

Management Events

2nd ANNUAL MENA PUBLIC SECTOR EXCELLENCE

"UNLOCKING INNOVATION AND DRIVING TRANSFORMATION
IN THE AGE OF 4.IR"

18th - 20th March 2019

Sheraton Dubai Creek Hotel & Towers,
Dubai, United Arab Emirates

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AMCHAM ABU DHABI



BRITISH BUSINESS GROUP

ATTEND THIS PREMIER CONFERENCE AND GAIN INSIGHTS INTO



TRANSFORMING

the existing Public Sector performance models, KPI's and Metrics that will display more accurate measures of performance



LEVERAGING

on emerging performance technologies, building new delivery models, and unleashing digital potential in business operation and service delivery



HARNESSING

the latest performance technologies and solutions to modernise, centralise and streamline government service delivery



DEVELOPING

the culture and building the technology infrastructure to drive organisational customer centricity



REALISING

the happiness of people and improve the efficiency of government performance



DISCUSSING

latest developments across various departments that would assist to improve Public Sector Transformation



RE-SKILLING AND UP-SKILLING

current employees to adapt advance skills to lead the Public Sector Digital Transformation



EXCHANGING

innovative global strategies and solutions to amplify public sector integration, automation and digital performance measurement



CAPITALISING

on advanced data analytics to accelerate performance operations and manage organisations cost effectively



ADAPTING

new technology tools and data analytics to optimise policies, programmes, payments and integrated systems to enhance Public Sector Performance

Dear Participants,



The imperative to change has prompted a wave of national vision upgrades in MENA and triggered the emergence of Public Sector 4.0, harnessing and applying the latest technologies and solutions.

Today I would like to personally welcome you to the **2nd MENA PUBLIC SECTOR EXCELLENCE SUMMIT**.

I believe this 3 -days event that brings together innovative viewpoints and transformation strategies including Artificial Intelligence, Blockchain, and new trends will enhance the operations and performance excellence better!

This platform will also provide you with an excellent opportunity to network with industry peers and thought leaders to discuss issues that are relevant to your role and the projects you are leading.

It has been a pleasure working on this conference, I would like to take this opportunity to thank everyone involved in making this event happen, primarily the speakers for their utmost support and commitment. Also, I wish to recognise the contribution of the sponsors and the media as well as the supporting partners who have enabled us to organise this unique content focused event.

I truly hope all of you will be leaving the event having learned something new and having made useful connections for the future. If you have any comments related to the event, I would be very pleased to hear from you.

Moving the Public Sector Transformation Agenda Forward!

With Gratitude,

Lavinia Kunabal
Producer
Management Events

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Public-sector performance management and innovation development has evolved tremendously throughout the years in order to achieve global standards. Continuous performance improvement and transformative innovation solutions will be the main focus in this conference program.

Today Management Events Ltd has operations in 11 countries, ranging from Sweden to Malaysia, and headquarters in Helsinki, Finland. Our talented teams host yearly more than 130 events for invited executive guests and solution providers. Thousands of discussions, new partnership, deals and contracts will be started here.

Management Events provides top quality service to maximise your lead pool by gaining access to inspirational keynotes, time efficiency where we pay attention to quality in everything we do, networking and exchanging ideas with other industry peers and leaders, discover winning strategies, best practices and future trends.

Please feel free to let us know on any comments relating to today's event, we will be pleased to hear from you. Kindly complete the evaluation form provided to ensure Management Events can continue to deliver top notch service and information.

We look forward to meeting you at our future events.

If you have any questions during the event or require any assistance, we will be happy to assist.

Management Events

EVENT INFORMATION



FUNCTION ROOMS

Conference Room:	Dubai Ballroom A, Lower Lobby Level
Workshop Room:	Deira Room, Lower Lobby Level
Sponsor Exhibition:	Foyer of Dubai Ballroom A, Lower Lobby Level
Luncheon Day One - Three:	Hatta Restaurant, Ground Floor



REGISTRATION

Please register at the Management Events registration desk where upon signing in you will receive a lanyard which is to be worn at all times during the conference. Registration is also required on the second day of conference.



MOBILE PHONES

As a courtesy to others in the conference room, please switch your mobile phones to silent mode. If you need to take a call, please do so outside the conference room.



MESSAGE

Any message received for attendees will be announced before each break and will be left at the registration desk for collection.



BELONGINGS

Please do not leave your personal belongings and conference materials unattended.



EVALUATION FORM

Please take time throughout the event to complete the evaluation form included in the Management Event Folder.



ONLINE ACCESS TO CONFERENCE DOCUMENTATION

The presentation will be made available to download from the website post event. An email notification will be sent to you advising once they become available. Please note that documentation provided is the copyright of the speakers and Management Events and may not be reproduced in any form whatsoever without prior written permission from either party.



