

"The book is the vessel of science, civilization, culture, knowledge, literature and arts. Nations are not measured by their material wealth alone, but by their cultural authenticity." Sheikh Zayed bin Sultan Al Nahyan



(TRA) announced the launch of the UAE Hackathon, the country's biggest data analysis challenge, which will be held in all emirates next February, in conjunction with the innovation month.

The Hackathon is held in four phases, including six hackathons in the seven emirates, simultaneously with the allocation of the emirates' activities

for the innovation month. The total number of participants is expected to reach 1200 participants from all over the UAE, with about 200 participants in each hackathon.

The Hackathon concept is to establish small teams of 3-5.

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Workshop

(TRA) has successfully completed the tests of the Internet Protocol version 6 (IPv6) on the Federal Network (FedNet), as well as conducting all internal assessments and practical tests to ensure the readiness of FedNet.

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**إدارة أسماء نطاق الإنترنت
Domain Administration**

Achieving

(TRA) revealed that the number of registered names in the national domain (.ae) has reached more than 210,000 domain names until the end of 2017, achieving the target number of registered names for 2017.

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Initiative

The UAE Hackathon, a national initiative by TRA, launched on 4 February 2018 at Khalifa University of Science and Technology, the first station of the Hackathon. About 200 contestants.

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(TRA) held a Press Conference with the participation of a number of universities and local government entities, as well as the Federal Competitiveness and Statistics Authority. During the Press Conference, TRA announced the completion of the preparations for the launch of the UAE Hackathon under the theme "Data for Happiness".

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Happiness and positive lifestyle and a government commitment

Customers Happiness newsletter is one of the initiatives of the Customers Happiness Section. It aims to spread awareness on the section's working nature, and to contribute in enhancing and strengthening the concepts of happiness to become a practice, a culture, and a working method in the TRA.



Information

The Matrix of Powers and Responsibilities has been issued by the Customer Happiness Section, and it aims to:

1. Determine the powers and responsibilities adopted to implement the tasks of the Customer Happiness Section.
2. Identify the job titles to cooperate and coordinate with, to accomplish the tasks as required.
3. Address the problems of tasks delayed implementation or incomplete delivery.
4. Clarify the different relationships between the departments, in relation to the implementation of tasks, to facilitate the implementation processes.

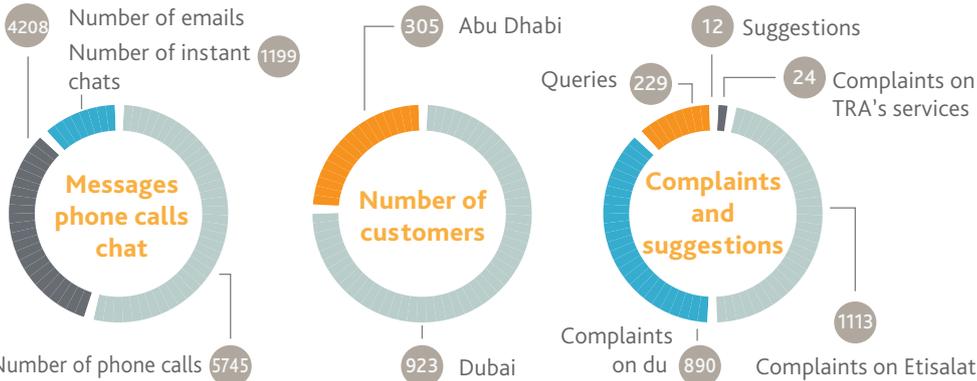


Happiness in our terms

Service Standard: The expected result of the service (ex. Timeframe, quality, satisfaction, etc.)
SMS: a form of communication service provided by GSM, using unified communication protocols that allow the exchange of SMS between mobile devices.
Service Level Agreement: A contract between the entity and a third party, under which both parties agree on "what to measure", and the outcomes of this measurement (rewards and fines). SALs typically cover a range of performance categories/measure types, which in turn include one or more of service level/measure.



24/7 Performance indicators




Happiness Indicator

Ideas to achieve customer happiness

- The entity would develop all its services so that the customer can use all the services without needing to come over to the Customer Happiness Center
- The entity would provide a mobile office to visit different neighborhoods and areas, to provide service to the people of these areas.
- The entity would coordinate with RTA to ensure the availability of a bus stop in front of TRA building so that the customers do not need to walk long distances (especially in the summer).



Services Development

The UAE Strategy for Artificial Intelligence:
 H.H. Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, has launched the UAE Strategy for Artificial Intelligence. It is the first big project within the UAE 2071 Centennial, representing the new trend after smart government, on which future services, sectors and infrastructure will depend. Artificial intelligence is a computer software behavior that enables it to simulate human mental abilities and behavioral patterns. One of the most important features is the ability to learn, conclude, and react to situations that have not been programmed into the machine.



Happiness Quote

"If you accustom yourself to create in small things, you will also create in great things"
 H.H. Sheikh Mohammed bin Rashid Al Maktoum

The aim of Risk Management is to: **ERM**

Identify risks, measure their potential impact on TRA's goals and objectives, apply risk management strategies through which risks are accepted, avoided, shared and reduced.

Effective risk management is essential for TRA to achieve its objectives, understand the risks faced by TRA, and ensure they are managed properly. Moreover, following are additional aim and purposes:

- The Risk Management Section provides standardized processes for identifying, analyzing, evaluating, fixing, monitoring and reporting key risks. It supports the requirements of monitoring and governance in TRA, and provides the opportunity to making informed decisions.
- Effective risk management processes provide reasonable assurance, if not absolute, that the objectives are achieved, and a consistent level of monitoring is applied. Moreover, as an integral part of all decision-making processes, TRA must be aware of its risks and implications.
- Risk Management helps in protection of TRA's assets, including human and financial resources, property, equipment and reputation, as well as establishing clear accountability.



The purpose of the business continuity process is to: **BCM**



- Reduce the impact of business interruption, especially on health and safety, as well as the financial and reputation impacts.
- Support the interests of key stakeholders
- Enable the senior management and decision-makers, as well as prioritize activity and internal/external communications during interruptions.
- Enable operations continuity in the event of business disruption, to ensure the resumption of key activities within the agreed and predetermined time frame.
- Determine the minimum business continuity objective (MBCO), to determine the minimum services accepted by TRA to achieve its business objectives during business interruption.

Professional conduct governance: **Corporate Governance**

1. Commitment to maintaining the professional dignity of the public jobs:

- The public employee must commit to maintaining professional dignity and adherence to the basic values of the government's human resources in the country, in his daily life, social behavior, and at all times.
- The public employee must maintain the overall appearance, and wear his outfit in a decent and respectable manner.

2. commitment not to abuse the influence related to the position:

- The public employee must not exploit his position, duties or relations which he establishes through his job, status or powers, to obtain services, benefits or privileges from any entity, for his personal interest or for the benefit of his family up to the fourth degree.

3. Commitment to use resources in due manner: