

# 20<sup>TH</sup> ANNUAL INTERNATIONAL CONFERENCE ON DIGITAL GOVERNMENT RESEARCH (DGO 2019)

كلية محمد بن راشد  
للإدارة الحكومية  
MOHAMMED BIN RASHID  
SCHOOL OF GOVERNMENT



“Governance in the Age of Artificial Intelligence”



Dubai, 18-20 June, 2019

Participant  
Information



## Basic Information

- DGO 2019
  - **Website** (including updates): <http://dgsoc.org/dgo-2019/>
  - **Call for Papers:** <https://easychair.org/cfp/dgo2019>
  - **Date:** 18-20 June 2019
  - **Venue:** Mohammed Bin Rashid School of Government: <https://www.mbrsg.ae>
  - **Registration:** <https://www.eventbrite.co.uk/e/20th-annual-international-conference-on-digital-government-research-dgo-2019-tickets-59051518682>
  - Download the latest version of this document here: <http://dgsoc.org/dgo-2019/participant-info/>

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Welcome to the 20th Annual International Conference on Digital Government Research – dg.o 2019 under the theme “Governance in the Age of Artificial Intelligence”. dg.o 2019 will be hosted by the Mohammed Bin Rashid School of Government (formerly the Dubai School of Government), in Dubai, United Arab Emirates on 18-20 June, 2019. The dg.o conferences are an established forum for presentation, discussion, and demonstration of interdisciplinary research on digital government, political participation, civic engagement, technology innovation, applications, and practice. Each year the conference brings together scholars recognized for the interdisciplinary and innovative nature of their work, their contributions to theory (rigor) and practice (relevance), their focus on important and timely topics and the quality of their writing.

## DGo 2019 THEME : Governance in the Age of Artificial Intelligence

The growing applications of Artificial Intelligence (AI) are triggering numerous opportunities—as well as challenges and dilemmas—for governments worldwide. Traditional forms of service provisioning, policy-making and enforcement are changing due to the inclusion AI algorithms, mechanisms and techniques. The growing digitization of government operations, the universal datafication of societal activities, behaviors and sentiments, as well as the maturity and feasibility of big data techniques and applications have collectively laid down solid foundations for industrial-scale operationalization of AI across most governments and societal sectors. This year’s timely theme, builds on the dg.o 2018 conference which focused on governance in the data age. The rapid growth of the data-driven economy and the use of intelligent mechanisms result in rapid digitalization of government operations and the emergence of new governance structures. This datafication and AI revolution is boosted by growing smart cities applications, Internet of Things (IoT), social media, mobile apps, among other sources of big data.

Governments still face limited understanding of the multifaceted changes brought about by the advent of AI in governance. An increasing number of governments, international organizations, leading research centers, think tanks and global private sector corporations are coming together to explore these changes. However, there is a dearth of thought-leadership in the areas of policy, development and societal implications of AI. This knowledge gap is a key developmental barrier as many governments wrangle with the societal, economic, political and ethical implications of these transformations. The DGO2019 will address these among other digital government research tracks.

**CONFERENCE CHAIRS**

Fadi Salem, Mohammed Bin Rashid School of Government, Dubai, UAE  
 Marijn Janssen, Delft University of Technology, The Netherlands

**PROGRAM CHAIRS**

Yu-Che Chen, University of Nebraska at Omaha, US  
 Anneke Zuiderwijk, Delft University of Technology, The Netherlands

**TRACK CHAIRS**

- Adeyinka Adewale, Henley Business School, UK
- Michael Ahn, University of Massachusetts — Boston, US
- Leonidas Anthopoulos, University of Applied Sciences (TEI) of Thessaly, Greece
- Zach Bastick, European School of Political and Social Sciences, France
- Flavia Bernardini, Universidade Federal Fluminense (UFF), Brazil
- Manuel Pedro Rodríguez Bolívar, University of Granada, Spain
- Claudia Cappelli, Universidade Federal do Estado do Rio de Janeiro, Brazil
- Lemuria Carter, University of New South Wales, Australia
- Akemi Takeoka Chatfield, University of Wollongong, Australia
- Soon Ae Chun, City University of New York, US
- Robert J. Domanski, City University of New York, US
- Elsa Estevez, Universidad Nacional del Sur, Argentina
- Ramzi El-Haddadeh, Qatar University, Qatar,
- Teresa M. Harrison, University at Albany, US
- Mila Gasco Hernandez, University at Albany, State University of New York, US
- Marijn Janssen, Delft University of Technology, Netherlands
- Tomasz Janowski, Danube University Krems, Austria
- Andrea Kavanaugh, Virginia Tech, US
- Dongwook Kim, Seoul National University, South-Korea
- Yushim Kim, Arizona State University, USA
- Cristiano Maciel, Universidade Federal do Mato Grosso, Brazil
- Agnes Mainka, Department of Information Science, Heinrich Heine University, Germany
- Sehl Mellouli, Laval University, Canada
- Adegboyega Ojo, National University of Ireland, Ireland
- Svein Ølnes, Western Norway Research Institute, Norway
- Peter Parycek, Donau-Universität Krems, Austria
- Alois Paulin, Faculty of Organisation Studies, Slovenia
- Gabriel Puron-Cid, (CIDE), Aguascalientes, Mexico
- Chris G. Reddick, the University of Texas at San Antonio, USA
- Rodrigo Sandoval-Almazan, Universidad Autónoma del Estado de México, Mexico
- Hans Jochen Scholl, the Information School, University of Washington, USA
- Tobias Siebenlist, Department of Information Science, Heinrich Heine University, Germany

- Evgeny Styrin, National Research University Higher School of Economics, Russia
- Iryna Susha, Örebro University, Sweden
- Efthimios Tambouris, University of Macedonia, Greece
- Jolien Ubacht, Delft University of Technology, the Netherlands
- Fatemeh Ahmadi Zeleti, National University of Ireland Galway, Ireland
- Jing Zhang, Clark University, US
- Lei Zheng, Fudan University, China

**PANELS CHAIR**

- Jolien Ubacht, Delft University of Technology, The Netherlands
- Fadi Salem, Mohammed Bin Rashid School of Government, Dubai, UAE

**WORKSHOPS AND TUTORIALS CHAIRS**

- Luis F. Luna-Reyes, University at Albany
- Sarah Shaer, MBR School of Government, Dubai, UAE
- Bram Klievink, Delft University of Technology, the Netherlands

**POSTERS AND DEMOS CHAIRS**

- Lama Zakzak, MBR School of Government, Dubai, UAE

**DOCTORAL COLLOQUIUM CHAIRS**

- Ramon Gil-Garcia, Center for Technology in Government, University at Albany, SUNY, US
- Sharon Dawes, Center for Technology in Government, University at Albany, SUNY, US
- Ida Lindgren, Linköping University, Sweden

**PUBLICITY AND WEB CHAIRS**

- Engy Osman, MBR School of Government, Dubai, UAE
- Amal Anwar, MBR School of Government, Dubai, UAE

**LIAISON AND OUTREACH CHAIRS**

- Marijn Janssen, Delft University of Technology, the Netherlands

**REGISTRATION CHAIRS**

- Lukasz Porwol, National University of Ireland, Ireland
- Catherine Dumas, University at Albany, US

