National Digital Transformation

Annual Report 2019
MY PRIMARY GOAL IS TO BE AN EXEMPLARY AND LEADING NATION IN ALL ASPECTS, AND I WILL WORK WITH YOU IN ACHIEVING THIS ENDEAVOUR

Custodian of the Two Holy Mosques  King Salman Bin Abdulaziz Al Saud
Our ambition is to build a more prosperous homeland in which citizens find what they wish. The only acceptable future built by us together for our nation is make it to the forefront of the world.”

HRH Prince Mohammad bin Salman bin Abdulaziz, Crown Prince, Deputy Prime Minister and Minister of Defense
Membership of
National Committee For Digital Transformation

H.E. Dr. Tawfiq Alrabiah
Minister of Health

H.E. Eng. Abdullah Alswaha
Minister of Communications & Information Technology,
President of the national committee for digital transformation

H.E. Dr. Khalid Alsabti
Governor of National Cybersecurity Authority

ENG. Mohammad Abdulrhman Alsha’alan
CEO of National Digital Transformation Unit

H.E. Dr. Majed Alqasabi
Minister of Commerce

H.E. Dr. Hamad Al Alshaikh
Minister of Education

H.E. Dr. Abdullah Alghamdi
President of Saudi Data and Artificial Intelligence Authority

H.E. Dr. Khalid Alsabti
Governor of National Cybersecurity Authority

H.E. Dr. Nasser Aldawoud
Vice Minister of Interior

H.E. Dr. Essam Alwaqit
Director of National Information Center

H.E. Mr. Mohammed Aijadaan
Minister of Finance and Acting minister of Economy & Planning
Thanks to
Digital Transformation Partners
Introduction

Digital transformation is a key enabler for realizing Saudi Arabia’s Vision 2030 - geared toward creating a vibrant society, a thriving economy and an ambitious nation - by building a digital society, a digital economy and a digital nation. In order to coordinate the national efforts, the National Committee for Digital Transformation - as the body responsible for formulating policies and strategies, developing plans and ensuring integration of related initiatives - works to overcome obstacles and accelerate the implementation of digital transformation initiatives led by the Government entities.

This report reviews the national efforts and achievements in digital transformation as reported by the government entities during 2019.
Reporting Methodology

A wide range of approximately 800 achievements were analyzed, based on several primary and secondary criteria, with the aim of building a holistic framework for the National Digital Transformation and relevant achievements in the various Kingdom sectors and organizations, presenting the concept of achievement in digital government, and raising awareness of it as well as interest therein. As the digital transformation has acquired an active role in shaping government policies and defining the way to deal with new opportunities and challenges, the methodology focused on national challenges that were addressed by the achievements, and on innovation and its alignment with the strategic directions for the National Digital Transformation. Accordingly, the achievements were subjected to the criteria of realizing a Public Value, which includes social and economic impacts along with the level of governance, in addition to delivering on the National Strategic Directions. The final list in the Executive Summary of the Report include 80 achievements.

**800+ Achievements** were reported and filtered according to the following: nature of achievement, and range of beneficiaries.

**400+ Achievements** were identified as having direct social and economic impacts.

**80 Achievements** were selected for contributing to Saudi Arabia’s leadership regionally and globally, in addition to qualitatively improving user experience.
Most Prominent Achievements That Has Improved The Citizen's Experience:

- **3 Minutes**
  - To schedule appointment

- **3 Minutes**
  - To perform any service

- **5 Minutes**
  - To issue power of attorney

- **48 Hours**
  - To complete end-of-service procedures

- **60 Minutes**
  - To transfer real estate property

- **24 Hours**
  - To complete custom clearance procedures
Saudi Arabia in figures:

- **1st Rank**
  - Business environment reforms
  - Ease of Doing Business Report

- **36th Rank**
  - Improved in ranking by 3 places
  - Global Competitiveness Report 2019

- **39th Rank**
  - Improved in ranking by 3 places
  - Digital Competitiveness Ranking 2018

