

# HR Management System For Federal Government



## Bayanati

### Vision:

Adopting a comprehensive, smart system to manage human capital in the Federal Government through:

- Providing a unified database of HR and wages of all employees working in Federal Government;
- Planning and managing human and financial resources with high efficiency in compliance with international standards;
- Adopting an electronic governance system of HR procedures, employment budget and wages;
- Optimizing electronic and smart resources; and
- Providing accurate, immediate statistics.



- A government on mobiles and other smart devices
- Available around the clock
- Available any where
- Ensuring user's satisfaction is our goal

اليوم نجاري التطورات ونسبقها.. ونعلن عن مرحلة ما بعد  
الحكومة الإلكترونية من خلال "الحكومة الذكية"

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## Bayanati Objectives

### Adopt and develop

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#### human resources systems and applications in the Federal Government

- Human Resources Procedures System
- Self-Services System
- Smart Application "Bayanati"
- Electronic Training System
- Electronic Performance System
- Electronic Employment System
- Electronic Approval Service
- Attendance System
- Personnel Planning System
- Policies Automation System

### Activate and improve

2

#### human resources systems and applications in the Federal Government

- Reporting System "Discoverer"
- Smart Reports System "BI"
- Unified Database
- Launching Support Service System
- Multiple Business Group
- Changing User's Interface
- Unified Login
- Managing Institutional Projects System
- Training Users

### Reinforce

3

#### mechanisms of providing added value to users' services

- Quality of Data
- Information Safety Policy
- User Satisfaction Survey
- Standard Studies and Comparisons
- Bayanati's Website
- SMS and E-mail Notification system

## Bayanati's Strategy (2014 - 2016) is mainly based on following elements:

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### Automation of operations

Activating a new system that facilitates HR procedures for all entities implementing HR information system, in addition to making necessary improvements.

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### Providing Services

Developing new systems to comply with international service-providing standards and fulfill users' needs.

03

### Empowering Users

Training users to ensure efficient use of services and the validity of data in the government's statistical database.

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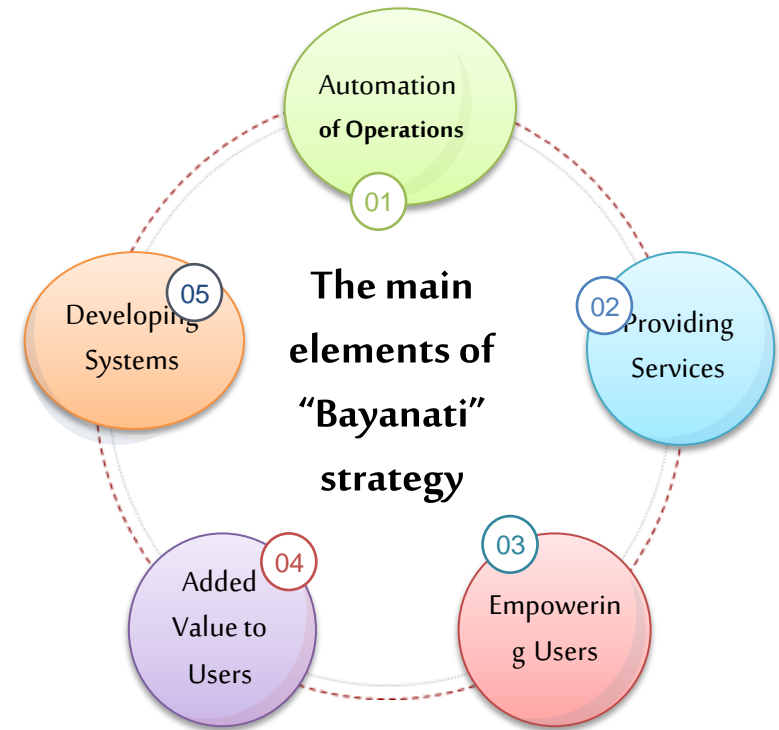
### Added Value to Users

Engaging users in the decision-making process to develop HR information system.

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### Developing Systems and Services

Developing systems compatible with modern technology and optimizing social networking platforms.

