



Dubai Smart Government and DED sign agreement to provide support for DED's electronic shared services

Foundation to be listed in smartphone application

DUBAI, July 8, 2013 /EINPresswire.com/ -- UAE, July 8, 2013: Dubai Smart Government (DSG) and Dubai Department of Economic Development (DED) have signed an agreement on July 8, under which DSG will provide support services for DED's electronic shared services. The agreement was signed by H.E. Ahmed Bin Humaidan, Director General of Dubai Smart Government, and H.E. Sami Dhaen Al Qamzi, DED Director General.

The agreement is aimed at upgrading Dubai government services and ensuring optimal use of DSG's government resources for the electronic services used by the DED. According to the agreement, DSG is committed upon the provision of support services to attain the basic performance indicators and achieve the operating objectives as agreed on by both parties. This will be done through the supervision of the Customer Service Section at the Communication and Business Development Department and its follow-up of DSG's commitment to the agreement. It is also aimed at identifying the levels of such support and the time of response as per the degree of priority through DSG, which provides shared electronic services (ESS) for government and semi-government entities, including training, maintaining data, adding new requirements, improving existing ones and many other support services.

Commenting on the signing of the agreement, H.E. Ahmad Bin Humaidan said: "This agreement is an additional step in our strategies aimed at ensuring the sustainability of the high performance of the shared services provided to Dubai government entities and some of the services provided specifically by the government entity to allow its work to continue as per the best practices in line with the directives of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, which call for the services of Dubai government entities to be available round the clock. While Dubai Smart Government has a sophisticated infrastructure and systems that all government departments and authorities can benefit from, we hereby confirm our commitment to harness all our potentials to support the government corporate development strategies."

Bin Humaidan added: "We underscore DSG's keenness on continuing to provide its various electronic shared services to Dubai government entities including the government resources planning (GRP) systems, government information network (GIN), government service bus (GSB) and many other services as per the world's best practices. We also underline DSG's commitment to provide advanced channels for supporting these services with the aim of consolidating our transformation to an integrated and knowledge-based digital community where DED plays a key role in ensuring continuous provision of eServices to the business community in Dubai."

Meanwhile, Al Qamzi stressed the importance of government excellence as far as services are concerned in implementation of the vision of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, which call for creatively providing government services. Al Qamzi said: "We are pleased to

sign this agreement as the support and channels provided by DSG are regarded as a positive step that adds to the high trust of the emirate's business community to select Dubai as a regional hub for doing their businesses. Add to this, DED plays a vital role in innovating the latest strategies, systems and policies that keep pace with the world's best practices, support commerce, retail and export and enhance economic prosperity and sustainability of the emirate's economic projects."

The agreement stipulates that regular meetings be held to discuss the commitment to the provision of support for DSG's services, which include the following shared services: GRP systems, GIN, ePay, GSB, SMS Dubai, AskDubai, eComplain, eSuggest, eSurvey and GeSS. DSG has recently launched the technical support system, which allows Dubai government entities to submit requests for technical support for the afore-mentioned shared services and enables the DSG's technical support team to monitor and handle such requests, starting with registration through to classification, determining the priority for support, tracking requests and issuing related reports with the aim of enhancing users' satisfaction with support services.

Arez Mae Fuentebella
Orient Planet PR & Marketing Communications
+971 44562888
email us here

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