eGOVERNMENT
EXCELLENCE
AWARD 2019

10 YEARS OF EXCELLENCE

10 years of Excellence

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INFORMATION &
eGOVERNMENT AUTHORITY

**H.R.H. Prince Khalifa
Bin Salman Al Khalifa**

Prime Minister

**His Majesty King Hamad
Bin Isa Al Khalifa**

Kingdom of Bahrain

**H.R.H. Prince Salman
Bin Hamad Al Khalifa**

Crown Prince, Deputy
Supreme Commander and
First Deputy Prime Minister

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Information & eGovernment Authority

Held under the patronage of
HIS HIGHNESS SHAIKH MOHAMMED BIN MUBARAK AL KHALIFA

Deputy Prime Minister
Chairman of the Supreme Committee for Information
and Communication Technology

Contents

This year, we celebrate the 10 years anniversary of the Award that has become a pillar which draws a bright future and translates the Kingdom of Bahrain's Government direction to spread the culture of knowledge and lay the foundations of online excellence - spreading it amongst society segments and its entities.

Message from
His Highness Shaikh Mohammed bin Mubarak Alkhalifa
Deputy Prime Minister, Chairman of the Supreme Committee for Information and Communication Technology

This year, we celebrate 10 years since the launch of the eGovernment Excellence Award to highlight outstanding initiatives and the new strategy for the upcoming years which will focus on achieving numerous relevant goals that support the Government Action Plan together with the Sustainable Development Goals. In addition, promote efforts towards attracting investments and knowledge-based developments projects.

In light of the informatics evolution and rapid global advancements; the Kingdom of Bahrain was able to achieve qualitative accomplishments in the ICT arena – strengthening its position and name internationally in this field. This enabled Bahrain to hold advanced competitive positions regionally and globally. Bahrain continued achieving leading positions in the United Nations eGovernment Surveys, having it ranked amongst countries with very high indexes, noting various government projects and services that had won international awards such as the United Nations Public Service Award and other regional awards such as the Arab eContent Award and GCC eGovernment Award.

Today, offering government services electronically has surpassed the phase of qualitative Excellence through technology developments during the past 10 years on projects and initiatives as well as re-engineering of procedures and integrations. This has contributed in improving the quality of services provided to citizens, meeting Government Action Plan priorities and the Sustainable Development Goals to transfer to a digital society. The award was launched to support the development journey by opening doors for innovation as well as enhancing the concept of competitiveness in excellence and government work.

On such occasion, it is important to highlight our support for the sustainable continuity to encourage innovation and excellence throughout the upcoming years while praising the efforts of Their Highnesses and Excellencies members of the Supreme Committee for Information and Communication Technology for their support in the eGovernment sector.

I would like to also express my gratitude for all the hard work exerted by the organizers, jury members, working groups and participants throughout the past years; congratulating all the winners on their distinctive projects and initiatives. Moreover, wish everyone all the success to achieve their finest in this field for the future and the best for the country .

Mohammed bin Mubarak Al Khalifa

Message from
His Excellency General Shaikh Rashid bin Abdullah Al Khalifa
Minister of Interior

The Kingdom of Bahrain had recognized the importance of ICT as one of the main pillars in the country's development process. The Economic Vision 2030 had also established fruitful results of the Reform Project led by His Majesty King Hamad bin Isa Al Khalifa to embody the effectiveness of the wise vision that is based on achieving sustainability, competitiveness, comprehensive rise, along with support of Bahrain's initiatives in eTransformation and the eGovernment fields to achieve the Millennium Development Goals and advance the knowledge economy.

In line with the priorities aspired by the Government to support and develop the ICT sector, the eGovernment Excellence Award – which celebrates its 10 years anniversary - was launched to become one of the most inspired national initiatives that enhanced Bahrain's leading position in the sector while adopting creative concepts and outstanding projects. This is a true reflection of the modern notion lived by the Kingdom on various levels.

The growing recognition for the importance of government transformation towards providing integrated online services within a secured, safer environment and high maturity level requires continues verification on quality performance of data protection. From this aspect, protecting information in government systems from cyber-attacks becomes highly crucial; offering advanced online government services that are based on the national infrastructure – which later enlisted amongst key pillars to attain the award.

The continuous support of H.H. Shaikh Mohammed bin Mubarak Al Khalifa - Deputy Prime Minister, Chairman of the Supreme Committee for Information and Communication Technology - to the award is the main factor of success. The award was able to honor the national efforts exerted in the ICT field as well as create a model environment for development and continuous update to meet the needs of the society to establish culture change, adopt innovative concepts that keep abreast with various sectors, especially technology.

I would like to praise the efforts carried by award organizers and take this opportunity to congratulate this year's winners along with all previous year's participants – I encourage them to continue their hard work towards achieving more excellence and innovation. Additionally, I wish everyone the best of luck and success in the years to come. Looking forward to witness more achievements in Bahrain's flourishing present and brighter future, under the leadership of His Majesty King Hamad bin Isa Al Khalifa.

Rashid bin Abdulla Al Khalifa

Message from
Mr. Mohamed Ali AlQaed
Chief Executive of Information & eGovernment Authority

Ten years... the main theme of the eGovernment Excellence Award. Since its launch in 2008 with the support and patronage of His Highness Shaikh Mohammed bin Mubarak Al Khalifa - Deputy Prime Minister, Chairman of the Supreme Committee for Information and Communication Technology - it embarked to leave a stamp every year in the ICT sector, highlighting leading IT initiatives in Bahrain's society.

To emphasize the development it has created, the award has resulted in addressing approximately 1,400 projects, participation of more than 40 governmental entities and granting 133 winners. The award is considered as an icon which cannot be ignored at the beginning of establishing the IT infrastructure. It is also an essential platform which keeps the Kingdom as a pioneering hub in the ICT field and a sustainable center for innovation and creativity.

The award has engraved quality marks on huge national projects launched as start-up projects that won awards as well as developed and raised the leadership ladder throughout the past years until it had today developed into integrated, comprehensive online systems that are connected with all relevant public and private entities.

These advancements contributed in the success of Bahrain's government in adopting global direction to migrate to cloud computing and become one of the leading countries in the region to adopt this policy within the government sector. Additionally, open wide horizons in front of country's entities in order to strengthen and increase its production on the short and long term by re-directing the exerted efforts of entities to projects and strategic plans. Moreover, enhancing comprehensive

eTransformation for its services, expanding the scope of work as well as flexibility and competitiveness as it is a policy which provides solutions and great services that focus on improving the quality, speed and cost reduction within the highest levels of protection.

The award had a direct contribution in raising government's competitiveness in line with technology initiatives which are consistent with the latest practices, raising the quality level and efficiency of provided eServices to citizens and residents in the Kingdom of Bahrain. Furthermore, enhancing the principal of eParticipation and opening the door to entrepreneurs within the technology sector - in line with directives of the eGovernment Program and Sustainable Development Goals.

A local eGovernment Excellence Award has been established by each GCC country due to its great impact as it has been launched to verify the success and positive status in and out of the country; enabling the winners of that particular edition to qualify to be the finalists regionally.

We hope that the Award continues to receive innovative initiatives to enhance the concept of online society in the Kingdom as a part of future vision which we all share, Bahrain Economic Vision 2030 and the success that has been achieved to date urges us to gain more accomplishments and continue the efforts for the best of this nation and its citizens.

Mohamed Ali AlQaed

TEN YEARS OF EXCELLENCE

Ten Years of Excellence

Launched in 2008, the eGovernment Excellence Award adopted the policy of spreading the culture of excellence amongst the public and NGOs to offer a model for integration of efforts amongst government entities so as to develop their performances and strive towards eTransformation in an aim to rise in the quality of its provided services. In addition to keeping abreast with aspirations, achieving national objectives as well as strengthening its international position.

Throughout the ten years, the award was able to add quality in the field of supporting creativity and innovation making the Kingdom of Bahrain a lighthouse for openness and progress by creating a competitive environment amongst public and private entities together with individuals. Moreover, encourage them to innovate and excel in the field of online production by utilizing the latest technology means that are addressed by the entire world.

These innovations have without-a-doubt contributed and remain to directly contribute in achieving the Millennium Development Goals and the Sustainable Development Goals in the ICT field.

To maintain the highest levels of professionalism and neutrality in the award; the award's phases have been fully automated - from different aspects such as presentation, registration and judging the award – in order to ensure equal opportunities and fairness in the participating projects, as well as implementation of an integrated eGovernment system in this field. Professionalism can also be maintained through keenness of organizers to annually form an independent, neutral Jury Committee represented by international, regional and local experts from diverse backgrounds to cover the educational, financial, governmental, private, professional sectors and others.

To share Bahrain's experience in the eGovernment Excellence Award, standards and clear organizational as well as evaluation policies have been set for various award categories. Results of the joint meetings amongst entities and eGovernment programs in the GCC adopted the establishment of the award on a domestic level in all GCC countries for each country to organize in the first half of the year 'Local Qualifiers', with the final qualifiers on the GCC level and hold the GCC awarding ceremony in the host country of the GCC Summit.

THE AWARD IN FIGURES (2008 – 2019)

+1,390 PARTICIPATING PROJECTS
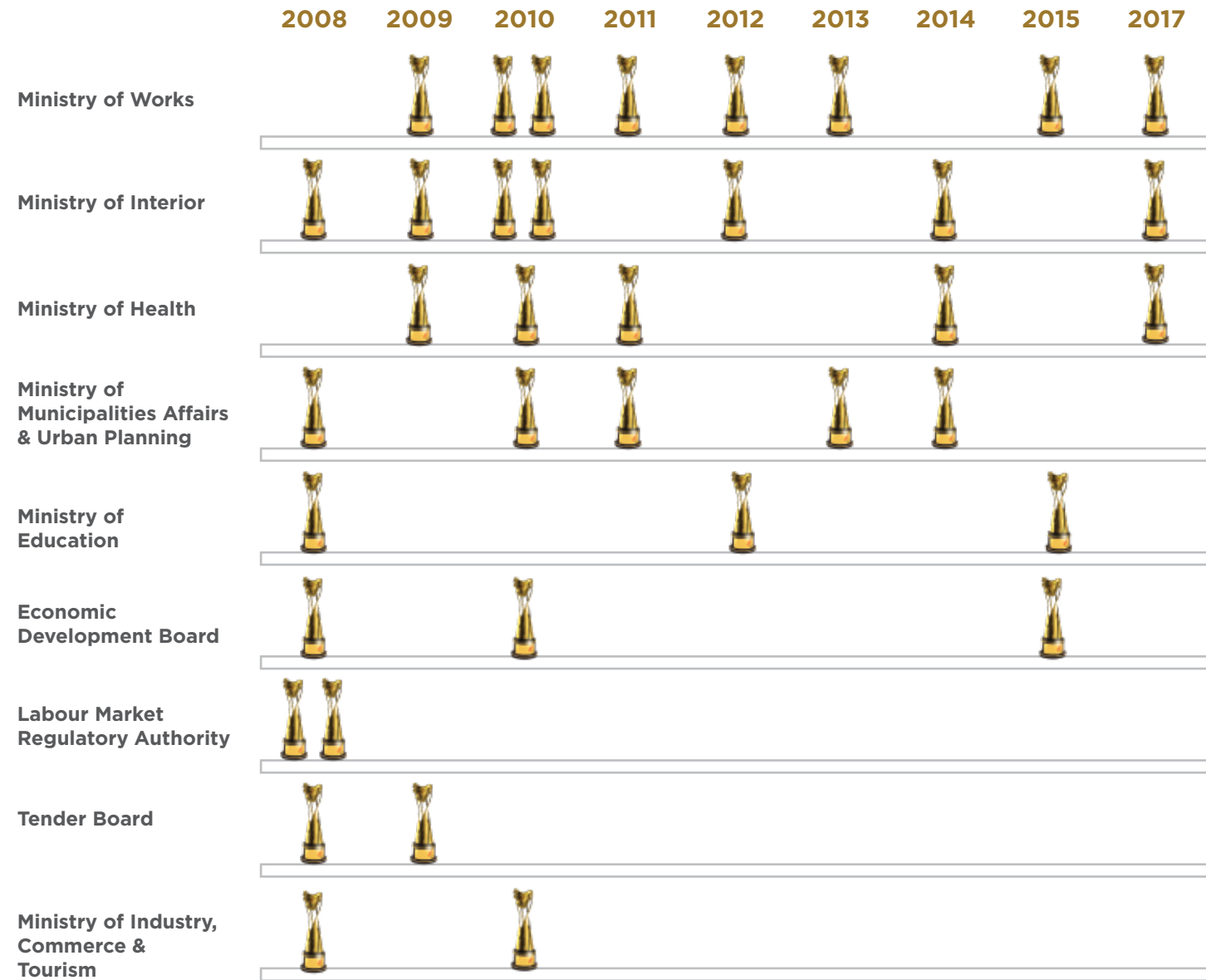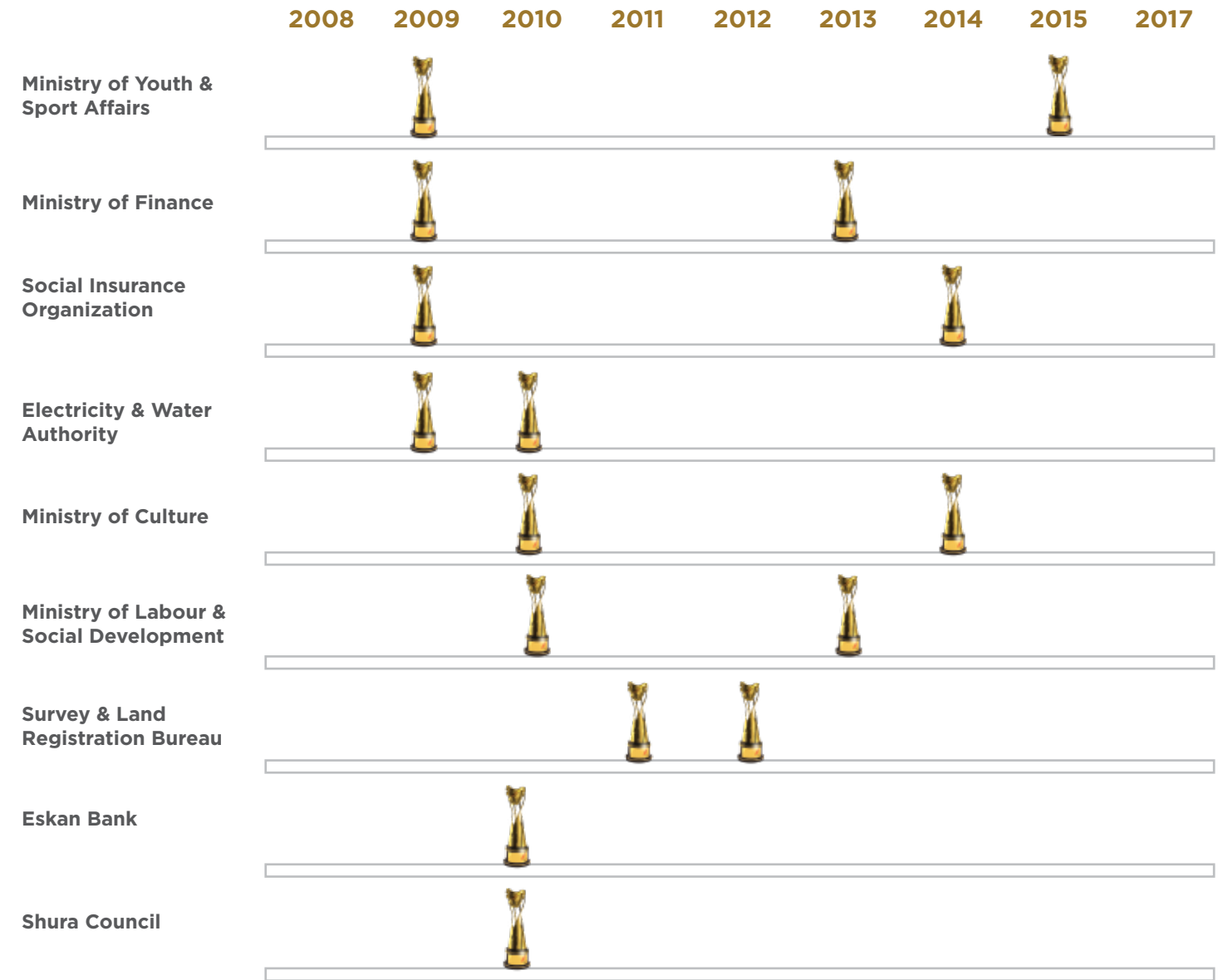
+140 WINNERS