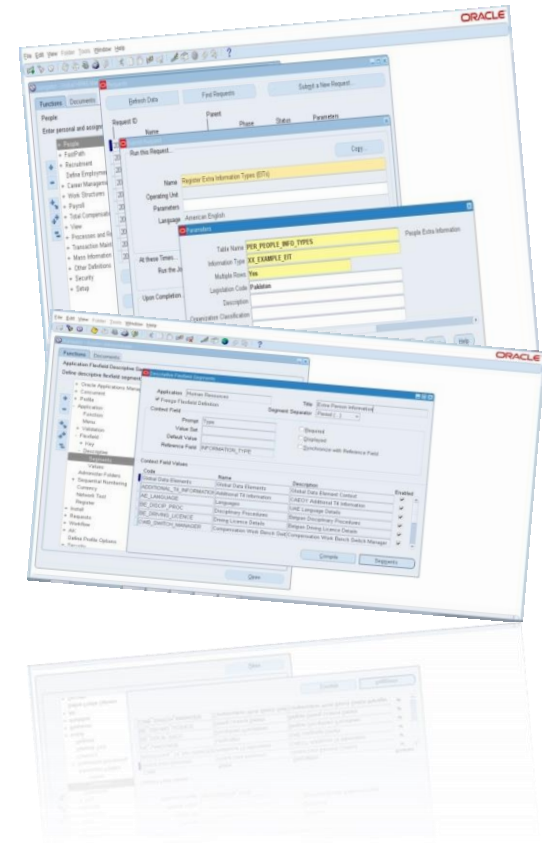


## Systems of Bayanati



## HR's Procedures System - Core HR

- The system was launched on 31 January 2012.
- Today, the number of independent authorities using this system has reached 20 ministries and 19 entities.
- The number of employees having their data registered in the system has reached about 60,000 workers.
- The results of operating the system:
  - Developing and facilitating the performance of HR procedures on the level of the Federal Government;
  - Upgrading the level of services in HR departments by empowering them to implement world-class HR management practices in HR departments, as well as providing unified and comprehensive statistics with regard to HR information in the Federal Government.
  - Enabling management staff in the ministries and federal entities to communicate and interact electronically with HR management.



