

FAHR wins Mohammed bin Rashid Government Excellence Award in two categories



480,000

human resources procedures
were carried out by federal
government employees through
Smart App. (FAHR)



18

events under the
FAHR Agenda of activities
in UAE Innovation Month
2022

 The Leading Federal Entity with less than 500 employee

 The Best Entity in Data & Knowledge Management

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The Federal Authority for Government Human Resources (FAHR) won Mohammed bin Rashid Government Excellence Award in two categories at the Federal Government level: Leading Federal Entity, with less than 500 employees; and the Best Entity in Data and Knowledge Management. Besides winning the aforementioned awards, the Authority was originally shortlisted for another two awards; namely, the Best Entity in the Quality of Life at Work, and the Best Entity in Partnership & Integration.



UAE EXCELLENCE AWARDS
MOHAMMED BIN RASHID GOVERNMENT EXCELLENCE PROGRAM



MOHAMMED BIN RASHID GOVERNMENT EXCELLENCE AWARDS
UAE EXCELLENCE AWARDS
MOHAMMED BIN RASHID GOVERNMENT EXCELLENCE PROGRAM



As for individual awards, the Authority employees Salwa Abdullah qualified won the Prime Minister's Medal for the Best Innovator, and Amna Darwish Al-Raisi, a medal in Customer Happiness category.

On this occasion, HE Laila Obaid Al Suwaidi, Acting Director-General of the Federal Authority for Government Human Resources, thanked the wise leadership, led by His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the State; His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai; and His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince

of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, for their trust in the Authority, and keenness to develop the national human resources at all levels interest in the human element, and its development and empowerment at all levels.

HE added: "These awards lay the foundation for the beginning of a new phase of hard work, innovation and leadership, to serve our homeland. I also congratulate the Authority employees for this great accomplishment, as the awards came as a result of their efforts and also to reflect the Authority's policy over years. We all have been

working in absolute harmony as one team. winning the awards, is a breakthrough in terms of culture change, excellence, motivation and productivity at the Federal Government level.

"This step has been taken to support the effective HR policies, legislation and systems in place, for the purpose of developing the HR capital and empowering talented people in the Federal Government."

She praised the cooperation of the ministries and federal entities, the Authority's strategic partners, and the employees who have been working

with determination, sincerity and team spirit, to improve the Authority's image as an outstanding organization, and urged them to put in more effort.

"This award, which bears the name of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, is of great importance as it promotes a culture of systematic work based on documentation," she said. "It meets the aspirations of the wise leadership of the UAE and its future visions for the next fifty years."



FAHR provides

14,400

legal consultations through 9 channels

The Federal Authority for Government Human Resources (FAHR), has announced that its legal advisory team responded during 2021, to 1850 legal advice requests received from ministries, federal entities and their employees, local and private entities and the public. Inquiries centered around HR policies, legislation and regulations applied at the Federal Government level.

In this regard, Hamad Buamim, Director of Policies and Legal Affairs Department at the Authority, explained that the legal advisory team continued during 2021 to efficiently provide timely legal advisory service to Federal Government employees and customers, thanks to modern technologies and sophisticated digital channels in place at the Authority to receive inquiries.

He said, "The legal team advisory dealt with 1,850 inquiries during 2021, of these 1,590 were received from ministries and federal entities, while the remaining were received from local governments, private sector and the public.

"88% of legal inquiries were received by the Authority through the Customer Happiness

