

Topic 1 :

Whole of Government Program

Digital Government Authority

Workshop agenda:

Topic 1 : Whole of Government Program

1. **Introduction**
2. **Platforms Governance**
3. **IT Shared Resources**
4. **Unified Design System**
5. **Whole Of Government Impact**

Topic 2 : Digital inclusivity Program

Introduction: Whole of Government Program

The Whole of Government Program endeavors to govern the governmental digital landscape through the optimal utilization of existing government resources, with the aim of providing unified digital services.

Whole of Government Program Goals



Delivering digital services in a unified, more efficient, and effective manner, in alignment with the strategic directions of the digital government



Promoting the use of shared infrastructure and applications



Enhancing data sharing among various government agencies



Empowering and expediting the sustainable digital transformation of the government sector and achieving integration between government agencies

*Whole of Government Elements



1- Platform Governance



2- Activate the IT Shared Resources



3- National Design System

Platform Governance

The background features a gradient from dark blue at the top to a lighter blue and purple at the bottom. A prominent white wavy line with a green border curves across the lower half of the image. In the bottom left corner, there is a solid purple shape.

Concept of Platforms Governance



Unifying the provision of all digital services for the sector on a single platform, and govern the development of new digital platforms.

Objectives of Government Agencies Platforms Governance



Enhance the beneficiary experience



Enhance government expenditure efficiency



Enhance analytical capabilities for decision-making



Value-added services

IT Shared Resources



Concept of the IT shared resources :



A shared technology resource represents a digital component that is designed and developed once, and is reusable for government agencies

Shared technical resources include but are not limited to :



Unified Access System



E-payment system

Objectives of unifying shared technical resources :



Comprehensive governance



Cost rationalization and improvement



Increase efficiency



Sustainable investments

Unified Design System



Concept of National Design System



The national design system is a set of standards and guidelines intended to manage the design of government websites by providing reusable components and patterns that ensure a consistent user experience.

Goal of a National Design System



National design system enables a consistent and seamless experience for all digital government platforms , as well as reducing the time and cost of government platforms development

Approval of the approach will include:



Guidelines for user interface development and design



Guidelines for writing content



Guidelines for unified beneficiary experiences

The approach is focused on 3 basic points:



UI templates and components

The displays of the sections and components of the user interface, which includes:

- **Templates**, ready-made pages or sections, for basic design scenarios, for example Login page
- or **Component**, reusable design elements such as accordions, navigation paths



