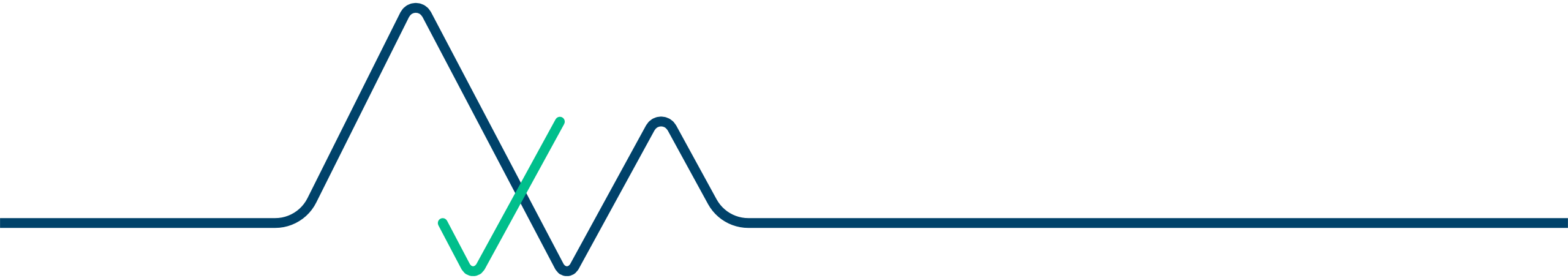


Basma Agentic AI

Powering the Mumaris Plus Digital Ecosystem for Healthcare Workforce Transformation



Overview

- The healthcare workforce is the backbone of every health system. In Saudi Arabia, the rapid expansion of healthcare services, medical education, and professional training has created a dynamic and complex ecosystem that must support hundreds of thousands of healthcare practitioners. The Saudi Commission for Health Specialties (SCFHS) serves as the national regulatory authority responsible for overseeing the professional development, licensing, and training of healthcare practitioners across the Kingdom.
- Today, the healthcare workforce in Saudi Arabia includes more than 737,000 registered healthcare practitioners from over 38 nationalities, supported by a large network of training centers, educational programs, and regulatory frameworks. Through its digital platforms, the Commission manages key professional services including professional registration and classification, training program management, continuing professional development (CPD), and professional licensing examinations.
- As the healthcare sector continues to grow under Saudi Vision 2030 and the Health Sector Transformation Program, the demand for efficient, transparent, and accessible regulatory services has significantly increased.
- Healthcare practitioners must navigate complex regulatory processes throughout their professional journey — from internship and licensing to specialization, training, and lifelong learning. However, accessing accurate regulatory guidance and understanding the correct procedures often remains difficult due to the complexity of policies, multiple digital platforms, and evolving professional requirements.
- Addressing this challenge requires a new generation of digital solutions capable of transforming complex regulatory knowledge into clear, accessible, and actionable guidance for healthcare professionals. This is where Basma emerges as a transformative innovation.



The Saudi Commission for Health Specialties (SCFHS)

The Saudi Commission for Health Specialties is the national authority responsible for regulating and developing healthcare professions in Saudi Arabia. The Commission plays a critical role in ensuring the quality, competence, and continuous development of healthcare professionals across the Kingdom.

Its responsibilities span across multiple areas of healthcare workforce governance, including:

- **Professional classification and registration of healthcare practitioners**
- **Development and supervision of postgraduate medical training programs (Saudi Board)**
- **Accreditation of training centers and educational programs**
- **Management of professional licensing examinations**
- **Oversight of continuing professional development (CPD) requirements**
- **Development of professional standards and regulatory frameworks**

Through its digital ecosystem, the Commission provides more than 42 digital services to healthcare practitioners through its unified digital platform.





The Saudi Commission for Health Specialties (SCFHS)

These services support practitioners across every stage of their professional journey, including:

- Internship management
- Professional classification and licensing
- Residency and fellowship training programs
- Continuing medical education
- Professional career progression

In addition, the Commission manages a network of over 700 training centers that support postgraduate medical training programs across the Kingdom.

The Challenge

Despite the availability of advanced digital platforms, healthcare practitioners often face significant challenges when navigating regulatory services and professional requirements. The complexity of regulatory frameworks, combined with the diversity of practitioner roles and career pathways, can make it difficult for users to identify the correct procedures or services required for their specific situation. Several structural challenges contribute to this problem:



Complex Regulatory Ecosystem

Healthcare regulations, licensing requirements, and professional standards involve multiple policies, procedures, and documentation requirements that practitioners must interpret correctly.



Fragmented User Journeys

Healthcare practitioners interact with multiple services throughout their careers, including classification, training programs, examinations, and continuing education. Navigating these processes can be time-consuming and confusing.



Limited Access to Clear Guidance

While policies and service documentation exist, practitioners often struggle to interpret regulatory requirements and translate them into practical next steps.



High Demand for Support Services

Support channels such as call centers and customer service teams often receive a large volume of inquiries related to licensing procedures, training requirements, and professional development pathways.



Diverse Practitioner Community

The healthcare workforce in Saudi Arabia includes professionals from different nationalities, backgrounds, and levels of experience, making accessibility and clarity of information critically important.