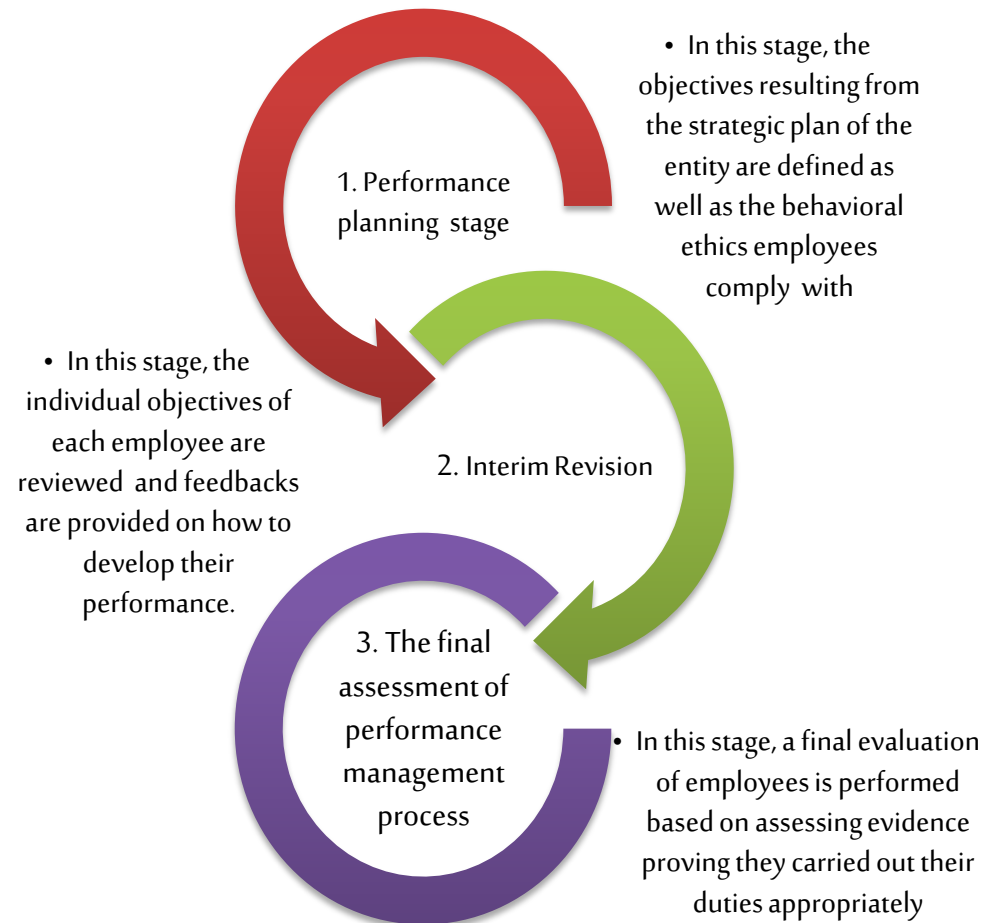
## Payroll

- The system was launched in 2012.
- The system is responsible for implementing all the financial procedures of the Federal Government employees.
- The system allows financial departments staff to pay wages and allowances to employees in entities.
- The system integrates with the main HR system and performance management.
- The system presents payslips through self-service.
- The system enables electronic salary transference of banks.



## Electronic Performance Management System - PMS

- The system was launched in 2012.
- The system provides effective, electronic automation of procedures related to the adopted performance management system in the Federal Government.
- The system undertakes the automation of the stages of performance management process represented by the following:
  - The annual performance planning stage,
  - The interim revision, and
  - The final assessment.





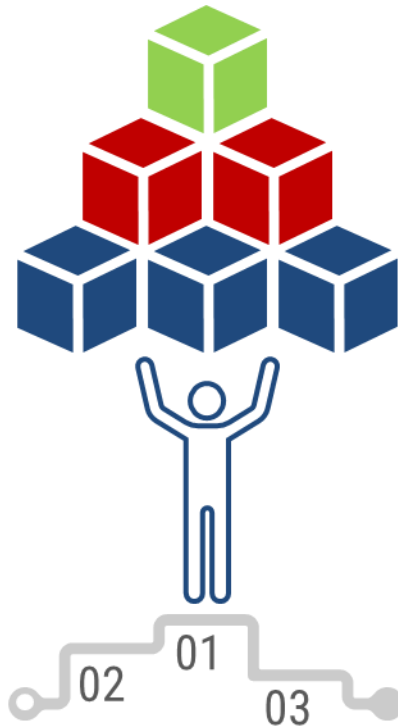


## Self-Services

- The electronic services are available to employees of the Federal Government 24/7.
- The service was provided to the federal entities in January 2013.
- The number of entities which activated the service was 19 ministries and 19 independent **Authorities**.
- The number of procedures performed by using this service in 2015 is more than 150,000 ones.
- The system aims to:
  - Facilitate HR procedures related to employees and HR departments in the federal entities.
  - Support managers and employees of HR departments to shift their focus from administrative activities to the more important responsibilities, such as employment, training and creativity.



## Electronic Training System - OLM



- The system was launched in 2014.
- The system aims to establish an electronic library containing all training courses, workshops and conference provided by the federal entities to employees.
- Employees can enroll in training courses by using the electronic system, due to the automation of the training system and the electronic development of all of its stages.
- The system allows the trainers in the federal entity to assess the level of efficiency of the training workshop provided to employees through conducting surveys.
- The electronic training and development system integrates with the electronic performance management system to reflect the training programs requirements and create a link between employees' efficiency and that of the training programs.

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Following up training and empowering employees

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Enrolling employees in training courses

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Devising an annual training plan

