



Introductory Guideline

Digital Experience Maturity Index for Government Services (2024)

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1. Introduction

Reference to the Council of Ministries Resolution No. (418) dated 25/07/1442 AH, of establishing the Digital Government Authority (DGA).

And with reference to the fourth article, in its fourth and fifth Paragraphs of the Authority's regulations which states that the Authority is mandated to "coordinate with relevant entities to organize the activities of digital government, digital government platforms, sites, and services, government networks, and the unified national portal. This includes the development of plans, programs, indicators, and standards related to the activities of digital government and shared digital government services," and "issue measurements, indicators, tools, and reports to measure the performance and capabilities of government entities in the field of digital government, and the satisfaction of the beneficiaries."

And in support of the digital transformation process in improving and developing digital government platforms and services, improving beneficiaries' digital experience by providing digital services and raising its quality, and enhancing beneficiaries' satisfaction with them in alignment with the strategic directions of the digital government and the Saudi's ambitious vision 2030.

In continuation of the efforts made to raise the level of maturity of digital government platforms and services and increase beneficiary satisfaction, and based on international best practices and indicators concerned with digital government development, the Authority has developed the third edition of the introductory guide for the "Digital Experience Maturity Index (DXMI)", in which the index's methodology has been updated for the year 2024, including the criteria for selecting the target platforms for this year, in addition to the perspectives, themes, and detailed criteria on which the methodology is based on, according to which the maturity of digital platforms are evaluated.

2. Guideline Objectives

The guide aims to:

- Providing a unified methodology to evaluate the digital experience of digital platforms and services in accordance with established best practices.
- Contributing to raising the maturity of government digital platforms and services by applying the perspectives and themes of the Digital Experience Maturity Index referred to in this guide.
- Enhancing transparency and enabling government agencies to comprehensively understand the perspectives and themes of the Digital Experience Maturity Index.

3. Guideline Scope

This guide reviews the definition of the Digital Experience Maturity Index, its objectives, and strategic alignment, details the (2024) cycle of the index including the targeted platforms and the criteria for selecting them, clarifies the perspectives and themes that the index focuses on in the (2024) cycle, and the mechanisms for evaluating them, in addition to clarifying the levels of maturity that the platforms will be ranked accordingly.

4. Target Audience

This guide targets government agencies, leaders of digital transformation, and specialists responsible for digital platforms, in addition to operators responsible for managing businesses related to digital government.

5. Guideline Statement

5.1 Definition of Digital Experience



The **digital experience** is defined as the entirety of the beneficiaries' experience formed through the interactions with digital government platforms and services across all touchpoints through beneficiaries' affairs with the government agency. The experience starts with an initial contact with the government agency, across different digital channels to deliver the service, gather the voice of the customer for opinions, complaints, and feedback, and moving forward with a comprehensive analysis of the beneficiaries' data to improve the services.

A digital experience is centered around key elements:

- Design Platform or digital service functionalities in a way that makes it easy for users to complete their tasks and goals.
- Adaptation of the digital experience based on users' preferences and needs, making it usable by all user categories.
- Effective response to user complaints, taking their opinions into account, and encouraging their participation through stages of design and continuous improvement of the digital experience.

A mature digital experience is a smooth and intuitive experience designed to meet the beneficiaries' needs and achieve their goals through interaction that leaves a positive impact on them, which contributes to increasing their satisfaction with it and makes them share their experience and talk about the platform, its digital channels, products and services positively with those around them.

Therefore, it is important to measure the level of maturity of digital platforms, so that government agencies can determine the current baseline and the future state of the intended digital experience and then draft a roadmap to improve the digital experience of their platforms.

5.2 The Digital Experience Maturity Index (DXMI)

The DXMI is an annual index designed to measure the maturity of government platforms and services based on several measurable perspectives and themes. The index serves as one of the enablers to achieve the strategic directions of the digital government by analyzing the results, identifying themes that may require maturity enhancement, and providing recommendations for improvement. Additionally, the annual index sheds light on high-maturity government digital platforms and services, which can be considered national success stories to learn from their experiences and business models.

To ensure alignment with modern digital experience trends, changing beneficiaries’ needs and their aspirations, the methodology of the index is reviewed in each cycle according to the latest international practices and strategic trends of digital government. This is done to enhance the exchange of success stories and disseminate valuable insights.

