

Service Catalogue K.A.CARE

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1 Visiting Mishkat Centre Service

King Abdullah City for Atomic and Renewable Energy (KACARE) provides a student visit booking service through the Mishkat Interactive Center.

Service Description

Mishkat Interactive Center was established to inspire young generations to become the innovators of the future of energy. The center contains a variety of interactive scientific exhibits (both mechanical and electronic). It provides valuable information about atomic and renewable energy and explains how to benefit from their applications in today's world. The center offers a rich experience for students and families to enjoy quality time in an environment that combines entertainment and hands-on learning. It also offers

interactive experiences, dialogue-based programs, engaging shows, and exclusive scientific films that showcase the evolution of energy generation technologies as known in the past, today's technologies, and the future energy aspirations and innovations.

Service Requirements

- School visits are scheduled on regular school days, starting from 8:30 AM to 1:00 PM.
- Males' visits are scheduled on different days than females' visits.
- Advanced booking is required, preferably, at least two weeks prior to the desired visit date.
- If the school administration wishes to align the visit with the curriculum or has special requirements, It can coordinate with the Educational Relations Department.
- Students must belong to the same educational level or age group (Elementary – Intermediate – High).
- The required number of accompanying supervisors must be provided according to the following:
Elementary level: one supervisor for every 10 students, Intermediate and high levels: one supervisor for every 15 students.
- Mishkat Interactive Center welcomes students with special needs. However, this must be indicated when submitting the visit request and a dedicated supervisor must be assigned to each of them.
- Upon confirmation of the booking, the school will be provided with full details of the visit's activities and programs.
- If the school administration wishes to cancel or reschedule the visit, please notify us at least one week prior to the scheduled visit to give other schools the opportunity to attend.
- If the school was unable to attend without prior cancellation, the visit cannot be rescheduled within three months from the scheduled date.

Required Documents

No documents are required.

Service Delivery Time

Five working days

Target Groups

Individuals – Government Entities – Business Sector – Special Residency Holders – Visitors
–Companies – Students – Residents – Citizens

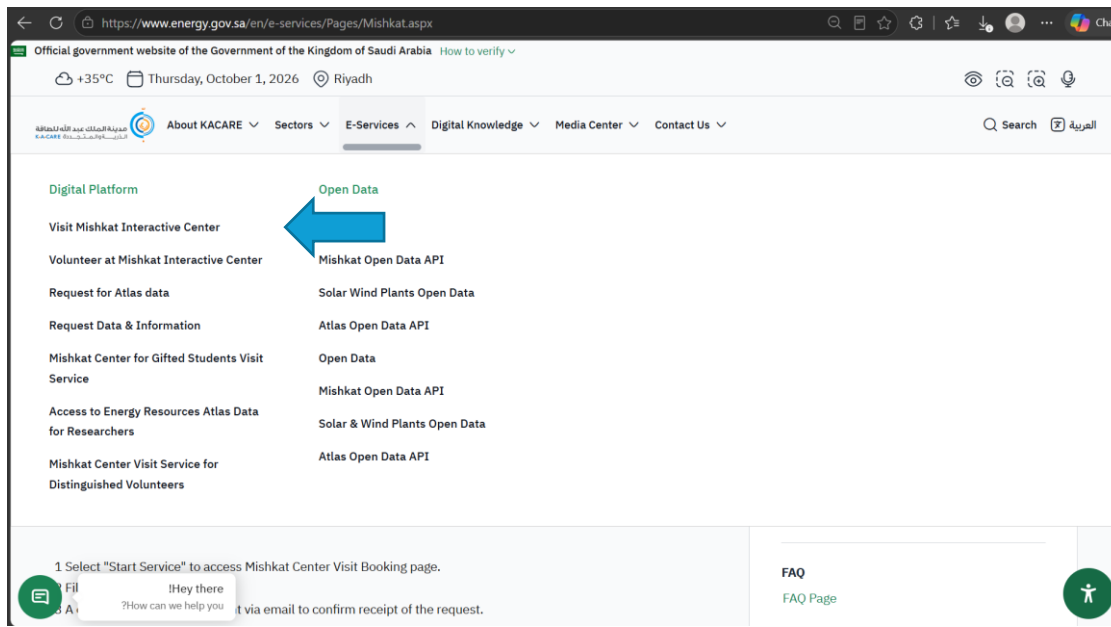
Service Cost

Free of charge.

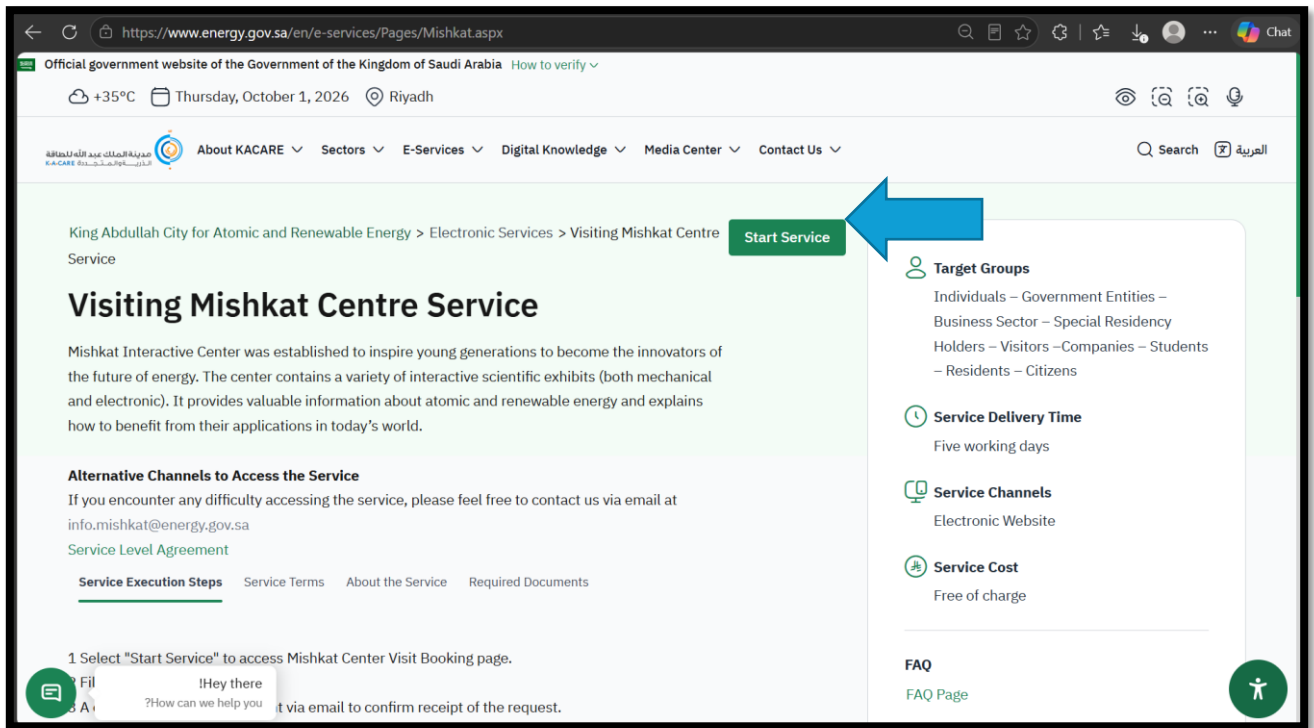
Basic Steps to Access E-Services

Book a Visiting Mishkat Centre Service

1. Go to E-Services and select (Book a Visit).



2. Click on "Start Service"



3. Enter your National/ Iqama ID to verify your identity using the National Unified Access Service.

The screenshot shows a web browser window with the URL <https://www.energy.gov.sa/en/e-services/Pages/Mishkat-Interactive-Center.aspx>. The page features a central white box with the K.A-CARE logo at the top. Below the logo, the text "تفاد" (Nafath) is displayed, followed by "Verify with Nafath" and "Secure national identity verification". A green button labeled "Visit Mishkat Interactive Center" is present. Below this, a form field for "National ID or Iqama Number" contains the placeholder "Enter ID number". A large green button at the bottom of the box says "Continue with Nafath". At the very bottom of the box, a small text line reads "Your data is protected by the National Unified Access Platform". In the bottom left corner of the browser window, a chat bubble says "Hey there? How can we help you". In the bottom right corner, there is a green circular icon with a white person silhouette.