+40 GOVERNMENT ENTITIES

11 INTERNATIONAL JURIES

10 JURIES FROM ARAB & GCC COUNTRIES

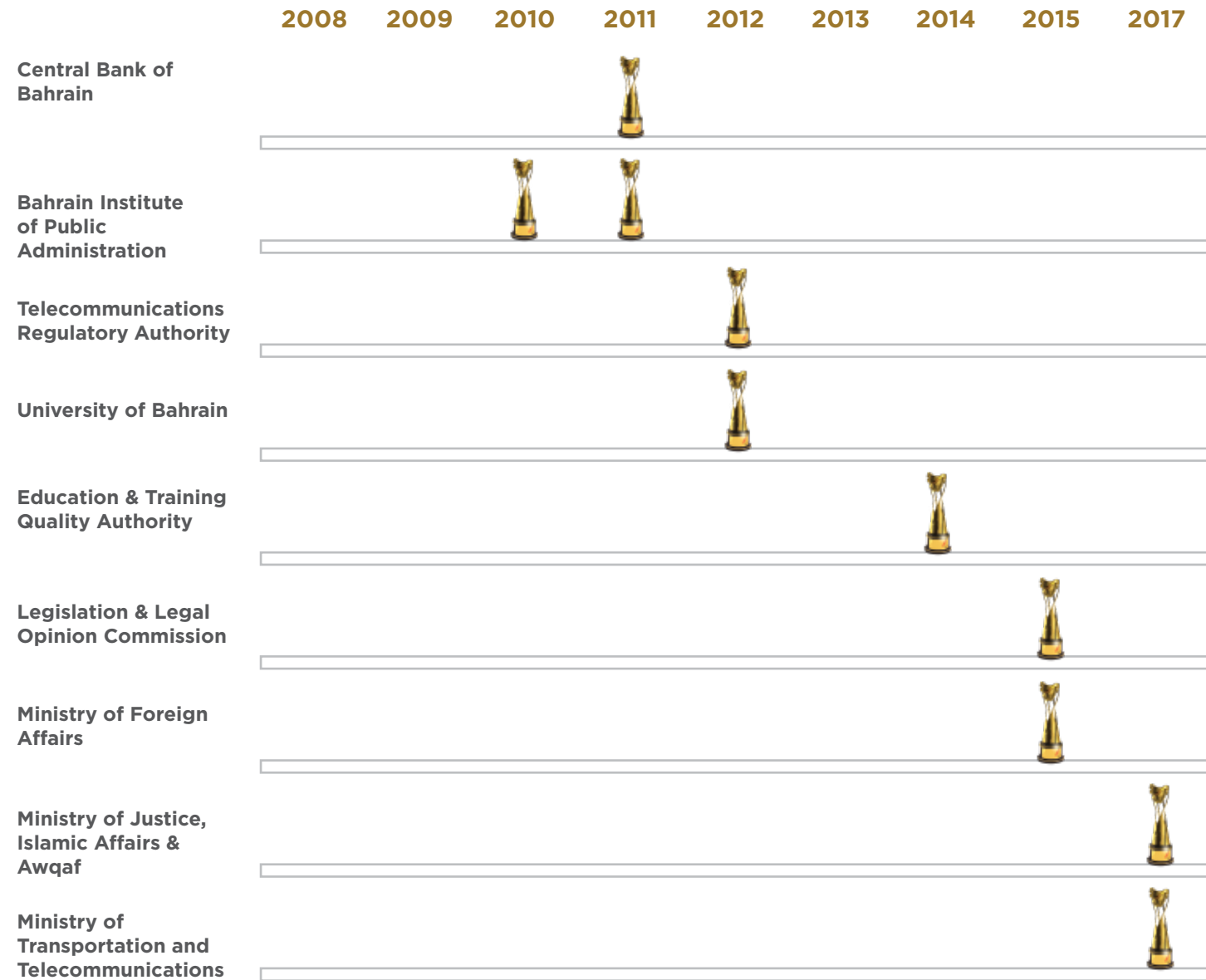**46** JURIES FROM THE KINGDOM OF BAHRAIN

10 YEARS OF EXCELLENCE

Organisation	2008	2009	2010	2011	2012	2013	2014	2015	2017
Ministry of Works		🏆	🏆🏆	🏆	🏆	🏆		🏆	🏆
Ministry of Interior	🏆	🏆	🏆🏆		🏆		🏆		🏆
Ministry of Health		🏆	🏆	🏆			🏆		🏆
Ministry of Municipalities Affairs & Urban Planning	🏆		🏆	🏆		🏆	🏆		
Ministry of Education	🏆				🏆			🏆	
Economic Development Board	🏆		🏆					🏆	
Labour Market Regulatory Authority	🏆🏆								
Tender Board	🏆	🏆							
Ministry of Industry, Commerce & Tourism	🏆		🏆						

Organisation	2008	2009	2010	2011	2012	2013	2014	2015	2017
Ministry of Youth & Sport Affairs		🏆						🏆	
Ministry of Finance		🏆				🏆			
Social Insurance Organization		🏆					🏆		
Electricity & Water Authority		🏆	🏆						
Ministry of Culture			🏆				🏆		
Ministry of Labour & Social Development			🏆			🏆			
Survey & Land Registration Bureau				🏆	🏆				
Eskan Bank		🏆							
Shura Council		🏆							

All Winners (2008-2017)

	2008	2009	2010	2011	2012	2013	2014	2015	2017
Central Bank of Bahrain				🏆					
Bahrain Institute of Public Administration			🏆	🏆					
Telecommunications Regulatory Authority					🏆				
University of Bahrain					🏆				
Education & Training Quality Authority							🏆		
Legislation & Legal Opinion Commission								🏆	
Ministry of Foreign Affairs								🏆	
Ministry of Justice, Islamic Affairs & Awqaf									🏆
Ministry of Transportation and Telecommunications									🏆

WINNERS OF THE EGOVERNMENT EXCELLENCE AWARD (2008-2017)

THE JOURNEY STARTS HERE

10 YEARS OF EXCELLENCE

Winners of the eGovernment Excellence Award

2008

CATEGORY	WINNER	PROJECT
GOVERNMENT SECTOR		
Best eService	Ministry of the Interior – General Directorate of Nationality, Passports & Residence	eService
	Ministry of Education	Project of King Hamad Future Schools
Best eMinistry	Labour Market Regulatory Authority	
Best eContent	Labour Market Regulatory Authority	
eEconomy Award	Economic Development Board	
Best eProject	Tenders Board	eTenders Project
eAppreciation Award	Ministry of Industry & Commerce	
	Ministry of Municipalities & Agriculture Affairs	
PRIVATE SECTOR		
Best ICT Solution Provider	Bahrain Business Machines	
CITIZEN SECTOR		
eParticipation	Mr. Anwar Hassan Ali Hussain	
	Mr. Hassan Ali Hameed Al-Asmawi	
eCitizen	Mr. Abdullah Rashid Bu Hiji	Largest amount of online payments conducted via the national eGovernment portal (bahrain.bh) in one year
	Mr. Salman Moosa Al-Alawi	Largest number of transactions conducted via the national eGovernment portal (bahrain.bh) in one year

Winners of the eGovernment Excellence Award

2008

Ministry of Interior - General Directorate of Nationality, Passports & Residence
eVisa Service

Ministry of Education
Project of King Hamad Future Schools

Labour Market Regulatory Authority
Labour Market Regulatory Authority Website

Economic Development Board
eEconomy award

Tenders Board
eTenders Projects

Ministry of Industry & Commerce
eAppreciation Award

Ministry of Municipalities & Agriculture Affairs
eAppreciation Award

Bahrain Business Machines
Best ICT Solutions Provider Award

Mr. Anwar Hassan Ali Hussain
eParticipation

Mr. Hassan Ali Hameed Al-Asmawi
eParticipation

Mr. Abdullah Rashid Bu Hiji
Largest amount of online payments conducted via the national eGovernment portal (bahrain.bh) in one year.

Mr. Salman Moosa Al-Alawi
Largest number of transactions conducted via the national eGovernment portal (bahrain.bh) in one year.

Winners of the eGovernment Excellence Award

2009

CATEGORY	WINNER	PROJECT
GOVERNMENT SECTOR		
Best eService	Tender Board	eTender Service
	Electricity and Water Authority	Electricity & water Bill ePayment
Best eProject	Ministry of Interior	Najem project
	Ministry of Works	Enterprise Document Management System
Best eMature	General Organization for Youth & Sports	GOYS Infrastructure
	Social Insurance Organization	AMSIO Business Process & Implementation
Best eContent	Ministry of Finance	Ministry of Finance Website
	Ministry of Health	Ministry of Health Portal
PRIVATE SECTOR		
Best eEconomy	Arab Open University	Hi-Tech Tools & Communication Technology
Best ICT Provider	Al-Nadeem Information Technology	eTenderer Solution
	Almoayed Group	Internet Gateway for BIX's ISP Market
CITIZEN SECTOR		
eConcept	Mr. Farooq Abdulaziz	eGovernment Toolbar
	Mr. Salah Khalifa Al-Binjassim & Mr. Nezar Maroof Omar Maroof	Information Security Awareness Project
eCitizen	Mr. Fawaz Ebrahim Al-Zayani	Largest amount of online payments conducted via the national eGovernment portal (bahrain.bh) in one year
	Mrs. Mariam Mohammed Al-Abbasi	Largest number of transactions conducted via the national eGovernment portal (bahrain.bh) in one year

Tender Board
eTender Service

This eService provides an end-to-end electronic channel to manage and track all tendering, purchasing and awarding processes related to the public sector and government owned organizations.

Electricity & Water Authority
Electricity & Water Bill ePayment

The Electricity & Water bill payment eService allows customers to pay their utilities bill through a secured electronic payment gateway with flexibility of paying methods by any credit and debit cards.

Ministry of Interior
Najem Project

Najem is a unified CID application that covers the core business of Bahrain's Police. The project aimed to overcome the obstacles in handling daily information and metadata like statistics. The new system has positively impacted public security performance; it has also increased the efficiency and productivity of the public security and created a better control over criminal activities.

Ministry of Works
Enterprise Document Management System

The EDMS system is to cease the paper flow of the Ministry which currently houses five million documents in its archives, while also adds an additional 625,000 documents (between 40,000,000 and 60,000,000 pages) to them each year. The system saves space and speeds-up the workflow.

Winners of the eGovernment Excellence Award

2009

General Organization for Youth & Sports

GOYS has massively invested during 2008 to improve the ICT infrastructure and security measurements as well as automate business processes and operations within the organization.

Social Insurance Organization

Through AMSIO, the Quality Assurance Section monitors the business process, empowers better informed decisions throughout the organization and pro-actively responds to important business events.

Ministry of Finance
Ministry of Finance Website

This website, launched in December 2008, is the fourth version of the site with major changes and improvements of eServices.

Ministry of Health
Ministry of Health Portal

The Ministry's portal publishes structured up-to-date digital content presenting its services to the public.

Winners of the eGovernment Excellence Award

2009

Arab Open University
Hi-Tech Tools & Communication Technology Centre

AOU Bahrain is an optimum user of hi-tech ICT tools to attract students from the Gulf region by offering undergraduate, graduate, masters and PhD courses. The centre has more than 20,000 students from the region doing various courses offered by the Arab Open University.

AlNadeem Information Technology
eTenderer Solution

The Solution is an online tender management system that permits tender administrators so as to automatically issues electronic tenders to a list of tendering companies.