5.3 Objectives of the Digital Experience Maturity Index

The Authority aims to achieve the following objectives through the index:

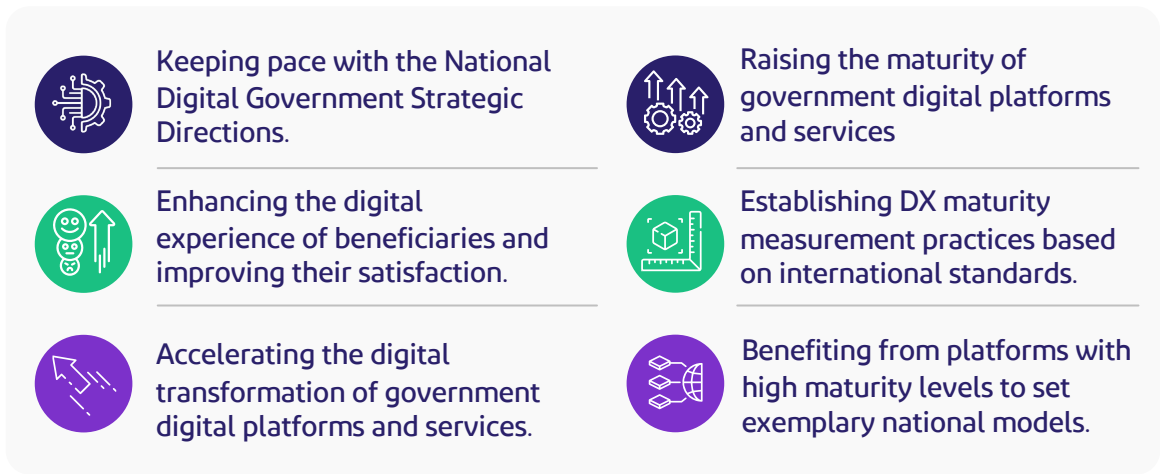


Figure (1): Objectives of the Digital Experience Maturity Index

5.4 Strategic Alignment of The Digital Experience

5.4.1 Alignment with the Saudi's Vision 2030

The Digital Experience Maturity Index is linked to the following objectives of the “Saudi's Vision 2030”, as follows:


Main Aspect		
	Ambitious Homeland	
First Level	Second Level	Third Level
5 Enhance Government Effectiveness	5.2 Improving the Performance of Government ecosystem	5.2.4 Develop the E-Government
	5.3 Effective interaction with citizens	5.2.5 Improving the Quality of Services Provided to Citizens
		5.3.2 Ensure responsiveness of government entities to stakeholders' feedback

Figure (2): Goals of the Saudi’s 2030 Vision

5.4.2 Alignment with the Digital Government Strategic Directions

The Digital Experience Maturity Index (DXMI) is inherent into five out of six pillars of the Digital Government Strategic Directions: Satisfied Citizen, Enabled Business, Effective Government, Regulated Ecosystem, and Expedited Transformation.

1 Satisfied Citizen G2C	Provide seamless and effective government services to all beneficiaries. Beneficiaries will have a more personalized experience.
2 Enabled Business G2B	Improve ease of doing business within Saudi Arabia, as well leverage available capabilities in order to improve the competitiveness of the private sector.
3 Effective Government G2G	Empower government by adapting unified business model, launching national initiatives of digital government services.
5 Regulated Ecosystem	Provide policy and legislation guidance and review to ensure futureproofing for an ever-changing digital government ecosystem
6 Expedited Transformation	Enable the entire digital government strategy by leveraging an efficient communication approach, enhancing the digital infrastructure, as well as upskilling the digital workforce. Also, we can ensure a seamless integration in the government ecosystem by leveraging a robust governance model.

Figure (3): Alignment with the Digital Government Strategic Directions

The Digital Experience Maturity Index (DXMI) also contributes to several national goals that are part of the Digital Government [Strategic Directions](#). DXMI creates a positive impact on the digital transformation journey in the Kingdom, through:

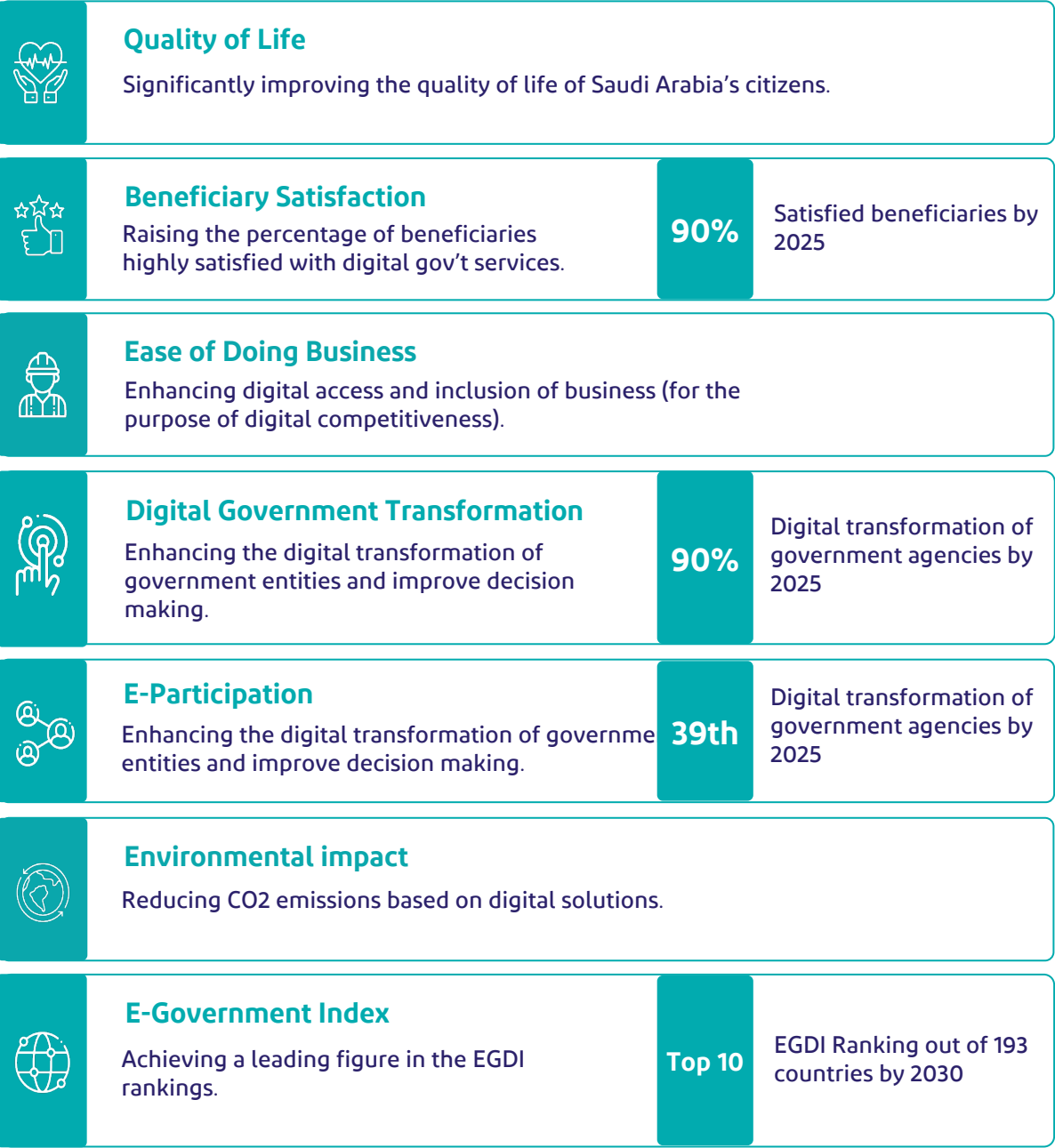


Figure (4): DXMI Contributions on of the National Goals

For more details about the alignment of the DXMI with vision, mission, values of the strategic directions of the digital government and its linkage with international indices, you can review the appendixes attached with the guideline.

5.5 Methodology of DXMI in the 2024 Cycle

In the (2024) cycle of the DXMI the methodology of the index was developed through reviewing the key perspectives and themes to encompass various new aspects of the digital experience as well as enhancing the approaches for their assessment. In addition, the criteria through which priority platforms were selected and targeted by this cycle of the index were also updated.

The index in its (2024) cycle targeted (40) platforms, focusing on (4) main perspectives, under which there were (20) themes, that aims to enhance the digital experience for government platforms and services, elevate the quality of digital government services provided, improve the experience of beneficiaries, increase their satisfaction and encourage the use of digital technologies and tools.