- **11th Rank**
  - Legal framework's adaptability to digital business models

- **13th Rank**
  - Digital Capacity Index

- **38th Rank**
  - Climbed from 141 to 38 rank in World Bank Report

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**THE WORLD BANK**

**World Economic Forum**

**IMD**

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**Digital Competitiveness Ranking 2018**

**Global Competitiveness Report 2019**

**Starting a Business Index**
Saudi Arabia in figures:

Service Maturity Rate
Compared to 71% in 2018

Globally in Internet speed average
55.58 Mbps for Mobile Internet / 50.68 Mbps for Fixed Internet

Globally in 5G networks deployment

Spectrum allocation
Among G20 countries
Saudi Arabia in figures:

- **Rank 30**: Riyadh ‘Sustainable Smart City’
  - United Nations

- **Rank 3**: Technology Governance
  - G20 countries

- **SR 107 billion**: ICT Market Size

- **SR 45.2 billion**: IT & Emerging Tech Market Size
National Digital Transformation 2019

Initiatives
Digital Nation
‘Absher Individuals’ Platform
Simplifies provision of government services to citizens and achieves economic and social impacts

3 Minutes to perform any service  |  26.2 million processes done  |  SR15 Billion saved annually

14 Million Subscribers  |  17 New services  |  187 Services available
14 Available Services

3 Minutes
to Perform Any Services

6.6 Million
Executed Operations

550 Million Riyals
Saved Annually

520,000
Subscribed entities
**Individuals’ Service**
This service helps to identify individuals electronically for public and private service providers.

**44 Million Processes**
done for individuals through the Single Sign-on platform.

**101 Entities**
are linked to the Single Sign-on platform.

**Businesses’ Service**
In this service, a single ID number is allocated for each non-government entity in Saudi Arabia. It is automatically issued by the National Information Center through the Ministry of Commerce and Investment and Ministry of Labor.

**2.4 Million entities**
have single ID number.

**12 Million laborers**
have their data updated.
Paperless Court
The systems of the Ministry of Justice (MoJ) have been automated in all its facilities to strengthen the governance of litigation and transfer of property as well as to achieve the concept of ‘Paperless Government.’

- 75% Reduction in paper use
- 179 Courts use e-system
- 1 Million Powers of attorney authenticated

MoJ Operations Center
An integrated dashboard to monitor the performance of courts and notaries in order to facilitate decision-making and speed up the field processing.

Najiz Portal
Unified platform through which all the services of the Ministry of Justice are provided, in an effort to increase the satisfaction of users.

- 112 Digital services
- 42,000 Visits
- 5 Minutes to issue power of attorney
- 21 Informational Services
Unified Electronic Medical Record
Electronic Record enabling health care workers to conduct their work efficiently by providing them with their patients' data in real time anywhere, including all documented health information, which contributes to reducing medical and diagnostic errors and minimizing the side effects of diseases.

+11 Million
Electronic records for %34.2 of Saudi Arabia’s population

SR752 Million
Savings annually
Emergency App “Asefni”
enables the Saudi Red Crescent Authority to manage field medical emergency services.

**+300,000 Electronic reports**
It has been applied at 100% in Madinah, Qassim, Hail, Tabuk, Jouf, Northern Borders, Eastern Province and Najran.
Etimad
Online platform for the management of contracting, payment, tendering, procurement and financial rights.
It is aimed at enhancing transparency and competitiveness, optimizing the use of government resources and realizing the concept of “Paperless Government.”

1 Million payment orders made for +450 government entities

900 Billion
Total value of payment orders

+50,000
Suppliers registered

+82,000
Users

+200,000
Tenders published
Estishraf Platform

Utilizing data analytics tools and Artificial Intelligence (AI) technologies to make diversified insights to assist leaders and government entities in obtaining advice and recommendations that support informed decision-making.

