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Ohoud Al-Roumi: Developing government initiatives to enhance efficiency and productivity and build future national skills



HE Ohoud Bint Khalfan Al-Roumi, Minister of State for Government Development and the Future, Chairwoman of the Federal Authority for Government Human Resources (FAHR), emphasized the importance of improving national human resources' efficiency, productivity, and capacity building by developing initiatives that enhance investment in human capital and adopt future skills of national cadres and qualify them to participate effectively in the continuous development efforts led by the UAE Government in various fields. This, HE added, is in line with the leadership's aspirations by focusing on equipping the national human resources with future skills, to help achieve national strategies and shaping the future.

She praised the progress made by the state under the leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, Head of the State, His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister and Ruler of Dubai, and His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of

the Armed Forces, in developing human capital, and fostering education and training of talents.

These comments came during the meeting of HE Ohoud Al-Roumi with the work team of the Federal Authority for Government Human Resources in the presence of HR Dr. Abdulrahman Abdul Manan Al Awar, Director General of the Authority, and a



number of the Authority leaders. Participants of the meeting, were briefed on the Authority's future plans and its most important achievements in developing the HR Management Information System in the Federal Government "Bayanati", HR database, the results of government human resources performance report, assessment of government human resources

development and practices, and safety implementation of human resources legislation and systems.

The Minister of State for Government Development and the Future praised the Authority's achievements and its role in developing an innovative work approach based on human capital development, by launching strategic projects and advanced systems, policies and legislation

that ensure efficiency, excellence and productivity in the UAE Government.

She discussed with HE Abdulrahman Al Awar and the work team, the Authority's future plan and projects that focus on preparing for the future, the results of the report of the Committee on Preparation for the Next 50 Years, and the work of the National Opportunities Committee for the next phase in the field of human resources, which is chaired by the Authority.

The Minister pointed to the Authority's efforts to enhance the UAE's leadership, through the implementation of Human Resources Strategy in the Federal Government. The strategy that aims to developing and implementing an integrated legislative system for managing human capital to achieve global leadership, create a positive and stimulating work environment, and ensure the provision of all administrative services with high quality and efficiency, as well as establish a culture of innovation in the institutional work environment.

She Said: "The distinguished experiences of federal and local government entities during the outbreak of Coronavirus (COVID-19) pandemic embodied the visions of the prudent UAE leadership in focusing on continuous development of national talents and introduction of digital and flexible work systems, which contributed to the continuity of government work smoothly and efficiently."

Projects that enhance Government competence and future skills.

During the meeting, HE Ohoud was briefed on the Authority's future plan and its outstanding achievements in form of several strategic projects and



initiatives. These projects and initiatives include but are not limited to: the HR Management Information System in the Federal Government "Bayanati", Federal HR Database, the results of the government human resources performance report, assessment of government human resources maturity and practices, safety implementation of human resources legislation and systems, "Istishraf" project to analyze information and shape the future of human resources, and "Enabler" project to measure the Federal Government employees' productivity and efficiency.

HE listened to an explanation about the e-Learning Portal project in the Federal Government "Al Mawrid", the Government Skills Bank project, "Hayat" program to support mental and moral health of Federal Government employees, the project to enhance the efficiency and qualification of human resources officials, the Authority's report on the Committee on preparing for the next 50 years, the work of the National Opportunities Committee for the next phase in the field of human resources, which is chaired by the Authority,

and the Authority's plan and the most prominent projects related to artificial intelligence.

The team explained the Authority's focus in the present stage on implementing its HR strategy enhanced with artificial intelligence at the Federal Government level, which constitutes a milestone in the work system to raise efficiency and productivity and support in several areas. The strategy includes several projects and initiatives such as training & development, productivity measurement, e-recruitment, reports on future government HR trends, and establishment of HR data in the Federal Government as an infrastructure for all artificial intelligence projects, and a reference for smart HR systems.

These projects represent an important addition and a qualitative leap in organizing government work, moving towards a future government, enhancing skills, improving performance and efficiency, in a way that improves government work mechanisms, supports decision-makers in federal entities, and enables them

to efficiently manage their human resources, according to a methodology based on artificial intelligence.

