

Streamlined UAE government procedures for an enhanced customer experience.

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This is a key recommendation to improve customer experience by normalizing government procedures. The recommendation is based on several features of the digital human system.

The key steps in normalizing government procedures.

1. Procedures Center

- Establish a dedicated centralized center to manage the standardization of procedures.
- This center should comprise a specialized team proficient in government processes, procedures, customer experience, process mining, data mining, business modules, CRM systems, ERP systems, customer feedback management, and other relevant areas.

2. Integration

- The primary objective of the center is to integrate efforts across all government entities in the UAE.
- It holds the authority to enforce this integration and gather the necessary data, information, processes, and procedures from all government entities without exception.

3. List of Procedures

- The center must compile a comprehensive list of procedures from all relevant government entities in the UAE, without exception, regardless of their priority status.
- This comprehensive approach is necessary because certain low-priority procedures may impact critical ones.

4. Procedures prioritization

- The center needs to prioritize the list of procedures based on the strategy and criteria it establishes.
- Prioritization factors may include customer experience, procedure importance, and enhancement of government image and services, among others.

5. Integrated vs. Individual Procedures

- The center must determine which procedures are specific to individual government entities and which require the involvement of multiple government entities. It must include integration among multiple government entities.

6. Procedures to Processes

- The center must convert procedures into process workflows or provide them based on process workflow standards.
- These processes must be comprehensive and include all relevant aspects.
- Priority should be given to customer experience.

7. Hybrid Experience

- Customer experience should be based on a hybrid model that combines both physical and digital interactions and activities.
- Process workflows must define both physical and digital experiences, including hybrid experiences.

8. Process Mining

- The center needs to implement process mining to standardize procedures and related processes.
- This is a crucial step in standardizing procedures and reducing or eliminating unnecessary processes to provide the best possible customer experience.

9. Testing

- The center needs to identify real customers for testing and feedback.
- It can select customers and form focus groups based on various factors such as diversity, nationality, and locality.

10. Release

- The center must establish a timeline and project strategy for releasing standardized and customized procedures according to prioritization.
- It is not advisable to release all new procedures at once, as this may result in unexpected customer experiences and potential failures in certain areas.

Enhance Customer Experience with Unified Forms and National ID Integration

Unified government forms.

1. Main Utilization of UAE ID:

- Utilize the national ID as the primary integration identifier across all government and related public services.

- Currently, the national ID is not integrated across all government entities and public services.

2. Centralization of Data:

- Establish the necessary technical infrastructure to integrate with the national ID. Replicated servers associated with the national ID will facilitate integration and utilization.

3. Digital Forms Architecture:

- Develop the required architecture to replicate and access digital forms across all government and public services.

4. Use of Digital Forms:

- Implement digital forms that allow customers to enter their data once, which can then be recycled and reused across various government entities.

5. Read-Only Digital Forms:

- Provide read-only digital forms for users. Once users enter their data, it will be accessible and usable across all government services.

6. Integration Enforcement:

- Ensure integration across all public and government services by mandating the use of the national ID.

National ID integration

#UAEGovernmentnet #Smartgovernmentnet #GovProcedure #CustomerExperience
#ProcedureNormaliation #DigitalHumanSytem #UnifiedForms