13 Scenarios were implemented with over 10 government entities that helped decision-makers in formulating economic, political and social policies, and contributed to finding opportunities to achieve savings and non-oil revenues for the state treasury by more than SR 36 billion.
Government Cloud “Deem Platform”

The Deem platform contributes to rationalizing IT spending for government entities with a better safety, reliability and unity of efforts between gov. entities and flexibility to share data and information between them.

+80 Data centers were merged and hosted for 30 Govt. entities.

+80 Group of Data was merged in national data bank

125 Billion operations was provided to government sectors
+3 Million

Homes are covered by fiber-optic network in all regions of the Kingdom to improve the quality of digital services provided to users through digital health, digital government, e-commerce and smart education by 53%.
Saving Government Expenses
SR +2 Billion

were saved as a result of using the digital platforms and shared national infrastructure as well as project governance and adoption of the National Enterprise Architecture by 27 Government entities to promote institutional work and empower shared Govt. infrastructures.

“Morasalat” is an initiative to build a unified national electronic system for government correspondence to be used by all government entities for preparing, exchanging, tracking and retrieving correspondence and documents in fulfillment of the concept of ‘Paperless Government.’
Government Service Maturity Indicator

Tool created for assessing the level of digitization and development in the provision of government services to the public. It is aimed at enabling integration in the provision of public services and user experience and realizing the concept of “Paperless Government.”

81%
Maturity of e-Government services

3,553
E-services were reviewed

174
Entities were assessed
NCDC provides an integrated system for the management of public keys used to maintain the confidentiality of information and verify the identity of customers in order to increase efficiency in conducting transactions and obtaining the required services.

88 Govt. entities provide government digital certification services

3 Products were developed to raise confidence in e-transactions. Products are:
- Digital signature
- Time stamp
- Signature/Stamp verifier
Digital Infrastructure in 2019 Hajj season was supported to improve the experience of Hajj/Umrah pilgrims and raise the efficiency of Government services provided to them.

- **13,000** Telecom towers
- **5,400** Wi-Fi areas
- **37** 5G Stations

**+364 Million** international and local voice calls

**+38,900 Terabyte** Total Data consumption

**44.83 Mbps** Data download speed
Makkah Route Initiative

Aims to raising the efficiency of Government services provided for pilgrims and to finish their procedures of the General Directorate of Passports and Saudi Customs at the point of departure.

Time reduced from 4 Hours to 40 Minutes for finishing procedures
+450,000 Hajj pilgrims

It has been launched in 5 countries:
- Bangladesh
- Tunisia
- Malaysia
- Pakistan
- Indonesia
National Tourism Monitoring Platform enables accommodation facilities to be directly linked to the Ministry of Tourism to allow direct and automatic flow of data and exporting them to produce measurement indicators and statistics for accommodation facilities in Saudi Arabia in order to enhance security services and improve the quality of life.

+8,000 Facilities are targeted.

+100 Performance indicators were created to measure touristic activity.

+12 Advanced interlinking tools were created.

32 Service providers were qualified for booking management.
Riyadh, ‘First Arab Digital Capital’
Riyadh City was named as ‘First Arab Digital Capital’ by the Council of Arab Ministers of Communications and Information Technology, due to the Kingdom's efforts to empower digital transformation and its excellence in the communications and information technology.
630,000 Citizens and residents benefited from Government Documents Delivery Service, which contributes to raising life quality and improving the efficiency of public services.

