

06

Digital Transformation and Information Technology



About SIDF	6
2023 Highlights	15
Trends & Indicators of National Economy	19
SIDF Lending Activity	25
SIDF Strategy	49
● Digital Transformation & Info. Technology	57
○ Major completed projects	58
○ Digital services provided by SIDF	60
○ SIDF Journey in Digital Transformation	61
○ Organize the House (OTH) Program	62
Human Resource Development	64
SIDF in 50 Years	71
Industry Study	76
Lending Activity Statistics	84

Digital Transformation and Information Technology

SIDF delivered remarkable achievements in digital transformation in 2023, most importantly was simplifying processes through automation. Using data analysis, SIDF revealed implementable insights and promoted customer engagement. For 2024 plans, SIDF will introduce new dynamics between business sectors and information technology as a means of promoting innovation. SIDF will also use advanced technology to improve resilience and competitiveness. In cooperation with business sectors, several major projects were implemented as part of Organize the House (OTH) Program.

During 2024, SIDF is laser focused on promoting the digital services added value, achieving a higher project implementation rate, improving customer experience, and establishing a resilient infrastructure to leverage innovative solutions to address business challenges.

Major completed projects:

Mawarid Plus Interface Development and Improvement

SIDF redesigned the user interface of Mawarid Plus (Advanced HR Cloud Solution) providing better access to services and reducing the steps required to issue cover letters.

WAIE Program

SIDF launched WAIE for the automation and monitoring of governance, risks and compliance (GRC) processes into a single digital platform. The unified system is intended to be utilized by all SIDF departments for the purposes of risk, compliance, internal audit, policy management, among other important procedures.

National Data Bank (NDB)

SIDF has successfully completed connection with the National Data Bank (NDB) - a unified data warehouse and a national data ecosystem, which empowers comprehensive and effective national data governance and management, and helps establish a data based digital economy.

Innovation Platform (iLAB)

SIDF established iLAB with the goal of boosting creativity and innovation.

Survey System

SIDF has developed a professional system for conducting internal and external surveys, which facilitates the design, launch, follow-up and analysis of survey results, while maintaining privacy and information security.

Promising Factories Initiative

The Promising Factories is a sub-initiative to support local industry. The initiative supports entrepreneurs and SMEs financially to launch their manufacturing projects, through two tracks, the first is the soft loans (without personal guarantees), and a second track to be announced soon.

“Road to 50” Logo across All Systems

SIDF took part in the Road to 50 Campaign by using the slogan “50 Years” across all systems.

Tamkeen Plus Soft Launch

SIDF launched the pilot phase of Tamkeen Plus, a key strategic project by SIDF. The system aims to improve user experience by redesigning the system, reducing the required steps, unifying data sources, and improving system performance.

Automatic Connection with Nafath Platform

SIDF has completed integration with the SDAIA National Information Center (NIC), and developed a new account registration feature and/or logging into Tamkeen through the unified Nafath platform.

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2023 Highlights	15
Trends & Indicators of National Economy	19
SIDF Lending Activity	25
SIDF Strategy	49
Digital Transformation & Info. Technology	57
● Major completed projects	58
○ Digital services provided by SIDF	60
○ SIDF Journey in Digital Transformation	61
○ Organize the House (OTH) Program	62
Human Resource Development	64
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Industry Study	76
Lending Activity Statistics	84

Major completed projects:

Phase 1 of the Guarantee Program

SIDF launched the Guarantee Program, which is a non-financing product that provides compensation from SIDF to banks and industrial companies in the event that the customer defaults on its obligations..

Automated Payment System with Banque Saudi Fransi

SIDF implemented a connection channel for SADAD with the Banque Saudi Fransi through payment via IBAN or SADAD itself..

Customer Financial Claims System

SIDF launched the Customer Financial Claims Automation System to improve customer experience.

Linkage with SIMAH

SIDF has completed automation with the Saudi Credit Bureau (SIMAH) to provide integrated digital services and improve the quality of the provided data.