The authority had recently launched a new electronic recruitment system, "Istiqtab", which is enhanced with artificial intelligence, to support matching vacancies in the Federal Government with the CVs of job seekers uploaded in the system as well as facilitate the selection of the most suitable employees for vacancies, based on the entity's previous searches and employment.

The Authority is preparing to launch the "Enabler" initiative, which will ensure increased productivity, and help federal bodies to optimally invest in their

human resources.

The new system analyzes productivity data and makes special recommendations on enhancing efficiency, in terms of time, quantity compared to peers, and achieves the best standard performance levels. It will be launched experimentally in some ministries and federal entities during this year.

The Authority intends to launch "Injaz" project to automate the procedures of common support services in the Federal Government, which aims to raise performance levels, achievement and work efficiency in terms of reducing time and effort for employees of support services departments and joint support departments in federal bodies, by automating repeated daily procedures in the systems.

The Authority will also launch "Istisraf" project for proactive analysis and smart predictive recommendations, which would provide a proactive dashboard for human resources in ministries and federal entities.

FAHR urges Federal Entities to support parents at the beginning of the school year

The Federal Authority for Government Human Resources (FAHR) has issued a circular to all ministries and federal entities, inviting them to take advantage of the flexibility contained in Cabinet Resolution No.(28/m) of 2018 regarding the return to schools policy, which was launched by the federal government in 2018.

The Authority indicated that the return to schools policy was divided into 3 types. First, federal government employees who have children in the primary stage and higher are given the flexibility to attend and leave on the first school day, regardless of the educational path adopted for their children, whether it is regular or distance education, in order to prepare and provide psychological and moral support for their children, provided that the period of flexibility does not exceed three hours, taking into account the consideration the difference in the commencement of the first school day must be considered according to the curriculum specified for the school by the competent authorities, and flexibility is granted in attendance and departure in accordance with the regulations in force in the entity and with the approval of the line manager.

The authority also indicated in its circular that the third focus of the return to school policy focuses around flexible working hours on other occasions and circumstances related to the school year, requesting the ministries and federal authorities to issue the necessary internal regulations to enable their employees to support their children, in a manner that does not prejudice the workflow of the entity and does not conflict with the human resources law in the federal government, where the employee may be granted permission for a period not exceeding three hours to

attend parenting meetings related to their children's schools, in order to activate the Parents Council Regulations. Moreover, the employee may be granted permission for a period not exceeding three hours to attend graduation ceremonies, events and activities related to their children. The "return to school" policy was launched with the aim of making it more convenient for fathers and mothers working in the federal government, enabling them to accompany their children to schools and nurseries, or to follow the progress of their children's learning at the beginning of the new academic year.

The annually applied policy reflects the keenness of the United Arab Emirates government to enhance social relations and consolidate them, in line with the directions of the wise leadership, & strengthen family cohesiveness, by taking into consideration the social drivers of the employees, including parents, achieving family and social stability, raising levels of job satisfaction and happiness, and enhancing the role of the family as the vital core of society.

The policy also takes into account the need of nursery and kindergarten children to be escorted by their families, which enhances their ability to adapt to the school environment; it strongly offers flexibility for a week for parents of this category, achieving a comfortable start to the school year.

Federal Government activates Remote Work System for mothers during the new school year

Based on the decision issued by the Council of Ministers, the Federal Authority for Government Human Resources (FAHR) recently issued a special circular regarding the balance between job requirements for working mothers in the federal government, and follow up the educational process of their children on the other hand, during the new academic year.

The Authority confirmed that the Federal Government decided to regulate the issue by allowing mothers who are employed in the Federal Government to work remotely, for those mothers who pursue the education of their children in distance learning, and those in the primary school from the sixth grade and below, or those who have children of determination. This is in accordance with the Cabinet Resolution No. 27 of 2020, regarding remote Work System in the Federal Government.

The Federal Authority for Government Human Resources stated that this government approach achieves a balance between work requirements which aims to continue providing government services and upgrading them, in addition to supporting families in dealing with the requirements of distance education for their children in light of the (Covid-19) pandemic. This contributes to supporting the educational process, in fulfillment of the aspirations of the wise leadership of the United Arab Emirates.



