الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

United Arab Emirates

Service Level Agreements
Guideline in the Federal Authority for Government Human Resources

www.fahr.gov.ae

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Federal Authority | هيئة اتحادية

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Basic Agreement Information

Introduction

The Service Level Agreements (SLAs) Program is a procedural system aimed at standardizing and measuring the level of performance efficiency and quality of services provided by the Federal Authority for Government Human Resources, represented by the Department of Performance Appraisal and Follow-up, ensuring compliance with the work procedures to strengthen administrative relations between SLA parties and legalizing means of communication to facilitate the smooth flow of services.

Federal entities' employees who are users of the service must contact the departments concerned with each service at FAHR according to the schedule to be outlined later.

Objectives of Agreement

- Documenting the responsibilities of all parties involved in the agreement and ensuring clarity of vision among SLA parties on the need to conclude agreements to carry out current and future projects.
- Clarifying the services provided by FAHR and the expected level of service, thus limiting the escalations associated with the level of rendered services.
- Setting up a centralized service system to monitor performance level, based on accurate and realistic statistical data.
- Providing a common understanding of the service requirements involved in measuring service levels.
- Building means of communication between the parties concerned to address any shortcomings or flaw in the level of performance during its duration.

Parties of Agreement

Between: Federal Authority for Government Human Resources

And: The public concerned with each service, as hereinafter explained.

Service Level Agreement Start Date

This agreement will enter into effect as of the date of its conclusion.

Duration of the Agreement

This Agreement is automatically renewable every year, and any amendments including its articles will be announced through FAHR.

Periodic Review:

This Agreement is subject to periodic review at least once a year (in the fourth quarter of the year), provided that any amendment shall be reviewed within a month. In the absence of any comments, the document shall be deemed automatically approved.

The Head of Excellence Section shall, in coordination with the directors of departments concerned with the services provided by FAHR, be responsible for facilitating the process of regular periodic review of this document. The contents of the SLA may be amended whenever necessary. In this case, any amendments to the SLA shall be notified to all parties.

The agreement shall be posted online and can be accessed by all relevant parties and stakeholders.

Services and Responsibilities

FAHR's services and responsibilities

The following table shows the main services provided by FAHR which operates 5 days a week from 7:30 am to 2:30 pm except Fridays, Saturdays and public holidays as specified in the federal government laws.

List of services covered by SLA

No.	Main services	Secondary service	Department in charge	Target groups
1	Legal advice	Inquiry about HR legislations	Policies and legal affairs	Federal government employees
		Objection to the decision of the Complaint Committee	Policies and legal affairs	Federal government employees
2	Supporting and developing HR performance	HR enablers support request	Policies and legal affairs	HR Departments at federal government entities
		Emirates Award for Government HR Support Request	Policies and legal affairs	HR Departments at federal government entities

3	Supporting federal entities in using Bayanti systems	Request technical support services	Bayanati	HR Departments at federal government entities
		Request operation of a system within Bayanati platform	Bayanati	HR Departments at federal government entities
4	Awareness-raising and training	Request to obtain the e-induction program (e-learning portal)	Programs and HR Planning	HR Departments at federal government entities
		Request of training on HR legislations and systems	Programs and HR Planning	HR Departments at federal government entities Federal government employees
		Request of training on e-systems related to HR legislations and systems	Programs and HR Planning	HR Departments at federal government entities Federal government employees
5	Maaref Preferred Training Partners	Request of accreditation of training providers	Programs and HR Planning	HR Departments at federal government entities
6	Job evaluation and description	Request of job description review	Programs and HR Planning	HR Departments at federal government entities
7	Organizational structures review and approval	Organizational structures review and approval request	Programs and HR Planning	HR Departments at federal government entities
8	Dissemination of HR knowledge	HR monthly magazine subscription request	Government Communications	Federal government employees
		HR Echo Magazine subscription request	Government Communications	Federal government employees
		HR Club subscription request	Government Communications	Federal government employees
9	Imtiyazat Service	Imtiyazat Program subscription request	Government Communications	Federal government employees

HR Policies Sector Services

No.	Main service name	Secondary service name
1	Legal advice	Inquiry about HR legislations

Responsibilities of federal entities

No.	Name of responsibility	Responsibility details
1	Serve notice to the Department of Policies and Legal Affairs (support or service)	Requires authorized users to send a detailed explanation of their inquiry according to the support request form through the available means of communication such as the BMC Remedy, or email, etc. Service request example: Specify the type of service required; Fill out all the details and requirements according to the approved standards of the systems; Provide document data to complete the necessary action.
2	Review requests submitted by the Department of Policies and Legal Affairs	Consider incoming requests, and if additional support is required, a request for a meeting shall be sent along with the time and date appropriate for the entity.
3	Respond to requests from the Department of Policies and Legal Affairs	Respond to the inquiries of the entity and informing it of the requirements via the means of communication through which the request was received (except for the Smart App service, the customer is answered by email).

Service restrictions:

N/A

Data required for the service:

Details of indicators to be inquired about

Mechanism of service implementation

According to service card as specified later

Service level objectives

Service level objectives mentioned in this agreement are detailed in the following table:

Service level	Description	Target
Support and service request	Percentage of response to requests within the period specified under the SLA through available application systems	80%

Performance will be measured based on the service levels specified in this agreement and will be presented according to an annual report prepared in cooperation with the concerned departments.

Requesting a service

- All support requests sent through the BMC Remedy system or via email are received by federal entity employees.
- The system automatically generates a number for each support request to facilitate the handling of each individual request. The support applicant is then advised of this number to follow up the status of the submitted support requests.
- Service personnel shall review requests through the BMC Remedy system.
- An email is automatically sent to the customer to notify him/her of the registration or in case of any change in the status of the submitted service request according to the notification and alerts mechanism in the BMC Remedy system.
- Depending on the type of request, service personnel shall sort requests and redirect them to those in charge whenever necessary.

Diagnosis and problem solving

The completion of requests is monitored and reviewed periodically by the work team at FAHR as follows:

Importance	Time required to address the request
Recurrent	5 working days
Non-recurrent	15 working days

NB: The time period is calculated after all the documents and data are provided and the standards of the approved systems are met.

Request escalation policy

The success of the Service Level Agreements depends mainly on the ability to measure performance in a comprehensive and accurate way so that credible and reliable information can be provided to the customers. Therefore, to ensure that all requests are addressed at maximum speed from the service user's perspective and to ensure a high level of customer satisfaction and to reduce the number of unresolved support requests, 3 levels of escalation are put in place in case the time required to complete the service request exceeds what is agreed upon beforehand. The three levels of escalation are as follows:

1. **First level of escalation:** The role of the Head of the Department concerned is to coordinate / follow up the pace of work as support requests are sent to the service executives or personnel to provide necessary support and in the event of negligence by the work team and evidence of such carelessness is substantiated, the Head of the Department concerned shall take the necessary measures to consider the status of the intended support request and do whatever necessary to regain the trust of the support applicant. If the person in charge is not available at the first level of escalation for any reason, the matter will then be escalated to the second level.
2. **Second level of escalation:** Here comes the role of the Director of Policies and Legal Affairs as he is the second person in charge who receives the escalated matter from the previous level. Responsibilities in this level include communication with the support team at all levels to find out the causes of escalation and how to overcome them and complete the request.
3. **Third level of escalation:** Escalation to this level is only made in very limited cases. It requires cooperation from all parties, namely the federal entities and FAHR, in which case the Executive Director of the Policies sector intervenes to refer the issue to the concerned authority at the federal entity.

The following table gives more information on escalation levels:

Escalation Level	Contact info	Percentage of escalation occurrence
Service email	je-support@fahr.gov.ae	100%
Director of the Policies and Legal Affairs Department	hbuamim@fahr.gov.ae	75%
Head of Legal Advice Section	mebrahim@fahr.gov.ae	50%

Contact info:

Department of Policies and Legal Affairs – Federal Authority for Government Human Resources

(1) Coordinator of Policies and Legal Affairs Department work team:

- Aisha Al Matroushi

aalmatrooshi@ae.gov.fahr

04-2319016

- Dana Al Hammadi

dalhammadi@ae.gov.fahr

04-2319071

(2) The Policies and Legal Affairs Department's Support Team at FAHR operates 7 hours a day and 5 days a week. For unresolved issues during working hours which come to the support service office's email after working hours, during weekends or official holidays, they shall be dealt with on the first working day after the holiday.

Person approved by FAHR	
Name	Hamad Buamim
Title	Director of Policies and Legal Affairs Department
Direct phone number	+97142319045
Email	hbuamim@fahr.gov.ae

Enclosure No. (1) Service Card

الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

Human Resources Legislation Inquiry Service Card

United Arab Emirates

Main Service	Legal Advice
Secondary Service	HR Legislation Inquiry
Type of Service	Informational
Type of transaction	Quick
Package	N/A
Service is linked to other services	
N/A	
Average time to service completion	
5 working days: repeated inquiries 15 working days: new inquiries	
Service restrictions	N/A
Service fees	Service is free of charge

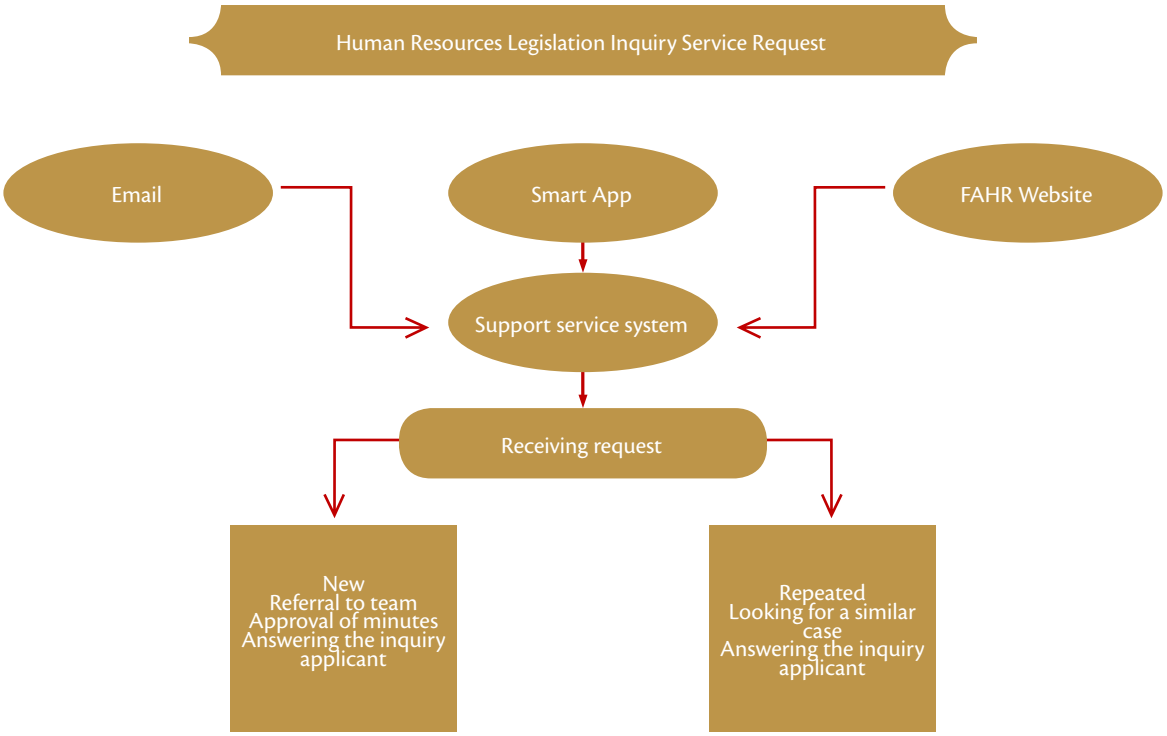
Service provision timing
7:30 am to 14:30 pm
Target client group
All client groups (priority for federal government employees)

Service Description
The service finds legal solutions to issues encountered during the actual request of the HR Law and its Implementing Regulations and supplementary resolutions. It also raises federal government employees' awareness on the requests of the HR regulations for independent federal entities.
Requirements for providing the service
Filling out all mandatory fields in the system

Channels of service provision:		
	1- Email	5- OPA System
	2- Website	6- Forums
	3- Smart phone app	7- Official letters
	4- BMC Remedy	8- Call center

Service provision procedures
Receiving inquiries through available channels.
Reviewing inquiry and comparing it with the data saved in the archive to identify whether the inquiry is new or repeated.
Replying repeated inquiries within 5 business days. If the inquiries are not repeated, they will be referred to the legal advice team within 15 working days.
Decision is taken on the advice by the team and then it will be referred to you.

