



CASE STUDIES-ABSTRACTS  
ENGLISH



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**ABSTRACT - ENGLISH**

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Telecommunications Regulatory Authority (TRA)

P.O. Box: 116688 Dubai, United Arab Emirates

Coordinates: 25°17'14.0"N 55°21'02.4"E

Telephone: +971 4 7774049

E-mail: [info@tra.gov.ae](mailto:info@tra.gov.ae)

Web: [www.tra.gov.ae](http://www.tra.gov.ae)

### **CASESTUDY 1: UAE'S SUPPORT FOR DEVELOPMENT OF REGIONAL E-GOVERNMENTS**

Over the past decade, the GCC countries have made great strides in digital transformation, due to many factors, including close cooperation between these countries at all levels.

The UAE plays a pivotal role in promoting progress in the Gulf region towards digital transformation, taking precedence over this as it was the first e-government in 2001.

With its regional commitments to the Sustainable Development Goals and WSIS Action Lines, the UAE also committed to supporting of regional players to achieve digital support.

The UAE Government gives great importance to the ICT sector and uses it to serve all the sectors in the country. With its regional commitments to the Sustainable Development Goals and WSIS Action Lines, the UAE also committed to supporting of regional players to achieve digital support.

The UAE hosted several meetings and workshops of the International Telecommunication Union as well as other global events related to the ICT.

In light of its leading role at the regional level regarding eGovernment development, the UAE, in cooperation with other GCC states, hosted the Regional eGovernment Experts Workshop 2019 (ReGE19) to discuss the challenges faced by the stakeholders within the eGovernment Survey.

As a result, the framework of the Regional eGovernment Experts Workshop 2019 (ReGE19) was designed to bring key international experts together in order to explore issues and challenges concerning the eGovernment development indicators, learn from the best practices and share knowledge.

With eGovernment being at the core of building a strategic sustainable development framework, the focus of ReGE19 is to identify ways of improving the eGovernment development indicators and effectively utilize them in the future in cooperation with all member states.

The objective of launching the Arabic version is to share knowledge with the Arab countries,

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especially those who are working in the Government domain.

Four GCC countries were represented at the Regional e-Government Experts workshop on the U.N.

ReGE19 discussed trends that government should identify as critical factors for them to fully implement a digital strategy and take full advantage of the new digital economy.

### CASE STUDY 2: GOVERNMENT ACCELERATORS

Federal government entities are accountable for the policy outcomes specified in the National Agenda, the UAE Cabinet also expects the cooperation of all supporting federal and local government agencies, and in some cases, the private sector to jointly agree upon, plan for and execute national strategies.

As time was the biggest challenge and there were only five years ahead to realize the Vision 2021, the UAE government created the world's first Government Accelerators, a new Government approach that will accelerate the achievement of the National Agenda of the UAE Vision 2021.

To intensify efforts and accelerate strides towards the future, the UAE government announced in October 2016 the creation of the world's first Government Accelerators, a new government approach that will accelerate the achievement of the National Agenda of the UAE Vision 2021.

For example, the Federal Electricity and Water Authority team was able to reduce the time to deliver electricity to citizens' new homes in the Emirate of Ajman from 47 days to as little as eight days in the first 50 days.

This required the combined effort of the Telecommunications Regulatory Authority as a lead entity and the 'e-enabler,' as well as the Federal Authority for Identity and Citizenship (ICA), the Ministry of Finance, the Ministry of Infrastructure Development, the Ministry of Culture and Knowledge Development, the Sheikh Zayed Housing Program and Emirates Post Group.

To date, the initiative has a total of 97 UAE federal government entities participations, 143 UAE local government entities participations, more than 400 private sector participation, 12 collaborations with local and international universities, and 3 collaborations with NGOs.

The UAE Government Accelerators are currently working with the governments of two other countries – the Hashemite Kingdom of Jordan and the Arab Republic of Egypt to transfer the

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Government Accelerators initiative.

Government Accelerators was initially set up to support the achievement of National KPIs of UAE Vision 2021, the initiative and approach is versatile and used to address other types of challenges the UAE government faced.

### CASE STUDY 3: THE UAE MGOVERNMENT

National Plan to Support Mobile Government Initiative aims to implement the vision of the Mobile Government Initiative.

