FAHR Operational Plan 2019
Vision
2017-2021

Happy and innovative government human capital that leads the UAE to global leadership.
Mission
2017-2021

Achieving career harmony and enhancing the competitiveness of the UAE government through for the Federal Government Human Capital, and by supporting them in increasing their capacity and maximizing their efficiencies, in addition to optimizing the use of systems and to continuously develop innovative solutions to serve them.
Institutional Values

1 Loyalty and Allegiance.
2 Integrity and professionalism.
3 Leadership and team spirit.
4 Determination and perseverance.
5 Participation and cooperation.
Strategic objectives FAHR seeks to achieve during the fourth strategic cycle

First objective:
Develop and implement an integrated legislative system for the management of the Federal Government human capital.

Second Objective:
Promote and develop the Federal Government human capital to achieve global leadership.

Third Objective:
Create a happy and motivating work environment for the Federal Government human capital.

Fourth objective:
Ensure all administrative services adhere to the quality, efficiency and transparency standards.

Fifth objective:
Establish a culture of innovation in the work environment and embed it as an institutional function.
Initiatives of the first strategic objective 2019:
Developing and implementing a comprehensive legal
system for managing human capital in the federal government

Development of human capital work systems:
- Draft amendments to the HR legislation & Regulations
- Project to develop Professional Conduct and Work Ethics

Promote the application of human capital systems:
- Update and develop the strategic workforce planning system
- Follow up the application of job description and evaluation system
- Manage HR enablers in the federal government

Enhance technology and smart systems for human resources:
- User Experience Project UXLAP
- Update the smart application of FAHR
- Update the e-signature system
- Upgrade the Business intelligence system (BI)
- Update the E-system for Rewards and Incentives for Federal Government
- Project to automate project career succession mechanism in the Federal Government
- Update the portal of government’s Skills Bank
- Apply governance and information security policies ISO 20000
- Update the e-recruitment system
- The digital strategy for human capital in the Federal Government
Initiatives of the first strategic objective 2019:
Developing and implementing a comprehensive legal system for managing human capital in the federal government

Future Studies & research on human capital

- Considering work choices 2017
- Developing human capital system for the future government
- Studying staff turnover, promotions and safety of the proper implementation of HR systems in the federal government

* Initiatives resulted from annual meetings held for the UAE Government
Initiatives of the second strategic objective 2019: 
Promote and develop the Federal Government human capital to achieve global leadership

- Identify Emiratization challenges and set suitable futuristic programs
- Follow up the Emiratization plans in the federal government
- Update the high school graduates’ sponsorship program (Masar)
- UAE Human Resources Award
- Human Resources Performance Award in the Federal Government according to the findings of development of HR procedures and practices Matrix
- Job performance management and training and development system
- Project to develop job performance management system and behavioral competencies
- Follow up the implementation of the training and development system

Initiatives of the second strategic objective 2019:
Promote and develop the Federal Government human capital to achieve global leadership

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Future knowledge platforms for government HR
- International Human Resources Conference
- Human Resources Club and expansion of club meetings in all emirates
- HR Echo Magazine
- HR online forum

Preferred training partners (Maaref)
- Follow up training program implementation as part of Maaref
- Maaref forums
- Continuous learning Strategy for Federal government employees

Evaluation of employees in the federal government (Qudurat)
- Follow up the implementation of Qudurat system

- A strategic objective to support management and technical services at FAHR
### Initiatives of the third strategic objective 2019: Create a happy and motivating work environment for the Federal Government human capital

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Imtiyazat Program (discounts for Federal Government Employees)</strong></td>
<td>Expanding the network of “Imtiyazat” for the employees of the federal government</td>
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<td></td>
<td>Updating and following up the implementation of “Imtiyazat” app in the federal government</td>
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<td><strong>Happiness of federal government employees</strong></td>
<td>Launch happiest work environment studies in coordination with the Prime Minister’s Office</td>
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<td><strong>Enhancing employee welfare in the federal government</strong></td>
<td>Follow up health and safety plan in the federal government</td>
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<td><strong>Increase awareness on the social role of government entities</strong></td>
<td>Follow up the implementation of Volunteerism Guidelines in the workplace for the government</td>
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<td>Operationalization the Year of Tolerance Initiatives</td>
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Initiatives of the fourth strategic objective 2019 *

Ensure all administrative services adhere to the quality, efficiency and transparency standards

Managing financial resources effectively
- Prepare the budget and following its implementation
- Manage payrolls
- Manage payments and dues
- Governance and internal auditing

Managing purchases according to the best global practices
- Managing purchases
- Managing contracts

Applying the best human resources practices
- Planning HR, recruitment and appointment
- Happiness & Positivity Plan of FAHR
- Training and development employees
- Health and Safety Plan of FAHR
- Managing HR services

Ensuring the application of quality and corporate excellence standards
- Services evaluation project (mystery shopper)
- Project to upgrade ISO 9001 and risk management ISO
- Reviewing and developing FAHR internal operations
- Launching Internal Excellence Award
- Knowledge Plan and Month of Reading initiatives
- Preparation plan for Mohammed Bin Rashid Government Excellence Award

* A strategic objective to support management and technical services at FAHR.
Initiatives of the fourth strategic objective 2019:
Ensure all administrative services adhere to the quality, efficiency and transparency standards

- Ensuring effective internal and external communications
- Applying global best leadership practices
- Developing the strategic plans and performance management
- Provide the most up-to-date IT services

- Customer Relationship Management Project CRM
- Networks Management and Information Security Project NAC
- Following up government smart enablers
- Development of systems and applications providing technical support to users (helpline)
- Networks and information security management

HR Magazine
Planning and Coordinating internal and external communications
Managing media activities

Applying the Performance system 3 on FAHR strategy
Developing the operational and strategic plan
Follow up performance measurement
Update the mandates system and project management system
Initiatives of the fifth strategic objective 2019:
Establish a culture of innovation in the work environment and embed it as an institutional function

- Implement the mechanism of creativity and innovation labs management
- Managing and following up the innovative ideas
- Mansour Bin Zayed Award for the Best Research in HR
- Hold awareness raising workshops on innovation concept and mechanisms for FAHR’s employees
- Launch periodical awareness raising messages and bulletins on innovation
- Launching the Month of innovation initiatives

- Preparing organizational framework for innovation and future foresight
- Providing services and technological infrastructure that supports innovation
- Motivate and encourage employees towards innovation
- Launching innovative initiatives across FAHR and federal government

- Register intellectual property rights and patents
- Implement mechanism of future foresight tools at FAHR
- Renew innovation specification TS 16555
- Managing and following up the innovative ideas
- Launch periodical awareness raising messages and bulletins on innovation
- Launching the Month of innovation initiatives

Strategy of Federal Authority for Government Human Resources 2017 - 2021
Thank You