General Directorate of Information Systems

Information Systems Department

Electronic Services and Internet Section

Evaluation Report on Metrash2 Application

November 2018
Metrash2 Application - Enhanced Features and Functionalities

Evaluation Report

Initial Report Date: November 01, 2018

Reported by: Mr. Ahmed Sameer Al Barqawi
Senior Developer – Metrash2 Application

Reviewed by: Mr. Iyad Ahmed
Project Manager – Metrash2 Application

Reported to: Capt. Ali Ahmed Al Bin Ali
Head of Electronic Services and Internet – Information Systems Department – General Directorate of Information Systems – Ministry of Interior

Product Name and Type: Metrash2 Application / Governmental

Date Product First Launched: December 22, 2011

General Info about Product: Metrash2 is a smart application designed and developed to be MOI’s high-tech service delivery channel for smart phones and devices. Metrash2 is based on Qatar’s strategy to offer electronic and integrated government services for citizens and residents of Qatar and to make them available for public use anytime, anywhere.

New Product Features:

- Metrash2 supports 6 foreign languages to make the services accessible by a more diversified users base. The languages supported are Urdu, Hindi, French, and Spanish, in addition to the two basic languages English and Arabic.
- Ability for companies to add delegates to execute government services through Metrash2.
- Metrash2 supports smart services that do the work automatically for the user without the need for interaction.
- Ability for the user to add most used services in the Favorites option for faster access.
- Enhanced security and privacy for the application by implementing Advanced Encryption Standard for data communication.

<table>
<thead>
<tr>
<th>Current Status of Services on Metrash2</th>
<th>Number of available services:</th>
<th>163</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number of services made available in 2018:</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Number of services ready for activation:</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Number of services being developed:</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Number of execution transactions:</td>
<td>+9M</td>
</tr>
<tr>
<td></td>
<td>Number of query transactions:</td>
<td>+30M</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product Ease-of-use and Convenience</th>
<th>Metrash2 is simple to use and activate. Only a Qatari ID and a mobile number are required to start using the services.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Metrash2 services are categorized into menus for ease of navigation, and operations go through step by step navigation that simplify the user experience.</td>
</tr>
<tr>
<td></td>
<td>Paid services support credit card payment and bank account-to-account deductions for companies.</td>
</tr>
<tr>
<td></td>
<td>For services that delivers official documents, the documents will be delivered by the mail courier “QPost” to the user’s location, upon consent of applicant, without the need to visit the involved MOI department.</td>
</tr>
</tbody>
</table>

| Product Impact                        | Metrash2 application enhanced the transaction operation time by making it 2 minutes in the average, which saves the queue time and transportation time to a great extent. The number of downloads on Metrash2 exceeded 500,000 on different platforms; the application is currently activated by more than 485,000 users, citizens, residents and companies, and the number of execution transactions exceeds 9,000,000; query services reached more than 30 million transaction. The number of government operations has been increasing through Metrash2 because it provides complete execution services and critical information queries on the go, saving time and effort for its users. |
Product Innovation

- Metrash2 system sends notifications to remind users before their important official documents expire.
- Metrash2 supports multiple credit card types: Visa, Master Card, and American Express.
- The mobile payment supports bank account-to-account deductions for companies.
- Metrash2 system fixes user’s issues automatically; it scans all the transactions and whenever an error is detected, it reverses the operation and refunds the payment to the user.

Customer Support

- Users can reach the customer support through different channels: online by using the Metrash2 application and email, or through the MOI GDIS call center at the number (+9742342000), which contribute to increasing the usage by solving users’ issues and introducing them to the available services.
- Push notifications are used to introduce the new services to the users whenever they are released, like when there are nation-wide elections, the services are made known for Qatar citizens.
- Customer support receive user issues and suggestions on a 24/7 basis; all issues are tracked through a dedicated system until they are resolved.

Product Qualities

- **Security**
  Metrash2 encrypts the data and connection tunnel for all requests to ensure user privacy and security. Additionally, the internal network is protected with firewalls and multiple security levels against hacks. Also the application applied OWASP organization checklist for mobile apps security.
- **Availability**
  The system is available through main and support production environments; there is another backup production environment to ensure high availability and service continuity.
- **Performance**
  To ensure high performance all new services go through different testing criteria which get applied to Metrash2 successfully. Further, the latest technology and high specs machines are used in the production environment.
- **Reliability**
System architecture is built to distribute the requests on different production environments to maintain the load.

