Key Achievements of the Human Resources Strategic Plan in the Federal Government 2011 - 2018
Key Achievements in Strategic Cycle
2011-2017

- Management services and innovation culture at FAHR
- HR legislations and regulations
- Research and Studies
- HR Manuals
- Foster principles of organizational culture and create motivating work environment
- HR electronic systems (Bayanati Platform)
Human Resources legislation and regulations
That have been launched in the federal government

Human resources Law
- Issued in 2008
- First amendment 2011
- Second amendment 2016

Executive Regulation of the law
- Issued in 2010
- First amendment 2012
- Second amendment 2018
Human Resources legislation and regulations
That have been launched in the federal government

Performance management system
- System automation: 2012-2013
- System launch: 2015
- Launching Maaref Initiative: 2013
- System automation: 2014
- Launching training program bank: 2016
- Updating the system – second version: 2016
- Launching Specialized Certificates Calendar: 2016
- Listing 316 occupational and specialized programs as per occupational and specialized competencies: 2017
- Launching system improvements – third version: 2017

Training and development system
- System launch: 2012

Rewards and incentives system
- System launch: 2015
- Launching incentives and rewards electronic system: 2018
Human Resources legislation and regulations
That have been launched in the federal government

- Strategic Workforce Planning System
  - Launched 2014
  - System automation 2015
  - Linking budget system (Hyperion) 2018
  - Issuing the Strategic Workforce Planning guideline including latest updates 2018

- Code of ethics and professional Conduct document
  - Launched 2012
  - Code automation 2013

- Job description and evaluation policy
  - System approved 2013
  - Launching Job description and evaluation Manual 2014
  - Launching the e-system for job description 2016
  - Achieving 100% of job assessment and description in the federal government 2017
  - Develop a mechanism for reviewing and approving organizational structures in the system for the federal government 2017
Researches and studies

- Preparatory studies for annual meetings held for the UAE Government
  - A comparative study of Human Resources Legislation in the UAE Government
  - A comparative study of Human Resources E-systems in the UAE Government
  - A mechanism for measuring the maturity of Human Resources Practices (HRMI)
- A study to develop continuous learning strategy
- A study on the matrix of the proper application of Human Resources Legislation and regulations in the federal government
- A study on productivity and efficiency in the federal government
- Studies on Provident Fund scheme
- A study on updating of grades & salary scale in the federal
- A study on the higher education’s allowances for federal government employees
- A study on criteria of organizational structures efficiency
- Studies on the mechanism of granting a housing allowance in the federal government
- Mechanism for measurement of productivity according to the federal entities’ strategic plan outcome
- A study on the impact of technological developments on public posts and the advanced skills required from educational institutions in the public sector.
- A study on teleworking
- A study on criteria of determining staff grades for leadership positions in federal entities
- A study on the amendment of job performance system and the overall framework of behavioral competencies in the federal government
- A study on the workforce competence in the federal government
- A study on human resources regulations for academic cadres in the government universities
- The overall workforce management framework in the federal government
Researches and studies

- Studies on Balanced Score Cards in the federal government
- Studies on Emiratization in the federal government
- Studies on Military retirees
- Periodic studies on application of Human Resources Legislation and regulations
- Studies pertaining to amending the articles of the Law or the Regulations
- A study on modifying the contracts of experts and consultants
- Comparative studies on salary scale schedule in the federal government
- Studies pertaining to gender balance in the federal government
- A study on statistics and data of federal government employees for modifying the statistical system
- A study on regularization /changing the status of staff obtaining education degrees after recruitment
- A study on employees welfare of the federal government
- A comparative study on data of government graduates and Emirati job seekers
- A study on benchmarking HR indicators
- A study on succession planning in the federal government
- Analytical studies on analyzing HR indicators based on results of the happiness & positivity study in the federal government
- A study on modifying the contracts of experts and consultants
- A study concerning Payroll and studies on specialized cadres (including medical & educational staff)
- A study on the amendment of higher ceiling of the private contract
- A study on possibility to allow accompanying the spouse in official missions abroad
- A study on staff holders of university qualifications in the federal government
- A study on granting children’s schooling allowances for Emirati employees in the federal government
- A study on demographics of future workforce in the federal government (generations study)
- A study on shifting to the future government
- A study on people of determination (special needs) in the federal government
- A study on statistics and data of federal government employees for modifying the statistical system
- A study on regularizing /changing the status of staff obtaining education degrees after recruitment
- A study on employees welfare of the federal government
- A comparative study on data of government graduates and Emirati job seekers
- A study on benchmarking HR indicators
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Human Resources Guidelines

