Information Booklet
about
Sultan Qaboos Award for Excellence
in
eGovernment
Enlightening Speech

We have always emphasized the importance of learning and knowledge and we have always been open to the adoption of new developments in this field.

Information technology and communications have now become the main elements that move forward the development process in this third millennium; therefore, we have accorded our attention to finding a national strategy to develop the skills and abilities of citizens in this domain with the aim of further developing eGovernment services.

We are closely following the important steps that we have made in this regard. We call upon on all government institutions to speedily enhance their performance, and to facilitate their services, by applying digital technology in order to usher the Sultanate into the constantly evolving spheres for applying knowledge.

His Majesty Sultan Qaboos bin Said
Opening of the Annual Session of the Council of Oman (Majlis Oman) 11 November 2008
Sultan Qaboos Award for Excellence in eGovernment comes as reaffirmation of His Majesty’s vision to transform the sultanate and create a Knowledge Society in Oman. Information technology and communications have now become the main elements that move forward the development process in the Third Millennium, and the attention given by His Majesty – may God protect him – to create a national strategy to develop the knowledge and skills of citizens in dealing with information technology is remarkable.

This Award aspires to make a qualitative transformation in the field of eGovernment services by honouring digital projects that deliver exceptional innovations and achievements in the field of information technology. The Award aims also to appreciate excellent performance by applying international standards in evaluating the degree of development in eServices and supporting the strategy of e.oman as well as strengthening IT and telecommunications in the field of economic, social and cultural development.

The Award instigated in 2010 shall be managed and supervised annually under Information Technology Authority (ITA) patronage. All government institutions are eligible to participate in the award and compete for its prizes. This Award serves as recognition and appreciation for the institutions that use information technology to enhance their performance and fulfill all the needs of the citizens, to save time, effort and cost in carrying out all the governmental transactions through eliminating inefficient and unnecessary practices and procedures, implementing the best suitable solutions to facilitate the attainment of services, developing the means of communicating and exchanging information within the government institutions and enhancing the quality of performance.

Information Technology Authority (ITA)
Since its inception in 2010, the Sultan Qaboos Award for Excellence in eGovernment seeks to achieve a number of objectives aiming at supporting the Digital Oman Strategy, notably:

- Encouraging government institutions to accelerate the pace of promoting their performance, facilitating their services through the use of digital technology and acknowledging and rewarding excellence and creativity in the field of eGovernment service.

- Motivating governmental institutions to implement new e-projects and to constantly endeavour to develop their e-services.

  Improving the quality of their eGovernment services and simplifying their procedures while enjoying such a standard of quality and efficiency that would ensure more confidence and public contribution.

- Promoting and activating the government’s policy to move to an economy based on information technology to achieve both economic and social benefits for the Omani community under the policy of economic diversification and sustainable development.

- Developing Frameworks and standards to measure progress in the implementation of eGovernment projects consistent with the highest international standards and encouraging brilliant and innovative ideas in the digital field.
The ITA developed a set of general criteria according to which the submitted projects and services will be accepted to participate in Sultan Qaboos Award for Excellence in eGovernment Services, namely:

- The participating project or service shall demonstrate the effectiveness of their program; approximate the number of people benefiting from the project or service; describe the degree of intensiveness of the program; and evaluate the level of innovation used in achieving the goals of the service or project.

- The participating project submitted by a government institution needs to show how ICT has been effective within this entity in the delivery of services, and the project should demonstrate either one or all of the following:
  - Use of ICT to improve eServices on national level.
  - Efficient use of modern technology; development of innovative services.
  - Evaluating the potential of new innovative means of communication and information distribution.

- The participating project or service should target government institutions, the business sector or citizens.

- All entries have to be complete local products. No drafts, demonstrations or unfinished prototypes will be accepted.

- The participating Product/eService should be a complete integrated solution, and/or transactional (i.e. customers should be able to complete most of, if not, the entire transaction online).