5.5.1 Criteria for Selecting the Platforms Targeted in the 2024 Cycle

The targeted platforms were selected in the (2024) cycle based on the following criteria:



Figure (5): Criteria for selecting the platforms targeted

5.5.2 Platforms Targeted in the 2024 Cycle

The index in the year (2024) targets to assess (40) priority digital platforms, which have been selected based on the aforementioned criteria. These platforms are:



Figure (6): The Targeted Platforms in the (2024) Cycle

The digital platforms targeted in the (2024) cycle were labeled according to the channels they provide to their beneficiaries, in accordance with the **“Definitions of Digital Platforms, Products and Services”** guideline previously published by the Authority. It is referred to as a “portal” if the platform provides its services via a digital portal only, while it is referred to as an “application” if it provides its services exclusively via a smart device application. As for the platforms that provide its services via both digital channels, they are referred to metaphorically as a “digital platform”.

5.5.3 Methodology for Developing and Improving DXMI

To align with the strategic directions of the digital government and gradually achieve its goals, to focus on standards playing a fundamental role in international indicators and Saudi Arabia's ranking therein, and to accelerate the pace of digital transformation in Saudi Arabia, ensuring impactful outcomes, the authority has been committed to enhancing the Digital Experience Maturity Index (DXMI) by improving its perspectives and themes through a structured and organized process involving stages of research and refinement in accordance with international indicators and best practices.



Figure (7): Methodology for Developing and Improving the DXMI

Upon completion of all stages of development and improvement of the methodology, the following enhancements were taken into consideration:

- Improving the criteria for selecting targeted platforms.
- Enhancing the sub-criteria for various themes.
- Removing the theme of (Accessibility and Availability) from the “Beneficiary Satisfaction perspective, as It will be covered comprehensively according to specific criteria in the “User Experience” perspective.
- Adding the theme of (Beneficiary Expectations) to the “Beneficiary Satisfaction” perspective.
- Adding the theme of (Accessibility for people with disabilities and elderly) to the “User Experience” perspective.

5.5.4 Perspectives and Themes of the Index in its 2024 Cycle

The Digital Experience Maturity Index for the year (2024) consists of (4) main perspectives, each of which falls under several themes, with a total of (20) themes. These themes include detailed criteria through which the maturity of the digital platform is evaluated. The table below summarizes the components of DXMI for the year (2024).





Perspective	Themes	Assessment Methods
1st Perspective Beneficiary Satisfaction	<ul style="list-style-type: none">Quality of Information & ContentUsability and Ease of UseUser Support and Responding to ComplaintsBeneficiary ParticipationBeneficiary Expectations	 User satisfaction survey using CSAT
2nd Perspective User Experience	<ul style="list-style-type: none">UsabilityAvailability and ResponsivenessAccessibility (For people with disabilities and elderly)Shared ServicesPersonalization and Preferences	 Expert assessment of the platform based on their experience of it through field visits and meetings.
3rd Perspective Complaints-Handling	<ul style="list-style-type: none">Complaints ChannelsComplaints and ResponsesService Level AgreementsResolving Complaints and ProblemsDevelopment & Enhancement	 Expert assessment of the platform through field visits and meetings and evidence verification.
4th Perspective Technologies & Tools	<ul style="list-style-type: none">Strategy and PrinciplesData Collection and IntegrationData Analytics and VisualizationDigital Journeys DesignDigital Experience Systems	 Expert assessment of the platform through field visits and meetings and evidence verification.

Table (1): Perspectives and Themes of Digital Experience Maturity Index

First Perspective: Beneficiary Satisfaction

This perspective involves measuring beneficiaries' satisfaction with their experience in using the platforms from their standpoint. It contributes to understanding the challenges to support the development of these platforms. This perspective includes (5) themes: Quality of Information and Content, Usability and Ease of Use, User Support and Responding to Complaints, Beneficiary Participation, and Beneficiary Expectations.

Themes of Beneficiary Satisfaction Perspective



	Quality of Information & Content	Availability, accuracy, validity, and level of usability of information and content.
	Usability and Ease of Use	Speed of response of the digital portal in terms of browsing, moving around, performance and interaction with the no technical errors.
	User Support and Responding to Complaints	Effectiveness of communication, technical support, speed of response and users' ability to receive help when needed while accessing the portal through different channels.
	Beneficiary Participation	Level of users' satisfaction on participation and inclusion in activities and digital events to consult with them and welcome them to get their ideas and suggestions.
	Beneficiary Expectations	It determines the extent to which the beneficiary is satisfied that the services meet their aspirations compared to their actual experience.

Figure (8): Themes of the Beneficiary Satisfaction Perspective

Method of Assessments

User satisfaction survey on digital platforms using the Customer Satisfaction Score (CSAT).