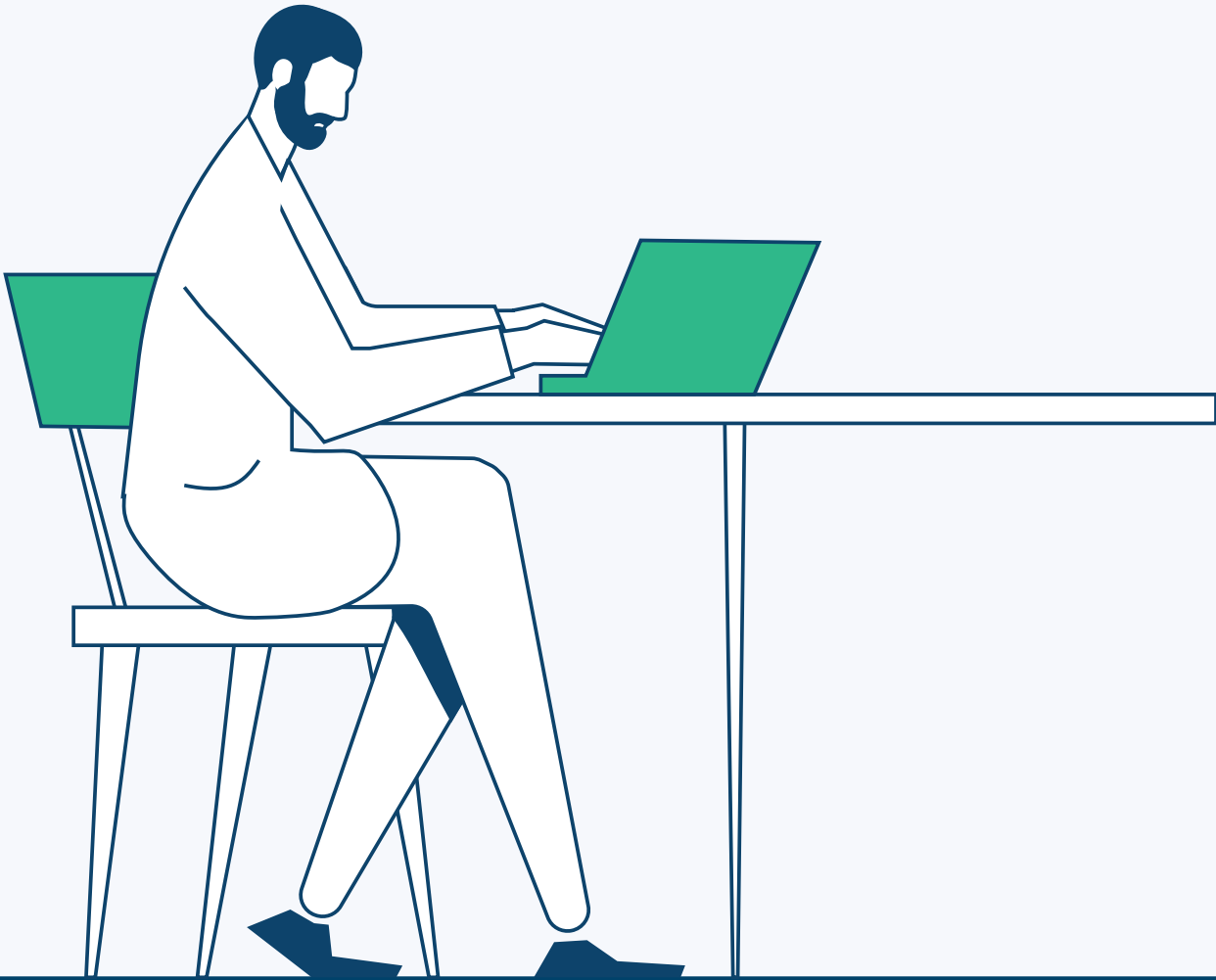


Rapid Regulatory Evolution

Healthcare regulations, professional standards, and training frameworks evolve continuously, requiring practitioners to stay updated on changing requirements.



The Knowledge-to-Action Gap



One of the most significant challenges facing healthcare practitioners is the gap between regulatory knowledge and practical action.

Practitioners may have access to information about regulations or services, but understanding how to translate this information into the correct steps or actions can be difficult.

This gap often leads to:

