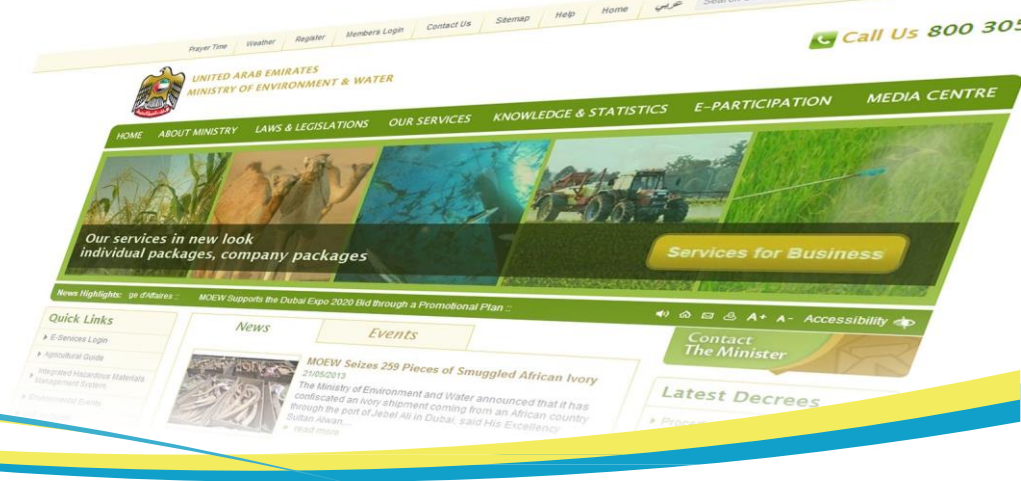


Ministry Of Environment and Water



Ministry of Environment and Water

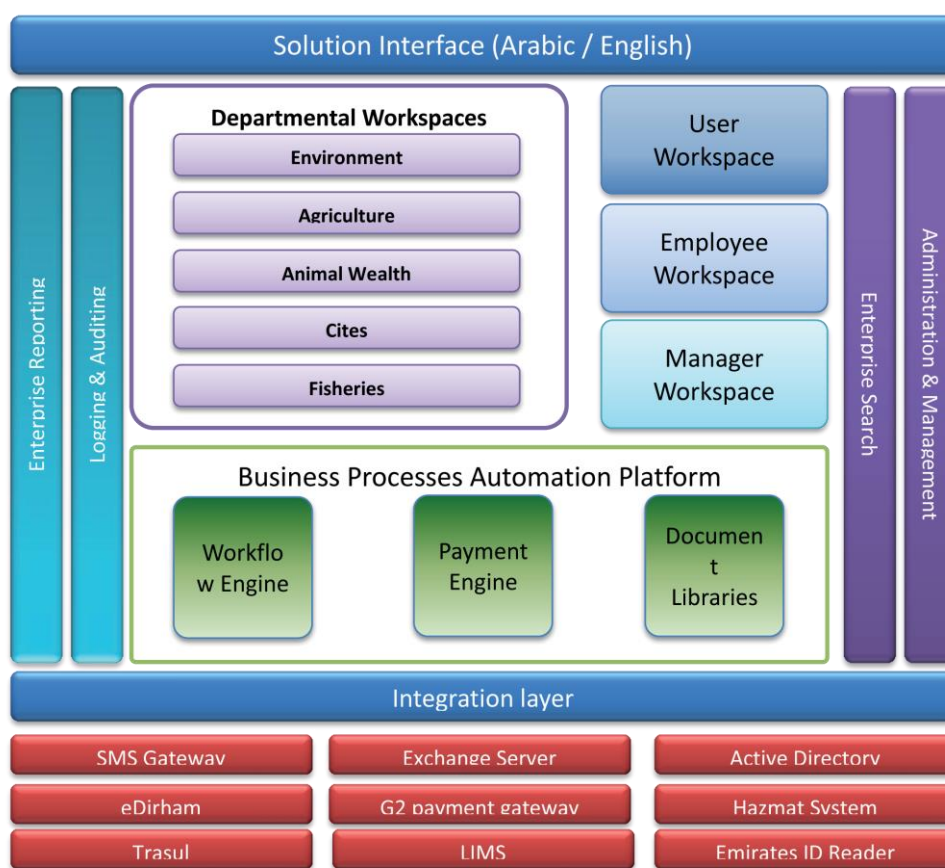
UAE – Dubai
Number of Business Processes: 112
Website: <http://moew.gov.ae>

Project Background

- **Project Objective:**
Enable efficient, optimized business flows to ensure rapid fulfillment of citizen requests
- **Business Challenges / Drivers:**
 - The ministry has multiple customer service centers across UAE which resulted in high cost of operation, monitoring and auditing
 - Also the standardizing the business process across these centers was very hard
 - Customers were facing challenges to finalize customers' transactions
 - Slow process
 - Customers had to come multiple times to the ministry at different stages
 - Having multiple service centers and lack of communication channels between these centers resulted in a large overhead and an increase in the number of employees across the ministry
 - Manual payment calculation produced many errors and resulted in customers' complains and disputes
 - The Ministry was unable to meet its ambition to modernize its services and ease the life of its customers
 - Lack of up to date process documentation
 - Duplication of effort of data entry and validation
 - Lack of visibility and control
 - Isolated internal systems
 - Lack of reporting capabilities

Solution Description

• Solution overview:



The above diagram shows the main building blocks of the solution provided to MOEW.