Several projects and initiatives were launched to implement the mGovernment initiative and achieve the goals set within .Each of these projects is designed to mobilize the UAE government entities to provide services through mobile phones and smart devices by engaging intelligent service-delivery methods such as mobile applications that are based on predictive analytics.

The UAE Government Apps is an app that contains all the UAE government applications; over 100 at present and is currently available on Apple Store and Google Play.

The UAE Government Apps is a practical realization of the Mobile Government Initiative and is the first government in the world to launch an app store of government apps.

The Best mGovernment Service Award is an annual award that stems from the Mobile Government initiative which is open for UAE government entities and government entities from across the world.

The UAE Government also launched the UAE Drones for Good Award to honor the innovative and creative minds that find solutions to improve people's lives and provide positive technological solutions to modern-day issues, and the UAE AI & Robotics Award for Good to support innovation in the key area of artificial intelligence and robotics.

This catalyzed a significant wave of positive change and advancement across the nation, such as government entities updating strategies and plans to modernize their capacities and services to the development of a number of national initiatives focused on assisting and facilitating government entities' change and transformation, as illustrated in the growth of smarter services, people, and technologies.

### CASE STUDY 4: DUBAI INTERNET CITY

DIC was born with the vision of making Dubai a hub for Information Communication Technology (ICT) innovations, the development of knowledge, and visioning for a digital future.

This leadership and its success are exemplified by DIC's ability and success to attract the best and innovative businesses, establishing the emirate as one of the main drivers of technological innovations and investment in the region.

This leadership enables and facilitates a futuristic vision, especially in his support to innovative technology companies that in turn, help fuel economic growth and the development of a smart city.

The hub will be a 1.8 million square feet development, located at the crossroads of DIC, Dubai Media City and the Dubai Knowledge Park.

The DIC has been recognized as the largest technology business hub in the region.

On 1 November 2017, with the signing of a partnership between STEP Group and DIC, the flagship STEP Conference has found its new home in DIC.

This has led to greater research and development, the implementation of IT test-beds, the unleashing of Arab ingenuity, an increased employment in the IT sector, a place where ideas can be nurtured and turned into projects, increased collaboration among IT companies in DIC, and a sense of pride that UAE is able to attract and key the best IT minds in the world, by creating environment that is conducive to creativity and innovation.

Prominent global technology corporations are increasingly looking to establish their regional headquarters and invest in innovation centers at DIC, especially given it core features of creating a community of like-minded individuals, facilitators, and companies.

### CASE STUDY 5: DUBAI MEDIA CITY

Dubai Media City (DMC), was launched in January 2001, in the vision of His Highness (HH) Sheikh Mohammed Bin Rashid Al Maktoum, ruler of Dubai and the Prime Minister of the UAE, to transform Dubai into a knowledge-based society and economy.

Dubai Media City was set up to create a world-class environment for global and regional media companies as well as independent media professionals.

It is the largest Information and Communications Technology (ICT) hub in the Middle East and North Africa (MENA) region enabling the UAE to attract the top media companies of the world to the UAE.

It operates under the jurisdiction of Dubai Creative Clusters Authority (DCCA, that was formally known as the Dubai Technology & Media Free Zone Authority (DTMFZA) and is managed by TECOM Investments, a Dubai based company and a subsidiary of Dubai Holding.

Within the DMC, local and international companies of all sectors and sizes, such as media and marketing services, printing and publishing, music, film, new media, leisure and entertainment, broadcasting and information agencies, are operating in a collective synergy. It encompasses a media community of over 20,000 people working in over 2,000 regional and international media companies that are pushing the boundaries of creativity every day making it a major hub for the media industry in the GCC and the Middle East, with more than 1,300 companies being registered under the Free Zone.

Through the DMC, UAE is aiming to attract global media companies with them becoming their respective company regional hub by providing an opportunity for a variety of business clusters and companies to start their operations along with its other business, thus creating an energetic networking atmosphere and top-notch logistic facilities for DMC companies.

### CASE STUDY 6: RENEWABLE ENERGY

As a signatory to the 2015 Paris Climate Agreement to prevent global temperatures from rising more than two degrees Celsius in the next century, the UAE needs to reduce its dependence on fossil fuels as the primary source of energy and start implementing renewable energy to prevent global temperatures from rising.

The creation of the Mohammed bin Rashid Al Maktoum Solar Park and other projects to support the implementation of renewable energy to provide a clean source of energy to the people of the UAE.