- The initial stages of the project can be submitted once completed.

- The participating projects must be efficient, realistic and sustainable.

- One product may be submitted only once per category.
• Under the eService category, one entity can participate under each of the following subcategories (G2G, G2B, and G2C).

• In case of multiple submissions by one organization, each product requires a separate registration.

• The interface of the products should be bi-lingual: Arabic and English.

• There is no limitation regarding the platform of the applications (online, offline, mobile, etc).

• Entities shall present their products in the best format and presentation, such as video recording.

• Dummy access to the product/eService is recommended for fair evaluation of the product.

• Pictures, sound, content, software, etc. must have copyright permission and the use of all software should be legal. Any product containing illegal material will be removed from the competition.

• All materials submitted will become ITA property and will not be returned. One copy of each submitted product will be archived for the record. No commercial use of this archive may/or will be made.

• Along with the completion of the registration, participants in the competition shall accept the rules, guidelines and competition criteria governing the Award.

• Registration and submission of a product to the competition does in no way entitle it to any specific benefits. There is no possible legal recourse against ITA.

• Submitters are held responsible for the smooth functioning of their products. In case a service does not work during the jury process, it will be removed from the entries without any notice to the entrant.

• The Award will not be held liable for the acceptance of submissions or their contents and rights.

• Incomplete submissions (after the registration closing date) and those not conforming to the administrative rules will be disqualified without any further notice. There is no possible legal recourse against such decisions.
SULTAN QABOOS AWARD FOR EXCELLENCE IN eGOVERNMENT
Award Categories

- eContent
- eService
- eReadiness
- eProject
- eEconomy

- Government to Government
- Government to Business
- Government to Citizen
ITA drafted a set of generic and specific criteria to assess the projects and services participating in the Sultan Qaboos Award for Excellence in eGovernment - each category separately - in coordination with a group of international experts and consultants, and the United Nations Economic and Social Commission for Western Asia (ESCWA), namely:

### Entries Evaluation Criteria

1. **Best eContent Award**

The Best eContent Award will be granted to the government entity with an online presence through a website or a digital work product that demonstrates outstanding standards of content, design, accessibility, originality, professionalism and overall efficiency.

**Generic Criteria**

**Content:**
- Government official home page clearly identified by a logo or an official statement.
- Legal terms and conditions and disclaimers: Copyright is not cloned from other websites or existing eService.
- Content Language (Arabic, English, or other) is up to date with no spelling errors.
- Links to Oman Portal and other relevant Oman Websites.
- The website must not contain any broken images or links (i.e. links that do not work or images that do not show).

**Usability**
- User friendly and easy to navigate and offers Accessibility features.
- Customer Support – offers help and search features.
- Useful Information – offers facility for contact information, feedback and site map.
Specific Criteria

Delivery:
- Quality and comprehensive content.
- Interactivity and multimedia.
- Design and standards, attractive design (aesthetic value of graphics and sound).
- Level of Service Delivery.

Impact
- eParticipation.
- Leverage information exchange across Ministries, agencies and directorates, and offers re-engineering of business processes.
- Offers strategic importance to the national development of the Information Society.
2. Best eService Award

The Best eService Award will be granted to the entity providing high standard and complete (end-to-end) electronic service continuously focusing on improving performance, standard of living and quality of life (Government to Government, Government to Business and Government to Citizen).

Generic Criteria

Content:
- Legal terms and conditions and disclaimers: Copyright is not cloned from other websites or existing eService.
- Content Language (Arabic, English, or other) is up to date with no spelling errors.
- Links to Oman Portal and other relevant Oman Websites.
- The website must not contain any broken images or links (i.e. links that do not work or images that do not show).