- **Scalability of the eServices**
  System structure is built to add new features and services dynamically. Also cross-platform tools are used for development to support new platforms with minimum effort.

**Product Benefits**

- Metrash2 enhanced the government services by making them available all the time compared to the previous time that was available only during the working hours.
- Metrash2 application enhanced the operation time by making it 2 minutes on the average through Metrash2, which saves the queue time and transportation period.
- Metrash2 application provides essential query services through simple clicks to replace the old way of calling and waiting on line to get the information.

**Product Roadmap**

- Strategic plan defined for smarter Metrash2 that predicts the user needs then do all the execution with minimum effort until reaching “one click” for a full operation execution. Also more languages planned to be available for the users.
- A dedicated team reviews and scrutinizes the users’ feedback and transactions to define plans that include new changes and services.

**Product Statistics**

Substantial increase of execution transactions is shown in the following diagram.
Substantial increase of query transactions is also shown in the following diagram.

Substantial increase of number of Metrash2 subscribers/users is also shown in the following diagram.

| Human Resources Requirements | NA |
**H/W – S/W Requirements**

- Enhance the technical documentation level of Metrash2. Although big parts of the application are already documented, there are missing areas that require detailed descriptions.
- Expand Android testing devices to cover the wide range of devices with different screen sizes or custom OS versions. As an alternative, the team relies on emulators to cover all possible testing cases, though having extra testing mobiles will enrich the testing experience.

**National, Regional, International Competitions**


**Product Availability on Social Media/Networks**

- Product news are always present on MOI’s official pages on the following social networks:
  - [http://www.facebook.com/moigovqatar](http://www.facebook.com/moigovqatar)
  - [http://twitter.com/moi_qatar](http://twitter.com/moi_qatar)
  - [http://www.youtube.com/user/moigovqa](http://www.youtube.com/user/moigovqa)
  - [http://instagram.com/moi_qatar](http://instagram.com/moi_qatar)

**Product Availability on App Stores**

Metrash2 is available for downloading on the following App Stores:


**Customer Feedback**

- In collaboration with other MOI departments; namely, the Planning and Quality Department and the Public Relations Department through repeated questionnaires, surveys, forum discussions on MOI’s Website, etc.
- See below example survey.
Public Opinion Survey on the Services Offered by Ministry of Interior

Dear Visitor,
The Strategic Planning Department at the Ministry of Interior is holding an opinion survey to assess the efficiency of the services offered by the Ministry. Kindly find time to answer the questions given in this form. We thank you for your cooperation with us.

### Place (✓) mark next to the answer that express your opinion: -

<table>
<thead>
<tr>
<th>N</th>
<th>Content</th>
<th>Excellent</th>
<th>Very Good</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Procedures to get the services of the Ministry are clear and the requirements are easy.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Dealing of the staff who provided service for you in terms of cooperation and enthusiasm to help</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Activeness of communication media in spreading service and security awareness</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Level of awareness raising and strengthening societal partnership</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Equitability of geographical distribution of service centres</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Level of information availability about the required documents of the transactions in the web pages of the departments</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>The security measures taken by the concerned department in your area contributed in maintaining security, stability and peace</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>The level of satisfaction about the availability of policemen in residential areas and streets</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Your overall satisfaction about the Ministry with all its departments</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Your opinion on Metrash2 service's:-

10- Are you subscriber on Metrash2 service? [ ] Yes (continue) [ ] No (Move to question # 16)

11- If your answer is "Yes" how do you rate Metarash2 generally?
[ ] Excellent [ ] Good [ ] to Some Extent [ ] Not Good

12- Does the Metrash2 cover all services that you request? [ ] Yes [ ] No

13- If your answer is "No", what are the services you suggest to be included in the future?

14- Are you satisfied with Metrash2 services? [ ] Satisfied [ ] to Some Extent [ ] Not satisfied

15- If you are not satisfied with the services provided, what are the reasons behind that?

16- If you are not subscribed Metrash2 services, what are the reasons?

[ ] Phone is not registered on my name [ ] I don't need this service [ ] language

[ ] I don't know how to subscribe [ ] I don't know this service [ ] Others (Specify) ................

If you have any suggestions or complaint, please mention it.