

# The “Authority” Named “WSIS Champion” 2025

The announcement was made during the 10<sup>th</sup> edition of the WSIS Forum, held recently in Geneva, Switzerland, under the auspices of the United Nations, with broad international participation including country delegations and ICT experts from around the world.

Launched as part of the UAE government’s initiative to eliminate bureaucracy, the “Digital Employee Experience” project aims to deliver a streamlined, innovative digital experience to federal government employees. Powered by artificial intelligence, the platform features interactive, user-friendly interfaces tailored to each employee’s needs, in line with the latest global design trends.

Since its launch, the project has marked a transformative milestone, benefiting over 80,000 employees across 35 federal entities by simplifying and digitizing HR services. It has reduced service steps by 58% and service delivery time by 56% compared to the previous system. Additionally, it integrates seamlessly with other digital government platforms, while the smart assistant accelerates query responses, improving service speed and efficiency through AI support.

## **Ohood Al Roumi: Embedding Digital Transformation Across Work Sectors**

Her Excellency Ohood bint Khalfan Al Roumi, Minister of State for Government Development and the Future, and Chairwoman of FAHR, emphasized that enhancing governmental resilience, empowering talent, building capabilities, and enriching the employee experience through innovative AI-driven solutions are central to the UAE government’s strategic vision for digital transformation.

She stated that winning the WSIS 2025 “Champion” award for the Digital Employee Experience project reflects international recognition of the UAE government’s leadership in modernizing administrative frameworks and advancing sustainable digital transformation, thus enhancing the government’s readiness for future challenges.

## **Faisal Al Mheiri: A Key Step Toward Zero Bureaucracy**

His Excellency Faisal Bin Buti Al Mheiri, Director General of FAHR, affirmed that the Digital Employee Experience project is a key part of the UAE government’s efforts to eliminate bureaucracy and elevate public HR systems through integrated, smart, AI-enabled digital solutions.

He noted that the platform was developed with accessible digital interfaces linked to systems across government entities, enhancing the employee experience and performance in line with the government’s commitment to ongoing development, innovation, and competitiveness. He reaffirmed FAHR’s commitment to continuing comprehensive development that empowers employees through digital tools and fosters a growth-oriented environment for national talent.

## **An Innovative Model for Employee Empowerment**

The award-winning project offers an innovative approach for enabling employees to access HR services intelligently and efficiently. The internally developed, AI-powered digital platform is user-centric, simplifying processes and enhancing the employee experience in line with the UAE’s Zero Bureaucracy Programme.

## **Digital Sustainability**

The project supports digital sustainability by minimizing reliance on paper-based procedures and traditional resources through full automation and integration across federal and local entities. It contributes to lowering the carbon footprint and improving employee quality of life through seamless processes.

## **Advanced Artificial Intelligence**

AI is a central pillar of the project, featuring a digital assistant that provides accurate, instant responses to inquiries related to regulations, policies, and procedures. This enhances decision-making efficiency and enriches the interactive experience.

**Economic, Social, and Environmental Impact**

The project promotes environmental sustainability and delivers tangible economic outcomes by reducing operational costs and increasing productivity. Socially, it boosts job satisfaction and enhances the quality of the employee experience.

**About the WSIS Forum**

The World Summit on the Information Society honors individuals, governments, civil society organizations, local and international agencies, research institutions, and private sector companies that successfully leverage ICT to advance sustainable development strategies. The forum aims to coordinate global efforts in telecommunications, information technology, and digital content.

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