Mobile Device Management (MDM) Application

SIDF introduced advanced procedures and tools for secure access to many of its technical services on mobile devices, which enhances privacy, information security and compliance with legislation.

SafeNet Multi-Factor Authentication

SIDF introduced multi-factor authentication solution as part of its ongoing efforts to promote the IT infrastructure security and to adhere to the National Cybersecurity Authority (NCA) requirements.

Disaster Recovery Center Experience

The Fund implemented the Disaster Recovery Center Experience, and successfully achieved the target recovery time and recovery point target.

Email Archiving

SIDF launched the Email Archiving Project as a reliable tool for effective email archival and data management. The project allows for effective email archiving, maintaining compliance, improving productivity, and reducing operational costs associated with email storage.

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SIDF Lending Activity	25
SIDF Strategy	49
Digital Transformation & Info. Technology	57
<input checked="" type="radio"/> Major completed projects	58
<input type="radio"/> Digital services provided by SIDF	60
<input type="radio"/> SIDF Journey in Digital Transformation	61
<input type="radio"/> Organize the House (OTH) Program	62
Human Resource Development	64
SIDF in 50 Years	71
Industry Study	76
Lending Activity Statistics	84

Digital services provided by SIDF:

No.	Service	Target Duration	Actual Duration Average	Beneficiary Satisfaction Rate
1	Request for an industrial loan	120 days	118	64%
2	Non-borrowing Certificate	2 days	Average one day	96%
3	Loan Amendment	Depending on application type (14-60 days)	Average 24 days	60%
4	Request claim	5 days	Average 10 days	70%

Open Data Publishing and Use:

Datasets published on the Open Data Platform include funding data divided by sector and geographical distribution:

- » More than 28 datasets were published.
- » Datasets were accessed more than 26,000 times.
- » SIDF also provides access to its open data through APIs, which have enabled access to data at an average monthly usage of 80 accesses during 2023.

Sharing data with other government entities:

- » The volume of data shared with other governmental entities through GSB channel as a service provider has amounted to 10.4 GB, and 1.40 GB as a service user.

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Digital Transformation & Info. Technology	57
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Industry Study	76
Lending Activity Statistics	84

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 11th digital transformation assessment for 2023 against 2022.