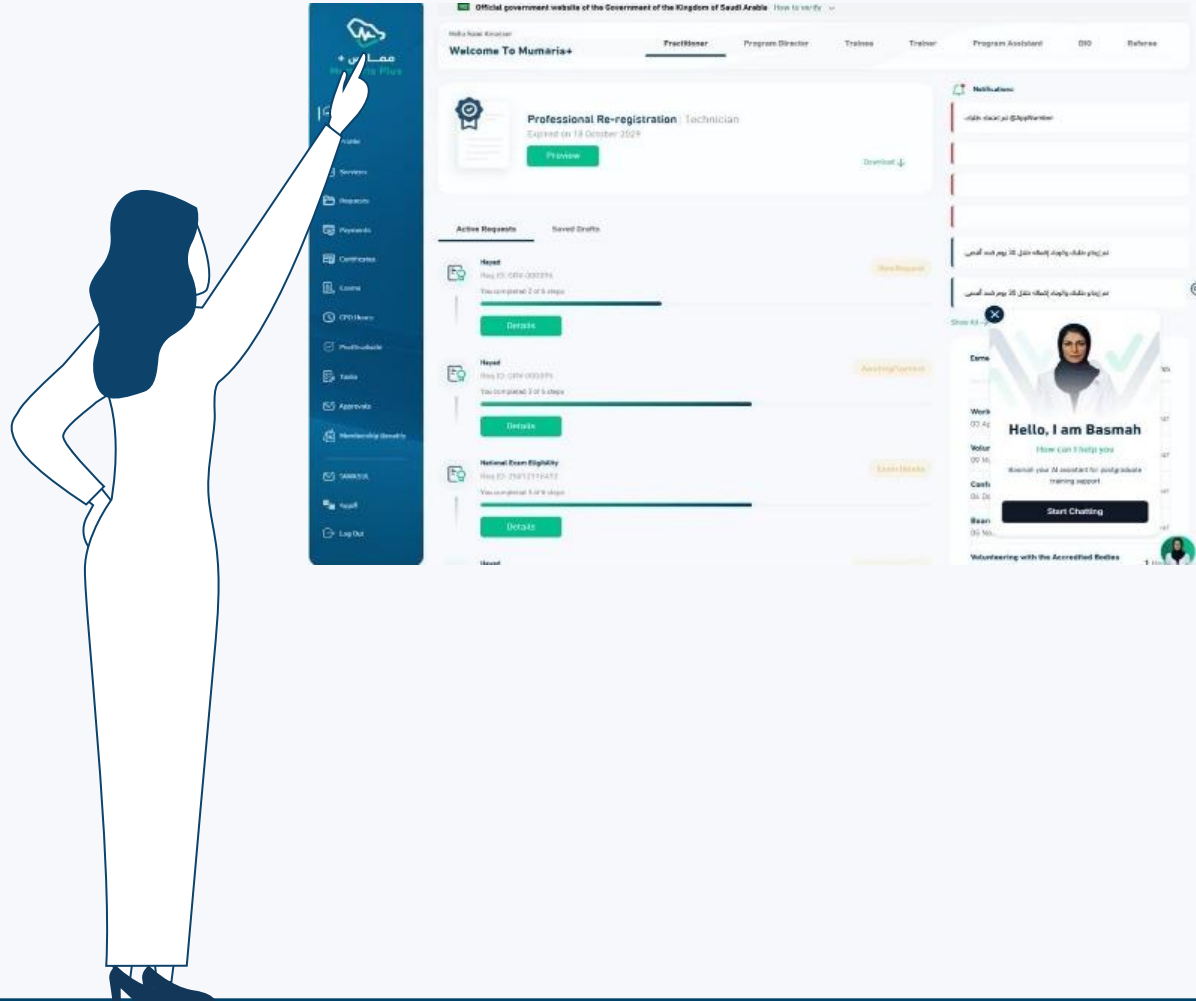
- **Delays in completing professional licensing procedures**
- **Confusion regarding training or certification requirements**
- **Increased reliance on manual support channels**
- **Administrative inefficiencies across the regulatory ecosystem**

In many cases, practitioners spend considerable time searching through documents, contacting support teams, or navigating multiple digital platforms before they can complete a single regulatory task.

Bridging this knowledge-to-action gap requires an intelligent system capable of interpreting regulatory knowledge and guiding users step-by-step through complex processes.



Basma: The Intelligent Guidance Platform



- Basma was designed to transform how healthcare practitioners interact with regulatory systems.
- Rather than functioning as a traditional chatbot or static information portal, Basma acts as an AI-powered guidance platform that interprets regulatory knowledge and converts it into clear, actionable steps for users.
- The platform enables practitioners to interact with regulatory services through natural language conversations, allowing them to ask questions and receive contextual guidance tailored to their professional situation.
- Basma connects practitioners with the broader digital ecosystem of SCFHS services, including professional licensing, classification, training programs, and continuing professional development.
- By combining conversational AI, domain-specific knowledge models, and structured regulatory information, Basma transforms complex administrative procedures into intuitive digital experiences.
- The platform acts as a trusted digital guide that accompanies healthcare practitioners throughout their professional journey, helping them understand requirements, access services, and complete processes more efficiently.



Impact of Basma

- Basma introduces a new paradigm for digital regulatory services by shifting from static information portals to intelligent guidance systems.
- Through its AI-powered capabilities, the platform helps practitioners:
 - Understand regulatory requirements more clearly
 - Navigate digital services more efficiently
 - Reduce time spent searching for information
 - Complete professional processes with greater confidence
- For the regulatory authority, Basma also contributes to:
 - Improved efficiency in service delivery
 - Reduced operational burden on support teams
 - Increased transparency in regulatory guidance
 - Better user experience for healthcare professionals
- Ultimately, Basma supports the broader goals of Saudi Vision 2030 and the Health Sector Transformation Program by strengthening the healthcare workforce and improving access to professional services.



Key Components

01 AI Guidance & Conversational Intelligence

This component represents the core intelligence layer of the Basma platform. It enables healthcare practitioners to interact with complex regulatory systems using natural language rather than navigating multiple digital portals or interpreting lengthy policy documents.

Powered by advanced Artificial Intelligence and Natural Language Processing (NLP), Basma understands practitioner inquiries related to licensing procedures, professional classification, examination requirements, continuing professional development (CPD), and training pathways.

