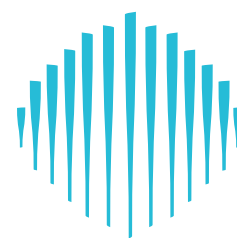




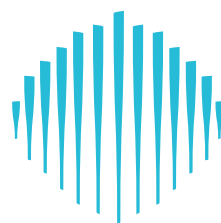
United Arab Emirates



القمة الحكومية  
THE GOVERNMENT SUMMIT

# The Government Summit 2013

Leading Government Services



القمة الحكومية  
THE GOVERNMENT SUMMIT  
2013



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United Arab Emirates



القمة الحكومية  
THE GOVERNMENT SUMMIT





**His Highness Sheikh Khalifa Bin Zayed Al Nahyan**  
President of the United Arab Emirates





## His Highness Sheikh Mohammed Bin Rashid Al Maktoum

Vice President, Prime Minister of the  
United Arab Emirates and Ruler of Dubai

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## The First Government Summit

### ‘Leading Government Services’

11–12 February 2013

Under the patronage of HH Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, the first Government Summit was held in Dubai on 11–12 February 2013 under the theme ‘Leading Government Services’. The Summit met objectives, bringing together federal, local, regional and international government officials to exchange knowledge and disseminate best practices by showcasing distinguished experiences and expertise.

The Government Summit encompassed 30 dialogue sessions and workshops that brought together more than 3,000 participants from the UAE, the Gulf Cooperation Council (GCC) and other Arab countries, as well as a number of international officials and over 150 international experts.

HH Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai; HH Lt. General Sheikh Saif bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Interior; and HH Sheikh Mansour bin Zayed Al Nahyan, Deputy Prime Minister, Minister of Presidential Affairs, and Chairman of the Ministerial Council for Services, all took part in the Summit sessions.

The Summit was held in the presence of HH Sheikh Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai; HH Sheikh Maktoum bin Mohammed bin Rashid Al Maktoum, Deputy Ruler of Dubai; HH Sheikh Abdullah bin Zayed Al Nahyan, Minister of Foreign Affairs; HH Sheikh Nahyan bin Mubarak Al Nahyan,

Minister of Culture, Youth and Social Development; HH Sheikh Ahmed bin Saeed Al Maktoum, President of Dubai Civil Aviation Authority and CEO and Chairman of the Emirates Group; in addition to a number of Emirati sheikhs, ministers and senior officials, guests from Arab and foreign countries, and ministers and local government departments.

The Government Summit established a new model of transparency at the regional level and set up an innovative practice in direct communication with the public on national, social and development issues, where it received positive feedback on both national and regional levels, paving the way for an open national dialogue with senior leadership and also raised society’s expectations of government performance.

The First Government Summit also witnessed the launch of a series of specialized studies and reports, published and distributed in Arabic for the very first time in the region and downloadable from the Government Summit website, [www.thegovernmentsummit.ae](http://www.thegovernmentsummit.ae), aiming to improve government performance, build confidence between government institutions and customers and increase customer satisfaction. In addition, it also aimed to find practical solutions to important issues in relation to government services, particularly in the health, education and labour sectors.



Dialogue Session with  
**HH Sheikh Mohammed Bin Rashid Al Maktoum**  
Vice President, Prime Minister of the  
United Arab Emirates and Ruler of Dubai



“  
Our citizens are the  
first, second and third  
priority. This is the path  
set for our government  
by HH Sheikh Khalifa.  
”



“

We should always aim for ‘number one’ following the path of Sheikh Zayed Bin Sultan, Sheikh Rashid Bin Saeed and Sheikh Khalifa Bin Zayed. The word ‘impossible’ is nowhere in the UAE’s vocabulary. My people and I are into Number One.

”





“  
The Government is an  
authority at the service  
of the people, and not an  
authority over them.  
”







“

Each citizen contributed to building the country and its institutions, and the development of the United Arab Emirates.

”





“

You are the energy and driving force  
of government progress and success.

”





“

Without challenge, the success and happiness that we hope and aspire for every citizen in our dear land would be tasteless.

