

Launches the upgraded version of electronic strategic manpower planning system



- ▶ Launching the first phase of Federal Government HR officials' training program
- ▶ 3000 federal employees train on "Bayanati" electronic systems through "Al Mawrid" Portal

The HR Club addresses
the role of technology in enhancing productivity

Transfer of FAHR to the UAE Cabinet Office, and appointment of Ohoud Al Roumi as chairwoman



His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister of the UAE and Ruler of Dubai, announced during the recent Cabinet Reshuffle (new structure), the transfer of the Federal Authority for Government Human Resources (FAHR) to the UAE Cabinet Office,

Another decision was taken to appoint HE Ohoud Al Roumi, Minister of State for Government Development and the Future as Chairman of the Federal Authority for Government Human Resources.

His Highness confirmed, at the sidelines of the announcement, that the new structure of the UAE Government means continuous changes will remain the target in the next stage; to achieve the best government model that keeps pace with the new era, and fulfills the aspirations of all Emaratis.



The UAE shares the experience of remote work with Arab Republic of Egypt

The Government of the United Arab Emirates recently reviewed its remote work experience during the outbreak of coronavirus (COVID-19) pandemic, and the most important measures taken to limit its spread in order to ensure business continuity and provision of government services. This occurred in a joint virtual sessions with representatives of the Arab Republic of Egypt. The 2- day sessions organized by the Prime Minister’s Office in the UAE, were held using live streaming tech, with the participation of a number of senior officials from the Federal Authority for Government Human Resources, and more than 35 leaders, misrepresenting a number of government agencies in the Arab Republic of Egypt.



These knowledge transfer sessions come within the framework of the strategic partnership between the governments of Egypt and UAE, according to the Memorandum of Understanding signed between the two sides in 2018, in the presence of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister, Ruler of Dubai.

The partnership centered around three main axes, namely government performance and excellence, government services, and government capacity building.

In this regard, HE Aisha Khalifa Al Suwaidi, Executive Director of HR Policies Sector at the Authority, affirmed that the UAE’s professional handling of the Coronavirus (COVID- 19) pandemic has greatly contributed to containing its repercussions and direct impacts on various business sectors and aspects of life in the country.

She said: “The Authority and as part of its efforts to protect the safety of Federal Government employees, especially in light of the conditions imposed by the outbreak of COVID- 19 at the global level, has taken a series of precautionary steps and measures that will

help limit the epidemic spread, and ensure business continuity and smooth provision of services at the level of ministries and federal bodies in a safe work environment.

“It so important to note that the robust technological infrastructure and the smart electronic systems available at the UAE institutions, have helped the Federal Government to overcome the crisis faster than expected and turn the ordeal into opportunities. On the other hand, there are vital projects enhanced with artificial intelligence at the state level which played a vital role in the success of remote work experience over a period of three months.”

HE Aisha Al Suwaidi reviewed the Authority’s efforts in this regard: developing mechanisms for remote work in the Federal Government, through the draft Guide to Working Remotely and procedural guidelines in emergency circumstances, which was prepared in cooperation with the Ministry of Cabinet Affairs and the Future, as well as preparing the Guide to Office Work Environment Emergency Conditions.

Efforts included the development of a project to identify vital jobs in the Federal Government, another to develop a smart attendance and departure system, in line with remote work mechanisms, and occupational health and safety procedures, enabling Federal Government employees to register attendance electronically while working remotely, via The Federal Government's HR Information System "Bayanati" and the smart FAHR application (FAHR).

The Authority has also worked on a project to conduct a study on national opportunities for the next phase, related to government human resources, in addition to preparing a guide to measure the productivity and efficiency of employees in the Federal Government.

HE shed light on the results of the study on Remote Work in Emergency Circumstances at the Federal Government level, prepared by the Authority recently, which involved more than 6300 employees from 53 ministries and federal entities.

She said: "The results of the study showed that the majority of Federal Government employees are satisfied with the remote work system under the current exceptional circumstances, and 96% of them confirmed that they are implementing remote work system under the current exceptional circumstances, while 92% of respondents said that their tasks are being documented and their accomplishments monitored on a weekly or daily basis, during remote work period."