Second Perspective: User Experience

This perspective involves evaluating the user experience of digital platforms from the viewpoint of specialized experts in digital user and beneficiary experience. This perspective includes (5) themes: Usability, Availability and Responsiveness, Accessibility for people with disabilities and elderly, National Services, and Personalization and Preferences.

Themes of User Experience Perspective






	Usability	Determines the extent of the platform's usability in terms of effectiveness, efficiency, flexibility, and ease of digital use, including search and browsing, content, progress and workflow, error avoidance and handling, privacy, and trust.
	Availability and Responsiveness	Determines the extent of the platform's availability at its full efficiency, and its compatibility with prominent devices and browsers (digital portals) and operating systems (smart device applications), and its appearance in search engines for full use by different segments of beneficiaries.
	Accessibility For people with disabilities and elderly	Accessibility of the platform and the ability to use it fully and effectively by the elderly and people with disabilities, including those with visual, hearing, and others.
	Shared Services	Determines the extent of integration and benefits from joint government systems and services when needed, such as unified national access (Nafath), electronic payment, and multiple payment channels through (Tahseel) system. In addition, it adheres to the principle of requesting user data once (data reuse) and through a one-stop shop along with providing statistics about the digital platform.
	Personalization and Preferences	Determines the extent of the platform's ability to customize its features to align with the needs and preferences of the user.

Figure (9): Themes of the User Experience Perspective

Method of Assessments

Expert assessment of the platform based on their experience of it through field visits and meetings.

Third Perspective: Complaint Handling

This perspective involves the assessment of the procedures and mechanisms for handling complaints from users regarding the digital services provided by platforms. It evaluates the availability of diverse channels for receiving these complaints, the effectiveness of the solutions provided to the users. This perspective includes five (5) themes: complaints channels, complaints and responses, service level agreements, resolving complaints and problems, and development and enhancement.

Themes of Complaint Handling Perspective






	Complaints Channels	Determines the extent of providing multiple communication channels 24/7 and the availability of up-to-date and comprehensive information to assist the user in accessing the terms and conditions specific to each channel.
	Complaints and Responses	Defines the response time to complaints raised by platform users through the execution of the initial action. Additionally, it includes measuring the percentage of loss in complaint requests, the percentage of prohibited requests, and the automated response mechanism to handle them.
	Service Level Agreements	Determines the extent of handling complaints in accordance with the service level agreements that have been specified or published
	Resolving Complaints and Problems	Determines the effectiveness of handling complaints for the beneficiaries in terms of the time taken to address and resolve the issue from the first attempt, as well as the satisfaction of the beneficiary with the solution and the service team through various communication channels in the complaints system
	Development and Enhancement	Determines the extent to which an exceptional experience is provided for the complainant through the development of the complaints system services. It also includes addressing the root causes of various types of complaints.

Figure (10): Themes of the Complaints Handling Perspective

Method of Assessments

Expert assessment of the platform through field visits and meetings and evidence verification.

Fourth Perspective: Technology and Tools

This perspective involves evaluating innovative technologies and backend solutions concerning digital experience design, testing, and integration. In particular, it assesses the technological systems and tools for data collection, integration, analysis, and visualization to design, test, and improve digital experiences. This perspective encompasses (5) themes: Strategy and Principles, Data Collection and Integration, Data Analytics and Visualization, Digital Journeys Design, and Digital Experience Systems.

Themes of Technology and Tools Perspective






	Strategy and Principles	Focuses on effective methods and principles for employing and testing modern technologies to achieve high-quality automation. The principles highlighted in this theme are considered essential for enhancing the capabilities of digital experience practitioners and improving overall processes.
	Data Collection and Integration	Defines methods for collecting and classifying data from diverse sources and integrates them systematically according to clear principles of data governance. This theme supports the digital experiment strategy and ensures the effective use of data for the benefit of the beneficiaries.
	Data Analytics and Visualization	Focuses on precise data analysis and presenting it in an easily understandable visual representations, whether structured or unstructured data. Advanced analytics enhances continuous learning, enabling continuous improvement.
	Digital Journeys Design	Focuses on designing and evaluating user journeys using tools such as journey mapping and data-driven design tools. It also emphasizes leveraging the capabilities of specialized teams and expanding awareness and knowledge through training, with the sharing of improvement results to ensure transparency and knowledge transfer.
	Digital Experience Systems	Determines the extent of integration between core systems and digital platforms with accurate data and application programming interfaces (APIs), ensuring service integration and facilitating interaction with users.