The ‘National Address’ system creates postal addresses in all regions of the Kingdom using the latest technologies of geographic information systems, where locations and residential/commercial buildings can be positioned to facilitate reaching all citizens, residents and businesses, which contributes to achieving direct social and economic impacts and improving life quality.
Industrial Cities’ Telecom Infrastructure Initiative

aimed at developing the digital infrastructure of the industrial cities through the deployment of fiber-optic and wireless networks to enable modern technologies in factories and support the Fourth Industrial Revolution.

| 39 | Industrial cities targeted |
| 1,200 | Factories connected |
| 50% - 30% | Rise in efficiency |
| 30% - 20% | Reduction in costs |

Senaei

Platform launched to support the industrial investor’s journey from the idea through to exporting

It integrates the work of service partners in the industry ecosystem and the relevant authorities, which contributes to enabling the system and achieving the economic and social impacts associated with it.

| 471 | 5,553 | 10,239 |
| Initial approvals | Final licenses | Custom duty exemptions |
Media Licensing System
Allows completing the procedures of media licensing service fully online, starting from submitting the license application to obtaining the license document without the need to visit the competent authority

19,200 Media licenses
were issued immediately compared to 45 days previously

Electronic Publishing System

563 Licenses and registration certificates
were issued immediately compared to 45 days previously.
‘Balady’ Portal provides interactive services that help to enhance the concept of ‘community participation’ for improving the quality of services provided to beneficiaries and submitting electronic applications to issue commonly used licenses. It also helps beneficiaries in taking relevant decisions in a manner that contributes to promoting satisfaction with the municipal entities and improving the quality of municipal services provided to all the secretariats and municipalities in the Kingdom.

618,515 Users

2,933,520 Transactions

587,060 Commercial licenses

129,635 Building licenses

119,222 Cadastral resolutions
"FORAS" Municipal Investment Portal

"FORAS" is a portal for publishing investment opportunities offered by secretariats and municipalities on a unified platform, to improve and develop investment services, ensure quality of service provided to investors and speed up relevant procedures.

7,279
Investment opportunities offered

1,100
Locations offered for time-bound lease

142
Investment contracts uploaded
Anaam plus

"Anaam Plus" is a platform developed for receiving applications of importing livestock, general veterinary services, clearance of imports, as well as organizing and following up the internal workings of veterinary clinics, laboratories and quarries.

+47 E-services available
+100,000 Users registered
+14 000 Applications processed
Unified And Open Source Security Communication Network (TETRA)

Establishing and operating a unified, secure and open source wireless communication network that allows any type of TETRA user device.

7 Covered Areas
653 Towers
686 Console
163,800 Devices fit in the system
148,000 Activated Devices
20 Beneficial Security Sectors
20 Beneficial Security and Civilian Entities
Fiber Optics Network (MIFON)
Secure fiber optic network with high speeds connecting all security sectors, relevant government entities, airports and security monitoring systems in all the Kingdom.

+800 Million Riyals Saved Annually
480 Locations For Security and Government sectors Connected to Network
43 Government Entity Connected to Network
21 Sectors Connected to network

Unified Security Operations Center 911
The concept of operations at the Center for Unified Security Operations 911 is based on the design of systems on a unified platform for communications and statistics that serve the security authorities and allows the follow-up of the report from the time it is received until its closure.

Immediate reporting to field teams and vehicle tracking
Television monitoring of vital sites, important roads
Management of advanced accidents and exceptional events
Regulatory Framework on Internet of Things (IoT)

The Communications and Information Technology Commission has embarked on implementing the National IoT Strategy in order to enable the development of IoT applications on a larger scale with a view to making the Kingdom a leading country in this field.

Individuals Record

The National Data Management Office collected nearly 1000 attributes from 22 different government entities and identified an owner of each attribute in order to develop a unified governance for the national data pertaining to individuals with the aim of accelerating the launch of government services and enhancing quality and security of data.
‘Furijat’ Initiative is aimed at helping those detained in financial cases to pay off their debts, in order to promote the societal partnership between citizens and the Government.

SR 75 Million
Debts paid off
871 Detainees from 25 nationalities
Released
Deeds
(Property Digital Notarization)
This service enables beneficiaries of MoJ’s e-services to reduce costs, realizes the concept of ‘Paperless Government,’ and enhance quality of life.