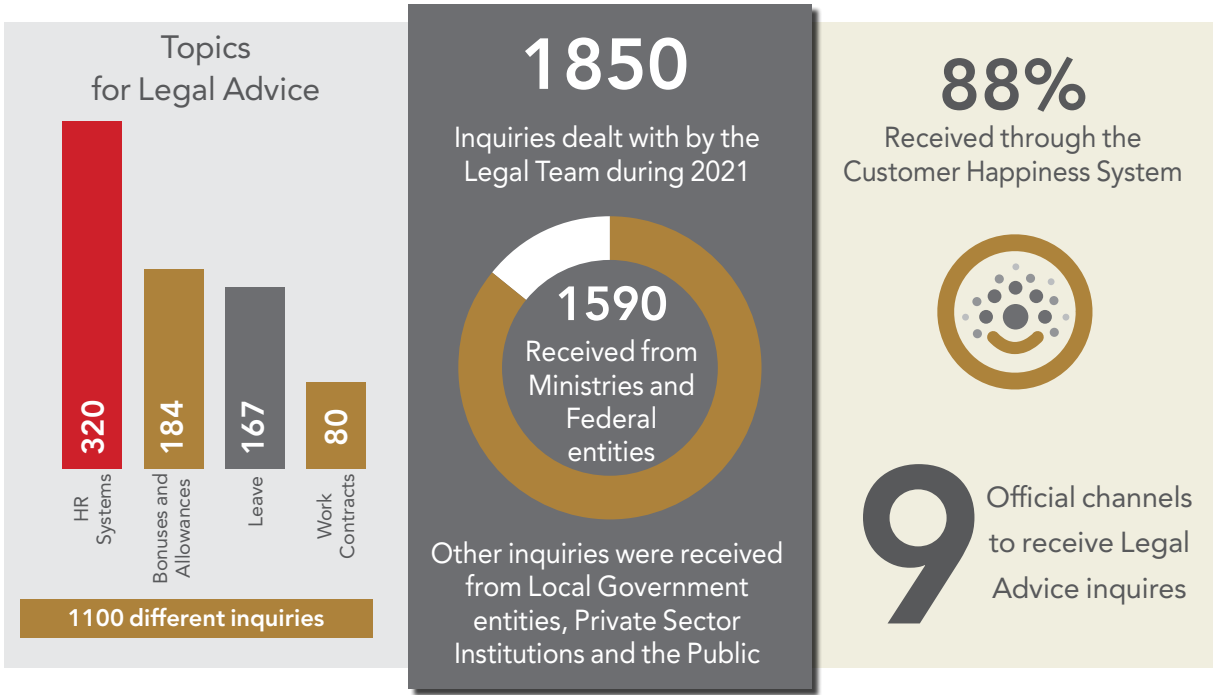


Hamad Buamim

System (CHS), launched in 2019, and includes 8 main services and 11 sub-services, serving all ministries, federal entities, private sector institutions and the public. CHS is an integrated electronic platform through which the Authority provides support to ministries and federal entities, with regard to operating and maintaining all electronic human resources systems under the umbrella of the Federal Governments HR Management Information System (Bayanati)."

The largest inquiries (320) submitted by the Authority's customers during the past year, according to Buamim, centered around HR systems and manuals, especially those launched by the Authority during COVID-19 pandemic with the aim of regulating government work

Legal Advice received by the Authority



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in ministries and federal agencies. Nearly 184 inquiries were on bonuses and allowances, while 167 related to leaves, and 80 to employment contracts."

Buamim indicated that the legal advisory team dealt with nearly 14,400 inquiries about human resources policies, legislation and systems applied at the Federal Government level, since its formation in 2010 until the end of 2021, explaining that the Authority seeks through the team to create a strong legal culture about applicable human resources legislation, policies and systems.

He stressed that the Authority has allocated 9 official channels to receive legal advice requests from its customers. These channels include the Customer Happiness System, the Authority's

website (www.fahr.gov.ae), legal advisory team's email: Legal@fahr.gov.ae, the Authority's Smart App. (FAHR), Human Resources Forums, unified call center 600525524, in addition to the Authority's various accounts on social networking sites such as "Twitter", "Instagram", "LinkedIn" and Facebook.

He said: "The Legal Advisory Team at the Authority studies inquiries received by the Authority on a daily basis regarding laws, legislation and human resources policies in the Federal Government, and the ministerial decisions, rules and regulations issued in this regard, and the team aims to unify legal opinions in all matters before the commission, and to document legal principles to unify and facilitate work procedures in the future."



18

events under the FAHR Agenda of activities in UAE Innovation Month 2022

The Federal Authority for Government Human Resources (FAHR), launched its agenda for the UAE Innovates 2022 Month, including 18 innovative activities and initiatives targeting employees of ministries and federal entities, as well as HR professionals, those interested in the field and innovators around the world.

The details of the agenda were announced during a virtual workshop held recently, with the participation of HE Laila Obaid Al Suwaidi, Acting Director General of the Authority, directors of sectors and departments, and the Authority employees in Abu Dhabi and Dubai.

HE Laila Al Suwaidi confirmed that the United Arab Emirates has become one of the world's leading countries in many sectors and fields within

a relatively short period, thanks to its interest in innovation, and care for innovators of various nationalities. She added that much efforts were made to create an attractive environment for innovators, to unleash their energies and exploit their talents, capabilities and knowledge to serve the State and humanity.

She said: "Innovation in the UAE has become a cornerstone of comprehensive sustainable

development, and an important pillar of the Union on which the state relies in enhancing its competitiveness and global leadership in various sectors. The Authority is moving forward in order to achieve the National Innovation Strategy, which was launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, UAE Prime Minister and Ruler of Dubai, in 2014, to make the UAE among the most innovative countries in the world.

"As the UAE leadership sees innovation as an asset in the future, the Authority aspires to establish a culture of innovation within the institutional work environment to become a norm and daily practice, by introducing strategic initiatives that serve innovation and highlight its concepts."

For her part, Meitha Kolthoum, Director of Strategy and Future Department, explained that during the UAE Innovates 2022 Month, the Authority focused on launching a set of government HR initiatives, and organized many events and training workshops, in cooperation with 10 partner organizations in the public and private sectors.

The Authority's activities during the UAE Innovates 2022 Month are aimed at raising the federal government employees' awareness about the importance of innovation as a workplace norm. The key events during the Innovation Month include Announcing the job interview platform initiative, using artificial intelligence technology, in Arabic "Forsa", to be launched by the Authority during 2022, in cooperation with SHL international company.

The agenda also included: holding a workshop to launch the HR officials development initiative in the federal government, and a brainstorming session for employees of ministries and federal entities to discuss ways to develop a code of ethics and professional conduct document for civil service in the Federal Government.

According to Meitha Kolthoum, The Authority will hold during the UAE innovates 2022 Month, a series of consultative sessions and virtual training workshops for federal government employees, in cooperation with its partner international organizations and companies specialized in human resources. these workshops include a design thinking workshop, and another workshop on the characteristics and advantages of the Authority's smart application (FAHR), as well as the most important services it provides. A consultative session will also be held on enhancing the employee's experience in the federal government, restricted to a number of human resources specialists in the public and private sectors.

The Authority's activities during the month of innovation extend to holding a virtual session for the Human Resources Club, which was launched by the Authority in 2010, to act as a strategic platform to reflect the most prominent issues and developments related to government work, human resource development, and support services. The session be held under the title "Adapting to Change in the Work Environment."

The authority will also hold a training course on the basics of artificial intelligence, and a brainstorming workshop on training and development initiatives in the federal government, in cooperation with Government 01, a specialized company based in Dubai, and strives to inspire leaders and servants of the public sector around the world to design the future government.

