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» | The Virtual Assistant Service 'Hamad' for FAHR's customers, responded to 25,000 inquiries during Q1 202

### FAHR launches "Hayat" Program to protect Federal Government employees' mental health



» | 52,000 federal employees attended Al-Mawred e-Learning Portal courses in April

3000 associates attend HR Club session on Coronavirus and mental support

# FAHR launches Artificial Intelligence Projects for Government Human Resources

The Federal Authority for Government Human Resources (FAHR) has announced its strategic plan for artificial intelligence for human resources at the Federal Government level, as approved since 2019, including a set of initiatives and projects. These initiatives are enhanced with artificial intelligence technologies, and serve Federal Government human resources in several areas such as: training and development, productivity measurement, employment, predictive reports on future human resource trends in the Federal Government, and HR data pool project, as a basis for all artificial intelligence projects, and a reference based on smart HR systems.



Dr. Abdulrahman Al-Awar



Salwa Abdullah Abdel

HE Dr. Abdulrahman Abdel Manan Al-Awar, Director General of the Authority, said that these are a great progress in organizing government work, the shift towards the future government, as well as in developing the skills of the government workforce and boosting overall performance.

HE added: "Moreover, these projects are an important milestone along the road to creating excellence in government work system, which would support decision-makers in the federal entities, and enable them to manage their human

resources efficiently, according to a methodology based on artificial intelligence. They will also help in upgrading the Federal Government employees competencies, especially in the current emergency conditions.

For her part, HE Laila Obaid Al-Suwaidi, Executive Director of Programs and HR Planning Sector, explained that the Authority started implementing the new electronic employment system "Istiqtab", which is enhanced with artificial intelligence and supports matching jobseekers with Federal

## استراتيجية الذكاء الاصطناعي للموارد البشرية HR Artificial Intelligence Strategy

### VISION:

To be the most smartly-run organization leveraging AI in streamlining HR functions across the federal governments in the UAE.

### MISSION:

To embed AI in HR to create a data-driven pan-organization value.

### OBJECTIVES:



Creating intelligent products and services & designing intelligent HR processes.



Increasing staff productivity, boosting customer satisfaction and achieving greater efficiency.



Data unification and automation in order to help in strategic decision making process.



Creating synergies, cost optimization and better resource allocation.



Government vacancies loaded into the system, to enable selection process, based on previous entities' recruitment record.

She said: "The "Enabler" Imitative aims to measure and increase productivity, as well as help federal entities to invest their human resources in an optimal way. It also analyzes data on the results of daily performance of an employee, to make recommendations on competency improvement, in terms of time, quantity and type in comparison with peers. The aim is to achieve the best performance, through the system which will be launched experimentally in some ministries and federal entities during the second quarter of this year.

"The Authority is also in the process of launching "Injaz" Project to automate joint support services procedures in the Federal Government. The project's objective is to improve employee performance, achieve efficiency in terms of reducing time and effort on support and joint services departments in the federal bodies, through automating certain daily operations, using Robotics Process Automation technology."

Laila Al-Suwaidi affirmed the Authority's commitment to upgrading the e-Learning Portal in the Federal Government "Al-Mawrid", which was launched in 2019 as a successful project, being enhanced with artificial intelligence technologies. The portal, she added, is used to improve the Federal Government employees' distance learning skills, especially in emergency situations, through an integrated matrix of electronic training programs, so that they can achieve their career goals.

Salwa Abdullah Abdel Moneim, Director of Projects and Programs Department said that 2020 will witness the launch of the second phase of the Virtual Assistant Services Project "Hamad", developed to help the Authority's customers, using chatbot feature on the Authority's website [www.fahr.gov.ae](http://www.fahr.gov.ae), as a chat window developed by the Authority to take advantage of artificial intelligence

techniques in this field.

"Hamad Project is aimed at creating an interactive communication channel for customers, to provide them with technical support and advice on a number of the Authority's services and systems through advanced technologies," she said.