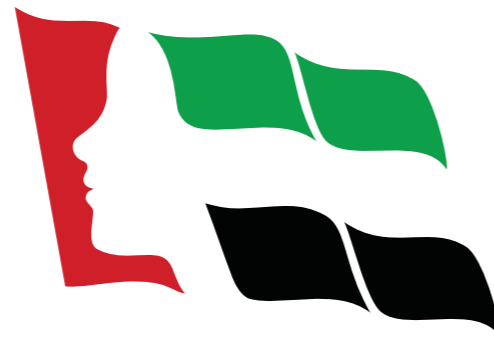
Dr. Abdulrahman Al Awar: UAE has empowered the Emirati woman in every aspect

His Excellency Dr. Abdulrahman Abdul Manan Al-Awar, Director General of the Federal Authority for Government Human Resources, Member of UAE Gender Balance Council Council Council praised the care and support given by the State to women generally, and the Emirati women in particular, by empowering them in all fields, and achieving gender equality in education, work, promotion or career development.

He said during Emirati Women's Day celebrations: "The wise leadership of the UAE, headed by His Highness Sheikh Khalifa bin Zayed Al Nahyan, Head of State, His Highness Sheikh Mohammed Bin Rashid Al Maktoum Vice President, Prime Minister and Ruler Dubai, and His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi, Deputy Supreme Commander of the UAE Armed Forces, has been giving women's cause great attention, striving to empower them in their personal and professional lives. Hence, women are now involved in all political, economic and social aspects."

Dr. Abdulrahman added: "The Emirati woman has proved her worth for her commendable and tremendous effort in various fields of work to support the country's sustainable development. Women are the mothers, educators of future generations, employee, and leader. They have succeeded to work side by side with men to overcome all challenges and are an essential partner to man in shaping the future and leading sustainable development, in line with the UAE Government orientations.

"The HR legislation applied in the UAE Federal Government grants women several benefits, taking into account their special conditions, to ensure a



يوم المرأة الإماراتية
EMIRATI WOMEN'S DAY

أغسطس 28 August

work-life balance. So working women enjoy several privileges, including participation in conferences and meetings outside the country, pointing out that the HR regulations in the Federal Government prohibit discrimination on the basis of gender in promotion, leadership and benefits.

FAHR has received 26,000 support requests through Customer Happiness System since the beginning of 2020

The Federal Authority for Government Human Resources (FAHR) announced that, since the beginning of this year until the end of last July, it received nearly 26,000 technical support requests and calls, through Customer Happiness System and Unified Call Center. Customer Happiness System was launched in August 2019, as an interactive electronic platform including all the services provided to customers.

In this regard, HE Ibrahim Fikry, Executive Director of Support Services Sector at the Authority, stressed that Customer Happiness System reflects the Authority's keenness to ensure the provision of high quality, one-stop shop services to the ministries, federal entities, private sector institutions and the public, pointing out that the system received nearly 26,000 support requests during the first seven months of 2020.

HE indicated that since the beginning of this year, the Authority has received nearly 15,800 calls through the Unified Call Center, and 10,000 support requests through the electronic Customer Happiness System, 6,600 of which were related to technical support for the electronic HR systems under the umbrella of HR Management Information System in the Federal Government (Bayanati), 1,230 inquiries about HR laws, policies and legislation applied at the Federal Government level, 350 requests related to awareness and training initiatives, and 325 for supporting job evaluation and description system in the Federal Government. He added that more than 97% of the incoming requests have been processed and closed, with happiness levels about the Authority's transactions and mechanisms for dealing with them reaching 92%.

Ibrahim Fikry added: "The Customer Happiness System is an interactive platform to provide all of the Authority's services electronically, in full integration with the other Authority's systems, such as BAYANATI and Unified Call Center, through which the customer can request the service, track the request, obtain the service, and assess

the level of happiness. The system also provides timely results and indicators on the service delivery progress."

He explained that the system includes 16 main services, serving all the ministries, federal entities, private sector institutions and the public, and is an integrated electronic portal through which the Authority provides the necessary support to the ministries and federal authorities, in operating and maintaining all electronic HR systems under the umbrella of Bayanati System applied at the Federal Government level.

Examples of these services, according to Ibrahim Fikry, include the following systems: HR Self-Service, e-Performance Management, Training & Development for Federal Government employees, e-Employment, HR procedure and smart reporting, Job Evaluation & Description, Attendance & Departure, Manpower Planning, and e-Approvals System.