19th Globally
in real-estate property transfer

60 Minutes to transfer
+27,000 Dead update applications
+4,000 Transfer vouchers
+35,000 Checks

Mobile Notaries

In this service, public notaries perform notarization procedures at the locations of beneficiaries in order to serve the segments of people with special needs, in order to maximize the societal impact by providing an ecosystem of services designed to the needs of the beneficiaries.

154% Rise in completion rate
+17,000 Powers of attorney issued in 26 cities for 50,000 beneficiaries
Digital Power of Attorney

This service takes advantage of e-services to notarize powers of attorney (PoAs) without the need to visit a notary public, with the aim of reducing costs and achieving the concept of ‘Paperless Government.’

+420,000 PoAs via ‘Najiz’ portal

2,000 PoAs by embassies and consulates

+77,000 PoAs issued abroad

+4 Million checks through all available channels

Court Digitalization

This includes the documentation of judiciary hearings in audio and video at the judicial chambers and meetings, in order to enhance the principle of transparency and preserve the rights of judges and litigants.

150 Judicial chambers

+77,000 hearings documented
### ‘Mawid’ App

‘Mawid’ is an electronic service developed to enable users to manage appointments for visiting primary health care centers (PHCs) in an effort to improve public health, facilitate access to health services and reduce the cost of providing health care.

<table>
<thead>
<tr>
<th>+36 Million appointments</th>
<th>9.8 Million users</th>
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<tbody>
<tr>
<td>281 hospitals</td>
<td>2,159 PHCs</td>
</tr>
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</table>

### ‘Sehha’ App

Through this application, a user can get medical consultations remotely (online) from accredited doctors, which contributes to reducing visits to PHCs and hospitals as well as solving the problem of late appointments.

<table>
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<tr>
<th>+135,000 phone calls</th>
<th>688 physicians</th>
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<tbody>
<tr>
<td>+830 consultations</td>
<td>+668 users</td>
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</table>
‘Wasfaty’ System
This free e-service allows dispensing medicines from the pharmacy closest to the beneficiary and at the appropriate time for him, which reduces pressure on health facilities in dispensing medicines and contributes to solving the problem of shortages in medicines at health facilities by including the private sector as a strategic partner in dispensing medicines.

+1.4 Million
Online prescriptions

744
Healthcare centers

1,498
Pharmacies

‘Tammani’ App
This application allows consumers to know the details related to food, pharmaceutical and cosmetic products, which raises health awareness and contributes to the promotion of public health.

+1.3 Million
Products registered

+173,000
Online searches

- Huge database of registered products.
- Notifications to users about warnings and visit calls.
- Direct reporting of unregistered products.
Pilot Implementation of ‘Telemedicine’

It aims to improve the quality of healthcare services provided to patients at the lowest cost and to optimize the use of specialized medical personnel and advanced medical imaging devices.

SR+5 Million Savings 5 Clinics 4 Hospitals 2 weeks to 6 hours Time reduced for radiology reporting +9,900 Reports

Electronic Sick Leave Reporting

Through this service, reporting procedures between the relevant entities are automated, allowing the service provider to issue and share ‘sick leave reports’ electronically to increase the reliability and reduce costs, in addition to ensuring accurate data and statistics.

+1.6 Million electronic ‘leave reports’ were issued. Time to obtain service was reduced from 2 weeks to 6 hours.
‘Real Estate Consultant’ Service

Through this online service, beneficiaries can consult a professional team that provides recommendations to choose the best real estate solutions, which contributes to improving the beneficiary experience.

+430,000 Beneficiaries  +67,000 Contracts

'Joud’ Platform

It is a crowdfunding platform aiming to engage the community to help needy segments and provide housing subsidies, in an effort to enhance community partnerships among citizens, the Government and the nonprofit sector.

3,646 Beneficiaries  SR +206 Million  336 Housing subsidies  369 Rental subsidies
‘Sakani’ Platform Services

This platform enables to choose, reserve a land lot and sign a contract electronically.

- **Land reservation service**
  - 144 Projects
  - +80,000 Land lots
  - +73,000 Contracts

This service allows citizens to register and check eligibility for urgent housing support.