Salwa Abdullah indicated that the Virtual Assistant Services "Hamad" responds to all customer inquiries with regard to some of the Authority's services, such as training services, human resources systems, legal consultations, and technical support, through a dedicated chat window. She revealed that the Authority will enter into Hamad system, all Federal Government HR laws, policies and legislation, and link it with the HR Management Information System "Bayanati", and Customer Happiness System, which is an interactive platform that includes all services provided by the Authority.

She said that the Authority will also launch in late 2020, the smart predictive reports project, which would provide a HR proactive and predictive indicator dashboard for ministries and federal entities, enabling them to monitor overall performance indicators and strategic goals of an entity.

PSalwa concluded: "The Authority will start work on Government HR Data Pool Project, to compile all HR data in the Federal Government from various sources, to ensure rapid access, protection, and enhance the quality and accuracy of data.

"By the end of 2019, the Authority launched its operational plan for 2020, as a road map for action in the coming years, including a wide range of initiatives related to digital developments and artificial intelligence. The plan also includes upgrading the Smart Application {FAHR}, launching the modified version of the performance management system for Federal Government employees, and idea management system (iThink)".

## The Virtual Assistant Service 'Hamad' for FAHR's customers, responded to 25,000 inquiries during Q1 202

**The Federal Authority for Government Human Resources (FAHR) confirmed that it received more than 25,500 inquiries and requests for support through Virtual Assistant Service 'Hamad' for FAHR's customers, through the Authority's website: [www.fahr.gov.ae](http://www.fahr.gov.ae), from the beginning of 2020, until mid-April.**

In this regard, Salwa Abdullah, Director of Projects and Programs Dept. at the Authority, explained that the virtual assistant Hamad chatbot, was able to respond to more than 25,500 inquiries and requests for support, submitted by more than 5,000 customers. She noted that the demand for Hamad services has significantly increased after the implementation of remote work system, with greater focus on electronic and smart services, surpassing during the past two weeks only 1500 inquiries.

She stated that the inquiries received via "Hamad" centered in their entirety on several services provided by the Authority, such as: requesting legal advice, technical support, accreditation of Federal Government's preferred training partners "Ma'arif", participation in the Authority's publications, as well as reviewing organizational structures, job descriptions, Training, and inquiries about remote work.

Salwa Abdullah said: "The virtual assistant service Hamad, is a window for an instant conversation developed by the Authority last year, using artificial intelligence technologies, with the aim of providing an interactive channel to communicate with customers, and provide technical support and advice to them about a number of services and

systems through harnessing technology to enhance the work system.

"This smart communication channel came as a result of the Authority's endeavor to delight its internal and external customers and to provide them with the best services obtained as quickly and easily as possible, around the clock from anywhere."

She added that the Authority's virtual assistant service automatically responds to all customer inquiries about some of its services such as training services, HR systems, legal advice, and technical support, through a dedicated conversation window, and the virtual assistant service. "The virtual assistant service (Hamad) will be continuously updated in order to be able to complete the HR transactions carried out by the Federal Government employees during the coming period," she said

It should be noted that the Authority had earlier announced its artificial intelligence strategic plan at the Federal Government level, which was approved since 2019. The plan included a set of initiatives and projects enhanced with artificial intelligence technologies, and serving human resources in the Federal Government in several areas, including launching the second phase of Hamad Chatbot project.



# Federal Government employees perform 4.5 million self-service transactions via Bayanati system

The Federal Authority for Government Human Resources (FAHR) revealed that around 4.5 million HR transactions and procedures were carried out by employees and officials of ministries and federal agencies through Bayanati system since its official launch in 2012 until the end of Q1 2020, using self service function.

In this regard, Leila Obaid Al-Suwaiddi, Executive Director of Programs and HR Planning Sector at the Authority commented that the Federal Government employees carried out more than 281 thousand self-service transactions in the first quarter of 2020.