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This event uses **slido** for interactive Q&A

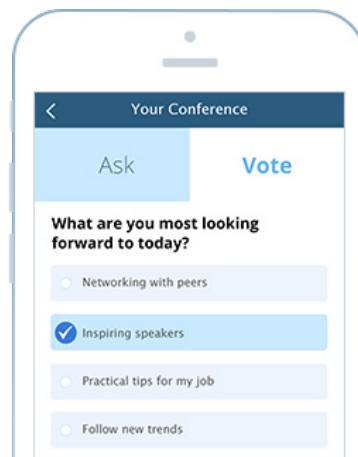
Post questions to speakers at the convenience of your mobile device. Everyone gets to take part in Q&A sessions without running to the microphones. Yes, even if you are a little shy.

1. Go to your mobile browser and type slido.com. Enter event code: **EXCELLENCE**

2. Click "Ask" section to start posting your questions.
3. Click "Vote" section to poll on existing questions.



#EXCELLENCE



0800 Registration and Morning Coffee

0845 Management Events Introduction

0850 Chairperson's Opening Remarks

RAKESH RANJAN
Former Chief Development Officer
Hamriyah Free Zone Authority, UAE

0900 **Peer-to-Peer Introduction (P2P):** In this 15-minutes session, delegates and speakers are encouraged to know their peers and exchange business cards

PILLAR 1: VISION AND STRATEGIES

0915 **KEYNOTE OPENING**
Sustainable Government Excellence- Dubai Experience

H.E. Dr. Ahmad Al Nusairat
Coordinator General
Dubai Government Excellence Program, UAE

0935 **VISION SPOTLIGHT I**
Realising UAE Vision 2021: Smart Government

Enabling the vision of smart government at the federal level and using digital technology to enhance overall performance and efficiency in the public sector

- Happy Citizens: where are we now? What initiatives has been done for government to reform their functions?
- Spreading the culture of innovation and entrepreneurial in government entities to adopt best practices, and mechanism of the public sector to stay up to date
- To identify and explore the elements of smart government in the UAE and the nature of eservices

Moderator:
CAMERON MIRZA
Head of Strategy
University of Bahrain

Panellists:
DR. YASAR JARRAR
Advisor
Mohamed Bin Rashid Center for Government Innovation, UAE
Vice Chair, Global Agenda Council on the Future of Government
World Economic Forum

AHMED ELAZAB
Advisor Strategy and Organisational Development
Securities and Commodities Authority, UAE

SALWA A. AL HAMMADI
Head Of Quality & Excellence Office
Abu Dhabi City Municipality, UAE

1030 Morning Refreshments & Networking Break

1100 **Lessons in Leadership from Mohammed Bin Rashid Al Maktoum**

DR. YASAR JARRAR
Advisor
Mohamed Bin Rashid Center for Government Innovation, UAE

1130 **VISION SPOTLIGHT II**
The Future of Healthcare on The Era of Vision 2030

- Understand the attributes of healthcare transformation of Vision 2030
- ACO: The journey to transform healthcare delivery in Saudi Arabia
- Achieving value-based healthcare in Saudi Arabia

DR. AHMED AL-MUSAED
Director, Strategy, Vision Realization Office
Ministry of Health Saudi Arabia

PILLAR 2: TECHNOLOGISATION

1215 **BLOCKCHAIN & NATIONAL HUMAN CAPITAL DEVELOPMENT**
How Blockchain can support the national skills agenda?

- Establishing digital trust
- Building national lifelong learning credential
- Matching skills supply to blockchain

CAMERON MIRZA
Head of Strategy
University of Bahrain

1300 Networking Luncheon & Prayers

1415 **WORLD MIND GATES**

The Initiative: "Minds Gate" is a smart electronic platform for the brightest minds in the nation and around the world comprising talented, creative, and innovative inspirational leaders, thinkers, inventors, specialists, and entrepreneurs. "Minds Gate" is not simply an idea management platform but an open innovation lab that operates 24/7 for the purpose of providing innovative solutions to specific themes and challenges set by the Nation's Government and its Institutions. In order to achieve His Highness Sheikh Mohammed Bin Rashid's goals in adopting and developing open innovation systems that will provide unconventional and innovative solutions to the challenges of today and the future. The first phase of the launch involves the registration of partners and users to build a rich and comprehensive database prior to the next phase of the initiative.

HUSSAIN AL-FARDAN
Head of Innovation Center
Dubai Customs, UAE

1500 **THE PATH TO PERFORMANCE EXCELLENCE:**
The Real Value Of Performance Monitor

Measuring the progress towards Vision 2030 through outcome-based key-performance indicators.