”



“

We want further cooperation and integration to leverage our country and its institutions to the international levels in various fields and sectors... to make life easier for our citizens and the public in general, and provide them with the best services possible.

”







“

The Government of the future works  
twenty-four hours a day, seven days  
a week, throughout the year.

”





“We want our Government to make people’s lives easier and to operate 24/7 from a single source. We want citizens to be able to process all their government transactions in one place, through the mobile phone.”



“

There's no finish line for  
development and innovation.

”







Ministers answering questions posed by the audience during the dialogue session with HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister of the United Arab Emirates and Ruler of Dubai, at the Government Summit.





HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President, Prime Minister of the United Arab Emirates and Ruler of Dubai, during his visit to Mira, who during the Government Summit invited His Highness to her school.







Dialogue Session with  
**Lt. General HH Sheikh Saif Bin Zayed Al Nahyan**  
Deputy Prime Minister and Minister of Interior  
of the United Arab Emirates



“

We are inspired by our founding father the late Sheikh Zayed Bin Sultan Al Nahyan and President Sheikh Khalifa Bin Zayed Al Nahyan.

”





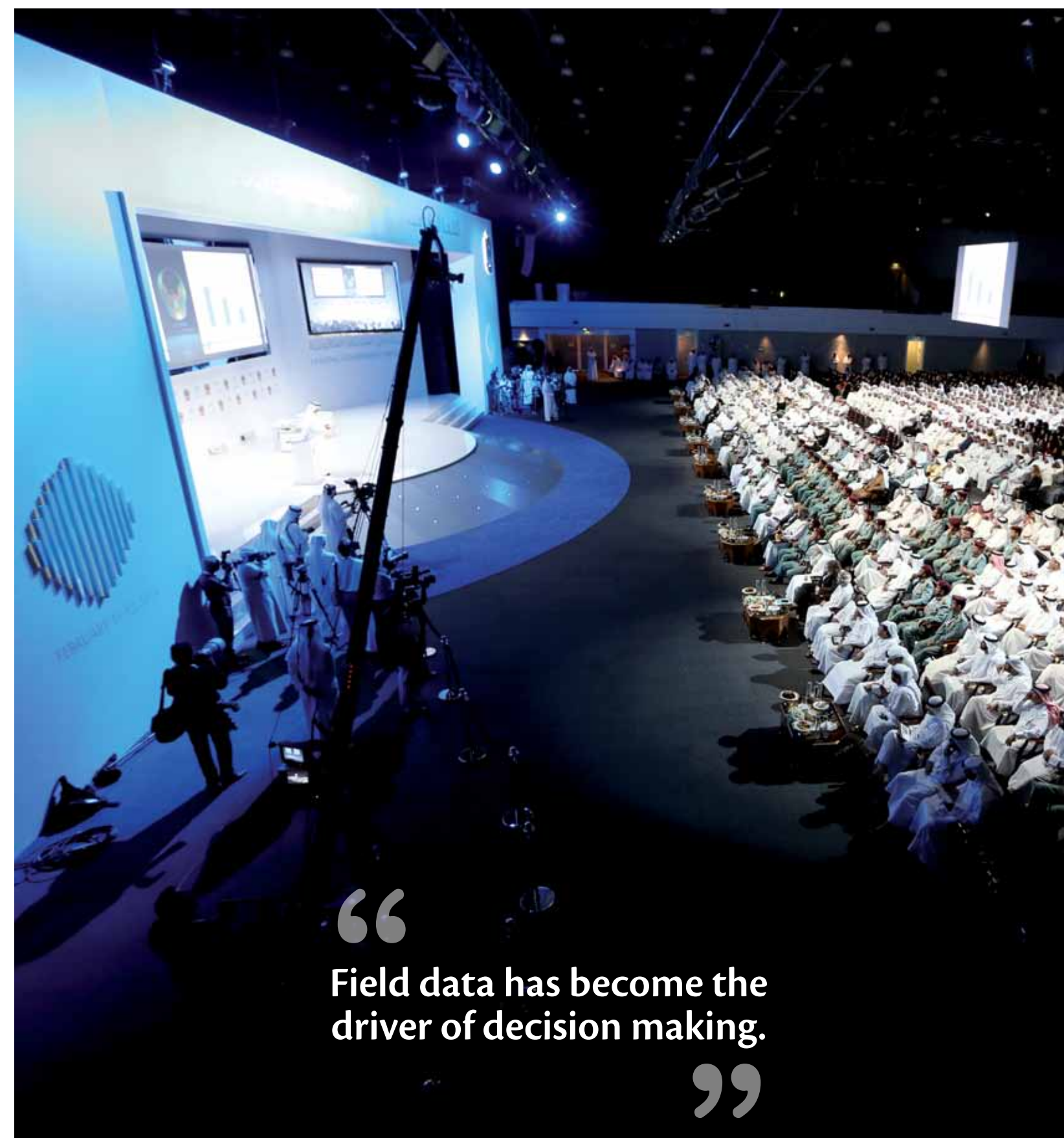
“  
Mohammed Bin Rashid's Government  
is based on inspiration, vision  
and systematic institutions.