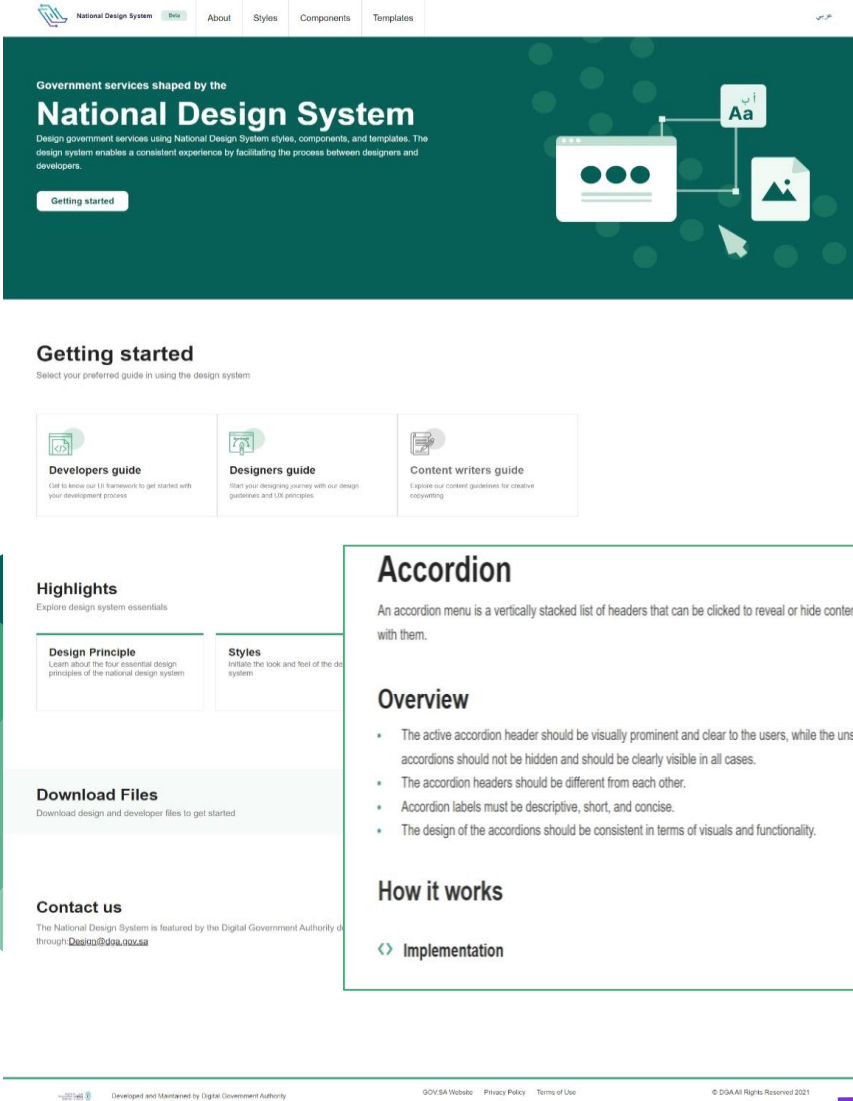
Color and font patterns

Determine the features and **styles** of the chosen color scheme and ways to use them. Font style and sizes, icon portfolio



Content writing

Content and creative writing guidelines



Ready page template

"Accordion" component and instructions for its application

Whole of Government Program Impact



Whole of Government Impact

The program contributes to organizing the most important aspects related to government digital platforms and achieving an effective and sustainable impact through them



Providing a distinctive beneficiary experience



Developing the mechanism and operation of whole of government platforms



Facilitating and accelerating transactions between government agencies



Providing unified government services that are centered around the beneficiary



Achieving one of Saudi Arabia Vision 2030 goals improving "Quality of Life Program"

Topic 2 :

Digital inclusivity Program

A national program designed to enable people with disabilities and the elderly to use government services freely and independently

Project Leaders

الموارد البشرية
والتنمية الاجتماعية



February 2024

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and its Objectives

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Leading Entities in the Field of Digital
inclusivity



01

Introduction to the Program and its Objectives

Digital Inclusivity Program

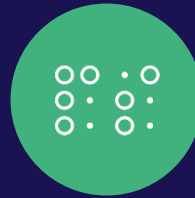
It is a program that aims to achieve excellence in the field of Inclusivity and ease of access, or usability, to government services by providing the necessary tools and capabilities to ensure digital access and innovation.



Goals of Digital Inclusivity Program



Humanizing services



Alignment and compliance
with accessibility
standards



Increasing the level of independence
in using government services



Targeted Individuals in the Digital Inclusivity Program

Governmental entities

It includes empowering government agencies that provide digital services for its beneficiaries.

In addition to the end-beneficiary



Elderlies



People with hearing
disabilities



People with visual
impairment

Based on the analysis of our preliminary studies, we found a necessity to create the “Digital inclusivity Program.”

Program paths



Digital Accessibility Audits



Motivation and Rewards



Humanizing Service



Developing Digital Skills



Digital inclusivity Community and Success Stories



Accessible Design System



Legislation and Guidelines



Modern Technologies



Involving People with Disabilities and the Elderly in Designing Government Services

Program Pillars

Digital and Physical Solutions



Designing and developing digital and physical products and services, whether targeting people with disabilities and the elderly or serving them, among other segments

Consulting and Evaluation



Evaluating government services and products and providing advice on their effectiveness in targeting people with disabilities and the elderly

Training and Workshops



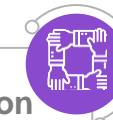
Training and spreading awareness amongst employees and government entities about the importance of involving PwDs and the elderly in the various stages of digital transformation and governance decisions.