- Embracing the culture of performance measurement and enablement in the public sector with innovative tools, frameworks and educational supports towards better measurement and development
- Performance management platform: The much-needed tool to measure the performance measurement in the public sector with unified tools and models that will enable and increase the ability and efficiency to deliver better performance
- Driving excellence in performance by incorporating the latest technologies, providing intelligent, accurate and timely data

AHMED SAMIR ELAZAB
Advisor, Strategy & Organizational Development
Securities and Commodities Authority, UAE

1530 Afternoon Refreshments & Networking Break

1545 **PARADIGM SHIFT**
Excellence In The Era Of Fourth Industrial Revolution

- Innovation in the age of disruption and the Forces of Disruption
- Transitioning from a "Conventional to an "Agile organisation
- How can the Public sector shape this transformation by aligning to the objectives of the national visions while focusing on performance and excellence?
- Discussing the evolving role of public sector leaders

YASSER BAHAA
Organisational Excellence Expert
Sheikh Saqr Program for Government Excellence

1630 Closing Remarks form chair and End of Day one

0800 Registration and Morning Coffee

0845 Chairperson's Opening Remarks

DR. MAZIN GADIR

Senior Specialist, The Executive Office for Organizational Transformation
Dubai Health Authority, UAE

0900 **EXCLUSIVE OPENING KEYNOTE**
Fourth Industrial Revolution and Innovation Based on Human Centered Design

DR. AYESHA AL- MUTAWA

Director Strategy & Corporate Excellence
Strategy & Corporate Excellence Office
Dubai Corporation for Ambulance Services, UAE

PILLAR 3: PEOPLE, PROCESSES AND RISK

0945 **SPOTLIGHT – KUWAIT VISION 2035 THE UNTOLD STORY**

- Taking a shift from government sector employees to the private sector
- Sharing of the different programme in place

FARIS AL OBAID

Advisor to His Excellency, The Secretary-General
Supreme Council for Planning and Development
State of Kuwait

1030 Morning Refreshments & Networking Break

1100 **THE FUTURE OF STRATEGIC PLANNING**
Linking Strategic Management And Performance

- Discussing the importance of processes and impacts of strategic management in the public sector
- Implement, evaluate and identify ideal strategic management elements that are most closely related to perceive impacts
- Exploring innovative tools for improving performance of an on-going operations and redefining performance to meet new challenges
- Assessing current tools for strategic planning that are most commonly used at present in the UAE Public sector and challenges faced when implementing this strategic plan
- Transforming and creating tangible projects that works towards medium and long-term goals to conceptualise appropriate strategy management frameworks to improve performance and provide better service

RAKESH RANJAN

Former Chief Development Officer
Hamriyah Free Zone Authority, UAE

1145 **DIGITAL LEADER**
Cultural Transformation in Healthcare Towards Service Excellence in a New Operating Model

With the new 2021 DHA strategy, Dubai 2021 strategy and the obvious metamorphoses of the healthcare industry, DHA has realized that it will need to reassess its capabilities and agility to be able to meet all the challenges ahead. Baring that in mind, it was determined that a diligent and careful understanding of the current corporate culture of DHA would be an imperative. In order for the management to scientifically and emphatically be able to identify the key components and traits of the corporate culture, and hence be able to conclude the best way forward to transform this culture in a way that supports the strategy, propel the organization into the future and create a learning-organization type of corporate culture.

DR. MAZIN GADIR

Senior Specialist The Executive Office for Organisational Transformation
Dubai Health Authority, UAE

1245 Networking Luncheon & Prayers

1400 **TAKING ADVANTAGE OF TECHNOLOGY**
Utilizing Tools to transform Organizational Performance Management
How 4.IR mantra is and will further play a disruptive role yet provide opportunities in both public and private sector:

- Unlocking the promise of IoT
- Creating a competitive edge
- Discovering the revenue potential

MOHAMMED HARIS

Corporate Performance Specialist
STC Solutions, Saudi Arabia

1445 **STRATEGY EXECUTION IN GOVERNMENT'S SECTORS**

- Background (Private Sector vs Government Sector)
- Vision 2030
- Strategy execution main challenges in GS today
- Planning - People - Culture - Data - Governance
- Recommendations
- Conclusion

AHMED MAGHRABI

Vision Strategy Director Vision Realisation Office (VRO)
Ministry of Communication and Information Technology of Saudi Arabia

1530 Afternoon Refreshments & Networking Break

1545 **WRAP UP DISCUSSION**

This session, will be on open discussion with delegates to share perspectives and thoughts on the take away for the 2 day of conference.