The UAE Innovates 2022 Month is a national event aimed at consolidating a culture of government innovation and enhancing community participation in creating future experiences and initiatives that will support the UAE's directions in the next fifty years, with the participation of federal and local government entities, the private sector and educational institutions.

FAHR discusses ways to use AI in developing HR solutions

HE Laila Obaid Al Suwaidi, Acting Director General of the Federal Authority for Government Human Resources (FAHR), praised the continuous and unlimited support given to innovation, by the UAE's wise leadership, headed by His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the State, and His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, President of the UAE and Ruler of Dubai. "They strongly believe in the importance of innovation in changing the lives of peoples and nations for the better, and creating a bright future for all, she said, stressing that the country is betting on innovative Emirati human resources to enhance its global leadership at various levels.

HE was addressing the virtual brainstorming session held by the Authority, as part of its activities to mark the UAE Innovates 2022 Month, entitled "Together we innovate", in which directors of sectors and departments in the Authority and employees participated, to discuss the most prominent digital transformation initiatives in the field of human capital management.

She said, "The Authority has focused in recent years on harnessing modern technology and artificial intelligence techniques in developing the system and tools for institutional work in the Federal Government, which has resulted in the automation of human resources procedures, and the launch of dozens of initiatives, projects and smart human resources systems.

"This move brought about a qualitative leap to

the work of ministries and federal entities, and changed the usual traditional work, establishing the UAE's global competitiveness in the field of government efficiency."

According to the Acting Director General of the Authority, efforts will be intensified during the coming period, to transform all human resources systems, procedures, and services provided to the customers, into smart, with a focus on the added value of these services and initiatives. The transformation is expected to enrich the Federal Government employees' experience, not only during their service period, but even before joining the government work team, and after the end of their service.

The virtual session, which served as an innovation lab, was organized by the innovation, service development and institutional performance

team in the Authority, which managed it using innovative electronic tools.

Many important topics related to human capital development in the Federal Government were discussed during the session, the most important of which were: digital training and development, the impact of digital transformation on work methods, and the employing technology in attracting talents.

Among the most crucial points raised in relation to digital training and development included how to develop content for digital training programs, the importance of developing digital training platforms, and how to use technology in creating an integrated training system that meets employee needs.

As regard to employing technology in attracting

talents, the Authority's employees discussed several aspects, the most important of which were reliance on technology in attracting talented people, and how to motivate entities to use digital interview tools in recruitment and the role of technology in saving time and effort for HR departments in recruitment and selection processes.

Under the last theme, the impact of digital transformation on work methods, employees shared ideas and creative suggestions on how to use technology to enhance the employee's experience in the Federal Government, build an innovative digital work environment that stimulates creativity, and enhance the role of HR departments in keeping pace with digital transformation.



FAHR develops the smart platform for video interviews in the Arabic language "Forsa"

The Federal Authority for Government Human Resources (FAHR) revealed today the details of its new innovative project "Forsa", which is a smart platform for job interviews enhanced by artificial intelligence techniques, which is considered the first of its kind in the region, and is based on video interviews using the Arabic language, specifically the Emirati dialect.



The announcement of the new project "Forsa" took place on the sidelines of the Authority's activities for the UAE Innovates 2022 month, and during a virtual workshop attended by HE Laila Obaid Al Suwaidi, Acting Director General of the Authority. A number of officials of the Authority, hundreds of federal government employees, HR and employment officials in the ministries and federal entities, attended the workshop.

Salwa Abdullah, Director of Projects and Programs Department, emphasized the Authority's constant interest in adopting the latest technologies, pointing to the importance of the new job interview project "Forsa" designed. She revealed that the project is being developed in cooperation with SHL Company, one of the most important global companies that employ artificial intelligence techniques

and technological revolution techniques in the field of human capital management and development.

According to her, Forsa platform will constitute a qualitative leap in job interviews, which has become almost completely dependent on artificial intelligence techniques and programs. It will be the first experience of its kind in the region, being the first smart platform for online job interviews, enhanced by artificial intelligence techniques, that allows evaluation and matching Emirati talents with vacant jobs, in Arabic.

Salwa Abdullah said, "The project, which will be developed during the coming period, with the participation of more than 1,000 federal government employees, and hundreds of employees and experts working in SHL

worldwide, is added to the series of innovative initiatives launched by the Authority at the federal government level. These initiatives will significantly improve the government work system, and keep abreast of the latest developments in the fields of technology and HR management, by making use of artificial intelligence techniques."

She added, "The new platform "Forsa", will contribute to speeding up employment process, increasing the quality of outcomes in the federal government, and attracting qualified people most suitable for the vacant jobs. This will enhance the entire recruitment process, and save effort and time for HR departments in ministries and federal entities, by employing technology and artificial intelligence, allowing them to focus on other, more strategic tasks and

responsibilities.

