

United Arab Emirates
Federal National Council



الإمارات العربية المتحدة
المجلس الوطني الاتحادي

Systems & Applications used in Federal National Council

Systems and Applications Implemented in FNC

Main Topics :

1. Redeveloping FNC website :
2. Developing the E-Services and E-Sharing.
3. FNC Smart Parliament Assistant .

Redeveloping FNC website :

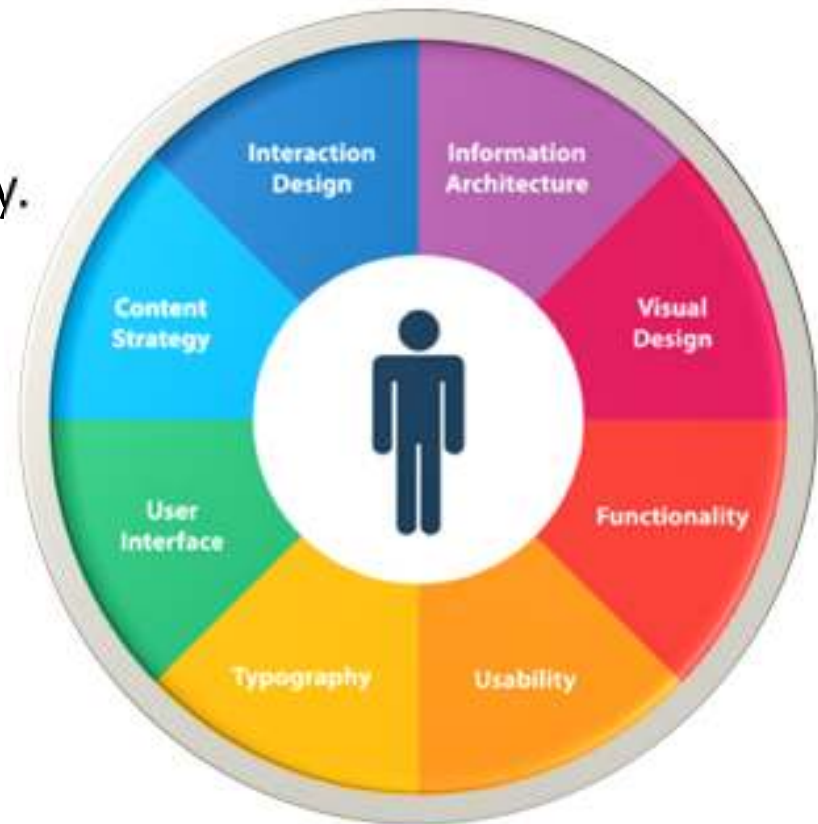
Main difficulties and challenges in the old website

- Un consistency structure .
- Lack of E-Services and E-Participations .
- The site was not fully functional and didn't follow the government's standards .
- The users were unable to interact with the website content, therefor they were unable to share their comments.
- The site was not fully integrated with other application, like E-Parliament , E-Media Center and Parliament Assistant system (Members Portal) .

Redeveloping FNC website :

Main Features and Functions included in the new development :

- Enhance the FNC website usability.
- Apply the E-Government standards for the E-Portals that includes :



1- Redeveloping FNC website :

- The page headings in the website is properly reflected to each page's content.
- New links added on FNC website to download media plug-in for the various technologies used on the site.
- All links in the website highlighted, and they correctly match appropriate destination page headings
- All pages structures and the location of all standard items consistent throughout the website .
- All images have 'alt' tags with clear image description.
- The body of the website has been included with breadcrumb trails.
- The website now Uses markup and style sheets.
- FNC website became search engines friendly.
- FNC website is comply with AAA accessibility feature in an addition to other W3C standards.

- FNC Website design has been improved to comply with all standard design and layout guidelines (colors, fonts, logo, etc) .
- The body of the website includes all essential standard elements, including content, body links and breadcrumb trails
- The global footer of the website has include : privacy policy, terms & conditions, disclaimer, accessibility, copyright, last updated statement, screen resolution, and browser support statement .
- The website became browser-independent and cross-browser compatibility.
- The website has been supported by text to speech tool.
- The website has include a physical address, contact info and an online form in the contact us section.