1630 Closing Remarks from the Chair and End of Day Two

ACCELERATING INNOVATION IN THE PUBLIC SECTOR

This exclusive workshop seeks to highlight insights from OECD's work with governments that are transforming their operations and improving the lives of their people through innovation.

To help governments in their pursuit of enabling more innovative practices, the OECD has developed an integrated framework for mapping existing approaches and policies that support public sector innovation.

The trainers will arm you with the necessary innovate toolkits to help government leaders and practitioners to navigate these tools and methods to Put Innovation to Work.

- Transforming government: Rebuilding the systems, cultures, and technology approaches for a 21st century government
- Innovation methods & tools: Investigating frameworks, skills, and methods to unlock creativity and innovation, and embed them in the day-to-day work of public servants
- Re-imagining boundaries: Re-imagining the role of government and moving beyond the four walls of the bureaucracy
- Managing information, data and knowledge – as well as strategies for managing risk
- Innovation for development: Innovating for sustainable development across the globe

EXPERT TRAINERS:

MARCO DAGLIO Head, OECD Observatory of Public Sector Innovation Organisation for Economic Co-operation and Development (OECD), France

DR. PIRET TÕNURIST Innovation Lead Organisation for Economic Co-operation and Development (OECD), France

JAMIE BERRYHILL Public Sector Innovation Analyst Organisation for Economic Co-operation and Development, Paris

WORKSHOP SCHEDULE	
0800	REGISTRATION AND MORNING COFFEE
0900	WORKSHOP COMMENCES
1045	MORNING REFRESHMENTS AND NETWORKING BREAK
1100	WORKSHOP RE-COMMENCE
1230	NETWORKING LUNCH
1400	WORKSHOP COMMENCES
1515	AFTERNOON REFRESHMENTS AND NETWORKING BREAK
1530	WORKSHOP RE-COMMENCE
1645	WORKSHOP CONCLUDES

TRAINERS PROFILE:



MARCO DAGLIO

Head, OECD Observatory of Public Sector Innovation
Organisation for Economic Co-operation and Development (OECD), France

Marco Daglio is the Deputy Head of the Public Sector Reform Division and Head of OPSI, a flagship initiative of the OECD to support and advice governments in making the most of innovative approaches to transform their public sector. Previously, he was Head of Unit in the same division in charge of public service delivery and public engagement. His last edited study "Promoting Innovation in the Public Sector" (<https://oecd-opsi.org/wp-content/uploads/2018/07/Fostering-Innovation-in-the-Public-Sector-254-pages.pdf>) "looks at the combined role of regulations, budget mechanisms, human resource management and organizational change to create space for innovation in the public sector. From 2005 to 2009, Marco has worked on several policy analyst positions at the OECD on digital government, fight against corruption, access to information and open government. Marco is a volley enthusiast (less so after spraining his ankle) and Juventus supporter.



DR. PIRET TÕNURIST

Innovation Lead
Organisation for Economic Co-operation and Development (OECD), France

Dr Piret leads the work on systems thinking, innovation measurement and anticipatory governance at OPSI. She coordinates OPSI's work on transformative innovations, innovation theory development and works directly with OECD member countries on their complex problems. Piret holds a research fellowship at the Ragnar Nurkse Department of Innovation and Governance, TalTech and she conducts research on a variety of topics such as innovation labs, co-production, digitalisation, machine-to-machine coordination and innovation policy management. She has previously advised the Parliament of Estonia and worked as a performance auditor for the State Audit Office in the field of innovation and entrepreneurial policy. She is an active proponent of purpose-driven change in the public sector and has collaborated with different governments, state-owned enterprises and innovation labs across the world.



JAMIE BERRYHILL

Public Sector Innovation Analyst
Organisation for Economic Co-operation and Development (OECD), Paris

Jamie Berryhill is an Innovation Specialist at OPSI. His work includes surfacing and tracking innovation trends (<https://oecd-opsi.org/projects/innovation-trends/>) and conducting research on the intersection of innovation and digital government, done in partnership with the UAE's Mohammed Bin Rashid Center for Government Innovation (MBRCGI). Most recently, he co-authored a Blockchain guide (<https://oecd-opsi.org/new-opsi-guide-to-blockchain-in-the-public-sector/>) and case studies for public servants. Prior to joining OECD, Jamie worked for the White House Office of Management and Budget (OMB) as the Chief of Policy for the United States Chief Information Officer. His portfolio included restructuring technology governance in agencies, devising new funding mechanisms for tech modernisation, and providing transparency through open data and open source policies and approaches. Prior to OMB, Jamie worked for the U.S. Government Accountability Office (GAO) to provide the U.S. Congress with data-driven reviews of fraud and abuse in government programs.

