lists, and the availability of shared data will be verified through the Link Lists. 2) Providing copy of the agency annual report showing statistics related to sharing data with other government agencies. 3) Attaching copy of the policy for granting and revoking access to the agency's data. 4) Documentation of endpoints will be verified through the APIs tool on "Raqmi" platform. 5) Attaching documents and samples of systems screens and periodic reports proving that the agency has monitored the systems performance logs. 6) Attaching copy of the periodic follow-up reports of APIs, in accordance with the compliance requirements of this standard.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraphs No. (4), (5) and (7). ▪ High Order No. (17850) dated 16/03/1441 AH, Clauses (Second) and (Third). ▪ High Order No. (7732) dated 12/02/1440 AH, Clause (Fifth). ▪ Digital Government Authority's Circular No. (754) dated 26/05/1445 AH, regarding inventory of application programming interfaces
Scope	All government agencies.

5.20.3	Advanced Data Analysis
Objective	Achieving effective implementation and optimal application of data analysis, and using forecasting models to derive future patterns and trends from data.
Compliance Requirements	<ol style="list-style-type: none"> 1) Using advanced data analysis tools and technologies. 2) Using technological tools to conduct predictive analytics and using them in decision-making.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching adequate documents and samples of reports and tool screens used for advanced data analysis. 2) Attaching reports showing the use of predictive models and decisions made based on the advanced data analysis.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.21. Open Data

The axis includes the standards and requirements for the application of procedures, systems and models that maximize use of data and support decision-making.

5.21.1	Planning for Availability of Open Data
Objective	Developing approved plans for open data in a way that contributes to supporting the works of government agencies, private sector, entrepreneurs, innovation, and publish open data, through the National Open Data Portal and the government agency's digital platforms.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing an approved open data plan that includes a list of datasets that the agency directly submits. This plan shall include the following: <ol style="list-style-type: none"> e. Strategic objectives of open data. f. Datasets to be published. g. Schedules for publishing open dataset. 2) Making open data available on the open data platform (open.data.gov.sa), to enable (private sector – research and innovation – entrepreneurs) to obtain data, and thus contributing to national development. 3) Approving the periodic reports issued on the open datasets, which will be published; to include the following: <ol style="list-style-type: none"> a. A list of datasets that have been published through the National Open Data Portal or the agency's digital platforms. b. Channels through which datasets were published, such as the National Open Data Portal or any other platforms. c. Metadata of the published open dataset. d. Format-related documents and instructions to beneficiaries on how to use open data. e. Periodically updating open data packages according to the nature of the data. f. Number of operations on the agency's data packages in the open data platform (usage measurement). g. Number of open data programming interfaces published by the agency. h. Size of the operations for each API of open datasets available by the agency (usage measurement).
Supporting documents	<ol style="list-style-type: none"> 1) Attaching the open data plan that meets the compliance requirements of this standard. 2) Attaching adequate samples proving the availability of open data on the open data platform. 3) Attaching the forms of approved periodic reports to follow up the publication of open data according to the approved plan that meets the compliance requirements of this standard (3 forms).
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ High Order No. (7732) dated 12/02/1440 AH, Clause (Fifth). ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraph No. (8).
Scope	All government agencies.

5.21.2	Reviewing open datasets
Objective	Continuous reviews and updates of open datasets published, according to approved plans.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing channels and mechanisms to receive researchers' requests for open data. 2) Reviewing published datasets and updates made to them, and issuing periodic reports showing the results of review and volume of demand for open datasets and the usage rate. 3) Studying and analyzing user requests to update and respond to datasets. 4) Making appropriate decisions related to updating open datasets based on the results of reviewing datasets and studying users' requests.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching adequate samples of screenshots showing the channels and mechanisms that have been provided to receive researchers' requests for open data. 2) Attaching adequate samples of periodic reports showing the review results of published datasets and the updates made to them that meet the compliance requirements of this standard (3 samples). 3) Attaching adequate samples of reports showing the study, analysis and response to user requests (3 samples). 4) Attaching adequate samples of decisions taken based on the analysis and study of periodic reports and user requests (3 samples).
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.21.3	Benefiting from Publishing Open Data
Objective	Analyzing and evaluating the extent to which other agencies and individuals benefited from the open datasets that have been published.
Compliance Requirements	<ol style="list-style-type: none"> 1) Conducting analytical studies that clarify the key factors related to the usefulness of published open data and the value of this data to beneficiaries. 2) Analyzing the use cases of published open datasets, and the extent to which stakeholders benefit from these data, indicating the relationship with the agency's open datasets. 3) Developing the API manual for the open dataset made available by the agency.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching adequate samples of analytical studies showing key factors related to the usefulness of open data published. 2) Attaching adequate samples of analytical studies showing use cases for open datasets that meet the compliance requirements of this standard (3 samples.) 3) Attaching the Open Data API User Manual.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

Tenth Section: Research and Innovation

5.22. Institutional Innovation

The axis includes practices and procedures that enable the agency to raise its readiness towards adopting innovation and sustaining the innovative environment in of digital government.

5.22.1	Adopting innovation as a strategic direction
Objective	Enhancing the concept of innovation in the various strategies of government agencies, including the agency's digital transformation strategy, ensuring the agency's direction towards activating and adopting innovation.
Compliance Requirements	<ol style="list-style-type: none"> 1) Including innovation as a pillar in the agency's digital transformation strategy, and setting goals and indicators to activate and align the concept of innovation with the agency's strategic objectives and identify recognition requirements. 2) Identifying and aligning innovation initiatives and projects with the agency's strategic priorities and objectives. 3) Adopting mechanisms for cooperation, communication and partnership with national or international research, development and innovation bodies, centers and laboratories to benefit from experiences and capabilities to activate innovation in the agency and adopt innovative solutions.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching the part that clarifies the role of innovation and the associated objectives and indicators in the agency's digital transformation strategy. 2) Attaching a document specifying the agency's innovation initiatives and projects. 3) Attaching a mechanism or framework for partnership and cooperation with research, development and innovation centers and laboratories.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.22.2	Applying Innovation Methodologies
Objective	Adopting innovation methodologies and concepts to ensure the development and sustainability of the innovative environment and contribute to the innovation and sustainability of innovative products, services and solutions.
Compliance Requirements	<ol style="list-style-type: none"> 1) Adopting the concepts of innovative design by conducting brainstorming sessions in addressing challenges and generating ideas. 2) Adopting the concept of open innovation by providing beneficiaries with the opportunity to contribute to the design of solutions and services, and participating in open innovation events, such as hackathons, competitions and specialized workshops. 3) Cooperating with entities, centers and companies specialized in the fields of open innovation and innovative design.
Supporting documents	<ol style="list-style-type: none"> 1) Sample of a report proving the adoption of the agency of the innovative design methods and concepts, to include the following: <ol style="list-style-type: none"> a. Methodology used and methods of application. b. Examples of outputs. 2) A report proving the adoption of the agency of the open innovation methodology, to include the following: <ol style="list-style-type: none"> a. Methods and means used, such as hackathons or competitions (priority is given to hackathons that are conducted in partnership with the competent authorities and centers for such events). b. Number of participants in the open innovation events. c. Attaching adequate samples showing these events have been convened. 3) A report showing cooperation with entities specialized in the fields of innovative design and open innovation, such as hackathons.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.22.3	Activation and governance of innovation
Objective	Developing a special framework or mechanism for governance of innovation in digital transformation aimed at following up the implementation of innovation initiatives, ensuring the achievement of objectives and the sustainability of solutions and products, and preserving the rights and intellectual property of the agencies in their innovative products.
Compliance Requirements	<ol style="list-style-type: none"> 1) Forming an administrative unit, committee or specialized team to stimulate and adopt innovation and its concepts within the agency. 2) Activating the unit/ committee and approving its procedures and processes with the relevant departments and committees, to include the following: <ol style="list-style-type: none"> a. Issuing decisions in the field of digital innovation. b. Defining unit/committee procedures and processes. c. Listing digital innovation initiatives and projects within the agency. 3) Organizing events and activities to spread the environment and culture of innovation in the agency, through training and awareness and knowledge-raising workshops.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching the structure, roles and responsibilities of the administrative unit/ committee. 2) Attaching a report proving the activation of the competent department or committee, to include the following: <ol style="list-style-type: none"> a. Sample of decisions taken by the unit/ committee. b. Procedures and processes adopted for this unit/ committee. c. Cards of digital innovation initiatives and projects within the agency, and implementation follow-up reports. 3) Attaching an achievement report to the events and activities that have been implemented to spread the environment and culture of innovation in the agency, including methods, means and number of beneficiaries.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.22.4	Management of Digital Innovation
Objective	Developing the mechanisms necessary to manage digital innovation, generate and collect innovative ideas, and develop applicable use cases by the government agency.
Compliance Requirements	<ol style="list-style-type: none"> 1) Activating a clear innovation management mechanism that show the full journey from idea and design to development and implementation. 2) Generating, inventorying and collecting applicable innovative ideas that fits with the agency's strategic focus areas and priorities, to include the following: <ol style="list-style-type: none"> a. Identifying areas of innovation (such as innovation in digital products and services provided to beneficiaries, innovation in the agency's internal procedures, or innovation in business models). b. Identifying innovation source (such as hackathons or research studies). c. Identifying emerging technologies or innovative models to be used in development. d. Identifying ideas that will be transformed into innovative products in 2024. e. Determining the expected impact of the ideas that will be transformed into innovative products.
Supporting documents	<ol style="list-style-type: none"> 1) Attaching an approved framework or mechanism for managing innovation. 2) Attach a report on the creative ideas and applicable use cases, to include the following: <ol style="list-style-type: none"> a. Areas of innovation. b. Sources of innovation. c. Emerging technologies or innovative models to be used in development. d. Ideas that will be transformed into innovative products in 2024. e. Expected impact of the ideas that will be transformed into innovative products.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.23. Innovative Solutions

