



Under the patronage of HH Sheikh
Mohammed bin Rashid Al Maktoum

Launch of Arab Government Excellence Award

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**UAE and Saudi Arabia strengthen
their cooperation in the development of government work**



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Launch of Arab Government Excellence Award,

United Arab Emirates, in cooperation with the Arab Administrative Development Organization (ARADO) League of Arab States, has recently launched the Arab Government Excellence Award, the first of its kind in the Arab world, the first of its kind in the Arab world, to be the largest Arab in the field of development, improvement and administrative excellence in the Arab region.

The Award, announced at the headquarters of the League of Arab States in Cairo, aims at creating a new Arab mobility in the field of management, applying best international practices in the

field of excellence in government performance, highlighting successful management experiences in the Arab region. It creates a positive leadership concept among the government sectors to adopt institutional excellence and renew existing processes and systems using smart technologies to implement future government visions and strategies.

On the occasion of launching the Arab Government Excellence Award, HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai,

expressed his optimism on the Arab government excellence development journey. "The Arab League can play a major developmental role for the region," His Highness said, adding, "The Arab Government Excellence Award aims to create a new development movement in the Arab World.

HH added: "We have launched today, under the dome of the League of Arab States, an award for Arab government excellence," he said. "We will honor the best Arab minister, the best director and the best governor. We will honor the leading Arab managerial



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experiences and the leading Arab government bodies and launch an integrated platform for Arab administrative modernization.

"We have seen the impressive results of the government excellence approach that we embraced in the UAE 25 years ago. We aspire to spread the culture of excellence and quality of government services throughout the Arab world. If we give attention to administration in our region as we do with politics, the future will undoubtedly be better."

Sheikh Mohammed added that the Arab Government's Excellence Award aims to create a new

movement for the development of management concepts in the Arab world, stressing that the speed of development and the strength of the Renaissance and the sustainability of prosperity in any country depends on the advanced administrative systems to manage resources.

Mohammad bin Abdullah Al Gergawi, Minister of Cabinet Affairs and the Future, President of the Arab Government Excellence Award Board of Trustees said: "The Arab Government Excellence Award comes as a new model of partnership between the Government of the UAE and Arab

Administrative Development Organization, which emanates from the League of Arab States."

He added: "The Award aims at highlighting the successful management experiences in the Arab region, honoring Arab governmental competencies, and creating leadership thinking among government sectors to foster a culture of government excellence.

"Through this award, we aim to stimulate creativity and development in the Arab government administration, to highlight the successful Arab administrative models for the



benefit of all, and to honor outstanding Arab administrators, ministers, governors, employees, engineers, policymakers and decision makers in Arab governments.

“The award will honor the best Arab minister, the best Arab ministry, the best director of an Arab organization or institution, and the best regional governor in the Arab world, through the development of precise administrative standards, and will also recognize the best Arab experiences in health, education, And give opportunities to young people, and all this will be within the administrative systems will be available and open to all”.

He revealed that a series of research papers will be launched in the field of modern government administration, and an Arab management platform will be launched, which will be available to all Arab government administrators, to review best practices and to obtain detailed and up-to-date knowledge of management, In their institutions

to improve management practices in the Arab world.

Al Gergawi praised the directives of HH Sheikh Mohammed bin Rashid Al Maktoum to keep the administrative team responsible for government development in the UAE under the umbrella of the League of Arab States, to promote Arab administrative development forward, to identify the exchanges facing Arab government agencies, and take advantage of the most important global management practices in our Arab world.

The award categories are divided into main and branch, with key prizes being the best Arab ministry and the best Arab government body or institution. The sub-awards include the best governmental development initiative or experience, the best Arab government project to empower young people, the best Arab government project to develop the health sector, the best Arab government project to develop infrastructure, the best government project for

community development, and the best Arab intelligent government application.

It is open to various government agencies in the Arab world, excluding those in the United Arab Emirates, to ensure a transparent and impartial evaluation and assessment of participants. It includes 15 categories, divided into two subcategories - individuals and institutions. The best Arab minister, the best administrator and the best governor, are some of the categories in which the Award seeks to recognize government excellence in administrative practice.

The Board of Trustees of the Arab Governmental Excellence Award addressed the evaluation mechanisms for the various categories, provided that nomination to participate will exclude government bodies from the UAE to ensure impartiality, to be limited to governments of the Arab countries, with a maximum of three applications for each category of Arab governments. In



terms of choosing the best Arab minister, this will be done by a neutral party.

The Award jury includes a group of independent members specialized in evaluation of globally recognized government excellence standards, while the technical and assessment teams are formed of experts in evaluating the performance of institutions and sectors according to the Award standards to determine winners under different individual and institutional categories of the award.

The evaluation process is divided into three stages. The first is matching phase involving verification of entries in terms of compliance with the terms and conditions of nomination, and abidance of nominated individuals or institutions by the standards required by the award. This is followed by preliminary assessment phase, where the top ten candidates are chosen to compete for the award. The last phase involves selection of winners by the jury according to specific criteria.

Board of Trustees of Arab Government Excellence Award

The Award Board of Trustees headed by HE Mohammed Abdullah Al Gergawi, Minister of Cabinet Affairs and the Future, held its first meeting in the Egyptian capital Cairo.

The Board of Trustees decided honor Award winners at the headquarters of the League of Arab Nations in Cairo, and set April 2020 as the proposed date for honoring ceremony.

