FAHR Improves Procedures for Requesting Secondment in Official Tasks through “Bayanati”

FAHR confirmed that, as part of its ongoing efforts to develop the “Bayanati” system and improve the user experience of federal government employees, it developed the screen for the procedures of submitting a request to send an employee on an official mission, whether inside UAE or abroad.

FAHR explained that, through this development process, it sought to improve the appearance of the screen, reduce the number of steps, and shorten the time period required to complete the procedure. This comes as a part of its ongoing efforts to minimize bureaucracy and improve the customer experience, especially in the event that human resources procedures are completed independently through “Bayanati” or by using any of FAHR’s electronic services.

FAHR stated that the most prominent features of this improvement and development are represented in (reducing the number of screens used to include an employee’s official task from 4 to 1 and the number of steps necessary to include an employee’s official task to 2 steps instead of 11 steps previously and shortening the time period required to complete the procedure to 2 minutes while the processes took 13 minutes previously).

Recently, FAHR launched the first phase of the “Digital Employee Experience” in the federal government, which aims to provide an easy and smooth digital experience for federal government officers and employees through the Federal Government’s Human Resources Information Management System, “Bayanati”.

The project provides a new digital interface for employees to complete their human resources procedures independently and smartly. It will provide them with 27 proactive digital experiences designed personally for them and supported by the latest generative artificial intelligence technologies.

The new interface contributes to simplifying and accelerating the employee digital experiences by 55% and provides information integration for the employee through linking with the Emirates ID system, the UAE health systems, and pension systems. FAHR’s team has re-engineered the self-service system for federal government officers and employees, which will enhance the UAE efforts in the field of digital transformation and adoption of the latest digital and smart technologies used in providing government services.