- **Instant eligibility service**

This service enables citizens to submit objection to the outcome of eligibility check.

- **Objection service**
  - +68,000 Objections
  - 1000 - 800 Objections/Day

‘Sakani’ Platform offers a variety of housing solutions that enable citizens registered in the lists of the Ministry of Housing and the Real Estate Development Fund to choose the type of housing and sign the contract electronically.
‘Ejar’ Platform
An integrated electronic network aimed at regulating the rental housing market and preserving the rights of the parties to the rental relationship in a manner that achieves balance in the sector and enhance confidence in it, which contributes to stimulating the relevant investment.

14,054
Accredited real estate brokers
995,798
Real estate units registered
+709,842
Contract notarized
35,900
Commercial contracts notarized
‘Noor’ Program

‘Noor’ system connects all educational institutions and beneficiaries in the Saudi Arabia through an integrated database that provides many services related to all stages of public education, with the aim of improving the quality of digital services and enhancing digital inclusion for beneficiaries.
‘iEN’ National Education Portal
The portal provides a set of e-learning services for public education supported by interactive content to help raise the quality of educational outcomes and increase student effectiveness.

72 Courses
+7 Million Visits
+400,000 Users

‘Ethrai’ Platform
It is an electronic platform for the ‘National Distance Training Program’ initiative that aims at raising the efficiency of civil servants by enabling them to develop their skills through an interactive electronic environment.

233,264 Trainees completed distance programs successfully
‘Jameah’ Platform

Platform aimed at providing unified electronic services to support Saudi Arabia’s higher education institutions and their employees, supported by a central national university database including all the information needed to deliver these services.

31
E-services

64
Higher education institutions

+3.9 Million
Beneficiary students

+1.8 Million
Beneficiary graduates

120000
Faculty members & Employees
‘Musaned’ Platform
Platform designed to simplify the recruitment of domestic workers.

- 100% of recruitments automated
- 2 Million users
- 1 Million contracts notarized

‘Maarofah’ Service
A service under ‘Musaned’ platform aimed at simplifying and regulating the procedures of recruiting domestic workers. It has achieved a 50% savings in the cost of regular recruitment.

Productive Families Platform
A platform aimed at enhancing social impact, empowering crowdfunding associations, and raising the quality of life for the needy families.

- 167 Certifications issued
- 31 Partners
- 349 Million Funds dispensed for productive families
‘QiWA’ Platform
Platform for provision of solutions and services by the Ministry of Labor and Social Development in an effort to improve electronic services for the business sector.

- **22 Services**
- **133,000 Businesses**
- **560,000 Jobs nationalized**

- 83% of procedures upgraded to simplify businesses
- 90% customer satisfaction with services
- 80% of customers served instantly
- 92% rise in admission of applications compared to 2018
- 100% coverage of businesses’ needs expected on foundation

‘Visas’ service was launched on QiWA platform to issue visas instantly instead of 8 months.
Digital platform for managing and developing human resources with innovative digital solutions that are transparent, highly competitive and safe to achieve excellence in Government performance.

3,200,000 Beneficiaries
of the electronic services used by 450 Government entities through 6,000 human resource professionals.

561,000 Update applications  |  388,000 Employees updated their data

Delivered services to government employees and contributed to settling payables and printing service statements electronically within 48 hours of application submission time.

Responded and processed +33 thousand inquiries about national service systems through the ‘Legal Opinions & Inquiries’ platform, at a rate of 72 working hours.

Linking 90 government agencies with a total of +1.2 million records through ‘Eltizam’ platform.
‘Watani’ App

Application serving as a beneficiary satisfaction measurement tools approved by ‘Adaa’ (National Center for Performance Measurement) and an interactive platform that enables beneficiaries to evaluate the services of public entities and share opinions/views in order to develop and improve the public services ecosystem in Saudi Arabia as well as to enhance societal participation, which will be reflected in the Kingdom’s rankings in global indicators.

