

Emirates Identity Authority (EIDA) is an independent federal authority in the United Arab Emirates, that is responsible for the establishment of a modern population register in order to facilitate the obtainment of government services as well as to provide the required information for supporting decision making, strategic planning and the allocation of sources in all vital sectors in the UAE.

As a federal body, EIDA is present in most of the UAE. With around 400 employees, EIDA is structured around 7 departments and more than 24 divisions.

## Emirates Identity Authority (EIDA) Uses QPR ProcessGuide and QPR ScoreCard to Deploy its Processes and Monitor their Performance

### CUSTOMER CASE:



EIDA's vision is to be a role model and reference point in proofing individual identity and build wealth Informatics that guarantees innovative and sophisticated services for the benefit of the UAE.



*"QPR was selected because of the high quality of their service, quick deployment, and ease of use. The results are already tangible and the future promises more achievements and better performance."*

*Eng. Thamer Rashed Al Qasemi,  
Planning Division Manager,  
PMO Manager,  
Planning & Statistic Office –  
General Director Office*

***Through the establishment of the population register, EIDA is also responsible for the issuance of electronic identity cards which will further the country's efforts towards the provision of a secure environment for citizens and expatriate residents of the UAE through the unique personal number and the individual biological features stored in the smart chip.***

### **34 Strategic Projects to achieve EIDA objectives by 2010**

In July 2007, EIDA launched its strategy for the years 2007-2010. The strategy plan set the Authority's goals and objectives within clear performance indicators that were carefully specified and satisfied on the basis of an in-depth and comprehensive evaluation of all the Authority's activities through objective diagnosis of strengths and weaknesses. Based on this work it has been set as an audacious goal for EIDA to establish an accurate and

secure population register for five million of UAE's citizens and residents by the end of year 2010.

*The project started at corporate level, and then rolled down to the Service Centers throughout the emirates. Emirates Identity Authority, within one week, was able to monitor their strategy key performance indicators (KPIs) with QPR ScoreCard.*

Regarding process management, all processes were mapped and deployed with QPR ProcessGuide within five days. The organization has been now using the whole solution since August 2007 and it is used across all departments throughout EIDA.

### **Better team work and successful customer service**

QPR ProcessGuide is used by the EIDA to document and communicate processes to their employees, minimizing the response time and maximizing transparency and knowledge transfer.

*Thanks to QPR, EIDA's vision and mission are very clear internally which is leading them right to the customers with the best performances. EIDA values are now well embraced.*

In addition to time and resource saving and reducing bureaucracy, QPR software is a very good motivation tool and team work builder. It helped EIDA in building common responsibility and commitment to EIDA's strategy through transparency and ideas sharing.

With a better understanding of the business needs and requirements, the strategy has become a "puzzle" involving everyone. And thanks to the

precise and accurate performance monitoring of QPR ScoreCard, EIDA has gained greater visibility on measures and projects which are not performing according to the defined standard, allowing them to make better decisions and take actions upon them and getting close to its overall goals.



EIDA is currently using QPR ScoreCard to monitor KPIs such as project status and registration cycle times, which are critical to ensure high service standards and quality for citizens and residents of the United Arab Emirates. Amongst other examples, processes such as ID Card Production and ID card Collection are fully mapped and deployed using QPR ProcessGuide.

### **Information Technology Award and Compliance with ISO 27001**

Tangible results have been achieved in a very short period of time. Many projects are showing best performances and achieving the defined targets on scheduled time. New registration centers have been opened and other centers are planned to be opened during 2008.

The PRIDC Program won recently the Information Technology Award at the Government Technology Summit in Puckett, Thailand.

This Award came in recognition of its robust infrastructure and various features and benefits provided to the U.A.E. population. In the same context, EIDA obtained the information security ISO (27001) certification being the first federal government entity to achieve such accreditation and the only

population register and ID card program in the world.

In addition, many agreements have been signed and implemented with important local partners in order to achieve a better customer service.

A new website has been inaugurated and many new services have been launched since July 2007. Internally, many organizational projects (HR, Training, Finance...) are on the right track in achieving their targets.

On the content of EIDA's new three year strategy (2007 -2010), H.E. Darwish Al Zaraouni said "Our new strategy's plans and targets give Emirates Identity Authority an active and positive role in the growth and development process within the UAE, to reach highest levels of community services which will be achieved through the well advised planning, the integrated team work and the unlimited support of our promising project."

Since its incorporation, EIDA has worked hard to enhance the infrastructure of this project through adopting the latest and most advanced technologies in the world along with the best practices in term of administration, customer service and communication under the continuous support of HH General Sheikh Mohammed Bin Zayed Al Nahyan: Crown Prince of Abu Dhabi and Deputy Supreme Commander of Armed Forces, EIDA Board Chairman, and the direct follow up of HH Lt General Sheikh Saif Bin Zayed Al Nahyan, Minister of Interior, EIDA Vice Chairman.

IYCON Fz, LLC, QPR reseller in the region, provided EIDA with a complete turnkey solution based on QPR ScoreCard and QPR ProcessGuide. During the entire project, IYCON Fz, LLC showed great commitment and EIDA was very impressed by the response time during the Pre-sale process and the fully personalized proof of concept.