”



الريادة في الخدمات الحكومية  
LEADING GOVERNMENT SERVICES





“  
Field data has become the  
driver of decision making.  
”



“  
Mohammed Bin Rashid  
formed a team of 19,000  
mystery shoppers to gauge  
government performance.  
”



الريادة في الخدمات الحكومية  
LEADING GOVERNMENT SERVICES



“

We have invested in the Emirati leaders of the future and are developing effective policies to institutionalize effective organizational management practices.

”





“  
Our leadership has removed  
the barriers, so that the  
police is an authority for the  
people, not over the people.  
”



“

Our wise leadership has translated vision into active strategic decisions, ambitious projects and distinguished innovative programs.

”



“Solidarity and national unity,  
devotion to this beloved country  
and its generous leadership, is our  
source of pride because they are  
authentic to our great Arab culture.”





Dialogue Session with

**Sheikh Mansour Bin Zayed Al Nahyan**

Deputy Prime Minister of the United Arab Emirates  
and Minister of Presidential Affairs

“  
Sheikh Zayed Bin Sultan Al  
Nahyan prioritized human  
development over everything else.  
”





“

The vision of the President focuses on sustainable development, citizen empowerment and service improvement.

”





“

With success comes great responsibility and more follow up on officials. The President monitors the achievements of the federal and local government on a daily basis. Progress follow up, cooperation and coordination are key to our success.

”

“  
Citizens reflect the country locally  
and internationally through  
productivity, commitment  
and quality of work.  
”







“Government responsibility towards citizens has no limit.”







“  
Sheikh Mohammed Bin Rashid’s efforts  
and hands-on presence helped overcome  
challenges and achieve consolidation.

”



“  
The private sector plays a  
key role, but should focus on  
attracting more UAE nationals.  
”





“  
Openness to international  
experiences is a source  
of strength and a secret  
of success for the UAE.  
”





## Plenary Sessions

## Interactive Session on Government Services in the United Arab Emirates

The Government Summit organized an interactive session where UAE citizens and residents engaged in a dialogue with the Ministers of Health, Education and Social Affairs.



Speakers:

HE Maryam Mohammed Khalfan Al Roumi, Minister of Social Affairs, United Arab Emirates

HE Humaid Mohammed Obaid Al Qatami, Minister of Education, United Arab Emirates

HE Abdul Rahman Mohammed Al Owais, Acting Minister of Health, United Arab Emirates



## Session ‘How Do We Measure Development?’

In this session, an international and local expert panel debated their perspectives on the central question that governments, international organizations and academics alike have grappled with over the years: ‘How do we measure development?’



### Speakers:

HE Reem Ebrahim Al Hashimy, Minister of State, United Arab Emirates

HE Yves Leterme, Deputy Secretary General of OECD & Former Prime Minister of Belgium

HE Gordon Brown, Former Prime Minister, United Kingdom

Jennifer Blanke, Head of the Global Competitiveness Network, World Economic Forum

Moderator: HE Abdullah Lootah, Secretary General of the Emirates Competitiveness Council, United Arab Emirates

Session ‘Abu Dhabi and Dubai – Government Services in Global Cities’

This session discussed the model of Abu Dhabi and Dubai, and the efforts to improve government services and enhance the quality of life of citizens.



