eGOVERNMENT
EXCELLENCE
AWARD 2017

eGOVERNMENT
EXCELLENCE AWARD 2017

#egovaward

INFORMATION &
eGOVERNMENT AUTHORITY

eGOVERNMENT EXCELLENCE AWARD 2017

Held under the patronage of
HIS HIGHNESS SHAIKH MOHAMMED BIN MUBARAK AL KHALIFA
Deputy Prime Minister
Chairman of the Supreme Committee for Information and Communication Technology

MESSAGE FROM
HIS HIGHNESS SHAIKH MOHAMMED BIN MUBARAK ALKHALIFA, DEPUTY PRIME MINISTER AND CHAIRMAN OF THE SUPREME COMMITTEE FOR INFORMATION & COMMUNICATION TECHNOLOGY

In line with the Kingdom of Bahrain's keenness to have an exceptional position in today's world where information has become highly significant through its contribution in linking all fields of life; Bahrain has given the ICT sector great importance and supported in making a knowledge-based economy by including it in the Government Work Plan owing to its direct role in supporting development projects and attracting investments.

The launch of the eGovernment Excellence Award in 2008 has enhanced government's direction in spreading the culture of knowledge, established foundations of online excellence and distributing it amongst the society sectors, segments and institutions. Since it was introduced, the award was inclusive in understanding and highlighting all national initiatives. It also played a role in highlighting the national businesses and initiatives in the ICT arena until it became a merging point for government organizations to reach national excellence. Furthermore, it became a meeting point for exchanging ideas and successful experiences in the field of best innovative practices applied internationally.

In its ninth edition this year, the award contributes in developing the addressed programs, services and work as well as improves them according to the latest technological advancements by accurate assessments provided by jury members who are experts in the ICT fields. With that said, the award would have confidently walked its path to achieve its aimed goals in order to encourage the spirit of initiatives and deliver the best national practices of eTransformation – in support of the eGovernment Work Program to become a channel of communication with the latest updates in this vital field.

We look forward to continue receiving participations in the upcoming editions of the award which has become a platform of encouraging innovation and excellence. I congratulate all winners for their outstanding projects that have truly deserved the honor of winning. I also value all participant's efforts and contributions for this year's award, wishing them all the best and success in making a better future for the good and benefit of all.

MESSAGE FROM
H.E. LT. GENERAL SHAIKH RASHID BIN ABDULLA ALKHALIFA

As part of Bahrain's Economic Vision 2030, established by His Majesty the King and based on guiding principles of sustainability, competitiveness, justice and transition from a regional pioneer to a global contender; national efforts – on all levels – have continued to develop governance, internal management and utilization of the latest technology in the eGovernment arena.

As a result, the eGovernment Excellence Award was launched. We stand here today, celebrating the award's ninth year of becoming one of the national achievements that contributed to enhancing the information and communication technology in the Kingdom of Bahrain. It was created in an aim to implement the economic vision of His Majesty along with the support of the government. The award generates an environment that encourages creativity, innovation and the ability to employ up-to-the-minute technologies in the ICT arena to reflect the remarkable image of the Kingdom in developing the work of various sectors.

The award - held under the patronage of H.H. Shaikh Mohammed bin Mubarak AlKhalifa, Deputy Prime Minister, Chairman of the Supreme Committee for Information & Communication Technology (SCICT) – is an appreciation of the national efforts in the ICT arena. Since its launch, it was able to establish a local weight amongst all stakeholders within the IT sector as it embraced the best concepts and international standards of institutional excellence in order to evaluate organizations and measure the performance level in line with standards of region's assessment. Awarding innovators reflects the quality presented in the local arena; it also contributes in supporting the direction of utilizing the latest modern technologies in all aspects of life; thanks to the strong infrastructure that boosts the ICT sector in the Kingdom.

The award has become capable of competing worldwide by developing innovative technical solutions in coincidence with current technology trends. What distinguishes the award this year is the introduction of new categories in the government sector such as the 'Best Government-to-Government eService' along with the 'Best eGovernment Integrated Services for Individuals or Businesses'. These categories, like all others, undergone precise evaluation criteria with the intention of enhancing and promoting participations on a national, regional and international level.