AlMoayed Group
Internet Gateway for BIX's ISP Market

The Company designed the highly responsive gateway to provide Internet for the BIX's ISP market in Bahrain.

Mr. Farooq Abdulaziz
eGovernment Toolbar

The toolbar is designed for the eGovernment to assist users and visitors in performing their online tasks from their Internet explorer browser.

Winners of the eGovernment Excellence Award

2009

Mr. Salah Khalifa AlBinjassim & Mr. Nezar Maroof Omar Maroof

The project is a smart way to increase information security awareness across the Bahraini community.

Mr. Fawaz Ebrahim Al-Zayani

The largest online payments conducted via the national eGovernment portal (bahrain.bh) during the past year.

Mrs. Mariam Mohammed Al-Abbasi

The largest number of transactions conducted via the national eGovernment portal (bahrain.bh) during the past year.

Winners of the eGovernment Excellence Award

2010

CATEGORY	WINNER	PROJECT
GOVERNMENT SECTOR		
Best eService	Ministry of Works	Sanitary Connections eService
	Ministry of Municipalities Affairs & Urban Planning	Advertisement Online Services
	Ministry of Health	Registration of Births & Issuance of Birth Certificate
Best eProject	Ministry of Interior	eGate
	Ministry of Social Development	eSurvey
	Electricity & Water Authority	Enterprise Resource Planning
eMature	Ministry of Interior	Information Security Management System
	Ministry of Works	Host-based Firewall to Protect Critical Servers
	Eskan Bank	System against Risks & Threats
Best eContent	Shura Council	Shura Council's Website
	Ministry of Culture & Information	Ministry of Culture & Information Portal
eEducation	Bahrain Institute of Public Administration	Develop Public Administration and Training in Ministries and Governmental Organizations
eEconomy	Economic Development Board	Economic Development Strategy
	Ministry of Industry, Commerce and Tourism	Improve the Economy of Bahrain
PRIVATE SECTOR		
eEducation	Arab Open University	eLearning-centered Technology
	Kingdom University	KU's Website
	Royal University for Women	Translation Object Oriented Tools
eEconomy	Gulf Air	Gulf Air Website
	Bahrain Duty Free	Purchase Online
Best ICT Provider	CrediMax	Payment Gateway Services and Kiosks
	Gulf Business Machines	eGA Portal
CITIZEN SECTOR		
Best eConcept	Mr. Hassan Mohammed BuHazza	Recycle IT
	Mr. Saud Abdulaziz AlBuainain	Student Accounts Management System
eCitizen	Mr. Saeed Radhi Ali Ahmed	Largest amount of online payments conducted via the national eGovernment portal (bahrain.bh) in one year
	Mr. Mazen Abbas AlShehabi	Largest number of transactions conducted via the national eGovernment portal (bahrain.bh) in one year

Winners of the eGovernment Excellence Award

2010

Ministry of Works
Sanitary Connections eService

The Ministry's Sanitary Connections Service enables applicants to submit an application online by filling-in an electronic form and attaching the required documents in an electronic format. After submitting the application, the applicant is assigned a tracking number which can be used to monitor the progress and status of the application.

Ministry of Municipalities & Agriculture Affairs
Advertisement Online Service

The Ministry has introduced an innovative new advertisement online service which clearly uses ICT to make service delivery easier and more efficient for advertising companies and municipalities alike. The service allows advertisement companies to conduct a wide range of activities that were previously managed manually including use of an online account to apply for new advertisement permits and renew existing permits.

Ministry of Health
Registration of Births & Issuance of Birth Certificate

The comprehensive service tremendously saves administrative work in government entities. The Ministry will expand the spread of the services and circulate it to hospitals to benefit all beneficiaries.

Ministry of Interior
eGate

The eGate system provides an essential solution to the Bahrain International Airport. It is one of the earliest systems in Bahrain to enable citizens to use their Smart Cards for travelling purposes instead of using their passports. It also employs two identifications to grant entries, namely fingerprints and Smart Cards. The system has been running successfully for over a year and has allowed hundreds of thousands of passengers to proceed via migration in an automatic and independent manner.

Winners of the eGovernment Excellence Award

2010

Ministry of Social Development
eSurvey

This eSurvey system proposes a solution to effectively deliver information from roaming workers to a centralized headquarter. It is designed to improve work productivity and effectiveness. Social workers can convey their field surveys instantaneously to the Ministry's headquarters.

Electricity & Water Authority
Enterprise Resource Planning

The innovative system improves work efficiency, robustness and effectiveness. It is proposed to computerize the enterprise's process using a system that integrates data and data structures with best business practices. It is capable of optimizing time and operation to enhance operations of the Authority.

Ministry of Interior
Information Security Management System

In accordance with international standards, the Ministry implemented a system that continually takes necessary steps to ensure ongoing improvement. The Ministry's work plans rely on evaluating risks; these plans are divided into information and required operations to recover any crisis.

Ministry of Works
Host-Based Firewall to Protect Critical Services

The Ministry widely utilizes virtualization in order to cut costs, achieve better utilization of server resources and provide faster response to customer needs. It has implemented a host-based firewall to protect critical servers. Additionally, a program has been implemented to recover data in events of crisis by copying the data through centralization (SAN).

Winners of the eGovernment Excellence Award

2010

Eskan Bank
System against Risks & Threats

The Bank utilized a state-of-the-art system to eliminate risks of external and internal threats. The Bank also utilizes a number of software (MS ISA) and hardware firewalls (CISCOASA) to prevent unauthorized access. It designed its operations and systems to become managed according to the best standards and practices.

Shura Council
Shura Council Website

The Shura Council's website is a window for the rest of the world to understand the legislative system in the Kingdom of Bahrain. It gives a variety of information about the Council and its members as well as several methods of contacting them. It also posts the latest news about the Council's current activities and drafts laws that are being discussed.

Ministry of Culture & Information
Ministry of Culture & Information Portal

The Ministry has launched Phase one of its new portal which assists visitors of Bahrain to know more about the culture of Bahrain. The portal incorporated an shared flash-based map (Cultural Map) that allows site visitors to interactively explore and discover different cultural sites in Bahrain.

Bahrain Institute of Public Administration
Develop Public Administration and Training in Ministries and Governmental Organization

The Bahrain Institute of Public Administration (BIPA) aims to develop public administration and training in ministries and governmental organizations; contribute to the preparation and training of personnel in accordance with training needs and development programs; as well as support economic and social development plans.

Winners of the eGovernment Excellence Award

2010

Bahrain Economic Development Board
Economic Development Strategy

The Bahrain Economic Development Board (EDB) is a dynamic public agency with overall responsibility for formulating and overseeing the economic development strategy of Bahrain as well as creating the right climate to attract direct investment into the Kingdom.

Ministry of Industry & Commerce
Improve the economy of Bahrain

The Ministry aspires to be a model for timely customer service and contributes towards achieving a private sector-driven, globally competitive and diversified knowledge-economy in Bahrain. It also aims to help improve the country's economy by enhancing productivity and skills, focusing on existing high-potential sectors.

Arab Open University
eLearning Centered Technology

The University hosts a variety of diversified programs that use blended learning modes offered by elite and highly reputed universities. It is committed to fulfilling this mission by offering readily available student-centered services; providing innovative and relevant curriculum delivered by accomplished, supportive faculty; as well as implementing state-of-the-art practice, eLearning-centered technology, and learning resources.

Kingdom University
KU's website

The website enables students to pursue their academic affairs online. Additionally, students can register for courses via the website, add and drop courses as well as pay online. A 'Future Library' system enables students, staff, and visitors to easily browse the eLibrary and locate the latest books, periodicals, scientific journals and research published by faculty members.

Winners of the eGovernment Excellence Award

2010

Royal University for Women
Translation Object Oriented Tools

This concept presents an approach to the development and evaluation of Object Oriented Techniques for an intelligent multi-purpose English language dictionary system called TOOT (Translation Object Oriented Tool). It also identifies a unique product to develop an intelligent dictionary used as a multi-purpose educational tool for children.

Gulf Air
Gulf Air Website

The website boasts an outstanding domain name - www.gulfair.com. Using powerful web base applications, Gulf Air enables customers to book their tickets online, pay with credit cards or local Benefit/GCCNET debit cards as well as check-in online in the comfort of their homes.

Bahrain Duty Free
Purchase Online

The company's strategy for the years 2005-2010 has been to utilize ICT to assist in doubling revenue. Bahrain Duty Free was the first Duty Free retailer in the Middle East to introduce 'Purchase Online'. In addition to promoting sales, the company's website assists customers and visitors to Bahrain through the delivery of online customer service and communication.

CrediMax
Payment Gateway Services & Kiosks

CrediMax's Payment Gateway service provides a secure, end-to-end environment for merchants to offer online payment channels to clients while its self-service kiosks (delivered in conjunction with the government) provide citizens with information about a wide array of government services as well as ability to make online payments.

Winners of the eGovernment Excellence Award

2010

Bahrain Business Machines
eGA Portal

The company played a role in improving the national portal (bahrain.bh) in 2009 thanks to its strong infrastructure in ICT which enabled the Authority to adapt to the changing requirements in the cloud computing field.

Mr. Hassan Bu Hazza
Recycle IT

The idea behind this concept is to help dispose obsolete or unwanted IT equipment in a manner that helps both the environment and wider society. It will do so by helping to establish an appropriate channel in Bahrain to process and recycle unwanted IT equipment for the benefit of those lacking computers.

Mr. Saud Abdulaziz AlBuainain
Student Accounts Managements System

The proposed Student Accounts Management System (SAMS) enables students studying in various locations around the world to track their student information. The main objective of the concept is to store information such as student addresses, academic majors, financial payments and to create a variety of communication channels with students via email and SMS.

Mr. Saeed Radhi Ali Ahmed

The highest amount of online transactions conducted via the national eGovernment portal (bahrain.bh) during the past year.

Winners of the eGovernment Excellence Award

2010

Mr. Mazen Abbas AlShehabi

The highest number of online transactions conducted via the national eGovernment portal (bahrain.bh) during the past year.

Winners of the eGovernment Excellence Award

2011

CATEGORY	WINNER	PROJECT
GOVERNMENT SECTOR		
Best eService	Survey & Land Registration Bureau	Purchase Survey & Land Registration Bureau Maps
Best eProject	Ministry of Works	Accident Information Management System
eMaturity	Ministry of Municipalities Affairs & Urban Planning	Cloud Technology
Best eContent	Ministry of Health	Ministry of Health Website
MULTI SECTORS		
eEducation	Bahrain Institute of Public Administration	eLearning Games
eEconomy	Central Bank of Bahrain	Central Bank of Bahrain Website
Best ICT Solutions Provider	Almoayed Group	High Technology Application
eNGO	Think Pink Bahrain	Think Pink Bahrain
CITIZEN SECTOR		
Best eConcept	Dr. Muhammad Khalid Al-Qaddoumi	Electronic University for Students with Special Needs
	Mr. Khalifa Ahmed Khalifa	Cloud Computing
	Mr. Othman Adel AlKhan	Volunteer Opportunities Website
eCitizen	Abdulwahed Mohammed	Highest volume of transactions through the eGovernment Portal in one year
	Abdullatif Shaikh Abdulla Abdullatif	Highest number of transactions through the eGovernment Portal in one year

Winners of the eGovernment
Excellence Award

2011

Survey & Land Registration Bureau
Purchase Survey & Land Registration Bureau Maps

The service enables customers locally and globally to purchase maps as well as other products easily and quickly to serve their needs. The purpose of the service is to attract numerous customers and provide them with high-quality, required products in a timely manner.

Ministry of Works
Accident Information Management System (AIMS)

The Roads Planning and Design Directorate analyzes accidents data to help take major steps in road design; study black spot analysis, traffic control and safety features; as well as implement various schemes to reduce accidents.

Ministry of Municipalities & Urban Planning
Cloud Technology

The Ministry has automated most of the services it provides to the public by utilizing sophisticated and scalable infrastructure as well as user-friendly applications. The Ministry uses GIS and oracle technology to help make decisions through the system. Many of the municipal services may be accessed by different ministries from various locations.

Ministry of Health
Ministry of Health Website

The main objective of MoH portal is to increase awareness of MoH services, departments, policies and procedures to users. It also aims to provide MoH Services electronically through various channels. The portal has interactive eServices for users such as 'Ask a Doctor' service allowing website visitors to ask health-related questions to a team of health professionals in MoH.

Winners of the eGovernment
Excellence Award

2011

Bahrain Institute of Public Administration
eLearning Games

It targets all government employees and assists in meeting compliance objectives of the business or ministry. It increases adherence and implementation of rules as well as regulations; additionally, increases accuracy and efficiency of transactions.

Central Bank of Bahrain
Central Bank of Bahrain Website

The website is an example of the Bank's long-standing commitment to transparency which has been one of the foundations of Bahrain's success as the leading financial centre in the MENA region. The website aims at enhancing the Kingdom's position as a leading financial hub in the region.

Almoayed Group
High Technology Application

Almoayed Group first project is RYTE HRMS, wholly developed home grown product in Bahrain that has excellent localized features such as compliance to Bahrain Labor Laws (GOSI/LMRA) for Human Resource Management. Second project is about the implementation of Internet search technology for the enterprise requirement covering all ministries within the Kingdom of Bahrain under the Authority's umbrella.

Think Pink Bahrain

The groundbreaking campaign that involved online medium as a central focus was more of a movement that had encouraged participation from people of all genders, ages and nationalities. Think Pink Bahrain aims to empower people at grass-root levels through collaborations with local associates in order to continue promoting the importance of education and screening programs as well as community based outreach projects.

Winners of the eGovernment Excellence Award

2011

Dr. Muhammad Khalid AlQaddoumi
Electronic University for Students with Special Needs

The proposal is a project that establishes an electronic university for students with special needs. It is an unprecedented achievement to set an example by the Kingdom to serve all humanity.

Khalifa Ahmed Khalifa
Cloud Computing

Cloud computing is considered as the next phase of computing. The model that best fits both the nature and the requirements of governmental organizations is the Hybrid Cloud Computing Model.