On the return of Federal Government employees to their workplaces to resume office work, Al Suwaidi pointed to the set of precautionary measures taken by the Authority, in coordination with concerned parties in the State, in the state. These measures were intended to ensure the safe return of employees, and a deliberate plan was developed for their return to the workplace gradually, in three stages, as the first stage included the return of 30% of the employees, then the percentage

increased in the second stage to reach 50%, reaching the return of 100% of the employees.

Layla Al-Suwaidi:
All our services are online



Layla Obaid Al Suwaidi

On her part, HE Laila Obaid Al Suwaidi, Executive Director Program and HR Planning Sector at the Authority, explained that the Authority has made all its services available to Federal Government employees and customers electronically through the Customer Happiness System, the HR Management Information System "Bayanati", smart application "FAHR", unified call center, and virtual assistant service "Hamad", which is continuously updated with work mechanisms, and the measures taken, according to developments of COVID- 19



Maitha Kulthum

The Authority is keen to use the latest technologies and artificial intelligence solutions in the management of human resources. In this respect, it launched the recruitment platform "Istiqbal", and is planning in the coming period to launch the smart application "Enabler", as part of its strategic plan for digital transformation and artificial intelligence. The Authority also launched the digital and moral support program for Federal Government employees "Hayat", with the aim of reducing the consequences that may result from the exceptional situation worldwide and the psychological and social pressures and challenges that may result.



Noura Al Mulla

HE lauded the Authority's role in raising awareness of the governmental measures to limit the repercussions of Coronavirus crisis. The most important of these efforts was holding a series of virtual workshops to explain and clarify the manuals, work systems and circulars issued by the Authority on the measures taken to address the current developments, with the participation of tens of thousands of Federal Government employees.

She highlighted the Authority's key initiatives in the field of training and empowering Federal Government employees, providing them with more than 600 free courses and training programs at preferential prices through the e-Learning Portal "Al-Mawrid", attended by more than 80,000 employees, 35,000 of them receiving electronic certificates. "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 electronic training programs and courses," she noted.

Among the most prominent projects launched by the Authority during the last period to develop the capabilities of employees of ministries and federal entities, is the digital fitness measurement project for Federal Government employees. The aim is assessing employees' digital and technological skills, through the smart digital fitness application (DFA), the first phase targeting all Federal Government employees, and lasts for three months, while the second lasts for six months, and targets 250 first and second line leaders.

Laila Al Suwaidi explained that, since late 2019, the Authority has adopted Webinar technology to broadcast the sessions of Human Resources Club, one of the Authority's strategic initiatives, launched in 2010, and the Club's associates and those interested in human resources can attend the sessions free of charge from anywhere inside and outside the country. Since the beginning of 2020, the Club has held 9 virtual sessions, attended by 25,000 associates and those interested in human capital development, from inside and outside the country.

The recent 2-day virtual sessions, moderated by Maitha Kulthum, Head of Institutional

Excellence Department at the Authority, witnessed constructive and fruitful discussions. Speakers at

the sessions were Noura Al Mulla, Executive, Training and Continuing Education Policies, who reviewed the most prominent achievements of the e-Learning Portal in the Federal Government "Al Mawrid" during the COVID- 19 pandemic; and Dana Al Hammadi, Executive, Policies and Research, who shed light on the guide to office work environment and work from workplace under emergency circumstances. The Guide acts as reference for institutions in general and for ministries and federal entities in particular, especially with regard to following instructions and occupational health and safety standards.

Asya Al-Balushi, Head of Policy & Research Department at the Authority, also participated in the sessions, and explained details of the remote work system in the Federal Government, as prepared by the Authority and recently approved by the Cabinet.

Remote work system represents one of the main work patterns approved by the legislator in the Federal Government, based on the results of the pilot implementation since 2017. The implementation of the system will be permanent by federal entities in normal circumstances, side-by-side with other types of traditional work systems currently applied, after completion of the measures already started to organize government work under emergency circumstances.