At the heart of this capability are large language models and intelligent multi-agent AI systems that interpret user questions and generate contextual guidance tailored to the practitioner's situation. These AI capabilities allow Basma to translate complex regulatory frameworks into clear, step-by-step guidance, enabling healthcare professionals to understand procedures, access services, and complete regulatory processes more efficiently.

By transforming regulatory systems into an interactive AI-powered guidance experience, this component significantly improves accessibility, clarity, and usability of healthcare regulatory services.

02 Domain Regulatory Knowledge & Intelligent Retrieval

This component forms the knowledge backbone of the Basma platform. It consists of a structured regulatory knowledge ecosystem that integrates healthcare regulations, professional standards, operational procedures, and institutional policies managed by the Saudi Commission for Health Specialties.

Central to this layer is a Domain-Specific Language Model (DSLML) trained on healthcare regulatory frameworks and professional governance documentation. This specialized model allows Basma to interpret sector-specific terminology and accurately understand practitioner questions related to licensing, certification, training programs, and professional development requirements.

The knowledge system is supported by advanced knowledge retrieval technologies and intelligent search mechanisms that allow the AI platform to access verified regulatory documents and service workflows in real time. By grounding AI responses in authoritative sources, this component ensures reliability, transparency, and alignment with official policies.

Through intelligent knowledge management, Basma transforms static regulatory documentation into a dynamic and accessible digital knowledge system.



Key Components

03 Digital Government Integration & Service Orchestration

Basma functions as an intelligent orchestration layer that connects healthcare practitioners with the broader digital ecosystem of regulatory services and e-government platforms.

Rather than replacing existing digital systems, Basma enhances them by acting as a unified interface that helps practitioners understand and access multiple regulatory services through a single guidance platform. The system integrates with digital public service platforms related to professional licensing, training program management, examination services, and continuing professional development systems.

Through secure APIs and digital service orchestration mechanisms, Basma bridges regulatory knowledge with real service workflows. Practitioners can move seamlessly from understanding regulatory requirements to accessing the relevant digital service or completing the necessary administrative process.

This component significantly improves the usability of digital government services while strengthening transparency and accessibility across the healthcare regulatory ecosystem.

04 Cloud Infrastructure, Data Intelligence & Secure Digital Governance

This component provides the technological foundation that enables Basma to operate as a scalable, secure, and reliable digital platform.

Built on modern cloud computing infrastructure, the system supports high availability, rapid processing of practitioner requests, and the ability to scale as the number of users grows. Cloud deployment ensures that healthcare professionals across the Kingdom can access regulatory guidance at any time through digital platforms and integrated services.

The platform also incorporates advanced data analytics and knowledge management capabilities that process large volumes of regulatory documents, practitioner inquiries, and professional development data. These data-driven insights help continuously improve the accuracy, responsiveness, and relevance of the AI guidance system.

Strong cybersecurity frameworks, encryption technologies, identity and access management systems, and privacy-enhancing technologies ensure secure interactions and responsible handling of practitioner data. These governance mechanisms maintain trust and compliance with national data protection regulations while supporting the long-term sustainability of the platform.



Objectives

01 Transform Access to Regulatory Knowledge

Basma aims to transform how healthcare practitioners access regulatory knowledge by converting complex policies, licensing procedures, and professional standards into clear, AI-powered guidance.

Instead of navigating fragmented systems and lengthy documentation, practitioners can interact with the platform through natural language and receive accurate, contextual, and actionable guidance.

By simplifying access to institutional knowledge, Basma empowers healthcare professionals to understand regulatory requirements quickly and confidently, improving transparency and accessibility across the healthcare regulatory ecosystem.

02 Enhance Digital Public Services in Healthcare Governance

Basma supports the digital transformation of regulatory services by introducing an intelligent AI-powered interface that connects practitioners with multiple government platforms through a unified experience.

The platform improves the usability of digital public services by helping practitioners navigate licensing systems, training programs, examination services, and professional development platforms more efficiently.

By strengthening the accessibility and usability of digital government services, Basma contributes to a more responsive and user-centered model of public service delivery.



Objectives

03 Empower the Healthcare Workforce Through Intelligent Guidance

Healthcare practitioners face complex career journeys that involve licensing, training, certification, and lifelong professional development. Basma is designed to support professionals throughout this journey by providing personalized guidance tailored to their professional stage and needs.

Through AI-powered assistance, the platform helps practitioners understand training pathways, regulatory requirements, and professional development opportunities, enabling them to make informed decisions about their careers.

This approach strengthens workforce capacity and supports the development of a more resilient and well-prepared healthcare system.

04 Promote Inclusive and Equitable Access to Professional Services

Basma ensures that regulatory knowledge and professional services are accessible to all healthcare practitioners, regardless of their background, geographic location, or level of familiarity with regulatory systems.

The platform particularly benefits early-career professionals, internationally trained practitioners, women healthcare professionals, and practitioners working in remote or underserved areas.

By reducing barriers to accessing regulatory services and simplifying complex processes, Basma promotes inclusive participation and equitable access within the healthcare professional ecosystem.



Objectives

05 Demonstrate the Role of Emerging Technologies in Digital Governance

Basma demonstrates how emerging technologies such as artificial intelligence, conversational AI, domain-specific language models, and cloud computing can transform public service delivery.