It is a leading developer and operator of utility-scale as well as off-grid renewable energy projects, which are helping to expand energy access in emerging markets and reduce reliance on fossil fuels for electricity generation.

Mohammed bin Rashid Al Maktoum Solar Park has enabled Dubai to become an international leader and pioneer in the development of creative and innovative techniques and practices to expand the efficiency of the renewable energy sector.

Shams Dubai is another initiative that was launched in 2014 concerning the connection of solar energy to Dubai's Distribution grid.

As UAE embraces the use of renewable energy as their primary source of energy, this will reduce dependence on fossil fuels, UAE's carbon dioxide and greenhouse gas emissions.

### **CASE STUDY 7: THE UAE HACKATHON**

To position the United Arab Emirates (UAE) as a hub for innovation and creative thinking, the Government of the UAE launched a series of technology- and innovation-related events as part of the February 2018 Innovation Month.

The Telecommunication Regulatory Authority, which organized the UAE Hackathon, was keen to engage youth in the events. The Idea of the UAE Hackathon was born to meet this challenge.

The UAE Hackathon falls within the national context of the UAE, which aims at enhancement of innovation in government entities and employment of artificial intelligence and modern technology to achieve social development and happiness.

The Telecommunications Regulatory Authority (TRA) launched in February 2018 the first nationwide Hackathon for the seven emirates in six locations under the theme of Data for Happiness and the second nationwide Hackathon was launched in 2019 for the seven emirates in seven locations under the theme of Data for Happiness and Well-Being. These hackathons provided young men and women the opportunity to highlight their creative talents and solve the current issues of the day. TRA provided the tools necessary to meet these challenges through training, mentoring, and by releasing data through their open government data platform, bayanat.ae, which provided access to data on the eight themes of the hackathons, which all were under the banner of Data for Happiness. Hackathons are organized as short events that provide teams with data and tools to come up with creative solutions to societal challenges in an accelerated fun competition that unleashes creativity and empowers people.

The Hackathon 1.0 had eight target themes and Hackathon 2.0 had thirteen target themes. It gave participants the freedom to select any challenge or issue under these themes to be tackled in the event.

### **CASE STUDY 08: THE UX LAB GUARANTEES USER-FRIENDLY WEBSITES AND APPS**

The UAE Government gives great importance to the eServices and mServices. What the UAE seeks to achieve is to reach government services to the level of leadership and excellence so that these services become a factor of happiness and sustainable development.

Several projects and initiatives were launched to implement the mGovernment initiative and achieve the goals set within. These projects are designed to mobilize the UAE government entities to provide services through mobile phones and smart devices by engaging intelligent service-delivery methods.

Despite all such initiatives, which facilitate the delivery of the services, still, there was a challenge that government entities have to meet. The challenge was how to verify and guarantee that websites and mobile applications are simple, accessible, and user-friendly.

The Telecommunication Regulatory Authority (TRA) launched the mGovernment Enablers initiative to accelerate the mTransformation/eTransformation in government entities.

The UAE Telecommunication Regulatory Authority (TRA) launched the user experience-testing lab (UX Lab). The UX testing lab is the focal point of user-centric design philosophy, which aims to gain direct feedback from the user and collect actionable data.

The main objective of the UX lab is to enhance the government services experience based on actual user's testing and feedback.

## CASE STUDY 9: END POVERTY IN ALL ITS FORMS EVERYWHERE

In the UAE, the government has made significant strides to end poverty in all its forms.

The UAE government has a future vision to change the culture of social support from the social welfare model to sustainable social development that encourages independence and growth of families across the UAE.

To achieve the End Poverty Goal, the UAE has focused on education, economic growth, attracting investments, creating jobs, focus on the labour market, provide social support, and develop the tourism sector, finance businesses, and start-ups.

The UAE has made persistence efforts to address poverty challenges. It has made significant initiatives and projects inside and outside the UAE to achieve this goal.

At the international level, the UAE is a key contributor to many international humanitarian initiatives, especially in providing relief to victims of natural disasters and socio-conflicts.

It has also maintained its ranking as one of the 10 largest donor states as per the Official Development Aid (ODA) in 2015.

