سعادة المنسق المقيم لبرنامج الأمم المتحدة   المكرم

السلام عليكم و رحمة الله و بركاته

انطلاقا من استمرار التعاون المثمر بين الوزارة و برنامج الأمم المتحدة الإنمائي، و إشارة إلى طلب مكتب برنامج الأمم المتحدة الإنمائي ، أرفق لسعادتكم نسخة مُحدّثة من وثيقة المشروع الخاص بتقنية المعلومات والاتصالات مع برنامج الأمم المتحدة الإنمائي خلال السنوات 2010م إلى 2012م طبقا للصيغة الجديدة المرسلة منكم للمشروع بعنوان:

"e-Services & e-Transactions Development & Knowledge Society
at MOFA : Phase #2"

"

و تقبلوا سعادتكم أطيب التحيات

خالد بن سعود بن خالد

٢٤/٢

وكيل وزارة الخارجية

"e-Services & e-Transactions Development & Knowledge Society at MOFA: Phase #2"

الخدمات والتعاملات الإلكترونية و مجتمع المعرفة في وزارة الخارجية

Project Documentation Revision

Project Extension Justification

In order to increase the efficiency and productivity of MOFA activities, and according to the directives of His Royal Highness Prince / Saud al-Faisal, the Minister of Foreign Affairs of the General Meeting of the Heads of Saudi missions abroad on 4/12/1427 towards a global strategy for transformation to electronic services and transactions of the services provided by the Ministry for MOFA employees and for the general users at home and abroad , and in reference to the dissemination of the President of the Royal Council of Ministers No. 7708 / 18/9/1430 to the government agencies to ensure the implementation of the National Plan for Communications and Information Technology, it is requested that the project" e-Services & e-Transactions Development & Knowledge Society at MOFA " is to be extended to phase#2 for another three years (2010-20120) to allow MOFA objectives using ICT for development.

Activities

1. **E-Service and e-Transactions**

   1.1 Scope
   a. Employ Digital Signature and Digital Certificate Systems.
   b. Extend advanced e-Visa system.
   c. Government Resources Planning System and interactive e-Forms implementation.
   d. Develop Local and global e-Payment System.
   e. Adopt BPM, BPI and BPR for effective paperless office.
   f. Connected employees for all MOFA units locally and globally.
   g. Contiguous technical support 24X7 for all users.
   h. Users Accessibility technologies.

   1.2 Output
   a. Productivity and Efficiency increase.
   b. Spread of penetration of integrated e-Service and e-Transactions, 247X7
   c. High quality G2E, G2C, G2G and G2B government services.

2. **Human Capacity**

   2.1 Scope
   a. Contiguous training for Employs on IC3.
   b. E-Learning on the MOFA's Portal for ITC specialists.
   c. ICT Awareness campaigns.
   d. Information sharing circles on MOFA's Portal.

   2.2 Output

    a. Enhance human capacity index.

    b. Minimum resistance to Change management.

    c. Knowledge employees and society.

    d. More success of e-Government Transformation.

3. Infrastructure

3.1 Scope

    a. Provide and update hardware, software and secured networks.

    b. Broadband Networking.

    c. GPSN complete implementation

    d. Teleconference using GPSN

    e. IVR/CATI systems.

    f. Integration of SMS

    g. ICT security plan.

    h. Data Center Project.

    i. SSO Project.

    j. BRP/DRP.

3.2 Output

    a. Increase of infrastructure index.

    b. High standard of e-Service and e-Transactions availability.

4. Connectivity

4.1 Scope

    a) Connecting to Government Procurement program.

    b) Connecting to Government Messaging System.

    c) Connecting to Government Integration Bus.

    d) Connecting to the National Center for Digital Certificates.

    e) Connection to PKI providers.

    f) Connecting to online Information and learning resources

    g) Connecting to relevant private sector and financial centers

4.2 Output

    a) Secure information, e-Service, e-Transactions.

    b) Paperless office.

    c) E-Governance.

    c. Interactivity and Increase of connectivity index.

5. The Web

5.1 Scope

    a) Update web content (ICT).

    b) Integration of new interactive services.

    c) Accessibility.

5.2 Output

    a) Web index increase

b) User Satisfaction index increase
c) E-Government index increase
d) E-Governance introduced
e) Accessed users increase.

6. Quality

6.1 Scope

a) Apply International Quality Standards and models such as ISO, EFQM.
b) Periodic Users satisfaction measurement.
c) Periodic E-Government index measurement.

6.2 Output

a) Improved e-Government transformation.
b) Continuous Feedback and corrective actions.