The Board comprises of HE Mohammed bin Abdullah Al Gergawi, Minister of Cabinet Affairs and the Future in the United Arab Emirates, as President; HE Suleiman Al Hamdan, Chairman of the Executive Council of the Arab Organization for Administrative Development, the Minister of Civil Service in Saudi Arabia; as Vice President; and the following as members: HE Ohud Al Roumi, Minister of State for Happiness & Quality of Life, Director General of the Prime Minister's Office, UAE; HE Dr. Nasser Ali Al-Qahtani, Director General

of the Arab Administrative Development Organization; HE Dr. Abdulrahman Abdel Manan Al Awar, Director General of the Federal Authority for Government Human Resources, member and rapporteur to the Board, and HE Mariam Al Hammadi, Assistant Director General of Government Performance and Excellence at the Prime Minister's Office, Ministry of Cabinet Affairs and the Future, as Secretary-General of the Award.

The Board of Trustees oversees the award and approves the proposals made by the award management team regarding the overall framework, governance, implementation and marketing of the award, as well as the approval of the results submitted by the jury and any other organizational aspects related to the award. Al-Gergawi confirmed that the first meeting of the award, which was held at the headquarters of the League of Arab States in Cairo, approved the main categories of the award, in addition to the most important criteria related to these categories.

\$ 28 billion of global investment in e-learning

FAHR launches Preferred e-Learning Partners Project (Mawrid)



The Federal Authority for Government Human Resources (FAHR), has recently launched the UAE Federal Government's Preferred e-Learning Partners Initiative (Al-Mawdid). According to the project, the Authority will conclude contracts with universities and educational institutions, specialized firms and leading international organizations, to provide expert training and development leading to professional certification, electronic training courses and programs, and educational materials for Federal Government employees at competitive prices.

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In this regard, HE Laila Al Suwaidi, Executive Director of Programs & HR Planning, said that the UAE Federal Government's Preferred e-Learning Partners Initiative (Al-Mawdid), comes as a valuable addition to the series of innovative training initiatives launched by the Authority at the Federal Government level over the past years.

"Al Mawrid aims to train and develop human resources in the ministries and federal entities, as well as improving employees' competencies, thus enhancing efficiency of the UAE Government, and meeting the aspirations and

directions of our wise leadership.

"To activate Al Mawrid Initiative, the Authority has signed a series of memorandums of understanding with a selection of universities and educational institutions, houses of expertise and leading international companies in the field of training and development, under which the latter provide specialized certificates, electronic courses and training programs, and educational videos for Federal Government employees at reduced prices."

The Authority aims through the initiative, which benefits almost



all of the approximately 102,000 Federal Government employees, to develop the employees' knowledge, skills and capabilities, so that they can cope with the rapidly changing needs of global labor market by acquiring reliable electronic training, at any time, and from anywhere in the world.

A special e-Learning Partner web page

HE Laila Al Suwaidi explained that the Authority, on its website www.fagr.gov.ae, has set up a page for e-learning partners' initiative, through links are available to

websites of training institutions and companies under the umbrella of the initiative. Employees pf ministries and federal bodies, she added, can click these links to learn about the training courses and programs offered by each institution, with a brief description of these programs, including the percentage of discounts granted. Al Suwaidi "The Authority has succeeded in attracting a number of institutions and prestigious houses of expertise in the field of training, development and education in the region and the world.

\$ 28 of global investment in

e-learning

For her part, Lulwaa Al Marzouqi, Director of Human Resources Planning Department, stressed the importance of e-learning at the present time, noting that global investment in e-learning reached \$ 28 billion. According to her, 40% - 60% of learning depends on e-learning, and 89% of the world's top 100 companies adopt e-learning to develop their employees' capabilities and skills. She added that institutions that invest in e-learning succeed in increasing staff productivity by 43%, while employee happiness and fworkplace



harmony increase by 18% in these institutions.

She said: "Since its inception, the Authority has been keen to launch quality training initiatives that focus primarily on strengthening and developing human capital in the Federal Government, creating government talents capable of realizing the UAE Vision 2021 aspiring to global leadership. A series of training initiatives has been launched to provide Federal Government employees with knowledge and behavioral and professional skills. The most important of these initiatives include: Training & Development System for federal government employees; "Ma'arif" and "Qudrat" initiatives for Federal Government's Preferred Training & Assessment Partners, in addition to e-Learning Portal initiative and Training Programs Bank.

Training & Development System for Federal Government employees

In line with its policy to provide comprehensive development opportunities for Federal Government employees as an integral part of the human resources

development system, the Authority launched Training and Development System in conjunction with Performance Management System, which is closely related to it and forms an integral part of it.

The system aims to increase work efficiency in the Federal Government and provide it with skills and qualifications. The final goal is to achieve an improved performance through ensuring setting individual development plans for employees; and helping ministries and federal entities in providing adequate training for them. The various forms of training include training courses, study leaves, secondment, job shadowing programs, conferences, seminars, and succession planning.

Federal Government's training partners "Ma'arif"

Ma'arif is one of the strategic initiatives of the Authority and the first of its kind at the Federal Government level. The idea of the initiative is to identify the best training providers in the UAE according to specific criteria, meet the training needs of the Federal Government employees, achieve a financial surplus from the training budgets of federal entities, serve the

maximum number of employees and negotiate with key training providers to offer quality training programs at competitive prices

Ma'arif Initiative aims to: Establish a partnership based on social responsibility. Guarantee providing high quality training for Federal Government employees. Meet the training needs in accordance with the training and development system of the Federal Government employees. Achieve a financial surplus from the training budgets of federal entities, and serve the maximum number of employees. Enhance the competence and productivity of the Federal Government, and create a favorable business environment therein. Assist federal entities to select training courses online, in accordance with predefined time frames.