HE Ibrahim Fikry concluded: "The newly introduced system provides many interactive services to ministries, federal authorities and the public. These include services provided via the Smart Application (FAHR), HR policies and legislation inquiry services, training request on HR policies and legislation, service to review and approve organizational structures of the federal entities and requesting support regarding the UAE HR Award in the Federal Government, and HR enablers.

"The system also allows private sector companies to apply for joining the Federal Government employees' discount program (Imtyazat) and to request to Whom it May Concern Letter for non-Federal Government employees."



Ibrahim Fikry

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.

Imran Al Shamsi

Young ambition and a great success story



Imran Al Shamsi, Head Department of Government HR Systems Development and Maintenance, in the Federal Authority for Government Human Resources, is one of the Authority's outstanding young employees, especially in the field of artificial intelligence in which he excelled and showed great talent.



Imran Al Shamsi was born in 1991, grew up in the Emirate of Sharjah and completed his education in its schools. Later on, he gained his bachelor's degree in computer engineering from Khalifah University, and he graduated in 2012, after which he joined the Master of Information Security program at Royal Holloway University in London, where he graduated in 2013.

Al Shamsi began his professional life immediately after graduation and moved up quickly in the career ladder. He joined the field of information technology, where he worked at Abu Dhabi Securities Exchange, and during his career he was awarded the Outstanding Employee Title in 2016, and in 2019, he moved to the Federal Authority for Government Human Resources, and joined the HR Management Information System "Bayanati" Team.

At the beginning of the year 2020, Imran won the "Elite" Award for Institutional Excellence, organized by the Authority, and was awarded the Outstanding Employee Medal in the Technical Field. He is a graduate of the second batch of Artificial Intelligence Program which lasted for eight months, and is one of the initiatives of the National Program for Artificial Intelligence that aims to prepare national cadres of government employees and enhance their skills in adopting artificial intelligence technology in their work, which will support efforts to achieve the goals of the UAE Strategy for Artificial Intelligence 2031, and contribute to strengthening the country's leading position in adopting modern technologies and preparing for the future.

Imran was one of the most distinguished employees working on the Authority's project participating in the Artificial Intelligence challenge organized recently by the Ministry of State for Artificial Intelligence, along with a number of outstanding colleague. The project was virtual system interviewing candidates for government jobs, to select the best for the second stage of interviews with human resources departments through artificial intelligence techniques and smart and perceptual techniques related to text sentiment analysis.

His utmost goal from external participation and specialized programs is to enrich his experience,



knowledge and expertise, achieve maximum benefit from artificial intelligence techniques, employ these techniques in the service of the human resources sector in the federal government, and create technical systems and solutions that help achieve the state's vision for artificial intelligence 20202031-



FAHR and “Dar Al Bir” launch a campaign under “Contribute to Their Education”

The Federal Authority for Governmental Human Resources, in cooperation with the Dar Al Bir Society, launched the community initiative “Contribute To Their Education”, which aims to cover the expenses and costs of school stationery, and secure school supplies for children in need.

In this context, Mahmoud Al-Marzouqi, Director of Government Communication Department at the Authority, explained that the “Contribute to Their Education” campaign, which coincides with the start of the new academic year, reflects the two parties’ keenness to reduce cost and expenses of parents with limited income, by contributing to academic expenses, providing students with stationery supplies, bringing joy to their hearts, and giving them the incentive to start the school year with enthusiasm, determination and persistence to succeed and excel.

He stated that the Authority made the campaign widely known; to give the opportunity to the largest number of federal government employees and society to participate in