HE Falah Mohammed Al Ahabbi, General Manager, Abu Dhabi Urban Planning Council, United Arab Emirates



HE Eng. Mattar Al Tayer, Chairman of the Board and Executive Director of RTA, Dubai, United Arab Emirates



## Session Ministerial Roundtable - in cooperation with the United Nations

In this session, a number of ministers shared their insights and recommendations as to how services can be made more effective, efficient and citizen-oriented.



### Speakers:

HE Sheikh Hamdan bin Mubarak Al Nahyan, Minister of Public Works, United Arab Emirates

HE Lindiwe Nonceba Sisulu, Minister of Public Service and Administration, Republic of South Africa

HE Abdelaâdim Guerrouj, Minister Delegate to Head of Government of Morocco, Kingdom of Morocco

HE Mohammed Ali Al Qaed, CEO, eGovernment Authority, Kingdom of Bahrain

Vincenzo Acquaro, Chief for e-Government, United Nations Department for Economic & Social Affairs

Moderator: HE Tariq Lootah, Undersecretary of Ministry of State of Federal National Council Affairs, United Arab Emirates



## ‘Innovation in Government Administration’ Workshop

A workshop on innovation in government administration was held on the sidelines of the Government Summit. The workshop comprised two plenary sessions, which focused on distinguishing and rewarding innovation, as well as enhancing exchange and adoption of government innovations. The workshop also introduced the audience to the United Nations awards.



### Speakers:

Ohood Al Roumi, Director General of the Prime Minister's Office at the Ministry of Cabinet Affairs, United Arab Emirates  
Vincenzo Aquaro, Chief for e-Government, UNDESA's Division for Public Administration and Development Management  
Dr. Adriana Alberti, Innovation in Public Governance Program Senior Governance and Public Administration Officer, Division for Public Administration and Development Management (DPADM), Department of Economic and Social Affairs (DESA)  
Anni Haataja, Information Management Officer, DPADM, UNDESA







## Workshops



## ‘Social Media as a Tool for Citizen Engagement’ - in cooperation with Dubai School of Government

This workshop discussed the notable increase in government use of social media and its utilization as a tool to engage citizens.



Speakers:

HE Tariq Lootah, Executive President, Dubai School of Government, United Arab Emirates

HE Chris Vein, Chief Innovation Officer for Technology Development, World Bank

Andrea Di Maio, Vice President, Gartner Group, Italy

Moderator: Dr. Aisha bin Bishr, Assistant Director General, Executive Office, Government of Dubai, United Arab Emirates



## ‘Future Scenarios for Effective Service Delivery’

This workshop discussed using foresight and future-oriented techniques, and speculated how government service delivery may change in the coming years.

Speakers:  
HE Brenton Caffin, Founding CEO, Australian Centre for Social Innovation, Australia  
Dr. Geoff Mulgan, CEO, National Endowment for Science Technology and the Arts, United Kingdom  
Aaron Maniam, Director, Institute of Policy Development, Civil Service College, Singapore  
Moderator: HE Nasser Butti Al Shamsi, Director General, National Human Resource Development & Employment Authority, United Arab Emirates







## ‘Innovative Partnerships with the Private Sector for Effective Government Service Delivery’

This workshop discussed the experience of the Ministry of Labor in providing high quality services at Tas’heel centers, and highlighted the importance of creating innovative partnerships with the private sector.



Speaker: HE Saqr Ghobash Saeed Ghobash, Minister of Labor, United Arab Emirates  
Moderator: Colonel Aziz Al Ameri, Director, Strategy & Performance Development, Ministry of Interior, United Arab Emirates





## ‘Building a Service Culture in the Government Sector’

This workshop examined the challenges and opportunities to building a service culture in government and summarized the main lessons from previous experiences and how they can be implemented.