"Ma'arif" electronic portal The first online platform for training providers in the UAE

The Authority launched the Ma'arif electronic portal: www.maarif.ae, and made it available to its users in the form of the Smart Application (FAHR). It represents the first electronic platform for training providers in the UAE, and allows



the employees of ministries and federal agencies to view the training programs offered by accredited training providers under Ma'arif initiative. It also allows training officials in ministries and federal agencies to register their employees in the training courses that Ma'arif partners continuously announce. The portal also enables evaluation of the training programs by linking them to Training & Development System for Federal Government employees.

The mechanism for measuring the capabilities of Federal Government employees "Qudrat"

Qudrat initiative was launched to help federal entities to develop and empower their human resources and improve performance through measuring their capabilities to identify the best development solutions and increasing government efficiency and employee productivity.

The initiative aims to prepare a list of the best capability assessment companies in the UAE and make it available to ministries and federal entities wishing to evaluate the competencies of their employees at

competitive prices.

e-Learning Portal Smart training platform for Federal Government employees

The Authority launched the e-Learning Portal Project in order to familiarize employees of ministries and federal entities in general, and new employees in particular with HR policies, legislation and systems applied at the Federal Government level.

The portal provides a comprehensive induction program for new employees, on HR policies and legislation, as well as awareness videos about the electronic human resources systems under the umbrella of BAYANATI System and based on self-service, and Performance Management, and Training & Development systems.

The portal provides access to Code of Ethics and Professional Conduct Document and electronic signing of confidential information document. Once the employee completes all the stages and requirements of induction program, he will receive an electronic certificate of achievement that will be sent to his official e-mail.

Professional Certificates Index

Professional Training Certificates Index has been launched to identify training programs that provide specialized professional certificates, help federal bodies invest training budgets in specialized training programs, and create a federal database that employees can easily access and identify awarding institutions.

Training Programs Bank

The Authority uses Training Programs Bank to enable the employees of ministries and federal entities to electronically choose courses that suit their needs in an innovative and easy-to-use way through Training & Development System available on the Federal Government's HR Management Information System (BAYANATI).

The Bank will improve the quality of e-training system in the Federal Government by providing a list of reliable training programs selected during the development of annual training plans, which saves time and effort and ensures that appropriate training is selected during individual development plan review.

Recommended using International Model for Succession Planning in the Federal Government

FAHR launches Succession Planning Framework in the Federal Government

» **Developing**
and maintaining the competencies of existing individuals in line with the competencies required in the future

The Federal Authority for Government Human Resources (FAHR) has launched the Succession Planning Framework and a project for development of elite talents in the Federal Government. The launch workshop was held at the Authority’s headquarters in Dubai, in the presence of HE Aisha Al Suwaidi, Executive Director of Human Resources Policies Sector, and dozens of HR officials and specialists in the ministries and federal entities.



In this regard, Aisha Al Suwaidi explained that succession planning is an organized process aimed at sustaining leadership in main targeted positions at the entities through developing and maintaining the competencies of existing individuals in line with the competencies required in the

future in order to support the federal bodies in performing their functions effectively and successfully. She pointed out that the Authority has launched the Succession Planning Framework and the project for development of elite talents in

the Federal Government, driven by its keenness to organize succession planning process in the ministries and federal entities, stressing that the succession planning contributes to improving the performance of institutions and enhancing their efficiency and productivity, as it helps in preparing government

human resources to take up targeted positions. HE Aisha Al Suwaidi said: “Succession planning is considered an essential process for any organization, as it ensures the continuity and effectiveness of institutional performance by

identifying employees with vital roles targeted for development, and reducing the risks associated with their loss in the future. Moreover, it provides the entities with necessary competencies and skills through analyzing the current status of human resources, motivates employees and raises their job

satisfaction and workplace harmony and reflects the employers’ keenness to prepare their employees and develop their capabilities.”

Succession Planning Framework: scope of coverage

Executive Director of Human Resources Policies Sector, added that the scope of coverage of Succession Planning Framework and development of elite talents in the Federal Government includes grades ranging from Undersecretary (and like) to Grade (1), as per Grades and Salaries Scale in the Federal Government. She called on ministries and federal entities to focus on the development of human resources to fill positions from Grade (4) to Special Grade, to ensure availability of necessary number of competencies to activate the succession plan in those areas.

Succession Planning Cycle

Aisha Al Suwaidi stressed the importance of evaluating the strategies and mechanisms of succession planning in the ministries and federal entities to ensure the project's success and continuity, pointing out that the succession planning cycle goes through several stages: identifying the target jobs target human resources (elite talents), to evaluate and develop their competencies, engage them in the organization, and review succession strategies regularly.

Evaluation and development of targeted human resources

During the workshop, the Executive Director of Human Resources Policies Sector, explained the concept of "elite talent" which means the group of employees with outstanding performance, capabilities and high potentials, carefully prepared and developed to assume greater responsibilities and roles in certain areas.

She recommended using the 70:20:10 Model to develop competencies, as one of the best practices applied globally for the development of an elite talent pool.

"This model focuses on the

development of competencies in general through guidance, training and description of optimal learning sources", she said, pointing out that the model focuses on 3 different training methods: on-the-job training, 70% of the model; learning through others, 20% of the model, and targeted training, forming 10%.

