

Respondent

< 85 Anonymous >

42:51
Time to complete

1. Country name *

Oman

Contact information

2. Your name *

Ahmed Al Bulushi

3. Title *

Team Lead - International Cooperation

4. Organization *

Ministry of Transport, Communication & Information Technology

5. Email *

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6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

www.oman.om/?lang=en

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

<http://oman.om/wps/portal/index/eservices/?lang=en>

9. Please provide link(s) for portal(s) providing following services/features:

- E-participation or similar *

<http://oman.om/wps/portal/index/interact/?lang=en>

10. Please provide link(s) for portal(s) providing following services/features:

- Open government data

<http://oman.om/wps/portal/index/opendata/?lang=en>

11. Please provide link(s) for portal(s) providing following services/features:

- Public procurement

<https://etendering.tenderboard.gov.om/product/publicDash>

12. Please provide link(s) for portal(s) providing following services/features:

- Others (if any)

Taxation <https://tms.taxoman.gov.om/> <http://www.rop.gov.om/english/index.html> (Online Visa and Customs) www.business.gov.om <http://www.mm.gov.om> <https://www.2040.om/>

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Ministry of Transport, Communications & Information Technology (MTCIT)
www.mtcit.gov.om

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

H.E. Said Al Mawali

16. Title *

Minister of Transport, Communications & Information Technology

17. Organization *

Ministry of Transport, Communications & Information Technology (MTCIT)

18. Email *

minister.office@mtcit.gov.om

Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

in each government entities there is a DG or Director of IT who is a member of e-Transformation plan which is headed by the national CIO

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

<https://www.scp.gov.om/en/> <https://2040.om/>

22. Education *

www.moe.gov.om www.mohe.gov.om www.heac.gov.om

23. Health *

www.moh.gov.om

24. Social Welfare (social inclusion, social protection, etc.) *

www.mosd.gov.om www.pasi.gov.om www.civilpension.gov.om

25. Employment and Labour *

www.mol.gov.om

26. Environment *

www.ea.gov.om

27. Justice *

www.moj.gov.om

28. Economy/finance *

www.taxoman.gov.om www.scp.gov.om www.mof.gov.om

29. Industry/trade *

www.moci.gov.om www.business.gov.om www.customs.gov.om

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

Yes

No

Other

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

https://oman.om/wps/portal/index/covid19!/ut/p/a1/04_Sj9CPykssy0xPLMnMz0vMAfGjzOL9Aw3NDD38Dt sP1o8BKjA3cDQz8LT19vUN8HQ2MjMPcvCx9zlxXxEygCvBYEZYap1-QG2GQZeKoCAAqkMTW/dI5/d5/L0IKQSEvUUt3RS80RUkhL2Vu/ This section is a single platform for all topics and services related to living in Oman during the pandemic, besides providing the latest announcements and new rules applied to combat the pandemic on a national level. It gives a 360 view of the situation in Oman and how to live safely in the current changing circumstances. The section covers the main aspects of life in Oman such as education, health, travel, national economy, business and investment, social support, voluntary work and the supporting initiatives designed to mitigate the impacts of the pandemic on individuals and businesses. The platform leads the user to the main services that they need to get through the COVID-19 period such as booking a PCR test, booking a vaccine, booking accommodation for quarantine, getting social support and other services that citizens and residents might need throughout the pandemic. It also supports youth's initiatives in combating the pandemic and facilitating a new normal life for all. Besides, it offers links for a quick redirecting to the main websites that the user needs to communicate with or know more about.

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *

Yes

No

33. Please provide link and detail.

The government has created a national fund for COVID-19 Pandemic to receive public contribution from private sector and citizen beside the allocated budget from the government. <https://www.moh.gov.om/en/-/-1-3>

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

Yes

No

35. Please provide link and detail.

The government developed a national strategy for economic stimulus or recovery due to Corona Pandemic

[https://www.mof.gov.om/Portals/1/documents/Tawazon/%D8%AE%D8%B7%D8%A9_%D8%A7%D9%84%\[](https://www.mof.gov.om/Portals/1/documents/Tawazon/%D8%AE%D8%B7%D8%A9_%D8%A7%D9%84%[)