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About MongoDB

MongoDB is a document database with the scalability and flexibility that you want with the querying and indexing that you need

- MongoDB stores data in flexible, JSON-like documents, meaning fields can vary from document to document and data structure can be changed over time
- The document model maps to the objects in your application code, making data easy to work with
- Ad hoc queries, indexing, and real time aggregation provide powerful ways to access and analyze your data
- MongoDB is a distributed database at its core, so high availability, horizontal scaling, and geographic distribution are built in and easy to use
- MongoDB is free and open-source. Versions released prior to October 16, 2018 are published under the AGPL. All versions released after October 16, 2018, including patch fixes for prior versions, are published under the Server Side Public.

Supporting Partners**British Business Group**

The British Business Group Dubai and Northern Emirates is a not-for-profit business group open to companies or individuals from the UK with business interests in the region. Our aim is to be the go-to business group in the region, enabling our members to succeed in business by providing early access to opportunities and market intelligence, and hosting an average of 60 events per year. We offer membership categories to accommodate different business types and welcome all companies and individuals from the UK with business interests in Dubai and Northern Emirates to join us.

**AmCham Abu Dhabi**

AmCham Abu Dhabi, the trademark of the American Business Group of Abu Dhabi, is a member of the global network of American Chambers of Commerce. Since 1986, AmCham Abu Dhabi has worked to promote commerce, investment, and goodwill between its membership, the United States of America and the United Arab Emirates. AmCham Abu Dhabi is an independent, not-for-profit trade association comprised of Fortune 500 corporations, small and medium sized companies, and prominent business leaders and entrepreneurs.

AmCham Abu Dhabi provides a uniquely situated platform through which executives pursue and discuss issues impacting business operations between the U.S. and U.A.E. Substantive government advocacy programs, educational and networking programs and customized business service are just a few of the many benefits AmCham Abu Dhabi provides its members. Through the support of its members, AmCham Abu Dhabi has become the recognized voice of U.S. business in Abu Dhabi, the capital city of the United Arab Emirates.

Media Partner**Oxford Business Group**

Oxford Business Group (OBG) is a global research and consultancy company with a presence in over 30 countries, from the Middle East, Africa and Asia to the Americas. A distinctive and respected provider of on-the-ground intelligence on many of the world's fastest growing markets, OBG has offices in London, Berlin, Dubai and Istanbul, and a network of local bureaus across the countries in which we operate.

Through its range of products, OBG offers comprehensive and accurate analysis of macroeconomic and sectoral developments, including banking, capital markets, tourism, energy, transport, industry and ICT. OBG provides business intelligence to its subscribers through multiple platforms: Economic News and Views, OBG Business Barometer - CEO Survey, Roundtables and conferences, Global Platform - exclusive video interviews, The Report publications and its Consultancy division.

**UAE Business.com**

UAE Business.com is the leading digital business magazine in the UAE that covers news and topics around business events, IT, start-ups, real-estate, tourism, energy, PR news and the arts among others.



H.E. DR. AHMAD AL NUSAIRAT

Coordinator General
Dubai Government Excellence Program, UAE The General
Secretariat Executive Council of Dubai, UAE

Dr. Ahmad Al-Nuseirat H.E. Dr. Ahmad Al Nusairat Coordinator General Dubai Government Excellence Program, UAE The General Secretariat Executive Council of Dubai, UAE Dr. Ahmad Al-Nuseirat is a world class expert and one of the few prominent references in building and improving excellence in the government sector in Dubai, UAE and the Middle East. Dr. Al-Nuseirat holds A PhD in Training and organizational performance management from Cardiff University in UK.

Dr. Al-Nuseirat has effectively participated in the establishment, leading and managing the operations and activities of Dubai Government Excellence Program (DGEP), the first integrated program for government excellence in the world launched by His Highness Sheikh Mohammed Bin Rashid Al Maktoum in 1997. He started his career at DGEP as the program's Senior Advisor and he is currently holding the position of the General Coordinator of the program at the Executive Council of Dubai Government. Dr. Al-Nuseirat supervises conducting the customer satisfaction and mystery shopper studies for Dubai Government and has established the first central customer e-complaint system in Dubai Government.

Through the planned activities and events of DGEP which were seamlessly integrated with other government efforts, Dr. Al-Nuseirat lead the development of excellence in the government sector in Dubai reaching world class levels in the areas of customer satisfaction, government efficiency, global competitiveness indices and other areas of excellence and human resources investment.