The axis includes standards and requirements for developing and implementing innovative solutions to achieve added value, measuring impact for sustainability of innovative solutions and following up on their continuous improvement in digital government.

5.23.1	Developing and implementing innovative solutions
Objective	Designing innovative solutions that achieve the concept of digital transformation and implementing them on the ground in order to achieve added value for the agency and the beneficiary.
Compliance Requirements	<ol style="list-style-type: none"> Designing innovative solutions, while adhering to the following: <ol style="list-style-type: none"> Linking innovative solutions to one of the digital transformation axes. The innovative solution should not have been previously presented in previous sessions to measure, unless there is a significant development in the solution, and the same shall be clarified. The idea of an innovative solution should be based on innovative models and concepts (e.g. proactive models or innovative concepts such as Gamification or crowdsourcing). Using emerging technologies in the solution. Implementing and applying the innovative solution, while adhering to the following: <ol style="list-style-type: none"> The innovative solution has been in use for at least 6 months, not at the planning, design or piloting stage. The innovative solution should not be implemented for more than 5 years.
Supporting documents	<ol style="list-style-type: none"> Attaching a prototype for the innovative solution (Maximum two prototypes), including all data and detailed information about the solution and the technologies and concepts used in its design and building, with an explanation of the developments and improvements that have been made during the current period, if it was previously submitted. Attaching an achievement report to implement and apply the solution and its beneficiary segment.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

5.23.2	Measure impact of applying innovative solutions
Objective	Evaluating the results and effects achieved from the implementation of innovative solutions, and clarifying the added value and continuous improvement of innovative solutions.
Compliance Requirements	<ol style="list-style-type: none"> 1) Developing a methodology for measuring the impact of applying the innovative solutions that details the targeted groups, and identifies the types of expected impacts (economic, social, financial, functional, ...), whether it is a positive or a negative impact. 2) Evaluating the impacts resulted from the application of innovative solutions, to include the following: <ol style="list-style-type: none"> a. Impact on beneficiaries (it includes beneficiary segments, verification percentages, and inventory studies and methodologies). b. Financial impact (it includes reducing costs and achieving returns, as well as exploiting and improving resources). c. Impact on the agency (it includes business models, performance improvement and operational efficiency). d. The local, regional or international awards received by the innovative solution
Supporting documents	<ol style="list-style-type: none"> 1) Attaching a summary of the methodology used to measure impact. 2) Attaching a report of the impact resulting from the application of the innovative solution, to include the following: <ol style="list-style-type: none"> a. Impact on beneficiaries. b. Fiscal impact. c. Impact on agency. d. Accreditations and awards.
Related Orders, Resolutions and Circulars	<ul style="list-style-type: none"> ▪ Royal Court Circular No. (6262) dated 26/01/1445 AH, paragraphs No. (1) and (18).
Scope	All government agencies.

6. Table of Definitions

The following terms and expressions, wherever mentioned herein, shall have the meanings ascribed thereto, unless the context requires otherwise:

Term	Definition
DGA	Digital Government Authority
Digital Government	Promotes administrative, organizational and operational processes between the various government entities in their transitioning to a comprehensive digital transformation to allow easy and effective access to government digital information and services.
Digital Transformation	Digitally and strategically transforming and developing business standards and models that would rely on data, technologies, and ICT.
Digital Transformation Measurement	An evaluation process based on a specific methodology aimed at Government Agencies to analyze their current situation and follow up on the development of their journey of digital transformation according to best practices and standards, thus contributing to achieving the Objectives of the Saudi Vision 2030.
Government Agency	Ministries, authorities, public institutions, councils, national centers including any additional form of a public entity.
Policy	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.
Standards	A set of rules and controls regulating the operations and tasks related to the digital government.
Controls	Specify the conditions government agencies must comply with and what they must do to achieve the objectives and general provisions stated in the policy associated with them.
Guidelines	Provides examples showing the implementation mechanism of the of policies and standards in place.
Enterprise Architecture	Practices and controls to analyze the as-is state of Government Agency, and develop a roadmap for transition to the to-be state to realize alignment between business sector (services and procedures), information technology (data, implementations, and infrastructure) and strategic objectives of the Government Agency.
Business Continuity	The resources, capabilities, procedures, and actions necessary to continue providing core services and products at pre-determined levels and within an acceptable time frame in the event of

	disruption
Business Continuity Plans	A document that specifies the general framework for managing, coordinating and directing resources, capabilities, human and technical capabilities, and procedures to respond to interruptions and resume operations to provide necessary products and basic services, and recover as quickly as possible for the continuity of the agency's business.
"Business Process Reengineering" (BPR)	Re-designing the processes, procedures and work provided by the institution or agency with the aim of creating development in terms of quality, quick completion, cost and service, in line with the institution's vision. The procedure engineering process may require restructuring and arranging the entire institution or part of it, including establishing or closing entire organizational units.
Procedures Documentation	Processes through which the steps of procedures for the services provided are determined, and these procedures are drawn and represented in order to study, analyze, and develop their performance.
Business Process Improvement (BPI)	A structured process that an organization or agency uses to develop the procedures and services it provides and make them more efficient and productive.
Change Management	Organized processes and procedures imposed by the compliance requirements of a new system or plan to move individuals or institutions from their current situation to a better situation. This is done through specific and deliberate steps that take into account the nature of the institution, its ability to develop and the surrounding circumstances. Change usually passes through three main steps: namely: preparing for change, managing change, and sustaining change.
Government Resource Management Systems (GRP/ERP)	Integrated computer systems made up of a group of subsystems (modules) such as procurement, human resources, financial, and other systems. These systems manage all procedures and data related to the workflow within the institution or agency in an automated and coordinated manner that increases efficiency and productivity, unifies resources, and increases data accuracy.
Data Architecture	Data architecture includes for example: data classification, data exchange, a list of data used in the entity, the definition of its sources and associated databases
Open Data	Data that any individual can freely use, without technical, financial or legal restrictions, as well as reuse and publish it, taking into account the requirements of the legal license under which this data was published.
Data Set	A set of data often corresponds to the contents of one database table or statistical data matrix, where each column in such table represents a specific variable, and each row represents one element in the involved data set.