The UAE has jumped 21 ranks in 7 years in the World Competitiveness Yearbook. The UAE came first in the MENA region in 2018 according to the same report. The ease of hiring, public-private partnerships, and low inflation and preservation efforts lead to a decrease in the poverty rate. The UAE came first in the Arab world in the UN World Happiness Report and ranked 20th among 156 countries globally. All these efforts, initiatives and projects have paved the way to reach sustainable development goal number 1: End poverty in all its forms.

### **CASE STUDY 10: FOOD SECURITY INVESTING IN AGRICULTURE PROJECTS ABROAD**

Food security is critical to the economic growth of any country. The UAE imports much of its food products, fruits, vegetables, meats, etc. As a result, it could be subject to external factors that disrupt its food supply. Also, the arid climate of the UAE, coupled with the expansion in the population limits the amount of food that can be produced in the country.

To improve and maintain a steady food supply, the UAE invested in foreign agricultural sectors through contract farming and the acquisition of agricultural enterprises abroad.

In order to insulate themselves from market fluctuations, the UAE and the other GCC states are investing heavily in agricultural land abroad. By shipping the produce home and bypassing world markets, they can cut food costs by up to 25 percent.

The UAE adopted organic farming to promote healthier production by running an initiative called 'Grow Your Food,' by Dubai Municipality aimed to reduce agriculture imports and build a happy and sustainable city through the promotion of food security.

The investments made this far and future investments planned in the future have ensured that the food supply to the UAE continues to flow unimpeded. The level of poverty in the UAE is extremely low and the vast majority of the country has access to healthy foods at an affordable price.

The enforcement of the food and agriculture policies lies with municipalities. It is their responsibility to oversee food safety requirements and ensure that products have correct labels and expiry dates for consumption. They conduct random inspections across all foodstuff stores and restaurants to ensure the quality of food supplied and to ensure that it is suitable for people to eat.

### CASE STUDY 11: PROMOTING HEALTHY LIFESTYLES

The UAE's goal is to be the leading country in the healthcare field by providing its people with world-class healthcare.

To provide better healthcare services and to ease access to health facilities, the UAE opened healthcare cities. These are complexes having clinics of various specialties.

The UAE Government launched three national initiatives, during the Wellbeing Working Group meeting, which took place under the UAE Government Annual Meetings. The initiatives include establishing the UAE Wellbeing Model for Residential Communities, in line with the government's directives that aim to promote wellbeing in the society. It also recommended the implementation of the Community Wellbeing Nutrition Program, and the adoption of the Community Program for Active Lifestyle, which would encourage community members to exercise.

These national initiatives tackled the complete individual and provided a support system to assist individuals in the quest to remain healthy leading to an increase in the ranking in Healthcare Quality Index to rank 25

Many international initiatives were also made by UAE and as a result, millions of people globally have been cured of blindness, polio, blood and heart ailments, and many other diseases.

UAE has made great strides to achieve Sustainable Development Goal no 3: Good Health and Well-Being, utilizing and investing its resources and sources to achieve this goal. UAE and the citizens have worked closely together to elevate the UAE to be one of the best countries in the field of health and welfare.

### **CASE STUDY 12: THE NEED TO COMBAT POVERTY AND DECENT JOBS**

Good health is essential to sustainable development and the 2030 Agenda reflects the complexity and interconnectedness of this.

The UAE looks at all aspects of creating an environment where all the people in the country have the opportunity to be properly educated, have the skill sets to find decent employment and have the social health safety nets.

One of the biggest initiatives in the world to combat poverty and disease is the Mohammed Bin Rashid Al Maktoum Global Initiatives. The initiative offers a helping hand to those in need wherever they may be and focuses beyond aid, addressing the root causes of poverty and disease.

The Noor Dubai Foundation initiative was launched in September 2008 and Noor Dubai was established by law in 2010, with a vision of a world free from avoidable causes of blindness. It provides therapeutic, preventative, and educational programs to treat and prevent blindness and visual impairment in developing countries on a regional and international scale. At the international level, the UAE is a key contributor to many international humanitarian initiatives, especially in providing relief to victims of natural disasters and socio-conflicts. Several government-financed organizations in the UAE provide humanitarian assistance across the world.

The UAE has provided support to both its people and those of developing countries to ensure that the people of the world are able to take care of their respective families financially and fulfilling Sustainable Development Goal 3 (SDG).

### CASE STUDY 13: SMART LEARNING

The UX testing lab is the focal point of user-centric design philosophy, which aims to gain direct feedback from the user and collect actionable data.