I would like to pay tribute to all the efforts undertaken by the organizers of this award as well as thank the national talents which took part in presenting excellent ground-breaking work. Furthermore, I congratulate all the winners who have risen with their work and wish them all the best and success to come.

ABOUT THE eGOVERNMENT EXCELLENCE AWARD 2017

The Information and Communication Technology (ICT) sector is witnessing remarkable changes and rapid developments worldwide – distinguishing the sector in the local market which is keeping pace with such these changes and advancements in addition to setting the Kingdom of Bahrain's apart with its productive and forward-thinking environment in this field. Such factors inspire the existence of this award which makes individuals, public and private sectors compete over. Today, the eGovernment Excellence Award has become a landmark in the ICT sector - locally and regionally.

The competition is applied by candidates amongst the following categories:

GOVERNMENT SECTOR

The awards grouped under this category are nominated from government ministries, authorities and organizations that are involved in the eGovernment projects or initiatives.

Best eGovernment Website
The best eContent award is granted to the government website which exemplifies an outstanding standard of content, design, accessibility, originality, professionalism and overall site effectiveness.

Best Government-to-Government eService (G2G)
This award is designed to recognize the entities that present electronic services to its end-users reducing cost, time and effort when accomplishing a task or a series of tasks.

Best Practice in Community eParticipation
The eParticipation award is granted to government entities that are able to utilize social media and the National Suggestions and Complaints System 'Tawasul' to foster participation with the general public in a manner that involves key aspects of society in the development of services, policy formulation and decision-making.

Best eGovernment Integrated Services for Individuals or Businesses
This award is designed to recognize the entities that present electronic services to its end-users reducing cost, time and effort when accomplishing a task or a series of tasks.

MULTI SECTORS

This sector comprises awards rewarded to candidates of both the public and private sectors which effectively utilize ICT to achieve their goals and enhance the Kingdom's economy.

Best Application for Smart Devices
This award is designed to recognize entities which provide a smart device application (on mobile or tablet) to its end-users by reducing cost, time and effort to accomplish a task or a series of tasks.

CITIZENS SECTOR

Awards grouped under this category are nominated for citizens' innovative concepts and suggestions, in addition to those who most actively and intensively use the eGovernment portal (www.bahrain.bh).

Best eConcept Award
This award acknowledges the unique and innovative ideas that intend to improve the utilization of information technology in the Kingdom as well as improve the adaptation of eGovernment initiatives.

eCitizen Award
This award is awarded to two selected citizens who have the highest volume of transactions as well as the highest number of transactions through the eGovernment portal during one year.

WINNERS LIST

GOVERNMENT SECTOR

AWARD	ORGANIZATION
Best eGovernment Website	**Ministry of Health** • Ministry of Health Website
Best Government-to-Government eService (G2G)	**Ministry of Interior** • Kafala
Best Practice in Community eParticipation	**Ministry of Works, Municipalities & Urban Planning** • MWMUP's Practice in Community eParticipation
Best eGovernment Integrated Services for Individuals or Businesses	**Ministry of Justice & Islamic Affairs** • Judgment Enforcement eService

MULTI SECTORS

AWARD	ORGANIZATION
Best Application for Smart Devices	**Ministry of Transportation & Telecommunications** • Bahrain Weather Mobile App
Best Application for Smart Devices	**Takaful International Co. BSC** • Smart Takaful

CITIZENS SECTOR

AWARD	ORGANIZATION
Best eConcept	**Batool Y ousif Sabt** • Automation of Bahrain Driving School System
Best eConcept	**Mazin AlNoaimi** • Deaf Translate Booth
Best eConcept	**Fatima Said Mustafa AlHalli** • Gamification of eGovernment System
Best eCitizen	**Sayed Kadhem Mohsen Fadhel Hashem** • Highest number of transactions conducted through the eGovernment portal during one year
Best eCitizen	**Abdulwahed Mohamed Faqeeh** • Highest number of payments conducted through the eGovernment portal during one year

eGOVERNMENT EXCELLENCE AWARD 2017
GOVERNMENT SECTOR WINNERS

BEST eGOVERNMENT WEBSITE AWARD
GOVERNMENT SECTOR

TOP 3 NOMINATIONS:

1. Ministry of Works, Municipalities & Urban Planning
2. Ministry of Health
3. Ministry of Interior
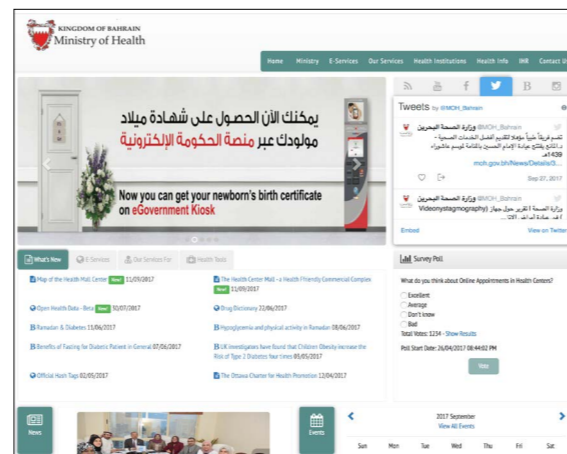

WINNER
MINISTRY OF HEALTH

MINISTRY OF HEALTH WEBSITE

CHAIRMAN'S COMMENT
The Ministry of Health's website provides a comprehensive set of eServices with a good organization of information. The website works to support the strategic objectives of health improvement strategy with concrete content. Particularly important is how website's content focuses not on the organization itself, but on the targeted user. The interface prioritizes content and knows that screen real-estate is a scarce resource. The ministry uses a structured approach to what content should be on the website, most importantly utilizing what the ministry already knows from various channels, to target information deemed most relevant and needed for the audience. This signals a good feedback loop to improve services and effectiveness - engaging in a meaningful conversation with the target audiences. Through a regular quality control and assessment process, relevance and credibility of the website content is ensured.

DESCRIPTION
Since the inception of its website, the Ministry of Health has aimed at a minimalistic design concept with the most relevant information and data provided to its users. The content of the website is framed to ensure positive contribution to both patients and non-patients; it also clearly indicates the provided online services that can be utilized by the right set of users. All day-to-day content is updated by accessing a secured page with some credentials and levels of permissions. Static content is updated by content committees in regular basis to ensure validity of information. Social media integration such as Facebook, Twitter, Instagram and YouTube are a big web part in the home page and retrieves the social accounts feeds. The main page has a main image slider used for announcement purposes and is usually linked to other pages. Additionally, video tutorials are available for the eServices. The ministry is vastly investing in ensuring the quality, integrity and objectivity of the published content in the website. The website goes through a regular quality assessment process to ensure improvement of portal's quality, that the portal complies with web standards, improvement in accessibility and usability of the portal as well as increase in efficiency of portal functionalities.

BEST GOVERNMENT-TO-GOVERNMENT eSERVICE
(G2G) AWARD GOVERNMENT SECTOR

TOP 3 NOMINATIONS:

1. Electricity & Water Authority
2. Ministry of Finance
3. Ministry of Interior

WINNER
MINISTRY OF INTERIOR

KAFALA

CHAIRMAN'S COMMENT
Transformation from traditional to digital government requires more than just digitizing existing processes. Transforming government also means re-engineering processes and breaking down silos between government entities; thus, people do not need to know what government entities are doing, they would only receive the service. The Kafala system from the Ministry of Interior is an excellent example of how integration of information from three entities are combined with a willingness to adjust the legal framework through a ministerial order. It has enabled the creation of a set of G2G eServices that simplify the bail process. By eliminating all unnecessary bureaucratic steps and speeding-up the process, an accused can now pay bail on the spot and avoid being kept in custody until all involved government entities have finalized their paperwork. This service clearly demonstrates how all involved stakeholders can clearly benefit from cooperation, as well as improve the legal situation and human rights in Bahrain.

DESCRIPTION
Kafala is a set of seven eServices developed to integrate three government entities and three IT systems. These entities involve the Ministry of Interior, Public Prosecution and the Ministry of Justice, Islamic Affairs & Awqaf. The online services include facilities related to Verdict, Bail payments, Notification, Acknowledgement, Hearing, Blacklist (checking whether the accuser is blacklisted or not) and SMS service.