Dr. AlNuseirat managed several initiatives at the establishment stage to become mature and fruitful government development programs nowadays. Dr. Al-Nuseirat managed the Dubai Government Central e-Suggestions and Complaints system; he initiated the mystery shopper and Dubai Government customers and employees happiness index studies. In 1997, Dr. Al-Nuseirat contributed in the introduction of innovation concept in the criteria, categories and activities of DGEP at the time when this concept was absolutely new to the public sector administration. He has also launched Dubai Smart Training initiative which is targeting Dubai Government employees utilizing the smart technology in enhancing the effectiveness and efficiency of training and continuous learning.



DR. MAZIN GADIR

Senior Specialist
The Executive Office for Organizational Transformation
Dubai Health Authority, UAE

Dr. Mazin Gadir, Strategy & Organisational Transformation Advisor, Dubai Health Authority, has about 2 decades of professional experience in Health strategy implementation and transformation, Healthcare IT implementation, clinical workflow optimisation, eHealth Regulatory Framework and Compliance, HIS/HIE Digital Maturity and Accreditation. We have interviewed Dr. Gadir and discussed pressing issues on Public Sector, specifically the opportunities and challenges that organizations are facing in the MENA region.



DR. AYESHA AL- MUTAWA

Director Strategy & Corporate Excellence Strategy
& Corporate Excellence Office
Dubai Corporation for Ambulance Services, UAE

Dr Ayesha Almutawa is a Medical Doctor who holds Masters in Public Health both in Health policy and Management and Health behaviour and Education from the American University in Bierut. Her focus areas are Strategic planning, quality management, performance improvement, process reengineering, change management, and employee engagement systems and initiatives. She has experience in building and managing relationships with International and Local UAE governmental organisations, Ministries and legal entities to ensure alignment with regulations and fulfilment of local requirement in an environment that nurture best practice & innovation.

Dr. Ayesha has 14 years of experience as an executive in Strategy, Quality & business excellence, Policy and Planning, as well as Corporate social responsibility and sustainability; she was The Vice President for Center for Healthcare Planning and Quality in Dubai Healthcare City, and prior to that she was the Director of the Central Department of Health Education in the Ministry of Health.



AHMED MAGHRABI

Vision Strategy Director Vision Realisation Office (VRO)
Ministry of Communication and Information
Technology of Saudi Arabi

Ahmed Maghrabi has more than 15 years of experience in business process re-engineering, strategy, and change management and helps companies identify areas for improvement, increase productivity, decrease labor costs and develop quicker responses to business opportunities and proposals.

Has Practical experience in forming, heading, and running the Office of Strategy Management in the KSA. He is a certified as a strategy execution practitioner with hands-on experience in developing the processes, tools and structures required for organizations to better articulate and implement their strategies.

Ahmed has developed solutions based on lessons learned and best practices, including skill with continuous process improvement and knowledge of Total Quality Management. He Holds a master's degree in Management Information Systems and has developed and implemented various financial and analytical strategies as well as designing databases, queries, systems and web pages for companies.



DR. YASAR JARRAR

Advisor
Mohamed Bin Rashid Center for Government Innovation, UAE
Vice Chair, Global Agenda Council on the Future of Government
World Economic Forum

Yasar is a strategy advisor focused on Emerging Markets with over 30 years' experience in Public Sector Modernization, Technology for Development, and Education. Yasar is the co-founder of the Arabic portal for the Future of Government (www.01government.com), and a co-founding Partner in 3 emerging markets professional service firms focused on development: Exantium (www.exantium.com), IAG (www.iag.com) and THC (www.thc.xyz)

Formerly, Yasar was a Partner at Bain & Company (www.bain.com) heading the Public Sector practice in the Middle East for 3 years and prior to that was a Partner at PwC (www.pwc.com) leading Middle East Strategy Group and the Global Education Group for 5 years.

Before PwC, Yasar served as the founding Executive Dean of the Dubai School of Government (UAE) and as a Research Fellow at the Kennedy School of Government, Harvard University. Before that he served as the Strategy Director at The Executive Office of His Highness Sheikh Mohammed Bin Rashid Al Maktoum in Dubai from 2001 to 2005.

Prior to that, Yasar worked in the UK as a Research Fellow in Cranfield School of Management and Bradford School of Management. Yasar published extensively in various academic and professional journals, and his insights have been quoted in global and regional media.