4. Complete your personal information and select the type of visit (student, family, external, or other).

The screenshot shows the same web browser window, but now displaying a registration form titled "Mishkat Interactive Center". The form is set against a light green background. At the top of the form, there is a header with the K.A-CARE logo and navigation links: "About KACARE", "Sectors", "E-Services", "Digital Knowledge", "Media Center", and "Contact Us". Below the header, the text "King Abdullah City for Atomic and Renewable Energy > Electronic Services > Mishkat Interactive Center" is visible. The form itself contains several input fields: "Triple Name" (with the value "Huda Raad Mohammed Jarood Al-Jarood"), "Mobile Number" (with the value "99710213"), "Nationality" (with the value "Saudi"), "Age" (with the value "18 to 29 years old"), "Email" (with the value "raad1515@hotmail.com"), "Area" (with the value "Riyadh"), "City" (with the value "الرياض"), "Gender" (with the value "Male"), and "Type of visit" (a dropdown menu with "Select..." as the current selection). A green "Complete" button is located at the bottom of the form. At the bottom of the browser window, a chat bubble says "Hey there? How can we help you". The footer of the page includes links for "Partial Sections", "Important Links", "Contact Us", and "Follow Us", along with a green circular icon with a white person silhouette.

5. Complete the required information related to the entity's name and supervisor's

The screenshot shows the 'Visit Mishkat Interactive Center' form on the website <https://www.energy.gov.sa/en/e-services/Pages/Mishkat-Interactive-Center.aspx>. The form is titled 'Visit Mishkat Interactive Center' and has a progress bar with two steps: 'Personal Information' (Step 1) and 'Book a student visit' (Step 2). The form fields include:

- Name of the school or entity ***: A text input field.
- Name of the accompanying teacher**: Two text input fields for 'First name' and 'Last name'.
- Mobile Number ***: A text input field with a placeholder '0555555555'.
- Gender ***: A dropdown menu with 'Select...' as the current selection.

The bottom of the page features a green navigation bar with links: 'Portal Sections', 'Important Links', 'Contact Us', and 'Follow Us'. A chat icon is also present in the bottom right corner.

information

6. Review and agree to the Privacy Policy and Visit Regulations, then click on "Submit Data"

The screenshot shows the 'Visit Mishkat Interactive Center' form on the website <https://www.energy.gov.sa/en/e-services/Pages/Mishkat-Interactive-Center.aspx>. The form is titled 'Visit Mishkat Interactive Center' and has a progress bar with two steps: 'Personal Information' (Step 1) and 'Book a student visit' (Step 2). The form fields include:

- Number of participants ***: A text input field.
- Are there students with special needs? ***: Radio buttons for 'Yes' and 'No'.
- Would you like to book an event or panoramic view during your visit? ***: Radio buttons for 'Yes' and 'No'.
- Do you have a method that drew our attention while you were attending? ***: Radio buttons for 'Yes' and 'No'.
- Agree to the privacy policy for viewing [click here](#)**: A radio button.
- Approval of the regulations [Click here](#)**: A radio button.
- Complete**: A green button to submit the form.

Three blue arrows point to the 'Agree to the privacy policy for viewing [click here](#)' and 'Approval of the regulations [Click here](#)' radio buttons, and a fourth blue arrow points to the 'Complete' button.

The bottom of the page features a green navigation bar with links: 'Portal Sections', 'Important Links', 'Contact Us', and 'Follow Us'. A chat icon is also present in the bottom right corner.

7. A confirmation message indicating successful submission of your application will appear, and an email and a text message containing your request number will be sent



2

Volunteering at Mishkat Interactive Center

Service Description

Mishkat Interactive Center provides a unique volunteering opportunity that enables volunteers to gain new experiences and develop their personal and professional skills. Through this service, volunteers can participate in organizing events, interact with visitors, and enhance their educational experience.

Service Requirements

- Reaching the legal age for volunteering.
- National ID or its equivalent.

Document Required

- Basic visitor data

- Contact data

Service Delivery Time

Two working days

Target Groups

Individuals — Special Residency Holders – Visitors — Students – Residents – Citizens- GCC
Citizens

Service Cost

Free of charge.

How to Access E-Services

Beneficiaries can access all e-services through several available channels to ensure flexibility and ease of use. These channels are:

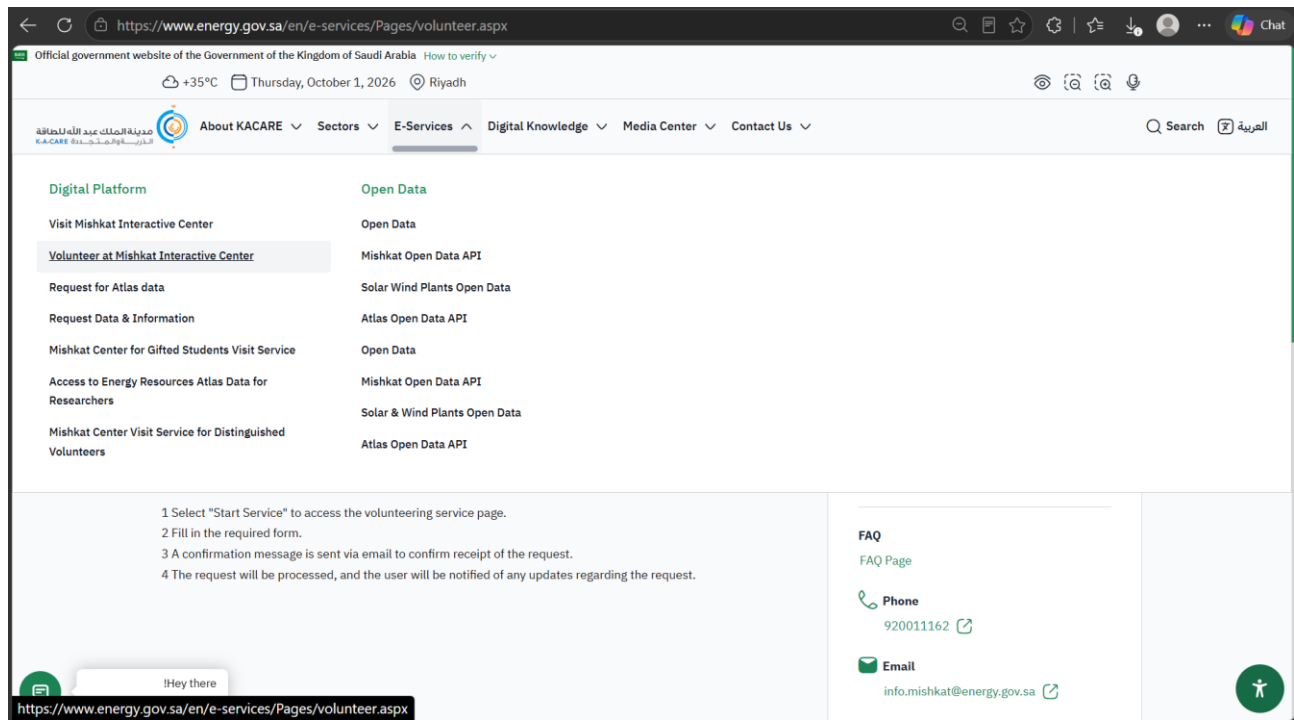
- The official website of King Abdullah City for Atomic and Renewable Energy

Basic Steps to Access E-Services

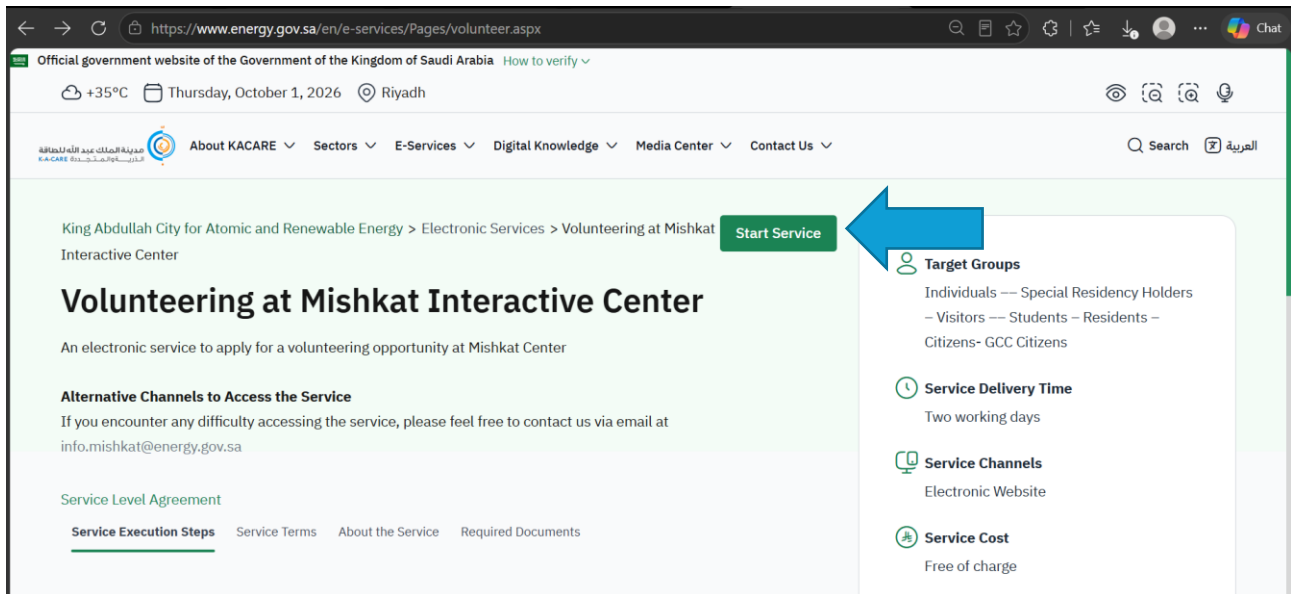
Volunteer Service at Mishkat Interactive Center