Usability
- User friendly and easy to navigate and offers Accessibility features.
- Customer Support – offers help and search features.
- Useful Information – offers facility for contact information, feedback and site map.
- Interactivity and multimedia.
Specific Criteria

Delivery

• Complete (end-to-end, full cycle) electronic service.
• Level of service delivery.
• Procedures – outlines process steps for carrying out the eService.
• List of items to complete to carry out the transaction.
• Time frame for the service completion.
• Innovative and effective application of state-of-the-art technology.
• Support over Multiple Channels (Internet, e-Kiosks, Mobile Phone, etc.).
• Provide secure eService, e.g. ePayment transaction (via ePayment Portal), information and customer data.
• Offers back end and real-time customer support.

Impact

• eParticipation.
• Improves responsiveness to services in the public sector.
• eService significance in enhancing customer satisfaction.
• Sharing of government service with other systems/Compatibility with various functional environments.
• Offers strategic importance to the national development of the Information Society.
3. eReadiness Award

The eReadiness Award will be granted to a government entity in compliance with the e.oman strategy, providing a standard, reliable and secure infrastructure for data exchange and information management, demonstrating readiness in infrastructure and human resources development.

Generic Criteria

Content:
- Government official home page is clearly identified by a logo or an official statement.
- Legal terms and conditions and disclaimers: Copyright is not cloned from other websites or existing eService.
- Content Language (Arabic, English, or other) is up to date with no spelling errors.
- Links to Oman Portal and other relevant Oman websites.
- The website must not contain any broken images or links (i.e. links that do not work or images that do not show).

Usability
- User friendly and easy to navigate and offers Accessibility features.
- Customer Support – offers help and search features.
- Useful Information – offers facility for contact information, feedback and site map.
- Interactivity and multimedia.
Specific Criteria

Delivery
• Entity is part of the Oman Government Network.
• Complete (end-to-end, full cycle) electronic service.
• Level of service delivery.
• The entity has strong policies and procedures related to IT.
• The entity has a security policy (ISMS is an added value).
• Innovative and effective application of state-of-the-art technology.
• Support over Multiple Channels (Internet, e-Kiosks, Mobile Phone, etc.).
• Provide secure eService, e.g. ePayment transaction (via ePayment Portal), information and customer data.
• Offers back end and real-time customer support.
• Has electronic signature feature (if applicable).
• The entity has a Disaster Recovery plan and site.
• Skilled, certified, national IT human resources.
• Configuration, interoperability, customization.
• Ability of the government entity to adopt to changing technology trends.

Impact
• eParticipation.
• Improves responsiveness to services in the public sector.
• eService significance in enhancing customer satisfaction.
• Leverage information exchange across Ministries, agencies and directorates, and re-engineering of business processes.
• Strategic importance to the national development of the Information Society.
4. The Best eProject Award

The Best eProjects Award will be granted to the most innovative ICT project enabling eGovernment and exhibiting sustainability and potential growth, merging multiple technologies in developing a niche service serving most sectors, and following best practice project management methodology.

Generic Criteria

Content:
- Government official home page is clearly identified by a logo or an official statement.
- Legal terms and conditions and disclaimers: Copyright is not cloned from other websites or existing eService.
- Content Language (Arabic, English, or other) is up to date with no spelling errors.
- Links to Oman Portal and other relevant Oman websites.
- The website must not contain any broken images or links (i.e. links that do not work or images that do not show).

Usability
- User friendly and easy to navigate and offers Accessibility features.
- Customer Support – offers help and search features.
- Useful Information – offers facility for contact information, feedback and site map.
- Interactivity and multimedia.
**Specific Criteria**

**Delivery**
- Complexity of project (set of eServices, having a structured portal).
- Improvement to the delivery of services (efficiency, high-quality service, organizational value / cost benefits & cost saving).
- Innovative and effective application of state-of-the-art technology.
- Support over Multiple Channels (Internet, e-Kiosks, Mobile Phone, etc.).
- Provide secure eService, e.g. ePayment transaction (via ePayment Portal), information and customer data.
- Offers back end and real-time customer support.
- Effective Program Management, Quality Assurance, Vendor Relationship Management.
- Business Process Re-engineering and Change Management.