## Smart Application - FAHR

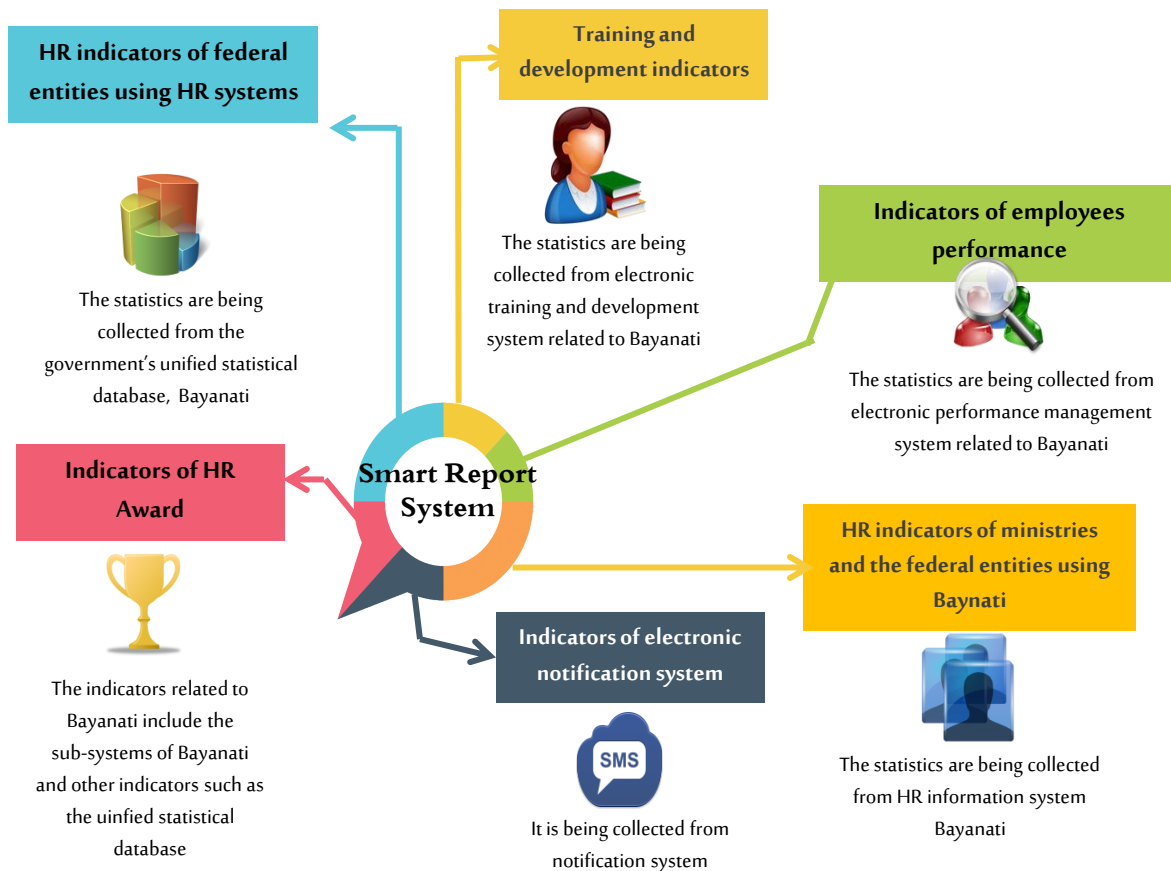
- The federal entity of HR launched its Smart Application FAHR from the platform of the Federal Government in the Gulf Information Technology Exhibition **GITEX** in October 2014. The application includes a package of HR systems and services in the main and sub-Federal Government, the most prominent of which is the Byanati's self-service of Federal Government personnel, the training partners initiative preferred by the Federal Government "Maarif", the deduction program for Federal Government personnel "Imtiazat", Ask Legal Adviser Program, Federal Government personnel network, in addition to several other services related to FAHR.
- The application has converted 100% of the main services into smart ones, including 26 services 7 main services and 19 subsidiary ones.
- The number of employees in the Federal Government using this application has reached 15,000 female and male workers up till now.



## Smart Reports System - Business Intelligence

BI

- Smart Report System was launched to all entities using Bayanati in December 2014.
- The system provides results of Federal Government workforce performance indicators. They help decisions makers to enact laws and legislations to contribute to developing services provided to the government.
- The system allows those concerned with following up improvement and progress of achieving objectives according to the government's indicators. The system also allows measuring indicators of Sheikh Khalifa Excellence Award and HR Award.



## Oracle Policy Automation - OPA

- The system was launched in 2014.
- The system provides answers to legal inquiries guaranteeing rapid responses to users.
- The system is considered a powerful tool to convert HR laws, regulations and policy documents into applicable programs.
- The system was launched on the official website of FAHR under the name of Ask The Legal Expert.



## The support service desk system - Service desk



- The system was launched in February 2014
- The support service is provided 24/7.
- It aims to create a link with various communication channels.
- It enables registering all types of support requests (such as errors, problems, change requests, and new publications, etc.)
- It organizes problem-solving process.
- It documents all information related to support request procedures.
- It uses customer service standards through support agreement (Second edition).
- The system is entirely implemented in all the federal entities including ministries and independent authorities.

## Unified Call Center - Call Center



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- Direct or automatic distribution of calls.
- Voice messages service is available upon users' request.
- Promotional campaigns targeting clients.
- Calls are recorded.
- Users' satisfaction is measured.