Aisha Al Suwaidi



Asia Al Baloch



Dana Al Hammadi

Launches the upgraded version of electronic strategic manpower planning system

The Federal Authority for Government Human Resources (FAHR) announced that it has made some fundamental amendments to the electronic strategic manpower planning system in the Federal Government, launched in 2015. The amendment was made to suit the requirements of the stage, the current circumstances dominating the world due to the outbreak of Coronavirus pandemic, and so that federal entities can now determine their vital jobs according to approved standards.



In this regard, HE Laila Obaid Al Suwaidi, Executive Director of Programs and HR Planning Sector at the Authority, explained that the Authority recently held a virtual workshop using live broadcast technology, which was followed by 50 human resources officials in ministries and federal entities. Participants in the virtual session were introduced to the most important updates that the Authority made on the electronic strategic manpower planning in the Federal Government.

HE said: "The updates come in line with the Authority's directives issued last April, for all ministries and federal entities to identify their vital jobs. Federal entities were also required to ensure continuation of their employees to provide essential services through technical and electronic means, taking into account health and safety standards during working remotely, or at workplaces, especially in light of emergency conditions due to the outbreak of COVID-19 disease.

The vital jobs are the jobs that have political, economic, social, health or environmental importance, as decided by the head of the federal entity after coordination with the Federal Authority for Government Human Resources. These jobs must be identified based on certain criteria, including: the importance of a job in emergency circumstances and its relevance to the entity's basic tasks, the possibility of performing the job remotely, and the the job's impact on business continuity in the federal entity in emergency circumstances.

Laila Al Suwaidi further explained: "The electronic system provides human resources officials in federal ministries and entities with a set of reports related to their vital jobs, such as reports on the skills of current employees and the skills required for filling a vacancy, as well as a screen for the future planning of the entity, through which the entity can include analytical data over a period of ten years. The system also reads these data and provides an integrated analysis on growth factors, factors affecting productivity, and external impacts on jobs in the sector concerned with the labor market."

She added: "The system will contribute to the effective planning of human capital in the long term, as it acts as an important component of institutional excellence, which is human resource planning. It also facilitates adjusting job budgets according to systematic and accurate electronic bases, and determining future expectations of vital jobs, skills and competencies, which improves the recruitment process, evaluates the performance of employees and develops their skills and competencies."

She confirmed that the system ensures that decisions related to strategic man power planning in the Federal Government are based on facts and data instead of undocumented expectations and assumptions, as the system allows federal entities to obtain a more comprehensive view of their workforce and proper planning for the future, according to approved standards.



Launching the first phase of Federal Government HR officials' training program

The Federal Authority for Government Human Resources recently launched the first phase of the training program for human resources officials in the Federal Government, which was announced last June, and implemented in cooperation with the American Society for Human Resources Management SHRM. The program aims to develop and improve the skills, abilities and capabilities of the employees of the Federal Government's human resources departments, and their specialized and technical competencies.



In this regard, the Authority clarified that the first phase of the program consists of launching the basic level of it, and 21 human resources officials working in 12 ministries and federal entities will benefit from it. The training program is aimed primarily at developing the capacities of federal government officials and enhancing the efficiency and competitiveness of officials and staff of human resources departments in ministries and federal agencies.

The integrated training program was designed to make the most of the modern training digital system, to continue learning, and to motivate human resources personnel to upgrade their skills, specialized competencies and continuously refine their skills, and developing their knowledge of human resources management issues and everything new in this field, pointing out that the program is one of the important professional programs, which have credibility and a global reputation in the field of human resources. It is implemented in partnership with SHRM, one of the most important human capital associations around

the world, using self-learning techniques and digital e-training for associate and testing.

It indicated that the training program focuses in all its stages and levels on qualifying human resources officials in the federal government to obtain a professional certificate in human resources SHRM-CP. It includes a number of specialized virtual workshops, held through Webinar live streaming technologies, as participating employees should complete 66 virtual training hours, from July to December 2020, to complete the requirements for applying for certification exams.

The holding of the training workshops of the program in a hypothetical and interactive manner, in the interest of maintaining the health and safety of federal government personnel, particularly in the current world situation, was due to the outbreak of the Covid-19 pandemic, desiring to provide the opportunity for the largest possible number of human resources officials in ministries and federal agencies to participate in this qualitative program.