She added: "A significant increase occurred recently in the number of transactions and self-service procedures, compared to the same period in the past years, due to employees' dependence on Bayanati self-service system to accomplish their own HR transactions and procedures, especially in light of the implementation of remote work system in most ministries and federal entities under the current situation."



Leila Obaid Al Suwaiddi

## 1.6 million notifications received by Federal Government employees via Bayanati System

HE Leila Al Suwaiddi indicated that Federal Government employees received more than 1.6 million notifications via Bayanati System during the first quarter of 2020. "Most of these notifications were promotional messages for the Authority's initiatives and services provided at the Federal Government level, and educational flyers on many topics that serve the directions of government and society, in addition to automatic notifications regarding completion of employee HR procedures", she noted.

## Bayanati as a smart window for all HR procedures

Laila Al Suwaiddi indicated that all 67 ministries and

federal entities are now under the umbrella of the Human Resources Management Information System in the Federal Government (Bayanati) as the system is activated in 44 ministries and entities, while the Authority has linked 23 entities with Bayanati System, through Enterprise Service Bus (ESB) project.

She emphasized that Bayanati System launched by the Authority in cooperation with the Ministry of Finance helps automate all HR procedures, including wages and salaries in federal ministries and entities throughout an employee's service, as well as create a unified Federal Government database that supports decision makers and assists in planning processes.

She added: "Bayanati System provides many services to Federal Government employees. For example, employees can receive their salaries, through a unified system, complete all HR procedures using the self-service portal assigned to each of them, and take electronic approvals on some human resource procedures quickly."

## 211 thousand self-service transactions via Smart App (FAHR)

For her part, Shaima Al-Awadi, Director of HR Information System at the Authority, revealed that Federal Government employees uploaded through the Smart Application (FAHR) more than 55 thousand times, conducting nearly 211 self-service transactions, since its launch until the end of the first quarter 2020, while over 34 thousand transactions were carried out during the first three months of 2020.

She said: "Application (FAHR) allowed employees to complete all of their HR procedures, using their mobile devices, without the need to refer to the human resources departments in their entities.

"HR procedures that are provided through the Smart Application include, but not limited to: viewing

attendance and departure records, requesting leaves and salary certificates, issuing letters to Whom it May Concern, requesting legal advice on Federal Government's HR laws, policies and legislation, completing performance management system for Federal Government employees, and setting individual development plans."

She stated that offers a package of services to the Federal Government employees: displaying and updating personal documents, reviewing Federal Government vacancies, facilitating job search, viewing jobs that have been posted, requesting technical support service to assist ministries and entities in implementing various HR procedures, registering as a service provider in the Federal Government employees discounts program "Imtiyazat", searching for Federal Government employees and communicating with them via e-mail, nominating employees to Rewards and Incentives System awards, viewing job description card, and requesting business card.

The Federal Authority in implementing various human resources procedures, registering as a service provider in the discounts program for government employees "privileges", searching for employees in the federal government and communicating with them via e-mail, and nominating employees within the system of rewards and incentives J, and see the job description card, and the possibility of requesting the work of "business card" card).

The Smart App (FAHR) also includes 27 services provided to Federal Government employees and customers from all sectors, and provides

distinguished services for more than 100 thousand employees working in 67 ministries and federal entities. The most important of these services are those associated to Bayanati System, which provides a smart dashboard for employees and their supervisors in various ministries and federal entities.



Shaima Al-Awadi

# FAHR launches “Hayat” Program to protect Federal Government employees’ mental health

برنامج المساندة والدعم النفسي  
والمعنوي لموظفي الحكومة الاتحادية  
Employee Assistance Program



The Federal Authority for Government Human Resources (FAHR) recently launched Hayat program to provide psychological and moral support for the Federal Government employees, by a number of specialists and consultants in leading companies at the state level.