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

Yes

No

37. If yes, please provide link and detail.

As per Royal Decree No. (101/96); Promulgating the Basic Statute of the State; Freedom and plurality of information is guaranteed by law in Article (31) of Oman's Basic Law of the State. The Basic Law provides for the foundation of a secure future for Oman and it enhances the country's status internationally by highlighting its belief in peace and cooperation between nations and peoples. It provides maximum safeguards to protect the freedom, dignity and rights of the individual. It raises the status of law to the highest sovereign standards recognized internationally. Link : <https://www.mjla.gov.om/eng/basicstatute.aspx>

38. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes

No

39. If yes, please provide link and detail.

There are many legislations and laws on data privacy and protection issued in the sultanate of Oman ; where we can list some of them in the following: 1. The Electronic Transactions Law : has been issued by His Majesty's Royal Decree 69/2008. The formulation of this law begins a new era for Oman, where a truly e-enabled society evolves in the realisation of the digital society of Sultanate. This is the first law for legalising electronic transactions in Oman,

which can be defined as any contract, agreement or communication in this regard to be fully or partially implemented by electronic means as electronic messages. It is addressing e-signature ,e-payment, e-commerce Link:

<https://www.oman.om/wps/wcm/connect/3798ffd0-d1a0-4a41-970f-a5f211f50c3b/Electronic+Transactions+Law+English.pdf?MOD=AJPERES 2>.

Telecommunications Regulatory Act (30/2002): The principal legislation governing the telecommunications sector in Oman is the Telecommunications Regulatory Act which was issued in March 2002 under Royal DecreeNo. 30/2002. The Act was amended twice in 2008. link : <https://www.tra.gov.om/En/GeneratedPage.jsp?menu=18>

40. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes

No

41. If yes, please provide link and detail.

The Cyber Crime Law (Royal Decree No 12 of 2011) seeks to address a wide array of illegal activities involving a computer device, computer system or network. It considers various acts as cybercrimes and backs violations of such acts with robust penalties in the form of imprisonment and fines. The Cyber Crime Law also contains limited provisions with respect to personal data protection, including making it an offence to violate the privacy of individuals using technology. It does not however impose any obligations on those who collect personal data. Link: <https://omanportal.gov.om/wps/wcm/connect/443d0cd9-94f5-4e94-8d6e-a278aa44f3c4/Cyber+Security+Law.pdf?MOD=AJPERES&CACHEID=443d0cd9-94f5-4e94-8d6e-a278aa44f3c4>

42. Is there any legislation, law or regulation on digital identity? *

Yes

No

43. If yes, please provide link and detail.

Oman is the first country among GCC Countries to roll out Nation Wide ID cards to all citizens and residents. Subsequently the ID cards were enabled using Public Key Infrastructure (PKI) technology. Currently the PKI based authentication provides Digital identify and single sign on to all Government services in Oman. It also provides Digital

certification and signature to all the citizens and residents in Oman. Link :
https://oman.om/wps/portal/index/sso!/ut/p/a1/hc7LDolwEAXQb3HBlhms4mNXJT4QQ1Si2I2pCRRMaUmiyS_SwcRT4Jgt4L_DgRAhNSn5_vHqk6k6EAZrI8M5Ixb6ZdF9bW17GDDuqKq1oby6UrdOPqysFPrUJfLaRvGHaz

44. Is there any legislation, law or regulation on digital signature? *

Yes

No

45. If yes, please provide link and detail.

Digital certification is a service offered by National Digital Certification Center (NDCC) that manages the issuance of the digital certification according to the electronic transactions law. The main services of the digital certification Center are: digital identity, digital certification, digital stamp and time stamp that allow citizens and residents to conduct transactions in a high level of confidentiality, trust, credibility and data protection. PKI enabled ID cards and SIM card, and can be used as a certification method online without the need of having to be physically present at service providers' locations. Link:

https://omanportal.gov.om/wps/portal/index/gov/centralinitiative/omanpkiinitiative!/ut/p/a1/hc_BjolwEAbHKTFvE6q0blgoia9gg9rJBUysJUAMoPv6i8bLGdef2T74_mQEJGcg6vxQ67wpT5-UtS_c7XhOXzGMMOV8RFIR-OBFLqRPSAWwHgH-MwP_6iaphA_It88cPwNBHjCeLyElSgjSYeSOejKkfu88g_loEUpbOgsnSZZ7nPMCbQwOQujS7-9NbUe8Y1yAbdVCNauxzM6yPXXdqpxZa2Pe9rY3RpbL3prLwVeVo2g6y3xJOVXZdFJ_VhrfiB5QrIKY!/dI5/d5/L