BEST PRACTICE IN COMMUNITY ePARTICIPATION
AWARD **GOVERNMENT SECTOR**

TOP 3 NOMINATIONS:

1. Ministry of Youth & Sport Affairs
2. Bahrain Authority for Culture & Antiquities
3. Ministry of Works, Municipalities & Urban Planning

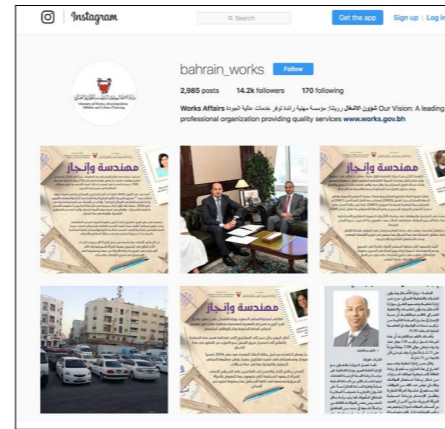WINNER
MINISTRY OF WORKS, MUNICIPALITIES & URBAN PLANNING

MWMUP'S PRACTICE IN COMMUNITY ePARTICIPATION

CHAIRMAN'S COMMENT
Ministry of Works demonstrates how proper strategy for eParticipation, utilizing all channels, gives a qualitative lift to the decision-making process on how to prioritize resources and which issues to address. This is a true model of a two-way interaction with the public. The ministry not only promotes and informs; but also actively monitors, responds and engages the public through social media together with other online channels. Furthermore, there is a process in place for handling complaints and proposals along with a feed-back process with stated response times. Hence, the public is assured that engagement with the ministry is meaningful and useful. In the end, this will strengthen societal cohesion and the social contract between the government as well as citizens in the Kingdom of Bahrain.

DESCRIPTION
Through bilateral interaction between the ministry and society - when exchanging comments and feedback, the ministry seeks to achieve online societal partnerships. As for the mechanism used to manage social media networks, the ministry detects all comments published on the different social media channels on a daily basis and communicates with the applicant on the same day; based on the importance of the comments. Additionally, the ministry publishes news related to projects and achievements on all social media channels, supported with info-graphics, charts and videos. Without outsourcing, the ministry aim to achieve best results using minimal technical, human and financial resources to monitor ministry's social media channels and prepare videos, photos, montages as well as info-graphics. Moreover, it prepares promotional videos for the ministry's services, including methods of using or submitting an application. It has also recently promoted the National Suggestions & Complaints System 'Tawasul' by re-Tweeting of eGovernment videos.

Best eGovernment Integrated Services for Individuals or Businesses AWARD **GOVERNMENT SECTOR**

TOP 3 NOMINATIONS:

1. University of Bahrain
2. Ministry of Health
3. Ministry of Justice & Islamic Affairs

WINNER
MINISTRY OF JUSTICE & ISLAMIC AFFAIRS

JUDGMENT ENFORCEMENT ESERVICE

CHAIRMAN'S COMMENT
Globally, the judicial systems are the last ones to reengineer their processes, collaborate, and digitally transform. The ministry's Judgment Enforcement Information System demonstrates an impressive effort of re-thinking of the court judgment enforcement and improve rule of law in Bahrain. Elimination of paper-based court execution files, providing eServices via the eGovernment portal, establishing one-stop-shop, integrating data exchange between courts and other branches of government executing verdicts all demonstrate how seamless service delivery to the end-user can be achieved. This project should be an inspiration to other government entities in Bahrain and the world.

DESCRIPTION
The Project of the Execution Directorate was a collaborated effort between Ministry of Justice (MOJ), iGA and the Supreme Judicial Council. It created complete transformation within the internal procedures by shifting towards customer services concept and applying the single window concept - while developing the current information systems to serve enhanced procedures contributed in speeding interaction amongst internal departments side-by-side with judges; these government bodies assist in executing judgments. The project's main objectives include enhancement of execution procedures to achieve elimination for exchange of paper court files, delivery of executive related services via various online channels, increase effectiveness of the information systems in facilitating internal procedures, exchanging and integrating data amongst courts and execution directorates as well as improving correspondence processes between the Execution Directorate and external entities that support in the execution of verdicts. Others comprise delivering the SMS service to applicants regarding the status of court execution files together with providing inquiry services of court files as well as status of related requests via various online channels. It is vital for information systems to enable the judge with full access of accurate information at any time – such access leads judges to take the right decisions and enable swift completion of executing judicial provisions.

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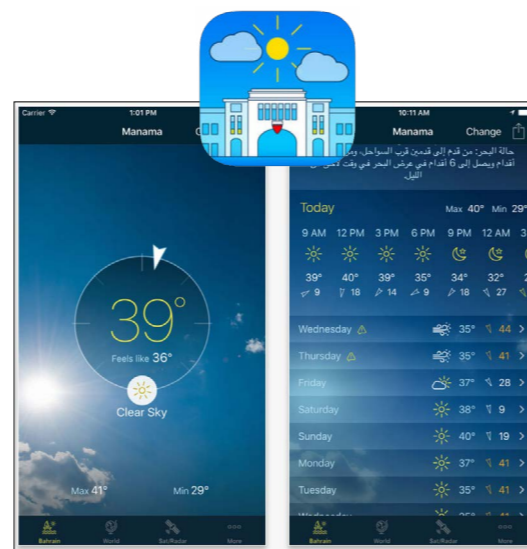
eGOVERNMENT EXCELLENCE AWARD 2017
MULTI SECTORS WINNERS

Best Application for Smart Devices AWARD
MULTI SECTORS

TOP 3 NOMINATIONS:

1. Ministry of Transportation & Telecommunications
2. Electricity & Water Authority
3. Ministry of Education

WINNER
MINISTRY OF TRANSPORTATION & TELECOMMUNICATIONS

BAHRAIN WEATHER MOBILE APP

CHAIRMAN'S COMMENT
Bahrain Weather Mobile App provides special localized weather information specifically for Bahrain's population. Although there exists a wide range of weather apps by utilizing the resources specifically available from the Ministry of Transportation and Telecommunications' Meteorological Directorate, the ministry has managed to create a highly relevant app for the local Bahraini audience. A beautiful and user-friendly intuitive interface delivers information also found elsewhere; however, combines it with local information such as humidity as well as sea tide levels and times. Finally, the app is able to display and push location-aware warning messages to the user. In emergency cases, this functionality can prove vital, as it is official and credible warnings.

DESCRIPTION
Supported on both iOS and Android platforms, Bahrain Weather mobile application provides an informative service by delivering up-to-date local and international weather as well as other related information by utilizing the services and resources of the ministry's Meteorological Directorate. Distinguishing it from other weather apps, it provides localized information using the weather stations located throughout the country, ability to obtain information based on user's location as well as interactive Satellite and Radar maps showing graphical data related to the weather status. The Radar shows the precipitation, rain intensity and clouds on the map using Gulf, European and American radars. Push notifications for severe weather alerts are also provided to fully prepare the public of extreme weather conditions. The app also provides information on sea tides.

Best Application for Smart Devices AWARD
MULTI SECTORS

TOP 3 NOMINATIONS:

1. Takaful International Co. BSC
2. Malaeb Online Services
3. Zain Bahrain

WINNER
TAKAFUL INTERNATIONAL CO. BSC

SMART TAKAFUL

CHAIRMAN'S COMMENT
As a business, Takaful International naturally wants to sell its products; however, the Smart Takaful app offers more than just a shopping interface for the customer. A full set of features relating to the insurance situation supports the customer. This is done by customer personalization in the app and 360 degree data integration between app, Takaful, and other useful information sources. This app is designed with ease-of-use and convenience in mind, trying to proactively anticipate all future customer needs using innovative ideas such as the Takaful eCard replacing traditional insurance papers, geo-location aware road assistance and personalized notifications. It utilizes the native features of smartphones and is functional even if the phone fails to receive an internet connection. Takaful's back-office architecture is selected to accommodate scalability, an important concern for an expanding business. As such, Takaful offers an excellent example of business transformation to a fully digital experience.