Performance Indicator	Target	Measurement frequency	Measurement responsibility
Percentage of legal inquiries answered within the repeated inquiry deadline	95.00%	Quarterly	Department of Policies and Legal Affairs
Percentage of legal inquiries answered within the unrepeated inquiry deadline	99.00%	Quarterly	Department of Policies and Legal Affairs
Percentage of comments addressed within the legal inquiry deadline	100.00%	Quarterly	Department of Strategic and Future
Time to complete comments (complaints) on legal inquiries, the HR law and its implementing regulations, and the regulations of independent entities.	10 working days	Quarterly	Department of Strategic and Future
Percentage of the survey result of customer happiness with the inquiry service regarding the law and its implementing regulations, and the regulations of independent entities	70%	Annually	Department of Strategic and Future
Percentage of customers' awareness of the inquiry service related to HR legislations*	Baseline	Annually	Department of Policies and Legal Affairs



No.	Main service name	Secondary service name
2	Legal advice	Objection to the decision of the Complaint Committee

Responsibilities of federal entities

No.	Name of responsibility	Responsibility details
1	Notice to the rapporteur of the Objection Committee in the federal government (support or service)	Requires authorized users to send a detailed explanation of their inquiry according to the support request form through the available means of communication such as the BMC Remedy, or email, etc. Service request example: Specify the type of service required; Fill out all data and requirements according to the approved standards of systems; Provide document data to complete the necessary action
2	Review requests submitted by the rapporteur of the Objection Committee in the federal government	Consider incoming requests, and if additional support is required, a request for a meeting shall be sent along with the time and date appropriate for the entity.
3	Respond to requests from the Objection Committee in the federal government	Respond to the inquiries of the entity and informing it of the requirements via the means of communication through which the request was received.

Service restrictions:

N/A

Data required for the service:

Details of indicators to be inquired about

Mechanism of service implementation

According to service card as specified later

Service level objectives

Service level objectives mentioned in this agreement are detailed in the following table:

Service level	Description	Target
Support and service request	Percentage of response to requests within the period specified under the SLA through available application systems	80%

Performance will be measured based on the service levels specified in this agreement and will be presented according to an annual report prepared in cooperation with the concerned departments.

Requesting a service

- All support requests sent through the BMC Remedy system or via email are received by ministries and federal government entities.
- The system automatically generates a number for each support request to facilitate the handling of each individual request. The support applicant is then advised of this number to follow up the status of the submitted support requests.
- Service personnel shall review requests through the BMC Remedy system.
- An email is automatically sent to the customer to notify him/her of the registration or in case of any change in the status of the submitted service request according to the notification and alerts mechanism in the BMC Remedy system.
- Depending on the type of request, service personnel shall sort requests and redirect them to those in charge whenever necessary.

Diagnosis and problem solving

The completion of requests is monitored and reviewed periodically by the work team at FAHR as follows:

Importance	Time required to address the request
Each request is processed separately	Within no more than 40 working days from objection completion date

NB: The time period is calculated after all the documents and data are provided and the standards of the approved systems are met.

Request escalation policy

The success of the Service Level Agreements depends mainly on the ability to measure performance in a comprehensive and accurate way so that credible and reliable information can be provided to the customers. Therefore, to ensure that all requests are addressed at maximum speed from the service user's perspective and to ensure a high level of customer satisfaction and to reduce the number of unresolved support requests, 3 levels of escalation are put in place in case the time required to complete the service request exceeds what is agreed upon beforehand. The three levels of escalation are as follows:

1 **First level of escalation:** The role of the Head of the Department concerned is to coordinate / follow up the pace of work as support requests are sent to the service executives or personnel to provide necessary support and in the event of negligence by the work team and evidence of such carelessness is substantiated, the Head of the Department concerned shall take the necessary measures to consider the status of the intended support request and do whatever necessary to regain the trust of the support applicant. If the person in charge is not available at the first level of escalation for any reason, the matter will then be escalated to the second level.

2 **Second level of escalation:** Escalation to this level is only made in very limited cases. It requires cooperation from all parties, namely the ministries, federal government entities and FAHR, in which case the Executive Director of the Policies sector intervenes to refer the issue to the concerned authority at the federal entity.

The following table gives more information on escalation levels:

Escalation Level	Contact info	Percentage of escalation occurrence
Service email	objectioncommittee@fahr.gov.ae	100%
Director of the Policies and Legal Affairs Department	hbuamim@fahr.gov.ae	75%
Email of Objection Committee	objectioncommittee@fahr.gov.ae	50%

Contact info:

Department of Policies and Legal Affairs – Federal Authority for Government Human Resources

(1) Coordinator of Objection Committee team in the federal government:

• Hessa Al Qaydi

halqaydi@ae.gov.fahr

04-2319004

• Hamad Buamim

Director of the Policies and Legal Affairs Department

04-2319045

(2) The Policies and Legal Affairs Department's Support Team at FAHR operates 7 hours a day and 5 days a week. For unresolved issues during working hours which come to the support service office's email after working hours, during weekends or official holidays, they shall be dealt with on the first working day after the holiday.

Person approved by FAHR	
Name	Hamad Buamim
Title	Director of Policies and Legal Affairs Department
Direct phone number	+97142319045
Email	hbuamim@fahr.gov.ae

Enclosure No. (1) Service Card

الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

Objection Request Service Card

United Arab Emirates

Main Service	Legal Advice
Secondary Service	Objection request
Type of Service	Procedural
Type of transaction	Quick
Package	N/A
Service is linked to other services	
N/A	
Average time to service completion	
40 working days from requirements completion date	
Service restrictions	N/A
Service fees	Service is free of charge

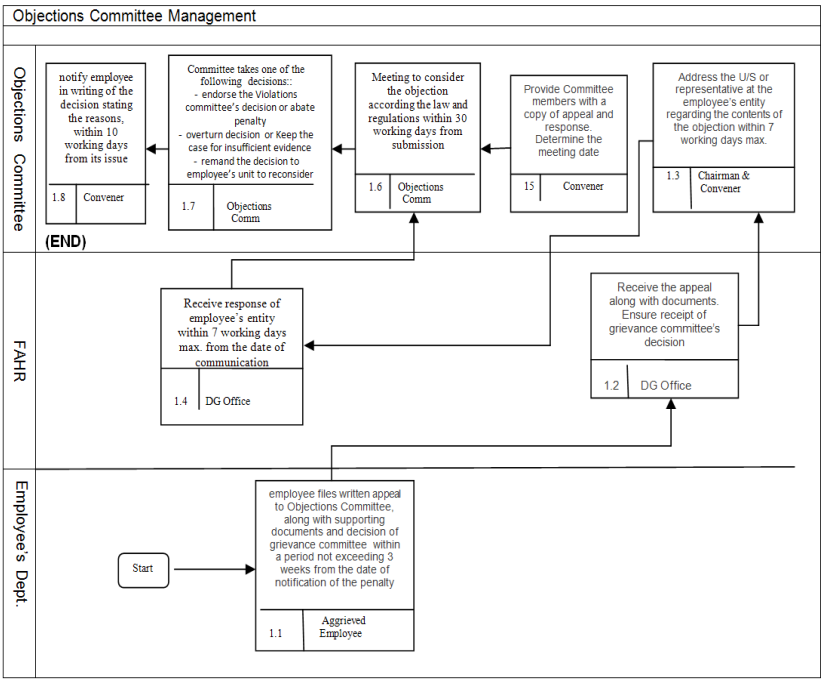
Service Description
Deciding on the objections made by federal government employees to the resolutions rendered by the federal Objection Committees
Requirements for providing the service
1- Resolution of the Objection Committee 2- Objection Form
Channels of service provision: Email, Website, BMC Remedy

Service provision procedures
Objection is received by the rapporteur, ensuring that the objection is filed within the deadline (3 weeks)
Employer is contacted by the DG office "Chairman of the Committee" to sound out the entity's viewpoints on the issue.
Objection is then brought to the Committee to render the resolution which is sent to the customer by email.

Performance Indicator	Target	Measurement frequency	Measurement responsibility
Percentage of Objection Committee's resolutions conformity with the federal Objection Committee's resolutions	100%	Annually	Objection Committee – Policies Sector
Percentage of objections resolved within deadline	100%	Annually	Objection Committee – Policies Sector

Service provision timing
24 hours 7:30 – 14:30 through call center
Target client group
All employees of federal entities

Enclosure No. (2)



No.	Main service name	Secondary service name
3	Supporting and developing HR performance	HR enablers support request
4		Emirates Award for Government HR Support Request

Responsibilities of federal entities

No.	Name of responsibility	Responsibility details
1	Notice to the Department of Performance Appraisal and Follow-up	Requires authorized users to send a detailed explanation of their inquiry according to the support request form through the available means of communication such as the BMC Remedy, or email, etc. Service request example: Specify the type of service required; Fill out all data and requirements according to the approved standards of systems; Provide document data to complete the necessary action
2	Review requests submitted by the Department of Performance Appraisal and Follow-up	Consider incoming requests, and if additional support is required, a request for a meeting shall be sent along with the time and date appropriate for the entity.
3	Respond to requests from Department of Performance Appraisal and Follow-up	Respond to the inquiries of the entity and informing it of the requirements via the means of communication through which the request was received.

Service restrictions:

N/A

Data required for the service:

Details of indicators to be inquired about

Mechanism of service implementation

According to service card as specified later

Service level objectives

Service level objectives mentioned in this agreement are detailed in the following table:

Service level	Description	Target
Support and service request	Percentage of response to requests within the period specified under the SLA through available application systems	80%

Performance will be measured based on the service levels specified in this agreement and will be presented according to an annual report prepared in cooperation with the concerned departments.

Support requests

- All support requests sent through the BMC Remedy system or via email are received by ministries and federal government entities.
- The system automatically generates a number for each support request to facilitate the handling of each individual request. The support applicant is then advised of this number to follow up the status of the submitted support requests.
- Service personnel shall review requests through the BMC Remedy system.
- An email is automatically sent to the customer to notify him/her of the registration or in case of any change in the status of the submitted service request according to the notification and alerts mechanism in the BMC Remedy system.
- Depending on the type of request, service personnel shall sort requests and redirect them to those in charge whenever necessary.

Diagnosis and problem solving

The completion of requests is monitored and reviewed periodically by the work team at FAHR as follows:

Importance	Time required to address the request
Recurrent	5 working days
Non-recurrent	15 working days

NB: The time period is calculated after all the documents and data are provided and the standards of the approved systems are met.

Request escalation policy

The success of the Service Level Agreements depends mainly on the ability to measure performance in a comprehensive and accurate way so that credible and reliable information can be provided to the customers. Therefore, to ensure that all requests are addressed at maximum speed from the service user's perspective and to ensure a high level of customer satisfaction and to reduce the number of unresolved support requests, 3 levels of escalation are put in place in case the time required to complete the service request exceeds what is agreed upon beforehand. The three levels of escalation are as follows:

1 **First level of escalation:** The role of the Head of the Department concerned is to coordinate / follow up the pace of work as support requests are sent to the service executives or personnel to provide necessary support and in the event of negligence by the work team and evidence of such carelessness is substantiated, the Head of the Department concerned shall take the necessary measures to consider the status of the intended support request and do whatever necessary to regain the trust of the support applicant. If the person in charge is not available at the first level of escalation for any reason, the matter will then be escalated to the second level.

2 **Second level of escalation:** Here comes the role of the Director of the Performance Appraisal and Follow-up Department as he is the second person in charge who receives the escalated matter from the previous level. Responsibilities in this level include communication with the support team at all levels to find out the causes of escalation and how to overcome them and complete the request.