2- Developing the E-Services and E-Sharing.

- The new development process focuses on creating and enhancing new E-Services, E-Sharing and E-Participations.
- Below are the main new features that have been implemented on FNC website :
 - a) Share your thoughts
 - b) Communicate with FNC Members
 - c) Complaints
 - d) Social Media Channels

a) Share Your Thoughts

FNC has developed a smart method to reach the UAE citizen by sharing with them all laws and decisions that still not approved yet . And take their feedback about it . This way of engagement between the government and the citizen has been implemented on FNC website.

All comments and feedback received from the citizens automatically directed to specialized committees inside General Secretariat to study and follow these comments or thoughts .



b) Communicate with FNC Members

This improvement has give the change for citizens to directly contact and communicate with FNC members.



المستشار والمزيد من المعلومات، الصوابنا الان

الإستيف الكامل

الاسم

البريد الإلكتروني

الهاتف المتحرك

الهاتف

هل لديك عمل خاص؟

نعم لا

إت وجد، مافوق؟

الرسالة

93F5

إرسال

تواصل مع الاعضاء

تواصل مع اعضاء المجلس الوطني
في دولة الامارات العربية المتحدة



c) E-Complaints :

Other feature that was added to FNC website to facilitate passing any complaints to FNC.

Each complain has a unique reference number where the user can get updated with the current status of his complaint. Also the system will keep updating the user by sending email or SMS.



The screenshot shows the FNC website's E-Complaints form. The form is titled "للتسجيل والمزيد من المعلومات، اتصاؤنا الآن" (For registration and more information, contact us now). The form fields include:

- الاسم الكامل (Full Name)
- العنوان (Address)
- البريد الإلكتروني (Email)
- الهاتف المنزلي (Home Phone)
- الهاتف (Phone)
- هل لديك عمل خاص؟ (Do you have a private business?) with radio buttons for "نعم" (Yes) and "لا" (No)
- إت وخذ، مهنياً (Professionally, take and get)
- الرسالة (Message)

At the bottom right of the form, there is a red button labeled "93F5" and a "إرسال" (Send) button. To the right of the form, there is a section titled "الشكاوي" (Complaints) with an envelope icon and the text: "هي 'الشكاوي' التي يمكن المجلس أن يتلقاها ضد جهات حكومية اتحادية وفق شروط معينة" (It is 'complaints' that the Council can receive against certain government entities according to certain conditions).

d) Keep in Touch :

FNC has considered the 2 way of communication between Members and Public.

A new alert feature has been added on the site to keep all registered users updated with the latest news, events or announcements.



e) Social Media Channels

Since the beginning of the Social media revolution, FNC has decided to interact with the public through various social network, such as Facebook, Twitter and Instagram.



3- FNC Smart Parliament Assistant

This service helps members to do their jobs easily, regardless of where they are located. The system is based on MS SharePoint, and it's connected to different controls inside FNC to pull different types of information.

This service acts as a smart assistant to remind members about their meetings , sending speech request ,helping them to follow up with all meetings results and alert them with all attachments that may have been added after the end of each session.

FNC Smart Parliament Assistant (features)

- List of all coming meetings.
- List of all meetings attachments .
- Shows the latest updates on the meetings.



The screenshot displays the user interface of the FNC Smart Parliament Assistant. At the top, there are navigation options: 'أحدث الإجتماعات' (Latest Meetings), 'بحث متقدم' (Advanced Search), and 'ارشيف الاجتماعات' (Meeting Archive). Below this, a list of meeting updates is shown. The first update features a photo of the Chairman of the FNC and the text 'كلمة رئيس المجلس الوطني الاتحادي' (Speech of the Chairman of the FNC) and 'الأخوات و الأخوة نرحب بكم في صفحتكم أملين أن تكون الخدمات' (Sisters and brothers, we welcome you to our page, hoping that the services will be). A red arrow points to the 'آخر التحديثات' (Latest Updates) section, which lists '13 من المرفقات تم اضافتها على اجتماعات سابقة و لم يتم الاطلاع عليها' (13 attachments added to previous meetings and not yet viewed) and '1 من مضابط الجلسات تحت التصديق' (1 of the minutes of the sessions under review).

d) List of Attachments that have been added to the previous meetings and have not been seen by the member .