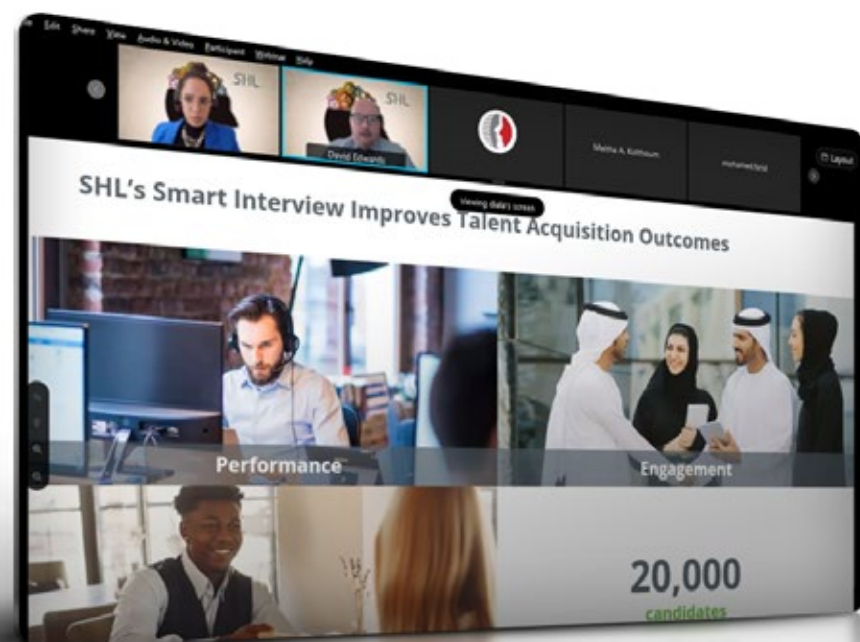
"Moreover," Salwa Abdullah continued. "The creation of "Forsa" platform in Arabic, will increase the objectivity level of talent assessment processes, thus contributing to effectively meeting job needs at the federal government level."

Mrs. Diala Jarrar, Business Development Manager at SHL International in the Middle East, and Mr. David John Edward, Head of Talent Solutions at the company, which is developing the platform, under a memorandum of cooperation concluded with the Authority last year, spoke during the workshop.

Mrs. Diala Jarrar stressed the importance of "Forsa" platform, which will be a milestone in job interviews, in general, and human resources

Collaboration Between FAHR and 01Gov Aimed at enhancing government employees' capabilities

The Federal Authority for Government Human Resources (FAHR) has signed a memorandum of understanding with 01Gov, a Dubai-based GovTech startup that offers a portfolio of digital solutions including the 01Gov platform, the first Arabic platform for government innovation.



in particular, as it will enhance and speed up recruitment processes, increase its quality and efficiency, and help attract top talents most suitable to work in the federal government.

She explained that the partnership between the Federal Authority for Government Human Resources and SHL International seeks to employ the latest technologies and digital solutions, towards creating a unified and integrated system for managing and developing human capital, and support the Authority's tireless efforts to adopt the best global practices.

"Forsa platform aims to provide digital solutions in the field of HR management, and to enhance

the government's preparedness to employ artificial intelligence, by adopting innovative ideas and projects, to help the federal entities to invest their human resources optimally", she noted

Mrs. Jarrar concluded her speech: "We will use the expertise of our team, supported by years of scientific research, extensive experiments, and research and development studies, to develop this platform in the Arabic language, so that it develops to be the first innovative platform that supports the Emirati dialect, facilitates the evaluation of thousands of national talents, and provides deep insights into the future of work".

Her Excellency Laila Obaid Al Suwaidi, Acting Director-General of FAHR attended the virtual signing ceremony while 01Gov was represented by its founder and CEO, Ibrahim El Badawi.

"The memorandum serves the strategic objectives of FAHR including developing human capital in the federal government, enhancing employees' skills and experiences and improving their knowledge. Our partnership with 01Gov provides the employees with opportunities to benefit from 01Gov's various educational programs and content which will contribute to developing employees' capabilities and enabling them to keep pace with the rapidly changing global labor market," Laila Al Suwaidi said.

Cooperation with 01Gov will focus on strengthening the efficiency of employees in ministries and federal entities, and consolidating their culture of innovation, Al Suwaidi added. As per the memorandum, 01Gov will provide federal government employees with 100,000 free licenses of the basic paid plan on its platform, which allows them to utilize 01Gov rich content in various government domains.

Organizing innovation labs using best practices of virtual sessions is another field of partnership with 01Gov, according to Al Suwaidi. This includes using CoDesk, a dedicated platform to enable remote work and innovation developed by 01Gov and using 01Gov content about innovative practices in FAHR's publications and research.

Ibrahim El Badawi, 01Gov founder and CEO praised the role of the Federal Authority for Government Human Resources in providing continuous learning resources for government employees. "Our partnership will play a significant part in enhancing the employees' capabilities at the professional and personal levels. It also helps in building future skills, enabling digital transformation and accelerating innovation plans and organizational excellence," he said.

01Gov provides a digital and daily-updated observatory of more than 3,000 of leading government sector practices and the Fourth Industrial Revolution trends. It also includes a rich set of government innovation tools and references, in addition to training programs and educational resources. Other 01Gov services include virtual innovation labs and brainstorming sessions.

Cooperation between FAHR And CertNexus Global to enhance the efficiency of Federal Government employees

The Federal Authority for Government Human Resources recently signed a Memorandum of Understanding with CertNexus, a global vendor-neutral certification body, providing emerging technology certifications and micro-credentials for Business, Data, Development, IT, and Cybersecurity Professionals.



Maryam Al Zarooni



Jeff Felice

CERTNEXUS®

Under the memorandum, CertnNexus has joined the list of e-training partners accredited to the Federal Government, within the umbrella of the Federal Government's e-learning portal "Al Mawrid".

The memorandum was virtually signed, by the Federal Authority for Government Human Resources represented by Acting Director-General H.E. Leila Obaid Al Suwaidi, and the United States-based global organization CertNexus represented by its president, Mr. Jeff Felice.

Ms. Maryam Al Zarooni, Director of Government Human Resources Planning Department, said that CertNexus global association to the Federal Government's E-Learning Portal "Al Mawrid" Initiative is a qualitative addition to the initiative launched by the Authority in 2019, aiming to developing federal government

employees and enhancing their capabilities, by providing them with reliable electronic training offered by internationally accredited institutions and companies in the field of training and development.