The UAE's Ministry of Education (MOE) developed the Education 2020 strategy, which is a series of ambitious five-year plans designed to bring significant qualitative improvement in the education system.

The UAE received top ranks in the Arab world in line with the National Agenda which calls for the country to rank among the top 20 in PISA by 2021.

The Mohammed bin Rashid Smart Learning Program, a new system for teachers licensing, called 'Teacher and Educational Leadership Standards (TELS UAE) and Licensing Program' has helped UAE to achieve Sustainable Development Goals (SDGs) 4.

### CASE STUDY 14: UAE GENDER EQUALITY

The UAE aims to enhance efforts to drive women's participation in national development. Its vision is to become one of the world's top 25 countries for gender equality by 2021.

The UAE is also committed to substantially improving its gender index rankings on a global scale.

The UAE Government adopted a decision to establish the UAE Gender Balance Council (GBC).

The UAE is the first country in the GCC to establish a federal level entity dedicated to reducing the gender gap and enhancing UAE's global ranking in regards to the gender balance agenda.

The UAE is the first country in the region to enact legislation requiring female board members in every company and government agency.

The UAE government is keen on promoting and upholding human, political, social, economic, educational, health, cultural and social rights of women, guaranteed by the constitution, local legislation and international treaties ratified by the UAE.

The government's belief that women are entitled to fulfill active roles in society and become effective partners in the development process is grounded in the UAE Constitution, which guarantees the principles of universal social justice. This vision originates from the very establishment of the federation and the promulgation of the UAE Constitution, a legacy of the UAE's founding father, Late Sheikh Zayed bin Sultan Al Nahyan.

As a leader of equality in economics, government, education and health, the UAE has been named one of the region's pioneers.

### CASE STUDY 15: FTTH FIBER TECHNOLOGY TO HOME

In line with the UN Agenda 2030 motto of “leave no one behind”, the need to ensure Internet access to all and have a robust telecommunication infrastructure is critical to the development of the digital economy.

UAE aims to find a cost-effective way of bringing fiber to the home to as many people in the UAE as possible and develop a marketing plan that will entice users to select fiber.

FTTH has been proven to be the shining star of the NGA (Next Generation Access) family, providing an excellent platform for high or ultra-high-speed access technologies.

The people of the UAE have benefited from both FTTH and wireless networks that provide broadband Internet access to homes and communities.

Using FITH will pave the way to achieve sustainable development goals by creating a stronger infrastructure, sustainable cities, and better global partnerships.

UAE was ranked in the top two globally in the UN e-Government Survey Report’s infrastructure index and ranked first globally for having the highest FTTH penetration.

### **CASE STUDY 16: ENSURE AVAILABILITY AND SUSTAINABLE MANAGEMENT OF WATER AND SANITATION FOR ALL**

The United Arab Emirates is among the top water-scarce countries in the world. However, the country has one of the world's highest per capita water consumption of 550 liters per day. The country is experiencing a rapid increase in population, which has in turn resulted in a huge demand for water.

There is a real need to sign new international agreements on the conservation of our water supply, conduct research, and find viable solutions to this issue. The UAE is paying close attention to this growing concern and is working diligently to take all the necessary steps to rationalize our water usage for both irrigation and drinking purposes.

Ministry of Climate Change and Environment has developed the National Strategy for Preservation of Water Resources to adopt policies for rationalization of water use.

The UAE's National Innovation Strategy puts water as one of its key seven pillars. As part of the strategy, the UAE aims to be a global leader in rain enhancement science and technology, becoming an international scientific leader and an innovation powerhouse.

The UAE has invested heavily in strengthening its internal water management and sanitation systems.

The UAE Research Program for Rain Enhancement Science has been launched, and it aims to advance science and technology to stimulate and increase rainfall.

One of the major programs that the UAE is implementing to ensure water security is the UAE Water Security Strategy 2036.

All these efforts put by UAE has helped it to fulfil Sustainable Development Goal (SDG) 6 Water security is a critical issue that most countries in the world are facing, the UAE and its leadership have taken the necessary steps and have planned for the future to ensure that safe drinking water flows throughout the country now and in the future.

## CASE STUDY 17: REMAP 2030: A RENEWABLE ENERGY PROSPECTS FOR UAE

Rapid economic and demographic growth over the past decade has pushed the UAE's electricity grid to its limits.