Benefits

- Enabled MOEW to standardize business processes across different employees and service centers.
- Providing a reliable communication network between all service centers gave MOEW the ability to utilize their employees in a more efficient way.
- Automating the business processes guided MOEW to enhance their services and optimize the operation costs.
- The internet portal enables customers to complete their services with zero visits to the ministry. This includes filling in the service forms, attaching the needed documents, online payment of the service fees, and printing the certificates online.
- The solution provides a centralized gateway for monitoring and auditing, as well as providing MOEW managers with reports that gave them a visibility of the ministry performance and KPIs.
- Provides each employee with his own workspace (dashboard) to manage his tasks, edit the service information, release the tasks, search completed requests, search my tasks, administrative services, register companies or individuals, and view reports.
- Enables MOEW staff to accomplish their tasks quickly and efficiently.

Solution Snapshots

- Below are some screen shot of the current live system:

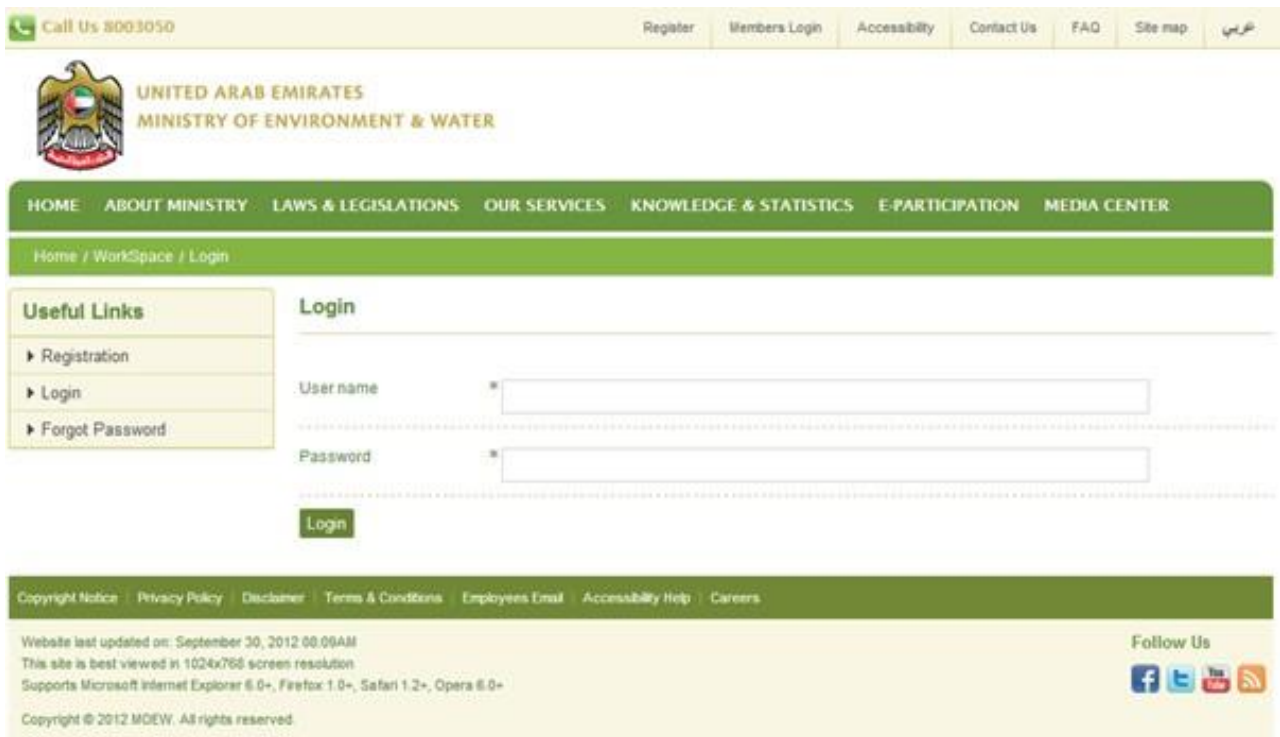


Figure 4 Internet Portal - Login Screen

Useful Links	
▶ Initiate Request	
Ongoing Requests	
▶ Pending On Payment	(7)
▶ Sent Back	(1)
▶ In Progress	(7)
Closed Requests	
▶ Rejected	(0)
▶ Canceled	(0)
▶ Finished	(29)
▶ All	(44)

Initiate Request

Fields marked with (*) are mandatory.