46. Is there any legislation, law or regulation on e-procurement? *

Yes

No

47. If yes, please provide link and detail.

Oman Government has centralized state of the art eTendering system to handle end-to-end procurement processes. Royal Decree 69/2008 (eTransaction Law), Article 50 and 51 has ensured legality to Procurement using eTendering system. Link:
<https://etendering.tenderboard.gov.om/product/Live/GeneralDocFiles/TenderLaw.pdf>

48. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

49. If yes, please provide link and detail.

Oman Government is publishing the detailed budget of the Government. Oman Government digitally publishes government expenditure as open data. The data published is in full compliance to SDG 16.6.1 where government expenditures as a proportion of original approved budget, by sector, by Government entities and more is published. Link : <https://data.gov.om/mxbfwag/%D8%A7%D9%84%D9%85%D8%A7%D9%84%D9%8A%D8%A9-%D8%A7%D9%84%D8%B9%D8%A7%D9%85%D8%A9>

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes

No

51. If yes, please provide link and detail.

Digital Oman strategy when developed had given special focus, attention to ensure that all use eGovernment, and no one is left out in the transition to digital government journey. One of the key Pillars of original eOman strategy is Society and Human Capital Development. In the updated version the same is referred as "Advancing the Digital Society" In addition, there are document sets out the policies for sharing information among the agencies of the Sultanate of Oman and supports the implementation of standards and best practices outlined in OeGAF Information Reference Model. Agencies that are involved in providing services to the public have a responsibility to ensure that their use of personal data is lawful, properly controlled and that an individual's rights are respected. The key challenge in information sharing is in finding the right balance between the need to share data to provide quality services and the need to ensure protection of confidentiality. While this document consists of the principles and policies for information sharing, the procedures and templates that support the policies are to be referred to the OeGAF Information Reference Model and the OeGAF Solution Reference Model. Link : <http://oman.om/wps/portal/index/DigitalGovAsaRight?lang=en> Link :

<http://oman.om/wps/portal/index/NatioITrain/?lang=en> - Government Information sharing policy: <https://oman.om/wps/wcm/connect/7a248bcd-7907-4f6f-977f-040d94b9ef0f/10.Govt++Information+Sharing+Policy+v9.pdf?MOD=AJPERES&CACHEID=7a248bcd-7907-4f6f-977f-040d94b9ef0f> - website Content Guidelines: <https://oman.om/wps/wcm/connect/56c8183c-91b4-481a-b10d-6bb2c52abd01/%D8%B6%D9%88%D8%A7%D8%A8%D8%B7+%D9%85%D8%AD%D8%AA%D9%88%D9%MOD=AJPERES&CACHEID=56c8183c-91b4-481a-b10d-6bb2c52abd01>

52. Is there any legislation, law or regulation on open government data? *

Yes

No

53. If yes, please provide link and detail.

Oman Govt is committed to the Open Data Initiative and has established NCSI as per Royal Decree 40/2014, as the Institution responsible for overseeing Data Initiatives in Oman. The Oman Open Data portal is a free and open data-sharing portal where anyone can access data relating to the Sultanate of Oman. The Oman Open Data Portal provides over 355 datasets from 30 entities, for everyone citizen, investor, researcher or developer Oman Government has published the Open Data policy and has mandated all entities to publish Open Data sets. Oman would like to highlight one unique offering by Sultanate to the world of Open data. Ministry of Heritage and culture has published audio files of all the Omani traditional arts and folklores, which are registered in the Sultanate's Intangible Heritage List at UNESCO. To know all the complete data sets and various activities carried out by Oman related to Open data please refer to the below links. Oman also had participated in the ESCWA Open Government Forum and presented the Oman's success in Oman data implementation. <https://oman.om/wps/wcm/connect/ce05da95-212d-4995-8299-5b794bab384b/OPEN+GOVERNMENT+DATA+POLICY.pdf?MOD=AJPERES&CACHEID=ce05da95-212d-4995-8299-5b794bab384b> (Government Open Data Policy and Open Government License) Link : <http://oman.om/wps/portal/index/opendata/?lang=en> Link : <http://oman.om/wps/portal/index/opendata/?lang=en> (Heritage and Culture)