By combining advanced AI capabilities with structured regulatory knowledge systems and digital government platforms, Basma creates a new model for intelligent governance where digital services are not only available but also understandable and actionable for users.

This innovation highlights the role of emerging technologies in strengthening transparency, efficiency, and trust in digital public services while supporting the broader goals of sustainable digital transformation.



Target beneficiary group

Citizens

Government Authorities

Healthcare Practitioners

Professionals

Civil Society Organisations

Executive Leadership

Healthcare Companies & Groups



Technology

01

Health Technology (Digital Health, Health Information Systems)

Basma operates within the healthcare regulatory ecosystem by supporting practitioners in navigating professional licensing, training pathways, and regulatory services. The platform simplifies access to complex healthcare regulations and professional development requirements, improving how practitioners interact with digital health governance systems.

02

GovTech & Civic Technology

The platform represents an innovative GovTech initiative that enhances digital public services. By providing AI-powered regulatory guidance, Basma improves the usability of government platforms and helps practitioners efficiently navigate regulatory procedures and digital services.

03

Cloud Computing & Cloud Services

Basma is deployed on scalable cloud infrastructure that ensures high system availability, rapid processing of user requests, and the ability to support a growing number of healthcare practitioners interacting with the platform simultaneously.

04

Digital Public Infrastructure & e-Government Platforms

The platform acts as an intelligent interface integrated with digital government services. By connecting regulatory knowledge with digital service platforms, Basma enables practitioners to access and understand multiple regulatory services through a unified AI-powered guidance system.

05

Application Platforms / Software-as-a-Service (SaaS)

Basma functions as a modular digital platform delivered as a scalable service. The system can be accessed through web portals and integrated digital services, allowing practitioners to receive AI-powered regulatory guidance through multiple digital channels.



Technology

06

Artificial Intelligence (AI) & Machine Learning

Artificial intelligence is at the core of Basma. The platform leverages large language models and intelligent multi-agent systems to interpret user inquiries and provide contextual regulatory guidance. These AI capabilities allow practitioners to interact with complex regulatory frameworks through natural language conversations.

07

Data Analytics, Big Data & Data Platforms

Basma processes large volumes of regulatory documents, policies, and professional guidelines using advanced knowledge management and retrieval systems. These data-driven capabilities allow the platform to continuously improve the accuracy and relevance of its responses.

08

Cybersecurity & Information Security

Strong cybersecurity frameworks ensure the protection of practitioner data and secure interactions within the digital regulatory environment. The platform follows established data protection and security standards to maintain trust and reliability.

09

Encryption, Identity & Access Management

Secure authentication and identity management mechanisms ensure that practitioners can safely access regulatory services and receive personalized guidance through the platform.

10

Privacy-Enhancing Technologies

Basma integrates privacy-focused technologies and governance mechanisms to ensure responsible use of data and compliance with national data protection regulations.



Contribution to the Implementation of the Sustainable Development Goals (SDGs)

Goal 3

Good Health and Well-Being

By supporting healthcare practitioners with clear regulatory guidance and professional development pathways, Basma contributes to strengthening the healthcare workforce. Improved access to regulatory services and training pathways ultimately supports higher standards of healthcare delivery and improved patient outcomes.

Goal 4

Quality Education

Basma promotes continuous professional learning by helping practitioners access training requirements, certification pathways, and continuing professional development opportunities. The platform enables healthcare professionals to continuously improve their knowledge and competencies throughout their careers.

Goal 10

Reduced Inequalities

The platform reduces barriers to accessing regulatory knowledge and services for diverse practitioner groups, including migrant professionals, women, early-career practitioners, and those working in rural or remote areas. By providing accessible digital guidance regardless of location, Basma promotes equitable access to professional opportunities.

Goal 16

Peace, Justice and Strong Institutions

Basma enhances transparency and trust in regulatory systems by providing consistent, verified guidance based on official policies and procedures. By simplifying access to government services and improving clarity in regulatory processes, the platform strengthens institutional accountability and public confidence in digital governance.



Impact (economic, social, environmental)

Social Impact

01 Improves Access to Regulatory Knowledge	Qualitative	Basma simplifies complex regulatory frameworks and enables healthcare practitioners to easily understand licensing requirements, training pathways, and professional standards.	Quantitative	737,000+ Healthcare Practitioners Supported
02 Empowers Healthcare Professionals		By providing clear and accessible regulatory guidance, the platform empowers practitioners to navigate their professional journeys with greater confidence.		38 Nationalities Served Across the Healthcare Workforce
03 Enhances Professional Development		The platform helps practitioners identify training programs, certification requirements, and professional development opportunities throughout their careers.		19,000+ Healthcare Trainees Supported Through Training Programs
04 Supports Diverse Workforce Integration		Basma improves accessibility for international practitioners and healthcare professionals from different backgrounds working within Saudi Arabia.		90%+ User Satisfaction Across the Digital Regulatory Ecosystem



Impact (economic, social, environmental)