Al Suwaidi reviewed a number of mechanisms used under each of the three training methods mentioned above. These included on-the-job training, which can develop employees' competencies through participation in a working group or team, and assigning new responsibilities or projects to them, deputation to another federal entity, job shadowing, participation in projects or tasks approved within the entity, job rotation, and volunteering in community service.

She said: "Learning through others method includes group work, career guidance, feedback, and guidance sessions on enhancing strengths, while targeted learning method includes academic

study, professional development programs, continuing education programs (e.g. UAE Government Leadership Program, innovation diploma, e-learning, internal training programs, professional membership, participation in conferences and seminars, and reading books."

Engaging elite talents in the Federal Government

Aisha Al Suwaidi stressed that the involvement of employees in the ministries and federal entities in development plans and setting clear programs for their succession, contributes to improving the productivity of these entities, as well as retaining employees with outstanding skills and abilities, facilitating the transfer of knowledge, especially the specialized ones, and creating an attractive work environment for distinguished employees.

Roles and Responsibilities

The Executive Director of Human Resources Policies Sector reviewed, during the workshop, the roles and



responsibilities of various parties involved in applying the Succession Planning Framework and the development of elite talents in the Federal Government. She stressed that the competency management team in each entity is responsible for reviewing the current practices of the entity, identify target jobs and resources, analyse target jobs and available human resources, identify gaps, activate succession planning, develop plans for selecting and qualifying people for jobs through government development programs, or those undertaken by the entity to develop its employees.

According to Al Suwaidi, the human resources departments in the ministries and federal entities are responsible for supporting the elite management team in the implementation of the Succession Planning Framework, providing the results and reports of the analysis of the target jobs in the entity, and identifying all employees with outstanding performance in the entity based on the results of the performance management system

for government employees. She said that any employee who obtains a performance appraisal score of 3 or more for two consecutive years, can be classified as highly performing.

She added: "The human resources departments are also responsible for preparing a succession development plan for each employee within the elite group by monitoring qualification gaps, using gap analysis tools, as well as feedback from the direct supervisors to develop the succession plan, and transform the plans to elite management team for review and accreditation.

"Line manager of employees selected as elite talents targeted for succession development plan are responsible for supporting human resources department and elite management team during implementation of succession planning framework by providing feedback and supporting the staff selected in their team as targeted resources, as well as supporting the implementation of the approved

succession plan."

She explained that the employees targeted within the career succession plan have a great role to play in: (Serious commitment to the career succession plan prepared for them, attending development programs allocated to them, and commitment to take into account all the duties assigned to them, and to submit proposals for the development of the succession plan).

As for the role of the Federal Authority for Government Human Resources in the implementation of succession planning framework and development of elite talents in the Federal Government, HE Aisha Al Suwaidi pointed out that the Authority is responsible for supporting the federal entities with regard to proper implementation of the framework following up key performance indicators related to such implementation in the ministries and federal entities, and submitting periodic reports to the Council of Ministers in this regard.

To get the most of the Federal Government’s Talents: Launching ‘Government Skills Bank Portal’



The Federal Authority for Government Human Resources (FAHR) has recently launched the Government Skills Bank Portal (GSBP), a project aimed at identifying Federal Government employees with special experience and skills, and electronically documenting the findings through the Federal Government’s Human Resource Management Information System (BAYANATI) and the project’s website: skillsbank.fahr.gov.ae.



LAILA AL-SUWAIDI

In this regard, HE Laila Al-Suwaidi, Executive Director of Programs & HR Planning, explained that the purpose behind creating the Government Skills Bank is to assist and empower federal entities to benefit from the professional knowledge and expertise of specialists in various fields and disciplines related to the Authority’s function, exploit their experience in developing the institutional work system in the Federal Government and establish a knowledge management culture.

“The Government Skills Bank Project is an incubator for specialized experts in the ministries and federal bodies, and employees of these federal bodies can join the Bank’s network through the new portal established to facilitate transactions for members of Government Skills Bank,” she said.

She added: “Government Skills Bank Portal: (<https://skillsbank.fahr.gov.ae>) allows search for experts in various fields and disciplines, asking them to answer

questions and inquiries about the Bank, as well as providing opportunity for knowledge transfer, training and advise in different fields. The GSBP’s link is available on our website: www.fahr.gov.ae.

“The new portal is available exclusively to ministries, and other federal entities and employees. It displays data for all members of Government Skills Bank network, together with a summary of their biography, technical skills and experience, as well as a special corner to showcase the latest articles, studies and specialized researches in many fields and disciplines.”