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

55. If yes, please provide link(s) and detail(s).

https://oman.om/wps/portal!/ut/p/a1/04_Sj9CPykssy0xPLMnMz0vMAfGjzOKNDdwNDPwtPX1NgsMMDYy&_IDc0wiDLRBEAK2N9BA!/dI5/d5/L2dJQSEvUUt3QS80SmlFL1o2XzMwRzAwTzJJTTRCUUQwMkoySzVTQTMWCM_GLOBAL_CONTEXT=/EN/site/home/iot/EmergingTechnologies

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

Yes

No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Other

58. Is the national e-government strategy guided by or aligned with the national development strategy? *

Yes

No

59. Please provide link and detail.

Yes. The Digital strategy is aligned with Oman2040 Vision (National development strategy). Oman 2040 aims at fully realizing economic and social realities, objectively foresight the future, and effectively guide planning in the upcoming two decades. Oman 2040 has 3 main pillars: People and society, Economy and development, Governance and institutional performance. The main directions and priorities of Oman2040 Vision that are in line with the objectives and outcomes of the digital strategy are: 1. High-quality infrastructure, advanced technology, performance, and government services 2. An effective government sector in the field of planning, organization, follow-up and evaluation, and foreseeing the future 3. A flexible, innovative and future-making government system based on the principles of governance 4. Technology-driven medical systems and services, and high-quality preventive and clinical healthcare across all levels 5. Advanced base and IT infrastructure that empowers all sectors, and is capable of keeping pace with the latest developments and cybersecurity challenges 6. Smart, sustainable and vibrant cities and a vital countryside with a viable architecture that ensures high quality of life and work 7. Effective governance of resources and projects 8. Trustworthy government decisions 9. High quality and high-performance government services It is also aligned with the main directions of the National Program for Digital Transformation, which supports the economic and social strategic sectors, empowering them with digital technologies, and consolidating the principles of digital transformation and enhancing the digital lifestyle in Omani society.

https://isfu.gov.om/2040/Vision_Documents_En.pdf In addition, the National eGovernment Strategy of Sultanate of Oman known as the Digital Oman Strategy first edition is delivery is completed under Information Technology Authority. To take forward Omans march in ICT and to supplement the focus Government of Government a dedicated Minister with representation in the Cabinet and Undersecretary of Communications and Information Technology has been appointed with a Royal Decree and Ministry of Transport, Communication and Information Technology (MTCIT) has been set up in Aug 2020 . With regards to the same following strategies are being tracked by MTCIT 1. National Space Strategy 2. National Broad Band Strategy 3. Digital Transformation Plan (2021 to 2025) 4. National AI Strategy. Oman broadband strategy was approved in 2013 by the Council of Ministers, which mandated the Ministry of Transport and Communications to oversee implementation of the strategy. Just in 2019, 130,718 units were on boarded to broadband network which is an achieved of over 152% when compared to the plan in the strategy. In total over 452,100 units are covered. With this Muscat has over 92% broadband coverage and Oman has 16637 KMS of Broadband Network at the end of 2019. In addition, a National E-commerce Strategy has been drafted with assistance from UNCTAD and is also currently under implementation.

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

 Yes

No

61. Please provide link and detail.

Oman has embedded sustainable development into all its national frameworks for the achievement of the 17 Goals under the SDG. In Oman 2040 Vision document each of the goals are mapped to the SDG Goals. National eGovernment Strategy is aligned to Sustainable Development 2030 as its outcomes are in line with the Sultanate efforts in achieving the SDG goals and mainly the following goals that are to be achieved by this strategy: 1. Fifth goal: Achieve gender equality and empowering all girls and women 2. Eighth Goal: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all 3. Ninth goal: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation 4. Eleventh goal: Make cities and human settlements inclusive, safe, resilient and sustainable 5. Thirteenth goal: Take urgent action to combat climate change and its impacts Link ; <https://sdg.ncsi.gov.om/vqbyapb/alignment-of-the-goals-of-sustainable-development-2030> Oman does the institutional follow-up continuously and review the progress made in implementing the Goals, which involves quality, accessible and timely data collection. Oman has developed the Long-Term Development Strategy and the Oman's 10th Five-Year Development Plan (2021-2025) incorporates and highlights plans to achieve the SDG. The Rapid Integrated Assessment published by UNDP also has stated and highlighted the same regarding Oman's commitment to SDG. Oman also conducted the Voluntary National Review 2019 in the High Level Political Forum held in July 2019. This information related to Oman's participation is also available at the below links <http://sdg.ncsi.gov.om/?lang=en> https://www.ncsi.gov.om/Elibrary/LibraryContentDoc/bar_Decent%20Work_d7b0374f-e361-45bf-9b30-c227b3de7a45.pdf <https://sustainabledevelopment.un.org/memberstates/oman> <http://oman.om/wps/portal/index/sdg/?lang=en> <https://scp.gov.om/#7>