Othman Adel AlKhan
Volunteer Opportunities Website

Volunteer Opportunities is a web-based application designed to store data of Bahrain's citizens. This data will be used to identify those citizens who are capable and willing to volunteer in the government and private sectors, as well as in the time of crisis or when their services are required.

Abdulwahed Mohammed Ebrahim

Highest volume of transactions conducted via the national eGovernment portal (bahrain.bh) in the past year.

Abdullatif Shaikh Abdulla Abdullatif

Highest number of transactions conducted via the national eGovernment portal (bahrain.bh) in the past year.

Winners of the eGovernment Excellence Award

2012

CATEGORY	WINNER	PROJECT
GOVERNMENT SECTOR		
Best eService	Ministry of Works	Material Testing Results (QC) eService
Best eProject	Central Informatics Organization	eWayLeave Project
eMaturity	Survey & Land Registration Bureau	Survey & Land Registration Bureau Website
Best eContent	Ministry of Education	Ministry of Education Portal
MULTI SECTORS		
eEducation	University of Bahrain	eLearning Centre
eEconomy	Telecommunications Regulatory Authority	Licensing Process
	Bahrain Petroleum Company B.S.C. (Bapco)	Jobs in Economy & Foreign Investments
Best ICT Provider	Almoayyed Computers	Efficiency of ICT Service Delivery
eNGO	Bahrain Internet Society	Support and Empower the Internet and ICT Community
CITIZEN SECTOR		
Best eConcept	Dr. Khalid Ahmed AlMutawah	ePill Reminder System
	Adel Yusuf Al-Qallaf	eKids Portal
eCitizen	Abdulla Ahmed Isa Bin Hindi	Highest volume of transactions through the eGovernment Portal in one year
	Ali Ahmed Ali Al-Ammadi	Highest number of transactions through the eGovernment Portal in one year

Ministry of Works
Material Testing Results (QC)

This application enables MOW clients, who are mainly contractors, to track the testing of their material samples as well as view and download test results reported online. The eService is available through the eGovernment Authority's national portal (bahrain.bh).

Central Informatics & Communications Organization
eWayleave

The eWayleave application is a web-based solution through which stakeholders can manage their Wayleaves enabling them to create, search, comment, track, edit, print and approve them. The application is tightly integrated with a GIS viewer where users can review the projects especially on Bahrain base map.

Survey & Land Registration Bureau
www.slrb.gov.bh

The purpose of the Bureau is to ensure that the infrastructure is robust, secure, non-interrupted, sustainable and fault tolerant.

Ministry of Education
www.moe.gov.bh

The Ministry's website has a simple, clean design that makes it easy to explore and read. It utilizes multimedia for sharing curricula and ministry publications. In terms of technical features, it is compliant with international standards, accessible through multiple channels and highly interactive. The website uses eParticipation tools to engage the Ministry's stakeholders.

Winners of the eGovernment Excellence Award

2012

University of Bahrain
eLearning Centre

eLearning Centre of the University of Bahrain has enabled students and staff to access courses online using a number of eServices for all students to experience eLearning.

Telecommunications Regulatory Authority
Licensing Process

The Authority achieves massive success in providing a legal framework that is fair and gradual for the telecommunications sector in Bahrain as it includes no restrictions on the ownership of the incoming foreign investments – making it amongst the leading positions in the GCC countries and the region.

Bahrain Petroleum Company
Jobs in Economy & Foreign Investments

BAPCO develops a very strong IT system and projects management skills by jointly working together in the purchases amongst the largest Bahraini companies as well as focusing on sustainability and advanced technologies including cloud computing.

Almoayyed Computers
Efficiency of ICT Service Delivery

During the very challenging year of 2011, the company not only continued service delivery but strengthened its activities even further to meet these special demands. In 2011, the company also secured a variety of projects including system integration, applications and critical service delivery.

Bahrain Internet Society
Support and Empower the Internet & ICT Community

The Society achieved a clear, significant progress in enhancing and developing the culture of internet use. Furthermore, enabled the ICT community and contributed to the social as well as economic development of Bahrain.

Dr. Khalid Ahmed AlMutawah
ePill Reminder System

The main focus of the ePill system is to remind patients via mobile messages to take their medications. The creation of an online community for medications on a more focused scale than existing communities, such as WebMD, is also proposed.

Adel Yusuf Al Qallaf
eKids Portal

The interactive portal is dedicated for children to make learning eGovernment services simpler and more fun; thus, build a generation of eGovernment enthusiasts.

Abdulla Ahmed Isa Bin Hindi

Highest volume of transactions conducted via the national eGovernment portal (bahrain.bh) in the past year.

Winners of the eGovernment Excellence Award

2012

Ali Ahmed Ali AlAmmadi

Highest number of transactions conducted via the eGovernment national portal(bahrain.bh) in the past year.

Winners of the eGovernment Excellence Award

2013

CATEGORY	WINNER	PROJECT
GOVERNMENT SECTOR		
Best eService	Ministry of Municipalities Affairs & Urban Planning	Issuance of Building Permits
Best eProject	Ministry of Social Development	NGO System
eMaturity	Ministry of Works	Developing Integrated IT Infrastructures & Services
Best eContent	Ministry of Finance	Ministry of Finance Website
MULTI SECTORS		
eEducation	Gulf Petrochemical Industries Co. (GPIC)	eLearning systems
eEconomy	Ministry of Works	Support Bahrain Economic Development
	Aluminum Bahrain (ALBA)	Computerized Operations
Best ICT Provider	Bahrain Business Machines	Provide Technology Solutions
eNGO	Bahrain Deaf Society	Improving Cultural, Health & Life Skills
CITIZEN SECTOR		
Best eConcept	Yousif Mohammed Al Ghawas	Tourism Application
	Haya Hassan Al Dosari	Smart Road Information System
eCitizen	AbdulHussein Khidhir Gholoum Ahmed	Highest volume of transactions through the eGovernment Portal in one year
	Abdulaziz Ahmed Abdulaziz Bu Haji	Highest number of transactions through the eGovernment Portal in one year

Winners of the eGovernment Excellence Award

2013

Ministry of Municipalities Affairs & Urban Planning
Issuance of Building Permits

The eService enables users to obtain building approvals from all relevant government agencies and engineering offices by registering with the municipality and applying for all relevant services - including enquiry information certificates, government strategic projects, building permits, view location details on a map.

Ministry of Social Development
NGO System

The system provides functions uniquely built to track numerous services from the ministry online. It merges the latest trends to facilitate, automate and manage services provided by the NGOs.

Ministry of Works
Developing Integrated IT Infrastructure & Services

The Ministry applies the best practices to develop a comprehensive ICT infrastructure across its various websites - based on the effective planning and execution with support by the higher management and its trained, hardworking human resources.

Ministry of Finance
Ministry of Finance Website

The Ministry's website has been upgraded in terms of design and content. It reflects the core business of the ministry including the state's budget; laws and regulations; the standard financial manual; economic agreements; economic indicators; training programs; press releases and speeches; as well as eServices – particularly, the government's financial forms.

Winners of the eGovernment Excellence Award

2013

Gulf Petrochemical Industries CO.
eLearning System

The eLearning Centre utilizes state-of-the-art technologies to deliver knowledge to subscribed personnel in order to maximize their benefits. Courses are carefully designed and tailored for effectiveness to ensure optimum interactivity with participants in order to make the learning process an exciting experience.

Ministry of Works
Support Bahrain Economic Development

The IT Department plays an important role in supporting the Ministry's strategy to develop the Kingdom's infrastructure. Investment in the infrastructure indirectly creates job opportunities in other economic sectors including manufacturing since construction projects require developed resources, mechanisms and tools.

Aluminum Bahrain

ALBA Company showcases a true strong technology and calculated operations with the latest technology mediums which played an important role in providing several features for its clients in Bahrain and overseas. Consequently, it progresses the development economic pace in the country.

Bahrain Business Machines

Bahrain Business machines, demonstrated exceptional project management to achieve strategic objectives of various initiatives for government ministries and agencies in the Kingdom. BBM enabled entities to realize the full potentials of the latest technologies as well as trends and deliver exceptional value to stakeholders

Winners of the eGovernment Excellence Award
2013

Bahrain Deaf Society
Deaf Video Call Center

The Center is a specialized contact center that aids and supports the deaf as well as hearing-impaired individuals enabling them to communicate and contact concerned officials, institutions and ministries through the center which is staffed by sign language interpreters.

Yousif Mohammed AlGawas
Tourism Application

This eConcept describes Bahrain's tourism mobile application which guides tourists and new residents around the Kingdom through their smartphones. It proposes an app for guided tours in Bahrain – initiated by walking, cycling or driving – categorized under themes such as shopping, history, religion, art, architecture, etc.

Haya Hassan AlDoseri
Smart Road Information Integrated System

The integrated system is a smart system that collects road information using different sources and methods to produce a congestion-free route. The system mainly collects road information from the Ministry of Interior's Traffic Control servers and the Ministry of Works servers.

AbdulHussein Khidhir Gholoum Ahmed

Highest volume of transactions conducted via the national eGovernment portal (bahrain.bh) in the past year.

Winners of the eGovernment Excellence Award
2013

Abdulaziz Ahmed Abdulaziz Bu Haji

Highest number of transactions conducted via the national eGovernment portal in the past year.

Winners of the eGovernment Excellence Award

2014

CATEGORY	WINNER	PROJECT
GOVERNMENT SECTOR		
Best eService	Social Insurance Organization	National Workers Registration
Best eProject	National Authority for Qualifications & Quality Assurance of Education & Training	Examination Information System
Best eContent	Ministry of Health	Ministry of Health Website
eParticipation	Ministry of Culture	Ministry of Culture's Social Media
MULTI SECTORS		
Best Application for Smart Devices	Ministry of Interior – General Directorate of Traffic	eTraffic App
Best Application for Smart Devices	Zain Bahrain	Zain Self Care App
eEconomy	Ministry of Municipalities Affairs & Urban Planning	Municipalities Affairs & Urban Planning Website eServices
eEconomy	Bahrain Telecommunications Company (Batelco)	Development & Provision of relevant ICT Products & Services
eEntrepreneur	Amina Gallery	Amina Gallery Website
eNGO	Youth Pioneer Society	Training Services, Empowerment & Consultation to Youth
CITIZEN SECTOR		
Best eConcept	Mohammed Ahmed Qamber	Social Media Donations
	Mohammed Abdulla Hasan	ePearl Mobile App
eCitizen	Sameera Abduljabbar AlKooheji	Highest volume of transactions through the eGovernment Portal in one year
	Sayed Abdulghani Hamza Qarooni	Highest number of transactions through the eGovernment Portal in one year

Social Insurance Organization
National Workers Registration

The eService allows employers' clients to register their Bahrainis and GCC citizen workers within the social insurance system via the portal. Prior to the system, such process took an average of 54 days; the system narrowed the process down to five days only.

National Authority for Qualifications, Quality Assurance of Education & Training
Examination Information System

This application is a web-based application used by the Directorate of National Examinations to manage and execute all operations related to national examinations. Noting that QQA is the only educational Quality Assurance (QA) in the world that combines QA for all types of educational, training institutions and national examinations under one roof.

Ministry of Health
Ministry of Health Website

The Ministry's website promotes and maintains the corporate image of the ministry, projects, services and information of health institutions. It also supports population's health through public awareness, promoting national policies for prevention and control of Non-Communicable Diseases, healthy lifestyle, health-enhancing and anti-smoking.

Ministry of Culture
Social Media Channels

The Ministry has a strong social media presence where its dynamic role, projects and exciting rich cultural programs as well as activities are promoted with key content; including online ads which are created to target new audience. All inquiries from the public are answered on a timely manner, and public's feedback is taken into consideration to enhance decision-making.

Winners of the eGovernment Excellence Award

2014

Ministry of Interior - General Directorate of Traffic
Traffic Application

The App facilitates citizens and residents of Bahrain with services to enquire and pay their traffic contraventions; provides driving license owners an ability to renew their licenses as well as renew their vehicle registration using smart devices. The application also enables viewing the history of payment transactions, receiving payment receipts through email or SMS, and receiving notifications for outstanding bills.

Zain Bahrain
Zain Bahrain Self Care App

The free App enables Zain's customers to access Zain Bahrain's products and services through the convenience of a simple, easy-to-use method. Via the App, Zain customers can manage their accounts by themselves, allowing them to become updated with the latest, most competitive offers and promotions currently available in the market.

Ministry of Municipalities Affairs & Urban Planning
Municipalities Affairs & Urban Planning Website eServices

The Ministry published all necessary information through various portals. Additionally; it initiated platforms, ICT infrastructure and Municipalities' one-stop-shop to help investors to easily obtain building permits from one place. With the solid infrastructure; more than 120,000 permits were processed by the Ministry.

Bahrain Telecommunications Company

Batelco provides a model that reflects the role the huge company plays in developing the national economy by developing ICT product services and relevant infrastructure. The company invested in its human resources which was reflected in the society through various initiatives executed by the company within its social responsibility framework.

Winners of the eGovernment Excellence Award

2014

Amina Gallery
Amina Gallery Website

Thanks to the utilization of technology, Amina was the first Bahraini to sell products in Harrods London as well as across the GCC. The Gallery's Instagram account is followed by 24,000 followers and the website has managed to obtain 21,000 hits since August 2013.

Youth Pioneer Society
Training Services, Empowerment & Consultation to Youth

The Society's strong presence and services create the harmony between NGO businesses and methods of enabling them to grow and expand by employing new technologies. The Society achieves its key objectives to provide the support to entrepreneurs and future citizens.

Mohammed Ahmed Qamber
Social Media Donations

The website will ease the process for interested donors, making donations more efficient and reliable. When donors make donation transactions, the website is configured to control the payments to ensure more people are benefitting with the extra amount being paid to the needy.

Mohammed Abdulla Hasan
ePearl Mobile App

The smart device non-profit App, which works on Apple and Android devices, is designed to assist in the process of recruiting a housekeeper from early stages of obtaining the initial approval up until receiving the residence permit. Every stage is electronically managed.