**FINANCE CHAIR**

- Andrea Kavanaugh, Virginia Tech, US

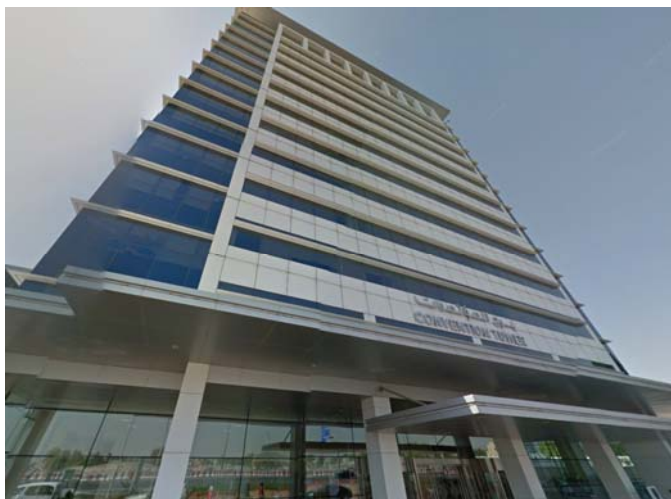
## Welcome to the MBRSG and the UAE

The dg.o 2019 will be held at the Mohammed Bin Rashid School of Government (MBRSG) in Dubai, UAE. The UAE government has officially acknowledged the importance of AI in government operations, economic and societal development. For example, on the strategic level, the UAE government has issued the national “UAE Artificial Intelligence Strategy”. On the organizational level, it has also appointed a “Minister of State of Artificial Intelligence”, a global first, who is tasked with coordinating the government’s AI efforts and driving the government’s AI agenda. On the global level, the UAE is also proactively contributing to the global agenda addressing the multi-faceted implications of these transformations. For example, the government has recently introduced its “Fourth Industrial Revolution” agenda and took the lead on putting together a council to address the manifestations of the fourth industrial revolution and its impact on society and economy, it is leading a global blockchain council, while convening a Global Governance of AI (GGAI) expert group of practitioners and thought-leaders. These developments align well with the conference theme, and will increase the impact of the knowledge created during the conference on policy, whether through the tracks, workshops, submission, and discussions.

Over the past decade, the Mohammed Bin Rashid School of Government (formerly Dubai School of Government) has established itself as a leading regional research center on digital governance topics, located in one of the most dynamic cities in the world, Dubai. The School was the first research and teaching institution focusing on governance and public policy with a regional mandate. Over 15 years of its existence, the impact of our research and policy activities has been widely recognized regionally and globally by international organizations, policy makers, and the academic community.

The MBRSG has previously organized multi-year and multi-million dollars research programs on governance and innovation, digital and future government policies, and developed smart cities-focused policy councils which informed policy dialogue, regulatory reforms and developmental agenda. We have hosted a large number of research seminars on these topics, and various regional debates and public lectures on a wide spectrum of policy-focused topics. In recent years we have successfully hosted numerous academic and policy conferences and international events, in partnership with the IFIP, the OECD, the UN, the World Bank, and the annual thematic Public Policy Forums.

As the policy think tank arm of the School, the MBRSG Research and Advisory Department has been producing cutting-edge policy research and running programmatic activities. The School’s first Research Program, The Governance and Innovation Program, has become renowned for its digital government and ICT-focused policy research in the wider Middle East and North Africa region. The program has been influencing policy debates in ‘future of government’ areas regionally and globally and continues to have strong impact on policy discourses in the Arab region, through its evidence-based applied research, direct advisory engagements and international collaborative projects. Today, the School’s Future Government Research Group builds on and expands these legacies. The School is committed to leading impact-driven research on digital governance, technology policy and societal transformations in the digital age, just some areas of our expanding research portfolio.





# WHO WE ARE



## The MBRSG

Launched in 2005, under the patronage of HH Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, the MBRSG is the first research and teaching institution focusing on governance and public policy in the Arab world.

The School's operations are founded on global best practices developed in collaboration with the Kennedy School at Harvard University, and it is considered a unique model for academic institutions in its focus on both the practical side of governance as well as contributing to scholarly discourses.

The overall design and implementation of training programs is inspired by the reality of regional public administration and with a view to addressing the issues and helping future leaders meet the challenges facing public administration in various parts of the Arab world.

The school offers various academic programs at the graduate level, namely masters programs in public administration, innovation management, and public policy as well as executive masters programs.

Moreover, the School has a dedicated policy research and think tank arm, active in numerous policy research areas. For example, during the past decade, our Governance and Innovation Program (GIP) has been a leading regional dedicated research center on digital governance, innovation and development policies, informing policy making across the region on topics related to digital transformation, technology policy and digit-era governance.

The objectives of the School's research agenda on digital governance, public sector innovation and future of government policies, are aligned with sustainable development objectives towards nurturing a culture of innovation in society, promoting participatory, inclusive and transparent government models; and enabling more responsive and efficient governance through effective adoption of information technologies.

Since its establishment, the projects and initiatives of the School's related research projects have spanned the following policy topics, among other 'future of government' areas:

- Digital and 'Smart' government in the MENA region
- Technology policies, national strategies and evaluation models
- Smart and sustainable cities development (incl. IoT, big data, and inclusion policies)
- Digital transformation's policy and ethical implications
- Social Media socio-political impact in the MENA region
- Open government and open data models
- Whole-of-Government initiatives and public sector collaboration
- Innovation policies in the public sector
- Citizen engagement through ICT
- Youth and entrepreneurship in the digital age
- ICT for development pathways
- Government transformation and future of government services
- Open data and the impact on knowledge economy



## Our Impact

The MBRSG research programs, publication series and programmatic activities have involved senior policymakers, practitioners and scholars across the MENA Region and around the globe. These programs have involved in their work world-renowned international experts from the UN, OECD, World Bank, European Commission; and numerous leading scholars from policy think tanks and renowned academic institutions.

In addition to strategic Government Institutions regionally and internationally, the School has established numerous partnerships and collaborative projects with academic institutions, policy think tanks, private sectors corporations and foundations. The School's operations are founded on global scholarly best practices as a policy-focused institution, developed in collaboration with the Kennedy School at Harvard University, and it is considered a unique model for academic institutions in that it focuses on actionable and practical sides of governance. In addition, we have previously partnered with the National University of Singapore, Oxford University, and the London School of Economics and Political Science to name a few.

Since 2006, the MBRSG research programs have established numerous knowledge partnerships with key international organizations, international platforms and organizations such as the OECD, UNDP, United Nations Economic and Social Commission for Western Asia (UNESCWA), World Economic Forum and the World Bank. Additionally, some of our Executive Education programs are held in partnership with major corporations such as Microsoft, and several of our MPA lecture series on Digital Governance are held with the Dubai Smart Government Establishment and Smart Dubai Office. We hold many of our academic conferences, policy forums, and regional high level seminars with strategic government partners from across the region.

For the DGS 2019 conference, we are glad to have the participation of key thought leaders, state officials (especially those who are leading initiatives on smart government and smart city development), and our regional and international networks of fellow academics and researchers.