The Human Resources Specialist Certification Program was based on several development-oriented human resource competencies to meet government needs, most notably: (Strategic planning for human resources, management of electronic human resources systems, development of systems, policies and programs, continuing education, training and development, knowledge of organizational structures in the entities, and specialized and future competencies in human resources).

The Authority had developed a set of criteria to assess the capabilities and experiences of the candidates for the program, including: (Obtaining a Bachelor's degree in Business Administration / Human Resources or any related discipline, proficiency in the English language and the ability to keep pace with technological applications of project management and tasks related to human resources, and knowledge of relevant data analysis effectively).

Human Resources officers who will successfully pass the

training will be granted two years' membership of the Society for Human Resources Management (SHRM), and they will have the opportunity to participate in specialized networks in the field of human resource management, also they will be included in the electronic portal of the Government Skills Bank, which was launched by the authority in 2019. Its idea is based on benefiting from experts, people with skills and competencies from federal government employees and exchanging knowledge among them and with all federal agencies, and documenting this via the portal's website : skillsbank.fahr.gov.ae

The Authority aims, from the Government Skills Bank project, to assist and enable federal entities to benefit from experts, specialists and people with their competencies in various fields and disciplines related to the work of the federal Authority, forming a culture of knowledge management in it, as the project is considered as an incubator for specialized field experts in the ministries and federal authorities

This is a new section in HR Magazine, created to shed light on the Authority's Youth Council, which was established in early 2020 as one of the institutional youth councils in UAE. The section highlights the most important issues related to the youth generally, and the activities carried out by the Authority youth in particular.

Youth Councils

The Authority formed the Youth Council in early 2020, as part of its efforts to support youth by investing in their creative energy and high potential. Formation of the council reflects the Authority's keenness to activate the role of youth as the leaders of tomorrow, capitalizing on their capabilities in realizing the country's future aspirations. The Authority also intends to use the Youth Council, composed of outstanding members, to develop the work environment in general, to promote the aspirations of its ambitious young employees and working to achieve them through their participation in decision-making.



Tasks:

- Alignment with the directions of the Federal Government and the Emirates Youth Council's plans on issues related to youth in the country
- Creating a major platform and new methods to communicate with the Emirates Youth Council, as well as motivate employees to participate in initiatives and events.
- Communicate with young people in the Authority to find out their most important issues and challenges they face in order to solve them
- Adopting and developing youth- related initiatives and projects in the Authority and involving them in coordination with concerned departments to implement these initiatives and projects
- Empowering youth, encouraging the talented and innovative young employees in the Authority, as well as adopting their innovations to develop the services provided by the Authority.



المورد
AL-MAWRID

Federal Government E- Learning Portal



www.al-mawrid.ae

Develops

Federal Government employees' competencies

Hones

their behavioral skills

Offers

- Specialized certificates
- educational materia
- Training courses and programs

FAHR introduces government employees to the importance of analyzing data for countries and institutions

The Federal Authority for Government Human Resources (FAHR), in cooperation with the Institute of Accountants Management (IMA), recently held a discussion session via live broadcast tech, entitled “Data Analysis, a Tool for Creating a Competitive Advantage. The event was followed by hundreds of Federal Government employees, and through it, they learned about many important issues, such as the importance of data analysis for institutions, communities and countries, and how data are governed and used to anticipate and prepare for the future, as well as the impact of technology on the nature of administrative jobs.

In this regard, Maryam Al-Zarouni, Director of HR Planning Department at the Authority, explained that the session comes as part of a series of different activities that the Authority regularly organizes in cooperation with its partners within the e-learning portal initiative in the Federal Government “Al-Mawrid”, which was launched late last year, as an advanced smart training platform that serves Federal Government employees, develops their behavioral and professional skills, and provides them with free and professional electronic training programs and courses, free of charge and at preferential rates.

She further explained that the e-learning portal in the Federal Government, “Al Mawrid”, constitutes an



Maryam Al Zarouni

important alternative to traditional training and learning methods based on the actual attendance of workshops and training courses, and communication between the trainer and trainees seeking knowledge, pointing out that the Authority has contracted and cooperated with universities, educational institutions, expertise houses and leading international companies. In the field of electronic training and development, to provide professional certificates, electronic training courses and programs, and educational materials for federal government

employees for free and at competitive prices.

