

# **FAHR: 27 Smart Digital Experiences for Federal Government Employees through “Bayanati”**

The Federal Authority for Government Human Resources (FAHR) is constantly keen to develop its services and improve its customer experience, which drives it to constantly strive towards applying best practices and using the latest technologies to improve the level of Human Resources solutions, systems and procedures applied at the level of the federal government.

Therefore, FAHR announces from time to time the launch of new services, updating policies, and making improvements to the Human Resources Systems used at the level of the federal government, the latest of which was the re-engineering of the Human Resources Information Management System in the Federal Government “Bayanati” and the launch of the first phase of the “Experience of the Digital Employee” in the federal government.

The new project, based on artificial intelligence, aims to provide an easy and smooth digital experience for federal government officials and employees through “Bayanati” system, through a new digital interface for employees that enables them to complete their human resources procedures by themselves and in a smart way.

The project provides 27 proactive digital experiences that are customized for users and supported by the latest technologies of generative artificial intelligence. It also simplifies and accelerates employee digital experiences by 55%.

Thus, federal government employees will have a new experience when applying for leave, as the new interface allows information integration for the employee by linking with the Emirates Identity System, health systems, and pension systems in the UAE.

The new digital system is proactive and integrated and represents a quantum leap in the government human resources sector. It embodies the best global practices in human resource management, and adopts artificial intelligence technology to keep pace with future trends by transforming into a flexible, highly efficient and productive digital government. The new system will also provide an easy and smooth journey for employees when completing their human resources procedures.

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