

View results

Respondent

139

Anonymous

47:46

Time to complete

1. Country name *

Oman

Contact information

2. Your name *

Ahmed Al Bulushi

3. Title *

Team Lead - Programs & Projects

4. Organization *

Ministry of Transport, Communications & Information Technology

5. Email *

ahmed.albulushi@mtcit.gov.om

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.

<https://www.oman.om>

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

- E-services or similar *

<https://www.oman.om/en/entities>

9. - E-participation or similar *

<https://www.oman.om/en/home-top-level/eparticipation>

10. - Open government data

<https://www.oman.om/en/home-top-level/open-data>

11. - Public procurement

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

12. - Others (if any)

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 and Information Technology
www.mtcit.gov.om

14. Does your country have a national 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 *

Dr. Ali Amur Ali Al Shidhani

16. Title *

Undersecretary for Communications and Information Technology

17. Organization *

Ministry of Transport, Communications and Information Technology

18. Email *

Ali.AIshidhani@mtcit.gov.om

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes

No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

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.economy.gov.om/en/Default.aspx>

22. Education *

<https://home.moe.gov.om/?GetLang=en>

23. Health *

<https://www.moh.gov.om/en/home>

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

<https://portal.mosd.gov.om/>

25. Employment and Labour *

<https://www.mol.gov.om>

26. Environment *

<https://www.ea.gov.om/en>

27. Justice *

<https://www.mjla.gov.om/eng/>

28. Economy/finance *

<https://www.economy.gov.om/> & <https://www.mof.gov.om/index>

29. Industry/trade *

<https://tejarah.gov.om/eng/>

30. Sustainable Development Goals (SDGs) [NEW] *

<https://sdg.ncsi.gov.om>

31. Climate Change [NEW] *

<https://www.oman.om/en/home-top-level/whole-of-government/environment/environment>

32. Others (Please specify) *

<https://www.oman.om/en/entities>

B. Crisis/Emergency Response and Recovery [NEW]

33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]

*

Yes

No

Other

34. Please provide links and details. *

https://www.unesco.org/en/articles/oman-launches-early-warning-system-address-natural-disasters?TSPD_101_R0=080713870fab2000a8f54a4953a8259d1daab1f16213ee8d197856be545dbbbfc46a46dc5c0f40d1084ca3ae6414300032a5fcb391c838d3170887b94b7cf2f0d110282e8b21b1d0110b243a70d1dd56e697c3734ad508f4170054d1e2ba1e53

35. Is there a specific national portal addressing crisis/emergency? [NEW] *

Yes

No

36. If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]

<http://www.nccd.gov.om/>
Full details <https://qanoon.om/p/2023/rop20230098/>

C. Legal Framework

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

Yes

No

38. If yes, please provide link and detail.

<https://www.oman.om/en/policies-strategies-and-guidelines>

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

Yes

No

40. If yes, please provide link and detail.

<https://www.oman.om/en/policies-strategies-and-guidelines>

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

Yes

No

42. If yes, please provide link and detail.

<https://www.oman.om/en/policies-strategies-and-guidelines>

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

Yes

No

44. If yes, please provide link and detail.

<https://www.oman.om/en/policies-strategies-and-guidelines>

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

Yes

No

46. If yes, please provide link and detail.

<https://www.oman.om/en/policies-strategies-and-guidelines>

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

Yes

No

48. If yes, please provide link and detail.

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

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

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. If yes, please provide link and detail.

<https://www.mof.gov.om/index>

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

Yes

No

52. If yes, please provide link and detail.

<https://www.oman.om/en/policies-strategies-and-guidelines>

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

Yes

No

54. If yes, please provide link and detail.

<https://www.oman.om/en/policies-strategies-and-guidelines>

55. 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

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

<https://www.oman.om/en/policies-strategies-and-guidelines>

57. **Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]**

Yes

No

58. **If yes, please provide link and detail.**

<https://www.oman.om/en/policies-strategies-and-guidelines>

D. Strategy and Implementation

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

- Yes
- No

Please provide information where relevant:

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

- Two-year
- Three-year
- Five-year
- Ten-year
- Other

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

*

- Yes
- No

62. **If yes, please provide link and detail.**

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** *

- Yes
- No

64. Please provide link and detail.

<https://www.oman2040.om/index-en.html>

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

- Yes
- No

66. Please provide link and detail.

<https://www.oman2040.om/index-en.html>
Oman 2040 Vision has mapping of SDG to each goals and EDGI Index is one of the Oman 2040 Vision Targets.

