

Nomination: 6053

Abu Dhabi Customs - Best Use of Games and Simulations for Learning

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Abu Dhabi Customs

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Abu Dhabi Customs - Best Use of Games and Simulations for Learning

Category

B01 - B59 Achievement > B46 - Best Use of Games and Simulations for Learning

Achievement Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

The General Administration of Customs, Abu Dhabi is a governmental entity that aims to implement the customs policy prescribed by authorities. supervision of goods export, import and re-export as well as the collection of customs duties assessed on goods in accordance with laws and regulations of authorities.

Abu Dhabi Customs is geographically distributed in 11 customs centers into 3 main locations: Abu Dhabi City, Al Ain City and Ghuwaifat City (near Saudi borders) to look after &protect land borders, seaports &airports.

Abu Dhabi Customs uses the latest detection &computer systems for development of work &to facilitate customs inspections while completing transactions quickly &accurately. Non-Intrusive Inspection technology is becoming a cornerstone of Abu Dhabi Customs layered enforcement strategy. Technologies used at our air, sea, &land border posts include large-scale X-ray -imaging systems as well as portable &hand-held technologies, to include radiation detection equipment.

AD Customs started full transformation strategy for duration of five years to establish full innovative solutions that serves not only entity but employees themselves.

After practicing a deep drill of GAP analysis in learning &development, many gaps were revealed; most emphasized point was lack of interest in learning due to learning methodologies used in our current learning programs.

b. Outline the team's or organization's achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required

we diversified learning-methods by implementing gamification into training-projects especially currently addressing millennial-mindset of inspectors games-oriented.

AD Customs launched major Gamification Project 2020, VR for training Project 2020, 2022 &Simulation project 2021.

gamification project mainly focusses on nugget-training-methodology in game-concept ; first knowledge-sharing interactive game called Customs-Challenge focuses on familiar snakes &ladder game with trivia questions. game based on 90% of customs-related questions &information &10% indirectly related questions. Customs-challenge game achieved 86% installation Feb 2020 during innovation-month. releasing new game knowledge-concept for customs-purposes: Customs-Run works on educating community about prohibited &restricted items in borders, released 2022.

VR project for training-purposes released 2020 for phase 1 &2022 phase 2 addressed same concept of VR-games for work related purposes. 2020 established VR academy 3 main modules: land, Seaport &Airport inspection. simulating virtual environment exact-like centers in borders entitles inspectors to get training &assessment for inspection processes VR-way. It replaced or OJT programs that got new inspectors ready-to-work &practice inspection before joining customs-center. second phase of project 2022, moving into training &uplifting skills support-services sector. creating 6 new modules Customer-Service, procurement, project-management, facility-management, exit-interview &recruitment based on body-language-interface &interpretations for work-needs to train &assess current &future employees.

2021 launched X-Ray simulation project utilization internationally-recognized solution SIMFOX utilized in busiest customs centers in world. simulation project worked on simulating current &future X-Ray machines in borders &managed to train &assess inspectors dynamically. now certifying inspectors by creating license-program gives authority for inspectors to use specific-type X-Ray after self-training &instructor-led training sessions lead to assessment &licensing.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

Accordingly, we achieved a lot of recognition:

- Fastest HCM deployment project with Oracle in the middle east – duration of 3 months.
- Number One government entity in the middle east to implement full Oracle HCM cloud suite.
- Number One entity worldwide to independently adopt the Oracle HCM digital assistant skills
- Great Place To Work Award in March 2022 for being one of the greatest places to work in the middle east as per the award rules and guidelines and the only government entity with such recognition
- Obtaining 5 ISOs: ISO 30408 Certificate in Human Resource Governance System, ISO30401 Certificate in Knowledge Management System, ISO30409 Certificate in Human Resource Planning Management system, ISO30405 Certificate in Recruitment Management System and ISO30414 Certificate in Personnel Management System
- Recognized and awarded as the best HR Directorate in the maturity assessment by Human Resource Authority in Abu Dhabi Government with a rate of 97.5% leading 52 government bodies in Abu Dhabi Emirate.
- 5 Stevie middle east awards in HR
- Oracle Hero award of Adoption in HR solutions
- 23 entities benchmarked with us
- international acknowledgment by WCO in 2 articles published in 2021 that AD Customs HR are best practices

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Webpage Link

Would you like to add an additional webpage link?

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/14650/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxNDY1MCwiYWxsYXNpdOb3RTaWduZWRRVcmwiOiJGYWxzZSIImInbm9Customs%20Challenge%20Game.zip>)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (<https://stevies-sage.secure-platform.com/file/14651/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxNDY1MSwiYWxsYXNpdOb3RTaWduZWRRVcmwiOiJGYWxzZSIImInbm9oloLQrs?Abu%20Dhabi%20Customs%201st%20Session%20VR%20Training%20Results%2007072019.pptx>)

Would you like to add an additional supporting document?

Yes

Supporting Document 3

Download File (https://stevies-sage.secure-platform.com/file/14652/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxNDY1MiwiYWxsYXNpdOb3RTaWduZWRRVcmwiOiJGYWxzZSIImInbm9y98k_oFNMkpFMadxYQ?Abu%20Dhabi%20Customs%20VR%20Inspector%20Training%20-%20WORK%20IN%20PROGRESS.mp4)

Would you like to add an additional supporting document?

Yes

Supporting Document 4

Download File ([https://stevies-sage.secure-platform.com/file/14653/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxNDY1MywiYWxsYXNpdOb3RTaWduZWRRVcmwiOiJGYWxzZSIImInbm92RIE5MSBZM0rUf0c4GsXYESsdzPX9nJhAcQ?AD%20Customs\(final%20revision\).pptx](https://stevies-sage.secure-platform.com/file/14653/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjoxNDY1MywiYWxsYXNpdOb3RTaWduZWRRVcmwiOiJGYWxzZSIImInbm92RIE5MSBZM0rUf0c4GsXYESsdzPX9nJhAcQ?AD%20Customs(final%20revision).pptx))

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Yes

Supporting Document 5

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Yes

Supporting Document 6

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Supporting Document 7

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Would you like to add an additional supporting document?

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Supporting Document 8

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Supporting Document 10

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