## Venue

The MBRSG Campus is at the heart of Dubai, adjacent to the Dubai World Trade Center complex and plenty of hotels and transport networks. It is an ideal for hosting all required sessions. With a variety of IT-equipped meeting areas and halls the school is ideal for hosting the multi-track conference. The venue is also adjacent to numerous affordable hotels and well connected through metro and bus routes. Additional information on special rates for adjacent hotels and for flight rates for conference participants are provided on the conference website: <http://dgsoc.org/dgo-2019/registration/>

The organizers have arranged special rates with adjacent hotels for the conference participants. For details please click here: <http://dgsoc.org/dgo-2019/participant-info/>

-Plenary Sessions will be held in the School premise.

-PhD colloquium will be held in one of the “smart” classrooms in the school.

-Numerous breakout rooms are located in the school premises as well as within the convention center adjacent to the School.

-The Poster Event will be hosted in the school premises.

### Location and Address:

7<sup>th</sup> and 13<sup>th</sup> floors,  
Convention Tower,  
World Trade Center Area,  
Dubai, UAE

Location map: <http://bit.ly/2Aq8gaW>

Closest Metro Station (5 min walk):

**Trade Center Metro Station**



# Our Digital Government Research

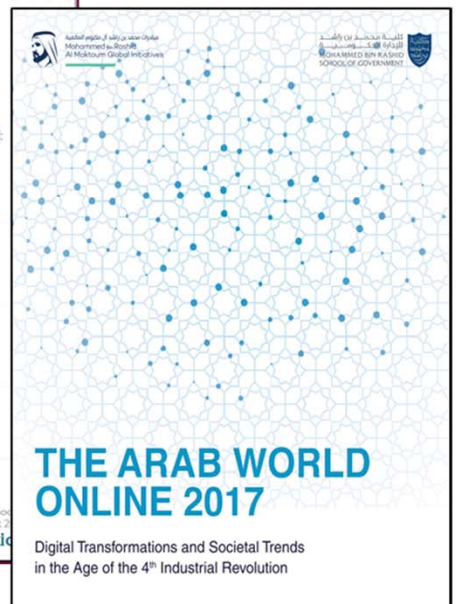
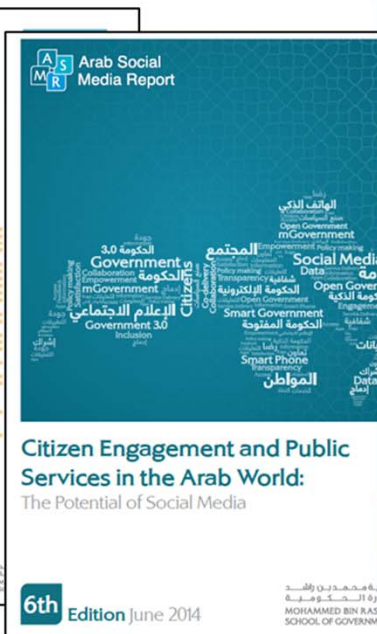
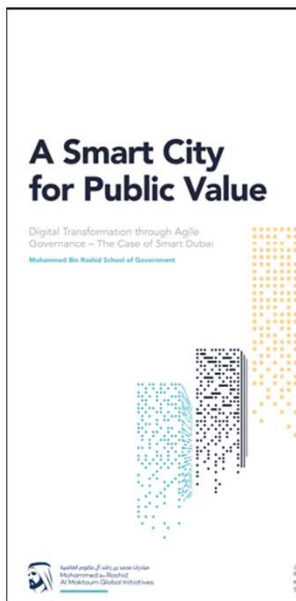
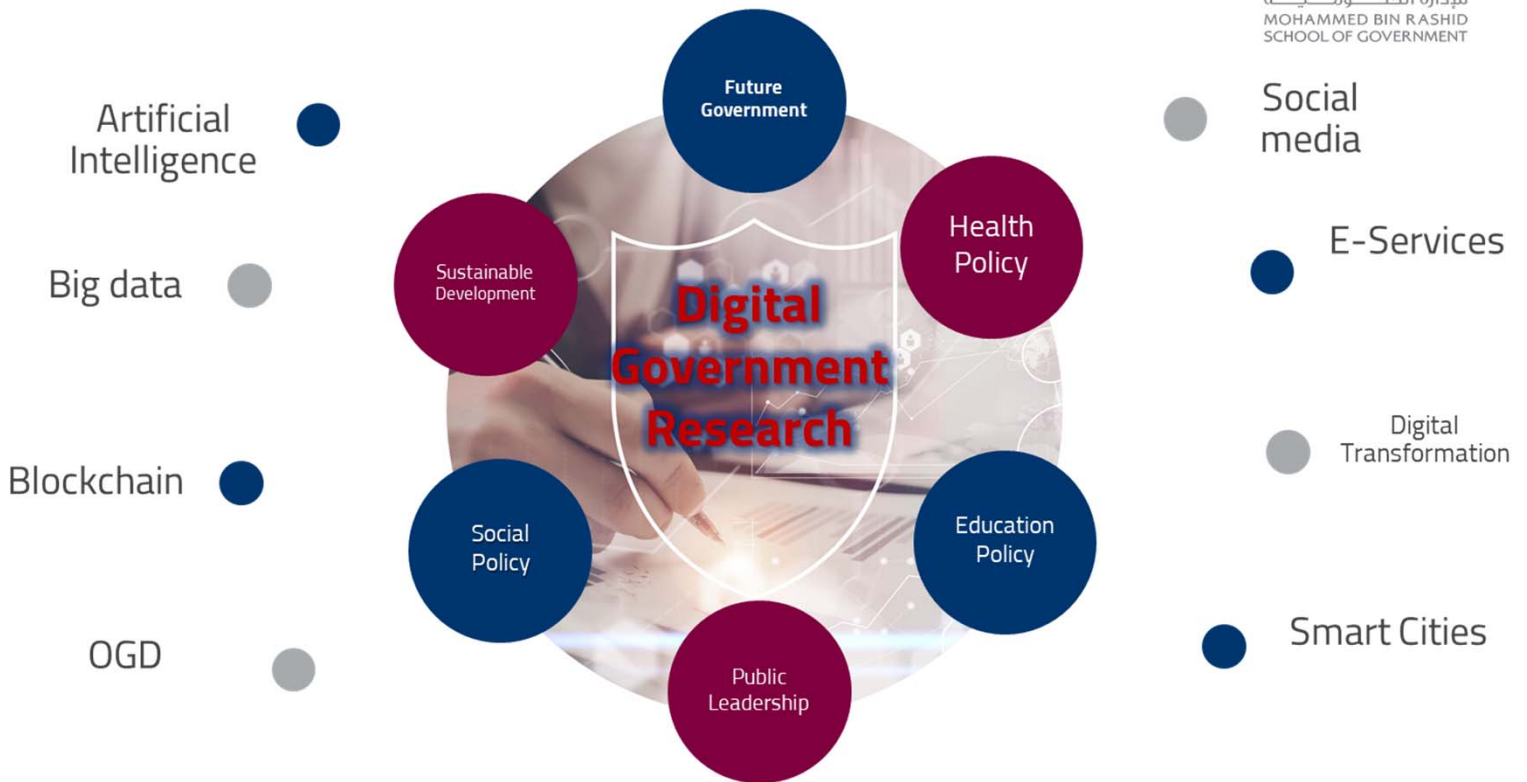
The MBRSG has been a leading regional research center on digital governance topics over the past 10 years. Our objective from hosting this highly impactful conference is to contribute enriching digital government scholarship and inform the future of public policy and governance research globally. download our publications: <https://www.mbrsg.ae/home/research.aspx>

## Why MBRSG?

Regional Policy Research on Digital Government since 2006



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# Our International Impact

The Research and Advisory think tank at the MBRSG has led projects with international experts from the UN, OECD, World Bank, European Commission; and numerous world-renowned academic scholars from leading think tanks and academic institutions, including Harvard University, University of Oxford, LKY School of Public Policy, London School of Economics among a long list of top tier academic institutions. It has contributed to policy formulation in numerous government agencies around the region and beyond, through policy research and advisory.