3 **Third level of escalation:** Escalation to this level is only made in very limited cases. It requires cooperation from all parties, namely the federal entities and FAHR, in which case the Executive Director of the Policies sector intervenes to refer the issue to the concerned authority at the federal entity.

The following table gives more information on escalation levels:

Escalation Level	Contact info	Percentage of escalation occurrence
Service email	je-support@fahr.gov.ae	100%
Director of the Performance Appraisal and Follow-up Department	zmalqahtani@fahr.gov.ae	75%
Head of Planning and Government Program Development Section	frashed@fahr.gov.ae	50%
Head of Performance Indicators and Follow-up Section	nmohamed@fahr.gov.ae	

Contact info:

Department of Performance Appraisal and Follow-up – Federal Authority for Government Human Resources

(1) Coordinator of the Performance Appraisal and Follow-up Department team:

• Zeinab Al Ali: Senior Executive – Performance Indicators and Follow-up

zalali@ae.gov.fahr

04-2319168

• Assia Al Balooshi – Senior Executive – Performance Indicators and Follow-up

aalbalooshi@fahr.gov.ae

04-2319172

The Performance Appraisal and Follow-up Department's Support Team at FAHR operates 7 hours a day and 5 days a week. For unresolved issues during working hours which come to the support service office's email after working hours, during weekends or official holidays, they shall be dealt with on the first working day after the holiday.

Person approved by FAHR	
Name	Zayed Al Qahtani
Title	Director of the Performance Appraisal and Follow-up Department
Direct phone number	042319120
Email	zmalqahtani@fahr.gov.ae

Bayanati Platform Services

No.	Main service name	Secondary service name
1	Supporting federal entities in using Bayanti systems	Technical support request services

FAHR's services and responsibilities

No.	Main service name
1	Security Clearance for Entities using Bayanati
2	Security Clearance for Entities not using Bayanati
3	Core-HR
4	Self Service for Human Resources
5	Notifications System
6	Call Center (CIC)
7	FAHR Smart Application
8	Performance Management System
9	BMC Remedy
10	User Management
11	Policy Automation
12	Strategic Workforce Planning
13	Bayanati Website
14	Learning Management System
15	Time and Attendance System
16	I-Recruitment
17	Discoverer Report
18	Permits System
19	Business Intelligence Reports

* The table shows only the main systems provided by FAHR, where each main service includes a group of secondary services supported by the HR System User Support Section.

Responsibilities of ministries and federal government entities

No.	Name of responsibility	Responsibility details
1	Notice to FAHR regarding all support requests (reporting problems)	Requires authorized users to send a detailed explanation of any support request in line with the support request form. Example: - Name of service or system; - User name; - Authorization, if possible; - Enclose screenshot of the defect for clarification. This is done through the available means of communication such as the BMC Remedy support service portal, email or FAHR's website, etc.
2	Submit and update information	It requires users authorized by various ministries and federal government entities to provide FAHR with the information related to the employees, in order to conduct periodic maintenance and upgrade of the main database. The request is made by FAHR through official notices or circulars as per the forms provided by the Department of HR Management Information System.
3	Review services provided by FAHR	Prepare the services required to be provided and determine their specifications for approval and thus provide ministries and federal government entities with them.
4	Validity and accuracy of data	All entities are fully responsible for the validity of their data.

Service restrictions:

Please note that there are no restrictions applicable to the support services provided by FAHR. For the maintenance of systems and applications (not including the database) that may be applied to the technical support service, they shall be postponed to be handled after official working hours.

1 Identification and support requests (reporting problems):

- All support requests sent through the BMC Remedy portal, via email or through the smart application of the User Support Section of Government Human Resources Systems will be received only by users authorized by ministries and federal government entities.
- Support personnel shall record/review requests through the BMC Remedy system.
- The system automatically generates a number for each support request to facilitate the handling of each individual request. The support applicant is then advised of this number to follow up the status of the submitted support requests.
- An email is automatically sent to the customer to notify him/her of the registration or in case of any change in the status of the submitted service request according to the notification and alerts mechanism in the BMC Remedy system.
- Depending on the type of request, service personnel shall sort requests and redirect them to those in charge whenever necessary.

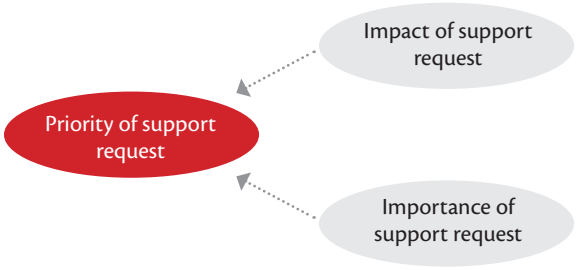
In most cases, the user of the system considers that the request for support provided by him/her calls for the highest priority, but priority is taken objectively by the support executive. In order to assess priority, the following should be considered:

- **Impact of support requests**: It means the effect of the support request when the level of support does not correspond to the usual level of service and the number of users facing the problem or units used in the system. For example, two requests of support from Ministry (A) and Ministry (B) are received at the same time to the System Users Support Section at FAHR. For Ministry (A), a position creation is requested, while Ministry (B) the system is completely broken down. In this case, priority is given to Ministry (B) as the request for support affects a larger segment of users than the request for support from Ministry (A).
- **Importance of support request**: It means the level of time acceptable to complete the support request. This will be identified later in the Diagnosis and Problem Solving section, which usually controls the priority of support requests.

Therefore, priority is determined based on the importance and impact of the request taking into consideration the number of service users and the service employee will identify the work teams accordingly.

As per the chart, the following will be determined:

- Number of support executives required to complete the support request
- Resources used to complete the support request
- Time required to complete the support request



Sorting requests

For easy classification of support requests, they are categorized by ministries or entities, but to assign a valid indicator that directly affects the problem, an analysis of the effects of the problem is made depending on the severity of the problem and its impact on the system and overall workflow. Priority is determined in the same way as the management of support requests, depending on the number of support personnel, resources and time required to complete the support request.

Therefore, sorting requests includes the following:

- Effects: The impact on the effectiveness of the system and potentially one of the following values:
  1- Extensive/ widespread
  2- Significant/ large
  3- Moderate/ limited
  4- Minor/ localized
- Priority: An amalgam of significance, impact and risks resulting from the support request and resources used to complete the request, yielding to one of the following values:
  1- Critical
  2- High
  3- Medium
  4- Low

- Importance: It determines to what extent delay in providing a solution can be accommodated and how it is accepted by the user. It is usually manifested by one of the following values:

  1- Critical

  2- High

  3- Medium

  4- Low

In the next section, the method of determining the importance of support requests according to the best international service practices (ITIL) will be tackled by applying them to Bayanati system.

Identification of support requests importance level (Bayanati)

Level One (1) - Critical

A severe system problem for all users, causing all operational transactions in the system and its ancillary units to stop, or accurately as follows:

- Complete breakdown of Bayanati Platform.
- Breakdown of a unit in Bayanati, such as Core-HR, Discoverer Report, I-Recruitment, or Self-Service, etc.
- A security incident involving any security breach of the main database, for example: a security vulnerability through which information about employee salaries or personal information was obtained.

Requests for support under Level One require quick communication and intervention by users of the system in the Ministry of Finance to take the necessary action to recover services to their normal operation. In this case, direct cooperation between the Ministry of Finance and the Department of Information Systems at the Ministry or the federal entity requesting support gets underway to understand and delve deeper into the problem. Cooperation on a smaller scale between the Ministry of Finance and FAHR begins to find out the causes of failure and solutions and take the necessary action.

As previously stated in this case, contact between the entity requesting support and the Ministry of Finance is established through the first line of support at FAHR, since the Ministry of Finance has the main operators and servers of the system which is part of its responsibility. A special contract shall be drafted later to define and restrict the authority of the Ministry of Finance in supporting the system, and set out FAHR's role in this case.

In this case, the status of the request will be changed to (pending). This status will be explained stating that the request has been transferred to the Ministry of Finance until the problem is resolved.

The time needed to resolve this type of problem (Level One) is one working day, taking into account the time lag when FAHR's Technical Support Section forwards the request to the Ministry of Finance.

Level Two (2) - High

High importance requests are a medium-sized problem for a particular ministry or federal entity as a group of users will be affected by the knockout of all major transactions on Bayanati Platform or any of its units. For example, the Core-HR system breaks down and users become unable to enter any request or take any action, etc. In this case, the matter requires quick intervention and contact by persons approved at the Ministry or the federal government entity and the technical support executives with FAHR's first line of support in, which in turn transfers the request to the Ministry of Finance (if necessary) so that the necessary action is taken by both parties to restore the services to their normal state.

In this case, the status of the request will be changed to (pending). This status will be explained stating that the request has been transferred to the Ministry of Finance until the problem is resolved.

The time needed to resolve this type of problem (Level Two) is two working days, taking into account the time lag when FAHR's System User Support Section forwards the request to the Ministry of Finance.

Level Three (3) - Medium

A request for regular support that draws the attention of support executives at FAHR; for example, a system error occurs when processing a request of cash allowance in lieu of leave. This is not necessarily a request that greatly affects the normal functioning of the Bayanati Platform or one of its units. If there is no specific function in system units and other modules and their features are available to function normally, FAHR's system user support personnel are contacted directly and provided with information previously mentioned in the "Support Request Section" (Reporting Problems).

The time needed to resolve this type of problem (Level Three) is three working days, taking into account the time lag in case more information is required from the support applicant.

Level Four (4) - Low

A request for any simple problem in the system, a visit, training or suggestion to improve a unit or to change a part of the main system or its units, only after the approval of the request by officials in Bayanati Platform and the completion of the ministerial decisions, if needed. This is usually classified as follows:

- Request to present a proposed modification to the system or a particular unit of the system;
- Frequently asked questions concerning the main system and procedures;
- Inquiry and request training, visits or meetings.

The time needed to resolve this type of problem (Level 4) is five working days, taking into account the time lag in case more information is required from the support applicant.

Progress of the status of all requests of Level Four and Five importance to is periodically determined where the user or applicant is notified thereof upon request or as a usual procedure as part of the duties of FAHR's support executives. For requests of Level One and Two importance, the progress of their completion status and related reporting of work progress to users, is determined through the HR System User Support, as indicated by the Ministry of Finance. FAHR is not authorized to decide on such requests or breakdowns relating to this category of problems.

All dispatched request will be received at FAHR's HR System User Support Section through the approved means of communication such as the BMC Remedy, email and telephone (Call Center), taking into account the provision of the required information, which may vary according to the type of request, type of service required and where the problem occurred:

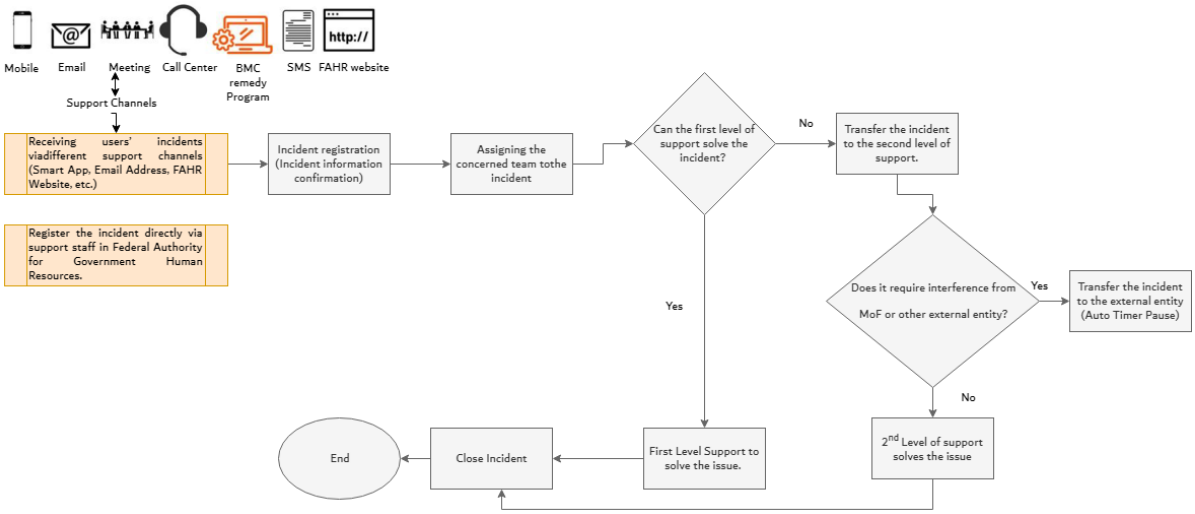
Example:

- Name of the employee authorized by the Ministry or the federal entity
- Name of the Ministry
- Direct number of the employee
- Name of the system in need of support; for instance: a problem in any of the following (Security Clearance for Entities using Bayanati, Core-HR, Discoverer Report, etc) or a request to visit FAHR for the purpose of training or solving some of the matters related to any problem in the system
- Complete explanation of the problem or procedure facing a problem and it is advisable to support it by attaching a screenshot of the error in the system.