Winners of the eGovernment Excellence Award

2014

Sameera Abduljabbar AlKooheji

Highest volume of transactions conducted through the national eGovernment portal (bahrain.bh) in the past year.

Sayed Abdulghani Hamza Qarooni

Highest number of transactions conducted through the national eGovernment portal (bahrain.bh) in the past year.

Winners of the eGovernment Excellence Award

2015

CATEGORY	WINNER	PROJECT
GOVERNMENT SECTOR		
Best eService	Ministry of Youth & Sport Affairs	GOYS eServices
Best eProject	Ministry of Works, Municipalities & urban Planning	Enterprise Asset Management System
Best eContent	Ministry of Education	Ministry of Education's Portal
eParticipation	Ministry of Foreign Affairs	Use of Social Media and Networking to Create Interaction between Government & Citizens
MULTI SECTORS		
Best Application for Smart Devices	Legislation & Legal Opinion Commission	Elections 2014 App
	VIVA Bahrain	VIVA Self-Care App
	National Bank of Bahrain	Mobile Banking Service App
eEconomy	Economic Development Board	Enhance Investment Climate in the Country
	Gulf Petrochemical Industries Co.	Selling Products Locally & Export to Gulf Countries and the World
eEntrepreneur	DreamBody Center	iTransform
eNGO	Child's Wish Society	Social Media Channels to Raise Awareness
CITIZEN SECTOR		
Best eConcept	Noora Mohamed Buti	i-Save
	Jawaher Jasim Alkhaja	My eJob Bahrain
	Liliane Mumtaz Daqqaq	i-Saaf Mobile App
eCitizen	Mohammed Sh. Ishaq Alabbasi	Highest volume of transactions through the eGovernment portal in one year
	Jamal Abdulla Alkooheji	Highest number of payments conducted through the eGovernment portal during one year

Winners of the eGovernment Excellence Award

2015

General Organization for Youth & Sports
GOYS eServices

The Organization's eService platform assisted in migrating the manual and paperwork services provided to 52 national clubs and two centers to an online platform available round-the-clock and via multiple channels including the national portal (bahrain.bh) and smartphone app.

Ministry of Works, Municipalities Affairs & Urban Planning
Enterprise Asset Management System

The system is considered as an important example of an online project out of which all successful operations and transactions are completed to ease its work at all levels. The project allows the integration of all information connected to infrastructure assets, maintenance, management and GIS systems.

Ministry of Education
Ministry of Education's Portal

The Portal offers eContent for educational purposes and all aspects of education in the country. It targets students, teachers, parents, schools' administration staff, ministry's staff as well as the general public with a diversity of eContent; ranging from text-based to interactive applications and eBooks, plus video and audio materials.

Ministry of Foreign Affairs
Use of Social Media & Networking to Create Interactions between the Government & Citizens

The Ministry has expanded its utilization of social networking sites to reach out to all beneficiaries, whether inside or outside Bahrain, including those who are interested in Bahrain's political affairs. Its purpose is to speedily address public issues, provide quick replies to complaints, project a positive image of Bahrain and attain one of the government's most essential targets.

Winners of the eGovernment Excellence Award

2015

Legislation & Legal Opinion Commission
Election 2014 Mobile App

The Application provides information of voting centers and constituencies, supervisory center information, public center information and a list of all candidates by governorate and constituency. It also enables voters to find their voting center using their personal number or block number, find the nearest pick-up point for the free election bus service.

VIVA Bahrain
VIVA Self-Care App

Through the App; customers can pay bills, manage their accounts and services, view mobile usage and consumption as well as locate their nearest retail outlets. Subscribers can also browse through the latest promotions and activate VIVA services based on their requirement.

National Bank of Bahrain
Mobile Banking Service App

The App improves customer services and delivers more efficient handling of payment as well as banking processes to bring more value to the community and economy at large. These features include internal transfer as well as local and international remittances to other banks.

Economic Development Board
Enhance Investment Climate in the Country

EDB holds a strong online presence utilizing seven international languages and is considered as the main source to Bahrain Market Performance Indicators Reports that are easily accessible. It also supports government's environmental initiative to eliminate the use of paper and assisted through its digital services more than 100 foreign companies to establish their headquarters in the Kingdom.

Winners of the eGovernment Excellence Award

2015

Gulf Petrochemical Industries CO.
Selling Products Locally & Export to Gulf Countries & the World

GPIC provides a modern infrastructure network based on the latest market trends utilizing ICT in the eAuction Portal for all Bahraini sellers and commercial intelligence of the Enterprise Resource Planning Portal which provides control panel that assists in taking calculated decision-making, maintenance planning solutions through the Environmental Data Center.

The DreamBody Centre
iTransform

The Center replaced the Customer Relationship Management (CRM), based on ready commercial software, with specialized solutions system to go in line with the growing size of the project and its increasing commercial requirements.

Child's Wish Society
Social Media Channels to Raise Awareness

The Society has a strong presence across all channels of social media accounts as it launched most of its campaigns via Twitter and Instagram. It achieves its objectives in an intelligent low-cost approach. It also seeks to collect donations from famous personalities in Bahrain for the community. Furthermore, it raised awareness campaign of child abuse and for fighting cancer.

Noora Mohamed Buti
i-SAVE

The mobile Application enables all physicians and healthcare professionals in Bahrain to stay connected to the national Central Ambulance Project network. It also assists the response to unexpected events such as accidents, loss of consciousness or cardiac arrest by easily and quickly identifying them as well as applying where required cardiopulmonary resuscitation in order to decrease death rates, long hospital stays and brain-death.

Winners of the eGovernment Excellence Award

2015

Jawaher Jasim AlKhaja
My eJob Bahrain

The eConcept offers the opportunity of flexible job opportunities, especially for often excluded segments of the society such as citizens with physical disabilities, women and housewives with children, plus unemployed citizens.

Liliane Mumtaz Daqqaq
i-SAAF Mobile App

This mobile Application invites the public to purchase and sponsor the process of planting trees by viewing available areas which require planting then selecting the number of trees to plant, brand them with their desired name and pay online. i-Saaf team then takes care of planting trees, places the name of the sponsor and maintains them.

Mohammed Sh. Ishaq AlAbbasi

Highest volume of transactions conducted through the national eGovernment portal (bahrain.bh) in the past year.

Jamal Abdulla AlKooheji

Highest number of transactions conducted through the national eGovernment portal (bahrain.bh) in the past year.

Winners of the eGovernment Excellence Award

2017

CATEGORY	WINNER	PROJECT
GOVERNMENT SECTOR		
Best Government-To-Government eService (G2G)	Ministry of Interior	Kafala
Best eGovernment Integrated Services for Individuals or Businesses	Ministry of Justice, Islamic Affairs & Awqaf	Judgment Enforcement System
Best eGovernment Website	Ministry of Health	Ministry of Health Website
Best Practice in Community eParticipation	Ministry of Works, Municipalities & Urban Planning	MWMUP'S Practice in Community eParticipation
MULTI SECTORS		
Best Application for Smart Devices	Ministry of Transportation & Telecommunications	Bahrain Weather Mobile App
	Takaful International Co. BSC	Smart Takaful
CITIZEN SECTOR		
Best eConcept	Batool Yousif Sabt	Automation of Bahrain Driving School System
	Mazin AlNoaimi	Deaf Translate Booth
	Fatima Said Mustafa AlHalli	Gamification of eGovernment System
eCitizen	Sayed Kadhem Mohsen Fadhel Hashem	Highest volume of transactions conducted through the eGovernment portal during one year
	Abdulwahed Mohamed Faqeeh	Highest number of payments conducted through the eGovernment portal during one year

Winners of the eGovernment Excellence Award

2017

Ministry of Interior
KAFALA

Kafala is a set of seven eServices developed to integrate three government entities and three IT systems. These entities involve the Ministry of Interior, Public Prosecution and the Ministry of Justice, Islamic Affairs & Awqaf. The online services include facilities related to verdict, bail payments, notification, acknowledgement, hearing and the blacklisted.

Ministry of Justice, Islamic Affairs & Awqaf
Judgment Enforcement Information System

The System created complete transformation within the internal procedures by shifting towards customer services concept and applying the single window concept - while developing the current information systems to serve enhanced procedures contributed in speeding interactions amongst internal departments side-by-side with judges.

Ministry of Health
Ministry of Health Website

The content of the website is framed to ensure positive contribution to both patients and non-patients; it also clearly indicates the provided online services that can be utilized by the right users.

Ministry of Works, Municipalities & Urban Planning
MWMUP'S Practice in Community eParticipation

Through bilateral interaction between the ministry and society - when exchanging comments and feedback - the Ministry seeks to achieve online societal partnerships. It also prepares promotional videos for the Ministry's services, including methods of using or submitting applications. Additionally, it has promoted the National Suggestions & Complaints System 'Tawasul' by re-Tweeting of eGovernment videos.

Winners of the eGovernment Excellence Award

2017

Ministry of Transportation & Telecommunications
Bahrain Weather Mobile App

Bahrain Weather mobile application provides an informative service by delivering up-to-date local and international weather as well as other related information through the utilization of services and resources of the Ministry's Meteorological Directorate. Its features are interactive satellite and radar maps that show graphical data related to the weather status.

Takaful International CO. BSC
Smart TAKAFUL

The easy-to-use mobile application services include the issuance of travel as well as motor policies, obtaining fire and home insurance quotations, renewing existing motor policies, receiving renewal notification reminders, viewing policies and status as well as attaining motor digital card and more.

Batool Yousif Sabt
Automation of Bahrain Driving School System

The project develops a web-based solution for the General Directorate of Traffic to provide a remote access for BDS services allowing individuals to register for license permits, search for an instructor, book a practical lesson and electronically apply for practical exam, where all payments can be completed confidentiality through secure ePayment gateways

Mazin AlNoaimi
Deaf Translate Booth

The Application is a platform that reads through sensors of hands, body and face movements - following the gestures and facial expressions of deaf persons to understand and recognize their needs. The App is developed with the help of two screens, one for the deaf individual and the other for the help desk assistant, to help the user convert sign language into verbal Arabic or vise-versa through the utilization of a 3D Avatar.

Winners of the eGovernment Excellence Award

2017

Fatima Said Mustafa AlHalli
Gamification of eGovernment System

The proposal is about incorporating certain elements of games into users' profiles to encourage friendly competition and enable users to track their own progress over time. It also rewards based on users' holistic and accumulative level of engagement with the eGovernment program.

Sayed Kadhem Mohsen Fadhel Hashem

Highest volume of transactions conducted through the national eGovernment portal (bahrain.bh) in the past year.

Abdulwahed Mohamed Faqeeh

Highest number of payments conducted through the national eGovernment portal (bahrain.bh) in the past year.

SUCCESS
STORIES

10
YEARS OF
EXCELLENCE

Success Stories

The pace of development in the ICT sector is rapid; hence, the eGovernment Excellence Award is launched to keep abreast with the latest developments, enhance the ICT infrastructure in the Kingdom of Bahrain and develop innovative technological solutions that go in line with the eGovernment strategy and rise the level of competitiveness worldwide. Some of the key success stories of public entities which joined us with their electronic projects and were granted award and testimonies during the past years include:

Ministry of Education

1.eduBUS App
Arab eGovernment Excellence Award 2016 – Kuwait
Best Arab Smart Device Application in Government Sectors

The eduBUS App is a directory of bus station stops for school students in the Kingdom of Bahrain. The Ministry of Education seeks to facilitate the public to obtain full information on the schools and their bus stops.

The App enables its users to search for students' bus stops according to the areas and block numbers. In addition to schools that serve compounds for various academic levels. Users may also search for schools by typing its name and view detailed information on the school.

The App also presents detailed information on the school and includes the following features: direct call, send emails, find school website (if available), find the geographical location on the map by following the map geographical software to reach the school or bus stop.

2. Students Exam Results App
ALECSO Apps Award 2015

Once results are approved, the App enables students (intermediate and secondary levels) and parents to view the exam results to save them time, effort and from anywhere. Checking the results from their mobile devices makes it faster for them to obtain them.

The App provides exam results of third intermediate level and secondary levels. Students must first register their log-in information then view their results in details of the current academic semester; in addition to their average and GPA marks. Students may also send their results to their personal emails or any other email. Moreover, students are able save their results to return back to at a later stage without the need to connect online.

3. Golden Falcon Project (an Electronic Educational Game)
eLearning Regional Conference 2013 – Kuwait

The Golden Falcon is a multimedia game designed specifically for primary and intermediate students within the King Hamad Schools of the Future Project which aim at developing the educational system in terms of ICT employment in all educational stages. This game aims at developing child's mental potentials to obtain the skills and sports knowledge.
The main goal of this game is challenge, fun and developing mental potentials as well as other various skills in general information (Science, Sports and English).

4. Parents Sharing Project submitted by Um Ayman Primary Girls School
eLearning Regional Conference 2013 – Kuwait

The project deepens communication between the school and home by enabling the parent to follow and view the educational process undertaken inside the school's environment and participate in it through an interaction between the students and parents with the Smart Board in classes, ICT centers and while transferring online classes utilizing the Video Conference service between science labs and one of the ICT centers. Additionally, utilize computers for the math classes.

5. My eLibrary Initiative in the King Hamad Schools of the Future Project
1st ISESCO Prize for Open Digital Educational Resources in Arab Countries 2018

It is an initiative for a series of eContent research papers in the King Hamad Schools of the Future Project. The initiative aims at spreading the production of outstanding schools on the digital website of 'My eLibrary' after evaluation utilizing an assessment form to evaluate the digital educational content on the website so that this content is accessible and shared by all to benefit from such as open digital educational resources – in accordance with a specific policy.

Ministry of Works, Municipalities Affairs & Urban Planning

1. Ministry's Website
Arab Smart Government Award 2010 – Egypt
Arab Smart Government Award 2011 – Egypt

The ministry won this award two years in a row; this award aims at rewarding the efforts exerted by the Arab governments which established websites to provide citizens with services, information and transparency.