DESCRIPTION
'Smart Takaful' is an easy-to-use mobile application with added value services that make insurance simpler and more enjoyable. Its services comprise insuring users and with a touch of a button can issue travel as well as motor policies, obtain fire and home insurance quotations, renew existing motor policies, receive renewal notification reminders, view policies and status, attain motor digital card in English and Arabic, save the digital cards to user's device, obtain the claim number immediately through the app, check claim status, receive claim update notification, obtain road assistance support as well as send geo-location to service providers by obtaining their support. Furthermore, obtaining information about company's products, requesting for a call at user's convenient date and time to receive more information about products, showing all Takaful Centers with their timings and map directions as well as acquiring all motor agencies contact details with their map directions.
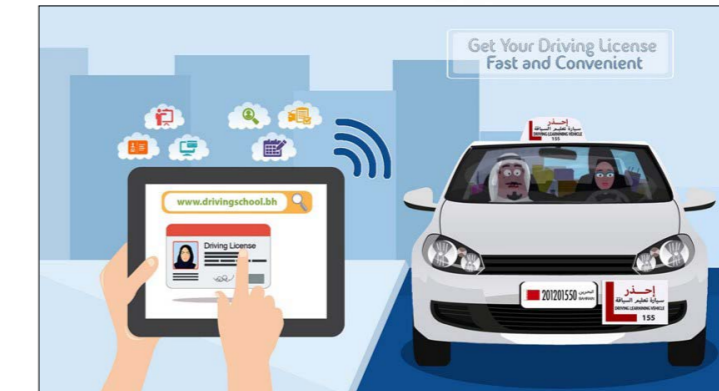
eGOVERNMENT EXCELLENCE AWARD 2017
CITIZENS SECTOR WINNERS

BEST eCONCEPT AWARD
CITIZENS SECTOR

WINNER
BATOOL YOUSIF SABT

AUTOMATION OF BAHRAIN
DRIVING SCHOOL SYSTEM

CHAIRMAN'S COMMENT
The Automation of Bahrain's Driving School System eConcept identifies a problem of matching supply and demand for driving school trainers in Bahrain. Trainers are a scarce resource, so instead of physically queuing to find an available instructor the concept suggests a driving school system where trainees find driving instructors in a web-based system that enables trainees to schedule appointments with available driving instructors. Also envisioned is how the training and licensing processes as well as payment can be automated and digitized. This concept demonstrates clear problem identification, societal need, objectives to achieve and offers a solution to how it can be designed, structured and developed.

DESCRIPTION
With the large number of Bahrain Driving School applicants that exceeds 70,000 yearly; Bahrain Driving School (BDS) still practices semi-manual system to provide all licensing services, starting from applying for learner's license to booking a practical exam where all of the processes require physical attendance and waiting in queues in order to deliver some documents to BDS officers. In addition, the current system of BDS does not provide any direct communication or a booking method between the trainees and instructors - this causes a great deal of confusion and time. The new system will provide a web based solution to deliver all licensing services online which can be easily accessible 24/7. The new system reduces staff productivity and expenses, eliminates paper-usage, decreases time and effort and more importantly moves applicants from physical queues to online mode towards Bahrain Economic Vision 2030. The project develops a web-based solution for the General Directorate of Traffic to provide a remote access for BDS services allowing individuals to register for license permits, search for an instructor, book a practical lesson and electronically apply for practical exam, where all payments can be completed confidentiality through secure ePayment gateways. This product enables individuals to become easily and remotely enrolled in the driving school - obtaining their driving licenses effortlessly through online services and ePayment gateways.