1. Access the e-services and select “volunteer service at Mishkat Interactive Center”.





2. Click on "Start Service"



3. Complete the application form with the required information, review and agree to the Privacy Policy, then click on "Submit Data"

The screenshot shows the 'Mishkat Volunteer' application form on the official website of the King Abdullah City for Atomic and Renewable Energy (K.A.CARE). The browser address bar shows the URL: <https://www.energy.gov.sa/en/e-services/Pages/Mishkat-Volunteer.aspx>. The page header includes the K.A.CARE logo and navigation links: 'About KACARE', 'Sectors', 'E-Services', 'Digital Knowledge', 'Media Center', and 'Contact Us'. A search bar and a language selector (English) are also present. The main heading is 'Mishkat Volunteer'. Below it, a user greeting says 'Hello RAAD MOHAMMED JARBOO ALGAEAD' with a 'New session' button. The form title is 'Mishkat Interactive Center Volunteering'. The form fields are: 'Name' (a single-line text box), 'Mobile Number' (a single-line text box), 'Region' (a dropdown menu), 'City' (a dropdown menu), 'ID Number' (a single-line text box), and 'Email' (a single-line text box). A chatbot icon is visible in the bottom left corner with the text 'Hey there? How can we help you?'. A user icon is in the bottom right corner.



4. A confirmation message indicating successful submission of your application will appear, and an email and a text message containing your request number will be sent

مدينة الملك عبد الله للطاقة الذرية والمتجددة « الخدمات الإلكترونية » نموذج طلب تطوع مشكاة
نموذج طلب تطوع مشكاة

تطوع مركز مشكاة التفاعلي

نشكر تواصلك، ونسعد بخدمتك خلال يومي عمل

3 Request for Atlas data

Service Description

King Abdullah City for Atomic and Renewable Energy (K.A.CARE) presents this Renewable Resource Atlas of Saudi Arabia in support of achievement of a sustainable energy mix. The Atlas provides newly collected and historical solar and wind resource monitoring data, plus satellite-based modeled data, for use by developers, researchers, government institutions, and policymakers

Service Requirements

- Registration and request details must be complete and accurate.
- The data sharing agreement must be accepted before confirming the request, and the data may only be used in accordance with its terms.

Required Documents

- No documents required

Service Delivery Time

One working day.

Target Groups

Residents – Citizens – Government Entities – Visitors – Business Sector – Students

Service Cost

Free of charge.

Basic Steps to Access E-Services

The service is available through the official Renewable Energy Atlas website.

Go to E-Services and select Atlas Data Request.

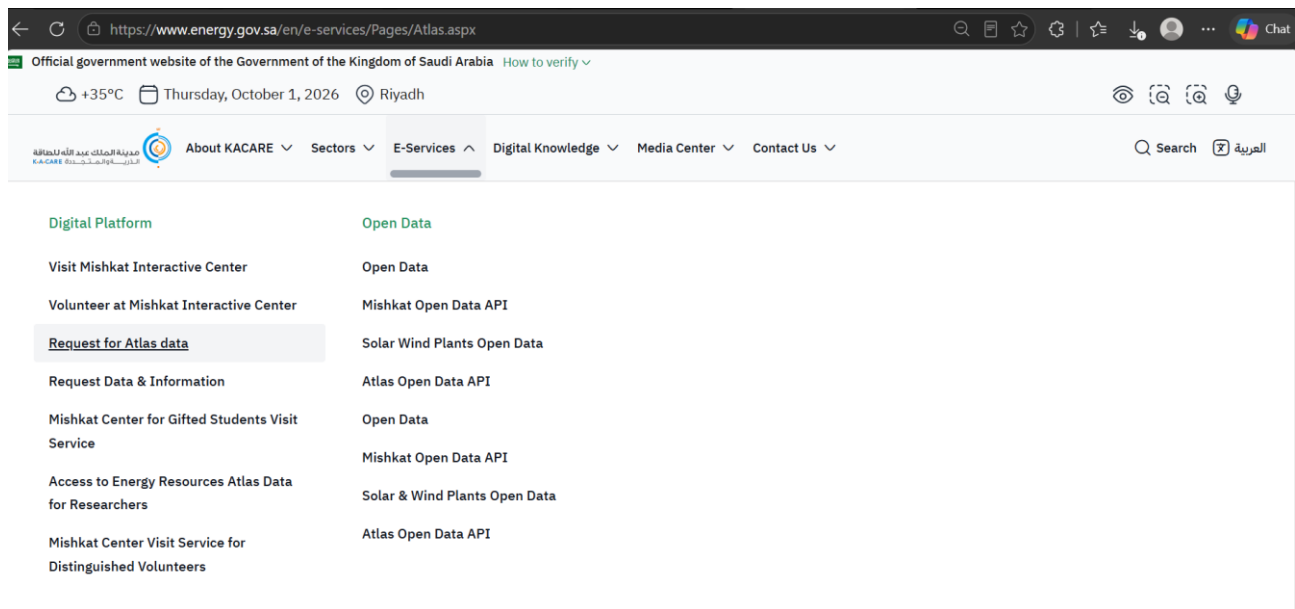


Figure 1: E- Services

Click Atlas Data Request.

Official government website of the Government of the Kingdom of Saudi Arabia

King Abdullah City for Atomic and Renewable Energy > Electronic Services > Request for Atlas data

Request for Atlas data

King Abdullah City for Atomic and Renewable Energy (K.A.CARE) presents this Renewable Resource Atlas of Saudi Arabia in support of achievement of a sustainable energy mix. The Atlas provides newly collected and historical solar and wind resource monitoring data, plus satellite-based modeled data, for use by developers, researchers, government institutions, and policymakers.

Service Level Agreement

Service Execution Steps

- 1 Select "Request Service" and log in with Nafath or with your username and password.
- 2 On the Atlas map, choose the dataset you need: Solar Ground Stations, Wind Ground Stations, SIENNA or TMY.
- 3 Select the station or location and the required time period, then add the request to the cart.

Target Groups

- Residents – Citizens – Government
- Entities – Visitors – Business Sector – Students

Service Delivery Time

One working days

Service Channels

Electronic Website

Service Cost

Free of charge

FAQ

FAQ Page

Phone

Figure 2: Registration Form

Enter your National ID or Iqama number to verify your identity through the National Single Sign-On platform (**Nafath**).

A government website registered with the Digital Government Authority.

Home About Atlas Request for Atlas data Open Data Resources Contact Us

Home > Login

Login

Login to Atlas with Nafath

National ID

Enter your National ID

Login with Nafath

If you don't have a Nafath Account, you can login using username and password

Figure 3: Registration Form

Once your identity has been verified by Nafath, the registration form will appear. Enter the required information and ensure that all mandatory fields are completed (Figure 4).

Click **Register** to submit the form.

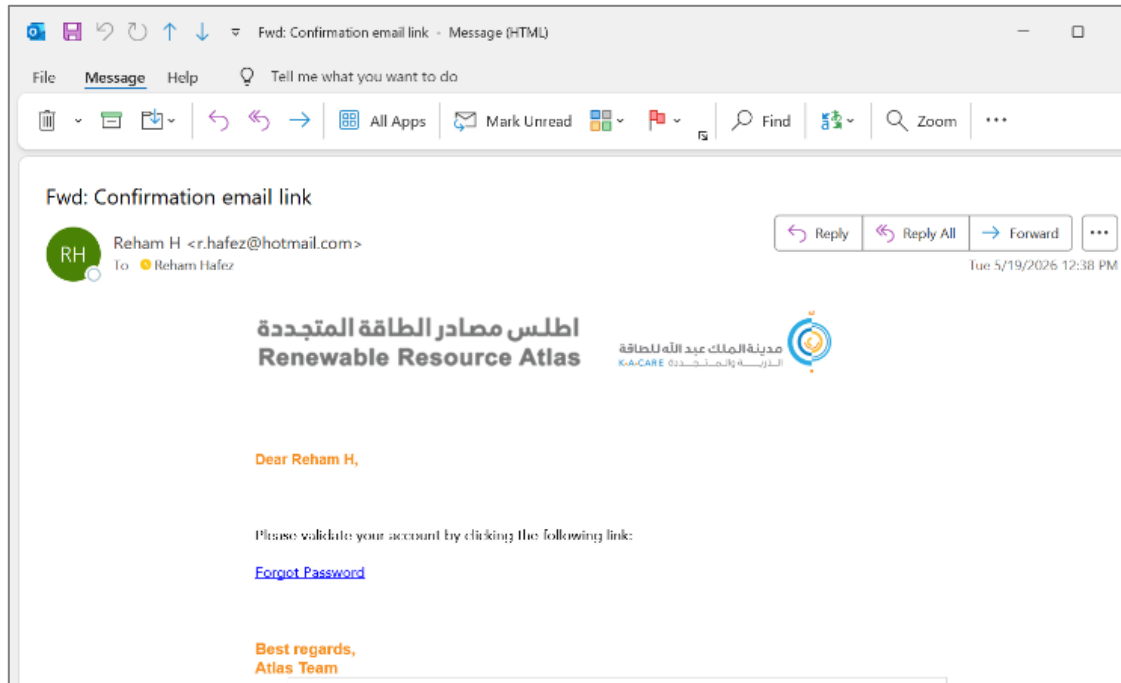
The screenshot shows the 'Register' form on the website <https://reatlas.energy.gov.sa/en/Account/Register>. The form includes the following fields and options:

- Registration Type ***: A dropdown menu with 'Please Select'.
- First Name ***, **Last Name ***, and **Email ***: Text input fields.
- Nationality ***: A dropdown menu with 'Please Select'.
- Passport or ID ***: A text input field.
- Gender ***: A dropdown menu with 'Please Select'.
- Region ***: A text input field.
- City ***: A text input field.
- Occupation**: A text input field.
- Organization**: A text input field.
- Phone Number ***: A text input field with a placeholder '009665*****'.
- Telephone Number**: A text input field with a placeholder '009661*****'.
- Password *** and **Confirm Password ***: Text input fields.
- Hear About Us ***: A dropdown menu with 'Please Select'.
- Select the data areas you are interested in.**:
 - ☐ Solar Energy
 - ☐ Wind Energy
- ☐ Receive newsletter about RE and Atlas Updates
- ☐ I certify that all my information is correct*
- ☐ I agree to the [privacy policy](#)*

A green **Register** button is located at the bottom of the form. The footer of the page includes 'Important Links' (Home, Request for Atlas data), 'Atlas Data', and 'Follow Us' (social media icons).

Figure 4: Registration Form

A verification email will be sent to your registered email address. Open the email and follow the instructions to activate your account.



Once your email address has been verified, your account will be activated. You can then sign in to the Atlas using your account credentials.

After signing in, the map page will appear, where you can begin requesting data.

The full-service menu is located at the top of the panel beside the map (Figure 7). It includes:

- Solar Ground Stations
- Wind Ground Stations
- Solar Irradiance Estimation with Neural Network Algorithm (SIENNA) Model
- Typical Meteorological Year (TMY)

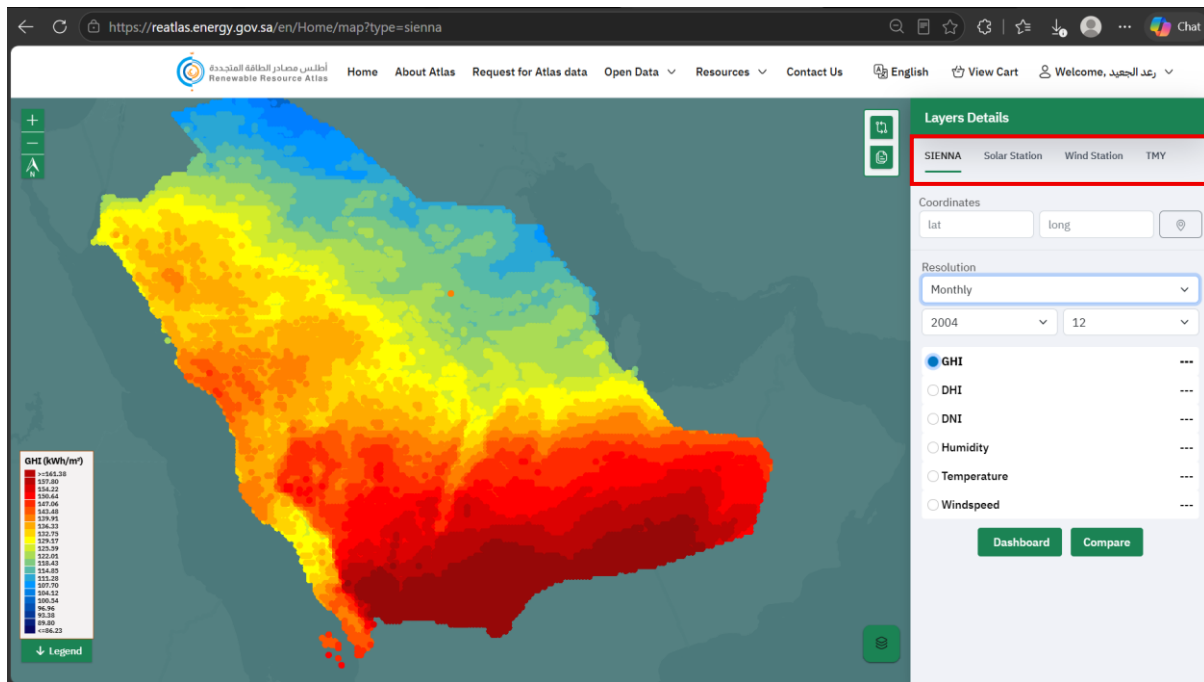


Figure 7

Select a service, then choose the location for which you wish to request data by clicking on the map or entering the coordinates manually. Click **Dashboard** to proceed (Figure 8).

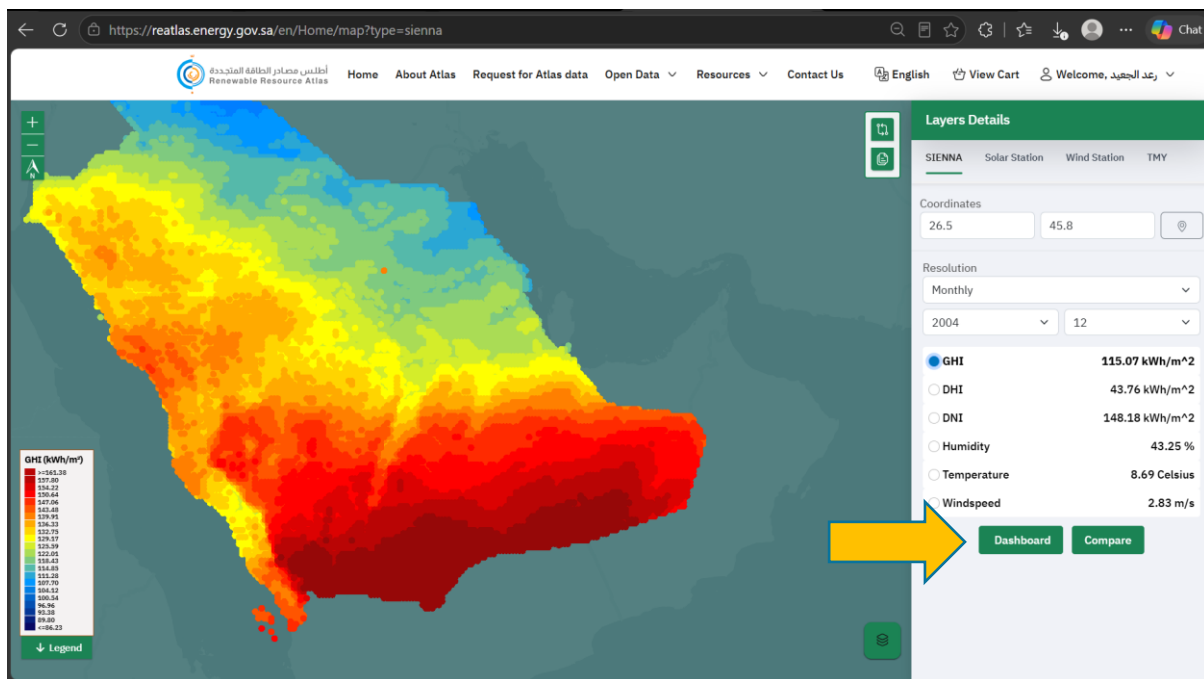


Figure 8:

Once the dashboard appears, select the required time periods and data types, then click **Add to Cart** (Figure 9).