In this regard, HE Dr. Abdulrahman Abd al-Manan al-Awar, Director General of the Authority, stressed that the need for such a program is more important now than ever before, given the exceptional circumstances the world is going through, due to spread of COVID-19 and the resulting psychological and mental pressures.

HE called on the employees in the ministries and federal entities to take advantage of Hayat Program which offers free consultations, by just communicating via e-mail or telephone, with fully guaranteed privacy and confidentiality of personal information.

HE Leila Al-Suwaidi, Executive Director of Programs and HR Planning said: “The Authority launched Hayat program to provide psychological and moral support

for the Federal Government employees, in cooperation with Life Works Corporation specialized in providing consultations and support in the field of mental health.

“Hayat Program aims to raise efficiency and productivity by reducing work stress and improving quality of life in the work environment, as well as job satisfaction at the Federal Government level, thus achieving the required work-life balance and supporting employee mental health.”

Al-Suwaidi explained that Hayat Program is based on several pillars, most notably, raising awareness about the importance of employee mental health, stressing the need for aligning institutional goals with individual aspirations, on one hand, and work with social life. It is



important to provide the necessary health care for all employees, and let them feel a kind of psychological well-being, intellectually, physically, and emotionally.

She added: “By introducing Hayat Program, the Federal Authority for Government Human Resources (FAHR) seeks to reduce the consequences that may result from work stress, shocks, anxiety, and depression. The aim is to build strong relationships between employees, as well as promote team spirit, institutional loyalty, employee engagement. This would lead to increasing productivity, by enabling employees to progress in their professional lives, and developing their skills continuously.”

## Salwa Abdullah: 4 free consultations for every employee

Salwa Abdullah Abdel Moneim, Director of Projects and Programs at the Federal Authority for Governmental Human Resources confirmed that the Authority has launched Hayat Program in collaboration with life Works Corporation, to improve mental health of Federal Government employees and reduce the consequences that may results from work stress, trauma, anxiety, and depression.

She explained the program mechanism. a Federal Government employee can contact Life Works Center requesting support and psychological and moral advice through one of the following approved communication channels: email: FAHR@lifeworks.ae, toll-free number: 800 - 543396757, and WhatsApp: 052 939 6126).

Salwa Abdullah added: “In the event that the employee communicates with Life Works via the hotline or WhatsApp, the case will be evaluated, before making suggestions that can help to overcome the problem, or call the psychotherapist, to provide him with advice,

“If the employee communicates by e-mail and requests support describing the case in detail, the Psychotherapist will respond and give him direct advice, or ask him for additional information, to review the case, and to decide if there is a need for further discussion.”

She indicated that every Federal Government employee

has the right to request four free consultations from Life Works; and in the event a psychotherapist is required, he will be paying a reduced price, to get the necessary advice and support.





# 3000 associates attend HR Club session on Coronavirus and mental support

The Federal Authority for Government Human Resources (FAHR) organized an extraordinary Human Resources Club session, using live streaming technology via the Internet, as a first of its kind in the history of the Club since its inception in 2010, in terms of the number of attendees and followers surpassing 3000 members and those interested in the field from within and outside the country.

The session discussed ways of psychological and moral support for members of society at different levels, and how to avoid anxiety caused by Corona pandemic, overcome the exceptional circumstances overwhelming the world and reduce its psychological consequences for society.

In this regard, Leila Obaid Al Suwaidi, Executive Director of the Programs and HR Planning Sector at the Authority, praised the session, which was exceptional by all standards, as it witnessed a great interaction and interest from the Club affiliates and all interested parties. She stressed that the huge turnout reflects the importance of HR Club and its ability to reach all segments of society.

She said: "The new approach to broadcasting the Club's sessions through live streaming technique has proven a great success, as the Club has outreached a larger audience. This is a crucial step towards achieving its objectives as one of the Authority's strategic initiatives that has become an important intellectual and knowledge communication platform bringing thousands of people interested in its discussion topics under one roof, to

review human resources issues, support services or general and emerging developments.