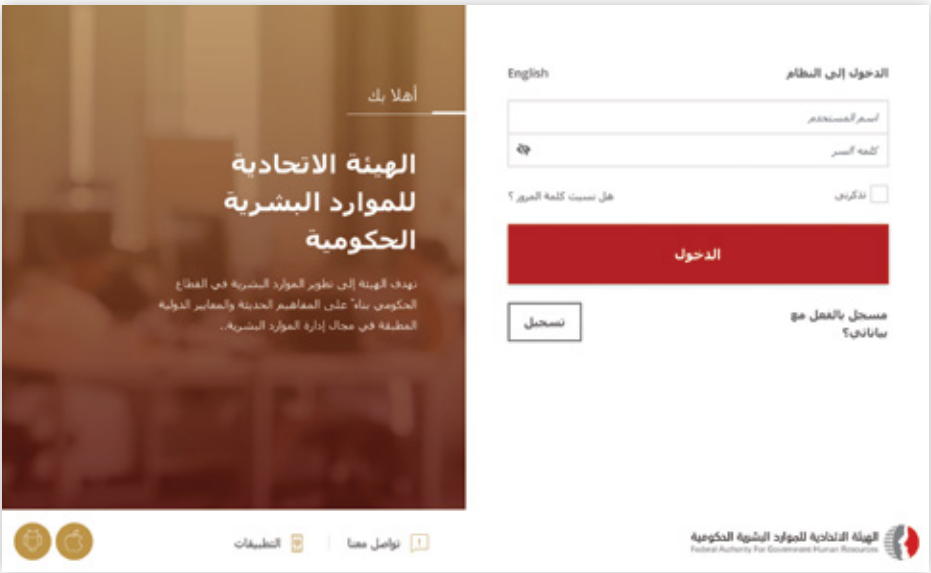
She added that the Authority has made necessary arrangement to facilitate the assessment of competencies for all members of Government Skills Bank members’ possible to assess the capabilities and capabilities of the members of the Government Skills Network and satisfaction with the support provided by the members network.

Criteria for selecting members of Government Skills Bank Network

HE Laila Al-Suwaidi stressed that selection of members of the Federal Government’s Skills Bank Network is subject to a set of criteria, including: the relevance of their competencies to needs of FAHR and the Federal Government; practical experience in similar setting, achievements and recognition in the field of competence, dissemination and application of best practices, communication skills, guidance, knowledge transfer and professional volunteering.

She added: “A member of the Government Skills Bank Network, according to the guidelines set for the Government Skills Bank, launched by the Authority last year, is a person with high skills and knowledge and who continuously acquires new experiences through practice and available education opportunities.”

She pointed out that the Government Skills Bank project has



a number of benefits for individuals: it encourages generation of new knowledge and skills; strengthens institutional loyalty; and increases job satisfaction and workplace harmony.

Benefits of Government Skills Bank

Al-Suwaidi said that careful selection of Government Skills Bank members within the ministries and federal bodies contributes to creating a work environment that encourages acquisition and dissemination of knowledge, improves institutional memory, provides a clearer picture of employees’ knowledge and skills. Other benefits, she added, include saving time used to identify the best experts and customer needs, as well as rationalizing expenses and resources, and stepping up activities related to integration of talents within succession planning of the entity.

Nomination of Government Skills Bank Network members

Nomination of Skills Bank

members in the ministries and federal bodies is done, according to HE Laila Al-Suwaidi, through three methods: self-nomination, where the employee nominates himself after consultation with his direct supervisor, nomination by colleagues and nomination by the employee’s direct supervisor.

Criteria for evaluating the Skills Bank Network members

With regard to criteria for evaluating members of Skills Bank network, Laila Al-Suwaidi explained that the Authority has adopted a set of criteria for the purpose, namely years of experience, number of training or guidance hours attended previously, relevant professional certificates, and number of conferences and seminars attended as a speaker in the field of specialization.

Motivating members of the Government Skills Network

She stressed the Authority’s keenness to motivate members of Government Skills Bank

Network by adopting three types of incentives within the project (personal, material and moral motivation). Regarding personal motivation, the ministry or the federal authority can grant its employees who are members of the Government Skills Bank Network, the opportunity to attend local and international conferences, specialized workshops, participate in visits for comparison purposes, and participate in periodicals, magazines or specialized electronic libraries.

The material motivation, she explained, is to nominate members of the Government Skills Bank network under the system of rewards and incentives for federal government employees, while the moral incentive involves presentation of the member’s biography on the entity’s intranet, putting the words ‘Golden Expert’ alongside his name, and publishing his work or articles on the Authority website and on Government Skills Bank Portal.

FAHR receives the fourth Saudi Government delegation UAE and Saudi Arabia strengthen their cooperation in the development of government work



The Federal Authority for Government Human Resources (FAHR) received an official delegation from the Kingdom of Saudi Arabia, representing several ministries and government agencies in the Kingdom, and visiting the Authority to review its most important initiatives, projects as well as efforts to develop the institutional work system at the Federal Government level, and enhance the efficiency of human resources in the ministries and federal entities.

The delegation included 20 officials representing several Saudi ministries and institutions, and were welcomed by HE Dr. Abdulrahman Abdul Manan Al Awar, Director General of the Authority, HE Laila Obaid Al Suwaidi, Executive Director of Programs and Human Resources Planning Sector, HE Ibrahim Fikri, Executive Director of Support Services Sector, and a number of sector and department directors.

HE Dr. Abdulrahman Al Awar, stressed the importance of the

visit in strengthening the existing cooperation between the UAE and Saudi Arabia in the field of developing government work, indicating that it is part of a series of previous visits by Saudis to the country, within the framework of coordination and cooperation between the two brotherly countries, and the strategic partnership between the Federal Authority for Government Human Resources on one hand, and the Saudi Ministry of Civil Service and a number of bodies concerned with the human capital

development in the Kingdom.

He said: "These meetings focus primarily on exchanging the best practices and successful experiences between the two countries in the field of developing and empowering government human resources. The Authority has briefed the Saudi delegations on the best human resources practices applied at the Federal Government level including policies, legislation, and initiatives aimed at enhancing productivity, and providing government

environments conducive to talent attraction and retention."

He praised the strong partnership between the two countries, indicating UAE's readiness to share its distinguished experiences and practices with various brotherly countries, especially with regard to human capital development.