FARIS AL OBAID

Advisor to His Excellency
The Secretary-General Supreme Council for Planning
and Development State of Kuwait

Faris is a dynamic leader, consultant, and entrepreneur with more than 14 years of experience contributing to strategic planning and management operations within some of the most prestigious institutions globally, including British Parliament and the White House. Areas of expertise include:

-Strategic Planning: Big Picture Planning, Research, Branding, Change Management, Multi-Cultural Strategy Development, International Business Growth, Business Analysis / Assessment, Modelling, Creative Visualisation, Business Development

-Operations Management: Team Coordination, Problem Analysis and Resolution, Consulting, Coaching, Staff Recruitment, Training, Organisational Leadership, Consulting, Budgeting, Crisis Management, Leadership Development, Full Project Lifecycle Management

-Communications: Negotiations, Sales Development, Client Relations, Presentations, Speech Writing, Government Liaison, Networking, Relationship Building, Deals Closing, Marketing, Coalition Building, Conflict Resolution, Balanced Scorecard, Government Relations, Social Networking



DR. AHMED AL-MUSAED

Director, Strategy, Vision Realization Office
Ministry of Health Saudi Arabia

Dr Ahmed focus on establishing and managing strategy management offices in the Government's work to achieve Vision 2030 through strategic management, performance management, portfolio & project management and business intelligence. Managing Government operational and transformation work in an integrated system. The most important tasks of the Vision 2030 are updating strategies, establish a balanced and integrated performance system for transformational and operational programs, to establish portfolio & project management for the strategic implementation of transformational and operational projects, and to restructure and design the roles of coordination, integration and planning within the ministry and related parties to achieve objectives and gains of Vision 2030 and its realization programs.

Dr Ahmed worked closely with Dr. Robert Kaplan, a Harvard professor and global expert on strategic implementation of governments, institutions and Value-Based Healthcare delivery. he also led the Consultative Group on Health Sector Development Projects within the Palladium Global Consultancy System to achieve and provide comprehensive technical and strategic guidance, leadership and oversight for operational and transformational health care projects in line with National Transition 2020 programs. In addition, the most important task was to coordinate with other stakeholders, including government agencies and institutions, implementing partners and international agencies, providing content and market knowledge, managing strategic programs, technical assistance, consultation and supporting the development and implementation of programs and strategies. The main areas of concern were the management of health care portfolios, the development and engineering of health sector projects for many service providers and regulators, the involvement of international expertise and investors, private sector participation, strategy recovery and implementation, integrated value-based health services and results and cost measurement.



AHMED SAMIR ELAZAB

Advisor, Strategy and Organisational Development
Securities and Commodities Authority, UAE

Mr Ahmed is a master practitioner in designing and implementing performance and excellence models with 20+ years of experience in international business development, management consultations, entrepreneurship, Project management, strategic planning, strategy implementation, Organizational Transformation and Innovation management, government performance management , Capacity building and BI systems.

He is dedicated to public sector transformation & Excellence programs, research, frameworks development, road maps implementation, and performance management culture building. Managed business units in private, government, and industrial organizations through periods of substantial change and increased operations' efficiency and productivity.



RAKESH RANJAN

Former Chief Development Officer & Adviser
Hamriyah Free Zone Authority, Government of Sharjah, UAE

Rakesh is an innovative thinker, expert planner, energetic leader, business driver, growth catalyst, able administrator with management and IT degree and broad-based expertise in building, managing and transforming both public and private sector organizations and institutions in diversified business areas with proven ability to quickly analyze key business drivers and develop strategies to transform and grow the business and the bottom-line.

He worked with prestigious organizations in strategic (CXO) positions and having 21+ years of rich experience in Middle East, Europe, Africa, India & South East Asia in building and expanding organizations, transforming businesses and Institutions, driving Revenue & Market Share Growth, Business Development, Strategic Business Partnerships and Managing Apex Level Business, Political and Media Contacts, Businesses and Operations.

A concept-to-execution driver, task master and a motivating leader, who believes in taking new initiatives, building the winning team and leading them from the front to achieve the organization's goals and objectives. His core competency is turning around businesses and Institutions by developing the right strategy, execution plan and measuring mechanism and bringing change and transformation to grow the revenue and market share and operate in most cost effective and efficient manner.

Some of his Key Initiatives and Achievements are the launch, expansion and growth of Institutions like ETA Infotech, ETA E&C, Best Power India, Gulf Computers, JVI Software & People Solutions, GTCS Global, GTCS Infotech, Hamriyah Free Zone's Food Park, HFZA's Green Free Trade Zone Initiative. Actively Involved in Attracting and Managing Customers and Foreign Direct Investment (FDI) of over AED 11 Billion from 165 Countries, and Joint Venture Initiative with Bee'ah, Middle East's Largest Environment and Waste Management Company in the area of Environment, Waste Management and Consulting for Free Trade Zones and Economic Cities.



YASSER BAHAA

Organisational Excellence Expert
Sheikh Saqr Program for Government Excellence

Yasser has a very diversified knowledge over the past 20 years in various fields and industries such as Banking (Branch Manager), Training (Trainer), Consultancy (Senior Consultant), Higher Education (Head of Registration and Admission), Government Excellence (Organisational Excellence Expert) and contributing as an author in different magazines in the fields of business management and self-development.