Decision Support Systems	Information systems that aim to support the decision -making process within the Government Agency, by linking data, complex analysis models and data analysis tools. Such systems help decision-makers take the right and timely decisions in unforeseen circumstances. In addition, such system are able to predict problems before they occur.
Government Services Bus (GSB)	A unified platform used for Government shared services that are continuously updated and provides integration between Government Entities quickly and securely.
Digital Service	A set of transactions linked to each other to perform a complete function provided by the government agency to the beneficiary through digital channels such as digital portals and smart device applications so that they have one main exit defined and specified. A group of services can be linked together to form a digital product.
Service Delivery Channel	Involves all channels through which the Government Agency can provide services. For example, the Government Agency's head office, portal, telephone and automated answering machine, smart device implementations, or service kiosks.
Digital Trust Service	Any electronic service aimed at verifying the validity and integrity of electronic transactions and the identity of customers, including (e-signature, e-stamp, timestamp, etc.).
Shared Systems & Services	Systems and services provided by a Government Agency targeting other Government Agencies to provide services and solutions that support the implementation of the "Whole of Government Concept" and provide Government Digital Services that are beneficiary-focused, seamless, end- to-end, and avoid duplication.
Whole-of-Government Platform	A Whole of Government Platform is a technology-enabled, business-driven central platform to continually manage, improve, and deliver government services across multiple digital touch points. It provides unified seamless integrated cross-channel consistency, omni-channel user insights and active user engagement at every digital touchpoint.
Whole-of-Government	A Comprehensive approach aims to unify the efforts of different units and government entities to achieve one purpose.
Owner	Any Government entity that owns the Government Shared Systems and Services, whether it manages and operates it directly or through another Operating Entity
Operator	Any entity manages or operates the Government Shared Systems and Services through a contracting relationship with the Owning Entity.
Responsible Government Agency	Government agencies that own shared government systems and services, whether the platform is developed, managed and operated by them or by others. These are the entities that work to enable government agencies to benefit from their shared systems and services

Beneficiaries Agencies	Government agencies that own, operate and develop platforms, and benefit from or are eligible to benefit from electronic systems and shared government services, based on its business needs, the functional requirements for building and operating its platforms, and in accordance with the regulations issued by the DGA in this regard.
Electronic Participation	Digital interaction and participation that allows the beneficiaries to provide their feedback, share their ideas and suggestions about specific topic related to society, this includes conducting voice of customer studies, to improve government services that revolves around the beneficiary needs.
Beneficiary Experience	Beneficiary's interaction with the Government during all stages of service delivery, through adoption of creative, interactive and visual design principles, accessibility and usage, to ensure sustainability and continuity of the relationship.
Beneficiary	Citizens, residents, visitors, government agencies, private sector, and not-for-profit sector, inside or outside Saudi Arabia that required to interact with a government entity to receive any of the services offered in Saudi Arabia.
Innovation	An innovation is the implementation of a new or significantly improved product (good or service), or process, a new marketing method, or a new organizational method in business practices, workplace organization or external relations.
Cloud Computing	A model which enables convenient, on-demand network access to a shared pool of configurable computing resources (e.g. networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction
Emerging Technologies	Modern technologies that support digital government works, which have achieved a qualitative leap in digital transformation, and are still subject to development, such as artificial intelligence, the Internet of Things, the block chain, etc.
Application Programming Interfaces	A set of commands, functions, objects, and protocols developed to be used by programmers to develop software, or to interact with other systems and/or software.
Unified Electronic Portal for Government Procurement "Etimad".	Government Tenders and Procurement System (Munafasat)

7. Appendices

7.1 Measurement Mechanism

The 2020 Digital Transformation Measurement target to assess compliance with standards and requirements related to Digital Transformation and identifies the level of compliance with each standard. The measurement cycle is carried out with Government Agencies as follows:

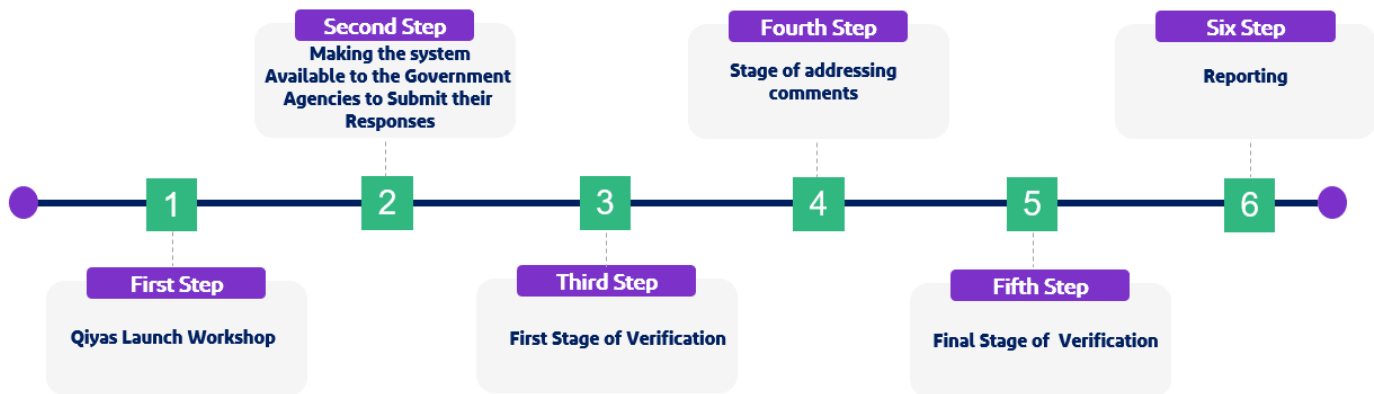


Figure (4): measurement cycle

1) Digital Transformation Measurement (Qiyas) Launch Workshop

Digital Transformation Measurement (Qiyas) workshop shall be launched via an introductory workshop for which all representatives of covered Government Agencies shall be invited to attend, review updates to Digital Transformation Measurement (Qiyas) cycle, get familiar with the adopted methodology, and respond to answers and inquiries related to Digital Transformation Measurement (Qiyas) during the workshop.

2) Making the System Available to the Government Agencies to Submit their Responses

Digital Transformation Measurement (Qiyas) System shall be made available to the liaison officer or his representative at the Government Agencies to review compliance cards, begin responding to them and attach required certificates for question cards. The question card shall state all details from the standard, legal reference, supporting documents and answer options, keeping in mind the following requirements for the supporting documents.

Requirements

- Attached strategies and plans shall be valid and approved and shall include all elements and components to be met in the relevant plan as per the best practices.
- Attached decisions and directions shall be enforceable, valid, issued and approved by the authorized person in the Government Agency.



- Attached reports shall be issued by the concerned department and shall include all information referred to in the report request.
- Attached studies and surveys shall clarify all adopted methodologies of data collection and analysis and shall include results and recommendations.
- Methodologies, policies, controls, and standards shall be valid, approved and applied at the Government Agency and shall be prepared in accordance with the best practices.
- The authorized person shall be responsible of the document content and the owner of the document. When the authorized person signs and affixes his name on the document, the document will be considered approved.

3) First Stage of Verification

This stage shall include auditing and assessment as per the verification mechanism. The verification process shall be carried out by a team dedicated to answers of Government Agencies, which shall review the attached certificates of each card and insert notes, if any, below each compliance card to be reviewed by the liaison officer or his representative at the target Government Agencies. Notes shall refer to the additional required certificates or to failure to meet the required compliance standards.

4) Stage of Addressing Comments

Government Agencies shall be granted an additional period to address the comments that the team inserted, review comments on each question card and re-attach the required certificates if required.

5) Final Stage of Verification

This stage shall include auditing and final assessment of answers of the Government Agencies and final notes of the participant Government Agencies.