"The Club provides an important and significant opportunity for cooperation between all concerned with human capital development, as a platform that allows raising issues related to challenges facing institutions, individuals and governments, with regard to human capital development, reviewing the best solutions to such challenges and keeping pace with any problems in this field."

HE Leila Al Suwaidi hailed the HR Club's role which witnessed since its launch a great interaction by specialists and those interested in human resources locally, regionally and globally. This is evidenced by the number of followers of its last session that exceeded 3000, thus becoming an important platform and a strategic window for human resource professionals and researchers.

She added that the Authority has adopted live streaming media in broadcasting the Club's sessions via the Internet, in order to reach the largest segment of those interested in human resources from all regions of the country and

outside. "In addition, the new broadcasting method will serve the UAE's approach to remote work, taking advantage of modern technologies to ensure business continuity in the Federal Government, maintain the safety and health of community members in general, and Federal Government employees in particular, under the current circumstances.

A session was presented by Dr. Basem Badr, consultant psychiatrist at Life Works Consulting Center, based in Dubai, in the framework of the existing cooperation between the Federal Authority for Government Human Resources and the Center, to implement the psychological and moral support program 'Hayat' for the Federal Government employees, which was launched by the Authority a few days ago.

The session highlighted many urgent issues that concern all groups and segments of society in light of Coronavirus pandemic, notably: How to deal psychologically with COVID-19 and its repercussions, the psychological impact of diseases and epidemics on individuals and society, and how to overcome their negative psychological effects. In addition, the speaker introduced followers to the methods that can enhance the positive energy of society, and support the individuals' mental health, especially in times of crisis and disaster.

At the outset, Dr. Basem Badr emphasized that Coronavirus pandemic has upended the daily lives of people around the world. However, despite the state of fear, tension and frustration that society is experiencing because of pandemic, some positive effects of this virus include increasing national solidarity in facing this disease, as well as strengthening family ties, and enhancing the concept and culture of social cohesion.

The consultant psychiatrist at Hayat Consulting Center gave a number of tips on how to overcome the anxiety and psychological pressure caused by the Covid-19. He stressed the need to take care of mental health by maintaining healthy eating, caring for personal hygiene, exercising regularly and reducing the time spent on watching and reading the news as much as possible. He noted that following Coronavirus news and developments around the world brings unnecessary psychological pressures, and enhances our negative energy, given that many of these news are fabricated and incorrect.

Dr. Basem stressed the importance of focusing on the positive thoughts that distract us from thinking about the pandemic, and the need to occupy our times with everything that is useful and entertaining.

"It is highly recommended to reduce using electronic devices, closing them before going to bed at least 30 minutes, and allocating some time to relax, through deep breathing, yoga, meditation, listening to music, and reading useful books," he said.

According to Dr. Bassem Badr, taking care of physical health during this pandemic is essential, especially in absence of regular physical activity and exercise. He advised everyone to not miss out on sleeping at the usual timings, exercise physical activity continuously, given its importance in reducing stress, improving mood, and maintaining good health by avoiding smoking and drinking alcohol.

He said: "The fact that we are forced to stay at home and keep a safe distance from others, does not mean at all that we should be on complete social isolation. We must rather initiate digital communication with our families, relatives and friends, and provide psychological and moral support to them to alleviate the impact of this crisis on them."

He called for supporting children during the Coronavirus (COVID-19) outbreak, and helping them to overcome its repercussions and negative effects, by helping them cope with resulting stress, alleviating their anxiety, depression and loneliness, and allocating time to play with them if needed.

The Club offers its membership, which has grown to over 12 thousand, an ideal opportunity to learn about the best practices, experiences and success stories of many individuals and institutions, as well as meeting with specialists and practitioners in the field of institutional work.

It should be noted that membership of the Club is open and free for all those interested in human resources and institutional support, etc. Application for the Club's membership has been through website: [www.fahr.gov.ae](http://www.fahr.gov.ae), and email: [HRClub@fahr.gov.ae](mailto:HRClub@fahr.gov.ae).