Speakers during the session conducted by Maryam Al Zarouni were: Mr. Geoff Thompson, CEO and General

Manager of the Institute of Accountants Management, and Mr. Herav Shah, Director of the Data Analysis Department at the Institute.

Geoff Thompson highlighted that many countries of the world have become more aware of the importance of collecting and analyzing data in purely scientific ways, and that the ability of countries and institutions to deal with the huge amount of data that they possess gives them an added value, and enables them to better deal with all developments and accelerating changes, as it helps them to plan for the future, and to meet any occasional challenges in a professional manner.

He said: “If we want to realize how important data analysis is for countries and societies, then let us look around the different methods that the countries of the world have dealt with the Covid-19 pandemic crisis that hit the whole world late last year.

We notice that the economies of many countries are still ravaging, and we will find that some countries, such as China, for example, which were the epicenter of the outbreak of the pandemic, in a short period, it managed to encircle the epidemic and undermine its repercussions on the population and the economy, and due to its advanced infrastructure, and its possession of advanced systems and modern technology in data analysis, which enabled China to develop proactive plans and radical solutions to contain the repercussions of the pandemic.

Jeff Thompson, CEO and General Manager of IMA, explained that many organizations around the world are investing in the field of data analysis, and employing specialized work teams in this field, in order to enhance their competitiveness, and keep up with developments



in the market locally, regionally and globally, noting that it is important for data analysts at the present time combining data analysis skills and the ability to handle digital technology, and artificial intelligence techniques.

Mr. Herav Shah, Director of the Data Analysis Department at the Institute of Accountants Management, said that data analysis has become a science in itself, and that it strengthens the capabilities of countries and institutions in dealing with local, regional and global crises such as the Covid-19 pandemic, indicating that the data analysis gives decision-makers in any country or institution a clearer picture about the current situation, and what the conditions will lead to in the future, and thus enables them to take appropriate decisions based on accurate scientific foundations.

He touched on term prospecting in data, which is the process of analyzing a quantity of data - usually a large quantity - to create

a logical relationship that summarizes the data in a new way that is understandable and useful to the data owner, most institutions and companies resort to this process because it is granted a full vision and a better understanding about the current and future market, patterns of dealers and their attitudes and behavior mode, which helps in making the right decisions in a timely manner, and develop appropriate solutions to the problems and challenges.

Mr. Herav emphasized that organizations are racing to establish a culture of data analysis in the work environment; it strives to possess advanced analysis techniques, and distinct team work with extensive experience in data collection, monitoring and analysis in depth, and provide proactive solutions that help boost the organization’s performance and increase its ability to meet any challenges that may arise in the future.



The Association of
Accountants and
Financial Professionals
in Business

FAHR launches an Open Virtual Learning Day Initiative for Federal Government employees

The Federal Authority for Government Human Resources (FAHR), recently launched an Open Virtual Learning Day Initiative for Federal Government employees, in cooperation with the Executive Education Office at the American University of Sharjah (AUS). The initiative offers 15 free virtual training programs to employees of ministries and federal entities, provided by a group of university professors.



In this regard, Maryam Al Zarouni, Director of HR Planning at the Authority, explained that the Open Day Virtual Learning initiative comes within the existing cooperation between the Authority and AUS and as part of the Federal Government’s e-Learning Portal Initiative ‘Al Mawrid’, launched by the Authority in late 2019, as one of the largest platforms for training and e-learning across the UAE.

She said: “By launching the initiative, the Authority seeks to enhance the Federal Government employees’ capabilities, develop their skills and competencies, in many fields and specialties. The initiative offers 15 free virtual training programs for employees of ministries and federal entities, via the AUS website, and a number of workshops and courses will be available to employees from July 9 until the end of September. After completing each program, employees will receive a digital participation certificate.

“The training programs vary from general to specialized, to meet the needs of all employees, while the most prominent training programs include: urban planning; design management; interior design; instant translation; energy, environment, and sustainability; leadership and management; marketing and advertising; information technology; finance; accounting; operations management; supply chain and logistics.”