BEST eCONCEPT AWARD
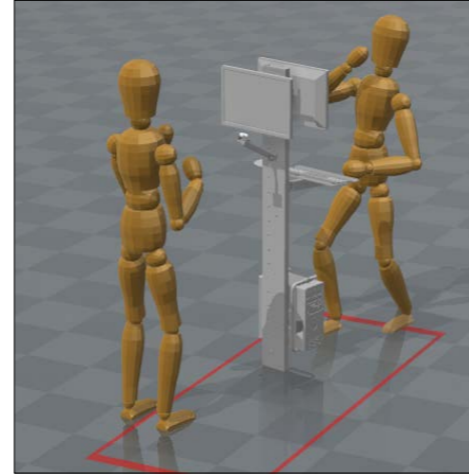## CITIZENS SECTOR

WINNER
MAZIN ALNOAIMI

DEAF TRANSLATE BOOTH

CHAIRMAN'S COMMENT
The Deaf Translate Booth concept addresses the problem of sign language translators for deaf individuals. Current existing solutions and ideas are always dealing with a mediator to translate signals to voice or texts and vice-versa. In this proposed initiative, the participant introduces a concept which utilizes sensors technology in order to read signals and translate with the use of 3D captured devises. This concept demonstrates a great idea for many online services that involve private or personal information. However, the solution will need further investigation and research to convert it into final product with a cost-effective approach for manufacturing.

DESCRIPTION
The mobile application is a platform that reads through sensors of hands, body and face movements - following the gestures and facial expressions of deaf persons to understand and recognize their needs. The app is developed with the help of two screens, one for the deaf individual and the other for the help desk assistant, to assist the user by converting sign language into verbal Arabic and vise-versa through the utilization of 3D Avatar.

BEST eCONCEPT AWARD
CITIZENS SECTOR

WINNER
FATIMA SAID MUSTAFA ALHALLI

GAMIFICATION OF EGOVERNMENT SYSTEM

CHAIRMAN'S COMMENT
The Gamification proposal suggests a game-based approach that enhances the interaction and awareness of individuals with the eGovernment services. The proposal intends to encourage the usage of eServices via the collection of points - making their experience more engaging and personalized. The applicant is encouraged to study one or two services and attempt to incorporate the proposed system as well as analyze patterns of usage. The concept demonstrates an envisioning approach to improve the national eLiteracy and IT skills, yet needs further study to identify an appropriate implementation approach so as to become more feasible.

DESCRIPTION
The proposal is about incorporating certain elements of games into users profiles to encourage friendly competition and enable users to track their own progress over time as well as become rewarded based on their holistic and accumulative level of engagement with the eGovernment program. This will certainly enhance users' personal experience by making it more interesting, attracting, satisfying and worth doing; which will ultimately encourage them to regularly visit the eGovernment portal and interact actively with its services. These elements include challenges, points, levels, badges, feedback messages, leaderboard, surprises and rewards, activity archive, notifications together with sharing of achievements on social media.

eGOVERNMENT EXCELLENCE AWARD 2017
JURY COMMITTEE MEMBERS

JURY COMMITTEE CHAIRMAN

Ms. Louise Thomasen
Jury Committee Chairman

Louise Thomasen is an independent consultant, eGovernment and technology expert with over 30 years' experience working with IT in the cross field of technology and society. She works with analysing, designing, implementing and evaluating IT systems as well as tools. Furthermore, possess extensive experience in evaluating, benchmarking and guiding eGovernment websites as well as projects. She took part in HM Award jury in Oman; an international jury panellist in Dubai; evaluating services for the Hamdan Bin Mohamed Award for Smart Government; as well as four years contribution in the ICEGOV conferences as Co-Chairman, panellist, member of debate team and program committee member.

She is presently working on developing a knowledge management platform on smart cities solutions in a cooperation between India and South Korea for the World Bank. In 2014, she contributed to a UN-ESCWA study on integration of service delivery in the Arab Region, and a study on social media for eParticipation in the Danish public administration. In recent years, she has also supported ITA in Oman with auditing, benchmarking and consultancy on improvement of government websites, eServices and eGovernment strategy. Additionally, Thomasen was the international ICT expert responsible for co-authoring several studies such as the 'ReSPA comparative eGovernment Study' for seven countries in the Western Balkans, national roadmaps on open government and eParticipation, 'Abuse of IT for Corruption' along with 'Checklist for Assessment of Risks for Abuse of IT for Corruption'.

JURY COMMITTEE MEMBER

Mr. Mohamed Tayeb Mahmood
Jury Member
Representative of NGO's Sector

Mr. Mohamed Tayeb Mahmood is an independent consultant in the areas of ICT, excellence and strategic planning. He is also a leading innovator in the regulatory as well as management of telecommunications and related IT fields. Academically and professionally; he achieved notable success during his experience with Ahlia University, over 10 year tenure at the Telecommunications Regulatory Authority (TRA) in addition to 8 years with the Pension Fund Commission and the University of Bahrain.