Shaimaa Al Awadhi, Director of HR Information System reviewed the most important achievements of the Authority and its strategic projects under the umbrella of the Federal Government's HR Management Information System "BAYANATI", which is operated in partnership with the Ministry of Finance. She stressed the importance of BAYANATI as a vital strategic project in the country, which helps automate all human resources procedures and systems including payroll for Federal Government employees and is an important source of reference for all human resources in the Federal Government.

She also shed light on the e-Employment System, which was launched by the Authority in 2015 as part of BAYANATI System, in order to upgrade the efficiency level and recruitment process in the ministries and federal bodies, as well as reduce the cost. The e-Employment System, according to Al Awadhi, has contributed to creation of an integrated network system for recruitment cycle in the ministries and federal entities through BAYANATI System, by automating all stages of the recruitment process in those entities".

She indicated that the e-Employment System allows human resources departments in federal ministries and entities to manage the recruitment process through a network browser and simple self-service online pages,

and saves much time and effort for human resources departments employees, as applicants can enter their personal data on their own.

Shaimaa Al Awadhi explained that the e-Employment System provides an integrated set of features for users such as managers and employment officials in the federal ministries and entities; employees of these entities; employment agencies, and visitors to the employment website. The most notable of such features include the ability to match employment applications, provide assessment rates for applicants, search for suitable candidates, create and manage job vacancies, advertise for vacancies, and review, invite and manage candidates, search for work, quick registration, nomination of suitable individuals for vacant jobs, apply for vacant posts, and timely communication with employment officials.

She briefed the visiting delegation on the organizational structures system launched last year by the Authority, a system that allows users to view organizational structures in their workplaces, and enables supervisors to view a diagrams showing the distribution of employees to divisions, departments and organizational units, along with their personal data and data related to performance management system.

"Organizational structures system also provides human resources departments in the ministries and federal bodies the opportunity to modify organizational structures in accordance with the issued decisions and necessary evidence, with the results directly reflected on the system", she noted.

Lulwa Al Marzouqi, Director

of Human Resources Planning Department gave a presentation on the performance management system and training & development system for the Federal Government employees and the most important training initiatives launched by the Authority. She also reviewed the Smart Goals Bank Initiative launched in 2015.

She explained that the Smart Goals Bank benefits the ministries and federal agencies operating BAYANATI System, because it acts as a package of individual performance documents for key functions at the Federal Government level which include these well-defined goals. The bank also helps to improve and standardize the formulation of goals for all support jobs, and insures the measurability of these goals.

Lulwa pointed out that Smart Goals Bank integrates with performance management system for Federal Government employees, and contributes to the establishment of a unified database for support jobs in the ministries and federal bodies.

For his part, Ali Ahli, Director of Human Resources and Services Department, CEO of Happiness and Positivity, highlighted the Authority's experience in achieving happiness to its employees and enhancing their job satisfaction and workplace loyalty, adding that the Authority "is well aware of the importance of providing an ideal work environment for employees, based on happiness, positivity and motivation", as evidenced by launching several incentive initiatives to empower and delight them, increase their productivity, and develop their creativity and innovation.

4 training workshops attended by 200 employees FAHR trains federal entities on “Itimad” systems

The Federal Authority for Government Human Resources (FAHR), recently held four training workshops on certain subsystems associated with the Federal Government’s HR Management Information System (BAYANATI), such as the electronic approval, outsourcing and business permit & licensing systems. The workshops were attended by nearly 200 employees of ministries and federal entities and representatives of some private bodies, including universities, schools and public benefit associations, as well as others concerned with “Itimad” for electronic approvals.



► Familiarizing participants from the ministries and federal entities and private sector, with the basics and mechanisms of electronic approvals system, business permit and licensing system, and the latest technical updates on the structure of the systems.

Shaimaa Al Awadhi, Director of Human Resources Information System, said that the workshops focused on familiarizing participants from the ministries and federal entities and private sector, with the basics and mechanisms of electronic approvals system, business permit and licensing system, and the latest technical updates on the structure of the systems.

She stressed on the vital role played by the entities and users, as strategic partners, in the success of the electronic systems associated with BAYANATI System, and the

importance of user’s feedback in improving the quality of these systems.

Al Awadhi reviewed the mechanism of operating the systems, and the latest updates made recently, especially activation of request for reconsideration of electronic approvals procedures, calling on all entities to finalize any outstanding procedures in case complementary data are available.

Mohammed Al-Fadhli, Head of Statistics Department, HR Information System Department, said that the three systems (electronic approval, outsourcing

and business permit & licensing systems) are used extensively by the beneficiaries. Procedure finalized through the three systems combined reached 400 thousand, he added.

He said: BAYANATI System is programmed to accept the data included in National Identity Card, to record the data of new employees and update the data of current employees included in the system. ID readers can read a number of data recorded in the ID card to ensure the accuracy of the data and reduce the time it takes to enter.”

At the end of the workshops, about 300 ID readers were distributed to the participating entities, and their questions were answered by the technical staff. They were also provided with contact information with the Authority for necessary support.

He added that BAYANATI System is a platform for many important human resources procedures and systems in the Federal Government, and is designed to cope with the vision of the UAE leadership and the rapid development in the Federal Government’s function, which is

witnessing continuous mobility in all fields including human resources management.

The system helps to effectively manage human resources and provide general and accurate statistics on human resources. Moreover, it is one of the best practices that have been used to serve and develop human resources departments in ministries and federal entities and improve their performance in accordance with international best practices, besides facilitating administrative procedures and financial operations.