Legislation and Compliance



Reviewing and measuring the extent of government agencies' compliance with digital regulations to ensure their compliance with the needs of people with disabilities and the elderly

Community Participation



Ensure the inclusivity of people with disabilities and elderly while designing policies and products and take their views and feedback into account

Motivation and Rewards



Motivating government entities to provide innovative initiatives and services for people with disabilities and the elderly



Objectives of the Digital Inclusivity program



Targets

- Updating and launching **legislation** in the field of digital inclusivity in line with the latest international standards **WCAG 2.2 AA**
- Measuring the entities' commitment to applying **the best standards of digital inclusivity** through **the Digital Experience Maturity Index**
- Providing digital inclusivity **laboratories**
- Providing **4 enabling services** to
- Providing **4 +technical products** to
- Launching **2 tracks** of **UlatigiD** in **margorP**



Products Targeted in the Program Launch



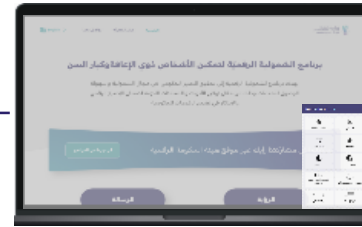
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**Training
and Workshops**



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ni **distinguished initiatives**
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Motivation and Rewards



Compliance htiw **WCAG 2.2**
standards
+50interactive features and
features for all categories of people
with disabilities and the elderly
Supports **artificial intelligence** ot
erusne**compliance**
Digital and Physical Solutions



78criteriaytilibaemrep rof
12assistiveygonlhcet
Includes all compliance levels

**Legislation
and Compliance**



Products Targeted in the Program Launch

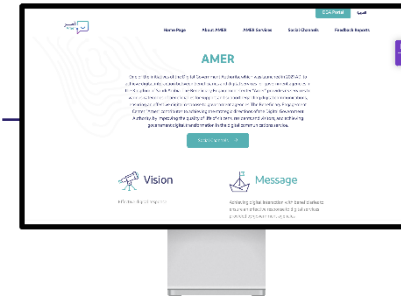


Digital Inclusivity Community:
 Creating an environment that **accelerates** 'seicnega tmemnrevog **adoption seigolonhctet evtissisa** fo by working with companies and accelerators such as Garage **Community Participation**



Mowaamah Application

- The number of beneficiaries of the services provided through the application is **28,000 beneficiaries**
- The number of **establishments** registered in the application is **66** **Digital and Physical Solutions**



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Innovation Lab :
 A space **to involve beneficiaries** dna secivres latigid gnipoleved ni **monitoring their experiences** htiwease of **digital access** **Community Participation**



02

Leading Entities in the Field of Digital inclusivity

Leading Entities in the Field of Digital inclusivity

Mowaamah Application



28,000

The number of beneficiaries

Facilitate

independence and integration into society

All People with Disabilities

Bridge Avatar Service



471,777+

The number of beneficiaries

Increasing

digital access in tourism services

People with Hearing Disabilities

Taqdeer Service



75664+

The number of beneficiaries

Promoting

humanizing digital services

Elderlies & People with Disabilities



Leading Entities in the Field of Digital inclusivity

Video Ambulance Calling Service



K35+

The number of beneficiaries

Facilitate

Providing health assistance

**People
with Hearing
Disabilities**

Mobile Notary Service



K50+

The number of beneficiaries

Promoting

humanization in digital services

**Elderlies &
People with
Disabilities**

Taqdeer Service



560121

The number of beneficiaries

Facilitate

Integrating into society and raising the
quality of life

Elderlies



Leading Entities in the Field of Digital inclusivity

Ihsan Platform



132,256

The number of beneficiaries

Facilitate

Providing education

**People
with Disabilities**



A photograph of a server room with blue lighting and perforated metal doors. The text "Thank You" is overlaid on the left side. At the bottom, there is a decorative graphic consisting of a white and green wavy line on a dark blue background, and a purple shape on the left side.

Thank You