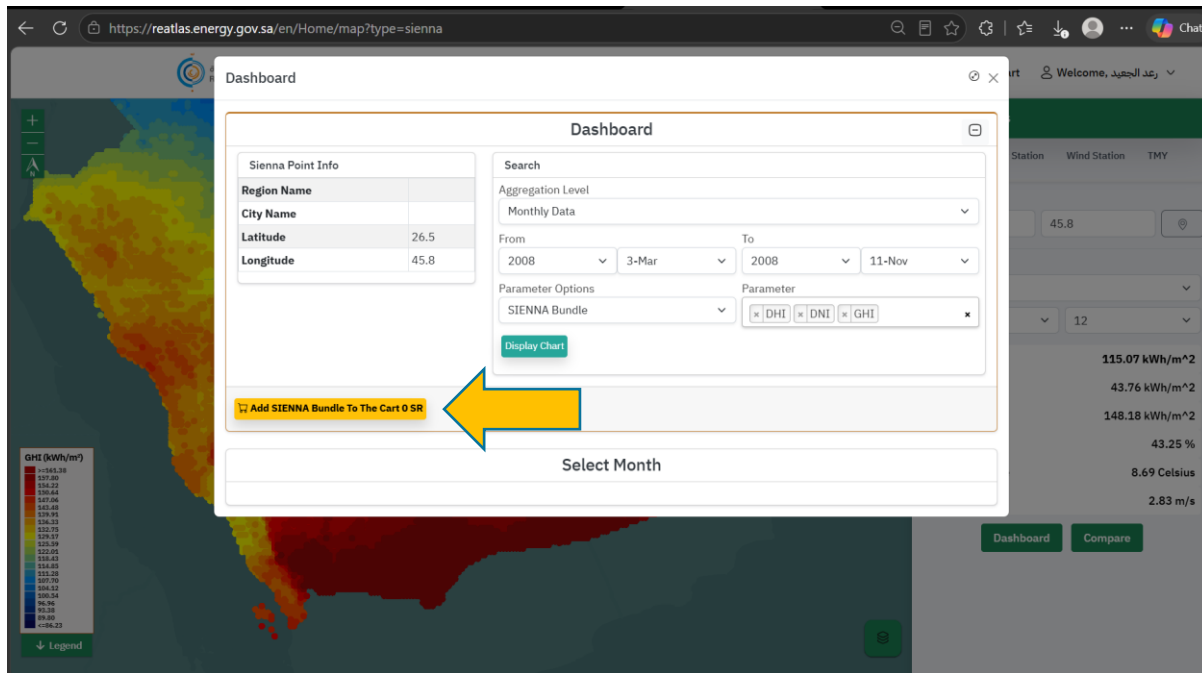


Figure 9

After adding your request to the cart, select **View Cart** from the top menu to review your request details, then click **Checkout** to proceed (Figure 10).

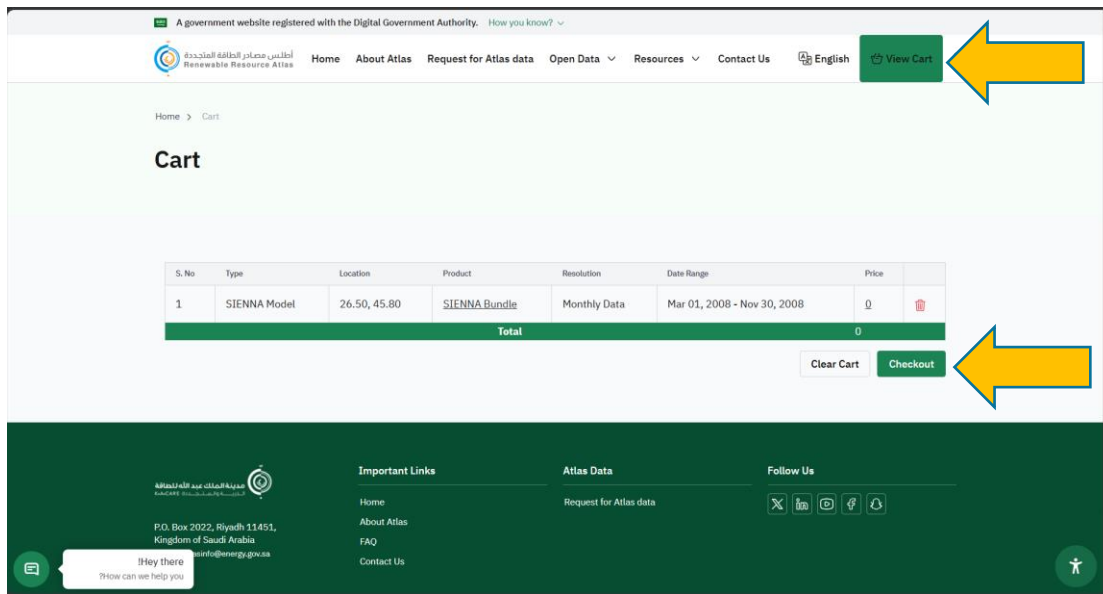


Figure 10: View Cart

On the checkout page, review and accept the **Data Sharing Agreement** to complete your request (Figure 11).

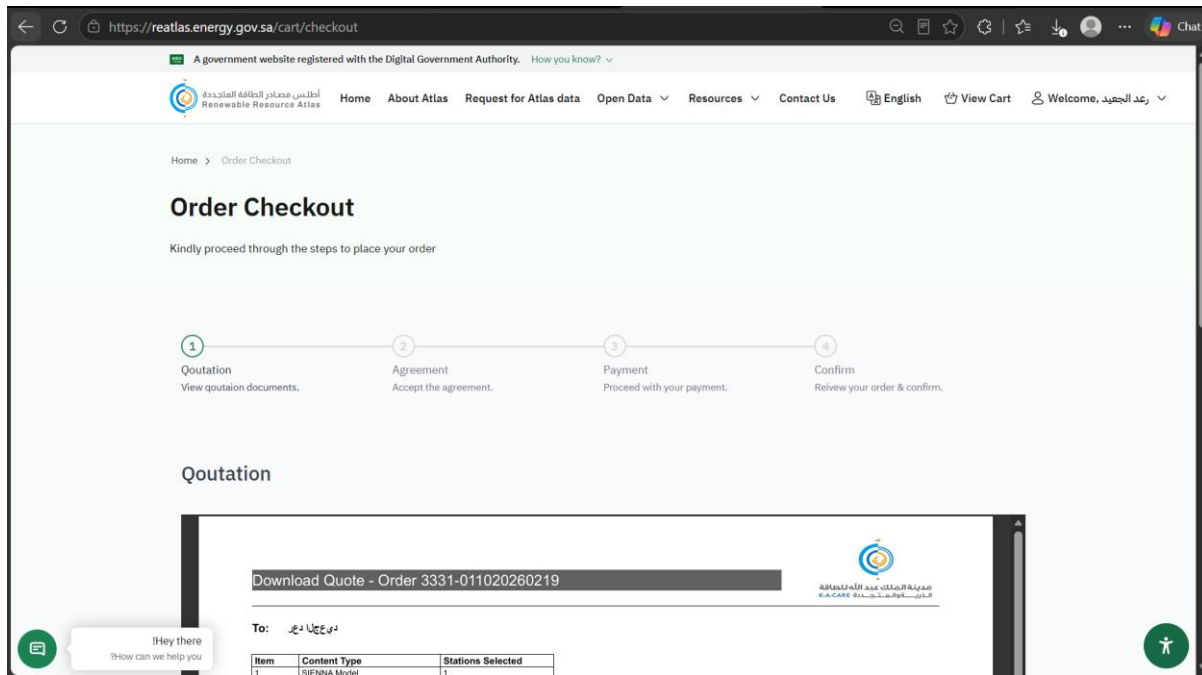


Figure 11: Checkout Page

Once you have accepted the Data Sharing Agreement and confirmed your request, you can track its status under **My Requests** (Figure 12).

