

06

Digital Transformation and Information Technology





Digital Business Development:

1. Governance of Business Process Improvement Committee, and Development of Technical Production Line:

- » Creating a governance and operational framework for the Business Process Improvement Committee.
- » creating a priority and impact measurement matrix to applied on 145 requests within the committee's portfolio. As a result, SIDF significantly reduced the number of requests to just 64, cutting down the expected timeline to approximately 8 months. This initiative also saved nearly 700 working days for the technical staff.
- » Conducting more than 100 meetings, workshops, and awareness sessions on the new matrices and standards with 29 of SIDF departments' representatives. Nearly 12 SIDF general managers were educated on them.

2. Robotic Process Automation (RPA):

- » A process that involves automating and simulating tasks and work performed by staff members using flexible software that adheres to work rules and procedural sequences to complete operations automatically.
- » Automation significantly impacts the efficiency and effectiveness of SIDF operations and processes. This software increases productivity, enhances customer experience, raises compliance levels, reduces operating time and cost, and eliminates or reduces errors.
- » RPA has been applied to several operations and procedures at the Financial Department and the Market Research Department.

3. Improving Customer Experience on (e-Loans):

- » Enhancing user experience and “Tamkeen” Portal interface to make it more user-friendly and intuitive.
- » Improving and simplifying the data-entry process required by users.
- » Adding advanced features that contribute to facilitate user experience.
- » Creating e-links with Bayan Financial Statements.

Implemented enhancements have successfully facilitated a seamless and direct application process for loans and related services for SIDF customers. As a result, customer satisfaction levels have witnessed a significant increase, as demonstrated below:

74%

Achieved percentage in 2022 (compared to 61% in 2021)

65%

Target percentage for 2022

4. Automation of National Infrastructure Fund (NIF) Services

- » To Realize a successful launch of the new National Infrastructure Fund (NIF) on the Tamkeen platform, all technical requisites have been met. SIDF is dedicated to offering creative financial and non-financial options that foster the participation of the private sector in key sectors such as transportation, energy, water, industry, communications infrastructure, education, health, and more.

5. Commencement of the Implementation Phase of the Data Management Project

- » SIDF has concluded the preparatory and survey stages and has commenced the execution phase of the Data Management Framework, following the guidelines set forth in the Royal Order that establishes a data office within the National Information Center.

6. Automation of Procurement and Contracts Procedures (Monafasat)

Monafasat System represents a significant leap forward in automating procurement processes and operations while enhancing collaboration among various departments. The system incorporates the following features:

- » Requesting tender approval.
- » Developing the bid documents.
- » Managing the operations of procurement committees.
- » Approving committee reports.
- » Drafting and concluding contracts.
- » Issuing work completion certificates.
- » Presenting dashboard for executive management.

7. Evaluating and Promoting Business Trends and new Technical Standards

- » By organizing the International Technology Day event and providing training to SIDF employees on practical technical tips to enhance their skills and knowledge for carrying out their daily tasks more effectively.
- » Enhancing satisfaction of SIDF's internal customers while boosting and increasing awareness of their technical expertise..

8. Launching a Customer Relationship Management (CRM) System for all IT, Support Services, Human Resources, Communication Management and Legal Affairs Departments

- » Facilitating request submission and tracking, through a unified platform for internal services.
- » Enabling current or prospective departments to introduce additional services with greater flexibility.
- » Automatically putting into action and overseeing service level agreements.
- » Facilitating generation of reports and indicators for service performance.

9. Implementing Secure Application Development Approach

SIDF has satisfied the technical requirements for initiating an Application Development Automation project, establishing a secure approach for application and infrastructure development, and advancing comprehensive application development security with automated quality testing.

10. Developing HR Services Platform (Mawarad Plus)

- » SIDF has launched an integrated system that utilizes advanced cloud technologies to manage human resource operations and employee services.
- » The platform has eliminated paperwork and automated the human resource processes (over 20 processes).
- » The platform provides simplified and modern user interfaces.
- » The platform offers secure access to the system within and outside SIDF network.

11. SIDF has received Several Technical Certificates and Awards in 2022

- » SIDF achieved a significant milestone by being awarded the Gold Level of the prestigious King Abdulaziz Quality Award (KAQA). Among more than 300 governmental, private, and non-profit organizations competing in the award, SIDF emerged as one of the two entities in the category of entities affiliated to ministries to receive this esteemed recognition.
- » SIDF has been granted certifications for ISO 9001, ISO 27001, and ISO 20000.
- » SIDF's Data Center has achieved Tier II Certification for Design Documents at the Uptime Institute Awards.
- » SIDF has won the Middle East Award for Excellence in Government and Smart Cities in its 27th session under the category (Excellence in Government Services)
- » SIDF has obtained a Government Software License Certificate for Free and Open-Source Software by the Digital Government Authority
- » SIDF has joined the European Foundation for Quality Management (EFQM).