She added that the Authority is keen in achieving the 2071 UAE Centenary by highlighting on the importance of training for the ministry and federal officials, and through translating its future plans for the next 50 years into reality, explaining that the Authority is determined to attract the best expertise, institutions and international universities within the "Al Mawrid" initiative, in order to provide qualitative training for federal government employees, enhance their competencies, and enable them to prepare well for the requirements of the future global labor market.

According to the memorandum, CertNexus will

provide many programs and training courses for federal government employees in Emerging Technologies topics, at competitive prices, and employees participating in these programs will be granted International accredited certifications and micro-credentials.

The Director of the Government Human Resources Planning Department of the Authority explained that "Al Mawrid" is the first official training and e-learning platform in the UAE, a smart and advanced training platform that serves federal government employees, develops their behavioral and specialized skills, and offers them public and specialized e-training programs and courses, free of charge and other preferential prices, considering their needs and enhancing their abilities.

Mr. Jeff Felice, President of CertNexus, is thrilled for the collaboration with the Federal

Authority for Government Human Resources and the company's addition to the list of e-training service providers accredited to the federal government, where CertNexus's mission is to close the emerging global skills gap in technology and provide people with pathways to get jobs in artificial intelligence (AI), data science and data ethics, Internet of Things (IoT) and cybersecurity.

He added, "We are pleased to work together with the FAHR in developing the capabilities of federal government employees, developing their skills, and to achieve this goal we have developed training and credentialing programs supporting the most needed emerging technology knowledge and skills, and will strive to establish a culture of innovation in the UAE government working environment".

480,000 human resources procedures were carried out by federal government employees through Smart App. (FAHR)

The Federal Authority for Government Human Resources (FAHR) recently announced the launch of a package of new services through its Smart Application (FAHR), for the benefit employees of ministries and federal entities.

The announcement took place at an interactive virtual workshop held by the Authority, recently, to introduce the most important services provided by the Smart App. (FAHR) to employees of the federal government and customers. The event, presented by Omran Al Shamsi, Head of Government HR Systems Development and Maintenance and Sheikha Al Kaabi, Chief Programmer at the Authority, was followed by more than 400 employees from various ministries and federal entities.

Omran Al Shamsi explained that the Authority has recently provided many quality services through its Smart App., most importantly the registration of remote work on Friday, following the UAE Government's decision to adopt the new workweek system in the federal government, and the flexibility provided to certain categories of employees to king remotely on this day.



Omran Al Shamsi

He said, "The Authority allowed federal government employees to submit a set of COVID-19 information such as: uploading the result of the COVID-19 PCR test, ientering vaccination card into the HR Management Information System (Bayanati,) and recording infection or cases or contact with infected persons.

"The Authority is also working continuously to innovate the various services it provides to customers, on top of which are Bayanati and the Smart App. services, to maintain the rapid developments witnessed by the UAE Government with regard to work systems, policies and legislation that would enhance the global leadership of the UAE in many sectors and fields, including government efficiency and e-services."

Al Shamsi stated that the authority is working continuously to develop the various services it provides to customers, on top of which are the services of the "Bayanati" system and the smart application; To keep pace with the

rapid developments witnessed by the UAE government with regard to work systems, policies and legislation that would enhance the global leadership of the UAE in many sectors and fields, including government efficiency and smart services.

He indicated that the Authority's smart application serves 41 ministries and federal entities, and provides dozens of services related to smart human resources systems and procedures carried out within the federal government. He revealed that federal government officials and employees have performed more than 480,000 HR procedures through the Smart App. since its launch in 2014 until the end of 2021, with more than 90,000 downloads.

The Authority's Smart App, will enable federal government employees to: complete all their human resources procedures automatically, through their mobile devices, without the need to refer to the human resources departments in their institutions, which saves time and effort on human resources departments, and allows them to assume roles and responsibilities other more strategic.

Omran Al Shamsi added: "Employees can view their work contracts, sign them electronically, record attendance and sheet, extract electronic business card, apply for the exceptional leave to visit Expo 2020, and inquire about federal government jobs through the application. It also allows the line manager and HR departments to evaluate the performance of new employees undergoing the probationary period.

Sheikha Al Kaabi, Chief Programmer, reviewed the key HR procedures provided through the Authority's smart application, including but not limited to: viewing attendance and departure records, as well as requesting leave and salary certificate, experience certificate, issuing to whom it may concern letters, and requesting legal advice on HR laws, policies and legislation in the federal government. In addition, the application is used to complete all phases of the Performance Management System for federal government employees, and the creation of their individual development plans.

She said, "The application provides a package of self-service transactions for federal government employees They can display and update personal documents, search current vacancies in the federal government, facilitate the application process for job seekers, review the jobs that have been applied for, and requestg technical support



Sheikha Al Kaabi

service to assist federal ministries and entities in implementing various human resources procedures. It also enables searching for employees in the federal government, communicating with them via e-mail, nominating employees under the federal rewards and incentives system, and viewing the job description card."

Sheikha Al Kaabi gave a detailed explanation during the workshop on the mechanisms and steps for completing the various human resources procedures through the smart application (FAHR), as well as the most prominent features offered to employees, and the various stages the system has gone through since its launch.

FAHR employees learn about the features of "UAE's Fifty Years of Innovation"

The Federal Authority for Government Human Resources (FAHR), recently concluded a training course for its employees, entitled "UAE's Fifty Years of Innovation", as part of the activities to mark the UAE Innovates 2022 Month.