80,000 Services measured

15 Million SMS messages in 15 languages

sent to measure the satisfaction of Hajj pilgrims in order to improve their experience and services provided to them.
‘Eyab’ Initiative

aimed at finishing all procedures for transporting and shipping the baggage of Hajj and Umrah pilgrims and registering their departure automatically, to improve departure procedures through the airports in Saudi Arabia as well as the quality of services provided.

Primary Goals:

- 20 seconds to finish procedures for 1 bag
- +35,000 Pieces received
- +30,000 Hajj pilgrims served
The first phase of the ‘Smart Water Meter Project’ has launched and +1.9 million smart meters have been installed to take meter readings every 15 seconds without human intervention.

- **1.5 million** smart meters connected electronically to the AMR (Automatic Meter Reading) systems
- **1 million** smart meters covered by fixed wireless networks
ThinkTech ‘ThinkTech’ Digital Knowledge Initiative created and geared toward spreading digital knowledge by hosting local and international experts and organizing training workshops on the technologies of Blockchain, Internet of Things and Artificial Intelligence, with a view to raising awareness and promoting capabilities in the areas of emerging technologies.

+2.2 Million beneficiaries of digital content

World Robot Olympiad

The World Robotics Olympiad Competition 2019 in Saudi Arabia was held to develop the 21st Century skills and to qualify young people for the future jobs created by the Fourth Industrial Revolution. The Kingdom won the 7th place globally in the finals of the World Robotics Olympiad held in Hungary.

548 Licenses

+800 Saudi teams trained
‘Attaa’ Initiative

developed for the sake of spreading digital culture to meet the knowledge needs of Arabic speakers around the world with the participation of technology specialists, which contributes to enriching the Arabic digital content.

- Attaa gatherings.
- Attaa Nights.
- Attaa Club for Tech Groups.
- ‘Our Hearts Hear You’ Contest for innovative solutions serving deaf and hard-of-hearing individuals

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
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<tr>
<td>6,988,370</td>
<td>Beneficiaries of content</td>
</tr>
<tr>
<td>95,872</td>
<td>Beneficiaries of training courses</td>
</tr>
<tr>
<td>31,231</td>
<td>Volunteers registered</td>
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Tuwaiq Youth Bootcamp

Aimed at introducing the stages of robot design and programming, in addition to Artificial Intelligence and relevant scientific concepts in 4 days (20 hours) of intensive training to raise the digital awareness of participants and empowering them in the fields of emerging technologies.

1,070 Trainees by 130 Trainers

Tuwaiq Cybersecurity Bootcamp

One of the largest training/employment bootcamps for technology in the Middle East, which aims to raise knowledge and capabilities in the areas of cybersecurity.

100 Trainees employed
Data Science Program

Academic digital program designed to qualify national cadres through the activities of Data Science Bootcamp, aimed at raising the capabilities and promote the knowledge of participants in the fields of data science.

1,000
Professionals qualified in emerging technologies

3,802
Applicants

Saudi Digital Academy

A key national initiative created for building and developing the national digital capabilities for future jobs associated with the technologies of the Fourth Industrial Revolution, by focusing on functional roles of qualitative jobs, which contributes to readiness for the future jobs and developing Saudi Arabia’s capacity in this area.
Qualification of highly-efficient national cadre to drive forward the National Digital Transformation

18,635
Nationals trained

%44.77
Rise in job nationalization

Holistic Program for Women Empowerment in the ICT sector designed to enable and boost the participation of females in the relevant areas

14.48%
Women’s participation

4,757
Females trained in traditional/emerging technologies

39
Female entrepreneurs supported in establishing Tech Startups
113,000 Beneficiaries of ‘MiSK 500’ (accelerator of Entrepreneurship World Cup)

1 Million training hours

6091 Trainees in IT and digital media (by MiSK)

70% of trainees made a job progress, got a job, or started a business within 6 months of graduating.
Digital Economy
Tourist E-visa Platform

Advanced online platform working in integration with the relevant government authorities for issuing tourist visas, including all requirements, which improves the tourist experience and contributes to achieving Saudi Arabia’s goals relating to growing non-oil revenues.

