



- Developing an action plan to establish the structure of technological systems for operational and support processes.
- Automating and digitalizing operational and support procedures and operations by using electronic systems for automating operations between and within government agencies according to the established principles and the digital transformation strategy for the years 2021-2025 and any new amendments that may occur.
- Evaluating and updating the operational models and governance frameworks of government agencies with existing shared services in order to enhance their capabilities, develop and activate the comprehensive implementation of services and their quality standards in partnership with all stakeholders; including government agencies, the private sector and others, with a focus on reducing costs, simplifying procedures and raising the efficiency of shared service providers, and selecting the optimal alternatives to update and implement those services.
- Identifying the new shared government services within three to five specific work areas (large ministries, sectors), and conducting feasibility studies that include various alternatives in designing and implementing those services, and proposing governance structures and operational models for each of them and developing detailed action plans, in addition to identifying the management styles, legislations, policies and technical; financial and human resources necessary for their operation, and identifying the performance standards, services, and competencies necessary for their development and the risks that may hinder their work, all in accordance with international best practices.



- Automating and digitalizing operational and support procedures and operations by using electronic systems for automating operations between and within government agencies according to the established principles and the digital transformation strategy for the years 2021-2025 and any new amendments that may occur.
- Full implementation of the approved legislations, policies, development action plans and capacity building programs to develop existing shared services and any proposed amendments to the structure of government agencies with existing shared services, and signing performance agreements that set quality standards, and providing infrastructure and budgets necessary to carry out the work, and starting to implement the digital transformation strategy for existing shared services.
- Endorsing legislations and policies for new shared government services according to the governance structures and operational models established for each of them, and implementing them in accordance with the timeline stated in the detailed action plans, in addition to providing the necessary technical, human and financial resources for their operation, and signing service performance agreements while launching the digital transformation strategy for new shared services, and benefitting from the lessons learned from the existing shared services while publishing change plans to deal with all relevant entities influenced by the new shared services.



- Automating and digitalizing operational and support procedures and operations by using electronic systems for automating operations between and within government agencies according to the established principles and the digital transformation strategy for the years 2021-2025 and any new amendments that may occur.
- Assessing costs, benefits and the extent of delivery in the development plans and the digital transformation strategy of government agencies with existing shared services, to ensure the full and effective implementation of the required improvements to existing shared services, and developing new policies to utilize future technology and any new innovations and unconventional methods in the field of providing existing shared services and the future jobs for these services.



- Monitoring the implementation of the operational action plans and change plans for the new shared services, and taking the necessary measures to enhance them while implementing the digital transformation strategy for the new shared services, and measuring the performance of services according to the signed performance agreements.



- Finalizing the implementation of digitalization procedures in accordance with the digital transformation strategy.
- Approving new policies for the utilization of future technology and any new innovations and unconventional methods in the field of providing existing shared services, and implementing restructuring processes for government agencies and existing jobs in accordance with the requirements of future trends in this field, in addition to reviewing, evaluating and making continuous improvement based on the results attained from applying the operational model, policies and procedures and their impact on service development, and benefitting from the lessons learned.
- Assessing the effectiveness of spending on the new shared services provided, and determining their feasibility, and taking the necessary measures to enhance them while launching three to five work areas for new shared services, along with their governance frameworks, feasibility and operational models, and identifying the digital transformation strategy of the new shared services to adopt future technology and any new innovations and unconventional methods in the field of providing new shared services, in addition to reviewing, evaluating and making continuous improvement based on the results attained from applying the operational models, policies and procedures and their impact on service development, and benefitting from the lessons learned.