## Leading Publications

The MBRSG produces numerous policy-focused and practice oriented research publications targeting policy makers and leaders, based on research and advisory projects produced by the School. The following are a few of the selected leading publications.

**The Dubai Policy Review Journal:** The Dubai Policy Review (DPR) is a leading policy journal published by the Mohammed bin Rashid School of Government with the aim of contributing to the advancement of future governance and public policy, through rigorous, accessible and actionable thought-leadership and practice-oriented knowledge. The journal targets the policy and government community with the objective of contributing to higher government quality, better government practice and informing future policymaking directions. The Dubai Policy Review (DPR) offers authoritative insight on future trends in public policy and government practice from global thought leaders in diverse public policy domains. These include, but are not limited to, innovation, digital transformation, social policy, economics, political science, management, leadership, wellbeing and sustainable development. The DPR is published in print and online at <http://www.DubaiPolicyReview.ae> and is available in Arabic and English.

The R&AD also produces the Arab Social Media Report series ([www.ArabSocialMediaReport.com](http://www.ArabSocialMediaReport.com)), where the report findings shed light on the role social media is playing in the societal transformations taking place in the Arab world. Other publications series produced by the R&AD include:

- The Arab World Online series
- The MBRSG Policy Briefs series
- The DPR Thought Leadership Series
- The Policy Analysis Exercise series
- Public Policy Case Studies Series
- The MBRSG Policy Councils series
- The MBRSG Research Seminars
- The Health Policy Briefs series.





# YOUR VIST TO DUBAI, CROSSROAD OF THE FUTURE

## ABOUT DUBAI



Dubai is one of the leading cities in terms of applying transformational “smart governance” and “smart city” approaches on a global level. Over the last century, Dubai has been through an extraordinary and visionary transformation from a small desert nation, into one of today’s most cosmopolitan cities. A fast-growing urban population, coupled with climate change, has created significant challenges on how Dubai can improve the quality of the lives for its citizens, whilst also reducing their impact on the environment. Becoming a sustainable and smart city is no longer a choice, it has become a necessity which is why Dubai has an ambitious plan to become one of the most sustainable and smartest cities in the world.

The city’s evolution is set to come into sharp focus when it hosts the World Expo Dubai in 2020. Under the theme ‘Connecting Minds, Creating the Future’, Expo 2020 is set to attract visitors from around the world and will provide a platform to foster creativity, innovation and partnership. This has also contributed to the acceleration of plans for a new generation of smart projects, making the city a testbed for innovative designers to push the boundaries within the built environment.

In addition to its cutting-edge digital government development efforts, Dubai’s traditional Arabic name – Al Wasl – means ‘the connection’, and this is reflected in Dubai’s modern-day position as a central hub between East and West. With easy accessibility by numerous airlines, extensive infrastructure and above all, a culture of hospitality, Dubai promises to provide an accessible and pleasant destination to all participants. It will also provide them with a firsthand opportunity to observe, examine and experience advanced digital government initiatives in action.

Dubai’s transformation into a global knowledge hub is backed by significant national legislative development and investment. We are confident that we will be able to leverage our strategic partnerships as school of public policy to bring together the global digital governance academic community and the community of practice in this region to contribute to enriching digital government scholarship. We would be honored to host this highly influential academic conference in Dubai in 2019 and would like to invite the community of the Digital Government Society to our school and to this dynamic city.

# THINGS WE WANT YOU TO KNOW ABOUT DUBAI AND THE UNITED ARAB EMIRATES

## THE UNITED ARAB EMIRATES



Is the **16th** most competitive country in the world  
(World Economic Forum Global Competitiveness Index, 2016-17)



Is the **28th** happiest country in the world, and ranks first among the Arab countries  
(United Nations World Happiness Report, 2016)



Has the **world highest smartphone penetration** with three out of four residents owning a smartphone  
(Google's Our Mobile Planet survey, 2013)



Is the world's **26th** easiest country to do business in  
(World Bank Group Ease of Doing Business report, 2016)



Home to **half of all Fortune 500** companies, **18** of top global banks and **six** of the biggest international law firms



Travel and tourism contributed to **8.7% of the UAE's GDP in 2015**, according to the World Travel & Tourism Council

## DUBAI



World's **4th** most visited city by international tourists  
(Mastercard Global Destination Cities Index, 2016)



**Highest** quality of living in the Middle East and Africa region  
(Mercer's Quality of Living, 2016)



**7th** most influential city in the world  
(Forbes, 2014)



Number **1** city for international association meetings in the Middle East  
(International Congress and Convention Association)



World's **best** city to invest in  
(Reputation Institute)



**In the top 20** most dynamic cities in the world  
(Jones Lang LaSalle, 2015)

YOU TO KNOW ABOUT  
**DUBAI**



**200+**

Nationalities living in Dubai



**2,719,331**

People living in Dubai

UAE's GDP:



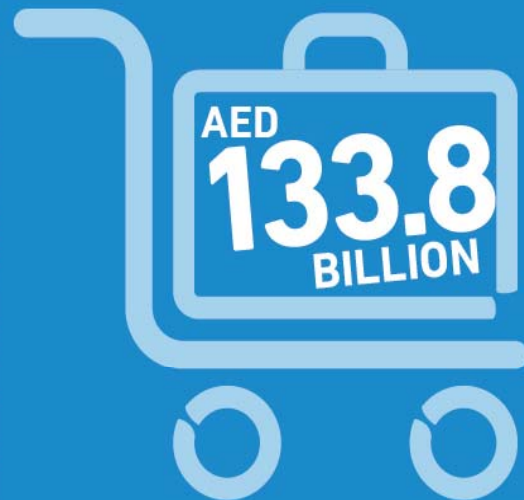
**AED 1,360** BILLION

Dubai accounts for approximately 30% of the UAE's GDP

Main Economic Sectors:

- Healthcare
- Technology
- Education
- Transport
- Sustainable Energy
- Water
- Space
- Tourism & Hospitality
- Financial Services

UAE's tourism related GDP:



Annual GDP Growth:



Number of universities and higher learning institutions:



**5**

Public universities and colleges



**58**

Private universities and colleges

Students in universities and higher learning institutions:



Number of international overnight visitors:

2011		10.2 million
2012		11.1 million
2013		11.6 million
2014		13.2 million
2015		14.2 million
2016		14.9 million

Dubai World Trade Centre

is home to **400+** annual conferences and exhibitions with more than **2.7** million delegates and attendees





Visiting DUBAI

# GETTING HERE

Number of weekly flights:

**7,000**

Number of airlines  
flying to Dubai:

**OVER 125**

Number of direct  
airline routes to Dubai:

**OVER 260**  
cities with non-stop flights

**2** AIRPORTS

(DXB) Dubai  
International  
Airport

(DWC) Dubai  
World Central

Emirates and FlyDubai - Number of aircrafts

**Emirates 255**  
(224 on order)

**FlyDubai 57**

2016 - NUMBER OF PASSENGERS VISITED  
DUBAI INTERNATIONAL AIRPORT (DXB)

**83,654,250**



# THE WORLD'S NEXT-DOOR NEIGHBOUR



Dubai is one of the easiest cities in the world to get to. Its strategic location as a bridge between Europe, Africa, Asia and Australasia means that no less than one-third of the world's population is within a four-hour flight away and two-thirds are within an eight-hour flight away. Over 280 cities on all six continents are now connected to Dubai by direct flights.