The website has been designed in line with international standards that encourage participation and entry to the digital world. The most significant standards were represented by design, innovation, content and accessibility.

Innovative Design in the Arab Region Award– Smart eGovernment Award 2011 Egypt

The ministry adopted its website as a tool to electronically provide information and services to the public and had launched a series of eServices via its website and via the National Portal bahrain.bh.

2. Customer Experience Excellence Award 2018 Government Forum 2018

The ministry seeks to provide responses to all submitted enquiries and complaints through Tawasul in a timely manner and within the specified timeframe. Such initiative constantly keeps ministries close to their citizens and facilitates the reach of information and responses to citizens in accordance to leadership directives with the importance of building a communication bridge between government officials and citizens in an aim to improve quality of provided services.

Ministry of Industry, Commerce and Tourism

1.Business Licensing System (Sijilat)
GCC eGovernment Award 2015
Commercial Licensing System – Distinguished Projects

Sijilat is an advanced electronic system that is highly qualified in the registration and licensing of commercial establishments in the Kingdom of Bahrain, and full connectivity with all electronic systems of the relevant government entities. The system enables investors to obtain commercial licenses and permits to start their businesses in the Kingdom of Bahrain. The system also allows investors to conduct changes to their CRs such as adding activities and branches, transferring ownership as well as changing commercial address. In addition to several other changes; key features of Sijilat include:

- An integrated online portal that comprises all entities involved in business licensing in Bahrain
- Immediate online issuance of commercial licenses
- Automatic direction of requests to concerned entities
- Provides easy classification of commercial activities according to ISIC4.
- Provides a feature that follows requests to find the latest updates of the request
- Operates 24/7
- Provides information on all business activities, permits, standards, requirements and special rules and regulations.

Success Stories

Ministry of Youth & Sports Affairs

1. Ministry's eServices
Best GCC Government Service 2015
His Highness Sheikh Salem AlAli AlSabah Informatics Award 16th

The Ministry supervises all national sports clubs and youth centers in the Kingdom which reach 52 sports clubs and 36 youth centers in addition to 4 leading youth centers including the Youth Innovation Center, Salman Cultural Center, Hamad Town Model Youth Center along with the Muharraq Model Youth Center. The ministry also provides all needs of sports information and cultural youth programs in the Kingdom. From this aspect, the Ministry receives a number of requests which mostly requires a large amount of routine and paper transactions; hence, the process of following up these transactions is manual which might lead to making mistakes. Additionally, there is no unified centralization to obtain reports or required information. As a result, the idea of shifting all manual ministry's transactions to online services through the Ministry's website; then followed by the idea of transferring them to mobile eServices. The list of eServices include:

1. Immigration and Visa for National Clubs: this service facilitates immigration and visa requests for national clubs enrollees in the Kingdom. Enrollees can submit requests for residencies, visas, change job titles, change sponsorships amongst others.

2. Sports Participations for National Clubs: this service allows the national clubs to attain financial support in order to participate in tournaments, matches and training camps as well as coordinate winning and achievement rewards.

3. Clubs Financial Statements: this service allows all national clubs to view their monthly expenses and remaining budget to better manage finances.

4. SnapFix Service: This service allows employees of national clubs, youth centers, sports facilities and sports associations to report any malfunction or defect in any facility by submitting maintenance requests. And for the first time public users can report any defects for emergency services. This service is also available 24/7 via the MYS mobile app which allows the usage of the GPS to easily locate the defect's location as well as the mobile device's camera to upload images about the flaw.

5. Let's Register: Allows users to search for programs according to youths' points of interest in areas like media, leadership, technology, science, arts. To make it available for users, the service is found on the national portal (bahrain.bh).

6. Your Voice is Heard: This service makes it available for all youth to participate in addressing their latest ideas on activities and youth programs to include them amongst the Ministry's agenda. These ideas were linked with the United Nations Sustainable Development Goals.

Shura Council

1. Shura Council Website

• Technological Creativity Award for The Arab Parliaments Category – 2009
• Golden Chip Arab Award as the Best Arab eContent Project 2010
• 15th Middle East IT Award - Best Project Award of Arab eContent
• 2nd Smart eGovernment Award 2011 – Egypt
• GCC eGovernment Award 2011 – Kuwait

Excellence came about thanks to the collaboration and coordination between the General Secretariat and the IT department to enrich the website and provide it with the latest news, and activities in an image that showcased the extent of advancement that excels the council and initiatives conducted by the department to provide more services to council members, visitors and users of the website.

2. Shura Council Social Media
Best App on Facebook Award 2012 – United Arab Emirates

Shura Council's website won this award in line with its participation at the General Secretariat in the council amongst the 1st Arabic Content and Social Media in Public and Private Entities Regional Conference held in the United Arab Emirates. This event was the first-of-its-kind in the Arab region.

Ministry of Foreign Affairs

1. eTransformation Project for Infrastructure of Unified Communication
Middle East Award for Innovation in Networking 2018 – United Arab Emirates

The project comes in line with efforts exerted in enhancing directives towards digitalization and keeping abreast with the Economic Vision 2030 that aims towards transforming to a Smart City. It also goes in line with ministry's keenness to reduce operational costs and strengthening level of cooperation as well as mobility and productivity amongst work teams distributed around the world. Also, aid ministry's branches with the latest communication potentials that are capable of keeping its employees online round-the-clock to provide the best level of services and ensure the safety of the Kingdom's citizens and residents around the world.

The ministry is responsible for sensitive, highly qualified speed in response assignments, especially that it requires capabilities, modern and flexible tools in line with the digital era. This project reflect ministry's commitments to citizens and residents of the Kingdom by making the ministry and work teams fully prepared to respond to citizen's needs and residents in the Kingdom without considering difficulties of time and place.

2. eServices Project of Diplomatic Missions
Excellence Award in Government Forum 2018 in the Best Government Practices Category

The eServices system for accredited foreign missions in the Kingdom is one-of-a-kind system on an international level in Diplomatic society as the online system connects all accredited foreign missions within the government entities that provide logistic services which the mission desire to obtain. Services are provided effectively to ensure the process of completing official transactions in a timely manner.

The project also aims at sustaining the provided services according to a clear methodology, provide high-quality precise services in the least time, efforts and costs. Eliminate the traditional work process and begin the eTransformation process for all transactions. The implementation of the project has contributed in reducing utilization of papers by 80%, messengers who deliver transaction have been dispensed and more than 70,000 eTransactions have been accomplished.

3. Digital Diplomatic and Utilization of Social Media Platforms
Best Arab Political Figure in Social Media Award 2015 in the Arab Social Media Influencers Summit 2015 granted to Minister of Foreign Affairs Minister

Personality of the Year who is most influential in Social Media.

4. Ministry's Website
Technical Innovative Website Award in eGovernment Excellence Award 2014

The award aims at rewarding the efforts exerted by Arab governments in establishing a website on the internet in keenness to provide the best services

Success Stories

for its citizens and provide as well as facilitate their attainment to necessary information while being keen on making these websites clearly addressed and provide transparency in communication amongst themselves and other government officials.

Civil Service Bureau

1. GovEmployee
Smart Government Award for Best Smart Devices in the Arab Region for Entities and Society Authorities in the Kingdom of Bahrain

Allows registered employees in CSB to view and update their personal details - like contact information and salary bank account details, view monthly salary slip, view employee performance & time attendance, request salary & service certificates and submit an administrative complaint. Fingerprint authentication feature has been added to enhance users security.

Economic Development Board

1. Bahrain FinTech Bay
Award of the Year for Financial Technology Center in MENA 2018

The award is shared between the Economic Development Board, Central Bank of Bahrain and Bahrain FinTech Bay for their efforts in establishing the largest financial technological center in the region.

2. KPIS e-Government Champion 2017

The Economic Development Board achieved the highest levels in the award that was granted by Kaspersky Lab which commented that the Information Technology Department team in EDB has portrayed outstanding skills in decision-making, technical efficiency, a look forward and diversity of knowledge.

Ministry of Labour & Social Development

1. Ministry of Labour & Social Development Website

Bahrain eContent Award 2013 – World Summit Awards

The ministry won this award for its website which is considered as an integrated reference that comprises all ministry's information, initiatives, activities, services and accomplishments to serve the citizen or user of the website at anytime, anywhere in the world. Users may also view its leadership milestones in the field of society services and advancement in developing individuals from every society segment. Proving the high-quality level that the Ministry is keen on providing through its diverse services as the Ministry pursues on employing modern technologies in high-quality online programs and services in the website to enable website visitors to easily and smoothly utilize them, provide them with information as well as meet their service needs. The award comes in line with the World Summit Awards.

Ministry of Finance & National Economy

1. Ministry of Finance & National Economy Website

The ministry won this award as the best of five websites amongst 33 government website from the eGovernment Category in the event 'Bahrain eContent Award 2007.

2. Bahrain eContent Award 2007 – World Summit Awards

3. Arab eGovernment Award – Ministries' Websites 2012 Category – Egypt

The ministry won this award as the best interactive platform on Facebook within the Ministries' Websites Category in the event organized by the Arab Administrative Development Organization (Specialized Organization Affiliated with the League of Arab States).

Bahrain Authority for Culture & Antiquities

1. Interactive Platform for the Bahrain Authority for Culture & Antiquities on Facebook
Arab eGovernment Award for Best Interactive Platform on Facebook 2012 – Egypt

The Authority has achieved such award as a result of its keenness to strengthen the role of websites and achieve communication with the public who are concerned in cultural and intellectual affairs as well as knowledge exchange as Facebook offers an opportunity of direct communication and lessens gaps between government work and the citizens (those familiar with cultural experience). The Authority provides its online services and its cultural work details especially that its social media accounts represent a civilized interactive method that strengthens online interaction and expands communication within different cultural scenes.

2. Bahrain Culture App
Golden Award for Best Smart Device Software 2015 – United Arab Emirates
7th Smart Government Award in the Best Smart Applications Category in the Arab Region for Government and Community Authorities 2016 – Kuwait

Bahrain Culture app is considered as an official directory which portrays diverse events and activities that the Authority organizes. It also provides all that app users may need to find out round the clock regarding Bahraini culture – from exhibitions, workshops and forums. The app forms a source that provides tourists and residents with verified information on cultural places and heritage sites in Bahrain. The app also comprises various sections that show the chronology of Bahrain's history and the latest issues of the Authority in both Arabic and English.

Royal Charity Organization

1. Royal Charity Organization Website
W3 Golden and Silver Awards 2017 – United States of America

One of the biggest and most sophisticated annual international awards in the United States of America rewards the Organization with these two highly-esteemed awards to distinguish the Organization's website in terms of design and diversity of services; relief, humanitarian and development projects within the category of non-profit organizations.

Distinguished Participants since Launch of the eGovernment Excellence Award

In appreciation to their tremendous keenness and interest to participate in the award every year since its launch in 2008 up until today to harvest the excellence awards amongst its different categories; we celebrate today – after 10 editions – the dedication of two government entities which support the achievement of the award's objectives along with their eagerness to continue developing their performances as well as raise the quality of services. These entities include:

Ministry of Interior

Ministry of Works, Municipalities Affairs and Urban Planning (Works Affairs)

eGovernment Excellence Award 2019

In its 10th edition; the award continues to highlight unique projects and initiatives, innovative leading concepts in the IT and eGovernment sectors in addition to the adoption of excellent standards that are reflected in reality by providing better services to citizens and beneficiaries which contribute in developing the eGovernment and achieving the Kingdom's Economic Vision 2030.

This year, the new award 'Best eService' has been added amongst the Private Sector awards which focus on the service aspect provided by companies and nominated entities.

Beside that and in appreciation to their excellent participation in this year's award, the Jury Committee suggested – during the evaluation – to select a group of 'Excellent Projects' for a number of participations in some awarding categories where their participation was valuable in terms of content and idea.

Government Sector

The awards grouped under this category are nominated from government ministries, authorities and organizations which are involved in the eGovernment projects or initiatives.

Best eGovernment Website

The best government website award is granted to the website that exemplifies an outstanding standard of content, design, accessibility, originality, professionalism and overall site effectiveness.

Best Government-to-Government eService (G2G)

This award is designed to recognize the entities which present electronic services to its end-users reducing cost, time and effort when accomplishing a task or a series of tasks.

Best Practice in Community eParticipation

The eParticipation award is granted to government entities which are able to utilize social media and the National Suggestions and Complaints System 'Tawasul' to foster participation with the general public in a manner that involves key aspects of the society in the development of services, policy formulation and decision-making.

Best eGovernment Integrated Services for Individuals or Businesses

This award is designed to recognize the entities that present electronic services to its end-users reducing cost, time and effort when accomplishing a task or a series of tasks.

Best Application for Smart Devices

This award is designed to recognize entities which provide a smart device application (on mobile or tablet) to its end-users by reducing cost, time and effort to accomplish a task or a series of tasks.

Private Sectors

This sector comprises awards rewarded to candidates of both the public and private sectors which effectively utilize ICT to achieve their goals and enhance the Kingdom's economy.

Best Application for Smart Devices

This award is designed to recognize entities which provide a smart device application (on mobile or tablet) to its end-users by reducing cost, time and effort to accomplish a task or a series of tasks.

Best eService

This award is designed to recognize private sector entities which offer eService to their end-users in order to reduce cost, time and effort as well as accomplish a task or a series of tasks through multiple channels that enable easy service delivery with a high-level of speed and transparency.

Citizens Sector

Awards grouped under this category are nominated for citizens' innovative concepts and suggestions, in addition to those who most actively and intensively utilize all eGovernment channels.

Best eConcept

This award acknowledges the unique and innovative ideas that intend to improve the utilization of information technology in the Kingdom as well as improve the adoption of eGovernment initiatives.

eCitizen

This award is awarded to two selected citizens who have the highest volume and number of transactions across all eGovernment channels during the past year.