المرفق	الاجتماع	النوع	التاريخ
تقرير الجلسة السابعة عشرة المعقودة بتاريخ 25-6- 2013م.pdf	الجلسة السابعة عشرة	تقرير الجلسة	6/25/2013
موجز قرارات الجلسة 17_المعقود بتاريخ 25- pdf.2013-06	الجلسة السابعة عشرة	موجز الجلسة	6/25/2013
مضبطة الجلسة 16- الدور 2 - الفصل 15.pdf	الجلسة السادسة عشرة	مضبطة	6/11/2013
مضبطة الجلسة 15- الدور 2 - الفصل 15.pdf	الجلسة الخامسة عشرة	مضبطة	6/4/2013
مضبطة الجلسة 14- الدور 2 - الفصل 15.pdf	الجلسة الرابعة عشرة	مضبطة	5/28/2013
جدول أعمال الجلسة العاشرة - الفصل الخامس عشر - الدور الثاني.pdf	الجلسة العاشرة	جداول الأعمال	4/23/2013
مضبطة الجلسة العاشر - الفصل الخامس عشر - الدور الثاني.pdf	الجلسة العاشرة	مضبطة	4/23/2013
مضبطة الجلسة التاسعة - الفصل			3/18/2013

عدد المرفقات: 11

e) Show the Minutes of the meetings that is “under ratification”

مضابط جلسات تحت التصديق		
مضابط جلسات تحت التصديق		
الجلسة	تعليقاتي	المدخلات <<<
الجلسة السابعة عشرة		

g) List and display all meetings archives that each meeting member can request

- Notify the member with

Meeting time .

-Sending the member

general notifications

- Sending the member

Pre-saved notifications .



The screenshot displays the website interface for the Federal National Council of the United Arab Emirates. The top navigation bar includes links for 'جلسات' (Sessions), 'أخبار' (News), 'لجنة تنفيذية' (Executive Committee), 'هيئة المكتب' (Office Body), 'مجموعات برلمانية' (Parliamentary Groups), and 'الجمعية' (Assembly). The main content area is titled 'تفاصيل الاجتماع' (Meeting Details) and lists several meetings with their respective dates, times, and topics. The meetings listed are:

الوقت	التاريخ	الموضوع
AM 9:07	6/25/2013	جلسة السابعة عشرة : 503/2/15
AM 11:00	6/23/2013	الاجتماع التاسع لولاية مكتب المجلس في اور الاطفاة التي من العمل التشريعي الخامس عشر : 9/2/15
AM 9:15	6/11/2013	جلسة السادسة عشرة : 502/2/15
AM 9:14	6/4/2013	جلسة الخامسة عشرة : 501/2/15
AM 9:12	5/28/2013	جلسة الرابعة عشرة : 500/2/15

Below the meeting list, there is a section titled 'مجموعات أعمال الاجتماع' (Meeting Work Groups) with a list of topics and links to related content:

- الإعقبات <
- التصديق على مضبطة الجلسة <
- الإلتفاتات والمعاهدات الدولية التي أبرمتها الحكومة <
- الرسائل الواردة إلى المجلس <
- الرسائل الصادرة للحكومة <
- الموضوعات المطبوعة للعرض على المجلس <
- الإسئلة <

h) The Smart Parliament Assistant also allow the member to easily communicate with the public audience , where all comments , feedback received from the website is directly forwarded to the right members or committees through the system , also the members can reply back and interact directly with the citizen via the system .

- I) The member can use the system to request for a several services before ,during or after the meeting .

For example:

- Request for printing papers before the meeting.
- Request for presenting a presentation.
- Request for a technical support.
- Request for Public Relation Support.



طلب دعم شؤون الأعضاء

طلب دعم شؤون أعضاء

إضافة طلب جديد طلبات سابقة

إختار نوع الطلب
طلب معرف مسبقاً طلبات مطروحة طلب جديد

إختار الطلب من القائمة
طلب طباعة مستندات إختار المرفقات

نص الطلب

درجة الأهمية
عادي

إرسال الطلب إنهاء الأمر

- J) Directory List

- Offering a Directory list of internal and external entities.

