Aiming at Setting a Unified Methodology for the Identification and Documentation of Services Procedures in 42 Government Entities

Abu Dhabi Executive Committee Adopts the Guide of Identification of Services and Documentation of Procedures in the Government Entities in Abu Dhabi

- The Guide clarifies the main standards for the documentation of the procedures of services provided to customers
- The Guide enables the government entities to set the principles of identifying and naming the services
- This Guide applies to all the services provided to customers in government companies and entities
- The governmental services data were updated and classified within unified lists

Abu Dhabi, 8 June 2016: The Executive Committee at the Executive Council in the emirate of Abu Dhabi, presided by H.E. Saeed Eid Al Ghafl, Chairman of the Executive Office, adopted the Guide of Identification of Services and Documentation of Procedures, in order to improve the public experience with 42 government entities. This comes out of the strong belief in the importance of enhancing the level of services provided by the government companies and entities and improving and facilitating the government services, in line with the objectives of Abu Dhabi plan on the importance of the provision of an excellent service and experience for users.

The Guide, which was developed in cooperation with government entities in Abu Dhabi and the Executive Office, constitutes an instructional guide that enables the entities to achieve excellence in providing services and setting principles for the identification of services and documentation of the relevant procedures, and enables the government entities employees working in the field of customer service to understand the mechanism of services provision which was developed according to the best local and international standards in the field of services.
The Guide aims at improving the quality of governmental services by working on various key aspects, i.e. identification of services, naming of services, documentation of procedures, documentation of the customer journey, constant updating and improvement, so as to enable government companies and entities to use a unified methodology to identify and name the services provided by government entities. Furthermore, the Guide seeks to guide the entities and raise their awareness about the importance of documenting and constantly improving the procedures of services, as well as it aims at highlighting the service provision channels. The Guide discusses in detail the phase of preparation of the identification card of the service along with its elements and importance in determining the principles of service. The Guide also explains the phase of designing procedures and highlighting their importance, as well as the importance of documentation of the customer journey in all its phases in the entity so as to obtain the required service and assess this improvement in the achievement through the performance indicators specified in the Guide to achieve the relevant objectives.

The issuance of the Guide is considered a supporting step to the “Government Services Update and Classification” project which aims at creating a unified list of all the data related to the governmental services provided to customers. This resulted in achieving the first phase of the project implementation, i.e. the classification of all the governmental services in Abu Dhabi and in a guide of identification of services and documentation of relevant procedures so as to allow the government entities to document the procedures of services, provided that the second phase of the “Government Services Update and Classification Services” will be completed within the upcoming three months during which work will be performed in cooperation with the government entities to complete the services data.

The Guide also discusses the methodology of identification of services and documentation of relevant procedures in a specialized way. It also highlights the structure and classification of services, explains the unified mechanism of customers classification and services naming and includes the performance indicators that enable the entities to measure and follow up their performance in order to achieve the objectives of government entities in the field of customer satisfaction.
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Press Release issued by the Office of Government Communication at the General Secretariat of the Executive Council