BAYANATI System is a quantum leap in smart government applications to perform important human resource procedures in the Federal Government. It helps automate all HR procedures, including wages and salaries in federal ministries and entities since throughout an employee’s service, and enhances human resources performance based on modern concepts and global standards. The system also helps create a unified Federal Government database that supports decision makers and assists in planning processes.

بياناتي Champions

A corner where we host a number of Federal Government employees who have been the most active users of the Federal Government's Human Resources Management Information System (BAYANATI), and associated electronic by-systems. They will tell us about their personal experiences and those of their institutions in general with these systems, as well as their views and proposals to develop the systems, which will positively impact the government work and enhance its performance.

In a dialogue with HR Magazine

BAYANATI Champions: BAYANATI has been instrumental in the development of Federal Government system

A number of employees and officials of the ministries and federal bodies who were recently recognized by the Authority and granted the title of "BAYANATI Champions", for their commitment to using the Federal Government's HR Management Information System (BAYANATI) and associated electronic systems, stressed that the system "has become one of the most important human resources systems in the country and the region". They praised the qualitative shift achieved by the system in the development of the Federal Government's work system, and changing the traditional work concepts that prevailed in the ministries and federal entities for decades.



SAUD MOHAMMED ABDULLAH

Among these champions interviewed by our representative, was Amira al-Khoury, Head of Service Leadership at Federal Authority for Identity and Citizenship, who confirmed that BAYANATI System has contributed a lot in organizing work in the ministries federal entities, by disposing of many redundant HR systems and therefore reducing the exorbitant expenses that were

allocated annually to run those systems.

She said: "The most benefits of BAYANATI System is its significant contribution to enabling an employee to actively follow up HR procedures, Which were previously done by several employees. The system also provides large databases for staff under one system, enabling the authorities to carry out HR planning efficiently

through accurate reporting and statistical data provided by the system."

Amira al-Khoury pointed out that BAYANATI System helped provide accurate statistics for human resources function in the Federal Government, and offers many advantages and options including: linking sick leaves to employee performance, which led to a remarkable reduction in sick leave



rates among employees, as well as increasing their productivity.

For his part, employee Saud Mohammed Abdullah, notary public in the Ministry of Justice believed that BAYANATI has made significant progress in the field of human resources management within the Federal Government, institutions, playing a vital role in saving time and effort for human resource officers in ministries and

federal entities by helping them to complete human resources transaction through self-service feature that allows all employees of ministries and federal bodies operating BAYANATI System to conduct their human resources procedures any time, anywhere in the world.

He said: "The Authority's new Smart Application (FAHR) has been contributing to speed up

and simplify human resources procedures. For example, an employee can request and receive a salary certificate electronically in less than 24 hours. He can also complete all stages of performance review, check on his leave balance, update his personal data and documents, and perform many other smart services using the application."



In conjunction with Zayed Humanitarian Work Day: FAHR and “Make a Wish” launch Children’s Umrah Campaign

The Federal Authority for Government Human Resources (FAHR) launched, in collaboration with Make a Wish Foundation the Children’s Umrah Campaign, aimed to send a number of sick children wishing to visit the Sacred House of Allah to perform Umrah.

In this regard, Mahmoud Al Marzouqi, Director of Government Communication Department, said that this initiative is part of a series of community, humanitarian and philanthropic initiatives carried out by the Authority in the Year of Tolerance. “The initiative also coincides with Zayed Day for Humanitarian Action, which falls on the 19th of Ramadan every year”, he noted. He pointed out that the campaign is the first strategic partnership between the Authority and Make a Wish Foundation, a charity that seeks to fulfill the wishes of children suffering from life-threatening diseases, ranging between 3 to 18 years of age.

The campaign was announced by inviting all Federal Government employees and the public to donate through e-mail of the Federal

Government’s HR Management Information System (BAYANATI), text messages, social media sites and the media.

Al-Marzouqi explained that the Authority has publicized the campaign to give the opportunity to the largest number of audience to participate in the humanitarian act.

He called on all segments of the society to contribute to the campaign and to donate to via SMS. Sending the word “Wish” to Itisalat numbers: 3333, 5555, 6888, and 7000 to donate 10, 50, 100 and 200 dirhams respectively, or send the same word to du numbers: 3331, 5552, 6888 and 7003 to donate 10, 50, 100 and 200 dirhams respectively.

شركة	رقم	مبلغ التبرع (درهم)
du	3331	10
du	5552	50
du	6888	100
du	7003	200
Itisalat	3333	10
Itisalat	5555	50
Itisalat	6888	100
Itisalat	7000	200

Campaign by FAHR and “Jalila” to treat a sick child

The Federal Authority for Government Human Resources (FAHR) has recently launched a new humanitarian campaign in cooperation with Al-Jalila Foundation to support the treatment of a one-year-old infant suffering from congenital heart defects and needs urgent and expensive surgery, which his father can not afford.

شركة	رقم	مبلغ التبرع (درهم)
du	4202	10
du	4206	50
du	4209	100
du	4409	500
Itisalat	4202	10
Itisalat	4206	50
Itisalat	4209	100
Itisalat	4409	500

In this regard, Mahmoud Al Marzouqi, Director of Government Communication Department at the Authority, said that the present humanitarian campaign is the third of its kind to be carried out by the Authority and the Foundation this year as part of “Sanadhom Amanah” initiative, which is one the Authority’s community initiatives. He added that the initiative was launched in response to Declaration of

2019 as Year of Tolerance by His Highness President Sheikh Khalifa bin Zayed Al Nahyan.