In this case, problems are handled internally within the limits of FAHR's authorization. If needed, assistance may be sought from other parties such as the Ministry of Finance or the competent companies ... etc to complete the request.

NB: In case the Ministry of Finance or any third party's help is sought to solve the problem or to submit the request, the time needed to resolve the problem will stop automatically until the information requested by the third party is obtained.

- The chart below illustrates in a simplified way the mechanism for support requests:



Diagnosis and problem solving

When a new support request is submitted to FAHR's HR System User Support Section and after the initial diagnosis of the status of the request, the priority of the request is identified. Accordingly, the impact of the problem will also be determined by the support executives. In case more information regarding any support request lodged with FAHR is required, the service user will be notified in case the System User Support Section is contacted. The problem will be solved over the telephone by support executives if possible, if the request is received by this means. However, in all cases the user is requested to send the request for support via the BMC Remedy's Self-Service Portal or email, to ensure that request and efforts of all parties are documented.

The HR System User Support Section has the ability to propose quick alternative solutions to system users. However, in the case of problems that require a partial change of the system, a systematic approach will be in place to ensure that the request reaches the second line of support at FAHR to complete the request and solve the problems. In this case, collaboration between the first and second lines of support at FAHR gets underway, as explained earlier through Bayanati Platform's support request management chart.

The status of completion of requets is monitored and followed up periodically by the support executives at FAHR as follows, which is also applied according to the best international service practices (ITIL):

Importance	Time required to address the request
Critical	One working day
High	Two working days
Medium	Three working days
Normal	Five working days

NB: The deadline to resolve the problem is deferred / suspended in the following cases:

1 Upon transfer of the request to the Ministry of Finance or to any third party in case there is a need for intervention by any of these entities until the requested information arrives from these entities.

2 When further information is required from the support applicant until the information is received to FAHR's technical support team.

3 In case a visit by FAHR's technical support staff is needed to the support applicant's premises.

4 In the case of requests requiring the development of the system.

Please note that the general maintenance of Bayanati system and platform is excluded from all of the above, as these cases are carried out under well considered plans and timings as their impact is reflected on all federal entities. All entities shall be notified before any scheduled maintenance through FAHR's System Users Support Section, in cooperation with the Ministry of Finance as it has the primary role in general maintenance operations since the Ministry of Finance has the main operators and servers of Bayanati systems and platform and they are part of its responsibility.

Request escalation policy

The success of the Service Level Agreements depends mainly on the ability to measure performance in a comprehensive and accurate way so that credible and reliable information can be provided to the customers. Therefore, to ensure that all requests are addressed at maximum speed from the service user's perspective and to ensure a high level of customer satisfaction and to reduce the number of unresolved support requests, FAHR's personnel at the System User Support Section established 3 levels of escalation in case the time required to complete the service request exceeds what is agreed upon beforehand. The three levels of escalation are as follows:

1 **First level of escalation:** The role of the Head of the HR System User Support Section is to coordinate / follow up the pace of work as support requests are sent to the support executives or personnel to provide necessary support and in the event of negligence by the support executives and evidence of such carelessness is substantiated, the Head of the HR System User Support Section shall take the necessary measures to consider the status of the intended support request and do whatever necessary to regain the trust of the support applicant. If the person in charge is not available at the first level of escalation for any reason, the matter will then be escalated to the second level.

2 **Second level of escalation:** Here comes the role of the Director of the HR Management Information System Department as he is the second person in charge under the HR management information system structure who receives the escalated matter from the previous level. Responsibilities in this level include communication with the support team at all levels to find out the causes of escalation and how to overcome them and complete the request.

3 **Third level of escalation:** Escalation to this level is only made in very limited cases. It requires cooperation from all parties, namely the ministries, federal entities and FAHR, in which case the DG of FAHR will intervene to resolve the request related to this escalation. When this happens, the Director of the HR Management Information System Department is briefed on the request completion status every two hours if the support request takes more than two hours.

The following table gives more information on escalation levels:

Escalation Level	Contact info	Percentage of escalation occurrence
Support Complaint Office	escalation@fahr.gov.ae	100%
Director of the HR Management Information System Department (Shayma Alawadi)	salawadi@fahr.gov.ae	75%
Head of HR System User Support Section (Maryam Abdul-rahman Al Zarooni)	malzarooni@fahr.gov.ae	50%

Contact info:

HR System User Support Section – Federal Authority for Government Human Resources

(1) Coordinator of support: HR System User Support Section team

- Direct support line: 600525524
- Email: Bayanati@fahr.gov.ae

dalhammadi@ae.gov.fahr

The HR System User Support Section team at FAHR operates 7 hours a day and 5 days a week. For unresolved issues during working hours which come to the support service office's email after working hours, during weekends or official holidays, they shall be dealt with on the first working day after the holiday.

Person approved by FAHR	
Name	Shayma Alawadi
Title	Director of the HR Management Information System Department
Direct phone number	042319140
Email	salawadi@fahr.gov.ae

Programs and HR Planning Sector Services

FAHR's services and responsibilities

No.	Main service name	Secondary service
6	Awareness-raising and training	Request to obtain the e-induction program (e-learning portal)
7		Request to obtain access credentials to Qudorat website

Responsibilities of federal entities/ ministries

No.	Name of responsibility	Responsibility details
1	Request to obtain access credentials to Qudorat website	On the home page there is a link to register a new employee: - Name of the federal entity - Username / which is the employee's email address of his / her workplace. - Password / 6 digits - The website will automatically send a notice by email to the employee regarding the credentials. - The website provides 6 measuring mechanisms. The preferred capability assessment providers provide appropriate tests for each category.
2	Request to obtain the e-induction program (e-learning portal)	On the home page there is a link to register a new employee: - Name of the federal entity - Username / which is the employee's email address of his / her workplace. - Password / 6 digits - The website will automatically send a notice by email to the employee regarding the credentials. - The website includes videos explaining the mechanism of using the HR Systems. After each stage, a test is done. Then, the website measures the employee's awareness of the system stages. Once the employee passes all the stages, he/she is given an electronic certificate. - Powers of an HR official includes the following: * Adding a new user (federal employee); * Following up employees' achievements (report).

Service restrictions

Please note that all applicable systems are subject to decisions approved by the authority concerned with accreditation and have specific standards and procedures that are closely related to the Human Resources Law and its Implementing Regulations issued by Cabinet Resolution No. (11) of 2018.

Target entities

To provide training and continuing education policies for all federal entities operating and linked with Bayanati system and applying to the Human Resources Law and the provisions thereof.

Service level objectives

The objectives of the level of services mentioned in this agreement are detailed in the following table:

Service level	Description	Target
Support and service request	Percentage of response to requests within the period specified under the SLA through available application systems	80%

Performance will be measured based on the service levels specified in this agreement and will be presented according to an annual report prepared in cooperation with the concerned departments.

Requesting support (reporting a problem or requesting service)

- All support requests sent through the email or the website (Complaints and Suggestions), telephone or the BMC Remedy are received by the ministries and federal entities.
- The employee in charge at the Training and Continuing Education Policies Section will receive the requests and directly get in touch with the entity's employee to provide assistance.
- Depending on the type of request, the employee in charge at the Training and Continuing Education Policies Section will provide assistance, except in technical matters which he/she will forward to the company executing the project to take the necessary action.

Diagnosis and problem solving

The completion of requests is monitored and reviewed periodically by the work team at FAHR as follows:

Importance	Time required to address the request	Examples of how systems are linked to importance
High	Two working days	Related to receiving the request to obtain access credentials

NB: The time period is calculated after all the documents and data are provided and the standards of the approved systems are met.

Request escalation policy

The success of the Service Level Agreements depends mainly on the ability to measure performance in a comprehensive and accurate way so that credible and reliable information can be provided to the customers. Therefore, to ensure that all requests are addressed at maximum speed from the service user's perspective and to ensure a high level of customer satisfaction and to reduce the number of unresolved support requests, 3 levels of escalation are put in place in case the time required to complete the service request exceeds what is agreed upon beforehand. The three levels of escalation are as follows:

1 **First level of escalation:** The role of the Head of the HR Planning Section is to coordinate / follow up the pace of work as support requests are sent to the support executives or personnel to provide necessary support and in the event of negligence by the work team and evidence of such carelessness is substantiated, the Head of the HR Planning Section shall take the necessary measures to consider the status of the intended support request and do whatever necessary to regain the trust of the support applicant. If the person in charge is not available at the first level of escalation for any reason, the matter will then be escalated to the second level.

2 **Second level of escalation:** Here comes the role of the Director of HR Planning Department as he/she is the second person in charge under the HR Planning Department structure who receives the escalated matter from the previous level. Responsibilities in this level include communication with the support team at all levels to find out the causes of escalation and how to overcome them and complete the request.

3 **Third level of escalation:** Escalation to this level is only made in very limited cases. It requires cooperation from all parties, namely the ministries, federal entities and FAHR, in which case FAHR's DG steps in after notifying the Executive Director of the Programs and HR Planning to refer the issue to the concerned authority at the federal entity.

The following table gives more information on escalation levels:

Escalation Level	Contact info	Percentage of escalation occurrence
Service email	ptpartners@fahr.gov.ae	100%
Director of HR Planning Department (Luluah Almarzooqi)	lalmarzooqi@fahr.gov.ae	50%
Head of the Training and Continuing Education Policies Section (Fatima Al Jasmi)	faljasmi@fahr.gov.ae	80%

Contact info:

Training and Continuing Education Policies Section – Federal Authority for Government Human Resources

** Support Coordinator: Training and Continuing Education Policies support team

** Direct support line: 042319000

** Email: ptpartners@fahr.gov.ae

** Maaref Initiative Support Team in the Training and Continuing Education Policies Section at FAHR operates 7 hours a day and 5 days a week. For unresolved issues during working hours which come to the support service office's email after working hours, during weekends or official holidays, they shall be dealt with on the first working day after the holiday.

Person approved by FAHR	
Name	Luluah Almarzooqi
Title	Director of HR Planning Department
Direct phone number	042319111
Email	lalmarzooqi@fahr.gov.ae

Enclosure No. (1)

الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

Request of E-induction Program Service Card

United Arab Emirates

Main Service	Awareness-raising and training
Secondary Service	Request of E-Induction Program
Type of Service	Informational
Type of transaction	Quick
Package	N/A
Service is linked to other services	
N/A	
Average time to service completion	
10 working days	
Service restrictions	N/A
Service fees	Service is free of charge

Service provision timing
7:30 am to 14:30 pm
Target client group
Federal government employees

Service Description	
Induction program of new federal government employees	
Requirements for providing the service	
N/A	
Channels of service provision:	E-learning portal

Service provision procedures
Signing up on the e-learning system
Receiving username and password to access the system
Registration in the induction program which includes a number of systems
Obtaining an induction program completion certificate after passing in all tests.