## Enterprise Service Bus

- The project was first launched in 2015. It provides the mechanisms of linking between all types of systems with no need for entities to undertake a process of development.
- The system allows a complete separation of data between the source and interface, which ensures data security and that performance of entities' systems are not affected.
- The system ensures that data are safely distributed among different entities in way that fulfills the needs of decision makers.
- The project includes:
  - Connection to systems of independent authorities,
  - Connection to local government data,
  - Connection to the system of UAE National Service,
  - Connection to population registration system of Emirates Identity Authority,
  - Connection to pension system,
  - Connection to student data system of Ministry of Education,
  - Connection to Health Ministry's Wareed System, and
  - Connection to the system of federal budget management in the Ministry of Finance.



## Multiple Business Group Project - Multiple Business Group

### The current mode »Single Business Group«

- The current settings cover HR procedures of the entities subject to the HR law, namely the “General Stuff”.
- The process of customization is required to operate the system of entities with special stuff as follows:
  - Delay in completing development and operation in new entities due to the wide range of modifications involved
  - The complexity of technical support procedures and difficulty of documenting solutions.

### Shifting to Multiple Business Group is needed for the following reasons:

- Adjusting system settings according to the best practices in HR system operation.
- Qualifying the system to receive more stuff numbers without affecting the current settings of entities using the system.
- Activating HR procedure for the Ministry of Interior, diplomats, judicial figures and 9 independent entities.



## Electronic Employment system – iRecruitment

- The system was launched during the Innovation Week in November 2015.
- The system provides a comprehensive network of employment process and automates all employment stages in the Federal Government.
- The system aims boost the quality of employment in the Federal Government and decrease employment costs.
- The system is efficient in saving the effort of HR personnel, identifying all requirements, and entering data of all applicants in one screen instead of collecting them manually.



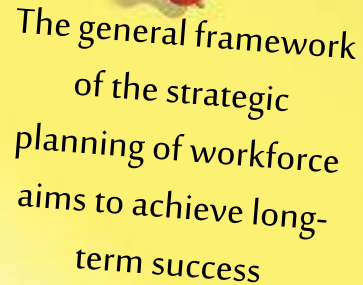
## Smart Objectives Bank

- The system was launched during the Innovation Week in November 2015.
- The system aims to automate objectives of job in an easy, organized and creative way in the electronic performance management system by automatically demonstrating the objectives of support jobs (according to the job) in the federal entities using Bayanati.
- The system is saving time and effort of employee and the official in charge by directly providing objectives to the employee during the evaluation process.
- The system facilitates the evaluation process by providing a bank of objectives for every job in a way that makes job objectives clearer and well-formulated.
- The objectives bank allows employees to know more about objectives of other jobs and include them quickly under the list of their objectives.

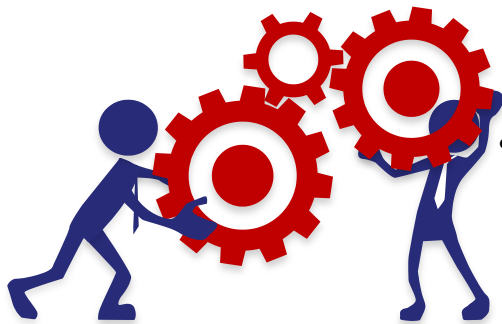


بنك الأهداف الذكية  
Smart Objectives Bank

## Electronic System of Strategic Workforce Planning



The general framework  
of the strategic  
planning of workforce  
aims to achieve long-  
term success



- The system was launched in the Innovation Week in November 2015. It aims to improve the HR planning process and enhance capabilities in the UAE by providing a scientific approach to determine job budgets.
- The electronic system of workforce planning is connected to budget automation system and other systems of Bayanati.
- The system provides maps of jobs, job analysis procedure (CJA) and skills classification procedure (SQR).
- The system enables using the tool of classifying the required workforce (DEWS) based on the factors the Federal Government desires to adopt, taking into account workers' demographic background, specialized academic and technical qualifications, as well as skills and efficiency.
- The system identifies the gap between supply and demand of workforce.