HE added: “The Federal Authority for Government Human Resources has publicized the campaign at the federal government level to allow the opportunity for the largest number of employees of the ministries and federal entities to participate in community work and charitable giving through their various social networking

accounts or via BAYANATI System”.

Al Marzouqi called on all community segments to support the campaign by donating 10 dirhams through sending an SMS including the word “Sanad” to the number 4202, or 50 dirhams by sending the same word to number 4206 via Etisalat and du, or 100 dirhams to the number 4209 and 500 dirhams to the number 4409.

FAHR briefs Ajman Government employees about discounts program “Imtyazat”



The Federal Authority for Government Human Resources (FAHR) has recently initiated, in cooperation with Ajman Government Human Resource Department (AGHRD), a series of tours to departments of Ajman Government to promote government employees' discount program 'Imtyazat'. The campaign aims to raise awareness about the program and to familiarize employees with the most important offers, discounts and

benefits provided by Imtuazat, including mechanism for fully utilizing the program through the smart application.

Hanan Mohammed bin Naseef, Deputy Director of Government Communication Department, confirmed that the first awareness tour to highlight Imtyazat program was organized to Land Department and the Real Estate Regulatory Commission in Ajman, with the participation of program

sponsors: Etisalat and OSN, as well as a number of exhibitors. The campaign was greatly welcomed by the department's staff.

These tours will continue to cover all Ajman Government's departments and institutions, as per the Memorandum of Understanding recently signed between the Authority and the Human Resources Department in Ajman, under which the employees of the Government



of Ajman joined the list of beneficiaries of government employees discount program “Imtyazat”, thus forming a true addition to the program launched in 2011.

Hanan bin Nassif explained that the Authority had earlier carried out a series of exhibitions and tours to promote “Imtyazat” program, covering more than 30 ministries and a federal entities across the country, to provide advise about the program and its smart application, and the most important offers made through it, which exceeded 500.

“Imtyazat smart application proved to be highly interactive and was well received by Federal Government employees, as well as by those of Government of Ajman. The number of employees who downloaded the smart application reached 25,500”, she noted, adding that the Authority coordinates under the program with private sector institutions and companies and forges partnerships with them to grant special discounts and

preferential rates to government employees and their families, in order to create a positive and stimulating work environment for government employees, conducive to happiness and well-being.

Nanan further explained: “The Smart Imtiyazat application is available to the employee any time, anywhere, and enhances our government's wise approach to shift to automation and digital transformation. The application is easy to navigate, includes exclusive offers by Imtyazat partners to Federal Government employees, as well as interactive maps showing the locations of these offers. The companies listed in the initiative can update their offers and make new offers. So we call on the private sector institutions wishing to join Imtyazat program to register through the Authority's website www.fahr.gov.ae”.

Nawal Al Kutbi, HR Programs Executive, at HR Department, stressed the department's keenness to improve the quality

of services offered to Ajman government employees and provide incentives that contribute to their happiness and motivation, thus enhancing their efficiency and productivity and creating an encouraging work environment. “HR Department seeks to achieve the welfare and happiness of government employees and their families, through arrangements that ensure taking advantage of the many privileges offered by the discounts program “Imtyazat”, she said, adding that the employees are provided with the latest offers and discounts and notified about how to contact the commercial and service companies offering these benefits.

Al Kutbi explained that the Department, in coordination with the Federal Authority for Government Human Resources, will continue its promotional tours to all government agencies in Ajman in order to introduce the Imtyazat Program, review the most important promotional offers and respond to inquiries about the program and offers.



Career Welfare

The campaign featured awareness sessions and medical tests for employees

FAHR participates in the global campaign to raise awareness about the dangers of hypertension

The Federal Authority for Government Human Resources (FAHR) has reacted with the global campaign to raise awareness of the dangers of high blood pressure (Hypertension), in conjunction with World Hypertension Day, which falls on the seventeenth of May every year.

The event is organized this year under the slogan “Know Your Numbers” where the Authority organized sessions and medical examinations for its employees, in cooperation with the Ministry of Health and Prevention, and Dr. Sulaiman Al Habib Hospital.



ALI AHLI

On this occasion, Ali Ahli, Director of Human Resources and Services Department, CEO of Happiness and Positivity said that the Authority's celebration of World Hypertension Day, reflects its keenness to raise awareness of the potential dangers of this disease, called “Silent Killer”, calling on all

to measure blood pressure regularly, and keep it within normal ranges.

He said that the Authority organized a series of events and health activities on this occasion, including conducting blood sugar and hypertension tests for employees, body mass index,

muscle to fat ratios and body weight to height. The Authority also provided health guidance and distributed educational bulletins to employees, as well as sports and health tips, he said.

Ali Ahli said: “The Authority has organized several health programs and activities to



mark this occasion, aimed at empowering the employees, and increasing their happiness, loyalty, job satisfaction, as well as aspiring creativity and innovation. The most important of these programs is Employee Wellness, which consists of four initiatives, each of which includes a range of activities: health

initiatives, occupational safety initiatives, green environment initiatives and social initiatives.

Ali Ahli pointed out that the Wellness Program reflects the Authority's keenness to improve the working environment, motivate employees to provide their best, increase job

satisfaction, workplace harmony and loyalty, which will positively affect the work system in the entity in particular and the Federal Government in general, thus contributing to realizing the aspirations and orientations of the wise leadership of the United Arab Emirates.

We invite you to
download the FAHR application

FAHR



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news, circulars, legislations and systems



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