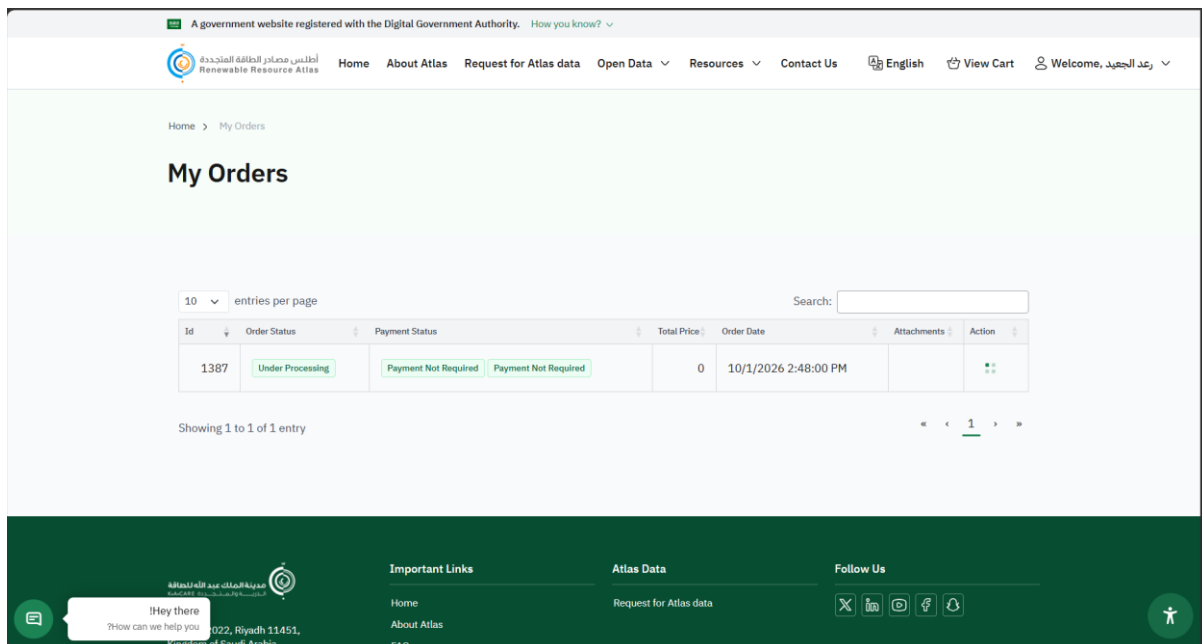


Figure 12: My Requests Page

When your request has been processed, you will receive an email notification containing a link to download the data (Figure 13).

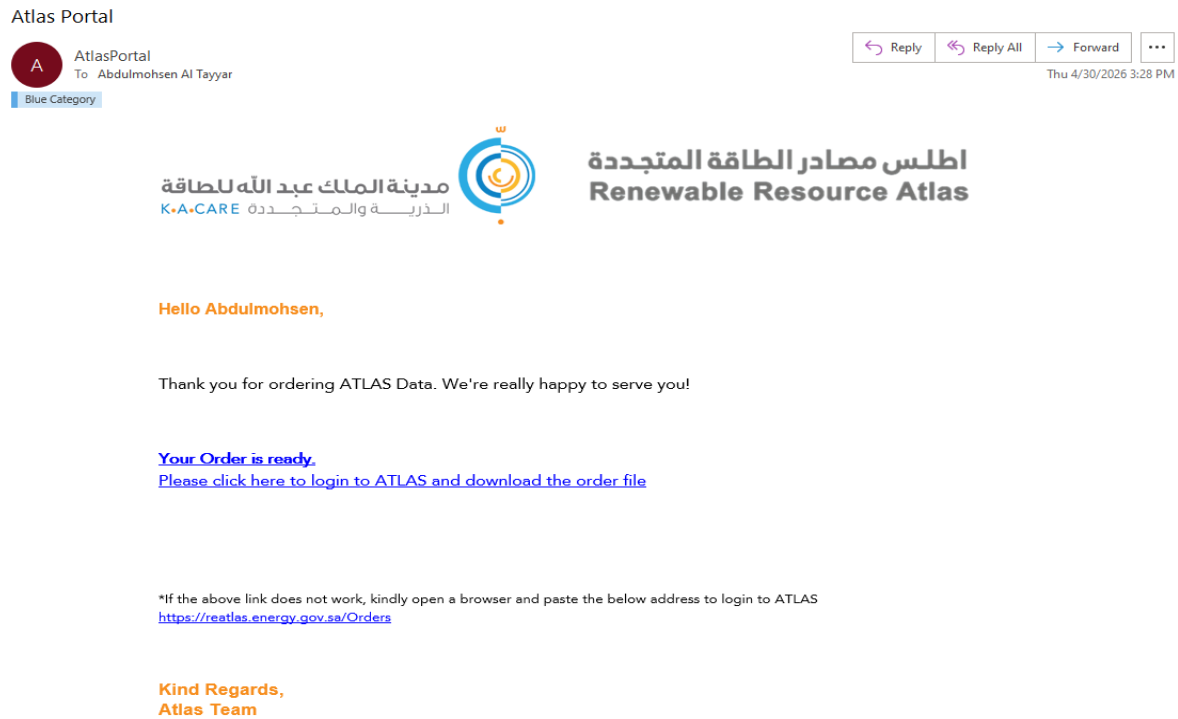


Figure 13: Request Completion Email

4 Request Data And Information

The Data Sharing Service is one of the main services provided by K.A.CARE's Data Management Office. This service aims to enable government entities and the private sector to exchange and

share data securely and efficiently. It also contributes to enhancing collaboration and improving decision-making based on accurate and up-to-date data.

Service Description

The Data and Information Request Service allows government entities, companies, and individuals to submit formal requests for specific data or information held by K.A.CARE. The service aims to support transparency, facilitate research and development, and promote data-driven decision-making, in accordance with approved data governance and data protection policies.

Service Requirements

- Purpose of Use:

The intended purpose for using the requested data must be clearly stated and must serve a legitimate use (e.g., research, development, or public service purposes).

- Confidentiality and Non-Redistribution:

The requester agrees not to republish or share the data with any third party without prior written approval from the City.

- Response Time:

The processing time of the request may vary depending on the type and complexity of the data. The requester will be notified of any updates.

- Restricted Use:

The data may not be used for any commercial or marketing purposes without prior explicit approval from the entity.

Required Documents

- No Document Required

Service Delivery Time

Thirty working days

Target Groups

Citizens- Residents- Researchers- Institutions

Service Cost

Free of charge.

Data and Information Request Process

A. Service Access

To access the Data and Information Request Service, follow these steps:

1. Visit the online portal of King Abdullah City for Atomic and Renewable Energy
2. Select "Request Data &Information" Service from the E-Services menu.
3. Click Start Service to proceed to the request form.