HR Enablers Indicators (BSC)
- Approval and management of HR enablers in the federal government in coordination and cooperation with the PMO
- Review and issue the HR enabler matrix
- Developing the HR Indicators Board (Dashboard)

Guide on development of performance of HR departments
- Applied. Including HRBSC
- Prepare annual report on HR indicators results in the federal government
- Automating the HRBSC in Bayanati smart system (BI)
- Updating Balanced Scorecards based on outcomes of HR procedures & practices development matrix

HR Policies and Procedures guide
- Launched

Behavioral competency guides
- Launched

Specialized competency Framework
- Launch the manual, including 99 technical competencies related to 20 job families
- Projecting specialized competencies in the training and development E-system

Key Achievements of the Human Resources Strategic Plan in the Federal Government 2011 - 2018
Human Resources Guidelines

- Federal Government Skills Bank
- Employee Attraction & Retention Guide
- Employees’ wellbeing in the federal government
- Guidelines for Health and Safety in Workplace in the Federal Government

- Launching the manual: 2017
- Launching the manual: 2018
- Launching the manual: 2018
- Launching the manual: 2015

- Customization: 2018
- Specialized certificates for health and safety employees in the federal government: 2015-2016
- Adopting the manual as a functional guide in occupational health and safety definitions by the National Disaster and Crisis Authority: 2018
Human Resources Guidelines
Disseminating the principles of institutional culture and creating a motivational working environment

**UAE Human Resources Award**
- Launching the 2nd cycle: 2015
- Updating award categories and criteria: 2016
- Launching the 3rd cycle: 2016
- Launching the 4th cycle: 2017
- Launching the 5th cycle: 2018
- Development of the Award’s standards based on the concept of human resources practices maturity in the federal government (HRMI): 2018

**Maaref (Preferred training partners)**
- Launched 2013
- 16 approved training partners according to specific criteria: 2015
- Launching the special program for federal government employees (316 professional training programs): 2016
- Launching the first stage of the e-learning portal: 2017
- Launching the Project Management professional: 2017
- Maaref Partners Forums: 2018

**Qudurat (preferred assessment partners in the federal government)**
- Launched: 2015
- Partnership agreements with 12 specialized companies: 2016
- Launching the e-portal of Qudurat: 2017

**Imtiyazat Program (discounts for Federal Government Employees)**
- Launched: 2013
- 150 offers as part of the program: 2016
- Entering into partnership with third parties to develop Imtiyazat initiative: 2016
- Launch Imtiyazat smart app: 2017
- Launching the second edition of the new smart application: 2018

**Key Achievements of the Human Resources Strategic Plan in the Federal Government 2011 - 2018**

**Achievements of 2018**
Disseminating the principles of institutional culture and creating a motivational working environment

**International HR Conference**
- Launched under the auspices of H.H. Crown Prince of Dubai
- It is the biggest and most specialized HR event in the region
- Annual participation of more than 500 persons
- International and specialized HR speakers
- 8 conferences were held until 2018

**HR Club**
- Launched 2010
- Annual sponsorship to cover club’s expenses.
- More than 12,000 members in the club and more than 6,000 attendees
- Holding sessions by the Club in the local governments
- 20 conferences were held until 2018

**HR Echo Magazine, specialized HR magazine**
- Launched 2014-2018
- Concluding agreements with partners such as SHRM, CIPD, AHRI, BCG, and Colorado University.
- More than 12,000 members
- Number of versions (8)