He has also received several technical certifications including Bachelor's Degree in Computer Science from the University of Bahrain; Master's Degree in Internet Technology from Aston University in Birmingham, UK and is currently a Ph.D. candidate from the Business School at the Brunel University London in UK.

Mr. Mahmood specializes in wide-scale management of projects, resources and personnel teams. As part of his consultancy services, Mohamed was responsible for the implementation along with compiling framework of Ahlia University's first ever strategic plan and management structure to successfully meet wide-scale KPI's. Additionally, he served in multiple managerial and executive positions at TRA by planning and managing several projects which enhanced the ICT infrastructure capacity and quality for the entire country.

JURY COMMITTEE MEMBER

Dr. Mazen Mohamed Ali
Jury Member
Representative of NGO's Sector

Dr. Mazen Mohamed Ali, Information Systems Department Chairperson of the IT College in the University of Bahrain, completed MSc - followed by his PhD in Information Systems from the University of Melbourne, Australia.

Dr. Ali serves on the board of Bahrain Information Technology Society (BITS) together with the ISACA Bahrain Chapter. He has many refereed publications in leading international conference proceedings as well as journals; furthermore, received numerous awards for his work. In 2010, Dr. Mazen was awarded with the Best Paper at the Australasian Conference in Information Systems, held in Australia, for his scientific research.

JURY COMMITTEE MEMBER

Dr. Mohamed Baqer
Jury Member
Representative of Acadamic Sector

Dr. Mohamed Baqer is currently the Strategy & Performance Unit Director at the University of Bahrain (UOB) and faculty member at the IT College. Holder of Master's degree in Computer Networks and a Ph.D. from Monash University; Dr. Baqer contributed to the establishment of the National Qualifications Framework in Bahrain while working as a Senior Director at the Education & Training Quality Authority. He was also the Administrative & Technical Programs Director at the College of Applied Studies in UOB.

An IEEE and ACM member since 2008, he is also a keynote and reviewer speaker in conferences and journals as well as an active researcher in the fields of robotics, artificial intelligence and Internet of the Future. He possesses numerous publications in Cyber-Security, Internet Safety, Energy Efficient Algorithms together with linking social networks to the internet. During his studies, Mohamed was awarded numerous prominent scholarships.

JURY COMMITTEE MEMBER

Ms. Amani Shajera
Jury Member
Representative of NGO's Sector

Ms. Amani Shajera is a Studies & Research Department Head at the Supreme Council for Women and a Business Administration College lecturer at the University of Bahrain (UOB). Beside the attainment of numerous professional certificates; Amina holds a Master's degree in Total Quality & Performance Management with distinction from the University of Bradford in UK where she also obtained her BA in Multimedia Computing with first class honors.

In addition to being the Quality Assurance Department Head at UOB, she also worked as the Excellence Consultant at Bahrain Centre for Excellence, Prime Minister's Court and Lecturer/Consultant at the United Nation for Industrial Development Organization (UNIDO). Furthermore, she has participated as a speaker in local and global conferences together with various national, governmental and United Nations projects.

Shajera conducted a number of research, studies and surveys while preparing national and international reports. She has published several papers in different fields and edited the book 'Building Competitive Public Sector with Knowledge Management Strategy'. She is the first Bahraini to be selected as a member of Rising Talent Network 2015 at the Women's Forum for the Economy and Society. She also received a number of awards for her academic excellence, professional outstanding performance and her efforts in community services.

JURY COMMITTEE MEMBER

Ahmed Al-Mahri
Jury Member
Representative of Banking Sector

Ahmed Al-Mahri, Business Development Assistant Manager at Benefit Company since 2009, possesses experience of over 10 years in banking and financial services technology. He holds Master's degree in Business Administration from Ahlia University along with a number of professional certificates in Banking and Finance.

Al-Mahri had taken part in the Project Management team of national technology projects such as the Cheque Truncation System, Electronic Fund Transfer System and most recently the National Electronic Wallet (BenefitPay).