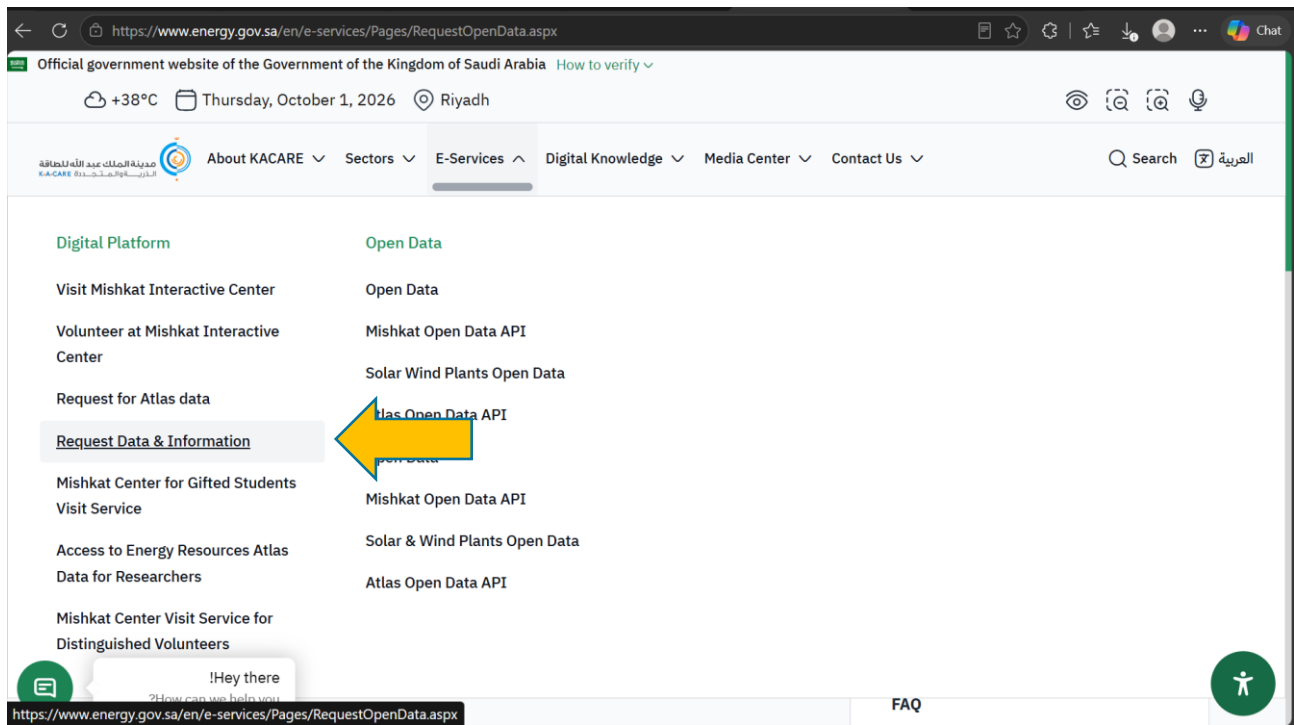


Figure 1: Accessing the Service Through K.A.CARE's Website

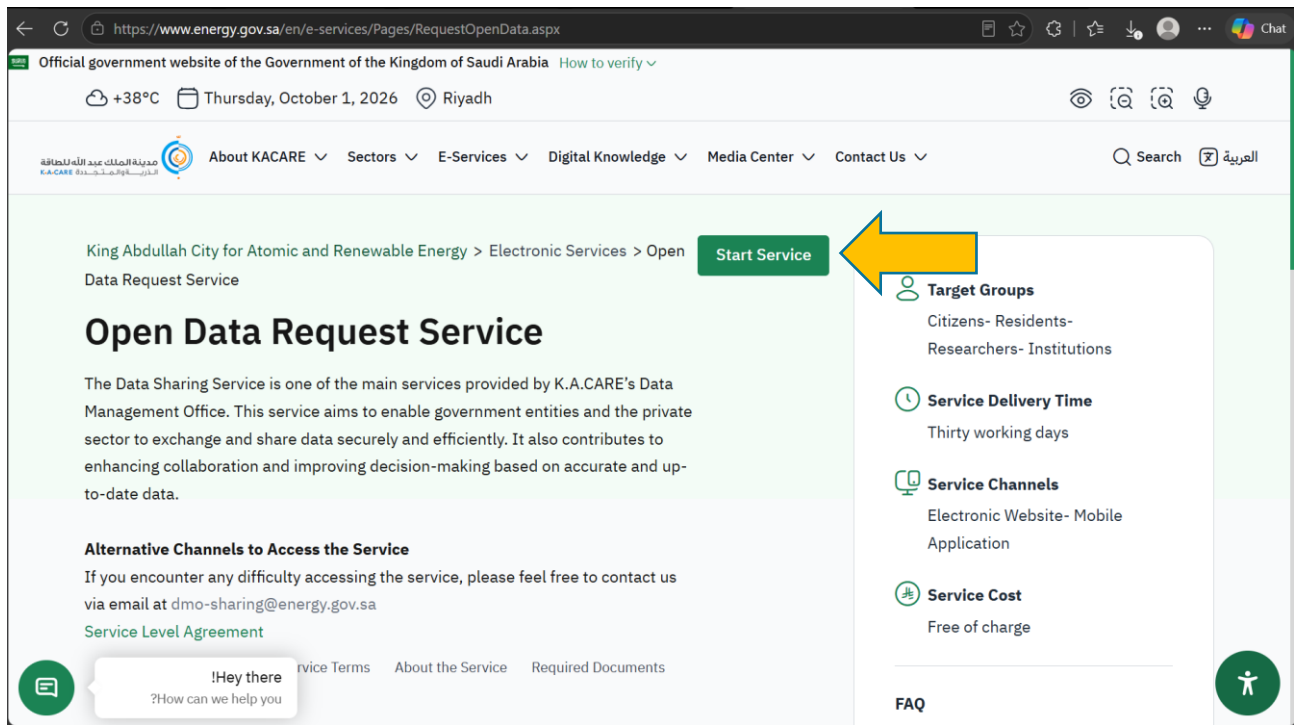


Figure 2: The Service Page on K.A.CARE's Website

B. Sign in Through Nafath

The users will be redirected to the National Unified Access (Nafath) platform to sign in and verify their identity.

Figure 3: Signing in Through Nafath

Once you have successfully signed in, you will be redirected to the service request form to begin completing the request.

C. Applicant Information

This page displays the applicant information form. The user is required to fill their basic personal information, including full name, mobile number, email address, National ID number, Iqama number (Resident ID), or passport number, nationality, gender, region, and city. The user must also select the beneficiary group: Government Entity, Private Sector, or Individual. After completing all required fields, click Next to proceed to the next step.

Requested Data Details

This page allows the user to provide details about the requested data, including the data name and description, purpose of use, legal basis for the request, data type, required fields, and the period covered by the data. The user must also indicate whether the data contains personal information and specify the data destruction date based on the purpose of use.

The screenshot shows a web browser window with the URL <https://www.energy.gov.sa/en/e-services/Pages/Data-and-Information-Request.aspx>. The page title is 'Data and Information Request'. The breadcrumb navigation is 'King Abdullah City for Atomic and Renewable Energy > Electronic Services > Data and Information Request'. The page features a green header with a 'Hello' greeting, a 'New session' button, and a language dropdown set to 'English'. Below the header, the main title 'Data and Information Request Service' is displayed. A progress bar shows two steps: 'Applicant Information' (step 1, highlighted with a green circle) and 'Required Data Information' (step 2, highlighted with a grey circle). The 'Applicant Information' section contains two input fields: 'Triple Name' and 'Mobile Number:'. At the bottom left, there is a chat bubble with the text '!Hey there ?How can we help you'. At the bottom right, there is a green circular icon with a white person silhouette.

If the request involves personal data, the user must provide details about the type and category of personal data, the category of data subjects, and whether the data is sensitive. The user must also provide the legal basis for sharing the data and specify the period of use. These details are required to ensure compliance with personal data protection requirements.

The user can review all entered information on this page before submitting the request. Once all information has been reviewed and the required fields have been completed, click Submit to send the request. The request will then be registered and processed. Its status can be tracked later using the request number.

D. Inquiries and Support

For any inquiries or further information about the service, users can contact the support team at:

dmo-sharing@energy.gov.sa

5 Mishkat Center for Gifted Students Visit Service(Proactive Service)

Service Description

A proactive service that enables beneficiaries to visit the Mishkat Center for Gifted Students with ease and convenience. Through this proactive service, beneficiaries can receive an open-entry permit valid for a specified period, allowing them to explore the Center's interactive exhibits, presentations, workshops, and educational films. Visitors can also discover the world of energy, learn about the latest innovations in science, technology, and renewable energy, and benefit from the Center's free programs and events.

Service Terms

- The permit must be valid and used exclusively within the validity period specified on the permit.

- Visitors must comply with the designated visiting hours and the Center's internal instructions regarding visitor safety and the organization of events.
- The permit may be used to access and benefit from the exhibits, programs, and free events available to beneficiaries.

Required Documents

No paper documents are required, given the proactive nature of the service and its reliance on digital systems and technical integration. Visitors only need to present the digital permit (via smartphone or email) at the center's entrance, and proof of identity (National ID or Iqama) may be requested when needed for data verification.