JURY MEMBERS
OF THE
EGOVERNMENT
EXCELLENCE
AWARD 2019

10
YEARS OF
EXCELLENCE

Jury Members of the eGovernment Excellence Award 2019

Mr. Jeremy Millard
Jury Committee Chairman
International Expert - Denmark

Mr. Omar AlOmar
Jury Member
Regional Expert - Kingdom of Saudia Arabia

Mr. John Kilmartin
Jury Member
Representing the Economic Sector

Dr. Mohamed Tayeb Mahmood
Jury Member
Representing the NGOs Sector

Mr. Millard is the Director of the consultancy agency Third Millennium Governance. Serving in senior research positions at the Danish Technological Institute in Denmark, Galway University in Ireland and Bradford University in the UK; Mr. Jeremy has over 40 years of global experience on issues ranging from governance, technology, open and social innovation, participation and democracy, sustainable and socio-economic development as well as tackling poverty and exclusion.

He also taught, presented, published and worked extensively on assignments related to smart cities, sharing and circular economies, urbanization and nature-based solutions for growth and urban development. His clients include governments, European Commission, United Nations, OECD and World Bank along with several non-profits and companies worldwide.

He has recently completed eGovernment consultancies in Finland, Georgia and the Western Balkan countries; following eGovernment-related activities of on-going assignments for the United Nations, biennial eGovernment Survey and public service strategies, European Commission in developing a better understanding of the digital transformation of government. Furthermore, Millard has conducted numerous in-depth studies on the Arab region.

Mr. AlOmar is an executive technology leader with over 24 years of rich experience mostly in a managerial levels where he practiced strategy, management and planning, governance, technical design, project management, business development, account management, policies as well as regulations with full awareness of ICT, digitization evolution as well as market trends to align new technologies with business objectives.

Currently, Mr. Omar works as the CEO of Trusted Security Solutions (TSS) where he builds and manages ICT businesses with entrepreneurship mind-sets, sets company sales and marketing strategies, builds high performing teams, drives a culture that is inclusive and diverse, focuses on elevating team morals through motivation, promotes company pertinence and creates a wonderful place for work.

Mr. John Kilmartin joined Bahrain Economic Development Board as the Executive Director of ICT Division in 2016. His role is to build an environment and team to promote Bahrain as a hub to attract multinational technology companies which will trade across the MENA region. The ICT team has successfully attracted over 35 projects since 2016.

Mr. John also heads EDB's Startup team and established the Startup Bahrain initiative in 2016 which has overseen a 3x increase in the number of startups operating in Bahrain since 2016.

Mr. John previously worked with IDA Ireland for 8.5 years in a number of positions: Country Director in India, Manager of Emerging Business Division, Manager of ICT Division and Manager of Regional Division. In each role, the task was to promote Ireland as a potential European operations base to tech companies from Indian, US and Europe. Prior to IDA Ireland, he worked for 8 years as a management consultant with Deloitte, in the systems and infrastructure team, assuming various roles in change management, project management and bespoke development projects. He holds a Master's Degree in Managerial Accounting and Managerial Information's Systems and a Bachelor's Degree of Common Law from the University College Cork, Ireland.

Founder and CEO of Beyond Excellence Consultancy, which provides consultancy services in areas of strategic planning, excellence, quality, ICT, teaching and learning. He is also an Assistant Professor at the Information Technology College - University of Bahrain.

His experience spans over regulatory and management of telecommunications, related IT fields and has achieved notable successes in both the academic arena as well as professionally throughout his 20 years' experience in various organizations in Bahrain including the Telecommunications Regulatory Authority.

Dr. Mahmood had also actively contributed in the adoption and implementation of the EFQM framework and ISO standards. Began as a Telecommunications Engineer, his career progressed through various licensing positions leading to being the Technical Operations Director and Advisor on Strategy and Projects Management.

Dr. Mohamed earned his Ph.D. from Brunel University Business School (UK), Master's Degree in Internet Technology from Aston University (UK), Bachelor's Degree in Computer Science from the University of Bahrain along with several technical certifications.

Besides being an active researcher, he has numerous academic publications in eGovernment, governance and digital transformation, only to name a few.

Jury Members of the eGovernment Excellence Award 2019

Dr. Esra Wali
Jury Member
Representing the Academic Sector

Dr. Wali is an Assistant Professor at the College of Information Technology - University of Bahrain. Holding a Ph.D. from the University of London and an MSc in Information Systems from the University of Surrey, Dr. Esra serves as a board member in ISACA - Bahrain Chapter.

Her research interests are in the field of adoption, impact of Information Technology and disruptive technologies. She also has numerous publications in conferences and journals.

Mr. Ali Abdulla
Jury Member
Representing the Financial Sector

Mr. Abdulla is the Head of Ecosystem and Marketing at Bahrain FinTech Bay - the leading FinTech hub in the region. In his present post, Mr. Ali actively coordinates with external actors to identify and develop opportunities for meaningful collaborations in the FinTech ecosystem. Additionally, he manages the marketing department to promote awareness both locally and globally of Bahrain FinTech Bay's varied initiatives that aim to further fuel the development of FinTech.

Formerly, he co-founded the design and media agency Vibe Media where he built extensive experience in leading creative projects with a focus on helping SMEs and start-ups that aim to set goals and reach their fullest potentials through digital media.

Mr. Abdulla also co-founded Odisi WLL - events and experiences platform that focuses on showcasing and creating unique experiences to present a side of Bahrain that is rarely portrayed.

Furthermore, Mr. Ali has an MSc in Entrepreneurship and Family business together with a B.Sc. in Entrepreneurship from the University of Jyväskylä, Finland.

Mr. Hasan Zainal
Jury Member
Representing the Telecom Sector

Mr. Zainal is a telecommunications professional with over 17 years of experience in product management and development of telecommunications products and services; he is currently the Manager of International Capacity team in Batelco's Global Business unit.

Zainal has an educational background focused on ICT and business. He holds a Professional Diploma in Marketing from the Chartered Institute of Marketing, Masters of Business Administration from New York Institute of Technology and a Bachelor's degree in Computer Science from the University of Bahrain.

Mr. Hasan joined Batelco in 2007 and handled various roles related to product management and development with a focus on internet and enterprise-related services. His main current responsibilities involve planning and sourcing of global infrastructure requirements; as well as expanding Batelco's global presence.

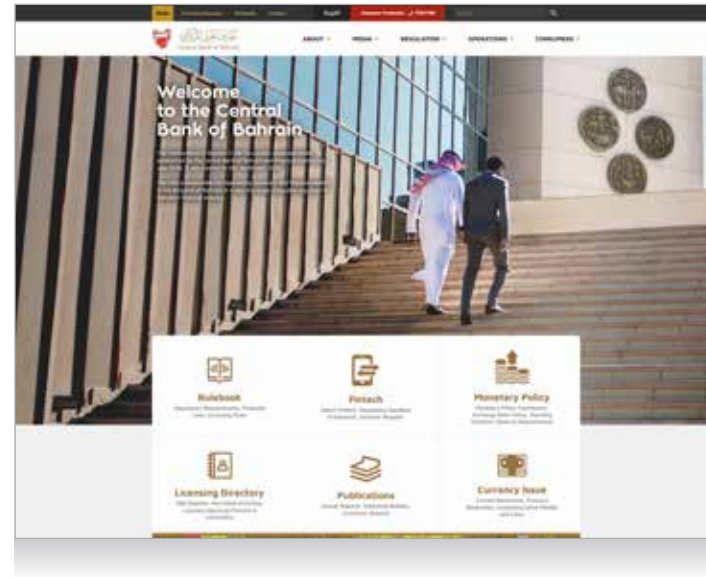# EGOVERNMENT EXCELLENCE AWARD 2019 GOVERNMENT SECTOR WINNERS

10 YEARS OF EXCELLENCE

Best eGovernment Website
Government Sector

Top 3 Nominations:

1. Central Bank of Bahrain
CBB Website

2. Survey & Land Registration Bureau
SLRB Website

3. Tamkeen
Tamkeen's Website

Winner:

Central Bank of Bahrain
Central Bank of Bahrain Website
Link: www.cbb.gov.bh

Description:

The Central Bank of Bahrain (CBB) has been completely revamped in Feb 2019 to go in line with its essential objectives, mission and vision; providing a comprehensive gateway of information & services to the financial sector.

The outcome of the revamp has resulted in the provision of new interactive services designed to maximize quality and value for CBB's core audience, especially where crucial and timely information is of utmost importance. The website also provides real-time updates using API connectors and covering CBB Daily Rates, Prices, a Licensing Directory and many other necessary services.

Evaluation of Jury Committee:

This revamp resulted in a very user-friendly website designed to achieve a number of objectives, including marketing CBB as the single integrated regulator of Bahrain's financial industry and enhancing Bahrain's image as a leading regional financial center. The purpose is also to extend the portal's availability on all platforms (web browser compatible with all smart devices) at the same time as retaining optimal security measures and data protection.

Best Government-to-Government eService (G2G)
Government Sector

Top 3 Nominations:

1. Ministry of Interior
Takatuf Service

2. Ministry of Finance & National Economy
Government Integrated Procurement Management System

3. Ministry of Health
MOH and NHRA Tracking Solution

Special Mention:Excelling Project: National Guard Headquarters - eTravel Permit

Winner:
Ministry of Interior
Takatuf Service

Description:

Takatuf is a national database to register, maintain and track cases of violence against women. It connects different governmental and Non-Governmental Organizations in a centralized database hosted in the Ministry of Interior. At this phase of the project only governmental entities are included. Organizations use Takatuf as their core system for violence against women cases with all the processes required available in the system whilst others are integrated through web services, with both types of integrated processes using SOA architecture.

Re-engineering of the processes was a key activity in the project, and some have been redesigned to ensure proper data capture and to avoid any loop-holes that might cause missing information. As an example, the process of recording such cases in police stations has been changed dramatically by diverting those cases to a newly established specialized unit, whilst other processes have been re-engineered.

Evaluation of Jury Committee:

Creating the system comprised embracing all forms and aspects of violence against women and followed procedures which have been circulated to all government and non-government entities as well as determining the concerned parties. Future plans look impressive and expanding Takatuf's experience to other GCC countries will be of great benefit.
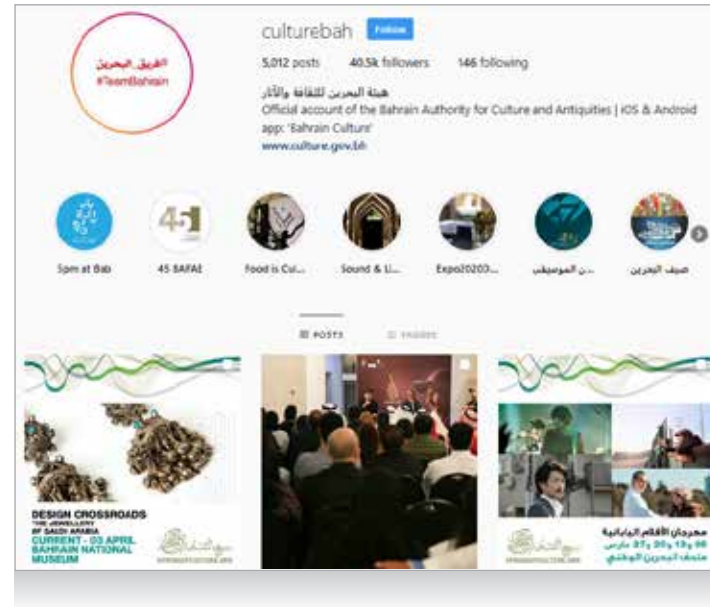
Best Practice in Community eParticipation
Government Sector

Top 3 Nominations:

1. Bahrain Authority for Culture & Antiquities
• BACA Social Media

2. Ministry of Interior
• Emergency Line for the Hearing Impaired

3. Southern Governorate
• 'We Reach You' application

Winner:

Bahrain Authority for Culture & Antiquities
BACA Social Media

Description:

The Bahrain Authority for Culture & Antiquities is keen on having a better understanding of its role to the public;through its daily interactions via its social media channels inviting its audience to interact with its daily posts on one or more social media to encourage audience participation, to take part in photographic competitions for both professional and amateur photographers, and by using single elements (doors) in the use of hash tags.

Team follows a set of guidelines and policies that manages the community to ensure that all interactions and enquires are answered and suggestions are passed to the right channel. In addition, each participation activity or competition has its own terms and conditions, which are mentioned on the official website.

These tools are applied, for example, to the Pearling Path, a world heritage site in Muharraq, where the program values the community's feedback by passing it to the right channel to help in decision-making, and integrates social media with the official website to help improve information reach by, for example, photo and video galleries retrieved from the Authority' Flickr and YouTube channels.

Evaluation of Jury Committee:

The Authority's experience was distinguished by employing social media channels to enhance BACA's identity to support and achieve the values of nationalism and partnership amongst society members. It was also able to market historical and cultural materials in a unique manner by diversifying the addressed materials raising the public's level of interaction. The result was an increase in participation, development and improvement suggestions by the public.

Best eGovernment Integrated Services for Individuals or Businesses
Government Sector

Top 3 Nominations:

1. Ministry of Works, Municipalities Affairs & Urban Planning (Municipalities Affairs)
•Benayat Building Permit Portal

2. Ministry of Works, Municipalities Affairs & Urban Planning (Works Affairs)
• Material/Product Assessment eService

3. Ministry of Transportation & Telecommunications
• AlNawras Service - Flight Permission & Scheduling

**Special Mention:Bahrain Olympic Committee (Mu3amlat System)**

Winner:

Ministry of Works, Municipalities Affairs & Urban Planning (Municipalities Affairs)
• Benayat Building Permit Portal

Description:

Benayat is a national integrated platform for building permit applications combining the processes of more than 15 entities within the Government of Bahrain. This integration is directly aligned with the Economic Vision of Bahrain 2030.