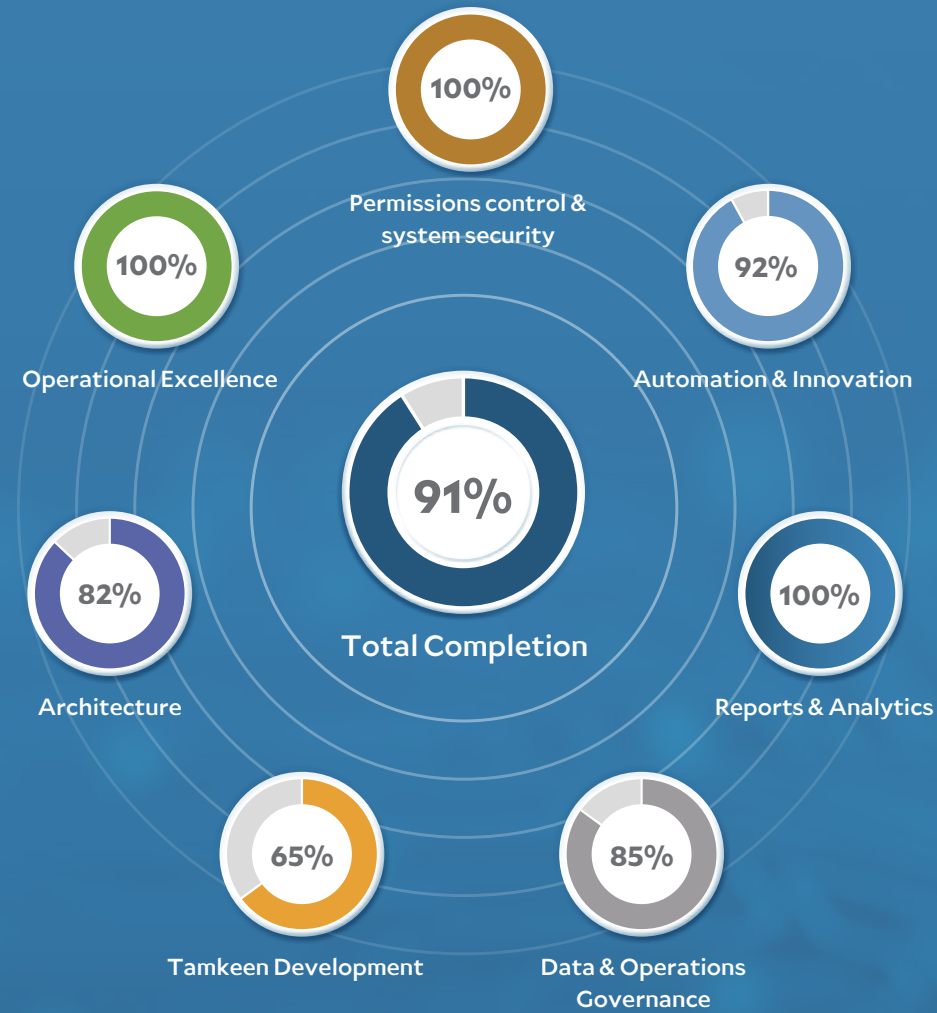
	2022 10 th Measurement	2023 11 th Measurement
Maturity Level	<p>82.35% Percentage of Completion</p> <p>Integration</p>	<p>84.87% Percentage of Completion</p> <p>Integration</p>
Key Ranks Achieved by SIDF	<p>2</p> <p>2nd place at the Industrial Ecosystem, Mineral Resources, and Local Content Sectors</p> <p>4</p> <p>4th place Among governmental funds</p>	<p>6</p> <p>6th place Among financial sectors and funds</p> <p>55</p> <p>55th place at the level of government entities</p>



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- Trends & Indicators of National Economy 19
- SIDF Lending Activity 25
- SIDF Strategy 49
- Digital Transformation & Info. Technology 57
 - Major completed projects 58
 - Digital services provided by SIDF 60
 - SIDF Journey in Digital Transformation 61
 - Organize the House (OTH) Program 62
- Human Resource Development 64
- SIDF in 50 Years 71
- Industry Study 76
- Lending Activity Statistics 84

Organize the House (OTH) Program

Organize the House (OTH) program is a comprehensive initiative that seeks to improve productivity and ensure the successful implementation of the IT Strategy through several tracks, each containing a set of projects specifically developed based on studies and surveys, and weaknesses and challenges. The projects also take into account the study results as delivered by independent parties and stakeholder requests. The ultimate goal is to improve the general IT services, maintain security and deliver according to the best practices utilizing technologies, in line with SIDF goals.



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SIDF in 50 Years	71
Industry Study	76
Lending Activity Statistics	84



**ISO Certificates
Received and
Renewed in 2023**

ISO 9001

Renewal of ISO 9001 for Quality Management System at the IT and Technical Services Departments

ISO 45001

Renewal of ISO 45001 for Occupational Health and Safety Management System at the Services and Facilities Department

ISO 20000

Renewal of ISO 20000 Certificate for IT Service Management for the IT and Technical Services Departments

ISO 14001

Renewal of ISO 14001 for Environmental Management System at the Facilities and Services Department

ISO 27001

Renewal of ISO 27001 Certificate for Information Security Management System at the IT and Technical Services Departments

ISO 17100

Re-certification of ISO 17100 certificate for Translation Services Management System at the Facilities and Services Department

ISO 9001

Renewal of ISO 9001 for Quality Management System at the Facilities and Services Department.

ISO 22310

Re-certification of ISO 22310 for Business Continuity Management System at the Corporate Risk Department



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Industry Study	76
Lending Activity Statistics	84