## Emirates Airlines

Dubai-based Emirates Airlines continues to be one of the fastest growing carriers in the world, with one of the most up-to-date fleets in the world. Its service excellence has gained over 400 prestigious awards since it was launched in 1985.

Emirates flies directly to over 150 destinations in 80 countries, and a further 500 locations through its wide range of airline partners. It is now the world's largest airline in terms of seat/kilometres available.

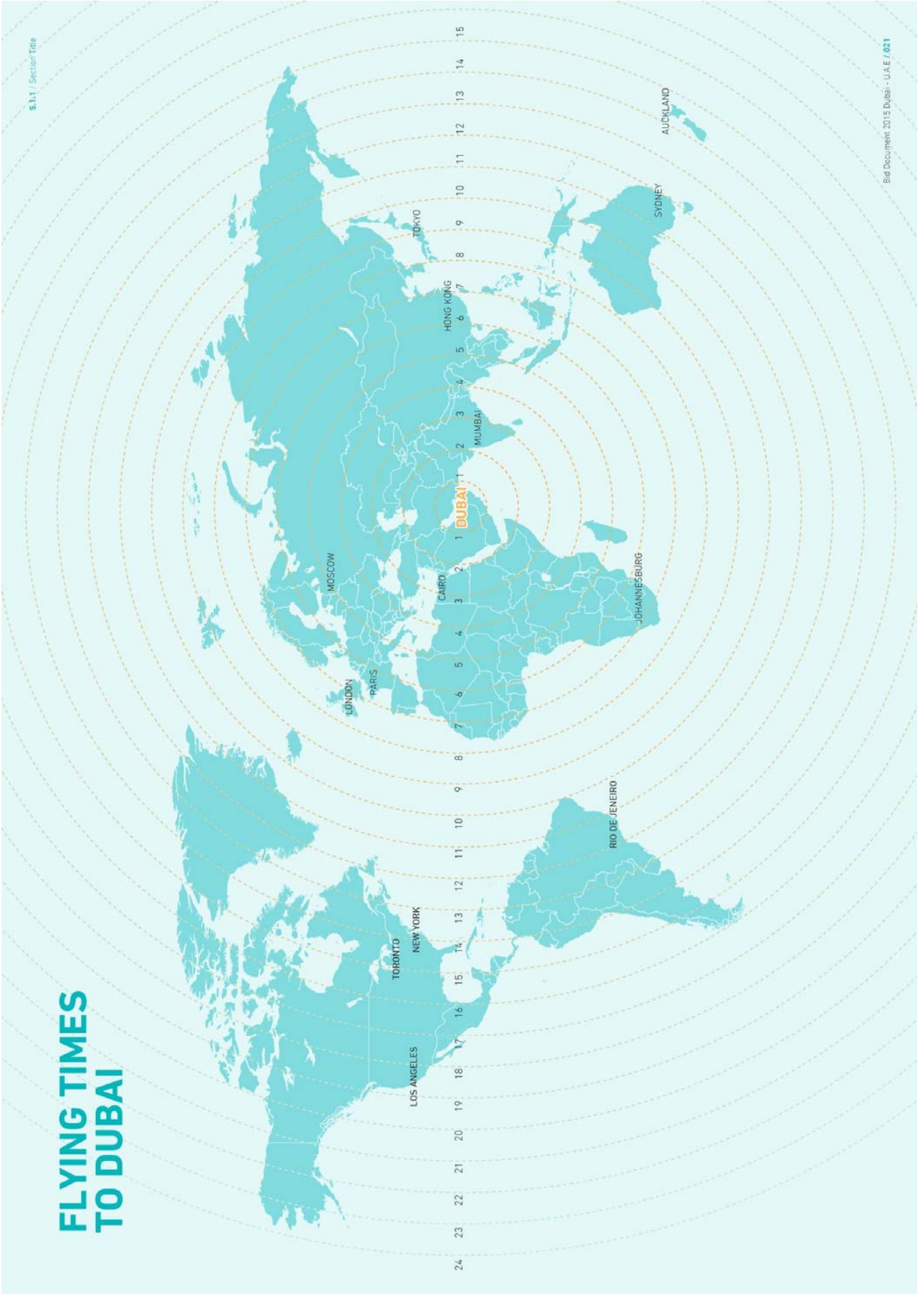
## Dubai International Airport

Dubai International Airport is currently flying them to more than 280 destinations across six continents, making it the world's busiest for international passengers. Dubai International is a dynamic and fast-growing airport that truly connects the world.

## Other Airports

Al Maktoum International Airport at Dubai World Central (DWC) is Dubai's second airport. The airport in the neighbouring emirate of Sharjah is mostly used by regional and international budget airlines, and is a 40 minute drive from Dubai, while Abu Dhabi International Airport is about 90 minutes from Dubai by car.

# FLYING TIMES TO DUBAI





## Visas

All passengers travelling to the United Arab Emirates must be in possession of a passport, which must be valid for at least six months from the date of entry into the United Arab Emirates.

The kind of visa required for entry into the UAE depends on several different factors such as nationality, the purpose of the visit and its planned duration.

All delegates' entry visas must be processed prior to arrival in the United Arab Emirates. The only exceptions are nationals of The Gulf Co-operation Council (GCC) States and the following countries:

Andorra, Argentina, Australia, Austria, Bahamas, Belgium, Brunei, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Italy, Japan, Kazakhstan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Monaco, Nauru, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Russia, San Marino, Singapore, Slovakia, Slovenia, Solomon Islands, South Korea, Spain, Sweden, Switzerland, Ukraine, United Kingdom, United States of America, and the Vatican City.

**Important:** Please check the updated official list of countries [here](https://www.dnrd.ae/en/i-need/visa-arrival) for any possible updates on the status of visas on arrival to the UAE:

<https://www.dnrd.ae/en/i-need/visa-arrival>

For visitors whose country of nationality appears on the above list, no advance visa arrangements are required to visit the UAE. They are able to disembark their flight and proceed to Immigration, where their passport will be stamped with a 30-day visit visa free of charge. This can be extended for an additional 30 days at an extra charge.

