The Vision

ITA works with a vision to transform the Sultanate of Oman into a sustainable knowledge society by leveraging information communication technology to enhance government services, enrich businesses and empower individuals.
“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 e-government services. We are closely following the important steps that we have made in this regard.

We call upon 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
The Annual Session of the Council of Oman
11th November 2008
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ITA Executive Summary

Global Recognition

Society and Human Capital Development

Enhance eGovernment and eServices

National Infrastructure Development

Promotion and Awareness

Information Communication Technology Statistics
“eTransformation Plan, on which the Information Technology Authority “ITA” works in partnership with 84 government entities, seeks to realize the strategic goals of the second pillar of e.oman strategy, pertaining to increasing the rate of use and integration of eGovernment services.”
“This annual report presents the achievements and exerted efforts over 2014 in the course of implementing the National Strategy for Oman’s Digital Society and eGovernment, which aims to transform Oman into a knowledge based economy”

Among the most notable national projects is the eTransformation Plan, on which the Information Technology Authority (ITA) works in partnership with 84 government agencies. It seeks to realize the strategic goals of the second pillar of e.oman strategy, pertaining to increasing the rate of use and integration of eGovernment services. In addition, this plan focuses on enhancing the quality of eServices delivery and encourages citizens, residents and businesses to further utilize them.

The ITA has worked proactively to steer Oman toward the knowledge society, consequently achieving a great number of significant accomplishments at international and local levels. At the international level, Oman was recognized for the sixth consecutive time at the UN Public Service Awards ceremony, which was held in the South Korean capital, Seoul, in 2014 at the sideline of the UN Public Service Forum, as the Ministry of Health won the first award for the Omani Nurse-Midwife System within the category of Eliminating Gender discrimination in Public Service Delivery.

Moreover, the Sultanate, represented by the ITA-OCERT, won the 2014 World Summit for Information Society award, which was held in Genève for the Category of Building trust and security in using ICT.

Furthermore, the Sultanate was internationally ranked 48 out of 193 countries surveyed for eGovernment by the UN Department for Economic and Social Affairs (UNDESA) in 2014 moving 16 positions from previous year. The move from 64 in 2012 position into 48 in 2014 showed a significant improvement in the Oman’s eGovernment.

In addition, the ITA organized the fourth edition of the Sultan Qaboos Award for Excellence in eGovernment in 2014, in which, 39 government and private organizations competed over 9 categories, 3 of which went to the Ministry of Manpower. Royal Oman Police won two awards, and the Ministry of Education educational portal, won The Best eContent Award. The Best eService – G2C Award was granted to Muscat Municipality.

The Telecommunication Regulatory Authority also won the Best eService – G2B Award. The Award of the Best eProject Interoperable was given to Maidan Project which was adopted by the Public Authority for Consumer Protection. In the private sector categories, Bank Muscat won the Best Public eService Award, while Bank Dhofar won the Best Public Mobile Service Award.

In addition, this year, the ITA launched SAS VR to be as a regional center for virtual reality simulation to provide an ideal work environment for developing virtual reality projects and multi-media contents to feed the local and regional markets. It also provides training programs for Omani youth entrepreneurs in this field.

Finally, I would like to express my sincere thanks to all institutions and individuals who extended their support and cooperation to help us achieve the set objectives in the National Strategy for the Oman Digital Society and eGovernment. May Allah guide us all.

Dr. Ahmed Mohammed Al Futaisi
Chairman, ITA
“This report showcases the ITA’s accomplishments over a year of sustained efforts in the course of implementing the National Strategy for the Oman Digital Society and eGovernment.”

Dr. Salim Sultan Al Ruzaqi
CEO, ITA
“It gives me great pleasure to put before you the Annual Report of the Information Technology Authority (ITA) for the year 2014, which showcases the ITA’s accomplishments over a year of sustained efforts in the course of implementing the National Strategy for the Oman Digital Society and eGovernment.”

The Annual Report outlines eight main pillars, which narrate the most notable achievements that were attained in the pursuit of the objectives of e.oman Strategy. The first pillar highlights the outcomes of ITA’s initiatives and its exerted efforts in capacity building and skill development of the Omani society. The second pillar addresses the role of the ITA in promoting eServices through a number of projects, the most noteworthy are: consultancy services offered to government agencies, eTransformation plan, and Sultan Qaboos Award for Excellence in eGovernment.