The 3- hour course was held virtually, in partnership with Gimstone Training Company and targeted a number of the Authority's employees.

At the outset of the interactive session, the consultant and trainer, Dr. Omar Al-Jabr, reviewed the Emirati experience in areas of management, excellence and innovation, as well as the historical stages it passed through. He highlighted the country's future directions and aspirations towards global leadership at all levels, in light of the 50 Principles Document, which sets forth 10 principles the next fifty years, the UAE Artificial Intelligence Strategy and Centennial 2071.

He also reviewed the four industrial revolutions in the world's history, focusing on the fourth revolution, and its key features, erg. internet of things, 3D printing, nanotechnology, biotechnology, quantum computing, artificial intelligence, big data, robots, self-driving cars, virtual currency, and energy storage).

Dr. Omar Al-Jabr addressed the most important challenges facing the careers and organizations in the future, such as future skills and new jobs, a sustainable lifestyle, digital organizations,

a positive and attractive work environment, institutional excellence, not Impossible projects and how institutions can face these challenges.

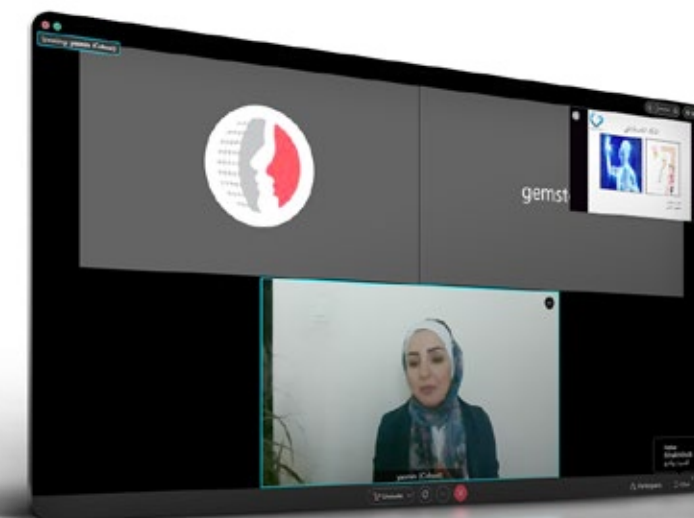
He gave a brief account of the most important future skills, including critical thinking, creativity, people management, coordination with others, emotional intelligence, mental simulation-based in decision-making, service orientation, negotiation, and cognitive flexibility.

HE concluded, "The future jobs expected to emerge include data analyst, artificial intelligence specialist, application developer, marketing and sales expert, big data specialist, digital transformation specialist, and information technology services specialist."

The training course discussed the steps for facing challenges, the five essential stages of successful innovation: exploration, considering creative solutions, initial solution design, final design and implementation. The relationship between creativity and innovation, the definition of creative thinking, and brainstorming tools according to the "SCAMPER" model, were also explained.

600 federal employees learn the basics of innovation and artificial intelligence

As part of its activities in the UAE Innovates 2022 Month, the Federal Authority for Government Human Resources (FAHR), recently concluded a training workshop on the basics of innovation and artificial intelligence (AI), with the participation of more than 600 employees of ministries and federal entities.



The virtual workshop, which saw great turnout and interaction by employees, was moderated by Yasmine Al-Ashi, a certified lecturer in AI, and Director of Training and Professional Development Management Dept. at Gemstone Company.

A number of issues were discussed at the workshop, most notably the basics of innovation, types of AI and its applications, as well as the importance of keeping pace with the digital transformation taking place. to ensure continuity, in the era of big data and the four industrial revolutions), and the difference

between data, information and knowledge, as well as introducing expert systems. Which are designed to do the work of experts in a particular field.

Keeping abreast of these technologies, the participants argued, is extremely important in the era of big data and the four industrial revolutions.

The workshop also discussed the difference between data, information and knowledge, as well as introducing expert systems that are designed to carry out the work of experts in a particular field.

FAHR honors Innovative Suggestions proposers

The Federal Authority for Government Human Resources (FAHR) recently organized, as part of its agenda for the month of UAE Innovates 2022 Month, a special ceremony to honor a number of its distinguished employees, departments and sectors, within specific innovative areas during the year 2021.



The ceremony, organized virtually, was attended by HE Laila Obaid Al Suwaidi, Acting Director General of the Authority, executive directors, directors of departments and employees of the Authority in Abu Dhabi and Dubai. The event saw recognizing the proposers of innovative suggestions, the organizational units which have presented feasible suggestions, during the past year, and departments most committed to achieving assignments and managing managements, within specified time frames. The Knights of Customer Happiness who provided valuable services during the year were also honored.

HE the Director General honored the Government Communications as the most outstanding department in submitting suggestions, and the best in achieving assignments within the specified time during

2021, the Human Resources and Services, as the most department implementing feasible suggestions, and the Office of the Executive Director of Support Services Sector, as the best in the number of proposals submitted per employee in an organizational unit. Programs and HR Planning sector was honored for accomplishing the largest number of assignments, and the HR Policies Sector, as the best in managing assignments.

At the individual level, Asmaa Al-Suwaidi was honored as the employee who submitted the most feasible suggestions during 2021, Noha Aboud and Amna Al-Raisi, as the best employees within the Knights of Customer Happiness category, and Mohammad Al-Fadhli, and Saeed Al-Qattan, as the best officials within the Knights of Customer Happiness category, who are the mirror that reflects the Authority's image.

FAHR to update the code of ethics and professional conduct document for civil service

The Federal Authority for Government Human Resources (FAHR), revealed that it is currently working on updating the code of ethics and professional conduct document for civil service applied at the Federal Government level, since 2010 and updated in 2021.