Institutional Impact

01 Strengthens Digital Government Services	Qualitative	Basma enhances the delivery of digital public services by simplifying access to professional regulatory information.	Quantitative	42+ Digital Regulatory Services Accessible Through the Ecosystem
02 Improves Service Navigation		The platform enables practitioners to quickly identify the correct regulatory procedures and services.		700+ Accredited Training Centers Connected to the Professional Development System
03 Enhances Institutional Transparency		By providing verified regulatory guidance, the platform improves clarity and trust in regulatory processes.		Hundreds of thousands of regulatory interactions handled through digital platforms
04 Supports Workforce Governance		Basma strengthens the management of professional standards and regulatory compliance within the healthcare sector.		National-scale regulatory ecosystem supporting the healthcare workforce



Impact (economic, social, environmental)

Economic Impact

01 Improves Operational Efficiency	Qualitative	Basma reduces the time required for practitioners to locate regulatory information and complete professional procedures.	Quantitative	737,000+ Practitioners Benefiting from Digital Regulatory Services
02 Reduces Administrative Workload		Automated guidance reduces reliance on manual support channels and institutional inquiries.		42+ Digital Professional Services Simplified Through AI Guidance
03 Accelerates Workforce Integration		Healthcare professionals can complete regulatory processes more efficiently, supporting faster workforce readiness.		Large-scale reduction in manual regulatory inquiries
04 Supports Digital Transformation in Healthcare Regulation		The platform demonstrates how AI-driven services can improve efficiency in regulatory institutions.		90%+ satisfaction rate reflecting improved user experience



Why Basma is Innovative

01

AI-Powered Regulatory Guidance

Basma introduces a new paradigm for interacting with regulatory systems by transforming traditional static information portals into an intelligent guidance experience. Instead of requiring healthcare practitioners to manually search through complex policies, service procedures, and documentation, Basma allows users to interact with regulatory services through natural language conversations.

Powered by advanced artificial intelligence and natural language processing technologies, Basma interprets practitioner questions and provides clear, contextual responses based on official regulatory frameworks. Practitioners can ask questions about licensing requirements, professional classification, continuing professional development, training programs, or regulatory procedures, and receive accurate guidance within seconds.

This innovation significantly reduces the time and effort required to understand complex processes and empowers healthcare professionals to navigate regulatory systems independently with greater clarity and confidence.



02

Knowledge-to-Action Intelligence

One of Basma's most important innovations lies in its ability to transform regulatory knowledge into actionable guidance. In traditional digital government systems, users are often provided with large volumes of information but are left to interpret the next steps themselves.

Basma bridges this gap by translating complex regulatory frameworks into structured step-by-step actions tailored to each practitioner's situation. Rather than simply displaying information, the platform interprets regulatory requirements and guides users through the exact procedures they need to follow.

This "knowledge-to-action" capability reduces confusion, prevents administrative errors, and significantly improves the efficiency of regulatory service interactions. By converting institutional knowledge into guided workflows, Basma transforms how users engage with public services.



Why Basma is Innovative

03

Domain-Specific AI for Healthcare Regulation

Unlike generic AI chatbots, Basma is powered by a Domain-Specific Language Model (DSLML) trained specifically on healthcare regulatory frameworks, professional standards, and operational procedures of the Saudi Commission for Health Specialties.

This specialized model enables the platform to understand the terminology, context, and complexity of healthcare governance systems. As a result, Basma can accurately interpret practitioner inquiries related to licensing procedures, examination requirements, training pathways, and continuing professional development regulations.

By combining domain-specific artificial intelligence with structured regulatory knowledge bases, Basma ensures that responses remain reliable, relevant, and aligned with official institutional policies.

04

Intelligent Digital Governance Platform

Basma represents an evolution in digital public services by introducing an intelligent layer that sits above existing digital platforms and regulatory systems. Rather than replacing existing infrastructure, the platform enhances the usability of digital services by acting as a unified entry point for practitioners.

Through intelligent orchestration of digital services, Basma connects users with multiple regulatory platforms including practitioner licensing systems, training program services, examination management systems, and professional development platforms.

This approach creates a seamless digital experience where practitioners can understand regulatory requirements, access services, and complete procedures through a single intelligent interface.

By transforming fragmented service ecosystems into a unified digital experience, Basma establishes a new model for delivering transparent, efficient, and user-centered digital public services.



Why Basma is Innovative

05

AI Avatar with Realistic Emotions

Basma introduces an advanced AI-powered avatar designed to create a more natural and human-centered interaction between healthcare practitioners and digital regulatory services. Unlike traditional text-based chat interfaces, the avatar communicates through expressive visual cues, voice interaction, and realistic emotional responses that enhance user engagement and understanding.

The avatar can interpret user intent and deliver regulatory guidance through conversational dialogue, facial expressions, and contextual responses, creating a more intuitive and supportive user experience. This approach helps reduce cognitive barriers when navigating complex regulatory information and makes digital services more approachable for users with different levels of digital literacy.

By combining conversational AI with emotionally responsive avatars, Basma demonstrates how emerging technologies can humanize digital government services and transform how users interact with institutional knowledge platforms.



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Saudi Commission for Health Specialties

Sustainability & Long-Term Impact

01

Institutional Sustainability

Basma is institutionally sustained through its integration within the digital ecosystem of the Saudi Commission for Health Specialties (SCFHS), the national authority responsible for regulating healthcare professions in Saudi Arabia.

By embedding the platform within existing practitioner service systems, regulatory platforms, and professional development programs, Basma strengthens the efficiency and accessibility of core regulatory services without requiring parallel infrastructure.