To meet this rising demand in a sustainable manner, the UAE is focusing on renewable energy sources, which will minimize the environmental impacts relative to traditional sources of energy.

In 2012, the UAE launched the Green Economy Initiative, under the slogan 'A green economy for sustainable development.' It aimed to make the UAE one of the global pioneers in the green economy and the various products and technologies associated with it; the core focus on creating a long-term sustainable environment for achieving Vision 2021.

Also, the UAE is looking to increase by 30 percent its power generation from clean energy by 2030 as well as aiming to produce 25 to 30 percent of its electricity requirement from both nuclear and solar energy by developing projects nationally and globally.

### **CASE STUDY 18: UAE'S HUMANITARIAN APPROACH TO DEVELOPMENT**

Over the last four decades, the UAE has provided generously in the form of development assistance, grants and loans, contributed to the launch of hundreds of projects in a range of countries. These projects have covered various themes from the development of infrastructure, poverty alleviation, healthcare, response to natural disasters, refugees, and internally displaced people (IDPs), sustainability, and job creation.

As a result, the UAE has become a leader in the provision of humanitarian aid, being ranked first for Official Development Assistance as a percentage of the Gross National Income (ODA/GNI) by the Development Assistance Committee of the Organization of Economic Cooperation and Development (DAC/OECD).

Many projects have been undertaken by the UAE nationally and globally.

All these efforts are aimed at achieving Sustainable Development Goals, especially goal 17 (Partnership for the Goals).

## CASE STUDY 19: UAE GREEN GROWTH STRATEGY

Over the past four decades, the UAE has witnessed a comprehensive development boom, noted by the steady economic growth and the larger number of economic establishments, increased national income, an increase in levels of personal income and the development of infrastructure.

The UAE seeks to become a global hub and a successful model of the new green economy, to enhance the country's competitiveness and sustainability of its development and preserve its environment for future generations.

The UAE has created a future-focused government, which is leading the way towards implementing its green economy for sustainable development and creating the foundation to benefit from the industrial revolution 4.0 fully.

UAE's Green Economy initiative includes a range of programs and policies in the areas of energy, agriculture, investment and sustainable transport in addition to new environmental and constructional policies that aim to raise the quality of life in the country and achieve sustainable development goal 7.

## **CASE STUDY 20: TAKE URGENT ACTION TO COMBAT CLIMATE CHANGE AND ITS IMPACTS.**

The UAE is seeking to manage Green House Gas emissions from major sectors inclusive of heavy industries, oil, and gas, building and transportation sectors by adopting several environmental initiatives and projects that improved the quality of the environment, reduce greenhouse gas emissions and protect the potentially vulnerable coastline.

In the UAE, climate change is expected to result in warmer weather, less precipitation, droughts, higher sea levels, and more storms. The UAE has engaged in the fight against climate change and listed this issue amongst its priority targets to maintain the country's sustainability and growth. The UAE has developed many strategies and initiatives, including the Abu Dhabi Global Environmental Data Initiative, and several governmental organizations headed by the Ministry of Climate Change and Environment.

The UAE Government formed the UAE Council for Climate Change and Environment; the council will create partnerships with the private sector, conduct studies, and lead scientific research in fields related to the ministry's work.

The UAE's total GHG emissions are expected to continue rising in line with projected economic and population growth. However, the Climate Plan aims to manage these emissions to reduce emissions and facilitate the achievement of economic goals and growth.

## **CASE STUDY 21: CONSERVE AND SUSTAINABLY USE THE OCEANS, SEAS AND MARINE RESOURCES**

The diversity and productivity of the world's oceans is a vital interest in humankind. Our security, our economy, our very survival all require healthy oceans. The ocean's temperatures, chemistry, currents, and sea life drive global systems that make the Earth habitable for humankind. The management of these resources is vital for humanity as a whole and to negate the negative effects of climate change.

UAE is careful when it comes to underwater life; it has taken a really big step to achieve Sustainable Development Goal 14: Conserve and sustainably use the oceans, seas, and marine resources.

Ministry of Climate Change and Environment, in 2016, launched the UAE Sustainable Fisheries program to ensure sustainable fishing.

The UAE has enacted laws banning throwing waste and oil waste into the water by tankers operating in the region.

UAE has introduced several programs to protect marine life, inclusive of different rehabilitation programs such as mangroves and coral reef planting to expanding the reach of marine-protected areas with important biological biodiversity and critical habitats.