Category	*	--Select--	▼
Service Type	*	--Select--	▼
Service	*	--Select--	▼

Go

Figure 6 Internet Portal - Initiate New Request

Figure 5 Internet Portal - Useful Links

Search Requests

Status --Select--	Category --Select--	Service Type --Select--
Service --Select--	Request Number <input type="text"/>	From <input type="text"/>
To <input type="text"/>	Clear Filters <input type="button" value="Search"/>	

page 1 of 4

view

Request Number	Request Date ▼	Service	Status	Open Request
AWD-04042013-8750	04/04/2013 06:11:55 PM	Animal Farm Licensing	Finished	
AWD-04042013-8749	04/04/2013 06:01:48 PM	Animal Farm Licensing	Finished	

Figure 7 Internet Portal - Search Requests

Request Number	Request Date ▼	Service	Status	Open Request
AD-04042013-8727	04/04/2013 02:03:53 PM	Request for agricultural activity license	Pending On Payment	
APH-04042013-8725	04/04/2013 01:53:46 PM	Issuance Health Certificate for Export / Re-Export of Live Animals	Pending On Payment	
APH-04042013-8723	04/04/2013 01:52:02 PM	Issuance Health Certificate for Export / Re-Export of Live Animals	Pending On Payment	
APH-04042013-8722	04/04/2013 01:48:06 PM	Issuance Health Certificate for Export / Re-Export of Live Animals	Pending On Payment	

Figure 8 Internet Portal - User Workspace

Payments List

Fee ID	Fee Code	Fee Name	Quantity	Fee Value (Dirham)
34	1454060007	500 Dirham fees for trading in Fertilizers, Pesticides or Seeds for each activity.	1	500

Total Amount 500 Dirham

Payment Type *

Payment Terms and Conditions Please read the Payment Terms and Conditions from [Here](#)

I have read the Payment Terms and Conditions

Figure 9 Internet Portal - Payment Step

Add Message

Message Body

255Characters Left

Attachment Upload |

Add Message

Previous Messages

MessageType	MessageDate	Sender	Message	Attachments
Public	4/8/2013 12:05:20 PM	المستعمل	New Message	

Figure 10 Internet Portal - Follow up Screen

Available Tasks

Emirate Dubai	Area Dubai Office	Customer Service Center Dubai center
Status --Select--	Category --Select--	Service Type --Select--
Service --Select--	Request Number <input type="text"/>	Participant Number <input type="text"/>
From <input type="text"/>	To <input type="text"/>	Clear Filters <input type="button" value="Search"/>

page 1 of 87 ... 10 20 30 40

Request Number	Request Date	Service	Status	Requested From	Open Request	Reception
FW-07042013-8781	07/04/2013 04:37:32 PM	Export Permit For Fisheries	Pending On Payment	antwan company		
FW-07042013-8780	07/04/2013 04:35:57 PM	Export Permit For Fisheries	Pending On Payment	antwan company		

Figure 11 Intranet Portal - Employee Workspace

Tasks

- ▶ Open Tasks (232)
- ▶ Available Tasks (1523)
- ▶ All (1755)

Useful Links

- ▶ My Requests
- ▶ Search Requests
- ▶ Registration
- ▶ Search Person and Company

Figure 10 Internet Portal - Follow up Screen

What Do You Want To Do Now

Accept Reject Send Back

Add Internal Message

Add Message To Initiator

Previous Messages



There is no search results available

Figure 13 Intranet Portal - Request Follow up

Previous Actions

User Name	Task	Decision	PickUp Date	Finish Date
itsherka	Initiate	Initiate	04/04/2013 03:48:20 PM	04/04/2013 03:48:20 PM
itsherka	Payment	Submit	04/04/2013 03:48:30 PM	04/04/2013 03:49:27 PM
cs1	Responsible Employee Review		08/04/2013 12:18:54 PM	

Figure 14 Intranet Portal - Request Log

Search Person and Company

Registration type

Organization

Authority number	Organization arabic name	Organization english name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Organization legal status	Trade license number	Industrial license number
--Select--	<input type="text"/>	<input type="text"/>
Emirate	Geographical area	Customer service center
--Select--	--Select--	--Select--
Mobile number	Certificate Number	
<input type="text"/>	<input type="text"/>	
Clear Filters		<input type="button" value="Search"/>

Figure 15 Intranet Portal - User Search

- ◆ **Management of public lists**
- ◆ **Manage Attachment**
- ◆ **Manage Import and Releases**
- ◆ **Managing Payments**
- ◆ **System Administration**
 - ◇ Automatic EndService Manegment
 - ◇ Manage Groups Procedures
 - ◇ Manage Certificate E-Signature
 - ◇ System Configuration
 - ◇ Manage services certificates
 - ◇ Manage procedures
- ◆ **Animal Affairs**
- ◆ **Agricultural Affairs**
- ◆ **Farmer Community Development Administration**
- ◆ **Managing Fisheries**

Figure 16 Intranet Portal - Administration Screen