This institutional integration ensures long-term operational sustainability while aligning the platform with national initiatives such as the Health Sector Transformation Program and Saudi Vision 2030, both of which prioritize digital public services, workforce development, and innovation in healthcare governance.

02

Social Sustainability & Inclusive Access

Basma contributes to social sustainability by ensuring equitable access to regulatory knowledge and professional services for healthcare practitioners across the Kingdom.

Through its AI-powered digital interface, the platform provides clear and reliable regulatory guidance to practitioners regardless of their geographic location, professional experience, or familiarity with regulatory systems.

This inclusive approach particularly benefits diverse practitioner groups including early-career professionals, internationally trained practitioners, women healthcare professionals, and practitioners working in remote or underserved regions.

By reducing barriers to accessing regulatory services and simplifying complex administrative processes, Basma promotes transparency, fairness, and equal opportunity across the healthcare professional ecosystem.

03

Technological Sustainability & Scalability

Basma is built on a modern modular architecture that ensures long-term technological sustainability and scalability.

The platform leverages cloud infrastructure, artificial intelligence, and structured knowledge systems to enable continuous improvement and expansion. Its modular design allows new policies, regulatory updates, and service workflows to be integrated without redesigning the entire platform.

This adaptability ensures that Basma can evolve alongside changing healthcare regulations, professional standards, and digital governance frameworks.

Through its AI-driven knowledge system and scalable cloud infrastructure, Basma remains a future-ready digital platform capable of supporting long-term improvements in healthcare workforce governance and service accessibility.



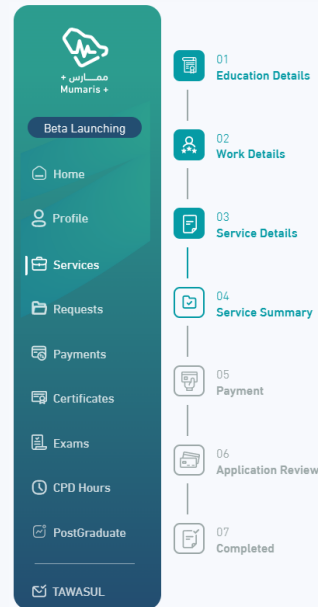
Replicability

01 — Adaptable to Different Regulatory Environments

Basma is designed as a flexible AI guidance platform that can be adapted to different regulatory frameworks. By training the system on domain-specific knowledge bases, institutions in other sectors or countries can customize the platform according to their own policies and regulatory structures.

02 — Scalable Across Government Sectors

Although developed for healthcare regulation, the Basma model can be replicated across other professional regulatory sectors such as engineering, education, legal services, and financial services where users must navigate complex licensing and compliance processes.



03 — Modular Platform Architecture

04 — Integration with Existing Digital Government Systems

Qualification Details	
Qualification's Awarding Authority	جامعة تبوك
Qualification's Degree	بكالوريوس
Major Name	الاقتصاد المنزلي
Specialty	التربية الاسرية
GPA Type Name	نظام المعدل التراكمي المكون من خمس نقاط
GPA	3.21
Awarding Date	Aug 10, 2017

Application Details

Food And Nutrition

Basma is built using a modular architecture that separates the AI layer, knowledge layer, and service orchestration layer. This structure allows institutions to deploy specific components independently or integrate the full platform depending on their operational needs.

The platform is designed to function as an intelligent layer above existing digital services. By connecting to government platforms through APIs and digital service integrations, Basma can enhance the usability of existing systems without requiring major infrastructure changes.

05 — Knowledge-Based AI Model Replication

The platform's domain-specific AI model can be replicated by training the system on different regulatory knowledge bases. This enables organizations in other countries or sectors to deploy similar AI guidance platforms tailored to their own institutional frameworks.

06 — Global Digital Governance Model

Basma demonstrates a scalable model for AI-enabled public service delivery where regulatory knowledge, digital services, and AI guidance are integrated into a unified platform. This approach can be replicated internationally to improve transparency, accessibility, and efficiency in digital government services.



Challenges

01

Maintaining Up-to-Date Regulatory Knowledge

Healthcare regulations, licensing requirements, and professional standards continuously evolve within the Saudi healthcare ecosystem.

Ensuring that Basma's knowledge base remains accurate and aligned with the latest policies requires constant coordination with multiple departments within the Saudi Commission for Health Specialties (SCFHS). This challenge is amplified by the scale of the ecosystem, which serves more than 737,000 healthcare practitioners from 38 nationalities, each relying on clear and reliable regulatory guidance.

02

Ensuring Reliable AI-Driven Regulatory Guidance

Basma relies on artificial intelligence to interpret complex regulatory frameworks and guide practitioners through licensing, classification, and professional development services.

Maintaining high levels of response accuracy requires continuous monitoring, evaluation, and refinement of AI models to ensure that all responses remain consistent with official policies and regulatory procedures.

03

Digital Adoption and User Trust

Although digital services are widely used, some practitioners may initially hesitate to rely on AI-powered platforms for regulatory guidance.

Building trust in intelligent systems requires intuitive user experiences, transparent knowledge sources, and continuous improvements based on practitioner feedback and system performance monitoring.



Challenges

04

Data Privacy and Security

Operating AI-driven regulatory platforms within digital public services requires strong safeguards to protect practitioner data and sensitive professional information.