**Impact**
- eParticipation.
- eService fulfillment of business processes and operating environment.
- Improves responsiveness to services in the public sector.
- eService significance in enhancing customer satisfaction.
- Sharing of government services with other systems/compatibility with various functional environments.
- Strategic importance to the national development of the Information Society.
5. **Best eEconomy Award**

The eEconomy Award will be granted to the government entity utilizing good practice of ICT in promoting national economic development and business environment, encouraging and attracting investments, new projects and enhancing national trading.

**Generic Criteria**

**Content:**
- Government official home page clearly identified by a logo or an official statement.
- Legal terms and conditions and disclaimers: Copyright is not cloned from other websites or existing eService.
- Content Language (Arabic, English, or other) is up to date with no spelling errors.
- Links to Oman Portal and other relevant Oman websites.
- The website must not contain any broken images or links (i.e. links that do not work or images that do not show).

**Usability**
- User friendly and easy to navigate and offers Accessibility features.
- Customer Support – offers help and search features.
- Useful Information – offers facility for contact information, feedback and site map.
- Interactivity and multimedia.
Specific Criteria

Delivery
- The potential benefit of the service to develop the national economy.
- Credibility and Reliability of the integrated service.
- Innovative and Effective application of state-of-the-art technology.
- Support over Multiple Channels (Internet, e-Kiosks, Mobile Phone, etc.).
- Provide secure eService, e.g. ePayment transaction (via ePayment Portal),
  information and customer data.
- Provide back-end support and real-time customer support.
- Interactivity & automation level.
- Sharing of government services with other systems/compatibility
  with various functional environments.

Impact
- eService fulfillment of business processes and operating environment.
- Degree of impact on Oman national economy.
- Promote internal and external investments.
- Strategic importance to the national development of the Information Society.
The projects and services participating in Sultan Qaboos Award for Excellence in eGovernment have been sorted and evaluated by a competent Jury Panel chosen by ITA from among international experts in the field of information technology and communication, from leading countries in the field of eGovernment services according to the United Nations Classifications, after a series of contacts and consultations with both local and foreign competent authorities.

The Jury Panel sorted and assessed the participating projects and services in strict secrecy and independence during a specified period of time through a special program developed in collaboration with a group of experts and the United Nations Economic and Social Commission for Western Asia (ESCWA). All were provided in advance with the tasks they need to carry out and the questions that the participants must answer when registering the institution in the award. The ITA organized a series of workshops to explain to the participating government institutions the evaluation mechanism and the need to enclose the submitted projects with various multimedia such as video clips, photos, files and other forms of files.

The 13 members that the ITA has chosen this year to form the Jury Panel represent an array of expertise from various countries around the world, namely: Spain, United States of America, United Kingdom, Syrian Arab Republic, Kingdom of Morocco, Kingdom of Sweden, Kingdom of Denmark, the Republic of India, Arab Republic of Egypt, and the Republic of Estonia.
Jury Members

Juan Arregui Mc Gullion (Chairman)
Juan Arregui joined the European Commission in September 2004. He has been working since January 2010 for the Information Society and Media Directorate General (DG INFSO) in the unit responsible for ICT for Government and Public Services. Before that he worked in the Strategy and Policy Unit of the same Directorate General. Juan follows overall policy developments in e-Government, and focuses on matters relating to benchmarking and efficient and effective e-Government.

Jeremy Millard (Observing)
Jeremy Millard has 35 years of experience working with new technology and society in Europe and globally. He has worked with governments, regional development agencies, and the private and civil sectors in all parts of the world. His background is as an academic geographer and social scientist and later as a consultant. But he started his career with large IT companies in the UK and in the public sector.