Digital services provided by SIDF

No.	Service	Target Duration	Actual Duration Average
1	Request for an industrial loan	150 days	126 days
2	Apply for "Land and Loan" (MODON)	150 days	100 days

SIDF Journey in Digital Transformation

The Digital Government Authority (DGA) has introduced a framework of guidelines and benchmarks to evaluate the level of compliance with standards and enhance the efficiency and effectiveness of government organizations. This initiative aims to support the objectives of Saudi Vision 2030. Below is an outline of the main criteria, as observed in the 10th digital transformation assessment for 2022 in comparison to 2021.



Organize the House (OTH) Program

Organize the House (OTH) program is a strategic initiative that seeks to digitally revolutionize the various departments of SIDF, streamline their operations through automation, and establish effective IT management practices. The ultimate goal is to maximize the Fund’s technical capabilities, generate greater value, and optimize overall performance.

7

Total Paths

32

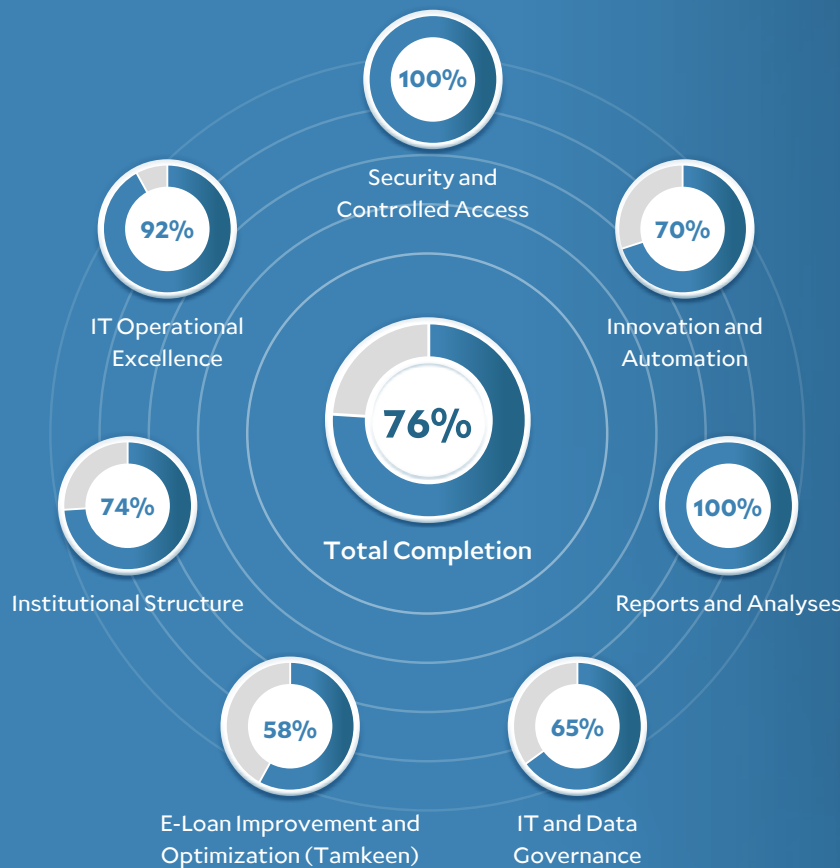
Total OTH projects

22

Projects completed during 2021 and 2022

10

Projects planned to be completed in 2023



Key Completed Projects



Mawarid Plus

Advanced HR Cloud Solution



SIDF Academy Learning Department System

Learning Department Cloud System



CRM System

Unified CRM System across multiple departments



Internal Portal Re-design

Redevelopment of the internal e-portal (Bawabaty) while improving design and content



Secure Access Management

Implementing an identity and access management system and role-based access control to enhance the security of information systems



SIDF Data Warehouse

Central, secure, and reliable data warehouse to store process and filter data. The warehouse will unleash the power of analytics and data in a better-controlled and regulated environment



New Product Innovation

SIDF has innovated new products and business scenarios empowerment through Tamkeen (e.g. real estate mortgage fixed assets, virtual IBAN, and Land and Loan Program with MODON)


Technical Awards and Certificates



جائزة الملك عبدالعزيز للجودة
KING ABDULAZIZ QUALITY AWARD

King Abdulaziz Quality Award (KAQA)

SIDF won the prestigious Gold Level of the King Abdulaziz Quality Award (KAQA), surpassing more than 300 competing organizations.



ISO


SIDF has been granted ISO certifications in quality management, IT service management, and information security management.



قياس التحول الرقمي


Digital Transformation Measurement

SIDF has achieved integration at the Government Digital Transformation Measurement (2022)



TIER

SDIF's Data Center has achieved Tier II Certification for Design Documents in the Uptime Institute Awards.



SAP

In 2022, SIDF was awarded the SAP Customer Center of Expertise certification for innovation.



هيئة الحكومة الرقمية
Digital Government Authority

Digital Government Authority

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ME

SIDF has won the Middle East Award for Excellence in Government and Smart Cities in its 27th session



EFQM

SIDF has joined the European Foundation for Quality Management (EFQM)