Ensuring secure access, responsible data governance, and compliance with national data protection regulations is essential to maintaining user trust and safeguarding the integrity of the digital regulatory environment.

05

AI Infrastructure and System Scalability

Delivering intelligent regulatory guidance to a rapidly growing healthcare workforce requires a scalable and resilient digital infrastructure.

The platform must support large volumes of real-time user interactions while maintaining system performance, AI model reliability, and continuous improvement of knowledge systems as regulatory frameworks evolve.

06

Supporting a Diverse and Multinational Healthcare Workforce

Saudi Arabia's healthcare workforce includes professionals from dozens of nationalities and diverse training backgrounds.

Ensuring that regulatory information is accessible, understandable, and usable for such a diverse professional community represents a key challenge for digital regulatory platforms.



Future Perspectives

01

Expansion Across Regulatory Sectors

The Basma platform model can be adapted to support other regulatory authorities that manage complex licensing, accreditation, and compliance processes.

Sectors such as engineering, education, financial services, and legal professions could benefit from similar AI-powered regulatory guidance systems that simplify access to policies, procedures, and professional services.

02

Proactive Professional Guidance

Future versions of Basma may introduce predictive capabilities that proactively inform practitioners about upcoming licensing renewals, training requirements, or compliance obligations.

These intelligent notifications would help professionals remain compliant with regulatory requirements while reducing administrative workload and improving workforce readiness.

03

Enhanced Multilingual and Inclusive Support

To support Saudi Arabia's diverse healthcare workforce, Basma can expand multilingual capabilities and accessibility features.

This would allow practitioners from different linguistic and cultural backgrounds to interact more easily with regulatory services and obtain accurate guidance across multiple digital channels.



Future Perspectives

04

Strengthening Data Privacy and Digital Trust

As the platform grows, maintaining strong data governance and cybersecurity frameworks will remain a core priority.

Ensuring secure practitioner interactions, safeguarding sensitive professional data, and complying with national data protection policies will reinforce user trust and support the long-term sustainability of the platform.

05

Scalable AI Infrastructure and Continuous Improvement

Operating an AI-powered regulatory guidance platform requires scalable cloud infrastructure capable of supporting large volumes of user interactions.

Continuous investment in AI model governance, system monitoring, and knowledge management will ensure that Basma remains accurate, responsive, and capable of evolving alongside regulatory frameworks.



Media Coverage & Public Engagement

01

National Documentary Feature

Basma was featured in a documentary program highlighting Saudi Arabia's digital transformation in the healthcare sector.

The episode explores how artificial intelligence is being used to improve access to regulatory services for healthcare practitioners and showcases Basma as an innovative platform supporting the modernization of professional governance and digital public services.

Documentary Episode Link:

[\[Documentary Link Here \]](#)

02

Media Coverage and Public Awareness

Basma was featured in a documentary program highlighting Saudi Arabia's digital transformation in the healthcare sector.

The episode explores how artificial intelligence is being used to improve access to regulatory services for healthcare practitioners and showcases Basma as an innovative platform supporting the modernization of professional governance and digital public services.

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في طريقها نحو تعزيز التمكين والارتقاء بالتجربة الرقمية في
عالم التدريب، تأتيكم بسمّة، أول مساعدة ذكية لدعم
الممارسين الصحيين والمتدربين.
زوروا في جناح #هيئة_التخصصات Hall 1.G10 للتعرف
عليها!
#ملتقى_الصحة_العالمي_25



Media Coverage & Public Engagement

03

Official Digital Platforms

The Saudi Commission for Health Specialties provides official digital platforms and service portals that enable healthcare practitioners to manage licensing, professional classification, examinations, and professional development through integrated digital systems such as **Mumaris Plus**.

Official Platform:

[\[Documentary Link Here\]](#)

04

Official Strategy & Institutional Media

The platform and its supporting digital services are highlighted in official institutional media content presenting the future strategy of the Saudi Commission for Health Specialties and the transformation of healthcare workforce governance in the Kingdom.

Official Video:

[YouTube Link Here](#)



Media Coverage & Public Engagement

05

Educational Tutorials and User Guidance

Multiple educational videos and tutorials guide healthcare practitioners step-by-step through processes such as registration, professional classification, and licensing within the Mumaris Plus ecosystem.

Example Tutorial:

[\[Video Link Here\]](#)

06

Community Knowledge Sharing

Healthcare professionals and educators around the world actively produce tutorials and explainers that help new practitioners navigate regulatory services.

This community-driven content reflects the global reach of Saudi Arabia's healthcare regulatory systems.

Community Tutorial Link:

[Link Here](#)



Media Coverage & Public Engagement

07

International Media Coverage

The work of the Saudi Commission for Health Specialties and its digital transformation efforts has been highlighted by international media outlets covering the modernization of healthcare regulation and licensing services in Saudi Arabia.

Media Article:

[Article 1 Link Here](#)

[Article 2 Link Here](#)

[Article 3 Link Here](#)

08

Social Media Engagement

Digital public services such as Mumaris Plus also generate significant engagement on social media platforms where practitioners share experiences, feedback, and professional milestones related to licensing and certification processes.

Social Media Post:

[Link 1 Here](#)

[Link 2 Here](#)



THANK YOU.