**Online forum of HR experts**
- Created 2015
- Creating online HR forum.
- More than 2757 HR specialized members
- Launching Skills Bank in partnership with LinkedIn
- More than 40 subjects for discussion as part of the forum
- An increase in the percentage of the forum’s members by 20%, more than 3000

Key Achievements of the Human Resources Strategic Plan in the Federal Government 2011 - 2018
Developing and applying the Emiratization Program in the federal government

- Launching Masar program to support secondary school graduates (2011)
- Adopt the Emiratization and replacement plan according to the approved Emiratization mechanism (fast track, medium term, long term) (2014)
- Continuous studies on Emiratization targeted jobs and the application of the Emiratization plan (2014)
- Study on the labor market and graduates (2016)
- The number of students that joined the federal government under Masar program is 69 (2016)

Sheikh Mansour Bin Zayed Award for Best Scientific Research in the Field of Human Resources

- First edition (2017-2018)

Employees’ wellbeing for FAHR

- Health initiatives
- Community initiatives
- Occupational safety initiatives
- Green environment initiatives
- Opening a nursery serving several federal entities (2017)
- Implementing the Year of Giving plan (2018)
Management of Government HR information system “Bayanati”

- Strategic workforce planning
- Smart reports and statistics
- Payroll system
- Job description system
- Technical support
- E-approvers
- E-approvals
- E-training system
- E-Performance management
- Human Resources Procedures “Self-Service”
- Key Human Resources Operations
- Attendance and leave system
- E-recruitment
Management of Government HR information system “Bayanati”

Planning:
Assistance in the planning and management of human and financial resources

Data:
Provide a unified and integrated database for all federal government employees to support decision makers and overcome obstacles facing human resource development and policy development

Statistics:
Provide accurate and timely statistics that reflect the realities of the federal government

The system aims at providing and managing an electronic and smart platform to the federal authorities of Emirati government as it contains many services, procedures and systems of human resources in accordance with the recent concepts, coping with both the vision of wise leadership and accelerated development of federal government’s business.
Online HR systems (Bayanati Platform)

Bayanati Systems

HR procedure system (Core HR)
- Launched: 2012
- Automation of all HR procedures
- Continuous
- Upgrading the system to Oracle 12.22 version: 2018
- Improve the level of services in HR departments by enabling them to apply best international practices

Payroll System
- Launched in coordination with the Ministry of Finance: 2012
- Application of financial procedures, including salaries and bonuses through the system
- Develop a mechanism of control over elements of salaries
- The system is activated for federal entities: 2016
- Upgrading the system to Oracle 12.22 version: 2018

Self-Services
- Launched: 2013
- More than 2,800,000 transactions (including all systems) on self service: 2018
- Upgrading the system to Oracle 12.22 version: 2018

FAHR’s smart app
- Launching update for the application: 2016
- Transactions exceeded 100,000: 2018
- Launching third version: 2018

FAHR’s smart app serves 57 entities and provides 26 services for government employees
Online HR systems (Bayanati Platform)

Bayanati Systems

Electronic performance management system
- Launched 2012
- Linking the strategic plan with the system 2017
- Automation of mechanism and interaction of the performance management system in all phases 2017
- Upgrading the system and modifying behavioral & technical skills 2018

Performance management system for educational staff
- Launched 2016
- The evaluation system was modified to match the performance plans of the teaching staff and a linking it with the Student System (SIS) 2017

Smart Objectives Bank
- Launched 2015
- Automatic appearance of support function objectives 2016
- Include strategic and operational plans within the objectives 2017
- Smart objectives in the Bank reached 2,232 2017

Online training and development system (OLM)
- Launched 2014
- Training Programs Bank was launched 2017
  It includes 725 courses/workshops distributed to 20 job families
- Launching the first phase of the e-learning portal 2017
- More than 435,000 registrations in training courses 2018
Online HR systems (Bayanati Platform)