The announcement of this project came at a virtual brainstorming session recently held by the Authority, in which a number of department directors and HR officials in ministries and federal entities participated.

In this regard, Hamad Buamim, Director of Policies and Legal Affairs Department, explained that the Authority is working to update the code of ethics and professional conduct document for civil service, noting that a brainstorming session was held with representatives of federal entities, to listen to their views and suggestions regarding the current document. The Authority made advantage of innovative electronic tools and solutions in presenting the visions and development proposals connected to the document, he added.

Buamim said: "The session held by the Authority, in cooperation with Government Company 01, and moderated by Meitha Kolthoum, Director of the Strategy and Future Department, stems from the Authority's keenness to involve all ministries and federal entities in the process of proposing and enacting policies, legislation and laws regulating the HR function at the Federal Government level. The aim is to ensure the optimum implementation of the document to achieve its objectives.

"We live in a world that is changing so fast at various levels. In order for us, as governments and societies, to keep pace with these changes, we must constantly review and update our

policies and systems. The Authority has always been highly concerned about keeping pace with changes and future trends, by reviewing and periodically updating government human resources policies and legislation, to enhance the UAE's leading role in various sectors, especially the government sector".

He stressed the importance of the code of ethics and professional conduct document for civil service document, which aims to develop the employee's institutional culture, professional values and a sense of responsibility. This will ultimately reflect positively on employee productivity, and performance, he added, pointing out that the document applies to all civil servants in the country.

Buamim "The document requires civil servants to adhere to high moral codes in dealing with subordinates, colleagues and the public. It aims to establish the spirit and values of tolerance in society, which calls for mutual respect, acceptance and recognition of cultural diversity. The document also calls for providing the best service for the public, and to increase confidence and credibility in the government sector".

The Director of the Policies and Legal Affairs indicated that, the current document available on the Authority's website: www.fahr.gov.ae, includes some basic values: Excellence, Diligence, Integrity, Honesty, Objectivity, Neutrality, Efficiency, Leadership, Transparency, Fairness, Equality and Tolerance

FAHR launches a comprehensive training program for the development of HR Officials in the Federal Government

The Federal Authority for Government Human Resources (FAHR), recently launched, a comprehensive training program for the directors of human resource departments in ministries and federal entities, as part of its activities in the UAE Innovates 2022 Month. The program aims to raise their awareness about human resources policies, legislation and systems applied at the Federal Government level.

The launch announcement came during the interactive virtual workshop held by the Authority, moderated by Ali Ahli, CEO of Happiness and Positivity, Director of Human Resources and Services. The workshop was attended by a number of the Authority's sector and department directors, and more than 65 Federal Government directors and human resources officials.

Ali Ahli explained that the comprehensive training program is part of the Authority's efforts to develop the capabilities of Federal Government employees, and upgrade their professional skills, which would enhance the UAE Government's position regionally and globally. This will also contribute in enabling the UAE to achieve its aspiration of becoming the best country in the world by the next centennial in 2071.

He said, "The idea of the program is to introduce

the human resources officials in the ministries and federal entities to the human resources laws, policies and systems applied at the Federal Government level, and before attending an intensive practical training on the electronic human resources systems used in the Federal Government, under the umbrella of the HR Management Information System (Bayanati). The training program will allow them to use smart HR applications efficiently."

Regarding the details of the training program, Ali Ahli, said, "The program will extend to 6 months and a total of 84 training hours. It also contains discussion sessions and workshops twice a month, hosted by international HR professionals to share successful global experiences and practices in the field of human capital management."

He added that the Authority will focus throughout the duration of the training



Ali Ahli

program on developing the capabilities of the participants in some specialized fields, to enable them to perform their tasks with high professionalism. These fields preparing budgets, financial systems, reading financial statements and recruitment. Upon the conclusion of the program, the participants will undergo a professional evaluation by a specialized team formed by the Authority and awarded a participation certificate.

Elite Initiative

For her part, Maryam Al-Zarooni, Director of Government Human Resources Planning Department, reviewed the Professional Certificates Initiative for Federal Government employees "Elite", launched by the Authority in 2021, which is aimed at developing and enhancing the skills of employees of ministries and federal entities, by providing certificates and accredited professional programs offered by

local and international universities and training institutes, within 20 job families at preferential rates.

She said, "The Elite initiative aims to empower Federal Government employees and provide them with the specialized skills necessary to achieve institutional goals and embark on the future, armed with high skills and specialized capabilities, through obtaining professional certificates approved by the competent authorities and recognized internationally."

Maryam Al-Zarooni highlighted the most important professional certificates provided through the initiative, by the best training providers, including leading institutes and universities within 20 job families, and preferential rates for federal government employees.

The HR Club discusses adapt to changes in the work environment

The Federal Authority for Government Human Resources (FAHR), held the second Human Resources Club's virtual session 2022, under the title "Ways to adapt to Change in the Work Environment", as part of its activities in the UAE Innovates Month, and in partnership with SAP Middle East Company. The session was attended by more than 500 Club associates from inside and outside the country.



The session, which was held via live broadcast technology from the SAP Company's hall at Expo 2020 Dubai, hosted Nelly Bostany, Senior Consultant, employee experience management in the Middle East, who shed light on the impact of COVID-19 on companies around the world. She focused on how the pandemic contributed to changing the prevailing work systems, noting that it has totally changed the way we work for the better. Institutions were forced to implement the remote work system, transform their services provided to the public into smart, and also began to implement protocols that were not previously recognized, such as health and safety protocols for employees and customers alike, she noted.