Performance Indicator	Target	Measurement frequency	Measurement responsibility
Percentage of employees who successfully pass the e-learning system tests	Baseline	2018 for the first time	Department of HR Planning
Percentage of satisfaction with FAHR's e-learning system	Baseline	2018 for the first time	Department of HR Planning

Services and responsibilities

No.	Main service name	Secondary service
8	Awareness-raising and training	Request of training partners accreditation
9		Request of training program for federal entities
10		Request of training on HR legislations and systems
11		Request of training on the e-systems of HR legislations and systems

Responsibilities of ministries, federal entities and training partners in Maaref

No.	Responsibility name	Responsibility details
1	Application form for joining Maaref Initiative	Requires the training provider to access the Maaref portal and click on "Registration of training provider" • Fill in the enrollment form electronically • Attach all required documents such as: - Passport copy of the center / institute's owner - Valid trade license - Permit from one of these bodies: Vocational Training Center / KHDA / Ministry of Education - Data of trained cadres of the center, along with their passport copies and CVs - Introduction document - Registration number registered at the National Qualifications Authority - List of company's employees - Contact numbers and details - Logo of the center - An outline on the center and training services • After filling all the fields, the training provider will receive notice that the application is being processed. Once approved, the service provider shall be notified. • After sorting the application and reviewing all the attachments, an appointment shall be scheduled to inspect the center and recognize and evaluate its services. • A training department employee will lodge a new accreditation request on Itimad service and will attach all required documents mentioned above. • After security approval is obtained, a memorandum of understanding will be prepared and sent to the training provider for accreditation. • The training provider receives the username / password credentials to offer their services on Maaref website.
2	Request your training program	A service provided by Maaref website to meet the training needs of federal entities. The entity's training official will access the Maaref portal and click on "Request your training program" • Fill out the application including the following details: - Name of the training program -Target group - Time / date / place - Expected attendance - Entity name - Contact info - Notes • After FAHR's employee receives the request, coordination is made among training partners to send the training offers to the entity.
3	HR Admin Dashboard	Maaref provides the HR Admin Dashboard which gives the administrator the following powers: - Lodge a report on the staff of the entity who have been enrolled in the training courses carried out under the "Maaref" initiative. - Follow-up on offers and training services - Add new user (employee) - Authority to change password.
4	Request of training on HR legislations and systems	The application is submitted by the Human Resources Departments at the federal government entities through any available service channels.
		The application is reviewed to ensure that all the requirements (topics, attendance and venue) are met and a scheduled appointment is sent to the entity.
		If requirements are not met, the entity will be contacted to send an updated request. If the date specified by FAHR is not approved, a request containing a proposed date will be sent to be approved by FAHR.
5	Request of training on HR legislations and systems	The request is submitted by the Human Resources Departments at the ministries and federal entities through any of the available channels of service.
		The request is then reviewed to ensure that all the requirements (the systems to be trained on, the number of attendance and the venue of the workshop) are met and the scheduled appointment will be sent to the entity.
		If requirements are not met, the entity will be contacted to send an updated request. If the date specified by FAHR is not approved, a request containing a proposed date will be sent to be approved by FAHR.

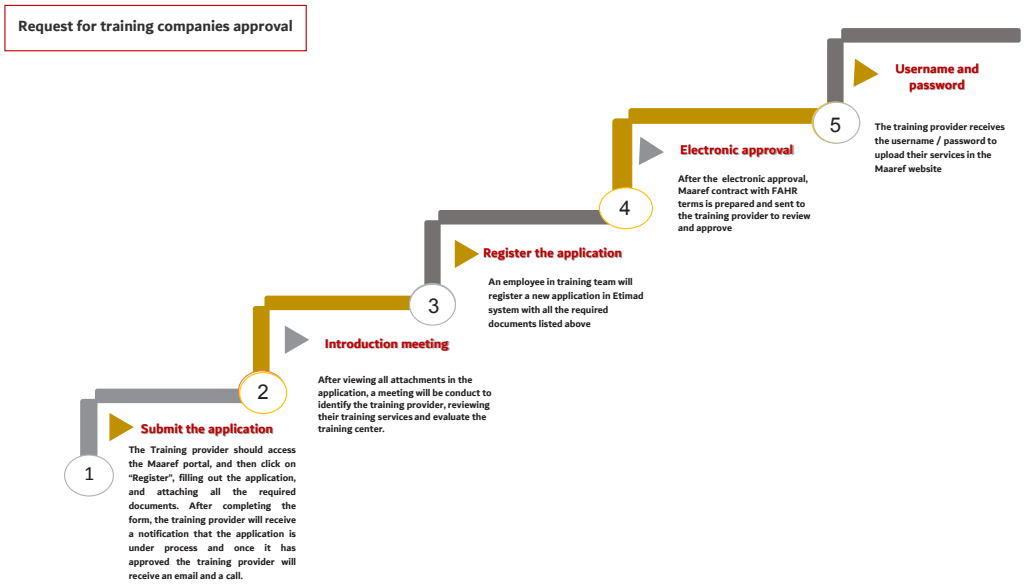
Service restrictions

Please note that all applicable systems are subject to decisions approved by the authority concerned with accreditation and have specific standards and procedures that are closely related to the Human Resources Law and its Implementing Regulations issued by Cabinet Resolution No. (11) of 2018.

Target entities

The Training and Continuing Education Policies Section serves all federal entities operating and linked with Bayanati system and applying to the Human Resources Law and the provisions thereof.

Training partners accreditation steps



HR Admin Dashboard/Training Provider Dashboard

1- Follow up employee's check-in and check-out at courses, etc
2- Authority to add a user and change password.
3- Monthly report

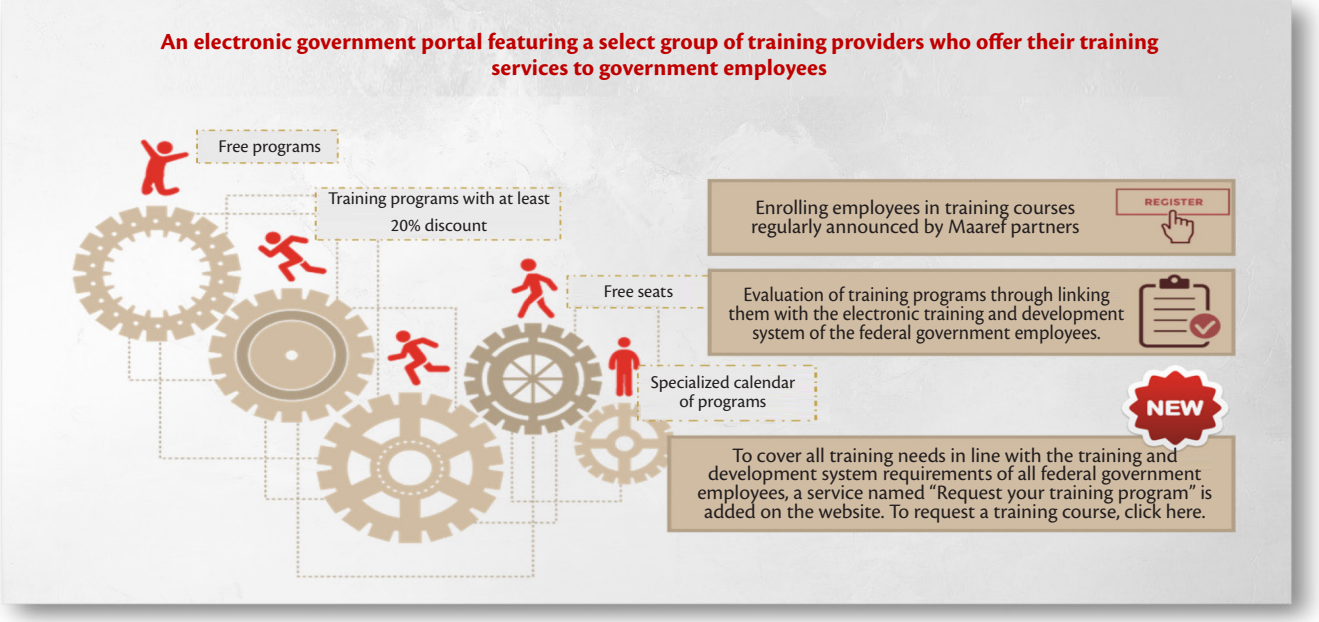
(employee ID, name, section, job title, course name and date, provider name, training hours, course original price/ price after Maaref discount)

MAAREF
an online training platform

1- Add and modify company's details.
2- Follow up completed training courses.
3- Monthly reports on training courses completed in Maaref.

(entity name, employee name, employee job title, email, course name, discounted or free course, course date, training hours and days, course location, course type, course original price/ price after Maaref discount, number of attendees, trainee satisfaction).

Request of training programs for federal entities



Service Level Objectives

The objectives of the level of services mentioned in this agreement are detailed in the following table:

Service level	Description	Target
Support and service request	Percentage of response to requests within the period specified under the SLA through available application systems	90%

Performance will be measured based on the service levels specified in this agreement and will be presented according to an annual report prepared in cooperation with the concerned departments.

Requesting support (reporting a problem or requesting service)

- All support requests sent through the email or the website (Complaints and Suggestions), telephone or the training providers are received by the ministries and federal entities.
- The systems personnel will receive the requests and directly get in touch with the training provider or entity's employee.
- Depending on the type of request, the system support employee will provide assistance, except in technical issues which he/she will forward to the relevant application partner,

Diagnosis and problem solving

The completion of requests is monitored and reviewed periodically by the work team at FAHR as follows:

Importance	Time required to address the request
High	Two working days
Medium	Three days – three weeks
Low	Five days – three weeks

NB: The time period is calculated after all the documents and data are provided and the standards of the approved systems are met.

Request escalation policy

The success of the Service Level Agreements depends mainly on the ability to measure performance in a comprehensive and accurate way so that credible and reliable information can be provided to the customers. Therefore, to ensure that all requests are addressed at maximum speed from the service user's perspective and to ensure a high level of customer satisfaction and to reduce the number of unresolved support requests, 3 levels of escalation are put in place in case the time required to complete the service request exceeds what is agreed upon beforehand. The three levels of escalation are as follows:

1 **First level of escalation:** The role of the Head of the Training and Continuing Education Policies Section is to coordinate / follow up the pace of work as support requests are sent to the support executives or personnel to provide necessary support and in the event of negligence by the work team and evidence of such carelessness is substantiated, the Head of the Training and Continuing Education Policies Section shall take the necessary measures to consider the status of the intended support request and do whatever necessary to regain the trust of the support applicant. If the person in charge is not available at the first level of escalation for any reason, the matter will then be escalated to the second level.

2 **Second level of escalation:** Here comes the role of the Director of HR Planning Department as he/she is the second person in charge under the HR Planning Department structure who receives the escalated matter from the previous level. Responsibilities in this level include communication with the support team at all levels to find out the causes of escalation and how to overcome them and complete the request.

3 **Third level of escalation:** Escalation to this level is only made in very limited cases. It requires cooperation from all parties, namely the ministries, federal entities and FAHR, in which case FAHR's DG steps in after notifying the Executive Director of the Programs and HR Planning to refer the issue to the concerned authority at the federal entity.

The following table gives more information on escalation levels:

Escalation Level	Contact info	Percentage of escalation occurrence
Service email	ptpartners@fahr.gov.ae	100%
Director of HR Planning Department (Luluah Al Marzooqi)	lalmarzooqi@fahr.gov.ae	50%
Head of the Training and Continuing Education Policies Section (Fatima Al Jasmi)	faljasmi@fahr.gov.ae	80%

Contact info:

Training and Continuing Education Policies Section – Federal Authority for Government Human Resources

** Support Coordinator: Maaref Initiative support team

** Direct support line: 042319000

** Email: ptpartners@fahr.gov.ae

** System Application Support Team in the Training and Continuing Education Policies Section at FAHR operates 7 hours a day and 5 days a week. For unresolved issues during working hours which come to the support service office's email after working hours, during weekends or official holidays, they shall be dealt with on the first working day after the holiday.

Person approved by FAHR	
Name	Luluah Al Marzooqi
Title	Director of HR Planning Department
Direct phone number	042319111
Email	lalmarzooqi@fahr.gov.ae

Enclosure No. (1) Service Cards

الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

Request of Training providers' Accreditation Service Card

United Arab Emirates

Main Service	Maaref
Secondary Service	Request of training providers' accreditation
Type of Service	Procedural
Type of transaction	Quick
Package	N/A
Service is linked to other services	
N/A	
Average time to service completion	
30 days	
Service restrictions	N/A
Service fees	Service is free of charge

Service provision timing
7:30 am to 14:30 pm
Target client group
Human Resources Departments at all federal government entities

Service Description
This service is rendered to training providers seeking accreditation by FAHR
Requirements for providing the service
Training provider registration form, passport, trade license, CV, company profile, registration number in NQA, details of company's owner and employees, details of training cadres.