**5 Minutes**

*Time for Visa processing*

**5 Payment channels**

*Meeting tourist preferences globally*

**3 Government authorities**

*Linked to the platform*

*+9 Million visitors*

*+250,000 E-visas for 49 countries*

*+198,000 Tourists via +25 touristic ports*
36% Non-cash payments

Cashless Society

SR 287 Billion
paid via ‘MADA’ points of sale (at growth rate of 24% compared to 2018)

SR 94 Billion
paid via ‘MADA Atheer’ and mobile apps by NFC (at growth rate of 1431% compared to 2018)

SR 9 Billion
paid via mobile apps (Apple Pay & MADA Pay)
SR +4 Billion
Volume of cash flow in digital portfolios

+2 Million
Users of digital portfolio’s apps

Cashless Society

+20 Sandbox Startups incubated

Collective Ownership Funding
SR 24 Million collected for 7 Companies from +27,000 investors

SR 24 Million collected for 7 Companies from +27,000 investors
‘Business Atlas’ Platform

Platform created to support planning processes, investment decisions and building/growing business, and to provide the necessary information to entrepreneurs and investors who are owners of small and medium enterprises.

4 Million interactive statements integrated with Saudi Arabia’s map

+5 Data sources for all businesses

‘Commercial QR Code’ Service

The service enables customers to inquire directly about:

- Commercial Register data
- Municipal license
- GAZT certificate
- Saudization certificate
- ‘Nitaqat’ program
- Chamber of Commerce membership
26 Entities
linked to ‘Meras’

152
Services

18 Days to 24 Hours
Reduction in time to start a business

6,123
Commercial registers issued

4,505
Beneficiaries
Automated System of Customs Cases
The system contributes to achieving the concept of ‘Paperless Government.’

6,722 Records
SR +11 Million (Revenues)
‘Fasah’ is a unified electronic platform developed to facilitate import/export transactions and procedures with the aim of maximizing the impact of the economic ecosystem for import and export and contributing to advancement of Saudi Arabia's ranking in the Logistics Performance Index (LPI).

24 Hours to finish custom clearance
135 Services available
3 Million containers yearly
A socio-economic system based on sharing resources, human/material assets between individuals and private/public entities.

**Sharing Economy**

**SR+5 Billion**
Total value for app-based transportations of people and food

**SR+170 Million**
Total number for app-based transportations of people and food

**+20 Companies**
of Sharing Economy (unconditional part-time employment)
E-Commerce Law provides formal frameworks and legal governance to electronic commercial transactions through its provisions, with the aim of enhancing transparency and confidence in electronic transactions as well as increasing awareness of consumer’s rights by regulating returns of purchases, launching complaint service related to e-commerce, and giving power to government authorities to incentivize companies to work properly and effectively and raise the quality of services provided.

Geospatial Data Governance
The General Commission for Survey has led and completed the design and formulation of the most important regulatory documents related to 12 basic layers in order to improve data quality and stimulate economic growth by providing all information about the place and relevant data easily and conveniently.
About the Report
About the Report

This report has been created to highlight the key achievements of digital transformation in the Kingdom of Saudi Arabia during 2019 in collaboration with all sectors in contribution to the realization of the Kingdom’s Vision 2030 in its supreme goal of making it among the ranks of digitally developed countries.

About ‘National Digital Transformation Unit’ (NDU)

The National Digital Transformation Unit (NDU) is a national center of excellence established in 2017 by Royal Order No. 49584 dated 29/10/1438AH (equivalent to 13/07/2018AD) as an independent entity seeking to empower and support digital transformation in the Kingdom of Saudi Arabia and achieve the goals of the Kingdom’s Vision 2030.