# 52,000 federal employees attended Al-Mawred e-Learning Portal courses in April

The Federal Authority for Government Human Resources (FAHR), announced that more than 52 thousand employees of ministries and federal entities visited the e-Learning Portal in the Federal Government “Al-Mawrid” during the month of April, and benefited from the specialized and general training programs offered through the portal.

In this regard, HE Leila Obaid Al-Suwaiddi, Executive Director of Programs and Human Resources Planning Sector at the Authority, explained that Al-Mawrid: [www.al-mawrid.ae](http://www.al-mawrid.ae) proved to be highly interactive and popular among the Federal Government employees during the month of April. More than 52 thousand employees visited the portal, and well received over 252 training programs offered free of charge or reduced rates. More than 16 thousand employees have received certificates of completion and participation in training programs available since the beginning of 2020.

She noted that Al-Mawred has become, within a short period of time, the first platform for e-training and smart learning at the Federal Government level, and the main reference for ministries and federal entities wishing to develop their human resources, through participation in specialized and generic training programs and renewable

educational materials that provided by Al Mawrid platform for employees.

Laila Al Suwaiddi said: “The Authority offered through Al-Mawrid 5 free training programs during April: electronic phishing, practical writing in English, time management, reading, and skills required for working remotely. The Authority also introduced through the platform, an orientation video about the Smart App (FAHR), the services it provides to Federal Government employees, and ways to obtain these services.”

She added: “In light of the Federal Government’s approach to working remotely, and searching for effective ways and methods for business continuity in emergency situations, the e-learning portal in the Federal Government is an important alternative to traditional training and learning methods based on physical attendance in workshops and training courses, and direct

« Al-Mawred » is an advanced Smart Training Platform that serves Federal Government employees, develops their behavioral and specialized skills



Al Mawrid is your best choice for Distance Learning

communication between the trainer and trainees looking for knowledge.”

On her part, Maryam Al-Zarouni, Director of HR Planning Department at the Authority, pointed out that Al Mawrid is an advanced smart training platform, that serves federal government employees, develops their behavioral and specialized skills, and provides them with general and specialized innovative online training programs and courses at preferential prices that take into account their needs, enhance their capabilities, and enable them to keep pace with the labor market needs.