Figure (11): Themes of the Technology and Tools Perspective

Method of Assessments

Expert assessment of the platform through field visits and meetings and evidence verification.

5.5.5 Levels of Maturity

The results of the DXMI are recorded for each platform based on the analysis of inputs and data collected for all perspectives and their underlying themes according to the adopted approach. Consequently, the DXMI classifies the covered platforms into (5) levels, determined based on the evaluation of these platforms as follows:

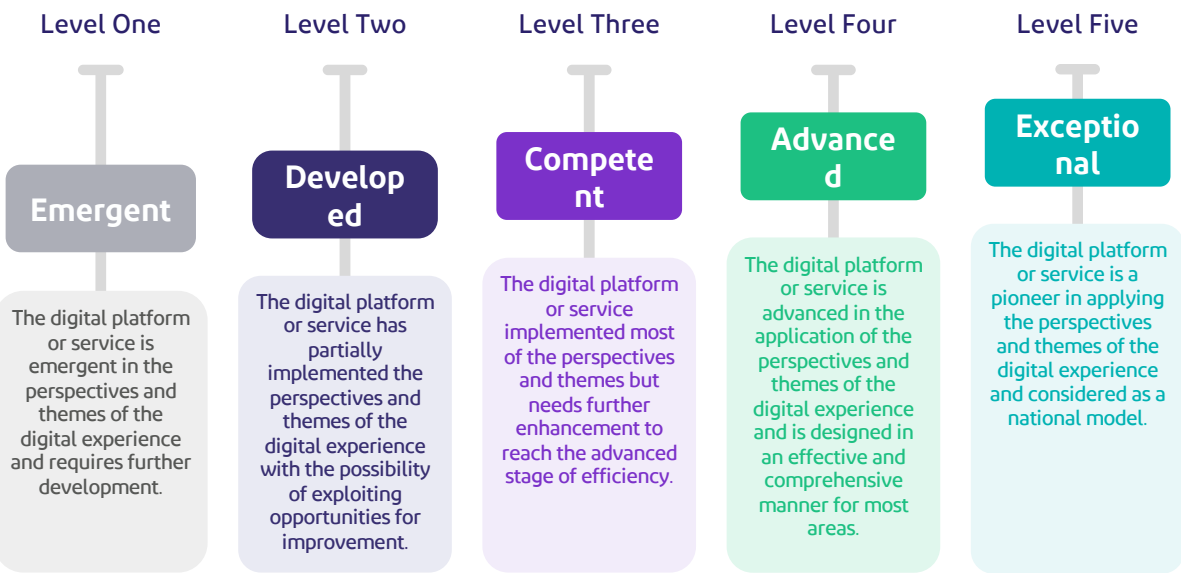


Figure (12): Levels of the DXMI

5.5.6 Execution Stages of DXMI Cycle

DXMI, in its cycle for the year (2024), operates within (6) main stages, represented as follows:



Figure (13): Execution Stages

6. Definitions Table

Unless the context otherwise requires, the following expressions and terms, wherever mentioned herein, shall have the meanings ascribed thereto.

