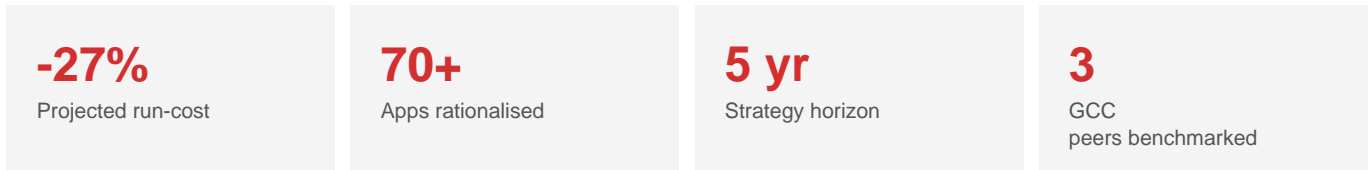


TRANSPORT — GOVERNMENT OF RAS AL KHAIMAH · 2023 · 6 MONTHS

Ras Al Khaimah Transport Authority

Five-Year ICT Strategy and Operating Model

Built a five-year ICT strategy, target operating model and sourcing plan to support mandate expansion and shared-services alignment.



THE CHALLENGE

RAKTA's ICT function had grown reactively. Leadership needed a defensible strategy, operating model and sourcing approach aligned with emirate-level shared services.

OUR APPROACH

- Benchmarked against three peer GCC transport authorities
- Mapped 70+ applications and rationalised the portfolio
- Designed a federated operating model with clear RACI
- Built a 5-year financial model with run/change split

OUTCOMES

- Board-approved 5-year ICT strategy with funded year-1 plan
- 27% reduction in projected run-cost via rationalisation
- Shared-services alignment with emirate digital authority