She pointed out that Al Mawrid platform is an advanced smart training platform that serves serves Federal

Government employees, develops their behavioral and specialized skills, and provides them with innovative and general electronic and specialized training programs and courses that meet their needs. “Nearly 600 workshops and specialized and general training programs in various fields are provided through Al Mawred initiative,” she said

Maryam Al Zarouni explained that the e-learning portal in the Federal Government, www.al-mawrid.ae, has become, in a short period, an important alternative to traditional training and learning methods based on physical attendance of workshops and training courses, and direct communication between the trainer and trainees looking for knowledge.

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.

It should be noted that the Authority aims through the initiative, 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.



FAHR and Make – a - Wish launch a campaign to fulfill the wishes of sick children



Mahmoud Al Marzouqi



The Federal Authority for Government Human Resources (FAHR) has recently launched, in partnership with in partnership with Make - A- Wish Foundation, a charitable campaign to fulfill the wishes of sick children, draw a smile on their faces, and alleviate their suffering.

In this regard, Mr. Mahmoud Al Marzouqi, Director of Government Communications Department at the Authority, stressed that this campaign comes within the framework of the existing cooperation between the Authority and Make a Wish Foundation to implement community initiatives of a humanitarian nature. He indicted that the campaign aims primarily to provide moral support to sick children, and give them hope and motivation to continue the treatment journey.

Al Marzouqi said: “This campaign is the fourth charity campaign implemented by the Authority with the Foundation, since the beginning of cooperation between them in 2019. We greatly appreciate the

Foundation’s efforts to fulfill the wishes of children between 3 and 18 years, suffering from life-threatening diseases.

“The campaign was announced by inviting all Federal Government employees and the public to donate through the Federal Government’s HR Management Information System (BAYANATI), text messages, social media sites and the media.”

He explained that the Authority had publicized the campaign to give the opportunity to the largest number of people to participate in community work. He called on all segments and groups of society to support the campaign by donating via SMS, through sending the word (Wish) to the following Etisalat numbers: 5555, 6888, 7000, for donating AED 50, 100 and 200 respectively; or the following du numbers: 5552, 6888, 7003, for donating the same amounts respectively.

3000

federal employees

train on “Bayanati” electronic systems through “Al Mawrid” Portal



The Federal Authority for Government Human Resources (FAHR) has made available, through the the Federal Government’s e-Learning Portal “Al Mawrid”, a set of introductory courses and educational materials on various electronic human resources systems, under the umbrella of the HR Management Information System in the Federal Government “Bayanati”, using interactive videos to facilitate the trainee’s experience.

Shaima Al-Awadi, Director of tHR Information System at the Authority, explained that the educational videos and training materials witnessed during the last period a great interaction and turnout by Federal Government employees, whose number surmounted 3,000 within one month.

She indicated that the Authority made these videos available to all Federal Government employees through “Al Mawrid” platform; based on its keenness to educate employees about the various electronic human resources

systems adopted by the Federal Government and the latest updates in this field, as well as the mechanism of using these systems and the distinctive services it provides to them. The most important of these systems include Self-Service System, Smart Application (FAHR), E-Recruitment System, E-Performance Management System, and Rewards And Incentives System for Federal Government employees.

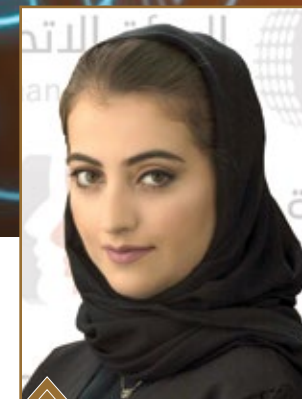
Al-Mawred is an advanced smart training platform that serves Federal Government employees, develops their

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, and the Fourth Industrial Revolution requirements.

The e-Learning Portal in the Federal Government, “Al Mawrid”, is an important alternative to traditional training and learning methods based on the actual attendance of workshops and training courses, and

communication between the trainer and trainees seeking knowledge.

“Al Mawred” initiative aims to assist Federal Government employees in pursuing continuous learning, developing their knowledge, skills and capabilities, and enabling them to keep pace with the requirements and needs of global labor market, which is characterized by rapid change. It ensures that employees receive reliable quality electronic training, any time, anywhere in the world.