**Important:** Travellers from countries not listed above attending the conference will need to arrange a visa in advance of travel. All visas applied for are subject to the approval of the Immigration Authorities. For further information on obtaining a visa to visit the UAE, please visit this government website for options on obtaining the visa:

<https://government.ae/en/information-and-services/visiting-and-exploring-the-uae/tourist-visa>

# VISAS ON ARRIVAL

If your country of nationality appears on the list below, no advance visa arrangements are required to visit the UAE. Simply disembark your flight at Dubai International Airport and proceed to immigration, where your passport will be stamped with a 30-day visit visa free of charge. This can be extended for an additional 30 days at an additional charge.

 Andorra	 Czech Republic	 Ireland	 Netherlands	 Slovakia
 Australia	 Denmark	 Italy	 New Zealand	 Slovenia
 Austria	 Estonia	 Japan	 Norway	 South Korea
 Belgium	 Finland	 Latvia	 Poland	 Spain
 Brunei	 France	 Liechtenstein	 Portugal	 Sweden
 Bulgaria	 Germany	 Lithuania	 Romania	 Switzerland
 Canada	 Greece	 Luxembourg	 Russia	 United Kingdom
 China	 Hong Kong	 Malaysia	 San Marino	 United States of America
 Croatia	 Hungary	 Malta	 Seychelles	 Vatican City
 Cyprus	 Iceland	 Monaco	 Singapore	

Citizens of the GCC nations of Bahrain, Kuwait, Oman, Qatar and Saudi Arabia do not require a visa to travel to the UAE

Price of a 30-day Visa:

AED 330 | € 85 | \$ 90

Important: Please check the updated official list of countries here for any possible updates on the status of visas on arrival to the UAE:

<https://www.dnrd.ae/en/i-need/visa-arrival>

# AN INTEGRATED TRANSPORT SYSTEM



Dubai International Airport is only four kilometres from the city centre and, thanks to the city's well-developed infrastructure, transfer time to most hotels is seldom more than 10-15 minutes.

With the aim of reducing reliance on private motor vehicles and expanding travel options, Dubai has developed an ultramodern and inexpensive public integrated transport system.

All transport services are air-conditioned, including the bus shelters, and Dubai is aiming to raise the share of mass transit journeys to 30%.

The futuristic Dubai Metro System, opened in 2009, is the backbone of mass transit with 49 stations along its 75km stretch of routes, from Jebel Ali in the south-west, to Al Qusais in the north-east.

# GETTING AROUND



**9,500+** Taxis



**1,461** Buses operating

**114** Bus routes

**525,000**

Passengers journey on Dubai Metro every day or more than  
191 million per year

**74**

Metro lines length by kilometre

Metro lines length by kilometre - Red line - 52.1

Metro lines length by kilometre - Green line - 22.15



**49** Metro stations  
9 of which are underground and 2 transfer stations  
- Union Square and Khalid Bin Al Waleed



The Dubai Metro carries over 180 million passengers a year and provides a seamless connection across the city. Not only is it one of the most economical ways of getting around, but with most of the track well elevated above the roads, it also offers impressive views of the cityscape while commuting. Along its routes are Dubai International Airport, Downtown Dubai, Dubai Mall and over 25,000 hotel rooms.

The Dubai Tram is an integral part of the Dubai transport network that links the Dubai Metro and the Palm Monorail, running along Al Sufouh Road and Jumeirah Beach Road from Mall of the Emirates at one end to Dubai Marina at the other.

Dubai's inexpensive and well-maintained fleet of nearly 10,000 metered taxis (some exclusively for female passengers), operated by courteous, uniformed drivers, makes millions of trips every year. Taxis are available at ranks near hotels, malls etc., but can also be hailed on the street or booked in advance.

In addition, there are almost 1,500 low-fare buses operating on more than 110 routes throughout the city.

# DUBAI MAP

The Palm, Jumeirah

Atlantis

The World

The Palm, Deira



# WHERE TO STAY



**475**

Hotels

**206**

Hotel Apartments

**102,845**

Rooms in hotels and hotel apartments



World's tallest hotel  
(JW Marriott Marquis Hotel)



**96**

5-star hotels

**33,122**

hotel rooms



**112**

4-star hotels

**22,990**

hotel rooms



**267**

1-3-star hotels

**21,767**

hotel rooms



**OVER  
25,000**

Hotel rooms along  
the Dubai Metro



**66**

Deluxe/superior  
hotel apartments

**9,519**

hotel rooms



**140**

Standard hotel  
apartments

**15,447**

hotel rooms

# WHERE TO STAY



Sheikh Zayed Road

As one of the world's most popular destinations for both leisure and business travel, and a key business hub between Europe, Asia and Africa, Dubai has an eclectic range of places to stay, accommodating all budget types, from luxurious five-star beach and business hotels to simple but economical one-star accommodation.

With over 104,000 keys at 681 hotels and hotel apartment establishments currently available, and a further 20-30,000 keys expected by 2018, there is something to satisfy everyone's travel budget.

The city offers a range of value brands such as Ibis, Premier Inn, Holiday Inn Express and Novotel, while luxury five-star brands include the likes of Conrad, Jumeirah, Sofitel, Kempinski, Shangri-La and JW Marriott.

Hotel apartments across the emirate are easily connected by public transport making it a convenient option. There are currently approximately 25,000 Hotel Apartment rooms in Dubai.

Hotels in Dubai are located in various key business or leisure locations such as along Sheikh Zayed Road, Jumeirah Beach, Palm Jumeirah, Dubai International Financial Centre (DIFC), Business Bay and Deira.

There are currently almost 6,000 hotel rooms within walking distance of the Dubai International Convention and Exhibition Centre (where MBRSG is located) and direct Metro access along Sheikh Zayed Road, where over 25,000 guestrooms in all categories are available.



- |   |  |                               |
|---|--|-------------------------------|
| 1. Atlantis The Palm                          | 21. Towers Rotana Dubai                    | 41. The Palace Downtown Dubai |
| 2. The Meydan Hotel                           | 22. Rose Rayhaan by Rotana                 | 42. Manzil Downtown Dubai     |
| 3. Intercontinental Dubai Marina Hotel        | 23. Al Ghurair Rayhaan by Rotana           | 43. Vida Downtown Dubai       |
| 4. Hyatt Regency Dubai & Galleria             | 24. Media Rotana Dubai                     | 44. Vida The Hills Dubai      |
| 5. Madinat Jumeirah                           | 25. Novotel Dubai World Trade Centre       | 45. Rove At The Park          |
| 6. Jumeirah Beach Hotel                       | 26. Ibis Dubai World Trade Centre          | 46. Rove City Centre          |
| 7. Burj Al Arab                               | 27. Ibis One Central                       | 47. Rove Downtown Dubai       |
| 8. Jumeirah Creekside Hotel                   | 28. Renaissance Downtown Hotel Dubai       | 48. Rove Dubai Marina         |
| 9. Jumeirah Emirates Towers                   | 29. Courtyard by Marriott, Green Community | 49. Rove Healthcare City      |
| 10. Sofitel Dubai Downtown                    | 30. JW Marriott Hotel                      | 50. Rova Satwa                |
| 11. Intercontinental Festival City            |  | 51. Rove Trade Centre         |
| 12. Crowne Plaza Festival City                |  |                               |
| 13. Holiday Inn Festival City                 |  |                               |
| 14. Grand Hyatt Hotel                         |  |                               |
| 15. Steigenberger Hotel Business Bay          |  |                               |
| 16. The Oberoi Dubai                          |  |                               |
| 17. Habtoor Grand Resort Autograph Collection |  |                               |
| 18. Westin Dubai, Al Habtoor City             |  |                               |
| 19. The St. Regis Dubai, Al Habtoor City      |  |                               |
| 20. W Dubai, Al Habtoor City                  |  |                               |
| 21. Marriott Hotel AL Jaddaf Dubai            |  |                               |
| 22. Lapita Dubai Parks & Resorts              |  |                               |
| 23. La Vile Hotel & Suites, City Walk Dubai   |  |                               |
| 24. JW Marriott Marquis Dubai                 |  |                               |
| 25. The Address Downtown Dubai                |  |                               |
| 26. The Address Boulevard Dubai               |  |                               |
| 27. The Address Dubai Mall                    |  |                               |
| 28. The Address Dubai Marina                  |  |                               |
| 29. The Address Fountain View                 |  |                               |
| 30. The Address Skyview                       |  |                               |



