

DOH

Success Story



Department of
Health - DOH



Government
- Public Health



Healthcare Strategy



Healthcare



Abu Dhabi, UAE



www.doh.gov.ae/en/

Delivering a best-in-class Healthcare Strategy in the Emirate of Abu Dhabi

The Department of Health in Abu Dhabi is the regulative body of the Healthcare Sector in the Emirate of Abu Dhabi. It ensures excellence in Healthcare for the community by monitoring the health status of the population and defines the strategy for the health system in Abu Dhabi.

With such a vital role and responsibility towards the citizens of Abu Dhabi, it is important for the Department of Health to have the right solutions in place to effectively design and execute its strategy and related initiatives. After a rigorous selection process, the Department selected the market leading enterprise performance solution from Corporater and its experienced implementation partner Clariba SEIDOR for this project.



Objectives

Although the Department of Health already had an integrated, proven strategy in place, the process to manage and maintain the many strategic initiatives, related KPIs and business process was highly manual and time-consuming. With the help of, Clariba SEIDOR the Department of Health set out to implement Corporater, a comprehensive solution that brings together Enterprise Performance, Governance, Risk and Compliance to achieve following objectives:

- **Increase visibility** of objectives across the sectors of the organization
- Ensure **one single source of truth** for all corporate performance related information
- Provide a **user-friendly solution** for the executive team to view performance and take action
- **Increase accuracy** with less labour-intensive performance reporting

Approach

With years of experience in delivering complex analytics and enterprise performance solutions, the Clariba team took advantage of its proven implementation methodology and approach. Supported by the project managers of both teams, Clariba SEIDOR engaged with the strategy team of the Department of Health following a structured process yet leveraging an agile approach to ensure continuous engagement of all business members.

Critical Success Factors

- **Transparency and trust:** Continuous open dialogue between the project team and the business
- **Flexibility:** Adapt to changing business requirements throughout the project following a structured change management methodology
- **Communication:** Effective, fluid, two-way communication among all parties to ensure rapid decision-making

Fatema Al Marzouqi

Division Manager of Strategic Planning &
Performance Management, Department of Health –
Abu Dhabi

“Working with Clariba SEIDOR in this project was made easy by the ability of their consultants to translate our requirements into an effective solution.

Their flexibility in accommodating our dynamic business and their fluid communication style ensured a resounding project success.”

Why Clariba SEIDOR?

Clariba SEIDOR, as part of SEIDOR is an expert consultancy that provides data driven digital transformation solutions for business intelligence, advanced analytics, enterprise performance management, GRC and organisational alignment. On a global level, Clariba SEIDOR forms part of the combined Analytics & Enterprise Performance Practice at SEIDOR which covers 41 countries with a team of more than 250 professionals serving more than 350 clients with over 700 projects each year.



The Result: A Best-in-Class Strategy for Abu Dhabi Citizens

With the successful implementation of the Corporater performance management solution, the team at the Department of Health can now count on a more uniform strategy management review process across all departments, accurate data via automated data feeds from its core systems and most importantly more productive communication and decision-making within the organization to manage the vital healthcare initiatives across the Emirate of Abu Dhabi.

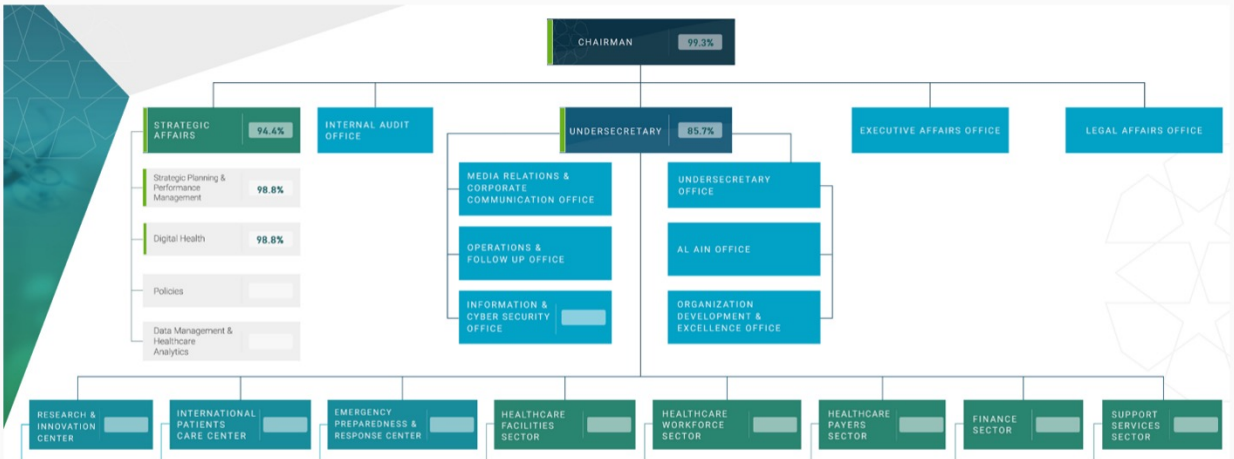
Achievements

- **Records all performance elements** for Department of Health (objectives, KPIs, ...) and their targets
- **Captures actual performance** for each of these elements
- **Reports the status of each element** indicating actual performance vs. targets and the actions to course correct

Chairman > Undersecretary > Undersecretary Scorecard

Undersecretary Scorecard :

Strategy Map Objective Cascade Organizational Structure Dashboard Analysis Dashboard Common KPIs Report List Priority Programs and Projects



Undersecretary Scorecard :

Strategy Map Objective Cascade Organizational Structure Dashboard Analysis Dashboard Common KPIs Report List Priority Programs and Projects