Due to all its efforts, in 2014, the UAE ranked first in the marine reserves index, compared to 33rd in 2012, reflecting UAE's efforts in the preservation of ecosystems. It continues to be among the leaders today.

### **CASE STUDY 22-SUSTAINABLY MANAGE FORESTS, COMBAT DESERTIFICATION**

The UAE, with its ever-expanding urban landscape, needs to be mindful of the potential harm to its biodiversity, environment and protective nature areas.

The UAE has enacted various laws and launched strategies to protect the biodiversity, environment and protective areas.

The UAE has been an early adopter of protecting the environment, biodiversity and protective areas

The leadership of the UAE has long held the opinion that the environment is a precious gift that needs to be protective. It faces a delicate balance between economic growth through urban expansion and maintaining biodiversity. In order to succeed, the UAE leadership understood that economic growth without concern for the environment is a losing proposition. The UAE is working hard to ensure that relevant entities and the public are aware of the issue of illegal wildlife trade, and a number of campaigns have taken place in recent years like the 'Beautiful in the Wild'.

All the actions and initiatives taken by the UAE resulted in positive outcomes. The UAE has not lost any forest areas and is ranked second in the GCC in terms of the percentage of land covered by forest.

### **CASE 23: PROMOTE PEACEFUL AND INCLUSIVE SOCIETIES**

The UAE is a country with one of the highest diverse populations in the world, with close to 90% of the population being expatriates. The UAE has used this diversity as a strength by attracting high-skilled, highly motivated and hard-working from all over the world to come to the UAE and be part of its present and future.

In order to ensure that UAE's diversity remains a strength and magnet to continue to attract the best and brightness, the government has enacted specific laws to protect vulnerable groups.

UAE has supported the international pursuit of peace, security, and development.

The UAE supports strong and transparent values in its institutions, which are reflected certain laws and facilitates a fair and secure tendering process for businesses, ensuring all registered suppliers can trade with government businesses on a fair and equal basis.

With more than 200 nationalities living peacefully and successfully in the UAE, its society has been an exemplary example of a tolerant and inclusive country. Now, the Federal Government is keen to promote acceptance and understanding as core values of the society.

## CASE STUDY 24: CENTRE OF DIGITAL INNOVATION (CODI)

In line with the UAE's Vision 2021 to be among the top 10 countries in the world by the Golden Jubilee of the Union in 2021, the UAE has taken many steps and strives to promote and encourage innovation. All these efforts are aimed at achieving Sustainable Development Goals, especially goal 9 (industry, innovation and infrastructure and partnerships for goals).

The primary aim of this initiative is to ensure the happiness of all UAE citizens.

The CoDI is structured to stimulate innovation, research, and develop new methods for building and delivering smart government services as well as provide a collaboration platform. CoDI's mobile application testing service as various tools that are capable of testing mobile applications.

With the launch of mTransformation, there was an immediate need to understand the current knowledge and awareness levels of the various government entities, their overall readiness, and the need to develop the right training material.

Many efforts have been made by UAE through CoDI. All these efforts are aimed at achieving Sustainable Development Goals, especially goal 9 (industry, innovation and infrastructure and partnerships for goals) leading to making the UAE to be ranked 1<sup>st</sup> among Arab countries in the Global Innovation Index, 2018 and 8<sup>th</sup> rank globally in percentage of researchers in business enterprise, the Global Innovation Index, 2018

### CASE STUDY 25: UAE E-PARTICIPATION (E-VOTING)

E-voting was introduced by the UAE's Federal National Council, as a means of increasing civic participation, especially by making it easier and appealing to the youth.

Providing easy access to government services and nurturing e-participation are the cornerstone of the digital Government. Citizens need to feel that their governments are making their quality of life better and that they can play a role in deciding what governments do.

UAE leaders set an ambitious goal, part of their call for a customer-centric government, that within two years, all government services should be accessible through mobile devices.

UAE has worked to improve satisfaction with public services by pursuing digitization.

Since the emergence of the e-government era, there has been an increasing need for e-participation, a form of participation that is available round-the-clock at the touch of a computer button or the button of any other Internet-connected device as well as the provision of detailed information on government services. This has reduced the cost of delivering government services greatly, reduced the time in obtaining government services, and increased customer satisfaction.