### Speakers:

HE Grant Tidswell, Deputy Secretary, Service Delivery Operations, Department of Human Services, Australia  
 Guy Gordon, Executive Director, Institute for Citizen-Centred Service, Canada  
 Gerald Lawless, President and Group Chief Executive Officer, Jumeirah Group, United Arab Emirates  
 Soulaima Gourani, Chief Executive Officer, Soulima Gorani Aps, Denmark  
 Moderator: Nasser Al Hamili, Director of the Technical Office at the Ministry of Presidential Affairs, United Arab Emirates



## ‘Innovation Enablers: Practical Tools to Improve Government Services’

This workshop discussed the main enablers to innovation in government, and pinpointed the main tools to support innovation in the design and delivery of its services.



Speakers:

HE Dr. Gowher Rizvi, Cabinet Minister and Advisor to the Prime Minister, Bangladesh

Dr. Adriana Alberti, Innovation in Public Governance Program Senior Governance and Public Administration Officer, Department of Economic and Social Affairs

George Kadifa, Executive Vice President, Hewlett Packard, United States

Moderator: Yasir Al Naqbi, Director, Abu Dhabi Excellence Program, General Secretariat of Executive Council, United Arab Emirates



## ‘Delivering Quality Public Services’ (in cooperation with OECD)

Going beyond examining different models of service provision, this session explored how the state can align and integrate its institutions to ensure the strategic management of its resources in a manner that meets its objectives and the expectations of its citizens.



Speakers:  
 Dr. Marten Blix, Chair of the MENA-OECD Senior Budget Officials, Prime Ministry, Sweden  
 Lynelle Briggs, Former Public Service Commissioner and CEO of MediCare, Australia  
 Ambassador Ricardo Díez-Hochleitner, Co-chair of the MENA-OECD Governance Program, OECD  
 Dr. Rolf Alter, Director- Public Governance and Territorial Development, OECD  
 Moderator: Khalid Al Bustani, Assistant Under Secretary for International Financial Relations, Ministry of Finance, United Arab Emirates.







## ‘Singapore: Efficiency in Government Service Delivery’

This workshop provided a general overview of the models of service delivery adopted in Singapore, and assessed the tools and approaches that the Government has adopted to maintaining the standards and quality of the services that it provides.



Speakers:

HE Chan Soo Sen, Former Minister of State, PM Office, Education, Trade & Industry, Singapore

Dr. Wu Wei, Director - Nanyang Center for Public Administration, Singapore

Dr. Wenxuan Yu, Public Administration Unit, Nanyang Technological University, Singapore

Moderator: Mohammed Khalifa Al Hadari, Deputy CEO, Securities & Commodities Authority, United Arab Emirates



## ‘Denmark: Models of e-Government Service Provision’

This workshop explored the e-transformation that Denmark underwent and its future plans for integration in the delivery of its services across all sectors of government.

### Speakers:

Yih-Jeou Wang, Head of International Co-operation,  
Digitaliseringsstyrelsen, Denmark

Thomas Jakobsen, Chief Executive Officer, Citizen Services,  
Municipality of Copenhagen, Denmark

Sidsel Skovborg, Head of Digitisation, Municipality of  
Frederiksberg, Denmark

Moderator: Zakeya Al Ameri, Director, Services Improvement  
Department, Prime Minister's Office, Ministry of Cabinet Affairs,  
United Arab Emirates







## ‘Canada: Models of Citizen-centric Service Provision’

This workshop showcased the Canadian experience in establishing the ‘one-stop shop’, designing citizen-centric services and developing future plans towards achieving further integration in service delivery.

### Speakers:

Richard Steele, Assistant Deputy Minister – Service Ontario, Canada  
 Cheryl Fisher, Senior Director General of the Service Management Branch, Canada  
 Guy Gordon, Executive Director, Institute for Citizen-Centred Service, Canada  
 Moderator: Abdulla Al Basti, Director General, Executive Office, Government of Dubai, United Arab Emirates



## ‘Australia: Models of Citizen-centric Service Provision’

This workshop examined the service model that Centrelink has adopted, which sets as an exemplary service provider for other governments to emulate. It also highlighted the key channels for service delivery and the main pillars for guaranteeing service quality and efficiency.