## General Statistics

### The total number of federal entities in the Federal Government

Total number of entities = 59

Bayanati users = 39

Entities not using Bayanati = 20

### Total Staff (According to Job)

Total number of employees = 93,603

Main Jobs = 76,392

Employees working as assistants = 17,211

### Total Staff (According to gender)

Total number of employees = 93,603

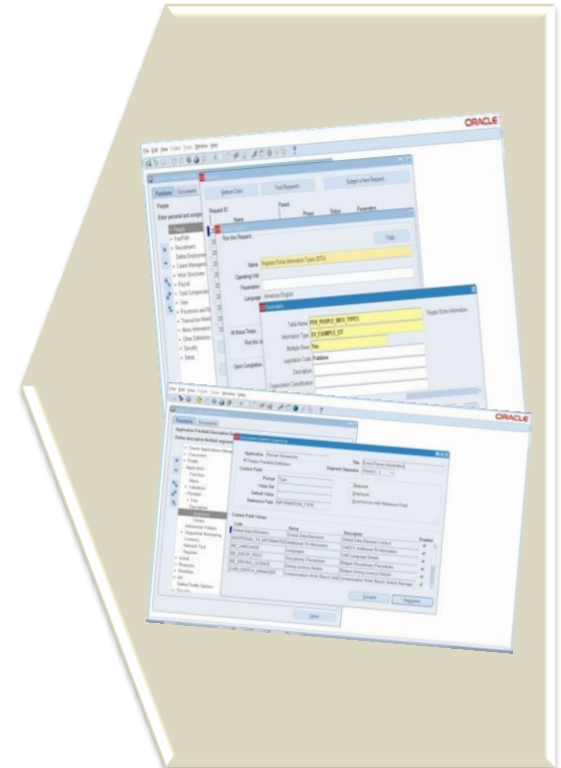
Females = 35,307

Males = 58,296

## The most prominent results of implementing Bayanati

### The system of Human Resources and Self-Services in 2015

- The total number of entries has reached 180,762 ones till the end of October, 2015.
- 85% of Bayanati users in the federal entities have activated the Self-Service (30,358 users activated the service compared to 3,216 users who have not activated it).
- The percentage of Bayanati users in federal entities who activated the Self-Service compared to the HR system (as much as employees' entries are concerned) has reached 72%. The total number of Self-Service entries has reached 180,762 entries compared to the entries in the HR system which have reached 69,528 ones.
- 66% of the HR system entries in the federal entities using Baynati include employment procedures, end of service, and promotions.



## The most prominent results of implementing Bayanati

### Smart application a year after its launch

- The number of services has reached 26 main and sub services.
- The browsing times have reached more than 8,200,000 times.
- The number of HR procedures has exceeded 25,000 ones.
- The number of logging in has exceeded more than 743,000 ones.
- The number of application users has reached about 14,500 users.
- The number of exchanging “ما قصرت” cards has reached about 5,850 procedures.

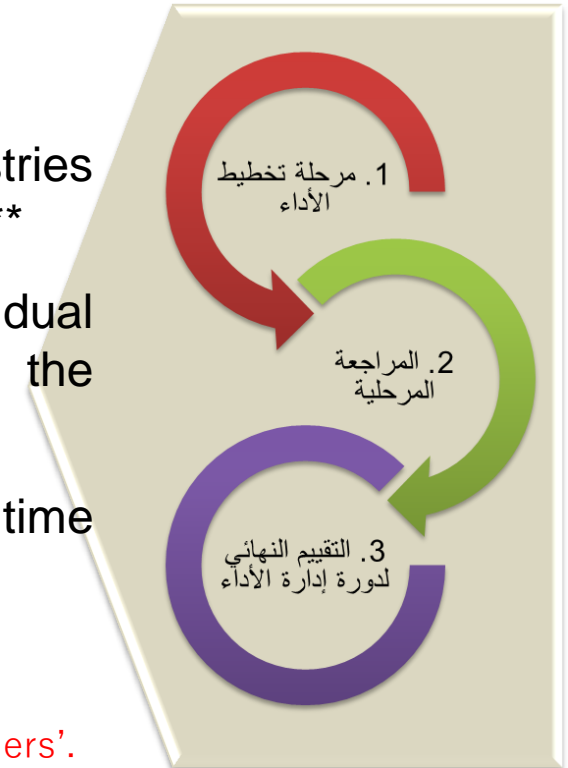




## The Most Prominent Results of Implementing Bayanati

### Performance management system in 2015

- The electronic system has been implemented in 12 ministries and 8 independent entities containing 19,125 employees.\*\*
- 92% of the state of performance planning and individual objectives identification has been completed within the timetable set for the process.
- 81% of the interim review has been completed within the time framework set for the process.