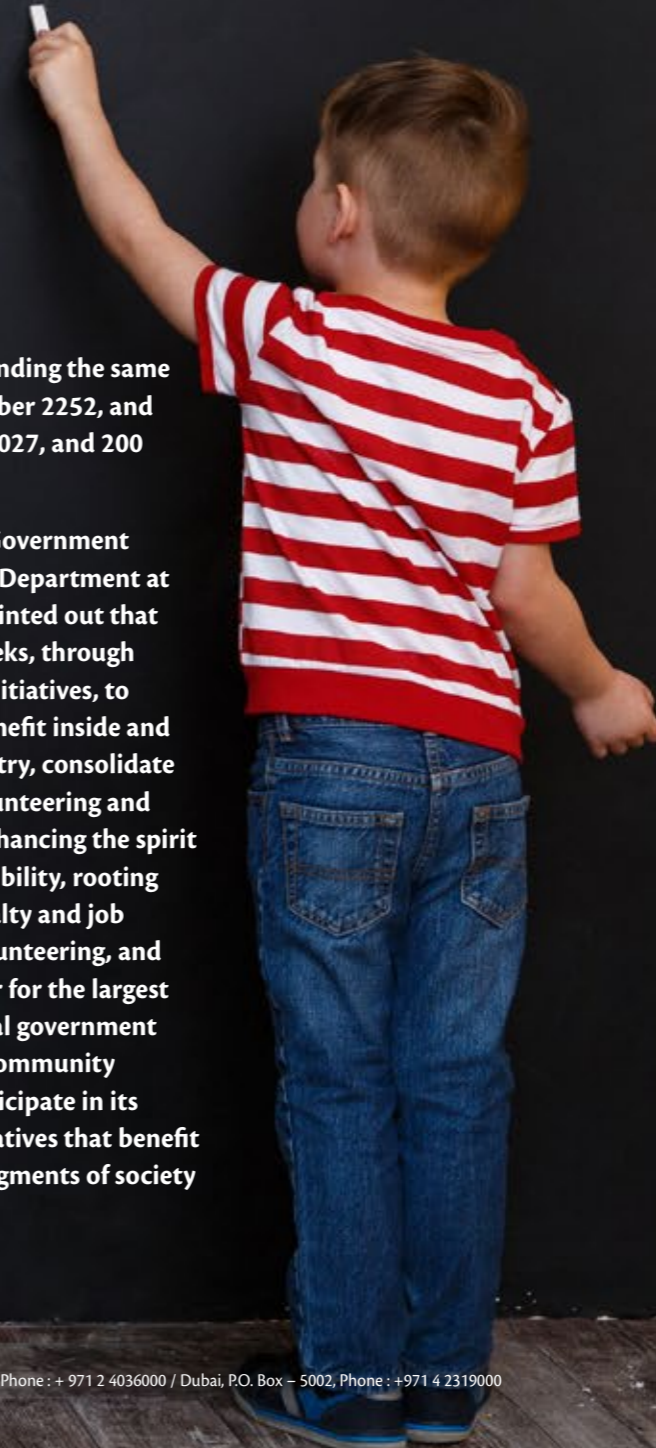


Mahmoud Al Marzouqi

philanthropy, through its various accounts on social media, and the Human Resources Information Management System in the federal government, “Bayanati”. He invited all segments and groups of society to contribute to the “Contribute to Their Education” campaign, and donate 20 dirhams by sending the word “contribute” in an SMS to 6025 via “Etisalat” and “Du”, or

50 dirhams by sending the same word to the number 2252, and 100 dirhams to 6027, and 200 dirhams to 6026.

The Director of Government Communication Department at the Authority pointed out that the Authority seeks, through its community initiatives, to maximize the benefit inside and outside the country, consolidate the values of volunteering and philanthropy, enhancing the spirit of social responsibility, rooting the values of loyalty and job happiness by volunteering, and opening the door for the largest number of federal government employees and community members to participate in its community initiatives that benefit all groups and segments of society in need.



The Authority's Headquarters moved to Dubai Healthcare City



The Federal Authority for Government Human Resources (FAHR) announced the relocation of its office in the Emirate of Dubai, from Al Khaimah building in Port Saeed, Deira, to Dubai Healthcare City, within Al Jalila Foundation building on the fifth and sixth floors.

In this regard, HE Ibrahim Fikry, Executive Director of Support Services Sector at the Authority said: "The new headquarters will provide an ideal working environment for employees in terms of spacious areas, interior designs, equipment and technologies."

He emphasized that this transition process will help in enhancing employee satisfaction levels, happiness and productivity, as well as enrich customers experience and meet all their needs, something that the Authority strives to achieve at all times.

It is noteworthy that the contact numbers of the Authority at its new headquarters in Dubai remain the same, customers can contact the Authority from Sunday to Thursday from 7:30 am. to 2:30 pm. on 4 231 90000, or via the unified call center on 600525524.

Call Center
600525524