



SDAIA

الهيئة السعودية للبيانات
والذكاء الاصطناعي
Saudi Data & AI Authority

Service Performance Statistics ”

Service Performance Statistics

The satisfaction rate for some e-services provided in Q4 2022

Service Name	Users Satisfaction
Nafath	
Access to government and private services	89.89%
Biometric Verification Service	79.17%
Efaa	76.48%
Cloud Computing	
Email as a Service	91.67%
Email Protection Portal	
Deem file sharing service	74.36%

The satisfaction rate for some e-services provided in Q2 2022

Service Name	Users Satisfaction
Nafath	
Access to government and private services	93.82%
Efaa	97.73%
Cloud Computing	
Email as a Service	70.60%
Deem file sharing service	83.33%



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