6) Reporting

After completion of results auditing, reports of participant Government Agencies shall be issued, after addressing comments on the assessment. Reports shall include compliance levels and ratios and detailed content about comparisons of total results of the Government Agency to the ones of the other agencies. Reports shall be made available on the system, and the senior official at the Government Agency shall be advised of the result, and then, results of Government Agencies shall be presented to His Royal Highness.

7.2. Mechanism of Compliance Verification

Qiyas Team shall review documents and attachments via Digital Transformation Measurement (Qiyas) System and determine the proper methods of verification, if required. Verification methods are limited to the following:

- Documents attached by the Government Agency via Digital Transformation Measurement (Qiyas) System.
- Field Visits to the Government Agencies (if necessary).
- Detailed reports received from the competent agencies.
- Virtual meetings.

Levels of compliance with the Standard are determined via one of the following compliance levels:

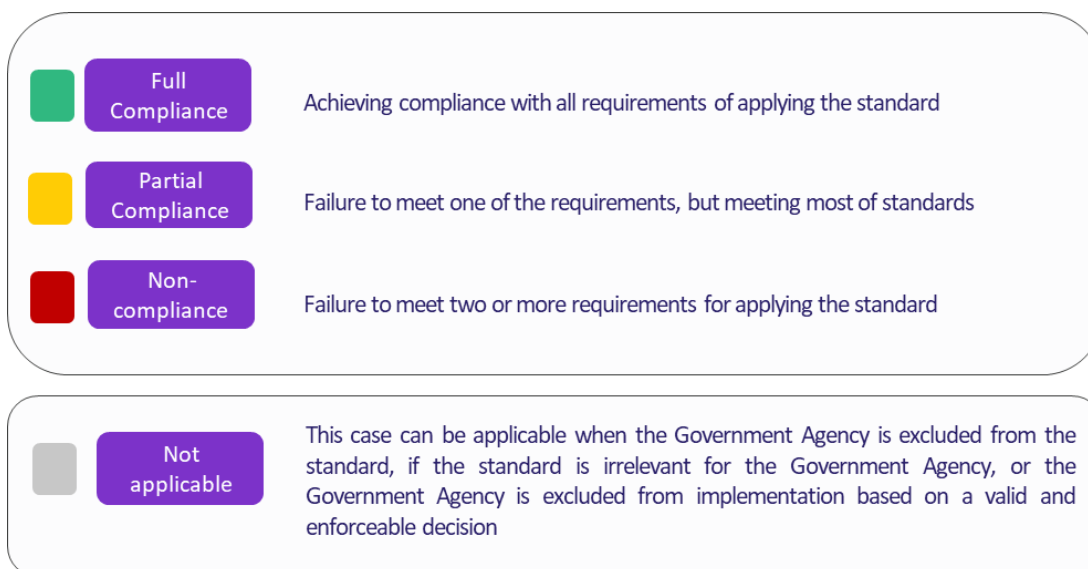
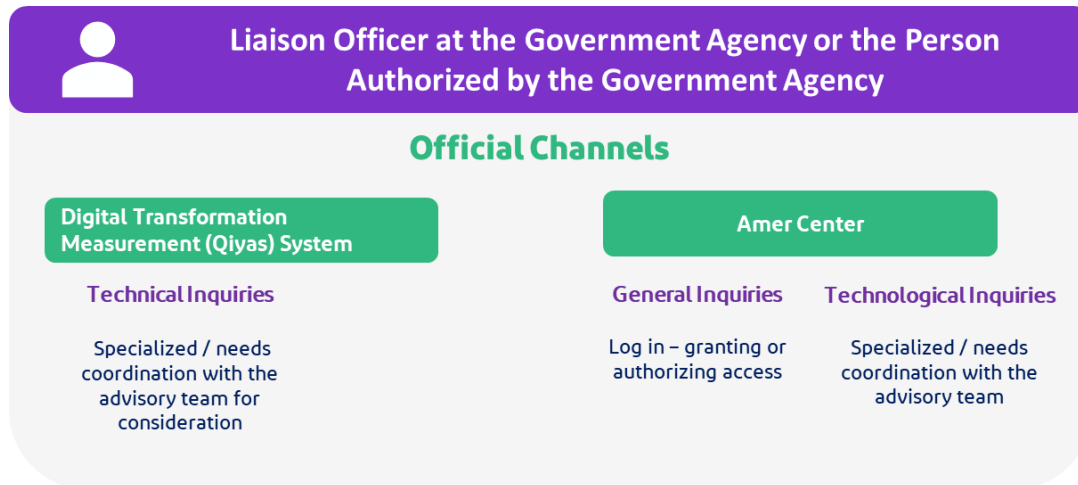


Figure (5): Compliance Levels

7.3 Mechanism for Inquiry or Information Request

- Notes related to System and inquiries about the methodology:

In case of request or inquiry by one of the Government Agencies, such requests shall be handled as per the following procedures and mechanism:



The request or report shall be raised via relevant channels:

- Qiyas System / Messaging System
- Amer Center – Unified number (199099)

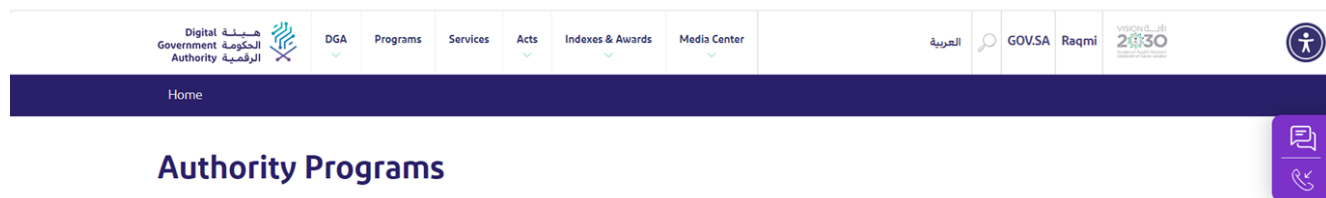
Such requests and inquiries shall be processed within (3) working days.

Notes to the assessment of compliance with standards:

The Government Agency may reserve the right to object to assessment of compliance with standards [during the stage of addressing comments](#) as per the Digital Transformation Measurement (Qiyas) timeline via one of the above official channels, which shall include the following:

- The reference number of standard or control
- Objection provision
- Reference to evidence achieving the standard. Each evidence shall be covered by the attachments uploaded on the system.

- Log in to System



Log in the Digital Transformation Measurement (Qiyas) via QR Code or via the following link:



7.4 High Orders, Council of Ministers Resolutions and Relevant Circulars

The figure below shows the list of High Orders, Council of Ministers Resolutions, and Circulars related to digital transformation in the basic standards document for digital transformation after being updated.

#	High Orders and Council of Ministers' Resolutions			
1	Royal Order No. (8189/MB) dated 19/06/1426 AH, Forming Committees for Electronic Transactions	Council of Ministers' Resolutions No. (40) dated 27/02/1427 AH, approving the controls for the application of e-government transactions, as amended by Council of Ministers' Resolution No. (252) dated 16/07/1431 AH,.	Electronic Transactions Law issued by Royal Decree No. (M/18) dated 08/03/1428 AH, as amended by Council of Ministers' Resolution No. (293) dated 09/04/1445 AH, and its executive regulations	Council of Ministers' Resolution No. (240) dated 23/07/1428 AH, Organizing Information Technology works at Government Agencies.
	Council of Ministers' Resolution No. (82) dated 22/03/1431 AH, Regarding the recommendations of the Information Technology and National Security Conference	High Order No. (41990) dated 11/10/1435 AH, on the use of digital certificates and compliance with required security specifications	High Order No. (48310) dated 26/11/1435 AH, on Total Quality Management	High Order No. (11904) dated 05/03/1437 AH, regarding posting on the Saudi National Portal
	High Order No. (57231) dated 10/11/1439AH, on the Electronic Control System (SHAMIL)	High Order No. (7732) dated 12/02/1440AH, on Shared Platforms, Business Continuity and Data Sharing	Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, regarding the controls of using information and communication technologies in government agencies	Royal Decree No. (M/128) dated 13/11/1440 AH, approving the Government Tenders and Procurement Law
	High Order No. (17850) dated 16/03/1441 AH, on the inventory and documentation of everything related to quality of services and satisfaction of beneficiaries and exchange of data with government agencies	Council of Ministers' Resolution No. (418) dated 25/07/1442 AH, approving the Digital Government Authority's Regulations.	Council of Ministers' Resolution No. (14) dated 02/01/1443 AH, on Free and Open Source Government Software	Royal Decree No. (M/106) dated 02/11/1443 AH, approving the Communications and Information Technology Act, its executive regulations, and registration regulations and rules drawn up thereon