دليل الاتصال	
دليل الاتصال	
الوزارات الاتحادية << وزارة التربية والتعليم >> منطقة الشارقة التعليمية << بوابات الجهة >>	
البريد الإلكتروني	shjzone@moe.gov.ae
العنوان	منطقة الشارقة التنظيمية ص. ب : 452
موبايل 1	06062482478
تلفون	065723082 - المباشرة 065723770
فكس 1	065733147 - 065725866

- K) Submit Suggestions

By using the Smart Parliament Assistant, the member became able to submit any suggestion all the time. Each submitted suggestion carry a digital signature of the member.



The screenshot shows a web application interface for submitting suggestions. At the top, there is a header with the text "نموذج تقديم مقترح" (Suggestion Submission Form) and a close button. Below the header, there are two tabs: "مقترحات سابقة" (Previous Suggestions) and "إضافة مقترح جديد" (Add New Suggestion). The main content area is a large text input field with a vertical scrollbar. Below the input field, there are several checkboxes: "الإقرار بحص اجتماع هيئة المكتب القادم" (I declare the next meeting of the Executive Body), "إضافة مرفق" (Add Attachment), and "حذف مرفق" (Remove Attachment). Below these checkboxes, there is a table with one column labeled "المرفق" (Attachment) and one row with the text "لا توجد مرفقات" (No attachments). At the bottom of the form, there are two buttons: "إغلاق" (Close) and "إرسال المقترح" (Submit Suggestion).

- L) Media Center

An integrated module with Smart Parliament Assistant , where the member can review and find all types of media files (Pics, videos , PPT , PDF ..etc) and also can download it ,share it or send it by email . Member can easily find media belongs to him/her only by filtering the content based on his/her name . Then the member can export all search result as one downloadable zipped file .



• M) Surveys

The system can generate a dynamic survey that helps in conducts audience feedback about different vital issues . All surveys result can be analyzed to generate statistical and analytical report that helps members in making the decisions .

استبيان حول الخدمات التي تقدمها
إدارة العلاقات العامة والبرامج وشؤون الأعضاء

أصحاب السعادة / أعضاء المجلس الوطني الاتحادي
الموقرين

السلام عليكم ورحمة الله وبركاته ... وبعد،

انطلاقاً من حرص الأمانة العامة للمجلس الوطني الاتحادي على تلبية كافة الاحتياجات المختلفة الخاصة بأصحاب السعادة أعضاء المجلس الوطني الاتحادي بالجودة والسرعة المطلوبة، وبما يمكن إيجاباً على معدل القول عن الخدمات المطلوبة، وسعيًا منا في تحقيق ذلك، فمنا بإعداد هذا الاستبيان بهدف دراسة مستوى الخدمات المقدمة وتقييمها والسعي لتطويرها.

وعليه نرجو من سمتلكم التكرم بتحيةة هذا الاستبيان الذي سيتم التعامل معه بمهنية وشفافية والمرحوخة تحقيقاً للهدف الأسمى وهو تطوير الخدمات المقدمة.

شاكرين لكم حسن تعاونكم الدائم معنا...

وتفضلوا بقبول فائق الاحترام والتقدير،،،

شغفنا هذا بتطوير على تفصيلات اخرى

إدارة العلاقات العامة والبرامج وشؤون الأعضاء

التعامل مع الإدارة:

عربي
اسوي
شعري

التقييم

ممتاز	جيد	ضعيف			
5	4	3	2	1	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	مدى الرضا عن تقديم الضيافة
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	مدى الرضا عن سرعة الاستجابة لتقييم الضيافة
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	مدى ملائمة نوعية الضيافة المقفمة اثناء الجلسات
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	مدى ملائمة نوعية الضيافة المقفمة اثناء اجتماعات اللجان
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	ما هو رأيك بمستوى مقفمي الضيافة
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	ما هو مستوى الضيافة بشكل عام

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Thank You.