# THINGS TO SEE AND DO

MBRSG, Dubai - U.A.E

# THINGS TO SEE AND DO



Shopping malls

**95+**

Malls completed



**5,000**

Restaurants



**13**

Golf courses

# THINGS TO SEE AND DO



The 'Merchants' City', as Dubai is known, is about more than just business. Safe, tolerant and cosmopolitan, Dubai is an extraordinary destination. Against a backdrop of a carefully preserved heritage, Dubai is building a visionary future. The world's tallest tower, the Burj Khalifa, resides in Dubai, and The Palm is a trio of man-made projects – and the first since the Great Wall of China to be visible from space. Dynamic, progressive and advanced, Dubai attracts millions of visitors every year.

It offers a wealth of amenities, ranging from pristine beaches and world-class hotels to upscale golf courses and first-class restaurants. In addition, Dubai provides a broad spectrum of shopping experiences.

Renowned for its ultra-modern shopping malls selling the latest designer labels, it also boasts myriad souqs (traditional marketplaces) selling everything from gold to spices and textiles.

Dubai presents a kaleidoscope of past and present. Wind towers rise up next to glittering skyscrapers, desert dunes roll into green golf courses, while luxury yachts sail the wind alongside traditional dhows.

## Beaches & Water Sports

With year-round sunshine, beautiful beaches of white sand and clear blue water, Dubai is ideal for anyone who enjoys sun and sea. Visitors can enjoy the often-lavish facilities and high levels of service in the hotel beach clubs, or the free public beaches that are easily accessible from most of the 10km length of Jumeirah Beach Road.

Almost all beach hotels provide guests with facilities for water sports such as scuba diving, snorkelling, sailing, parasailing, windsurfing, water-skiing and wakeboarding. Several of the public beaches also have gathering places for people engaged in these activities.

## Discover Dubai City Tour

A fascinating excursion through ancient and modern Dubai that takes in the spectacular Jumeirah Mosque, Dubai Museum and Spice and Gold Souks. Explore the iconic landmarks that make up the city's futuristic skyline.

From The Palm, Jumeirah and Dubai Marina to Downtown Dubai and the Dubai Mall, this tour visits all of the highlights

## Ski Dubai

Ski Dubai, the world's largest indoor ski slope, is the remarkable centrepiece of the Mall of The Emirates. An amazing 22,500m<sup>2</sup> and covered with real snow all year round, it has five runs of varying difficulty, the longest being 400m. There is also a 90m-long quarter pipe for snowboarders. The brave can tackle the world's first indoor black run, while the less experienced can develop their skills on the beginners' slopes. The temperature is maintained at around -2°C at all times.

## Sheikh Mohammed Centre

The Sheikh Mohammed Centre for Cultural Understanding, a traditional wind-tower house in the heart of the historic Al Fahidi district beside Dubai Creek, offers excellent opportunities for visitors to gain a better understanding of the UAE's culture and heritage. Also highly rewarding are the nearby Dubai Museum and Sheikh Saeed Al Maktoum's House, a restored grand courtyard structure that is the architectural crown jewel of the Shindagha Heritage Area with displays of historic photographs, coins and documents dating back to 1791.

## Etihad Museum

Dubai's newest museum chronicles the era before the country's founding, the agreement signing and subsequent declaration of the Union in 1971. The museum also provides insight and understanding of the UAE constitution and the rights and responsibilities of Emirati citizens. The building design was inspired by the shape of a manuscript, with seven columns symbolising the pens used to sign the Union agreement. The museum sits in a complex which also includes the original Union House where leaders signed the treaty establishing the country and a 123m tall flag pole.

## Shopping

Dubai is the unquestioned shopping capital of the Middle East: its annual Shopping Festival, usually held in January, attracts visitors from all over the world. The UAE's tax-free status, and the dizzying choice of shopping options, brings visitors back time and again.

Products from all of the world's biggest designers and brands can be found in Dubai and most have their own flagship outlets in the top malls where even window-shopping is a glamorous experience. Leading malls include Mall of the Emirates, The Dubai Mall, Dubai Marina Mall, BurJuman, Wafi City, Ibn Battuta, Deira City Centre and Festival City.

There are also specialist, more traditional-style souks, such as the Spice Souk, Deira Gold Souk, Gold & Diamond Park, and Bur Dubai souk on the banks of Dubai Creek, where precious stones and metals, fabrics, antiques, souvenirs and much more can be found. The latest electronics and hi-tech goods can also be found in the malls and large free-standing outlets around the city.

Rather than shopping 'til you drop, shop until you reach a spa'. These havens of peace, relaxation, serenity and resulting bliss await you in almost all hotels and malls in the city. Every type of treatment, from traditional aromatic Arabian steaming and massage to exotic Asian therapies, is available and is sure to leave the visitor calm and refreshed, ready to embrace the next new experience the city has to offer.

## Night Dhow Dinner Cruise

The symbol of Dubai's maritime history, the dhow is a magnificent traditional vessel that provides a thrilling and romantic journey along the shores of the city. As you pass a skyline that is a mixture of ancient grandeur and the glittering contemporary engineering and architectural exuberance of the modern city's skyline, you will enjoy a delicious dinner in romantic surroundings.



# SOCIAL & CULTURAL AMENITIES

# SOCIAL EVENT VENUES



Dubai Opera

## Venues for all purposes

When it comes to diversity of venues, Dubai can accommodate any type of event.

From affordable to luxury, good quality and value is at the core of Dubai's appeal, with state-of-the-art technology and facilities making the Emirate a leading business event and incentive destination.

From poolside to on the beach, in the desert, at the racecourse, by the fountains to on the water, Dubai offers a wide range of stunning, extraordinary, and often unique venues in which to hold that special event.

While some of the venues can cater to large groups, elaborate dinners and sophisticated opening receptions, others are perfect for small, intimate gatherings.

## PRE AND POST TOURS



A visit to the UAE provides an opportunity that's not to be missed – a chance to learn something of the history and culture of Dubai and the other emirates. A number of experienced operators offer accompanied tours with a variety of themes.

Many visitors may find their schedule during a congress leaving little opportunity for wider exploration of what Dubai and the UAE has to offer.

Particularly for those from a different part of the world, it's recommended to extend their stay before or after the business event, to take advantage of the year-round sunshine, beaches, desert and mountains.