Royal Court's Circular No. (22424) dated 09/04/1443 AH, on seeking the views of public and government agencies on the unified electronic platform when preparing a proposal related to economic and developmental affairs for draft rules, regulations, decisions etc. of a regulatory nature.	Royal Court's Circular No. (70701) dated 13/11/1443 AH, which includes the application of the concept of e-participation and polling public's opinions in decision-making.	Council of Ministers' Direction notified under His Excellency the President of the Royal Court Letter No. (8102) dated 03/02/1444 AH, regarding finding solutions for the governance of communication services.	Royal Court's Circular No. (6262) dated 26/01/1445AH, regarding transaction related to the eighth and ninth annual reports to measure government digital transformation
Royal Court Circular No. 47746 dated 29/06/1445 AH, regarding the approval of controls of media use of social media in government agencies.	Personal Data Protection Law issued by Royal Decree No. (M/19) dated 09/02/1443 AH, as amended by Royal Decree No. (M/148) dated 05/09/1444 AH, and its executive regulations issued on 29/02/1445 AH,		

#	Circulars			
2	Minister of Finance Circular No. (49989) dated 12/02/1442 AH, on Governance of all items related to Communication Services	Digital Government Authority's Circular No. (5589/42/1) dated 07/11/1442 AH, based on its Regulations issued by Council of Ministers' Resolution No. (418) dated 25/07/1442 AH,	Digital Government Authority's Circular No. (955) dated 28/01/1443 AH, based on its Regulations issued by Council of Ministers' Resolution No. (418) dated 25/07/1442 AH,	Digital Government Authority's Circular No. (916) dated 15/01/1443 AH, regarding the automation of digital circuits and other telecommunications services
	Digital Government Authority's Circular No. (1533) dated 23/05/1443 AH, on reporting the interruption of digital government services issued to all government agencies	Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH, on Business Continuity Management Standards	Minister of Finance Circular No. (46973) dated 05/12/1443 AH, on Governance of Digital Circuits Services	Digital Government Authority's Circular No. (2044) dated 28/12/1443 AH, on Risks Management Controls
	Digital Government Authority's Circular No. (102) dated 09/02/1444 AH, on preparing a plan for transformation towards cloud solutions	Digital Government Authority's Circular No. (257) dated 08/04/1444 AH, regarding digital textile product.	Digital Government Authority's Circular No. (378) dated 02/06/1444 AH, on activation of electronic payment channels and unified access	Digital Government Authority's Circular No. (1339) dated 15/11/1444 AH, on Whole-of-Government Platforms Controls
	Minister of Finance Circular No. (1748) dated 14/01/1445 AH, regarding the draft framework agreement for digital services.	Digital Government Authority's Circular No. (311) dated 16/03/1445 AH, on Risks Management Controls	Digital Government Authority's Circular No. (754) dated 26/05/1445 AH, regarding inventory of application programming interfaces	

You can access document details (except for Circulars) by visiting National Center for Archives and Records website on the following link: (www.ncar.gov.sa)

The table below shows the link between the standards derived from the Higher Orders, and Council of Ministers' Resolutions and the circulars (Section IV of the basic standards document for digital transformation issued in 2023) and the axes of digital transformation, at the level of the axis, standard and the requirement number in each standard.

High Orders, Council of Ministers' Resolutions and Circulars	Standard In Qiyas 2023		Relation in Qiyas 2024			
			Axis	Axis Number	Standard Number	Requirement Number
Council of Ministers' Resolution No. (240) dated 23/07/1428 AH, Clauses (First) and (Third).	4.1.1	Unifying the departments supervising information technology into one department, to be responsible for the management of information technology and all related departments, tasks and processes, and linked to the chief office or representative/ deputy	Digital Transformation Governance	5.2	5.2.1	4
Council of Ministers' Resolution No. (240) dated 23/07/1428 AH, Clause (Second).	4.1.2	Assigning the position of General Manager to the person responsible for the Information Technology Unit/ Department and appointing the qualified person of the agency's employees at the head of this unit.			5.2.1	4
High Order No. (48310) dated 26/11/1435 AH, Paragraph No. (1).	4.1.3	Establishing an overall-quality administrative unit in the telecommunications and information technology centers and computer departments of the government agency.	Technological Services Infrastructure	5.11	5.11.1	3
Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (17) of Electronic Government Transactions Regulations. High Order No. (8189/MB) dated 19/06/1426 AH.	4.2.1	Formation of e-Government Transactions Committee	Digital Transformation Governance	5.2	5.2.1	5

Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (16) of Electronic Government Transactions Regulations.	4.2.2	Developing and implementing a detailed plan for transformation to e-government transactions (digital transformation), in coordination with the Digital Government Authority	Digital transformation planning	5.1	5.1.1	1
High Order No. (57231) dated 10/11/1439 AH, Clause (Seventh).	4.3.1	Taking advantage of the services available in the Unified Electronic Government Procurement Portal "Etimad".	Whole-of-government platforms	5.13	5.13.2	5
High Order No. (57231) dated 10/11/1439 AH, Clause (Third).	4.3.2	Linking to the electronic control system of the General Bureau for Auditing "Shamil".				6
Digital Government Authority's Circular No. (378) dated 02/06/1444 AH, on activation of electronic payment channels and unified access.	4.3.3	Linking to the Unified National Access Platform "NAFAD"				3
Digital Government Authority's Circular No. (378) dated 02/06/1444 AH, on activation of electronic payment channels and unified access.	4.3.4	Link to Direct Online Payment Service "Tahseel"				4
Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (1) of Clause (Second) of the controls of using information and communication technologies in government agencies. Telecommunications Law issued by the Council of Ministers' Resolution No. (592) dated 01/11/1443 AH, and its executive regulations, and the regulations and rules for registration derived therefrom.	4.4.1	Registering the domain names of the agency's websites in accordance with the regulations and rules issued by the Saudi Network Information Center at the Communications, Space & Technology Commission	Whole-of-government platforms	5.13	5.13.10	1
Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (2) of Clause (Second) of	4.4.2	Availability of the necessary information on the government agency's website.	Beneficiary participation	5.16	5.16.1	1

the controls of using information and communication technologies in government agencies.						
Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (3) of Clause (Second) of the controls of using information and communication technologies in government agencies.	4.4.3	Hosting the agency's websites, information and services within Saudi Arabia	Technological Services Infrastructure	5.11	5.11.2	4
Digital Government Authority's Circular No. (1533) dated 23/05/1443 AH, on reporting the interruption of digital government services issued to all government agencies.	4.4.4	Reporting interruption of digital government services	Business Continuity	5.9	5.9.5	7
High Order No. (41990) dated 11/10/1435 AH,. High Order No. (57231) dated 10/11/1439 AH, Clause (Fourth). Council of Ministers' Resolution No. (555) dated 23/09/1427 AH, Paragraph No. (2) of Clause (Seventh). Electronic Transactions Law issued by the Council of Ministers' Resolution No. (80) dated 07/03/1428 AH, and its Executive Regulations.	4.5.1	Using e-signature and everything related to the authentication of data, documents, automated documents and emails provided to beneficiaries.	Whole-of-government platforms	5.13	5.13.7	1
High Order No. (41990) dated 11/10/1435 AH,. High Order No. (57231) dated 10/11/1439 AH, Clause (Fourth). Council of Ministers' Resolution No. (555) dated 23/09/1427 AH, Paragraph No. (2) of Clause (Seventh).	4.5.2	Using e-signature and everything related to the authentication of data, documents, automated documents, emails and electronic procedures within the agency.	Whole-of-government platforms	5.13	5.13.7	2