**Bayanati Systems**

- **Electronic System for Strategic Workforce Planning**
  - Launched in 2015
  - Improved human resources planning and capacity-building
  - Determining the gap between labor supply and demand

- **Electronic job description and evaluation system**
  - Automated the procedures related to the job description requests submitted by government entities to FAHR in order to ensure rapid response and documentation of approvals and accreditation
  - Launched in 2016

- **Electronic recruitment system (i-recruitment)**
  - Launched to provide an electronic platform to advertise vacancies and complete the recruitment process
  - More than 90,000 CVs have been submitted
  - Launched in 2015 and 2018

- **Linking the time and attendance system**
  - It aims to link the database in Bayanati system to the time and attendance system database for easy implementation of official working hours compliance policies
  - Launching bilateral connectivity with federal entities
  - 2018
Launched
Connecting with third party systems ensures the distribution of data between different parties in a secure and protected manner.

Development is expected to be completed.

Connectivity is completed with federal entities and local governments.

Enterprise service Bus

Organizational Structures System

Business intelligence system (BI)

Unified database and the statistics system (Discoverer)

Online HR systems (Bayanati Platform)

Bayanati Systems

Launched
2014
Includes data of 98 thousand employees
Continuous
The statistical bulletin is published quarterly

Launched
2015
Connecting with third party systems ensures the distribution of data between different parties in a secure and protected manner.

Launched
2017
Connectivity is activated with federal entities

Launched
2017
Balanced Scorecards reports & enhancing functional competences specialized reports were automated

Launched
2017
Smart reporting dashboard for all federal and local entities

Launched
2018
Smart reporting dashboard for all federal and local entities

Launched
2018
Balanced Scorecards reports & enhancing functional competences specialized reports were automated

Launched
2018

Achievements of 2018

Key Achievements of the Human Resources Strategic Plan in the Federal Government 2011 - 2018
Organize the process of recording and managing the resolution of support requests in accordance with SLA.

- **Service Desk System**: Launched in 2014. Automatic or directed distribution of calls in 2012. Applied at all federal entities operating Bayanati.
- **Call Center**: More than 20,000 calls are accepted on an annual basis in 2018.
- **Notification system (Emails and SMS)**: New look was launched in 2015. More than 32 million notifications until 2018.
- **Bayanati website**: New look was launched in 2015. Updating the user manual for the systems in Bayanati website in 2018.
Online HR systems (Bayanati Platform)

**Bayanati Systems**

- **User management**
  - Launched: 2016
  - The process of creating users has become automated upon entry of new employees’ data and the appointment of the new employee. The main users of each entity can grant and deny powers to users at the entity as needed.
  - Total transactions reached 38,650
  - 2018

- **Policy automation system OPA (ask the legal expert)**
  - Launched: 2014
  - A system to provide legal services in a distinctive manner ensuring that the beneficiary has a quick access to legal response.
  - Linking it to self-service system
  - Developing and updating the system
  - Launching the new version of the system
  - 2016
  - 2017
  - 2018

- **Multi Business Group project**
  - Launched: 2015
  - Qualify the system to receive a larger number of cadres without any impact on the current settings (diplomatic staff, judicial staff, etc.).
  - 2018

- **Violations and Grievances E-System**
  - Launched: 2015
  - Accomplished (separating 35 federal entities with special cadres)
  - 2018

**Multi Business Group project**

- Updated system launched: 2016
- System was connected to Job promotion: 2018

Key Achievements of the Human Resources Strategic Plan in the Federal Government 2011 - 2018
Online HR systems (Bayanati Platform)

Bayanati Systems

- E-certification of To Whom It May Concern certificates
  - Obtain salary certificates online and on the spot
  - Launched 2016
- Electronic archiving of employees’ documents
  - Enables employees to access documents such as (passport copy, ID, etc)
  - launched 2016
- E-signature project
  - System launched 2017
- More than 213,000 transactions completed
  - System was activated for federal entities 2018

Key Achievements of the Human Resources Strategic Plan in the Federal Government 2011 - 2018
Thank You,,,