Channels of service provision:	E-learning portal

Service provision procedures
Registration form of training providers is filled out on Maaref website
Application is received along with service requirements; they are then forwarded to FAHR's relevant body. You will receive a notification once the application is received.
Accreditation decision is made (approval, rejection, processing) within 30 working days) via email. The MoU will be enclosed.
The copy you signed will be forwarded to the employee in charge and username and password will be received within two working weeks.

Performance Indicator	Target	Measurement frequency	Measurement responsibility
Percentage of evaluated training provider applications out of total number of registration applications received for Maaref initiative within deadline	Baseline	Annual	HR Planning Department
Percentage of training providers who receive evaluation results above C grade	Baseline	Annual	HR Planning Department
Period of time taken to register a training provider within Maaref initiative	Baseline	Annual	HR Planning Department

الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

Request of Training on HR Legislations and Systems Service Card

United Arab Emirates

Main Service	Awareness-raising and training
Secondary Service	Request of Training on HR Legislations and Systems
Type of Service	Informational
Type of transaction	Quick
Package	N/A
Service is linked to other services	
N/A	
Average time to service completion	
3 days	
Service restrictions	N/A
Service fees	Service is free of charge

Service provision timing
7:30 am to 14:30 pm
Target client group
1- Human Resources Departments at federal government entities 2- Employees of federal government entities that are invited.

Service Description
Awareness-raising workshops are conducted for HR Departments in relation to HR systems issued by FAHR (performance management system, training and development system, jobs evaluation and description system, e-learning portal, workforce strategic planning)
Requirements for providing the service
Email including: 1- Type of workshop along with topics to be discussed during the workshop. 2- Number of attendees. 3- Venue.
Channels of service provision: — 1- Email. 2- Official letters. 3- BMC Remedy.

Service provision procedures
Request is submitted by HR Departments t federal government entities through any of the available service channels.
Request is reviewed to ensure that all requirements are met (topics, attendance and venue of workshop) and then a scheduled appointment is sent to the entity.
If requirements are not met, the entity will be contacted to send an updated request. If the date specified by FAHR is not approved, a request containing a proposed date will be sent to be approved by FAHR.

Performance Indicator	Target	Measurement frequency	Measurement responsibility
Percentage of satisfaction with the workshops carried out by FAHR*	Baseline	Annual	HR Planning Department
Percentage of response to training requests within deadline*	Targeted as of 2018 baseline	Biannual	Policies and Legal Affairs Department
Percentage of satisfaction with the convened forums.*	Targeted as of 2018 baseline	Annual	Policies and Legal Affairs Department

الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

Request of Training on the E-Systems of the HR Legislations and Systems Service Card

United Arab Emirates

Main Service	Awareness-raising and training
Secondary Service	Request of Training on the E-Systems of the HR Legislations and Systems
Type of Service	Informational
Type of transaction	Quick
Package	N/A
Service is linked to other services	
Request of Training on HR Legislations and Systems	
Average time to service completion	
3 working days	
Service restrictions	N/A
Service fees	Service is free of charge

Service provision timing
7:30 am to 14:30 pm
Target client group
1- Human Resources Departments at federal government entities 2- Employees of federal government entities that are invited.

Service Description
Awareness-raising workshops are conducted for HR Departments on E-Systems in relation to the HR systems issued by FAHR (performance management system, training and development system, evaluation and job description system, e-learning portal, workforce strategic planning)
Requirements for providing the service
Email including: 1- Type of workshop along with topics to be discussed during the workshop. 2- Number of attendees. 3- Venue.
Channels of service provision: 1- Email. 2- Official letters. 3- BMC Remedy.

Service provision procedures
Request is submitted by HR Departments t federal government entities through any of the available service channels.
Request is reviewed to ensure that all requirements are met (systems to be trained on, attendance and venue of workshop) and then a scheduled appointment is sent to the entity.
If requirements are not met, the entity will be contacted to send an updated request. If the date specified by FAHR is not approved, a request containing a proposed date will be sent to be approved by FAHR.

Performance Indicator	Target	Measurement frequency	Measurement responsibility
Percentage of satisfaction with Bayanati systems	75%	Annual	Bayanati Management
Percentage of response to training requests on electronic systems within deadline*	Targeted as of 2018 baseline	Biannual	Bayanati Management

Services and responsibilities

No.	Main service name	Secondary service
12	Job evaluation and description	Request of job description review
13	Request of review and approval of organizational structures	Request of review and approval of organizational structures

Responsibilities of ministries and federal entities

No.	Name of responsibility	Responsibility details
1	Notifying the HR Planning Section of the requests (support or service)	Authorized users are required to send a detailed explanation of any documented support request according to the support request form. Example of support: • Service or system name • Username • Authority, if possible • Attach a screenshot of the flaw for clarification This is done through the available means of communication such as the BMC Remedy portal, email or FAHR's website, etc. Service request example: Fill in data and requirements according to the approved standards of systems. Provide document data to complete the necessary action.
2	Provide and update information	Users authorized by various ministries and federal entities are required to provide FAHR with the information required to be updated in the system and to be reviewed by the job evaluation and description support team for approval.
3	Reviewing services provided by FAHR	Prepare the services required to be provided and determine their specifications for approval and thus provide ministries and federal government entities with them.
4	Data validity and accuracy	All entities are fully responsible for the validity of their data.

Service restrictions

Please note that all applicable systems are subject to decisions approved by the authority concerned with accreditation and have specific standards and procedures that are closely related to the Human Resources Law and its Implementing Regulations issued by Cabinet Resolution No. (11) of 2018.

Documents required for the request of job descriptions review service

- Provide the organizational structure approved for the entity by a decision rendered by the Cabinet in addition to the ministerial decision on the approval of sections and their mandate and decisions related to the organizational structure.
- Provide a copy of a study on the career paths of specialized professions in addition to the ministerial decisions issued therefor in order to enable the work team to consider the request for accreditation of specialized paths and provide job descriptions along with duties and mandate.

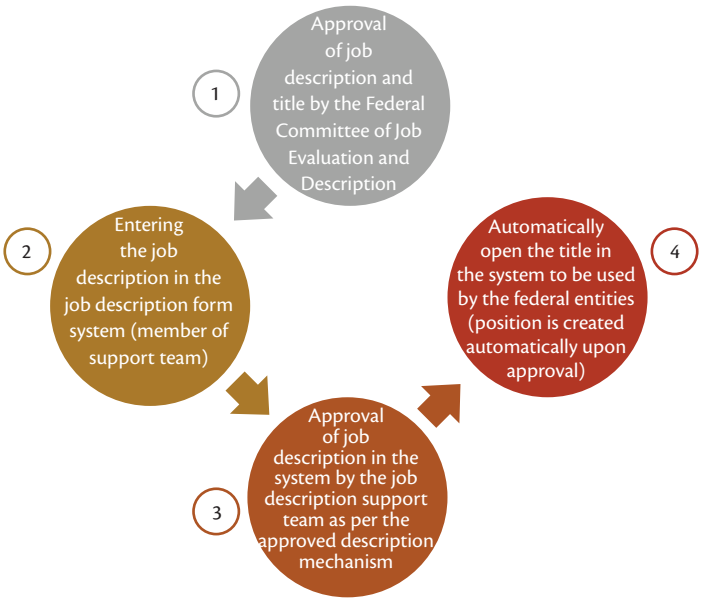
Job descriptions approval criteria

Job titles are approved if the following criteria are met:

- Decision to approve the entity's organizational structure by the Cabinet (departments and above);
- Decision to approve the organizational structure of sections or sub-sections by the Job evaluation and Description Committee;
- Match the main job description items received with the approved job evaluation and description frameworks:
  - Qualifications and experience structure;
  - Matrix of grades and paths approved by the Committee;
  - Structure of job categories and paths approved within the system of job evaluation and description.
- Take into account the recommendations of the Committee according to the outcomes of the previous meetings when reviewing the job descriptions.

The mechanism of job description approval

Job titles approved by the Federal Committee of Job Evaluation and Description (as proposed by the support team)

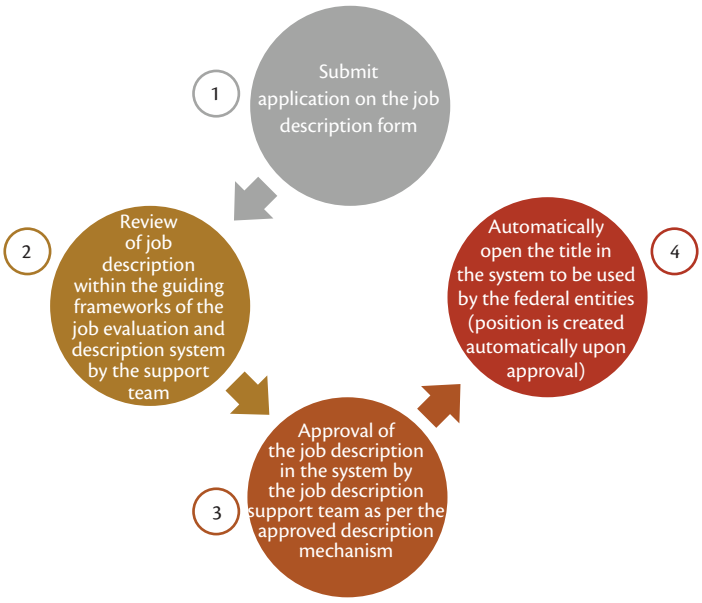


Time period required to approve the job title in the system

Job titles approved by the Federal Committee of Job Evaluation and Description (as proposed by the support team)

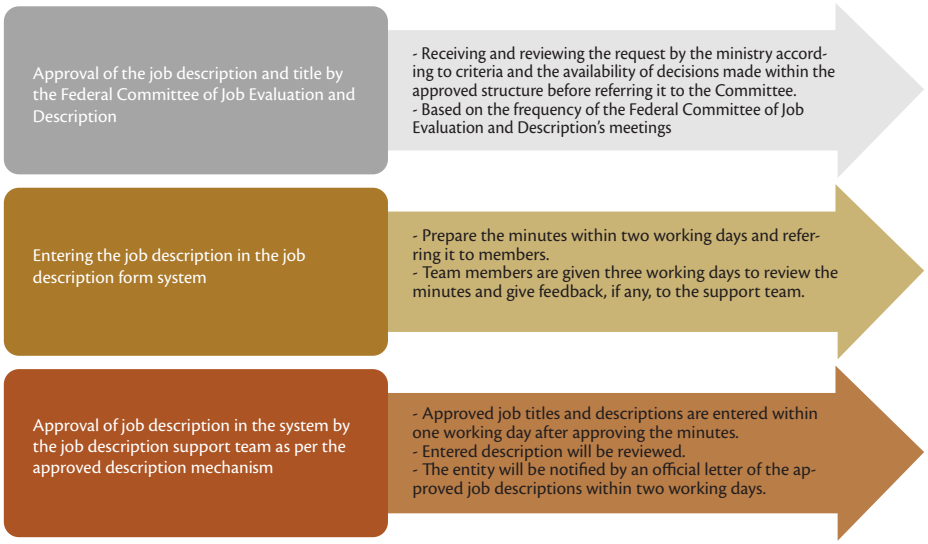
Approval of the job description and title by the Federal Committee of Job Evaluation and Description	Based on the frequency of the Federal Committee of Job Evaluation and Description's meetings
Entering the job description in the job description form system	- Prepare the minutes within two working days and referring it to members. - Team members are given three working days to review the minutes and give feedback, if any, to the support team.
Approval of job description in the system by the job description support team as per the approved description mechanism	- Approved job titles and descriptions are entered within one working day after approving the minutes. - Entered description will be reviewed. - The entity will be notified by an official letter of the approved job descriptions within two working days.