Speaker:  
HE Grant Tidswell, Chief Executive, Centrelink, Australia  
Moderator: Abdulla bin Touq, Head of Infrastructure and  
Environmental Policies, Prime Minister’s Office,  
United Arab Emirates







## ‘South Korea: Innovation in the Government Sector’

This workshop examined how Korea built and developed an innovation culture to improve and enhance the quality of its services, and the main take-aways from this fascinating experience.



Speakers:

HE Chang Kyung-Soon, Director General, International Affairs, Public Procurement Service, South Korea

Hwang Jong-Sung, Assistant Mayor of IT (CIO), Seoul Metropolitan Government, South Korea

Kwak Byeong-Jin, Director, Informatization Division, Policy Planning Bureau, Ministry of Public Administration, South Korea

Moderator: Mohammed Gheyath, Executive Director for Technology Development, TRA, United Arab Emirates





## ‘Brazil: Accessibility and Efficiency in Government Service Delivery’ (in cooperation with FGV)

This workshop showcased how the Brazilian Government increased accessibility to its services and enhanced the citizen experience in a short span of time.

### Speakers:

HE Luiz Alberto dos Santos, Deputy Minister for Analysis and Follow-Up of Governmental Policies, Brazil

Dr. Bianor Scelza Cavalcanti, International Director of Fundação Getulio Vargas, Brazil

Dr. André Victor Barrence, DP and CEO, Minas Gerais State Office for Strategic Priorities, Brazil

Moderator: Maryam Al Suwaidi, Deputy CEO, Securities & Commodities Authority, United Arab Emirates



## ‘United Nations Public Service Award’ Workshop (1)

Innovation in Regulatory Reform and Administrative Simplification for Effective Service Delivery:

The workshop reviewed the experience of Mexico (1st place winner of UNPS Award in 2011) and Netherlands (2nd place winner of UNPS Award in 2011)



Speakers:

Uriel Marquez Carrazco, Former Secretary for Civil Service, Mexico

Jose Manuel Sucre-Ciffoni, Program Manager, United Nations Department of Economic & Social Affairs

Rosalie Brasz, Director, Model Knowledge Center, The Netherlands

Moderator: Colonel Aziz Al Ameri, Director, Strategy & Performance Development, Ministry of Interior, United Arab Emirates



## ‘United Nations Public Service Award’ Workshop (2)

Innovation in Public Governance through Networks and Partnerships:  
The workshop reviewed the experience of Japan, Saga Prefectural  
Government: Collaboration Testing (UNPSA 2010 1<sup>st</sup> Place  
Winner in Category 3: Fostering Participation in Policy-  
Making Decision through Innovative Mechanisms)  
and Innovation “SAGA” Project (UNPSA 2010 2<sup>nd</sup> Place Winner in  
Category 4: Advancing Knowledge Management in Government)



Speakers:

HE Dr. Hiroichi Kawashima, Special Advisor & ex-CIO, Government of Saga, Japan

HE Kenichirou Yamada, Executive Director, Saga Civil Activities Support Center, Government of Saga, Japan

Hiroko Fujisaki, Unit Chief, Human Resource Development and Organizational Culture Group, Government of Saga, Japan

Ulrich Graute, Senior Advisor, United Nations Department of Economic & Social Affairs

Moderator: Abdulla bin Touq, Head of Infrastructure and Environmental Policies, Prime Minister's Office, United Arab Emirates



## 'United Nations Public Service Award' Workshop (3)

### Innovation in e-Services:

The workshop reviewed the experience of Republic of Korea, Ministry of Public Administration and Security – 24-hour e-Services for the Public (UNPSA 2011 2<sup>nd</sup> place Winner).

#### Speakers:

Jeong Min Sun, Deputy Director, e-Public Service Division,  
Ministry of Public Administration and Security, South Korea  
Dr. Byong Seob Kim, Professor, Seoul National University,  
South Korea

Anni Haataja, Information Management Officer, DPADM/  
UNDESA

Moderator: Mohammed Gheyath, Executive Director for  
Technology Development, TRA, United Arab Emirates





## ‘The UAE Federal Government Experience in Developing Government Services – The Emirates Government Service Excellence Program’

This session highlighted the objectives of the Program as well as its main projects and initiatives.