She indicated that governments have been facing a real challenge, since the outbreak of the pandemic, in continuing to provide high-quality services to customers, despite the fact that most of them were forced to cut public expenditures and budgets. "Many countries succeeded in this respect, especially the UAE, thanks to its strong technological infrastructure, and innovative approaches, the most effective solution to deal with challenges and rapid global changes".

Nelly Bostany added: "The trends and concerns of HR departments have changed a lot during the pandemic, after their interest was focused on managing the operational processes related to human resources in the organization, these departments

started to assume many strategic roles and responsibilities in the organization, to become a major partner in its success.

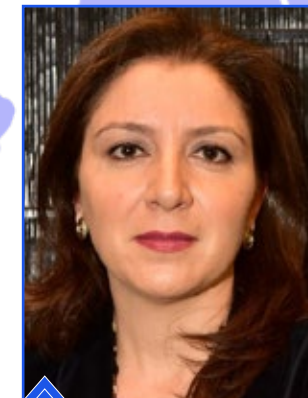
"Successful HR departments are currently keen on enriching the employees' expertise within the organization, as well as increasing their happiness, job satisfaction and productivity, by creating a stimulating work environment that meets their aspirations and needs and establishing teamwork spirit across the organization."

According to Nelly Bostany, institutions are in dire need to invest in developing their employees as to adapting to the rapid changes and requirements of the global labor market, which will only be achieved through providing them with the resources necessary to perform their tasks in the

best way. She stressed the importance of acquainting employees with their institution's goals and future visions, as well as building a robust social network between them and the need to listen to their feedback and involve them in the decision-making process in the organization.

The Human Resources Club is an interactive platform and an intellectual and knowledge communication channel that brings together interested people, to discuss human resource issues and support service.

Membership of the Club is open and free for all those interested in human resources and institutional support, etc. Application should be through website: www.fahr.gov.ae, and e-mail: HRClub@fahr.gov.ae



Nelly Bostany



FAHR and "Al Jalila" launch a campaign to treat a little girl with leukemia

The Federal Authority for Government Human Resources (FAHR), has issued a special circular regarding the official working hours for employees of ministries and federal entities during the blessed month of Ramadan, pursuant to the Cabinet Resolution endorsing the executive regulations of the HR Law in the Federal Government, which determine working hours during the blessed month.

FAHR announces timings for Federal Government employees during the month of Ramadan

According to the circular, the official working hours for the ministries and federal entities during the holy month of Ramadan will be from 9.00 am to 2.30 pm, from Monday to Thursday. On Fridays, working hours will be limited to 3 hours, from 9.00 am to 12 noon, with the exception of those entities whose nature of work requires otherwise.

The circular explained that the federal entities may continue implementing the approved flexible work regulations during Ramadan, as per the approved number of working hours per day. It stressed the need for allowing flexibility to employees to work remotely on Fridays, according to approved restrictions, provided that the percentage of employees working from the workplace in each entity shall not be less than 40% of the total employees.

On this holy occasion, the Federal Authority for Government Human Resources, took the opportunity to extend heartfelt congratulations to His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of UAE; His Highness Sheikh Mohamed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai; His Highness Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, and their Highnesses the Supreme Council Members and Rulers of the Emirates' wishing them good health and happiness.

Congratulations were also extended to the people of the UAE and Arab and Islamic nations around the world.

The Federal Authority for Government Human Resources (FAHR), in cooperation with Al Jalila Foundation, recently launched a new charitable campaign as part of "Sanadhom Amanah" initiative, to provide treatment expenses for a nine-year-old Asian girl suffering from acute leukemia.

Mahmood Al Marzooqi, Director of the Government Communications Department, confirmed that this campaign aims to collect the costs of treating the girl Hessa, who suffers from acute blood cancer, as her father is a simple employee with a humble income, barely enough to cover the basic daily needs of his family.

He explained that it is the first charitable campaign launched by the Authority during 2022, following the preparation of its strategic plan for social responsibility initiatives the beginning of the year, "The Authority intends to implement the plan during this year, in cooperation with its strategic partners, i.e. charities and humanitarian organizations approved by the competent authorities within the UAE, he noted.

Al Marzooqi said, "Through implementing its various community initiatives, The Authority seeks to promote lofty human values and behaviors among members of society, especially

helping and providing relief to the needy, and volunteering. The Authority implemented during the past years, many humanitarian campaigns under "Sanadhom Amanah" initiative, which focused in its entirety on covering treatment costs for patients suffering from serious, life-threatening illnesses, as they cannot afford the exorbitant costs of treatment.

Al Marzooqi indicated that the Authority announced the campaign at the Federal Government level, to give the opportunity for the largest number of employees of ministries and federal entities to participate and to contribute to the treatment of the young woman, through its various accounts on social media platforms, and the HR Management Information System "Bayanati".

He called on all members of society to support the campaign, and donate 10, 50, 100, and 500 by sending the word "Sanad" in an SMS message via Etisalat or du to numbers 4202, 4206, 4209, and 4409 respectively.



Mahmood Al Marzooqi

Gratitude and Appreciation

The Federal Authority for Government Human
Resource (FAHR), would like to express its
heartfelt gratitude to all its employees



for their outstanding efforts over the years in enhancing the
status of FAHR as a key player at the Federal Government
level, which resulted in FAHR winning Mohamed bin Rashid
Government Excellence Award this year.

Our thanks are extended to all ministries,
federal entities and FAHR's strategic
partners who played an outstanding role
in achieving its objectives both at the
local and international levels