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

63. Please provide link and detail.

National eGovernment Strategy is aligned with the Long-Term Development Strategy Vision 2040 and well as the Oman's 10th Five-Year Development Plan (2021-2025). Yes, it is linked to the Sultanate ICT Strategy as well as the National Data Strategy. **strategies approved recently and not yet published online until submitting this questionnaire.

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

65. Please provide link and detail.

Oman has national policy on e-Participation. It is available in the Law, Policies and Strategies Section in National Portal of Oman namely Omanuna and under whole of Government area. Link : <http://oman.om/wps/portal/index/interact/?lang=en> Link : <http://oman.om/wps/portal/index/strategiesandpolicies/?lang=en> Government of Oman has embraced social media for public to interact with public administration. Link : <http://www.oman.om/wps/portal/index/interact/eInformation/?lang=en> Link : <http://oman.om/wps/portal/index/strategiesandpolicies/?lang=en> The strategy contains a comprehensive eParticipation project with a number of engagement activities. The project approach focuses on enhancing e-participation, improving communication and cooperation between the government and the citizen / beneficiary in order to provide citizen-centered e-services, achieve community participation in designing services, simplify procedures, formulate policies, and make decisions related to e-government. It also improve the results of the e-services development index and e-participation and this track will also contribute to designing digital tools that help the government to bridge the digital divide and enhance e-participation in various sectors. One of the main activities is "Shurkum" that has been started in 2014 and will continue for this strategy. Shurkum link: <https://omanportal.gov.om/wps/portal/index/interact/shurkum> <https://omanportal.gov.om/wps/portal/index/interact>

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

67. Please provide link and detail.

eGovernment strategy is aligned to Oman National Data strategy developed by National Center for Statistics and Information (NCSI). The aim of the Oman National Data Strategy is to provide a clear framework for the development and governance of a robust data

infrastructure, creating a trusted source of data, information and analytics, and that ensures real-time, accurate and reliable data. The Strategy shall foster trust and provide clear directions to obtain the social and economic benefits of data use, re-use and sharing while addressing concerns about quality, privacy, security and intellectual property rights. Oman has also published the Oman eGovernment Architecture Framework. The framework consist of Information Architecture, which is about Data and information governance. In addition, the Government has published the Information Sharing framework, which address concepts such as "Ask Once" principle.

68. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

69. Please provide link and detail.

Digital eGovernment Strategy mandates all identified agencies to deploy digital identity (Oman National PKI) to ensure the integrity, authenticity and confidentiality of data and the identity of natural and legal persons accessing to it. It is a mandatory that all government entities has to use to unify the sign in and the users data. Oman is the first country among GCC Countries to roll out Nation Wide ID cards to all citizens and residents. Subsequently the ID cards were enabled using Public Key Infrastructure (PKI) technology. Currently the PKI based authentication provides Digital identify and single sign on to all Government services in Oman. It also provides Digital certification and signature to all the citizens and residents in Oman. • There are 65 government/private systems integrated to PKI services. • Issued more than 19 Million national/resident ID card certificate. • Issued more than 414.4K Mobile PKI certificate. • Completed 41.2 million transaction using National/Resident ID card. • Completed 8.5 million transactions using Mobile PKI •

[https://oman.om/wps/wcm/connect/01df0d31-4dce-430e-89fd-](https://oman.om/wps/wcm/connect/01df0d31-4dce-430e-89fd-41d96a7cc9a3/Electronic+Transactions+Law+.pdf?MOD=AJPERES&CACHEID=01df0d31-4dce-430e-89fd-41d96a7cc9a3)