Service Delivery Time

Instant (Proactive)

Target Groups

Individuals - Government Entities - Businesses - Premium Residency Holders - Visitors - Commercial Companies - Students - Residents – Citizens

Service Cost

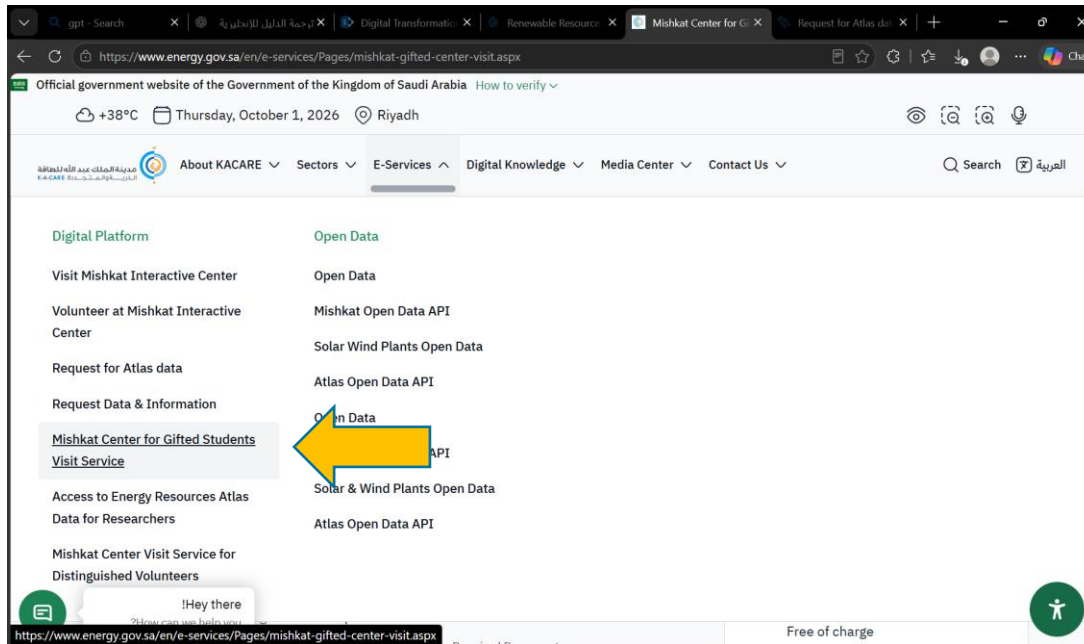
Free of charge

Service Execution Steps

- Automated Eligibility Verification
The beneficiary's eligibility for the service is verified through digital systems or connected databases.
- Permit Issuance
An open-entry digital permit is proactively issued and sent directly to the beneficiary through digital channels, such as email.

- Visit and Access

Visit the Mishkat Center within the permit's validity period and present the digital permit at the entrance to begin your tour and access the Center's facilities and activities.



6 Obtaining Energy Resources Atlas Data for Researchers (Proactive Service)

Service Description

An advanced proactive e-service designed to support and empower researchers and academics by automatically providing them with spatial and statistical data packages from the Atlas system. The service analyzes beneficiaries' registered research fields and interests to automatically prepare and deliver relevant data as soon as it becomes available or is updated. This eliminates the need to submit repeated manual requests, helping researchers save time and accelerate scientific research.

Service Requirements

- The beneficiary must be a researcher affiliated with a recognized academic or research institution, or a postgraduate student.

- The beneficiary must agree to the Service Level Agreement and undertake to use data obtained from the Atlas system solely for research and academic purposes and not for commercial purposes.
- The beneficiary must comply with national data protection policies and must not share any confidential or restricted data with unauthorized parties.
- The beneficiary must cite the Atlas system as an official data source when publishing any scientific papers or research studies based on its data.
- The Research Profile must be updated periodically to ensure the accuracy and relevance of the proactive data provided to the researcher.

Required Documents

No paper documents are required, given the proactive nature of the service and its reliance on digital systems and technical integration.

Service Delivery Time

Instant (Proactive)

Target Groups

Individuals - Government Entities - Businesses - Premium Residency Holders - Visitors - Commercial Companies - Students - Residents – Citizens

Service Cost

Free of charge

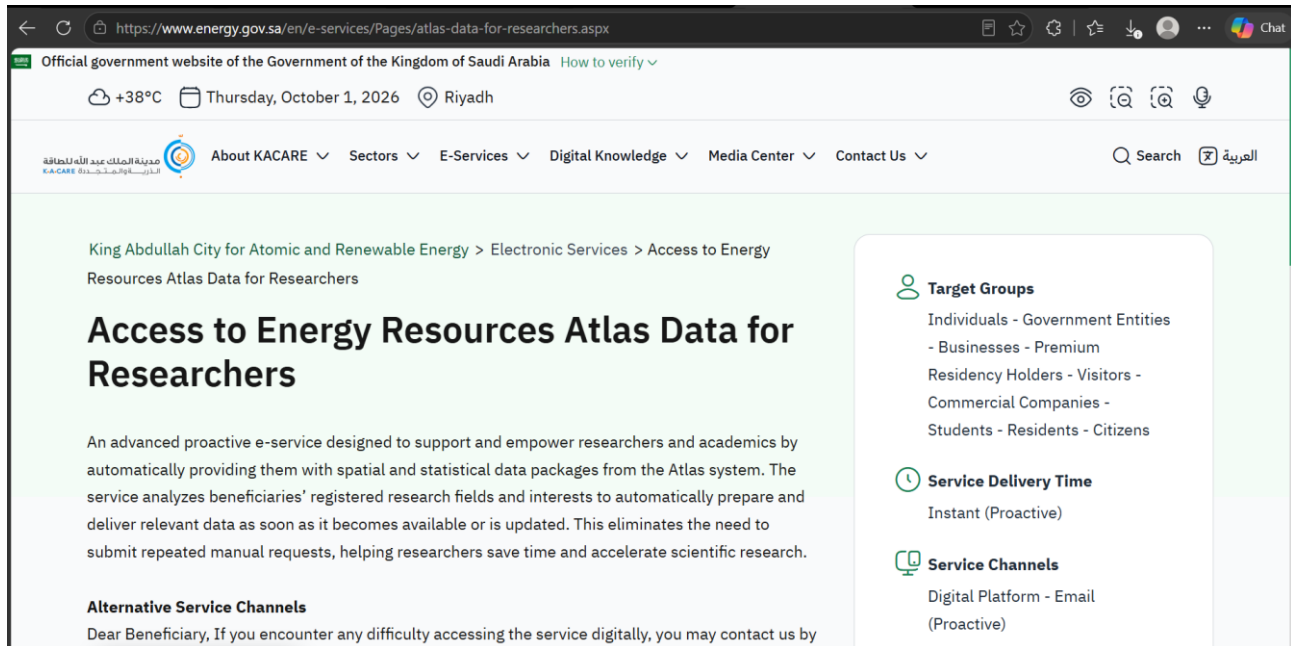
Service Execution Steps

- Proactive Processing
The system automatically matches new Atlas data updates and releases with the research interests specified in the researcher's profile.
- Notification
The researcher receives a proactive notification via email or SMS when a new data

package matching their research field becomes available, along with a direct link to access it.

- Access and Use

The researcher accesses the dashboard to review the pre-prepared data and export it in the available formats, such as Excel, CSV, and GIS formats.



7 Mishkat Center Visit Service for Distinguished Volunteers (Proactive Service)

Service Description

A proactive service that lets distinguished volunteers visit Mishkat Center easily, in recognition of their outstanding contribution and excellence in volunteer work. Through this service, you receive an open pass valid for a set period to explore all of the center's interactive exhibits, shows,

workshops, and educational films. You can also step into the world of energy, discover the latest innovations in science, technology, and renewable energy, and enjoy all free programs and events.

Service Requirements

- The pass must be valid and used only within the period stated on it.
- Visitors must follow the center's visiting hours and internal instructions on visitor safety and event organization.
- The pass grants entry to the exhibits, programs, and free events available to beneficiaries.

Required Documents

No paper documents are required, since the service is proactive and relies on digital systems and technical integration. Visitors only need to show the digital pass, on a smartphone or in the email, at the center's entrance. Proof of identity (national ID or Iqama) may be requested to verify details.

Service Delivery Time

Instant (Proactive)

Target Groups

Individuals - Government Entities - Businesses - Premium Residency Holders - Visitors - Commercial Companies - Students - Residents – Citizens

Service Cost

Free of charge

Service Execution Steps

- Automated Eligibility
The system automatically verifies the volunteer's eligibility, based on their receiving the highest rating (5 out of 5) for their volunteer work.

- Pass Issuance

An open digital pass is issued proactively and sent directly to the beneficiary through digital channels, such as email.

- Visit and enjoy

Visit Mishkat Center within the validity period and show the digital pass at the entrance to start your tour and enjoy the facilities and events.

مدينة الملك عبد الله للطاقة
الذرية والمتجددة K.A.CARE

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Mishkat Center Visit Service for Distinguished Volunteers (Proactive Service)

A proactive service that lets distinguished volunteers visit Mishkat Center easily, in recognition of their outstanding contribution and excellence in volunteer work. Through this service, you receive an open pass valid for a set period to explore all of the center's interactive exhibits, shows, workshops, and educational films. You can also step into the world of energy, discover the latest innovations in science, technology, and renewable energy, and enjoy all free programs and events.

Target Groups

Individuals - Government Entities
- Businesses - Premium
Residency Holders - Visitors -
Commercial Companies -
Students - Residents - Citizens

Service Delivery Time

Instant (Proactive)

Service Channels

Digital Platform - Email
(Proactive)



نهاية الوثيقة