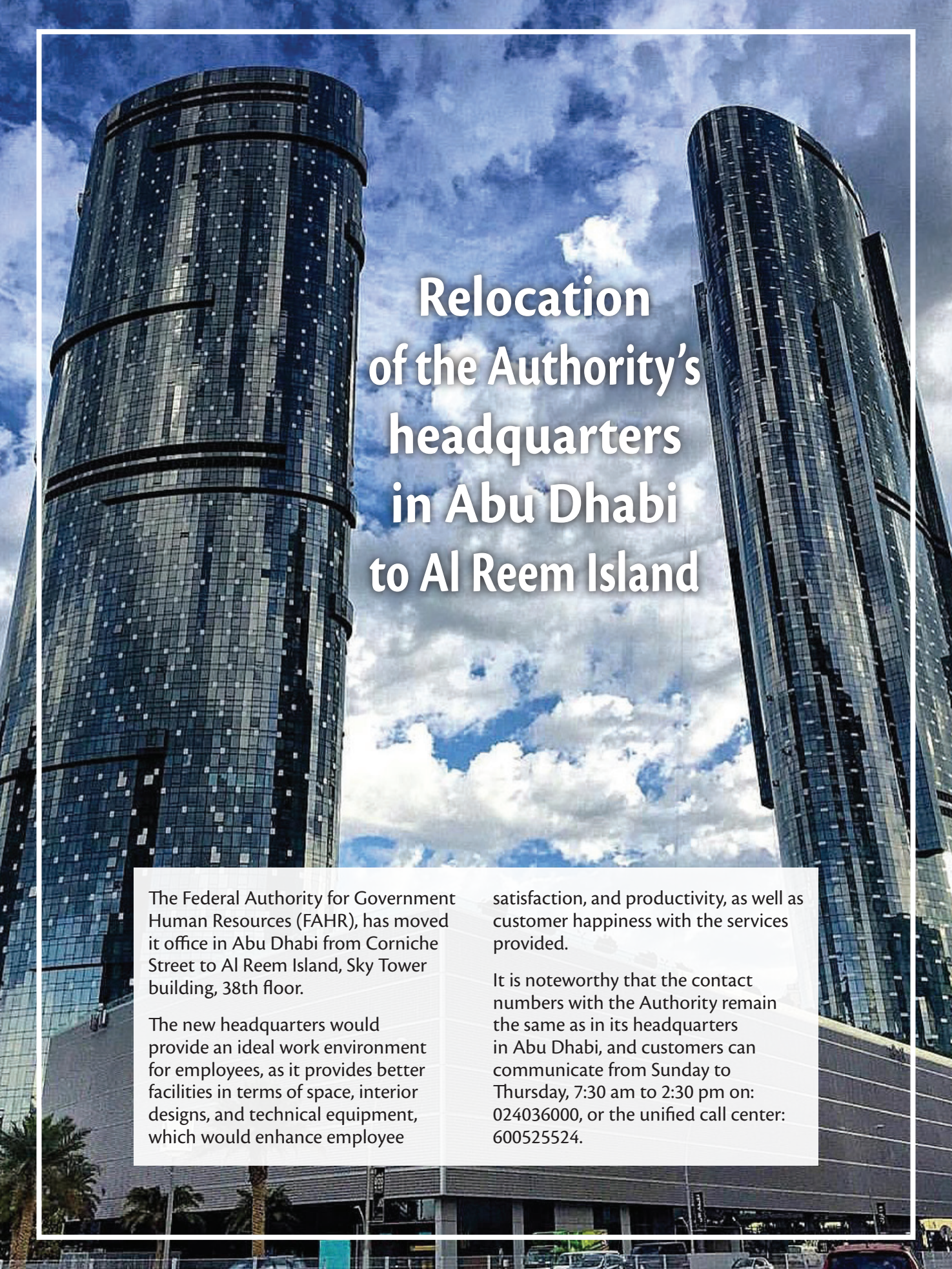
She said: “As part of its efforts to maintain the safety of the Federal Government employees, and in accordance with the provisions of the Guide to Remote Work System, and procedural guidelines in emergency circumstances, the Authority recently launched the virtual sessions service via Al Mawrid Portal, which will enable Federal

Government employees to attend workshops and training courses held through the portal, using their electronic devices, with ease.

“The Authority earlier contracted and cooperated with universities and educational institutions, houses of expertise and leading international companies in the field of online training and development, to provide specialized electronic training programs, professional certificates, and educational materials for Federal Government employees for free and at competitive prices.”

Al Mawrid Portal has originally been launched in line with the Federal Government’s directions towards investing in artificial intelligence, enhancing the Federal Government employees’ skills and ensuring continuous learning, as well as providing them with the best and latest kind of training by investing in modern technology.





# Relocation of the Authority's headquarters in Abu Dhabi to Al Reem Island

The Federal Authority for Government Human Resources (FAHR), has moved its office in Abu Dhabi from Corniche Street to Al Reem Island, Sky Tower building, 38th floor.

The new headquarters would provide an ideal work environment for employees, as it provides better facilities in terms of space, interior designs, and technical equipment, which would enhance employee

satisfaction, and productivity, as well as customer happiness with the services provided.

It is noteworthy that the contact numbers with the Authority remain the same as in its headquarters in Abu Dhabi, and customers can communicate from Sunday to Thursday, 7:30 am to 2:30 pm on: 024036000, or the unified call center: 600525524.