[41d96a7cc9a3/Electronic+Transactions+Law+.pdf?MOD=AJPERES&CACHEID=01df0d31-4dce-430e-89fd-41d96a7cc9a3](https://oman.om/wps/wcm/connect/01df0d31-4dce-430e-89fd-41d96a7cc9a3/Electronic+Transactions+Law+.pdf?MOD=AJPERES&CACHEID=01df0d31-4dce-430e-89fd-41d96a7cc9a3) (eTransaction Law) •

<http://oman.om/wps/portal/index/gov/centralinitiative/omanpkiinitiative/?lang=en> •

<http://oman.om/wps/portal/index/sso/?lang=en> •

<https://www.ita.gov.om/ITAPortal/Pages/Page.aspx?NID=965&PID=4109&LID=191> •

<https://oman.om/tam/>

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

71. Please provide link and detail.

The strategy focus on digital first principle as well as the customer centric approach to ensure the participation of community members and consider it as part of the digital transformation journey, as well as strengthening cooperation between the government and the beneficiary in achieving the desired goals of digital transformation, and we will empower the community with the necessary tools for digital participation. Citizen centric strategy is concerned with reorganizing the provision of electronic services and the channels of access to them according to the "life cycle" and the program will focus on the digitization of priority basic services and the relationship to the citizen's life cycle that lies in the path between birth and death and the activity cycle of Business and Employment. The strategy also focuses on "Communities of Interest" approach which is concerned with activating the use of services, central systems and similar applications and electronic integration between them, especially of a common nature in achieving the same goals and interests, as well as providing common services according to a clear and organized framework.

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

Yes

No

73. Please provide link and detail.

Oman has clear emphasis on the once-only data principle. The eTransformation initiative has clear mandates to ministries to integrate with the central data repository such as National Registration System of ROP and Business Register of Ministry of Commerce and Industry and not to request for the basic data from Citizens. To enforce this Government of Oman has published the Government Information sharing policy. National eGovernment strategy refers to the National Data Strategy for data once only policy as well as the national integration platform that ensures the data sharing between the government entities. Polices->IT Management-> Government Information Sharing Policy (Only once principle) Link : <https://oman.om/wps/wcm/connect/7a248bcd-7907-4f6f-977f-040d94b9ef0f/10.Govt++Information+Sharing+Policy+v9.pdf?MOD=AJPERES&CACHEID=7a248bcd-7907-4f6f-977f-040d94b9ef0f>

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

Oman Government has been a leader in applying Artificial Intelligence in the medical sector. Oman Government has applied AI in detecting breast cancer and has made significant achievement. Link : <http://oman.om/wps/portal/index/EmergingTechnologies/?lang=en>

76. Robotics - please provide link and detail:

77. Blockchains - please provide link and detail:

<http://blockchainoman.om/>

78. 5G - please provide link and detail:

The telecom Regulatory Authority (TRA) in cooperation with local telecom operators have already launched fifth-generation (5G) services . Link : <http://www.omanobserver.om/oman-to-launch-5g-technology-this-year/> Link : <http://oman.om/wps/portal/index/EmergingTechnologies/?lang=en>

79. Internet of Things (IoT) - please provide link and detail:

<https://mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=2299&PID=8764>

80. Others - please provide link and detail:

<https://mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=2299&PID=8764>

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

82. Please provide link and detail.

Oman 2040 has various UN and OECD Indicators and National eGovernment strategy has been developed to ensure that 2040 Goals are achieved. For instance, one of the Key eGovernment strategy is to achieve the UN eGovernment rankings and scores.

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

84. Please provide link and detail.

The "Future Foresight Forum" is an integral part of the project for preparing the future vision "Oman 2040". It complements the stages including analysis of the current situation in the Sultanate, identification of the key issues relating to the reality of the social and economic development to be addressed by the vision, conduct benchmarking and identify the best opportunities that can be adopted and implemented. The Future Foresight Forum objectives are:

- Highlighting the future global, regional and national trends in relation to sectoral issues of interest to the Omani society relevant to the future foresight of the Sultanate.
- Identifying the key themes and developing the future scenarios to be included in this stage of the Oman 2040 vision preparation.
- Raising the public awareness about the importance of the future.
- Arriving at creative solutions to the challenges that the Sultanate may face in

ensuring the continuation of its prosperity, economic growth and social welfare by 2040 in the manner that enhances the Sultanate's position on the global map. The Forum is designed to give special importance to the participatory approach through two days of interactive sessions and panel discussions with a group of decision makers and experts at the national and global levels, and with wide participation of various segments and sectors of the society. The main sectoral ideas and trends, at the global level, were presented and shared with the participants, for onward use and turning the same into results-oriented opportunities for the Sultanate over the next 20 years. A 3-day workshop was conducted with the participation of all government entities to plan for the services for various sectors. The National eGovernment strategy is also tracked extensively using Dashboards that gives predictive and prescriptive insights. Aspects of Strategy implementation such as eServices launching roadmap, Ministries focus, the plan of each ministry transformation and so on.

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

86. Please provide link and detail.

Central Bank of Oman has launched the Fintech Sandbox
<https://cbo.gov.om/sites/assets/Documents/English/Fintech/FRSFrameworkEnglish.pdf>
<https://www.ita.gov.om/ITAPortal/Pages/Page.aspx?NID=2299&PID=8764> Link :
<https://www.commsmea.com/technology/18783-how-vr-is-set-to-transform-oman> Link :
<https://www.ita.gov.om/ITAPortal/Pages/Page.aspx?NID=994&PID=4185&LID=168>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

Yes

No

88. If yes, please provide link and detail.

e.Oman strategy was developed to assist this transformation and lead Oman to a successful 4th Industrial Revolution. This strategy gives a special focus to inclusion, that the eGovernment should be used by all community members, and no one should be at a major disadvantage or miss out in the digital future. One of the key pillars of the original e.Oman strategy is Society and Human Capital Development. In the updated version, the same concept exist and is referred to as "Advancing the Digital Society".

https://oman.om/wps/portal/index/DigitalGovAsaRight!/ut/p/a1/hc7JDoJADAbgZ_HAIRYHiHgjMSJbCK4wFKRP_7V-AzoSghRgYtu8efROX5Lx1DE8nm436Aj9OOEDzqknnd2OTp2SVA-1YxjrWyfdOxMUwtP1aQgmnaZKbOuGiSfjJF00_QPTG4MA4tHWEN60avcxcPAAMIg0L/dI5/d5/L0IKQSEvUUt3

89. Is there a national e-participation policy/strategy or similar? *

Yes

No

90. If yes, please provide link and detail.

https://www.oman.om/wps/wcm/connect/99e441c7-bc33-4441-961c-4f1c670e80b7/4.+eParticipation%2BPolicy_Arabic.pdf?MOD=AJPERES&CACHEID=99e441c7-bc33-4441-961c-4f1c670e80b7

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes

No

92. If yes, please provide link and detail.

https://www.oman.om/wps/wcm/connect/94d96e13-2a62-4435-99eb-074270ccf2a0/3.+e-Accessibility%2BPolicy%28Ver1.0%29_Arabic.pdf?MOD=AJPERES&CACHEID=94d96e13-

2a62-4435-99eb-074270ccf2a0

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

Yes

No

94. If yes, please provide link and detail.

<https://www.mosd.gov.om/index.php/ar/2013-12-29-09-53-61/2020-06-01-09-38-20>
<https://www.mosd.gov.om/index.php/ar/2013-12-29-09-53-61/2018-05-15-07-33-13>

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes

No

96. If yes, please provide link and detail.

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes

No

98. If yes, please provide link and detail.

The government established Community Knowledge Centers (CKCs) and Women Community Knowledge Centers (WKC)s across Oman to help bridge the digital gap among citizens. These centers are equipped with computers connected to the internet to allow access to digital information for people in rural areas.

<https://www.ita.gov.om/ITAPortal/Pages/Page.aspx?NID=791&PID=3140&LID=152>

99. Does the Government use any social media platform(s)? *

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

All government Social Media Accounts and tools available in the following link:
<https://omanuna.oman.om/en/home-top-level/eparticipation/egovernment-social-media-accounts>

101. Please include any guidelines for government officials/institutions on the use of social media.

https://oman.om/wps/wcm/connect/56e430da-a411-43f6-8967-52f538c22ed5/9.+ITA_Social+Media+Guidelines+v.3.pdf?MOD=AJPERES&CACHEID=56e430da-a411-43f6-8967-52f538c22ed5