Electronic Transactions Law issued by the Council of Ministers' Resolution No. (80) dated 07/03/1428 AH, and its Executive Regulations.						
Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (13).						
Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraphs No. (1) and (3) of Clause (Third).	4.6.1	Using e-mail and electronic means of communication in the government agency's businesses.				1
Council of Ministers' Resolution No. (555) dated 23/09/1427 AH, Paragraph No. (4) of Clause (Third).	4.6.2	Including in e-mails a disclaimer regarding the contents of public or private government e-mails	Systems that support digital transformation	5.10	5.10.5	2
Council of Ministers' Resolution No. (555) dated 23/09/1427 AH, Paragraph No. (5) of Clause (Third).	4.6.3	Hosting government email servers within Saudi Arabia				4
Council of Ministers' Resolution No. (555) dated 23/09/1427 AH, Paragraph No. (6) of Clause (Third).	4.6.4	Writing down the user's government email address on the business card only				3
Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Clause (Fifth).	4.7.1	Developing official and technical policies to control the use of technological assets by the agency's employees				4
Council of Ministers' Resolution No. (555) dated 23/09/1427 AH, Paragraph No. (1) of Clause (Sixth).	4.7.2	Setting controls and rules for the agency's employees when using their personal devices for work purposes	Technological Services Infrastructure	5.11	5.11.1	5
Council of Ministers' Resolution No. (555) dated 23/09/1427 AH, Paragraph No. (2) of Clause (Sixth).	4.7.3	Setting electronic controls and restrictions that limit the uploading of large personal files or unlicensed software by the agency's employees, except as provided for in the relevant regulations			5.11.2	5
Council of Ministers' Resolution No. (555) dated 23/09/1427 AH, Paragraph No. (4) of Clause (Ninth).	4.7.4	Continuously raising awareness of the agency's employees on the need to abide by laws and regulations related to controls of using information and	Digital Culture and Environment	5.4	5.4.2	2

		communication technologies				
Council of Ministers' Resolution No. (14) dated 02/01/1443 AH, Paragraph No. (5) of Clause (H: Rules Implementation Considerations).	4.8.1	The government agency obtains the government license for free and open source software	Technological Services Infrastructure	5.11	5.11.4	1
Council of Ministers' Resolution No. (14) dated 02/01/1443 AH, Paragraph No. (1) of Clause (B: Purpose of the Rules).	4.8.2	Promoting opportunities to reuse government software available for use				3
Council of Ministers' Resolution No. (14) dated 02/01/1443 AH, Clause (D: Government Software Purchase Considerations).	4.8.3	The government agency applies the approved mechanism for purchasing government software				4
Council of Ministers' Resolution No. (14) dated 02/01/1443 AH, Clause (E: Provisions for contracting to build government software).	4.8.4	Government agency applies the provisions and rules related to contracting to build government software				2
Council of Ministers' Resolution No. (14) dated 02/01/1443 AH, Paragraph No. (2) of Clause (H: Rules Implementation Considerations).	4.8.5	Listing the government agency's open source software that it wishes to share with the government agencies				5
Council of Ministers' Resolution No. (14) dated 02/01/1443 AH, Clause (F: Software Deployment Considerations).	4.8.6	The agency prepares its departments concerned with open source software to interact with the information software community				
Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (3).	4.9.1	Keeping and archiving the agency's documents, contracts, decisions, letters and data electronically, and linking them to its financial and administrative systems in an automated system for ease of access to them.	Systems that support digital transformation	5.10	5.10.3	2 & 3
Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Sub-paragraph (A), Paragraph No. (1) of Clause (Fifth).						
High Order No. (57231) dated 10/11/1439 AH, Clause (First).						
Council of Ministers' Decision No. (40) dated 27/02/1427	4.9.2	Classifying the agency's information and data according	Data Governance and Management	5.19	5.19.3	1

AH, Paragraph No. (2).		to the indicative levels and specifications				
Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (6).	4.9.3	Developing a specific mechanism to update the information and data recorded in the agency's databases to ensure its accuracy			5.19.2	4
Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Controls No. (4), (5) and (7).	4.9.4	Availability of the agency's data on the Government Services Bus (GSB) and providing this data to government agencies free of charge if requested to avoid duplication and redundancy in databases and data.	Data Usage and Availability	5.20	5.20.2	1
High Order No. (7732) dated 12/02/1440 AH, Clause (Fifth).						
High Order No. (17850) dated 16/03/1441 AH, Clause (Second).	4.9.5	The agency includes in its annual reports statistics on its commitment to share data with other government agencies, the time taken to complete its services and the satisfaction of beneficiaries with the services that the agency provides.	Digital Channels and Services	5.15	5.15.3	8
			Data Usage and Availability	5.20	5.20.2	2
Council of Ministers' Decision No. (40) dated 27/02/1427 AH, Paragraph No. (8).	4.9.6	Obliging the agency's employees to abide by the standards related to privacy protection, and taking the necessary action to ensure this right	Data Governance and Management	5.19	5.19.2	4
Council of Ministers' Resolution No. (555) dated 23/09/1427 AH, Paragraph No. (5) of Clause (Ninth).						
Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (15).	4.10.1	Providing adequate information on the services the agency provides and their places, the services procedures, and the agency's systems and executive regulations and public versions through its website or through other appropriate electronic access channels	Digital Channels and Services	5.15	5.15.3	2
High Order No. (11904) dated 05/03/1437 AH,.	4.10.2	Agencies survey their existing platforms with the Digital	Whole-of-government platforms	5.13	5.13.8	1

Digital Government Authority's Circular No. (955) dated 28/01/1443 AH, based on its Regulations issued by the Council of Ministers' Resolution No. (418) dated 25/07/1442 AH,.		Government Authority				
Digital Government Authority's Circular No. (5589/42/1) dated 07/11/1442 AH, based on its Regulations issued by the Council of Ministers' Resolution No. (418) dated 25/07/1442 AH,.	4.10.3	Obtaining the DGA's prior approval before establishing or launching any platform				2
Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (10)	4.10.4	Surveying and documenting all the agency's processes and procedures clearly and accurately	Work procedures	5.7	5.7.2	1
Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (11)	4.10.5	Continuously redesigning and improving processes and procedures			5.7.3	1
Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (12)	4.10.6	Implementing and using government GRP systems effectively	Systems that support digital transformation	5.10	5.10.1	1
Council of Ministers' Resolution No. (82) dated 22/03/1431 AH, Recommendation (14)	4.11.1	Finding alternative backup centers for storing data, and centers for sensitive systems for storing, operating and testing data in accordance with the international standards	Business Continuity	5.9	5.9.5	3
Digital Government Authority's Circular No. (102) dated 09/02/1444 AH, on preparing a plan for transformation towards cloud solutions.	4.12.1	Developing a plan to adopt cloud computing services and integrate data centers	Cloud Architecture	5.12	5.12.2	1
Digital Government Authority's Circular No. (1878) dated 24/09/1443 AH, on Business Continuity Management Standards.	4.13.1	Building and managing a business continuity system	Business Continuity	5.9	5.9.1 to 5.9.7	All requirements
Digital Government Authority's Circular No.	4.13.2	Building and managing risks management system	Risks Management	5.8	5.8.1 to 5.8.5	All requirements