Term	Definition
Authority	Digital Government Authority
Beneficiary	Citizen, resident, visitor, government agencies, private or non-profit sector organizations inside or outside the Kingdom who need to interact with a government agency to obtain a service.
Digital Transformation	Strategically transform and develop business models to be digital models based on communication data, technologies, and networks.
Digital Government	Support the administrative, organizational, and operational processes within and between government sectors to achieve digital transformation, develop, improve, and enable easy and effective access to government information and services.
Governmental Agency/Entity	Ministries, public authorities and institutions, national councils and centers, and the like.
Digital Channels	A digital communication method for displaying information or providing digital products and services to beneficiaries, such as websites, digital portals, smart device applications, e-mail, self-service kiosks, or automated response services. The Services may be provided on all channels or selectively on some of these channels.
Digital Portal	A web application that constitutes a unified portal designed to access all services and information of a government agency in one station. The portal is used to provide a range of digital services in an interactive and customized way, requiring a login.
Smart Device Application	A software application that is specifically programmed for smart devices such as smartphones and tablets to provide informative content or interactive services.
Digital Platform	Technical solutions through which digital products and digital services are provided, as they provide beneficiaries with an enhanced digital experience through digital portals or smart device applications (digital channels). The digital platform allows these channels to connect and integrate, as well as integrate their services with other external services.
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.
User Experience	The process that designers use to create products that provide meaningful user-centered experiences. This involves designing the entire experience including design for value and functionality as well as ease of use, content, navigation, branding, and interface design.
Accessibility	Also known as ease of access, which means that services are easily available to all users and covers inclusion, equality, and the (W3C) Accessibility Guidelines.
Users Interactions	All types of communication received through the channels of the complaints system, which may include inquiries, complaints, service requests, suggestions, or general questions
Complaints	An official expression of dissatisfaction differs from an objection by any individual or agency regarding the behavior of an employee, methodology, procedure, or completed work.
Digital Experience	The entirety of the beneficiary's interactions with digital platforms and services across all points of contact throughout the beneficiary's journey with the agency, starting from the first point of contact through the digital channels of the platform that provides the service, through the systems for dealing with the opinions and complaints of beneficiaries, and ending with the analysis of the opinions and inputs of the beneficiaries to improve the services, products and digital channels of the platform.
Digital Experience Platform (DXP)	Integrated software frameworks designed to engage users across a wide range of digital touchpoints. The ultimate goal of a DXP is to place the customer at the center, delivering an exceptional and personalized customer experience.
Digital Product	Digital solutions in one domain provided as a single group through digital channels such as electronic portals to provide the beneficiary with the completion of an application.
Web content Accessibility Guidelines (WCAG)	An internationally recognized standard for the accessibility of web content created by the World Wide Web Consortium (W3C) to meet the needs of individuals, organizations, and governments

7. Abbreviation Table

Abbreviation	Meaning
CSAT	Customer Satisfaction Score
DXMI	Digital Experience Maturity Index
EDGI	E-Government Development Index
EPI	E-Participation Index
GEMS	Government Electronic and Mobile Services Index
GTMI	GovTech Maturity Index
APIs	Application Programming Interfaces
W3C	World Wide Web Consortium
DXP	Digital Experience Platform

8. Appendix

8.1 Alignment with Strategic Directions

The Digital Experience Maturity Index, with its four perspectives (discussed later), contributes to achieving the vision, mission, and values of the National Digital Government Strategic Directions, as shown in the figure below.

Strategic Directions		The Perspectives of The Digital Experience Maturity Index			
		Beneficiary Satisfaction	User Experience	Handling Complaints	Technology
Vision	Pioneering Digital Government	✓	✓	✓	✓
	Empowered Nation				✓
	Vibrant Nation	✓	✓	✓	
Mission	Integrated Digital Government Services	✓	✓	✓	✓
	Technology				✓
	Beneficiary Preferences	✓	✓		✓
Values	Participation	✓		✓	
	Collaboration		✓		✓
	Innovation		✓		✓
	Commitment			✓	

Table (2): Alignment with Strategic Directions

8.2 Alignment with International Indices

In order to consolidate efforts to strengthen Saudi Arabia’s position in international indicators, the DXMI has been aligned with international indices such as: the United Nations E-Government Development Index (EGDI), the World Bank GovTech Maturity Index (GTMI), and the ESCWA e-Government and Mobile Services Maturity Index (GEMS).

International Index	Strategic Directions	The New Perspectives of the DXMI			
		Beneficiary Satisfaction	User Experience	Handling Complaints	Technology
UN E-Government Development Index (EGDI)	Institutional Framework		✓		✓
	Content Provision		✓		
	Service Provision	✓	✓	✓	
	E-Participation	✓	✓		✓
	Technology				
World Bank GovTech Maturity Index (GTMI)	Core Government Systems				
	Public Service Delivery	✓	✓		
	Digital Citizen Engagement	✓	✓	✓	✓
	GovTech Enablers		✓		✓
ESCWA Government Electronic and Mobile Service Maturity Index (GEMS)	Service Availability and Sophistication	✓	✓		
	Service usage and user satisfaction	✓	✓	✓	
	Outreach to end user		✓		

Table (3): Alignment with International Indices

8.3 International Indices

The E-Government Development Index (EGDI)



The E-Government Development Index (EGDI) presents the state of E-Government Development of the United Nations Member States. EGDI incorporates the access characteristics, such as the infrastructure and educational levels, to reflect how a country is using information technologies to promote access and inclusion of its people. EGDI is a composite measure of three important dimensions of e-government, namely: provision of online services, telecommunication connectivity and human capacity.