Dr. Nibal Idlebi (Observing)
Dr. Nibal Idlebi holds a Computer Engineering Degree from “Ecole Supérieure d’Electricité (Supelec)” in France, and a PhD in Computer Science from Nancy 1 University in France with specialization in Parallel Processing and Distributed Systems. She is the chief of the ICT Applications Section at ESCWA working on issues relating to the ICT policies and strategies.
Dr. Theresa A. Pardo

Dr. Theresa A. Pardo is director of the Center for Technology in Government (CTG) and is on the faculty of the Rockefeller College of Public Administration and Policy and the College of Computing and Information at the University at Albany, State University of New York. Dr. Pardo serves as a member of several national and international advisory boards, such as the Data Center for Applied Research in Social Sciences at Centro de Investigación y Docencia Económicas (CIDE) in Mexico City and the Digital Preservation Management Workshop Advisory Board of the Inter-University Consortium for Political and Social Research (ICPSR) at the University of Michigan.

Dr. Najjat Zarrouk

Dr. Najjat Zarrouk has nearly 29 years of management experience in the Public Service as a public servant at the Ministry of the Interior of the Kingdom of Morocco since 1983. She served for 17 years at the Secretariat General of that department, before being nominated Division Chief for organization and connections in 1998. In 2009 she was appointed for a 4-year term, by the General Secretary and the Economic and Social Council of United Nation's Organization (UN) to serve as a member of the Committee of Experts on Public Administration. She also was elected as a Governor in the Board of Arab Women Leaders Institute (AWLI) in Jordan – Amman/International Republican Institute (IRI).
Anna Kelly
Ms Anna Kelly is an experienced eGovernment manager from Sweden. She has worked with a broad range of development projects in IT for 15 years such as research on changes in school and learning through IT, CEO of a management and development consultancy, head of the Swedish national portals for civic and legal information. Currently she is in charge of the eGovernment transformation process in a municipality in Sweden.

Dr. Raymond Khoury
Dr. Raymond holds a Ph.D. from the Massachusetts Institute of Technology with a dissertation in the field of applied Artificial Intelligence. Dr. Khoury is a Principal at Booz & Company, with over 19 years of consulting experience in IT strategy, design and implementation management, particularly for large scale Public Sector e-Government Programs. He is a member of the IT Practice in the Middle East and leads the Public Sector IT business.
**Morten Meyerhoff Nielsen**
Morten Meyerhoff Nielsen is a functionaire with the National IT and Telecom Agency in Denmark. Responsibilities include project management including strategy and business development of the national citizen portal, performance management, reuse of public sector information (Gov 2.0), social computing (Web 2.0 and social media), good practice exchange and international knowledge transfer. He has won many prizes in the field of ICT Awards and good practice exchange, evaluation of ICT projects and online services, analysis and comparative eGovernment.

**Luis Guijarro**
Luis Guijarro is an Associate Professor of Information Society and Telecommunications Policy at the Higher Technical School of Telecommunication Engineering, Universidad Politecnica de Valencia (UPV), Spain. His research focuses on engineering issues of e-government, where he works on models, architectures, and frameworks for enabling interoperability, and on telecommunication policy and regulation, where he works on techno-economic models.

**Vikas Kanungo**
Vikas Kanungo is an e-Government and m-Government expert with more than 17 years of experience in the field of ICT e-Governance and Knowledge Management. He has been working with various government and non government organizations in Asia and Europe helping them create their national strategies for e-Government. Currently, he is the Chairman of The Society for Promotion of eGovernance. He is also working as a consultant with The World Bank.
Dohyoon Kim
Mr. Dohyoon Kim graduated with B.S in Electrical Engineering in the Seoul National University. He has experiences in developing web-based applications and solutions. After joining the National Information Society Agency in 2004, Mr. Kim has worked in international relationship and global consulting. He has participated in meetings of the ICCP (Internet, Computers, Communications, and Policy) Committee of the OECD as a member of the Korean delegation.