Job titles approval for ministries

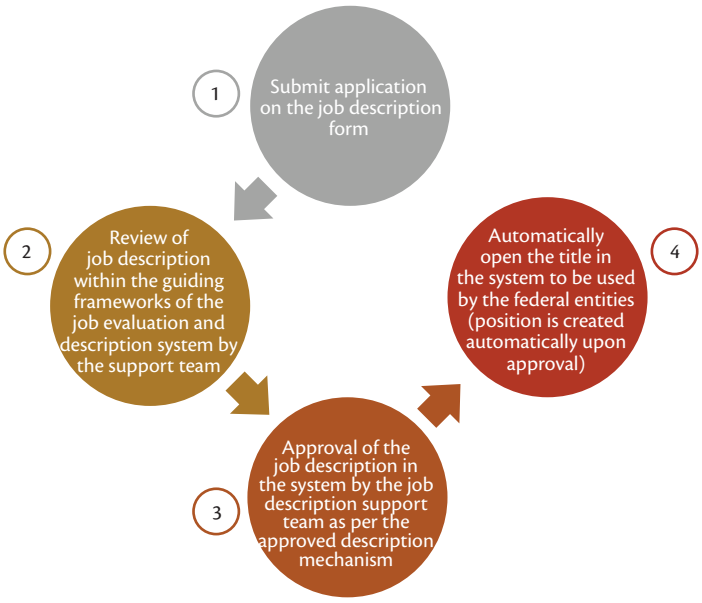


Time period required to approve the job title in the system

Job titles approved for ministries

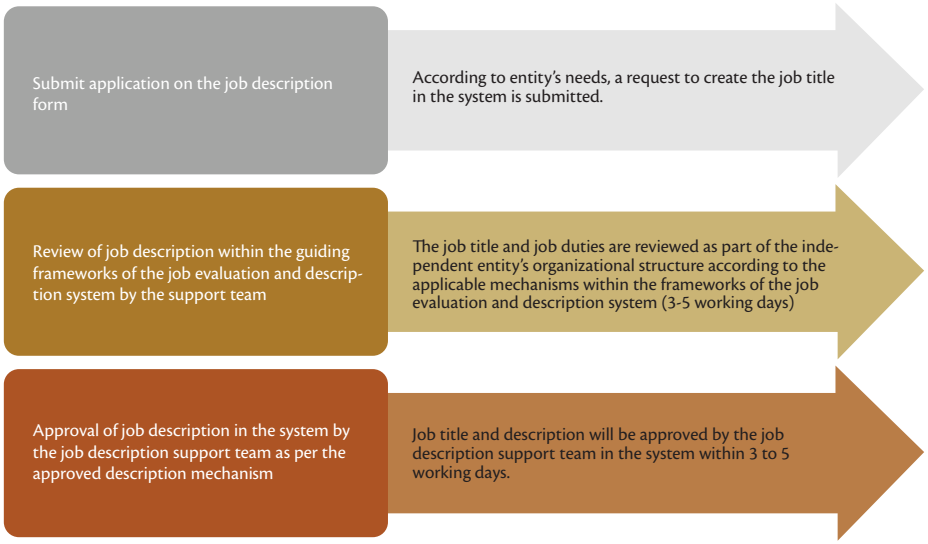


Job titles approval for independent entities



Time period required to approve the job title in the system

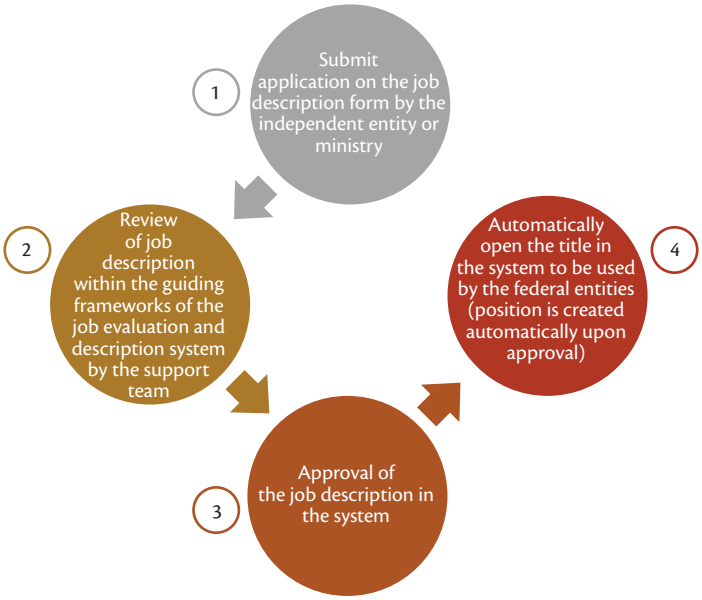
Job titles for independent entities



In case of title usable by ministries and other federal entities, the proposal will be referred for the Committee's approval after review.

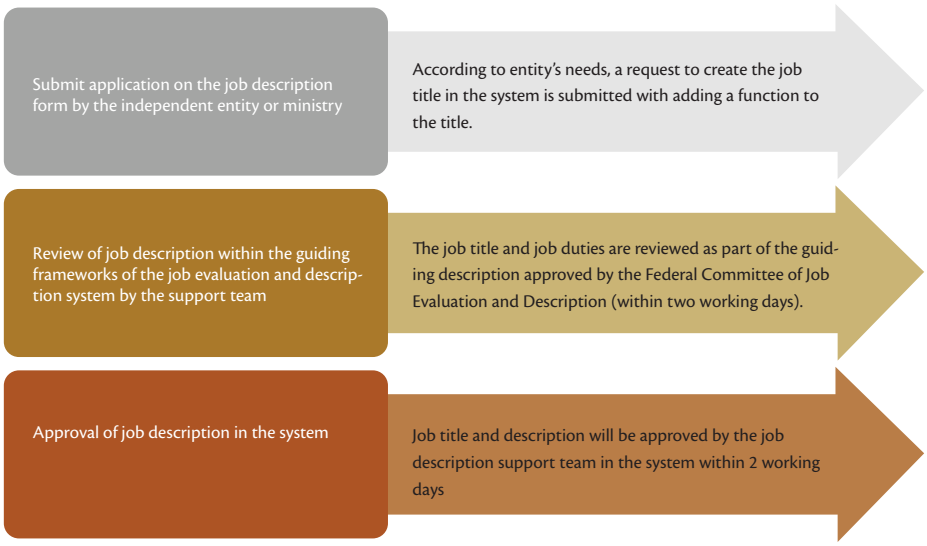
- Jobs at independent entities will be aligned as per the Committee's approval.

Approved job titles within the guiding framework of common descriptions among entities



Time period required to approve the job title in the system

Job titles within the guiding framework of common descriptions among entities /Chart/



Example of guiding descriptions:

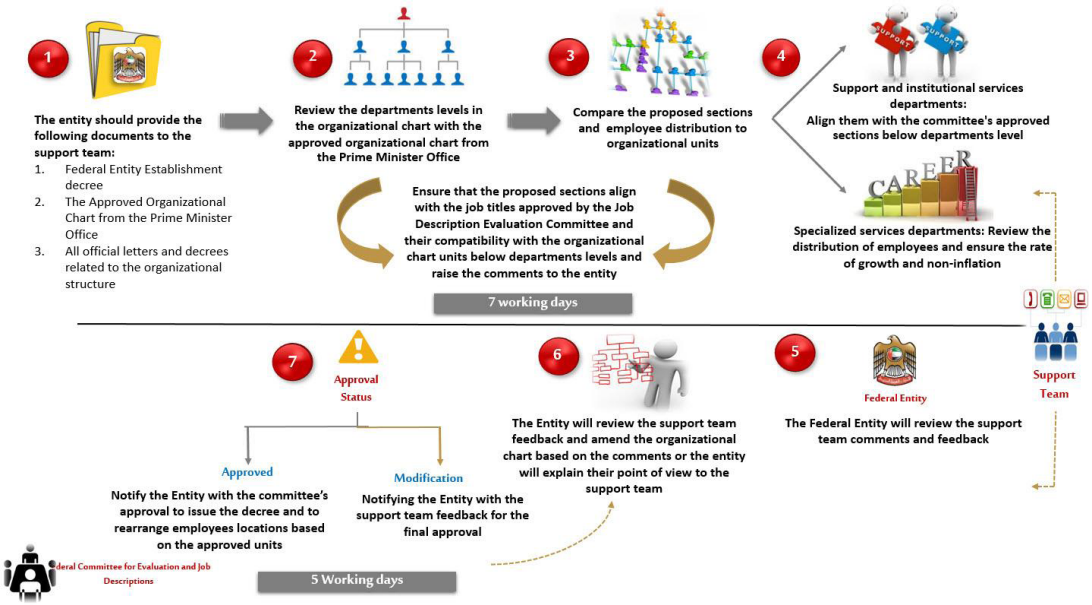
- Consultants and experts
- Researcher
- Specialists
- Analyst

Documents required for the request of organizational structures review and approval service:

The entity wishing to review and approve the organizational structure of the sub-department level must provide the following documents:

- Provide the decision under which the entity is established the entity when requesting the review of the organizational structure of the entity. The decision should contain the terms of reference of the entity, making the support team aware of the nature of the functions of undertaken by the entity and its terms of reference in terms of strategic approaches, and supporting the jobs approval decision by the entity.
- Provide the organizational structure approved for the entity by a decision rendered by the Cabinet in addition to the ministerial decision on the approval of sections and their mandate and decisions related to the organizational structure.
- Provide the entity's proposed organizational structure along with the mandate thereof and the distribution of staff to organizational units.

Mechanism for requesting organizational structures review and approval



The organizational structures received from the federal entities are reviewed by the support team for the application of the job evaluation and description and technical audit system of the federal government to the sub-department level before being submitted for accreditation to the Federal Commission for Job Evaluation and Description in the Federal Government.

Service Level Objectives

The objectives of the level of services mentioned in this agreement are detailed in the following table:

Service level	Description	Target
Support and service request	Percentage of response to requests within the period specified under the SLA through available application systems	80%

Performance will be measured based on the service levels specified in this agreement and will be presented according to an annual report prepared in cooperation with the concerned departments.

Requesting support (reporting a problem or requesting service)

- All support requests sent through the BMC Remedy portal or the email will received by users approved only by the ministries and federal entities.
- The system automatically generates a number for each support request to facilitate the handling of each individual request. The support applicant is then advised of this number to follow up the status of the submitted support requests.
- Support personnel shall review requests through the BMC Remedy system.
- An email is automatically sent to the customer to notify him/her of the registration or in case of any change in the status of the submitted service request according to the notification and alerts mechanism in the BMC Remedy system.
- Depending on the type of request, service personnel shall sort requests and redirect them to those in charge whenever necessary.

In most cases, the user of the system considers that the request for support provided by him/her calls for the highest priority, but priority is taken objectively by the job evaluation and description support team.

Impact of support requests: There would be some impacts related to the execution of some HR procedures in relation to the provision of some services, such as appointment, promotion, placement, etc...

Diagnosis and problem solving

The completion of requests is monitored and reviewed periodically by the work team at FAHR as follows:

Importance	Time required to address the request
High	Three – five working days
Low	Five– seven working days

NB: The time period is calculated after all the documents and data are provided and the standards of the approved systems are met.

Request escalation policy

The success of the Service Level Agreements depends mainly on the ability to measure performance in a comprehensive and accurate way so that credible and reliable information can be provided to the customers. Therefore, to ensure that all requests are addressed at maximum speed from the service user's perspective and to ensure a high level of customer satisfaction and to reduce the number of unresolved support requests, 3 levels of escalation are put in place in case the time required to complete the service request exceeds what is agreed upon beforehand. The three levels of escalation are as follows:

1 **First level of escalation:** The role of the Head of the HR Planning Section is to coordinate / follow up the pace of work as support requests are sent to the support executives or personnel to provide necessary support and in the event of negligence by the work team and evidence of such carelessness is substantiated, the Head of the HR Planning Section shall take the necessary measures to consider the status of the intended support request and do whatever necessary to regain the trust of the support applicant. If the person in charge is not available at the first level of escalation for any reason, the matter will then be escalated to the second level.

2 **Second level of escalation:** Here comes the role of the Director of HR Planning Department as he/she is the second person in charge under the HR Planning Department structure who receives the escalated matter from the previous level. Responsibilities in this level include communication with the support team at all levels to find out the causes of escalation and how to overcome them and complete the request.