Shaima Al-Awadi



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The HR Club addresses the role of technology in enhancing productivity

The Federal Authority for Government Human Resources (FAHR), recently held a virtual session for the Human Resources Club, entitled “How Can Employee Productivity be Enhanced Through Application of Robotic Process Automation Techniques?”, using live streaming tech (Webex). The event was attended by nearly 200 Club associates and those interested in human resources from inside and outside the country.

The session highlighted many important topics such as: helping organizations to maintain business continuity and provide quality services, how to facilitate routine work for employees to achieve higher value results, and how robotic process automation techniques can help organizations shift their focus to working remotely under emergency circumstances, the world is currently witnessing due to the outbreak of COVID- 19 pandemic.

In this regard, Salwa Abdullah, Director of Projects and Programs at the Authority, said: “More than 200 people followed the event held by the Authority and aired in real-time. Since the beginning of this year, the HR Club held 10 virtual sessions, followed by over 25 Club members and interested people.

“The sessions have received greater interaction since the Authority introduced live broadcast technology in late 2019, which played a role in enabling the Club to reach a larger segment of audience, and thus achieve the goals for which it was established. This technology has added value to the HR Club, to become an important intellectual communication window, that brings together thousands of HR professionals and interested people in discussion topics, including on human resources, support services or emerging issues.

The session hosted Mr. Sumeet Pathak, Digital Workforce Evangelist, Automation Anywhere, and Mr. Alaa Al-Sarkhi, Director of Automation and Business Consulting at Square One Technology.

At the beginning of the session, Sumeet Pathak confirmed that larger institutions have been adopting, over the past few years, a set of methods and mechanisms that enable them to enhance their competitiveness in the market, and keep abreast of all changes and developments locally, regionally and globally.

Among the most prominent of these methods, he added, are: investing in the digital transformation by making most of its services available through digital platforms, stepping up automation of processes and services provided to the public, enhancing employee productivity, as well as focusing heavily on developing their workforce, to deal with new developments in the field of artificial intelligence and modern technology.

According to Mr Sumeet, many organizations around the world have succeeded in increasing employee productivity through robotic process automation techniques. This, in turn, contributed to ensuring the accuracy and quality of the tasks carried out by employees, greatly reducing expenses on institutions, and increasing their revenues and profits. He noted that the most intense competition between institutions arise over attracting top talents in technology and artificial intelligence.

He claimed that the COVID-19 pandemic has drawn new features for the current and future labor market, and forced organizations to rearrange their priorities as well as reduce their operational costs and increase



productivity, business flexibility, and reliance on technology and digital channels in providing its services to customers.

Mr. Alaa Al-Sarkhi, Director of Automation and Business Consulting at Square One Technology, explained that the return on investment in technology is very large, as it is used in providing services to customers, and completing simple and complex human resource procedures and transactions that take a long time to complete manually. Examples of these procedures include strategic workforce planning for medium and long terms, staff recruitment, attracting top talents to fill vacant positions, enabling the organization in general, and human resources departments in particular, the opportunity to focus on more important and strategic matters.



Salwa Abdullah

He called on institutions wishing to automate their services to not take a quick decision, and to think about the type of services they intend to automate, and the added value that these services will give to customers if they are automated. He stressed that it is important at this stage listening to explore the opinions and suggestions of customers, before moving forward with converting services into digital.

The Human Resource Club

The Human Resources Club launched in 2010 is one of the most important strategic initiatives of the Authority. It is an interactive platform and an intellectual and knowledge communication channel that brings together interested people, human resources specialists and experts under one roof to share ideas, experiences and solutions that could enhance the roles assigned to human resources departments and other institutional service bodies across different sectors in the country.

The HR Club offers its membership, which has grown to over 10 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 actors in the field of institutional work.

It is noteworthy that the door to membership is open free of charge for those interested in human resources, public administration institutional support and other relevant fields. The Club is keen to communicate with its affiliates through website, e-mail, and various social networking channels. Those interested can apply for membership through: the Authority website: www.fahr.gov.ae, or the Club e-mail: HRClub@fahr.gov.ae



Facing challenges
is part of Emarati's intrinsic trait

His Highness
Sheikh Mohammed bin Rashid Al Maktoum