

## Institutional excellence of HRDF's technical environment

HRDF provides its programmes in employment, training, and entrepreneur support through electronic channels and interactive procedures to serve job seekers and customers.

HRDF uses the latest technology to deliver multiple services digitally to all stakeholders. The use of IT in HRDF's operations ensures convenience, accessibility, accuracy, and wide-reach.

HRDF possesses several gateways and specialised platforms that deliver e-services, such as:

- › HRDF website
- › *Taqat* National Labour Gateway
- › Subsidy programmes systems
- › Saudi Human Resource Gateway
- › *Doroob* National e-learning platform
- › *Qurrah* Working women childcare programme
- › *Wusool* Transportation of working women programme
- › 9/10th platform for entrepreneur support
- › *Subol* Career education and development programme
- › *Safi* Summer training programme
- › National Labour Observatory Portal

### Outlook

To offer a superior service through our electronic platforms, HRDF will:

- › Continue to invest in the latest technology and modernise platforms to keep abreast with digitalisation.
- › The use of social network and other digital methods of customer service to reach and serve customers.
- › Continue the automation of HRDF's internal systems and processes to facilitate the Fund's administration.