At DGA we have been looking at various international and national approaches. In practice, we have for the past decade looked at monitoring and measuring the supply side and quality of government websites, apps and online services. Our aim has been to create a more uniform experience tothe benefit of the end-user and a more cost-efficient approach to IT investments. Since 2019 we have had an increased focus on user-centricity and quality but also on benefit realization.
With the smart and sustainable city and community strategy, we are linking specific strategic objectives to various national strategies and their objectives, not least Vision 2030 but also the National Digital Government Strategy. Currently we are looking at piloting our national measurement framework to a set of cities.

Coordination, cooperation and collaboration! Guided by a national vision, specialized strategies and specific activities. Naturally, this must be underpinned by a strong cross-governmental governance model. Our experience emphasis the importance of both operational working groups but also the importance of high-level steering committees to ensure that unforeseen problems - or a lack of compliance - are solved in an open and frank dialogue amongst key stakeholders.
While we aim for consensus, we sometimes have to cut through, to move forward and optimize the benefits for all Saudis and not just the single ministry or user-group. As we move towards a user-centric, wholistic approach to service production, delivery and decision making, the role of strategic vision, and a governance approach anchored in coordination, cooperation and collaboration becomes increasingly evident and important – a fact also emphasized by the covid pandemic.