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

Yes

No

103. If yes, please provide link (URL) and detail.

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

105. If yes, please provide link and detail.

The Ministry of Technology and Communications (MTC) implemented the ICT Access and Use by Households and Individuals Survey 2020 in cooperation with the National Center for Statistics and Information (NCSI). This survey is part of monitoring the required indicators for continuous development and future planning in order to achieve e.oman strategy initiatives. The results of this survey is being for updating the sultanate's indicators in the relevant international organizations databases, such as ITU and ESCWA, and reports as well as comparing them with the similar indicators at regional and international levels. The survey address various aspects related to online services usage such as Activities Related to the Use of ICT by Individuals, Social Media usage, various age and qualification trend of the users were also measured as part of the survey. Link :

https://www.ita.gov.om/ITAPortal/MediaCenter/Document_detail.aspx?NID=133 Another insight to the usage of eServices is by measuring the usage of Public Key Infrastructure (PKI) Services. PKI is the Digital identity solution of Oman Government and all users who need to access the Government services utilize the PKI enabled SIM or National ID card. PKI Initiate is named as "Tam" in Oman. As per the usage monitoring TAM services were utilized more than ever before in the first half of 2019. The detailed usage statistics are published online.

Link : <http://oman.om/wps/portal/index/gov/centralinitiative/omanpkiinitiative/?lang=en> Prior to the Royal Decree that transitioned Information Technology Authority (ITA) to Ministry of Transport Communication and Information Technology (MTCIT) as part of Government restructuring, ITA had conducted various survey on measuring individuals' awareness on government eService's. The survey aimed to assess the individuals' awareness and usage of eService's provided by some government entities such as Ministry of Manpower, Muscat Municipality, Ministry of Health and Royal Oman Police. In addition, the survey aimed to identify the common challenges for not using eService's by individuals, and To assess the individuals' utility payment through online or mobile. The survey data collection method was face-to-face interview with citizens and residential, who visited commercial centers in Muscat Governorate, the capital. Some of the survey results as follows: In addition, various ministries track their usage of Online services, channels in which services are used etc. For instance many ministries have live Dashboards as shown below to

track the usage. Other Ministries also publish such information online and few examples are in the link below. Link :

<https://www.moh.gov.om/documents/10181/743394/Usage+Statistics+-+JAN+2019.pdf/e4085ed0-4236-675e-300b-1b2b7ed63552> Link :

<http://oman.om/wps/portal/index/UsageStatistics/?lang=en>

106. Does the Government measure user satisfaction of e-government services? *

Yes

No

107. If yes, please provide link and detail.

Entities constantly engage using Social Media with the users. Currently even Users prefer sharing their feedbacks, challenges and feedbacks using Social media to the traditional approaches of surveys. And as highlighted Oman Government is fully represented in the Social media with every entity having their own Social media accounts Even then there are certain entities who have conducted surveys and gather feedback Prior to the Royal Decree that transitioned Information Technology Authority (ITA) to Ministry of Transport Communication and Information Technology (MTCIT) as part of Government restructuring,, (ITA) conducted survey to assess the individuals' satisfaction on e.Services provided by some government entities including; Royal Oman Police (ROP), Ministry of Manpower (MoMP), Ministry of Health (MoH), and Ministry of Commerce and Industry (MoCI). In addition, the survey aimed to identify the common challenges to e.Services usage by the individuals. The survey data collection method was face-to-face interview with citizens and residential, who visited commercial centers in various major regions of Oman such as Muscat, Dhofar, Al Buraimi, Al Dakhliyah, and North Al Batinah. Survey results were shared with the concerned government entities followed by discussion meeting on the way forward and future improvements.

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? *

Yes

No

109. If yes, please provide link (URL) and detail.

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

Oman is a founding member in Digital Cooperation Organization which is an aspirational, forward-looking international organization that convenes its members to pursue the vision of Achieving social prosperity and growth of the digital economy by unifying efforts to advance digital transformation and promote common interests. More details about the organization and its strategic objectives can be find in the following link:
<https://www.dco.org/>

111. Please provide any other information related to e-government development in your country. *

Digital Economy <https://oman.om/wps/portal/index/digitaleconomy> Notification Center
<https://oman.om/wps/portal/index/notificationscenter> e-Payment
<https://oman.om/wps/portal/index/epayments>

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)