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

- Yes
- No

68. Please provide link and detail.

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292618&PID=200398>

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

- Yes
- No

70. Please provide link and detail.

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

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

- Yes
- No

72. Please provide link and detail.

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

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

Yes

No

74. Please provide link and detail.

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

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

Yes

No

76. Please provide link and detail.

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? *

Yes

No

78. Please provide link and detail.

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes

No

80. **Please provide link and detail.**

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

Yes

Maybe

82. **Please provide link and detail.**

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

83. **Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]**

Yes

No

84. **Please provide link and detail.**

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

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

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

https://www.mtcit.gov.om/ITAPortal/Our_Projects/Our_Projects_List.aspx?svc=657&NID=171&Odt=37

86. Robotics - please provide link and detail:

https://www.mtcit.gov.om/ITAPortal/Our_Projects/Our_Projects_List.aspx?svc=657&NID=171&Odt=37

87. Blockchains - please provide link and detail:

https://www.mtcit.gov.om/ITAPortal/Our_Projects/Our_Projects_List.aspx?svc=657&NID=171&Odt=37

88. 5G - please provide link and detail:

https://www.mtcit.gov.om/ITAPortal/Our_Projects/Our_Projects_List.aspx?svc=657&NID=171&Odt=37

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

https://www.mtcit.gov.om/ITAPortal/Our_Projects/Our_Projects_List.aspx?svc=657&NID=171&Odt=37

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

91. Others - please provide link and detail:

92. 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

93. Please provide link and detail.

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

 Yes No

95. Please provide link and detail.

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

 Yes No

97. Please provide link and detail.

98. **Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]**

Yes

No

99. **Please provide link and/or details.**

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

E. Digital Inclusion and E-Participation

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

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

Yes

No

101. If yes, please provide link and detail.

<https://www.oman.om/en/home-top-level/eparticipation>

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

Yes

No

103. If yes, please provide link and detail.

<https://www.oman.om/en/policies-strategies-and-guidelines>

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

Yes

No

105. If yes, please provide link and detail.

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

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

Yes

No

107. If yes, please provide link and detail.

<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292734&PID=200797>

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

Yes

No

109. If yes, please provide link and detail.

<https://www.oman.om/en/home-top-level/eparticipation>

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

Yes

No

111. If yes, please provide link and detail.

<https://www.ita.gov.om/itaportal/mediacenter/NewsDetail.aspx?NID=81242>

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

Yes

No

113. 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

<https://www.oman.om/en/home-top-level/eparticipation>

114. If yes, please include any guidelines for government officials/institutions on the use of social media.

<https://www.oman.om/en/policies-strategies-and-guidelines>

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

Yes

No

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

<https://www.oman.om/en/home-top-level/eparticipation>

F. Usage, User Satisfaction and Evaluation

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

Yes

No

118. If yes, please provide link and detail.

<https://www.oman.om/en/home-footer-level/statistics>

119. Does the Government collect usage data with dis-aggregation by gender? *

Yes

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

Yes

No

121. If yes, please provide link and detail.

<https://www.oman.om/en/home-footer-level/statistics>

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

Yes

G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]**

*

Since 2018, the Economic and Social Commission for Western Asia (ESCWA) has been implementing a regional initiatives to support member states in advancing the information society, by conducting national and regional reviews of digital development.

ESCWA comprises 20 Arab countries in Western Asia and Oman is one of them, the mandate of ESCWA is to support economic and social development in member States and to strengthen cooperation among them. Currently Oman is working with ESCWA on several Projects (ex: Preparing national digital development report and sharing best practices/ case studies on technologies and innovation to be published in The Arab Open and Innovative Government Portal (AOIGP) https://opengov.unescwa.org/ar/country?f%5B0%5D=country_countries%3A28). These Projects aim to shed light on the efforts made in the Sultanate of Oman in the field of digital technologies, and to monitor the progress made in the information society.

124. **Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] ***

In 2021, Oman joined the Digital Cooperation Organization (DCO) which aim to achieve social prosperity and the growth of the digital economy by unifying the efforts of the members to advance digital transformation and promote common interests.

Currently, Oman is working with DCO on several initiatives (ex: Center of Excellence for Cross-Border Data Flows, Digital Taxation & Observatory for Digital Empowerment), through these initiatives, Oman will be able to transfer and import expertise in the field of communications and information technology and benefit from the experiences of member states in several fields, including the digital economy, digital transformation and governance.

THANK YOU

125. **Please provide any other information that will help us in understanding e-government development in your country. [NEW] ***

Oman Digital Economy Program
<https://www.mtcit.gov.om/ITAPortal/Pages/Page.aspx?NID=292618&PID=200398>

126. **Consent to publish this Questionnaire**

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

Yes

No

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