Publisher	UN DESA
Last edition	2022 (11th Edition)
Number of economies	193

The E-Government Development Index (EGDI)

Sub-indexes

- Telecommunication Infrastructure Index (TII)
- Human Capital Index (HCI)
- Online Service Index (OSI)

Components of the Online Service Index

- Institutional framework (regulatory and legislative): Measures the availability of information on the regulatory structure and the legal and legislative framework necessary for governments to organize digital transformation.
- Content provision: Measures the availability of online information in multiple languages, multiple channels, easy access, high quality, concise presentation, and language relevance.
- Services provision: Measures the availability of a wide range of services and transactions that pertain to citizens or the population in general or specific groups in society (vulnerable groups), and also focuses on how to access government services through one main portal or several dedicated portals, in addition to the existence of specialized portals such as electronic procurement portals.
- E-participation: measures participation, responsiveness, inclusion, and enabling consultation and decision-making related to the formulation and approval of policies, regulations, public services, and services of vulnerable groups of society. E-participation consists of three levels: data and information availability, consultation (policies or service provision at different stages of the process) and decision-making (involvement of beneficiaries in decision-making).
- Technology: Focuses on the technical features of websites to verify the presence of portals, accessibility standards, and ease-of-use.

Saudi Arabia Score 85.39%

Saudi Arabia Rank 31st

Top Countries (OSI)



Estonia



Finland



South Korea




The GovTech Maturity Index (GTMI)



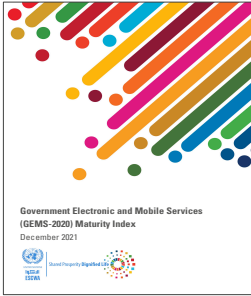
The GovTech Maturity Index (GTMI) measures key aspects of four GovTech focus areas: supporting core government systems, enhancing service delivery, mainstreaming citizen engagement, and fostering GovTech enablers to support public sector modernization. Its objective is to assist practitioners in designing new digital transformation projects.

Publisher	World Bank Group
Last edition	2022 (2nd edition)
Number of economies	198

GovTech Maturity Index (GTMI)

Number of indicators	The GTMI has 48 indicators including 40 updated/extended GovTech indicators measuring the maturity of four GovTech focus areas and 8 external indicators and indexes		
External indexes and indicators	Eight relevant external indicators measured by other indexes, including: <ul style="list-style-type: none">□ All three components of the United Nations e-Government Development Index (EGDI).□ UN e-Participation Index (EPI).□ The ITU’s Global Cybersecurity Index (GCI).□ Three relevant indicators from the Identification for Development (ID4D) dataset.		
Sub-Indexes and indicators	The 2022 (GTMI) is consisting of four components: <ul style="list-style-type: none">□ Core Government Systems Index (CGSI): 17 indicators capture the key aspects of a Whole-of-Government approach.□ Public Service Delivery Index (PSDI): 9 indicators present the state of online portals, e-filing services, e-payment capabilities and more.□ Digital Citizen Engagement Index (DCEI): 6 indicators that measure aspects of public participation platforms, citizen feedback, and open gov/data portals.□ GovTech Enablers Index (GTEI):16 indicators capture strategy, institutions, and regulations, as well as digital skills and innovation programs.		
Notes	The UN EGDI (OSI, TII and HCI) has a direct impact on the GTMI.		
Saudi Arabia’s Score	97.13%		
Saudi Arabia’s Rank	The First Group: The group of highly developed countries		
Top Countries	 South Korea	 Brazil	 Saudi Arabia

The Global Environmental Management Services (GEMS)



The Global Environmental Management Services (GEMS) index measures the maturity of government services provided through the portal and through mobile applications in the Arab region. To this end, 84 government services have been identified, and it is necessary for each country to deliver them electronically to individuals and businesses. The principle of the life cycle has been adopted in service selection.

Publisher	UN ESCWA
Last edition	2023 (4rd Edition)
Number of economies	18

(GEMS-2020) Maturity Index			
Sub-Indexes and indicators	<ul style="list-style-type: none">• Service availability and sophistication (15 indicators).• Service use and satisfaction (6 indicators).• Outreach to end-users (3 indicators).		
Notes	Indirect correlation with UN OSI, the comparison between OSI 2020 and GEMS 2020 shows clear correlation as the availability of e-government services on the Internet must be accompanied by a high level of maturity in order to achieve the goal of providing such services electronically.		
Saudi Arabia's Score	87%		
Saudi Arabia's Rank	1		
Top Countries	 Saudi Arabia	 Qatar	 UAE



هيئة الحكومة الرقمية
Digital Government Authority

DGA.GOV.SA