There are also many affordable and world-class entertainment events and sporting competitions, particularly during the winter and spring months, when the Dubai Desert Classic golf tournament, Dubai Open tennis tournament and Dubai World Cup horse race take place.

On the other hand, visitors may prefer simply to treat themselves to a relaxing break in one of the numerous beach resorts, spend some time enjoying the peace and quiet of the desert at the likes of Al Maha Resort, Bab Al Shams Resort & Spa or Hatta Fort Hotel in the mountains. Scuba diving enthusiasts meanwhile might enjoy observing the marine life in the clear waters of the Gulf of Oman off Fujairah.



### Desert Safari

An exotic tour of the romantic desert dunes, this trip sets off in the early afternoon for a falcon show, dropping in on a camel farm before continuing to a picturesque spot for sunset photo opportunities across the endless dunes. It then moves on to a Bedouin campsite where a welcoming bonfire and a sumptuous barbecue are in preparation. As you dine, an evening of Arabic music and belly dancing unfolds, rounded off with shisha, which is the typical ending for an Arabian feast.

### East Coast Tour

Travelling from Dubai to the exotic East Coast, visitors first cross the red rolling desert dunes before climbing through a jagged mountain landscape on the newly-completed Sheikh Khalifa Highway which has cut journey times to the cities of Fujairah and Khor Fakkan significantly.

Once there, a refreshing dip in the crystal-clear blue waters of the Gulf of Oman beckons.

### Hajar Mountain Safari

For the intrepid with stronger nerves than the average visitor, this adventure tour offers a mountain safari through the precipitous passes, dramatic canyons and deep gorges of the breath-taking Hajar Range. It stops by the cool streams of the peaceful wadis where the deep pools invite one to take a refreshing dip. Lunch can be taken beside the pool in the Hatta Fort Hotel with its panoramic views over mountain and desert before returning to Dubai.

# WHAT YOU SHOULD KNOW



The UAE is very tolerant and welcoming; foreigners are free to practice their own religion – indeed Christian churches have existed in Dubai for many years. Alcohol may be consumed at home, in hotels and on licensed nightspot premises. The dress code is liberal. Women face no discrimination and are free to drive and walk around unescorted.

## Bargaining

Bargaining is expected in the souk and is not unusual elsewhere. Vendors will usually drop the price and often quite substantially, particularly for a cash sale.

## Business hours

Most businesses are open from 8am to 6pm, Saturday to Thursday, with Friday and Saturday being official holidays for all government departments. Embassies, consulates and government offices operate from 7.30am to 2.30pm, Sunday to Thursday.

## Climate

Dubai has a northern-hemisphere subtropical, arid climate. May to September is summer. Average high daytime temperatures in August are 42°C and average

low night temperatures 32°C. October to April are the cooler months. Average high daytime temperatures in January are 23°C and average low night temperatures 12°C. Whatever the month it is always pleasant, as all venues, shops and restaurants are air-conditioned year round. Rain falls on an average of only seven days per year, usually in the winter months.

## Clothing

Summer clothing may be worn for most of the year, but during the winter evening temperatures may occasionally call for a jacket or light coat. low night temperatures 32°C. October to April are the cooler months. Average high daytime temperatures in January are 23°C and average low night temperatures 12°C. Whatever the month it is always pleasant, as all venues, shops and restaurants are air-conditioned year round. Rain falls on an average of only seven days per year, usually in the winter months.

While dress codes are fairly liberal, consideration should be given not to offend the sensibilities of others. Swimwear should be worn only on beaches or at swimming pools. When visiting shopping malls and other attractions, tourists should wear clothing that is not too tight or revealing. Certain attractions such as mosques or religious sites usually have stricter dress codes, requiring both men and women to cover up bare shoulders, arms and legs, and women to wear headscarves.

## Language

The national language of the UAE is Arabic. However English is also very widely spoken throughout Dubai, especially in business, hospitality and retail environments. English appears on all street signs, restaurant menus etc. so delegates will have no difficulties communicating or finding their way around the city.

## Electricity

The electricity supply in Dubai is 220/240 volts at 50 cycles. Standard British-type 13-amp square three-pin plugs are the norm in most hotels. European or US-made appliances may need a plug adapter.

## Culture & Heritage

Dubai has been transformed in many ways in just over two generations. But its culture is deeply rooted in the Islamic traditions of Arabia. The UAE's Rulers are committed to ensuring that the underlying heritage is not eroded by the rapid pace of economic change.

Cultural and sporting events that are representative of the nation's traditions are keenly promoted, such as falconry, camel racing and dhow sailing. Arabic culture in the form of poetry, dancing, song and traditional art and calligraphy are encouraged. Weddings and religious celebrations are still colourful occasions of feasting and music.

With a growing number of galleries featuring works from both emerging and established talent from the Gulf region and around the world, the art scene in Dubai is thriving. It also has one of the most active theatre scenes in the region, with orchestras as well as theatre and ballet companies crossing continents to perform everything from classical concerts to pantomimes in the emirate.

## Currency

The monetary unit is the Dirham (AED), which is divided into 100 fils. The exchange rate is pegged to the US Dollar at the rate \$1 = AED 3.675

## Communications

The international dialling code for incoming calls to landlines in the UAE is +971 and 04 for Dubai. Calls to and from landlines within Dubai are free. Direct dialling is possible to over 170 countries. Dubai has two mobile networks, Du and Etisalat, and both offer temporary SIM cards for tourists and business travelers, including data and calls. These can be purchased at outlets across the city, including at the airport, a number of malls, and Dubai World Trade Centre. Roaming services are also available for most visitors if they wish to use their existing number and phone.



## Safety & Security

As one of the most cosmopolitan and multicultural cities in the world, home to over 200 different nationalities, Dubai is an advocate for peace and stability, and proud to be a connecting hub between East and West. The security and safety of both visitors and residents is of paramount importance to the governments of Dubai and the UAE.

As a result, Dubai is one of the safest places in the world, ranked in the top 20 safest cities by Aon Hewitt, with low crime rates, a stable government and a department of Dubai Police dedicated entirely to visitors.

According to the World Economic Forum's Travel & Tourism Competitiveness Report 2017, the UAE as a whole is ranked second globally (out of 141 countries) for safety and security.

Furthermore, the Social Progress Index, produced as part of an initiative launched by the World Economic Forum's Global Agenda Council, ranked the UAE as number one among 132 nations for the lowest level of violent crime and the homicide rate.

## Tipping & Gratuities

Tipping practices are similar to most other parts of the world. Most restaurants include a 10% service charge, but tipping in general is at the customer's discretion.

## Water

The tap water in Dubai is safe to drink. But locally bottled water is generally served in hotels and restaurants.



Looking forward to welcoming you

كلية محمد بن راشد  
للإدارة الحكومية  
MOHAMMED BIN RASHID  
SCHOOL OF GOVERNMENT



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The Mohammed Bin Rashid School of Government  
Material and Information courtesy of Dubai Tourism

Level 13, Convention Tower  
P.O. Box 72229, Dubai, UAE  
Phone: +9714-3175523  
Fax: +9714-3293291  
[www.mbrsg.ac.ae](http://www.mbrsg.ac.ae)