The Benayat system is also tightly integrated with Bahrain's Spatial Data Infrastructure (BSDI) which enables facilitating and co-coordinating the exchange and sharing of spatial data among stakeholders. And for Service-Oriented Architecture (SOA), Benayat provides interoperability with other systems using RESTful services, which are the most common and latest enterprise standards in systems communication.
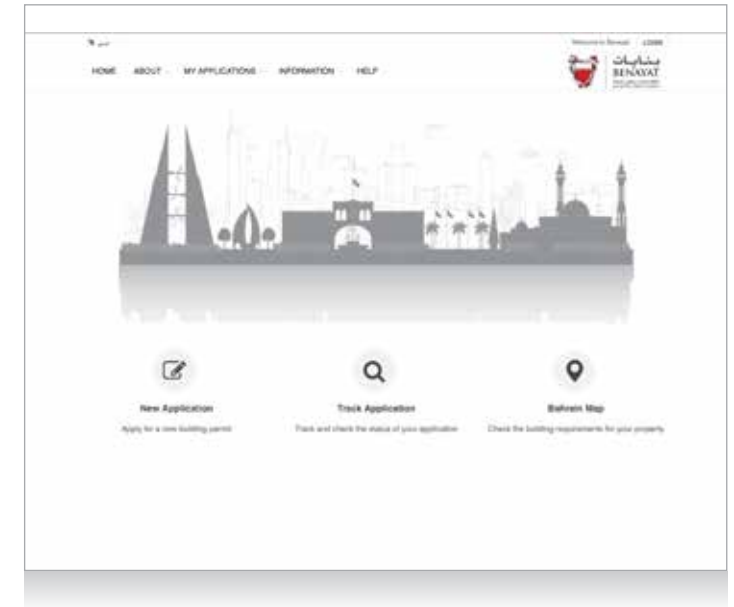
Evaluation of Jury Committee:

Benayat's workflow development has transformed the government's role from a service provider to regulator through process automation and strengthening the role of private sector to review and approve building permit applications regulated by an effective and new legal framework.

It has very well defined objectives, whilst platform security, availability, performance, reliability, scalability and change management issues are all well covered with promising future activities.

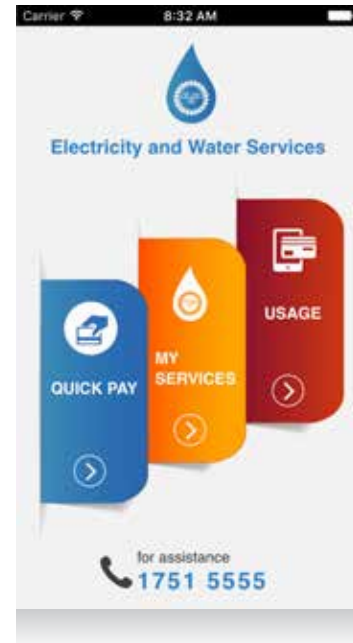# Best Application for Smart Devices
Government Sector

Top 3 Nominations:

1. Electricity & Water Authority
EWA App

2. Ministry of Youth & Sport Affairs
eShabab App

3. Ministry of Health
Sehati App

**Special Mention: Royal Charity Organization
- RCO Mobile App**

Winner:

Electricity & Water Authority
EWA App

The Award has become one of the key tools to encourage innovation and establish the concept of excellence. It has also become a significant indicator that measures quality and efficiency of eServices as well as a tool that raises the level of its participants.

Description:

The Electricity & Water Authority (EWA) app provides information about a household's or organization's electricty and water accounts, comparable monthly consumption, outstanding bills to be paid and allows interactive services through payment notifications and alerts, as well as interactions with customers concering their own consumption compared with the benchmark consumption. In addition, the app performs transactions by allowing ePayment transactions and updating contact information.

The target users are all domestic and commercial customers who need easy access to their electricity and water accounts with EWA to pay bills, monitor their usage and able to understand how their consumption could be reduced.

Evaluation of Jury Committee:

The app is also a great opportunity to address energy saving where consumers have access to their consumption trends which will encourage them to take proactive actions for saving energy and water. This goal is aligned with the SDGs and can be a great potential for Bahrain.

EGOVERNMENT
EXCELLENCE
AWARD 2019
PRIVATE SECTOR
WINNERS

10
YEARS OF
EXCELLENCE

Best Application for Smart Devices
Private Sector

Top 3 Nominations:

1. AlRawi Media W.L.L.
• AlRawi App

2. BENEFIT Company
• BenefitPay App

3. Zain Bahrain
• Zain Bahrain App

Special Mention: Bahrain Institute of Banking and Finance - Islamic Finance eLearning Platform

Winner:

AlRawi Media W.L.L.
AlRawi App

Description:

AlRawi's mission is to provide accessibility to books and cultural content to improve the readership of books in the Arab world by creating the largest interactive audiobook library in Arabic.

The service aims to create an e-community via two platforms. First, a platform that enables the transformation of print material into interactive audiobooks which will involve the matching of authors, narrators, artists and studios. Second, a mobile application and website that enables people to set their reading goals, listen to books and engage with authors and other readers.

It is also interactive, as users can also communicate with each other by reading book reviews.

Evaluation of Jury Committee:

The overall implementation of the app is very positive and the momentum is moving in the right direction. Not only does this increase awareness and improve knowledge, it also enables people to maximize the use of their time while driving and moving around by listening to useful content, as well as serving individuals with special needs, such as blindness or reading difficulty.

Best eServices
Private Sector

Top 3 Nominations:

1. Bahrain Airport Services
• iBAS Service

2. Takaful International Company
• Smart Takaful eCard service

3. Zain Bahrain
• zBot Service

Winner:

Bahrain Airport Services
iBAS Service

Description:

The Bahrain Airport Services (BAS) iBAS service is provided to employees to ensure access to their vital information and services without the need for manual intervention or engagement of back-end staff. This enables employees to focus on the quality of services they provide for Bahrain International Airport (BIA) customers.

The project was designed from the ground up with employees in mind. Vital data like the employee profile, leave balance and daily roster is provided to users anytime and anywhere.

Managers can see their staff attendance live, operational staff can see movement of aircraft at BIA as this happens, employees can view the latest news and announcements, review their monthly pay slip and biannual performance appraisals, anytime they wish.

The system acts as a hub between several other systems running at BAS to gather the information and provide them in a single dashboard.

Evaluation of Jury Committee:

The project was created with the objective to enhance communications and provide a portal for employees to be in contact with the management and administration at BAS. iBAS also works as a cost effective, in-house built intranet solution.

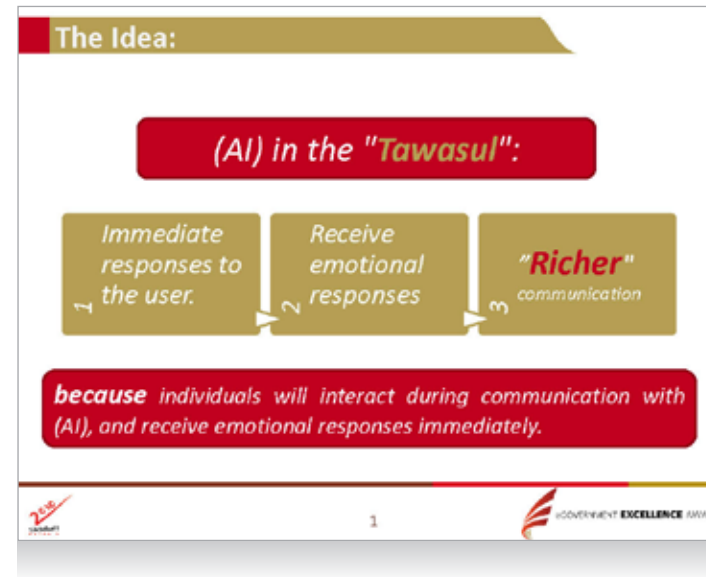# EGOVERNMENT EXCELLENCE AWARD 2019 INDIVIDUALS SECTOR WINNERS

10 YEARS OF EXCELLENCE

Best eConcept
Individuals Sector

Winner:

Mohamed Ahmed AlBuainain

Enhancing contact with the government through the implementation of Artificial Intelligence in 'Tawasul' System

Description:

This concept aims at developing the National Suggestions & Complaints System 'Tawasul' by utilizing AI technologies to contact government entities and save time by providing a better and richer mechanism of instant responses in a record time to citizen's complaints and suggestions by making the system more interactive when responding. The concept also aims at reducing the steps of sending enquiries through the system by classifying enquiries, complaints and suggestions according to their urgencies and priorities. This contributes in cutting government resources for significant issues and reducing the reliance of human resources. Additionally, it would positively reflect customers' satisfaction level as a result of quickly responding to cases.

Evaluation of Jury Committee:

The eConcept improves contact with the government through the implementation of AI in the Tawasul system which provides a very good exposition of the importance of government communication and how this relates to the Tawasul national suggestion and complaint system. There is excellent, detailed, well referenced and well-argued use of the Media Richness Theory, MRT (with a very useful diagram) and how the channels of communication reflect this in the context of ICT generally and the application of AI in particular in order to achieve greater communication efficiency.

Best eConcept
Individuals Sector

Winner:

Ahmed Mohamed AlBuainain

eBelediye

Description:

The Smart Municipal Council eConcept aims to create a unified database of municipal councils to help speed communication between citizens and municipal representatives by transferring any request, service or complaint through a website linked via the eGovernment directly to the representative concerned and then to follow up with him/her. The aim is also to use social media to help market the achievements of municipal councils during the legislative period and to measure the extent of achievement of municipal representatives concerning citizen requests and the extent to which they achieve their plans. This will also help the Ministry of Works, Municipal Affairs and Urban Planning to develop its services and measure the extent of citizens' satisfaction.

Evaluation of Jury Committee:

Overall, this is an excellent idea that will ease the work of the representative of the municipality council as well as manage the relationship between citizens and their representatives. This system will act as a tracking and performance system for the representative. Dashboards, facts, figures and numbers can be generated by the system. The submission also went further to propose a detailed implementation plan that will benefit the Kingdom of Bahrain and enhance the relationship between citizens, government and municipal councils.

Best eConcept
Individuals Sector

Winner:

Zainab Jaafar Akwaid

Automated Solution for Obstructed Traffic between Involved Parties
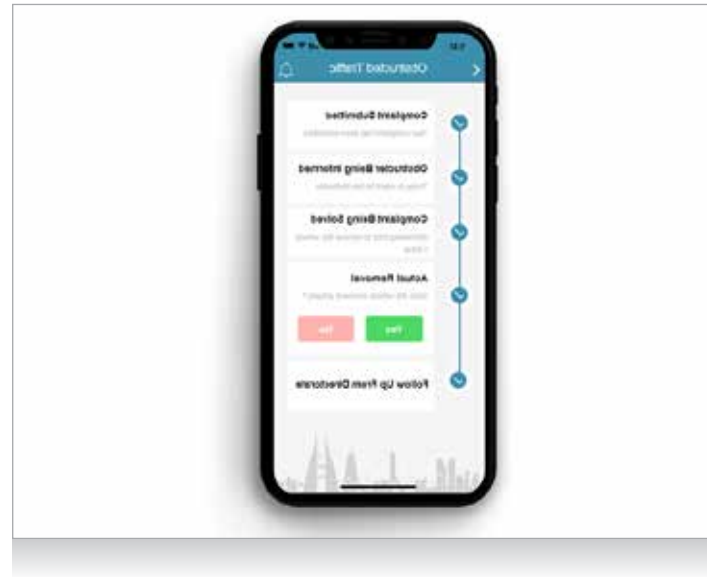
Description:

The eConcept automated solution for obstructed traffic between involved parties will help solve a problem faced by road users at different times and places. This problem is obstruction to traffic through incorrect and often unlawful parking.

The current procedure to solve this problem is by calling the traffic directorate that, in turn, calls the vehicle owner to move their vehicle. This costs time and effort from both the complainer and the traffic directorate, especially given that all calls are directed to the same number which is 199. Also, there is no prioritizing for other more important problems. In addition, sometimes the obstructers do not answer their phone straightaway or the phone number might have changed.

By applying this improved solution, it will be easier, faster and more convenient.

The problem raised is very important as illustrated through data showing that about half of all calls to the traffic hotline are about incorrect parking.

Evaluation of Jury Committee:

The submission provides good explanations of the goals, as well as useful and detailed information about how the solution will work and be implemented using a mobile device.

Overall, the idea is excellent and well thought through with details given about the impacts of the solution for society as a whole, as well as educational, economic and health benefits. It might also have been useful to illustrate these benefits using readily available statistics and perhaps a likely hypothetical business case.

eCitizen Award
Individuals Sector

Winners:

Citizen Mohammed Abdulraheem Hasan Bucheeri

Highest value of transactions across all channels during 2018

Citizen Mohammed Abduljalil Ebrahim Jassim Shehab

Highest number of transactions across all channels during 2018

Winning Projects 2019

Government Sector

Award	Winning Entity
Best eGovernment Website	Central Bank of Bahrain Central Bank of Bahrain's Website www.cbb.gov.bh
Best Government-to-Government eService (G2G)	Ministry of Interior • 'Takatuf' Service
	Ministry of Finance & National Economy • Government Integrated Procurement Management System
Best Practice in Community eParticipation	Bahrain Authority for Culture & Antiquities • Bahrain Authority for Culture & Antiquities Social Media
Best eGovernment Integrated Services for Individuals or Businesses	Municipalities Affairs & Urban Planning • Benayat Building Permit Portal
Best Application for Smart Devices	Electricity & Water Authority • Electricity & Water Authority's Services Mobile App

Private Sector

Award	Winning Entity
Best Application for Smart Devices	AlRawi Media W.L.L. • AlRawi
Best eServices	Bahrain Airport Services • iBAS Service

Individuals Sector

Award	Winning Entity
Best eConcept	Mohamed Ahmed AlBuainain • Enhancing contact with the government through the implementation of Artificial Intelligence in 'Tawasul' System
	Ahmed Mohamed AlBuainain • eBelediye
	Zainab Jaafar Akwaid • Automated Solution for Obstructed Traffic between Involved Parties
eCitizen	Mohammed Abdulraheem Hasan Bucheeri • Highest value of transactions across all eGovernment channels
	Mohammed Abduljalil Ebrahim Shehab • Highest number of transactions across all eGovernment channels