Karim Hamza
Karim Hamza works as Academic Researcher at the Maastricht school of Management (Netherlands), Part Time Professor at the American University (Egypt) and Approved Tutor for Edinburgh Business School (UK). Additionally, he works as a Business Development Manager in one of the leading information technology companies specialized in Enterprise Resource Planning applications and Systems Integrations for governments and private sectors. His research activities focus on Government Development Strategies through application of new technologies and innovative government management approaches.

Ivar Tallo
Ivar Tallo is one of the founders and the first director of e-Governance Academy. He has been a Member of Parliament of Estonia and Parliamentary Assembly of the Council of Europe. He has also worked as a Foreign Policy Advisor to the President of Estonia. He has been lecturing on public policy and public administration at Tartu University. Recently he returned to Estonia after finishing his contract as the manager for e-governance programme at UNITAR (United Nations Institute for Training and Research) in Geneva.
Many government institutions participated in the Sultan Qaboos Award for Excellence in eGovernment 2010. Thirty seven (37) government institutions with a total of 83 projects were accepted as complying with the competition general criteria according to the following table:

<table>
<thead>
<tr>
<th>Name of the Institution</th>
<th>Number of Participating Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministry of Agriculture</td>
<td>1</td>
</tr>
<tr>
<td>Ministry of Civil Service</td>
<td>2</td>
</tr>
<tr>
<td>Ministry of Commerce and Industry</td>
<td>1</td>
</tr>
<tr>
<td>Ministry of Fisheries</td>
<td>3</td>
</tr>
<tr>
<td>Ministry of Foreign Affairs</td>
<td>1</td>
</tr>
<tr>
<td>Ministry of Health</td>
<td>1</td>
</tr>
<tr>
<td>Ministry of Higher Education</td>
<td>4</td>
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<tr>
<td>Ministry of Manpower</td>
<td>7</td>
</tr>
<tr>
<td>Ministry of Sports Affairs</td>
<td>2</td>
</tr>
<tr>
<td>Ministry of Tourism</td>
<td>1</td>
</tr>
<tr>
<td>State Council</td>
<td>1</td>
</tr>
<tr>
<td>Muscat Municipality</td>
<td>6</td>
</tr>
<tr>
<td>Electricity Holding Company</td>
<td>5</td>
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<tr>
<td>Telecommunications</td>
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<tr>
<td>Regulatory Authority</td>
<td>3</td>
</tr>
<tr>
<td>Ministry of National Economy</td>
<td>6</td>
</tr>
<tr>
<td>Scientific Research Center</td>
<td>1</td>
</tr>
<tr>
<td>Sultan Qaboos University</td>
<td>1</td>
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<tr>
<td>Public Prosecution</td>
<td>1</td>
</tr>
<tr>
<td>Ministry of Education</td>
<td>5</td>
</tr>
<tr>
<td>Royal Oman Police</td>
<td>4</td>
</tr>
<tr>
<td>Ministry of Regional Municipalities and Water Resources</td>
<td>4</td>
</tr>
<tr>
<td>Oman Air</td>
<td>2</td>
</tr>
<tr>
<td>Public Establishment for Industrial Estates</td>
<td>4</td>
</tr>
<tr>
<td>Majan Electricity</td>
<td>1</td>
</tr>
<tr>
<td>Shura Council</td>
<td>2</td>
</tr>
<tr>
<td>Ministry of Housing</td>
<td>1</td>
</tr>
<tr>
<td>Pension Fund for Civil Servants</td>
<td>1</td>
</tr>
<tr>
<td>Muscat Securities Market</td>
<td>3</td>
</tr>
<tr>
<td>Ministry of Interior</td>
<td>1</td>
</tr>
<tr>
<td>Ministry of Justice</td>
<td>3</td>
</tr>
<tr>
<td>General Authority for Social Insurance</td>
<td>1</td>
</tr>
<tr>
<td>Royal Court Affairs</td>
<td>2</td>
</tr>
<tr>
<td>Oman Establishment for Press News Publication and Advertising</td>
<td>2</td>
</tr>
</tbody>
</table>
Thank You