3 **Third level of escalation:** Escalation to this level is only made in very limited cases. It requires cooperation from all parties, namely the ministries, federal entities and FAHR, in which case FAHR's DG steps in after notifying the Executive Director of the Programs and HR Planning to refer the issue to the concerned authority at the federal entity.

The following table gives more information on escalation levels:

Escalation Level	Contact info	Percentage of escalation occurrence
Service email	je-support@fahr.gov.ae	100%
Director of HR Planning Department (Luluah Al Marzooqi)	lalmarzooqi@fahr.gov.ae	75%
Head of HR Planning Section (Iman Malik)	faljasmi@fahr.gov.ae	50%

Contact info:

HR Planning Section – Federal Authority for Government Human Resources

** Support Coordinator: Job evaluation and description support team

** Direct support line: 042319000

** Email: je-support@fahr.gov.ae

** The Job evaluation and description support team at FAHR operates 7 hours a day and 5 days a week. For unresolved issues during working hours which come to the support service office's email after working hours, during weekends or official holidays, they shall be dealt with on the first working day after the holiday.

Person approved by FAHR	
Name	Luluah Al Marzooqi
Title	Director of HR Planning Department
Direct phone number	042319111
Email	lalmarzooqi@fahr.gov.ae

Enclosure No. (1)

الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

Job Description Review Request Service Card

United Arab Emirates

Main Service	Job evaluation and description
Secondary Service	Job description review request
Type of Service	Procedural
Type of transaction	Quick
Package	N/A
Service is linked to other services	
Organizational structures review and approval request	
Average time to service completion	
7 working days	
Service restrictions	N/A
Service fees	Service is free of charge

Service provision timing
24 hours 7:30 – 14:30 through call center
Target client group
HR Departments at federal government entities

Service Description
Job description review as per the approved grades and qualifications system
Requirements for providing the service
An email incldluding: 1- Grade, job title, job description 2- Qualifications and years of experience

Channels of service provision:	Email BMC Remedy

Service provision procedures
Apply for the service through available channels
Review titles as per approved criteria
Refer to the job evaluation and description committee for approval.
Notify the entity for approval or rejection through official letter.

Performance Indicator	Target	Measurement frequency	Measurement responsibility
Percentage of jobs whose evaluations and descriptions are completed as per the target	100% for the fourth quarter	Annual	HR Planning Department
Average time spent to complete the job evaluation and description transaction. Jobs received from federal entities.	Baseline	Measurement in 2018	HR Planning Department
Percentage of job evaluation and description transactions received completed within deadline	Baseline	Measurement in 2018	HR Planning Department

الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

Organizational Structures Review and Approval Request Service Card

United Arab Emirates

Main Service	Organizational Structures Review and Approval
Secondary Service	Organizational Structures Review and Approval request
Type of Service	Procedural
Type of transaction	Quick
Package	N/A
Service is linked to other services	
Request of job description review	
Average time to service completion	
5 working days	
Service restrictions	N/A
Service fees	Service is free of charge

Service provision timing
24 hours 7:30 – 14:30 through call center
Target client group
HR Departments at federal government entities

Service Description
Review and approval of sub-department (sections) organizational structures by the Federal Committee for Job Evaluation and Description
Requirements for providing the service
Official letter/ email including the following: 1- Old structure and proposed structure 2- Duties of sections 3- Distribution of employees to organizational units

Channels of service provision:	Email Official letter BMC Remedy

Service provision procedures
Receiving review request from the entity
Ensure that all documents are provided
Request meeting with the structuring team
Submitting comments and referring them to the entity
Meeting with the entity and reviewing response to the technical team feedback (if needed)
Refer the final copy to the Federal Committee of Job Evaluation and Description
Provide Committee's recommendations to the entity and refer the final structure after Committee's approval

Performance Indicator	Target	Measurement frequency	Measurement responsibility
Percentage of jobs whose evaluations and descriptions are completed as per the target	100% for the fourth quarter	Annual	HR Planning Department
Average time spent to complete the job evaluation and description transaction. Jobs received from federal entities.	Baseline	Measurement in 2018	HR Planning Department
Percentage of job evaluation and description transactions received completed within deadline	Baseline	Measurement in 2018	HR Planning Department

Government Communication Department Services

Services and responsibilities

No.	Main service name	Secondary service
14	Dissemination of HR knowledge	HR monthly magazine subscription request
		HR Echo Magazine subscription request
		HR Club subscription request

Stages and mechanisms to get the service

No.	Stage	Mechanism
1	Submit an electronic subscription application in one of the three services through the website of FAHR	The customer must submit a subscription application in one of the Department's services through www.fahr.gov.ae. The process is simplified and does not require more than entering the customer's email in case of applying for the HR Magazine and HR Echo Magazine. To subscribe in the HR Club, it is required to enter some personal data such as: (name, work address, phone, job title, degree, specialization, state and city, age, gender…)
2	Reception of the government communication team. Submit subscription application via email, including customer's email and details.	In the case of an electronic application, the government communication team shall receive a notice stating this immediately.
3	The government contact team will add the email and customer details to the database of service users	After receiving the subscription application, the email and the data attached according to the service will be added to the list of service beneficiaries within 3 business days
4	The customer will be contacted and provided with the service when available, whether it is a magazine or invitation to attend the HR Club Forum.	On the date of activating or sending an online service, the service will be automatically sent to the customer. HR Echo Magazine is sent every 6 months twice a year, according to publication frequency, and the HR Magazine 12 times a year once a month, while the HR Club is held once every two months.

Target entities

The Government Communications Department provides services to federal, local government and private sector employees in the UAE, and to those who are interested in the Department's publications from all sectors of business inside and outside the country. Its magazines are sent electronically to all those interested.

Service level objectives

The objectives of the level of services mentioned in this agreement are detailed in the following table:

Service level	Description	Target
Support and service request	Percentage of adding the applications of subscription in the Department's services to customer lists within deadline and based on the SLA through available application systems.	95%

Performance will be measured based on the service levels specified in this agreement and will be presented according to an annual report prepared in cooperation with the concerned departments.

Diagnosis and problem solving

The completion of requests is monitored and reviewed periodically by the work team at FAHR as follows:

Importance	Time required to address the request
Each application is processed separately	Within 3 working days

Request escalation policy

The success of the Service Level Agreements depends mainly on the ability to measure performance in a comprehensive and accurate way. Therefore, to ensure that all requests are addressed at maximum speed from the service user's perspective and to ensure a high level of customer satisfaction, two levels of escalation are put in place in case the time required to complete the service request is exceeded, as follows:

1 **First level of escalation:** The role of the Deputy Director of Government Communications is to coordinate / follow up the pace of work as support requests are sent to the support executives or personnel to provide necessary support and in the event of negligence by the work team and evidence of such carelessness is substantiated, the Head of the Section concerned shall take the necessary measures to consider the status of the intended support request and do whatever necessary to regain the trust of the support applicant. If the person in charge is not available at the first level of escalation for any reason, the matter will then be escalated to the second level.

2 **Second level of escalation:** Escalation to this level is only made in very limited cases. It requires cooperation from all parties, namely the ministries, federal entities and FAHR, in which case the Director of Government Communication steps to refer the issue to the concerned authority at the federal entity.

The following table gives more information on escalation levels:

Escalation Level	Contact info	Percentage of escalation occurrence
FAHR's website	www.fahr.gov.ae	100%
Email address of the Government Communication Department	gov-com@fahr.gov.ae	40%
Email address of Government Communication Department Director	malmarzooqi@fahr.gov.ae	20%

Contact info:

Government Communication Department – Federal Authority for Government Human Resources

** Media specialist

Mohamed Abu Bakr

ae.gov.fahr@mabubakr

04-2319078

** The Government Communication Department Support Service Team at FAHR operates 7 hours a day and 5 days a week. For unresolved issues during working hours which come to the support service office's email after working hours, during weekends or official holidays, they shall be dealt with on the first working day after the holiday.

Person approved by FAHR	
Name	Mahmood Al Marzooqi
Title	Director of Government Communication Department
Direct phone number	+97142319080
Email	malmarzooqi@fahr.gov.ae

Services and responsibilities

No.	Main service name	Secondary service
14	Imtiyazat Service	Imtiyazat Program subscription request

Stages and mechanisms to get the service

No.	Stage	Mechanism
1	Download Imtiyazat app from one of the stores to avail the service	For employees wishing to benefit from Imtiyazat Program and receive special discounts from the program partners, they should: • Download the Imtiyazat Smart App through Google Play & App Store • Enter the official email address of the employee (work email) • The employee receives the 6-digit activation code of the application via email. • The employee then activates the application by entering the activation code received.
2	Availing offers made by Imtiyazat partners	Any employee can review the offers made under Imtiyazat Program and avail the discounts through the smart app.

Stages and mechanisms to get the service – request to join Imtiyazat Program as a service provider

No.	Stage	Mechanism
1	Applying to join the program as a service provider on FAHR's website	The company wishing to join «Imtiyazat» Program must submit an application to join the program through the website www.fahr.gov.ae. The process is simplified and only requires entry of some of the company's data such as: (company name and contact info, and a presentation about the offer you wish to provide to federal government employees).
2	The Government Communication Team receives the application	In the case of an electronic application, the Government Communication Team shall receive a notice stating this immediately.
3	The application is forwarded to the company managing the program within two working days	The Government Communication Team examines the request carefully and decides whether to formally reject it and apologize to the company or forward the request to the company that manages the program for consultation and getting details of the offer to be made through Imtiyazat to federal government employees.
4	The representatives of the company managing the program will contact the applicant within 10 working days	List the company in Imtiyazat smart app so that federal government employees can have access to their offers.

Target entities

The Government Communication Department provides these services to all federal government employees and companies wishing to join the federal government employee discount program.

Service level objectives

The objectives of the level of services mentioned in this agreement are detailed in the following table:

Service level	Description	Target
Support and service request	Percentage of federal employees' success in activating Imtiyazat app.	95%
Support and service request	Percentage of forwarding Imtiyazat joining applications to the company managing the program.	95%

Performance will be measured based on the service levels specified in this agreement and will be presented according to an annual report prepared in cooperation with the concerned departments.

Diagnosis and problem solving

The completion of requests is monitored and reviewed periodically by the work team at FAHR as follows:

Importance	Time required to put Imtiyazat Program in practice
Each application is processed separately	Within 2 working days

Importance	Time required to forward Imtiyazat joining application
Each application is processed separately	Within 2 working days

Request escalation policy

The success of the Service Level Agreements depends mainly on the ability to measure performance in a comprehensive and accurate way. Therefore, to ensure that all requests are addressed at maximum speed from the service user's perspective and to ensure a high level of customer satisfaction, one level of escalation was put in place for each service separately in case the customer faces a problem in availing one of the two services:

1 Federal employee application to join Imtiyazat through the smart app:

Level of escalation: If the employee faces any problem in activating Imtiyazat smart app, he/she will send an email to the program team who will in turn forward it to the specialized technical team who will then get in touch with the employee to get the problem solved.

2 Application to join Imtiyazat as a service provider

First level of escalation: In case the service providers face any issue while joining the program, they will send an email to the program team who will in turn forward it to the specialized technical team who will then get in touch with the service providers to get the problem solved.

Second level of escalation: In case the service providers' issue is not solved and they like to escalate the matter, they should get in touch with the Director of Government Communication at FAHR.

The following table gives more information on escalation levels:

Escalation Level	Contact info	Percentage of escalation occurrence
Imtiyazt email	imtiyazat@fahr.gov.ae	80%
Email address of Government Communication Department Director	malmarzooqi@fahr.gov.ae	20%

Contact info:

Government Communication Department – Federal Authority for Government Human Resources

** Hannan bin Nesaif

hbinnesaif@fahr.gov.ae

04-2319155

** The Government Communication Department Support Service Team at FAHR operates 7 hours a day and 5 days a week. For unresolved issues during working hours which come to the support service office's email after working hours, during weekends or official holidays, they shall be dealt with on the first working day after the holiday.

Person approved by FAHR	
Name	Mahmoud Al Marzooqi
Title	Director of Government Communication Department
Direct phone number	+97142319080
Email	malmarzooqi@fahr.gov.ae

www.fahr.gov.ae