### Speakers:

HE Hessa Essa Bu Humaid, Executive Director, Excellence Sector, Prime Minister's Office, United Arab Emirates  
Eng. Abdullah Al Kudaim, Executive Director, Engineering Affairs & Housing, Sheikh Zayed Housing Program, United Arab Emirates  
Lt. Colonel Nasser Khadem Al Kaabi, Director, Customer Services, Ministry of Interior, United Arab Emirates  
Mohammad Sulaiman Al Balushi, Director, Department of Zakat Beneficiaries, United Arab Emirates







## ‘The UAE Experience in Government Services- The Abu Dhabi Experience’

This session gave an overview of the customer experience in Abu Dhabi, including the main drivers for customer satisfaction across a number of service areas such as education and health.

### Speakers:

Yasir Al Naqbi, Director, Abu Dhabi Excellence Program, General Secretariat of Executive Council, United Arab Emirates  
 Abdul Karim Al Raeesi, Director, Strategy & Planning, Abu Dhabi Systems & Information Centre, United Arab Emirates  
 Shamsa Almheiri, Manager, Corporate Excellence Business, Abu Dhabi Healthcare Services (SEHA)  
 Khalifa Salem Al Mansoori, Executive Director, Area Services Sector, Western Region Municipality, United Arab Emirates  
 Salem Al Sayari, Executive Director of the Support Services Sector in Abu Dhabi Education Council, United Arab Emirates



## 'The UAE Experience in Government Services – The Dubai Model'

This session detailed the Dubai Model for Government Services and how it addressed and overcame its implementation challenges, as well as the future of service improvement in Dubai.

### Speakers:

Eman Al Suwaidi, Director, The Dubai Model Centre, United Arab Emirates

Dr. Wafa Abu Snaineh, Advisor, The Dubai Model Centre, United Arab Emirates

Major General Abdul Quddus Al Obaidaly, Director General, Total Quality Management, Dubai Police, United Arab Emirates

Mohammed Shael Al Saadi, CEO, Business Registration & Licensing, Department of Economic Development, Dubai, United Arab Emirates

Ahmed AbdulSalam Kazim, Director, Strategy & Corporate Excellence Department, Dubai Customs, United Arab Emirates

Ahmad Hassan Mahboub, Director, Customer Services, Roads & Transport Authority, Dubai, United Arab Emirates

Eng. Khalid AbdelRahim Abdullah, Director, Human Resources, Dubai Municipality, United Arab Emirates





## ‘Education and Employment’

With a view to achieve the UAE Vision 2021 this session focused on preparing the coming generations for the labour market, and equipping them with the necessary skills to access the labour market.



### Speakers:

HE Dr. Mugheer Khamis Al Khaili, Director General of Abu Dhabi Education Council, United Arab Emirates  
HE Abdul Aziz Al Ghurair, Chief Executive Officer, Mashreq Group & Chairman of AlGhurair Investment, United Arab Emirates  
HE Ali Mehad Ali Al Suwaidi, Acting Undersecretary, Ministry of Education, United Arab Emirates  
Dr. Abdulla Al Karam, Chairman of the Board of Directors & Director General, Knowledge and Human Development Authority, Dubai Government, United Arab Emirates  
Eng. Hussain Ibrahim Al Hammadi, Director General, Abu Dhabi Technical & Vocational Education & Training Center, United Arab Emirates

Dr. Ali Rashed Al Noaimi, Chancellor of UAE University, United Arab Emirates  
Dr. Abdulrahman Al-Awar, Director General of the Federal Government Human Resource Authority, United Arab Emirates  
HE Nasser Al Hamli, Undersecretary, Technical Affairs Office of HH Minister of Presidential Affairs, United Arab Emirates  
HE Nasser Butti Al Shamsi, Director General of National Human Resource Development & Employment Authority, United Arab Emirates  
Moderator: Dr. Khalifa Al Suwaidi, Assistant Professor, UAE University and Presenter & Script Writer 'Step' Program, United Arab Emirates





## ‘The Health Sector in the United Arab Emirates – Quality and Competence in Health Service Delivery’

This workshop discussed the government’s priority action of healthcare within the framework of its Vision 2021.’