\*\*Teachers are excluded because their time schedule is different from others'.

## The Most Prominent Results of Implementing Bayanati

### Statistical Report System in 2015

- The system includes more than 700 reports available for usage (Models).
- The electronic system has been activated in 15 ministries and 17 independent entities.
- The system has been used 5,517 times till October, 2015.
- The number of the system users during the same period has reached 496 ones.

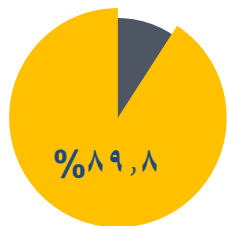


## The Most Prominent Results of Implementing Bayanati

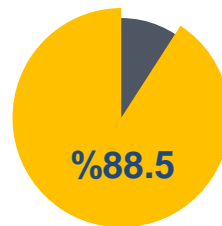
### Support Service Desk system in 2012

- 59 ministries and independent federal authorities are using the system.
- The number of users has reached 400 HR specialists in these federal entities.
- The system contains about 35,000 personal profiles of employees working in the Federal Government and registered in Bayanati.

The percentage of support requests responded to on time



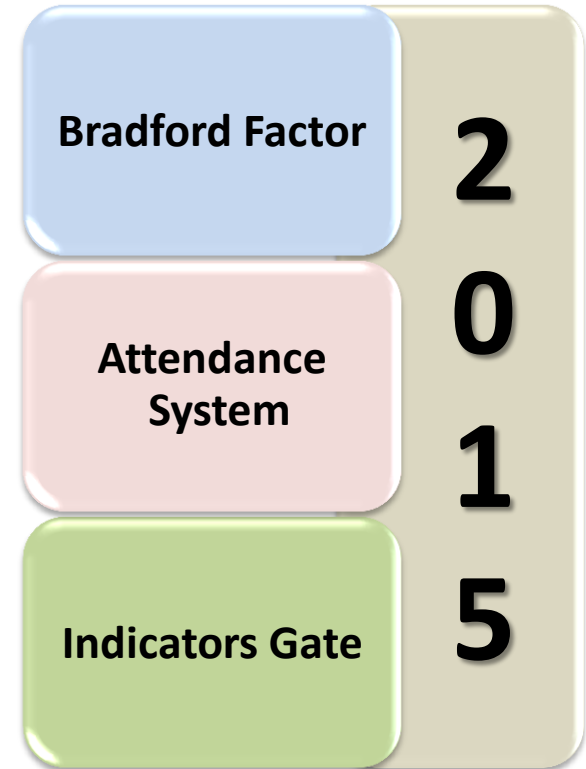
The percentage of the completion of signing the agreement of the level of service by entities using Bayanati



\*The statistics cover the percentage reached till the end of October 2015

## Byanati's New Projects

- This system is used in human resource management as a means of measuring worker absenteeism. It is also used in determining instances of short absences and others which require much attention and more procedures. The Bradford Factor is also used as a tool to measure productivity.
- This system is considered a main tool to apply the attendance policies accurately since it ensures the automation of the time of employees' attendance and the periodical reports reviewing and following up their attendance. Based on the request of the federal entity, a link to this system can either be one-to-one or bilateral.
- It is an electronic gate to manage accredited HR indicators in the federal entities which do not use Byanati. The gate provides a number of services, including browsing the list of indicators, the activation of notifications of uncompleted or approved results, and the immediate access of the federal entity results following data file download.



## Bayanati New Project

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**Electronic  
Archive System**

- It is a system to manage employees' profiles in the Federal Government on the level of HR management or the individual level. It also allows archiving and keeping soft copies of profiles within Bayanati systems.

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**Violations and  
Grievance System**

- It is a system which is concerned with managing violations and grievance in the federal entity. It provides screens to HR management and also allows Federal Government employees to downloading the documents they need.

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**Legal  
Consultation  
Support System**

- It is an electronic system that is concerned with providing legal consultation support services 24/7. It also registers all types of support requests and organizes the problem-solving process in accordance with user service-providing standards.

## Byanati's Future Projects (2017 – 2021)

- It is an electronic system which comprises instructive and training materials on the HR systems in the Federal Government provided by FAHR.
- It is a system which releases reports based on mathematical equations or digital models that facilitate reaching an approximated demographic evaluation of Federal Government employees and are driven from employees' data in Bayanati systems.

**Electronic  
Learning  
System**

**Predictive  
Report  
System**