

ITWorx Works with Saudi Ministry of Labour to Transform Service Delivery and Productivity



Country

Kingdom of Saudi Arabia (KSA)

Industry

Government

Customer

Ministry of Labour (MoL)

Executive Summary

As part of its strategic vision, the Saudi Ministry of Labour (MoL) embarked upon the transformation of its service delivery, becoming the first ministry in the Kingdom to provide e-services over the Yesser Government Service Bus (GSB). The Ministry's e-services were integrated into the existing public portal to provide citizens and businesses with fast access to information and services. An employee Intranet was designed to connect all 38 local MoL offices with a single back-end e-service system as well as the GSB. With such advanced integration, collaboration and information-sharing between MoL departments and other governmental institutions was promoted, in addition to increased productivity and cost savings.

The Customer

Within the Kingdom of Saudi Arabia (KSA), the Ministry of Labour (MoL) is responsible for initiating and implementing labour policy and regulations, developing and planning human resources, and resolving labour disputes in the private sector. The Ministry provides work opportunities, training and qualifications for citizens, as well as manages workforce employment, licenses, permits and the recruitment of expatriate workers.

The Challenge

With 38 offices throughout the Kingdom, MoL's objective was to reduce operating costs and enhance user satisfaction by replacing the existing client/server manpower application and manual processes with a range of centralised e-services delivered online to citizens and businesses. A clear workflow, auditing and approval cycle had to be defined for each of eight e-service modules.

Leveraging its partnership with Microsoft, and as part of a consortium, ITWorx was entrusted with building a robust solution of natively-built modules that could be quickly implemented to fit the e-services delivered over the Government Service Bus (GSB). ITWorx was also required to combine very high levels of data security and integrity to provide citizens, businesses, and employees with rapid access to the vast amount of information held within the MoL database.

The Solution

The ITWorx solution enhanced the front-end user experience by allowing faster delivery of e-services to citizens and businesses. It also increased the efficiency and integration of back-end systems by implementing an Employee Collaboration Portal and connecting to the GSB via the Government Bus Connect module.

"Our long history with ITWorx encouraged us to use their expertise in developing citizen-centric software solutions for the region. We have received superior customer feedback, as usual, when commissioning ITWorx."

Samir Noman

President of Microsoft Arabia

Technologies and Software

- Microsoft Office SharePoint Server 2007
- .NET Framework 2.0, 3.0
- WCF
- WWF
- BizTalk 2004 R2
- SQL Server Integration Services (SSIS) 2005
- SQL Reporting Services 2005
- OLAP

Enhanced Front-End e-Services for Citizens

ITWorx integrated the e-service modules into the existing MoL portal, allowing users to print or download forms, and to track the status of online requests for a range of employment services. The e-services automation process encompassed eight core e-services including requests for work permits and inspections, authorisation to employ expatriate labour, employment services and transfers of sponsorship for expatriate employees, changes to job descriptions or worker status, and requests for mediation in employment disputes.

All e-service requests received by the MoL follow a defined and automated workflow, in addition to ownership allocation and the identification of stakeholders, thus increasing accuracy. Integrated case management and notifications of due dates for key actions help employees to prioritise and manage workflows. A knowledge-base enables employees to create, review, approve and publish answers to FAQs, which can be accessed directly by citizens and businesses, reducing employee workload, as well as improving constituent experience and feedback.

Back-End Employee Collaboration Portal (ECP)

The ECP connects to MoL's back-end manpower application in addition to other government departments via the Yesser GSB. Full integration of these systems provides employees with real-time access to a vast database of labour information, whilst state-of-the-art document management and collaboration processes deliver inter-departmental transparency for both electronic and hardcopy documents.

The back-end ECP also supports the move towards Gov 2.0, which promises greater interaction between governments and users. Integration with the public portal allows public service employees to engage in two-way communication with citizens and businesses through polls, surveys, discussion forums and all forms of social media. The portal also provides a valuable communications channel through which the Ministry can publish information, issue notifications or service updates, and provide interactive maps that help users locate their local labour office.

Integration with Yesser GSB

For better integration with Yesser, the solution employs ITWorx Government Bus Connect (GBC); a ready-made adapter which facilitates integration with the Yesser Service Bus and e-government programmes. Data protection is assured with double-layer security that complies with government specifications, in addition to the GSB's authentication of registered users.

The GBC's powerful reporting capability equips managers and government officials with comprehensive performance metrics via an advanced reporting dashboard. Intelligent reporting and analysis provides the basis for more effective and informed decision-making advancing performance optimisation and policy development.

Benefits

Faster service delivery enhances constituent satisfaction

Providing easy, on-demand access to governmental information and systems enhances the user experience for both citizens and businesses. Not only can users receive information and e-services more quickly, but they can give feedback and help shape e-service delivery through a rich and interactive communication process.

Increased productivity and satisfaction for employees

Streamlining and automating government processes makes it easier and faster for MoL employees to access and share information with colleagues and other government departments. By having more time to use information, instead of searching or waiting for it, MoL employees can prioritise their workload and take action more effectively, whilst gaining greater job satisfaction through higher productivity and task completion rates.

Improved decision-making

The combination of advanced metrics with greater collaboration and the prompt exchange of information between government departments, increases efficiency and supports more informed decision-making. This can drive continual improvements in e-service delivery by ensuring more effective deployment of resources. Knowledge-based decisions can help shape future labour policy as well as play a vital role in cost-reduction initiatives.

Fast deployment of future-proof systems

The rapid customisation of proven and robust ready-made modules means that systems can be quickly tailored to fit any government budget or infrastructure. Assured scalability means that processes and e-services can be adapted to meet subsequent changes in demand, future-proofing the solution and preserving the initial investment.

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