Yasser has trained hundreds of trainees with more focus on organisational excellence, innovation, customer service, human resources, personal development, leadership, soft skills, and management. Moreover, he is an MTA certified facilitator, an EFQM Licensed Assessor, and considered the third Arabic Speaker in the world that holds an Investors in People (IIP) adviser license.

Yasser's academic background through passion is to support as many people as he could through this frequent blogs, articles and events he provides and always looking forward to improving his skills and competencies through connecting with like-minded people and those who share the same vision of having an impact on people's lives.



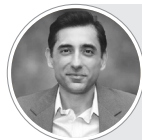
MOHAMMED HARIS

Corporate Performance Specialist
STC Solutions, Saudi Arabia

Currently working as part of Corporate Affairs Team for STCS, **Mohammed Haris** Farooq has over 9 years of experience in Organisational Strategic Planning and Performance Management (Balance Scorecard, KPIs & Project Management).

In the past, he as worked for organisations related to Logistics, Telecom and Insurance & Public Safety sectors namely Damco (formerly Mearsk Logistics) PK, Mobily KSA and Najm for Insurance Services KSA.

He has also jointly worked with Tier 1 consulting firms like Strategy&Ernst & Young and Hays Group as well as with boutique firms like Caliber Consulting to successfully deliver Strategy Development, Corporate Performance Management and Compliance related projects. He is a Certified Balanced Scorecard Professional (BSP) from Balanced Scorecard Institute (USA) and also holds a MBA from Finance.

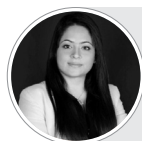


CAMERON MIRZA

Head of Strategy
University of Bahrain

An innovator within higher education with vast international experience within the UK and Middle East including working at the highest levels of reform. At the Department for Education(UK) Cameron was responsible for establishing of the young apprenticeship programme, led the review of diversity in the curriculum with Sir Keith Ajebo and was the programme manager for the cross cutting respect action plan launched in 2005 by Prime Minister Blair.

Cameron was appointed director for strategy for higher education council, Bahrain from December 2011 to May 2016 where he has co-authored a national higher education strategy and the nation's first industry-led graduate skills guide. In 2016 Cameron was appointed Head of strategy at the University of Bahrain, authoring the transformation plan of the national university and leading the university to a top 25 position in the 2019 Arab university rankings. In January 2019 Cameron was responsible for the University of Bahrain becoming one of the first universities in the world to adopt blockchain to issue certificates to students and also established the nation's first coding academy which offers free training to all university students regardless of study area.



SALWA A. AL HAMMADI

Head Of Quality & Excellence Office
Abu Dhabi City Municipality, UAE

Salwa Alhammadi is positioned as Head of Quality & Excellence in Abu Dhabi City Municipality. A strategic professional with formidable years of experience in strategic management and implementing organization's quality strategy, monitors government excellence system and strategic operational goals to enhance customer satisfaction and expectations for quality service. Salwa provides effective leadership in the efficient delivery of municipal service projects for the welfare and happiness of the community. Salwa ensures the implementation of common business process whilst adhering to legislative and compliance requirements, she is responsible for managing the execution of organization's strategic plan, also ensures the implementation of the organization's quality systems and monitors government excellence system.

Salwa Alhammadi is a Doctoral candidate in Educational leadership with specialization in Higher Education Administration from University of Phoenix in US. She holds MBA degree in Business administration from University of Liverpool in UK & B.Sc. in MIS from University of Sharjah.

In addition to Salwa's Executive responsibilities, she is certified Leadership Coach, Speaker & Trainer by The John Maxwell Leadership program, USA, and certified Service First Leader by Ron Kaufman (book author & founder of UP! Your Service). She had conducted "UP Lift!" service training courses for about 700 employees coming from various cultures within the organization.



HUSSAIN AL FARDAN

Head of Innovation Centre
Strategy & Corporate Excellence, Dubai Customs

Hussain Al Fardan is the Head of Innovation Centre – Strategy and Corporate Excellence at Dubai Customs. Hussain has over 20 years of experience in employee engagement, Innovation and Business Improvement with proven interpersonal and leadership skills. He is experienced in all aspects of Innovation both internal and external within the organization, with demonstrable success in Building Innovation Culture within a Governmental environment.

Hussain has developed and delivered innovation culture method that is now used by many government departments across the UAE to develop employee driven creativity and manage continuous improvement. Hussain is also the Head of Innovation Center in Dubai Customs and the Chairman of Ideas Arabia and Ideas Emirates.