### Speakers:

HE Dr. Salem Al Darmaki, Acting Undersecretary, Ministry of Health, United Arab Emirates  
 Laila Al Jassmi, CEO, Health Policy & Strategy Sector, Dubai Health Authority, United Arab Emirates  
 Dr. Jamal Mohammed Al Kaabi, Director, Department of Customer Service and Institutional Communication, Health Authority, Abu Dhabi, United Arab Emirates  
 Faisal bin Juma Belhoul, Vice Chairman, Belhoul Group, United Arab Emirates  
 Moderator: Colonel Dr. Ali Singel, Director, Dubai Police Health Center, United Arab Emirates



## ‘Youth: Issues and Aspirations’

This workshop discussed the aspirations and issues, and examined the support offered to them by both the government and private sectors.

### Speakers:

HE Major General Mohammad Ahmed Rashid Al Marri, Director General, General Directorate Residency & Foreigners' Affairs, Dubai, United Arab Emirates

Maryam bin Fahad, Executive Director, Dubai Press Club, UAE

Sarah Yousef Al Amiri, Head of Research & Development, EIAST, UAE

Anas Bukhash, COO of the UAE Pro League, UAE

Moderator: Ahmad Al Mansouri, Member, Federal National Council, UAE







## ‘Models of Government Excellence in the United Arab Emirates’

This session highlighted the experiences of the different Government Excellence Programs in the United Arab Emirates, as well as their plans to build on past achievements and ensure that excellence is achieved and maintained across all stakeholders.

### Speakers:

Ahmad Abdullah Al Nuseirat, Coordinator General, Dubai Government Excellence Program, United Arab Emirates  
Hessa Essa Bu Humaid, Executive Director, Excellence Sector, Prime Minister's Office, United Arab Emirates  
Yasir Al Naqbi, Director, Abu Dhabi Excellence Program, General Secretariat of Executive Council, United Arab Emirates  
Dr. Mohammad Abdullatif Khalifa, Director General, Sheikh Saqr Program for Government Excellence, United Arab Emirates  
Sultan Al Rumaithi, Coordinator General, Ajman Excellence Program, United Arab Emirates  
Moderator: Eisa Kazim, CEO of Dubai Financial Market, United Arab Emirates



## ‘Lessons from the Private Sector’

This workshop shed light on the practices and approaches used to provide services in leading private sector companies, and explored their adaption and application in the public sector.



### Speakers:

Osman Sultan, Chief Executive Officer, du, United Arab Emirates

Faisal Al Bannai, Chief Executive Officer, Axiom Telecom, United Arab Emirates

Peter Baumgartner, Chief Commercial Officer, Etihad Airways, United Arab Emirates

Moderator: Saeed Al Eter, Executive Director, Government Communication Office, United Arab Emirates





## ‘The Role of Social Entrepreneurship in Advancing Government Services’

This workshop highlighted successful social businesses and their role in supporting governments in delivering their services.

Speakers:  
 Khalid Alkhudair, Founder & Executive Director, Glowork, Kingdom of Saudi Arabia  
 Rana El Chemaitelly, Founder, The Little Engineer, Lebanon  
 Raida Al-Zu'bi, Founder and Managing Partner, Tanmeyah Consulting, United Arab Emirates  
 Leila Ben-Gacem, Senior Manager, Entrepreneurship Development Department, Khalifa Fund, United Arab Emirates  
 Moderator: Hasan Abdulla Al Mazrouei, Head of Public Relations, The Office of the Crown Prince of Dubai, United Arab Emirates





## Glimpses of the Summit



Glimpses of the Summit































































Countries' booths at the Government Summit – Knowledge Market





Online Registration for the Government Summit Sessions and Workshops







Sustainability Green Summit



Etihad – The official carrier for the Government Summit







HE Mohammed Abdullah Al Gergawi, Minister of Cabinet Affairs and Chairman of the Government Summit Organizing Committee, with the team at the closing of the Summit.





Government Summit Team