(2044) dated 28/12/1443 AH, on Risks Management Controls.						
Council of Ministers' Resolution No. (40) dated 27/02/1427 AH, Paragraph No. (22).	4.14.1	The agency periodically measures the progress in transformation to electronic transactions, and the results of this process are included in the agency's annual report	Digital transformation planning	5.1	5.1.3	3
Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. Item of Item (Eighth).	4.14.2	Applying controls related to social media issued by the Ministry of Information and relevant authorities	Enhancing relationship with the beneficiary	5.17	5.17.1	2
Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (1) of Item (Ninth).	4.14.3	Training authorized personnel to use and utilize information systems and resources, as needed	Digital Culture and Environment	5.4	5.4.3	3
Council of Ministers' Resolution No. (555) dated 23/09/1440 AH, Paragraph No. (3) of Item (Ninth).	4.14.4	Recruiting, training and developing capabilities of national competencies and cadres in the field of information technologies	Developing digital transformation leaders	5.5	5.5.4	1
Royal Decree No. (M/128) dated 13/11/1440 AH, approving the Government Tenders and Procurement Law.	4.14.5	Completing purchase orders related to telecommunications services items, whether overheads, programs or projects with an economic rating of (221136) on Etimad platform	Technological Services Infrastructure	5.11	5.11.5	1 & 2
Circular of His Excellency the Minister of Finance No. (49989) dated 12/02/1442 AH, Clause (First).						
Circular of His Excellency the Minister of Finance No. (46973) dated 105/12/1443 AH,.						
Circular of His Excellency the Minister of Finance No. (49989) dated 12/02/1442 AH, Clause (Second).	4.14.6	Submitting a survey that includes all relevant digital departments to the Digital Government Authority	Technological Services Infrastructure	5.11	5.11.6	1
Digital Government Authority's Circular No. (916) dated 15/01/1443 AH,.						
Council of Ministers' Direction notified under His Excellency the President of the Royal Court Letter No.						

(8102) dated 03/02/1444 AH, regarding finding solutions for the governance of communication services.						
Royal Decree No. (M/128) dated 13/11/1440 AH, approving the Government Tenders and Procurement Law.	4.14.7	Using telecommunications service items of an economic rate (221136) for the procurement operations specified for the item in the instructions for implementing the general budget of the State	Technological Services Infrastructure	5.11	5.11.7	1
Circular of His Excellency the Minister of Finance No. (49989) dated 12/02/1442 AH, Clause (Third).						

7.5 Frequently Asked Questions (FAQ)

#	Question	Answer
1	What is Digital Transformation?	Digitally and strategically transforming and developing business standards and models that would rely on data and technologies.
2	What is Compliance?	Full compliance with the implementation of standards through detailed compliance requirements that fall under each standard.
3	What is meant by the measurement of compliance using digital transformation standards?	Measurement of compliance with standards and requirements related to digital transformation, and determination of compliance levels for each standard.
4	What are regulatory references for the measurement of compliance?	Referring to the Council of Ministers Resolution No. (418), dated 25/07/1442 AH, approving DGA's Bylaw, which stipulates in Article (4/5 and 6) that DGA undertakes the following functions and duties: Issuing measurements, indicators, tools, and reports to measure the performance of Government Agencies and their capabilities in the field of digital government, and the beneficiary's satisfaction therewith; Following-up on the compliance of Government Agencies with the decisions and orders issued on digital government transactions, according to frameworks and standards developed by DGA, together with E-Government Transaction Implementation Rules issued by virtue of the Council of Ministers Resolution No. (40), dated 27/02/1427 AH, as amended by the Council of Ministers Resolution No. (252), dated 16/07/1431 AH, where Article (22) stipulates that: "Each Government Agency shall measure the extent of transformation to e-government transactions every six (6) months according to indicators developed by the Program. Such indicators shall be included in the annual report of the Government Agency, and copies thereof shall be sent to the Program".
5	How the measurement of current digital transformation aligns with objectives of the Saudi Vision 2030?	Vision 2030 aims to transform the Government of Saudi Arabia into a high-performance government that features effectiveness, transparency, and accountability. From this perspective, the digital transformation process is one of Vision 2030 key commitments, as the Vision emphasized the need to continue expanding the scope of digital services provided to include other services such as

		geographic information systems, health and educational services, and others, in addition to the use of e- implementations in Government Agencies, such as cloud implementations and data sharing platforms. Accordingly, the measurement framework has been developed to align with such trends while taking advantage of global trends in the field of digital transformation.
6	Who is responsible for compliance measurement?	DGA, by monitoring compliance levels periodically based on a specific methodology. DGA submits periodic reports to officials in Government Agencies and a general report to HRH, as stipulated in E-Government Transaction Implementation Rules.
7	Which Government Agencies undergo measurement?	All Government Agencies qualified for measurement, according to the approved Criteria for Nomination of Agencies.
8	Is there compatibility between the measurement of digital transformation in its latest version and global reference models?	Digital transformation-related standards were developed based on a comprehensive study of a set of international reference models in the process of digital transformation, which included a number of key international indicators and frameworks. During such a study, comparisons were made for pillars and stages that this process goes through, in addition to pillars used in compliance measurement. Based on the outcomes of such study, a perception of pillars through which digital transformation and compliance with modern standards can be measured in the context of Saudi Arabia was concluded. Therefore, the updated framework of DTS is fully compatible with global reference models.
9	What is meant by an approved document for the attachment?	The approved document means that it has been approved by an authorized person or a higher committee within the Government Agency that has the power required for approval according to the type of document. For example, the document of the strategic plan for digital transformation must be approved by the head of the Government Agency, to be attached with evidence of its approval i.e., signatures and seals or official letters.
10	What are the requirements to be met in the attached strategies and plans?	The attached strategies and plans shall be valid and approved, and shall include all elements and components to be available as per best practices.
11	What are the requirements to be met in decisions and directives?	Attached decisions and directives shall be effective, valid, issued and approved by the authorized person in the Government Agency
12	What are the requirements to be met in attached reports?	The attached reports must be issued by the concerned department and include all information referred to in the report request.
13	What are the requirements to be met in attached studies and surveys?	Attached studies and surveys shall explain methodologies used in data collection and analysis processes, and to include results and recommendations concluded therefrom.
14	What are the requirements to be met in the attached methodologies, policies, controls and standards?	Methodologies, policies, controls, and standards shall be valid, approved, and applied in the Government Agency, as well as developed in accordance with best practices.
15	What is meant by samples requested as part of supporting documents?	Samples vary according to the requirements of the standard and the required supporting documents, which could be, including but not limited to: <ul style="list-style-type: none"> • Sample templates and tools for business impact analysis (Sample can be reports, tables or matrices). • Samples from risk assessment study (Sample can be reports based on risk identification and analysis matrix).

		<ul style="list-style-type: none"> Samples of risk response strategies (Sample may contain an analysis of risks associated with a service or domain, describing the response plan for such risk, the and team in charge). Samples from teams (Sample can be tables of teams, and 3 samples can be attached with contact data hidden, as per professional practices). <p>Required samples can be minutes, records, or decisions, as mentioned in the requirements of the standard.</p>
16	Shall reports be recent, whether for minutes of meetings or correspondence, where most of which may be relatively old, and no meetings were held recently at a later time?	In general, attachments must be with recent dates proving that the Government Agency is working effectively in implementing practices related to digital transformation and decision-making, as this cannot be proven through, for example, documents of meetings that took place more than a year ago, which indicates lack of effective and continuous work in the field related to the required documents.
17	Who is responsible for approving documents and how are they approved?	The authorized person is responsible for content of the document and is considered the Owner thereof, and by signing and putting his name, the document is considered approved.
18	If the Government Agency forms a committee concerned with digital transformation, is the Government Agency required to form another committee for e-government transactions?	<p>In case the committee formed in the Government Agency conforms to Control No. (17) of the Council of Ministers Resolution No. (40), dated 27/02/1427 AH, then the Government Agency may not be required to form another committee.</p> <p>In case the formation of the digital transformation committee does not conform to the aforementioned Resolution, the Government Agency shall form an e- government committee as stipulated in the Resolution.</p>
19	Some requirements do not apply directly to the Government Agency, what is the applicable mechanism in this case?	Requirements that do not apply to the Government Agency must be issued by the legislator or what is excluded by His Highness on implementation of the content of the High Order, and in the second section, it is by the Government Agency's proving of its exclusion and the acceptance of the national team. This option was made available in the tenth measurement (not applicable) with the opportunity for the Government Agency to attach evidence that this decision or standard does not apply to the Government Agency. The acceptance of this matter remains within the powers of the national Qiyas team.
20	What is meant by Digital Service Quality Standards?	Standards guarantee the effective operation and monitoring of digital services, as there are many different frameworks for monitoring the quality of digital services. It is required that they include all digital aspects and are not limited to the opinions of beneficiaries and the level of satisfaction with digital services only, standards can for include example (availability, portability, reliability, etc.)

You can view more frequently asked questions by logging in the measurement system, as they are updated on the system continuously.

7.6 List of relevant government agencies according to the scope of standards

The list includes the relevant government agencies as clarified within the scope of standards, according to the following:

#	Concerned government agencies according to the scope of standards	Relevant agencies under the standards of the two axes(5.8) "Risk Management" and (5.9) "Business Continuity"	Agencies responsible for shared systems and services under (5.13.4), (5.13.5) and (5.13.6) standards.	Relevant agencies under the standard (5.13.9) Consolidating and integrating agency's platforms and closing platforms and domains that are no longer needed"	Agencies responsible for "developing priority services" under Standard (5.14.4)	Agencies benefitting from the digital reporting service under Standard (5.16.3)	Agencies leading life journey program under Standard (5.18.5).
1	Ministry of Communication and Information Technology	✓				✓	✓
2	Ministry of Investment	✓		✓		✓	✓
3	Ministry of Economy and Planning	✓					
4	Ministry of Media	✓				✓	✓
5	Ministry of Environment, Water and Agriculture	✓			<ul style="list-style-type: none"> • Providing subscription and payment of water bills services. 	✓	✓
6	Ministry of Commerce	✓			<ul style="list-style-type: none"> • Creation of a business/ enterprise • Issuance of a commercial register. 	✓	✓
7	Ministry of Education	✓		✓	<ul style="list-style-type: none"> • Apply for a government scholarship. 	✓	✓
8	Ministry of Hajj & Umrah	✓		✓		✓	✓
9	Ministry of Islamic Affairs, Dawah and Guidance	✓					✓
10	Ministry of Foreign Affairs	✓			<ul style="list-style-type: none"> • Applying for entry or transit visas. 	✓	✓
11	Ministry of Defense						✓
12	Ministry of the Interior	✓		✓		✓	✓
13	Ministry of Sports	✓		✓		✓	✓
14	Ministry of Tourism	✓		✓		✓	✓

15	Ministry of Municipal, Rural Affairs and Housing	✓		✓	• Issuing a building permit	✓	✓
16	Ministry of Health	✓		✓		✓	✓
17	Ministry of Industry and Mineral Resources	✓		✓		✓	✓
18	Ministry of Energy	✓		✓		✓	✓
19	Ministry of Justice	✓		✓	• Issuing marriage contracts • Registering land ownership • Notarial services (managing and following up cases with the courts electronically).	✓	✓
20	Ministry of Finance	✓	<ul style="list-style-type: none"> ▪ Electronic Payment Platform (Tahseel) ▪ Electronic Payment Platform (Sadad) ▪ Etimad Platform/e-Government Procurement System (Tenders) 	✓	<ul style="list-style-type: none"> • e-Government Procurement Platform • e-payment of government fees and costs 	✓	
21	Ministry of Human Resources and Social Development	✓		✓	<ul style="list-style-type: none"> • Applying for government jobs • Providing services to needy groups: Poor, people with disabilities, elderly • Applying for financial aid for people with special needs • Applying for maternity and newborn aids • Applying for child aids 	✓	✓

22	Ministry of Transport and Logistics	✓		✓		✓	✓
23	Ministry of Culture	✓				✓	✓
24	Saudi Authority for Data and Artificial Intelligence (SDAIA)	✓	<ul style="list-style-type: none"> Unified National Access Platform (NAFAD) Government Services Bus (GSB) Government Secure Network (GSN) Platform Data Market Platform Government Cloud (G-Cloud) Platform 			✓	
25	General Authority for Statistics	✓				✓	
26	The National Centre for Environmental Compliance (NCEC)				<ul style="list-style-type: none"> Issuing environmental permits 		
27	General Authority for Awqaf	✓					
28	General Entertainment Authority	✓		✓			
29	Zakat, Tax and Customs Authority	✓			<ul style="list-style-type: none"> Paying taxes electronically Submitting VAT and GST return or equivalent Electronic invoices Submit income tax return 	✓	
30	General Authority of Civil Aviation	✓					
31	Saudi Food & Drug Authority	✓		✓			
32	General Authority for Survey and Geospatial Information				<ul style="list-style-type: none"> Providing geographical and geospatial information systems electronically 		
33	Small and Medium Enterprises General Authority	✓					
34	Transport General	✓		✓			

	Authority						
35	Communications, Space and Technology Commission	✓				✓	
36	Water and Electricity Regulatory Authority				• Providing subscription and payment of electricity bills services.	✓	
37	General Real Estate Authority	✓				✓	
38	Capital Market Authority (CMA)	✓		✓			
39	Local Content & Government Procurement Authority	✓					
40	Saudi Authority for Intellectual Property	✓					
41	General Commission for Audiovisual Media	✓				✓	
42	Education and Training Evaluation Commission	✓				✓	
43	Saudi Ports Authority			✓		✓	
44	Saudi Standards, Metrology and Quality Organization					✓	
45	Saudi Post	✓			• Notice of change of residential address		
46	Saline Water Conversion Corporation (SWCC)	✓					
47	General Organization for Social Insurance	✓			<ul style="list-style-type: none"> • Applying for social protection programs • Applying for benefits for retirees • Applying for benefits due to illness or disability • Applying for benefits for the unemployed 	✓	
48	Council of Cooperative Health Insurance (CCHI)	✓					

49	Public Security Directorate (PSD)				<ul style="list-style-type: none"> • Registration or Renewal of vehicles registration (car, truck, motorcycle, etc.) • Applying for criminal record • Reports to the police • Issuing driving license 		
50	Social Development Bank	✓					
51	Saudi Industrial Development Fund	✓					
52	Public Investment Fund					✓	
53	Human Resources Development Fund	✓		✓		✓	
54	Board of Grievances	✓					
55	National Events Center						✓
56	National Center for Performance Measurement "ADAA"	✓					
57	Vice-Ministry of Interior for Civil Status				<ul style="list-style-type: none"> • Apply for a copy of birth certificate • Apply for a copy of death certificate • Apply for an ID card • Providing information about applying for citizenship 		
58	King Abdulaziz City for Science and Technology (KACST)	✓					
59	Digital Government Authority (DGA)	✓			<ul style="list-style-type: none"> • A unified national platform for government services 		
60	National Center for Government Resource Systems	✓					✓
61	National Center of Meteorology	✓					
62	General Bureau for Auditing		Electronic Monitoring Platform (SHAMIL)				

63	King Faisal Specialist Hospital & Research Center			✓			
64	King Abdullah, City for Atomic and Renewable Energy			✓			
65	Taibah, University			✓			
66	Asir Region Municipality			✓			
67	Jizan Region Municipality			✓			
68	Madinah, Region Municipality			✓			
69	Qassim Region Municipality			✓			
70	Al Jouf Region Municipality			✓			
71	Al Baha Region Municipality			✓			
72	Jeddah, Governorate Municipality			✓			
73	Taif Governorate Municipality			✓			
74	Al-Ihsa Governorate Municipality			✓			
75	Eastern Province Municipality			✓			
76	Holy Capital Municipality			✓			
77	Saudi Energy Efficiency Center			✓			
78	The Royal Court			✓			
79	Tourism Development Fund – TDF			✓			
80	Saudi Tourism Authority			✓			



هيئة الحكومة الرقمية
Digital Government Authority