The third pillar identifies the most notable accomplishments in the development of ICT industry in the Sultanate and the role of the ITA in supporting entrepreneurs in ICT fields through launching initiatives to incubate creative ideas in an ideal work set-up to boost innovation and develop Omani talents.

The fourth pillar addresses cyber security by pointing out the ITA’s strive in providing secure environment that safeguards PC users, therefore; building users’ trust in using eServices in the Sultanate. Through the fifth pillar, we talk about the developments in policies, legislation and standards that regulate IT sector in the Sultanate as well as showcasing the efforts exerted by ITA staff in providing legal consultancies to government agencies. The sixth pillar states the most prominent accomplishments in enhancing the national IT infrastructure, which are manifested in a number of significant projects such as: ePayment, eVisa and National Data Centre.

The seventh pillar will indicate the ITA’s efforts in raising awareness and promoting digital knowledge with the aim of bridging the digital gap among all segments in the society. It also indicates what has been achieved in terms of the disseminating the digital culture among all targeted segments. In addition, the pillar points out statistics and awards which Oman has attained regionally and internationally, and how these awards determine Oman’s global ranking in the ICT sector. Next, the report identifies the areas which witnessed improvements and those that require further efforts and development. This is followed by showing the results of the “Access to & Use of Information and Communications Technology (ICT) by Households & Individuals Survey which was conducted for the first time, in 2013” in the Sultanate.

In conclusion, my colleagues at the ITA and I would like to express our sincere thanks and appreciation to all the hands extended to support and contribute towards such achievements in the IT sector. We pray to Allah to grant us guidance and success for all our future endeavors.

Dr. Salim Sultan Al Ruzaiqi
CEO, ITA
ITA Board of Directors

HE Dr. Ahmed bin Mohammed Al Futaisi
- Chairman of ITA Board of Directors
- Minister of Transport and Communications

HE Eng. Ahmed Hassan Al Dheeb
- Deputy Chairman of ITA Board of Directors
- Undersecretary of Ministry of Commerce & Industry

HE Hamoud Sangour Al-Zadjali
- ITA Board Member
- Executive President of the Central Bank of Oman (CBO)
HE Said Hamdoon Saif Al Harthy
- ITA Board Member
- Undersecretary of the Ministry of Transport & Communications for Ports and Maritime Affairs

HE Dr. Hammed Salim Rashid Al Rawahi
- ITA Board Member
- CEO of Telecommunication Regularity Authority (TRA)

Eng. Matar Saif Al-Ma’amri
- ITA Board Member
ITA Management Team

Sitting Members (From left to right)

1. Mr. Yaqoob Al Balushi
   Deputy CEO for Infrastructure and eServices

2. Dr. Salim Al Ruzaiqi
   CEO, ITA

3. Mr. Omar Al Shanfari
   Deputy CEO for Operations

Standing Members (From left to right)

1. Mr. Mohammed Al Dhuhi
   Director General of Governance and Advisory

2. Mr. Khalid Al Kharusi
   Director General of Information and Awareness

3. Mr. Abdulaziz Al Kharusi
   Director General of Investment and Sourcing
Mr. Maged Boulos  
In-charge of Strategic Planning

Mr. Fahad Al Abri  
Director General of Digital Society Development

Mr. Khalid Al Siyabi  
Director General of eServices

Mr. Abdullah Al Barwani  
Director General of Infrastructure

Dr. Badar Al Mandhari  
Director General of Information Security

Mr. Badar Al Salehi  
Director General of Oman National CERT

Mr. Qais Al Rubaiei  
Director General of Finance and Administration
**ITA Executive Summary**

**ITA Major Achievements**

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<thead>
<tr>
<th>1st</th>
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<th>3rd</th>
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<tbody>
<tr>
<td><strong>Published Survey</strong></td>
<td><strong>Award Ceremony</strong></td>
<td><strong>Oman Ranked 3rd</strong></td>
</tr>
<tr>
<td>On Households and Individuals access to and use of ICT</td>
<td>For HM Award for Excellence in eGovernment</td>
<td>In the Global Cyber Security Index issued by the ITU</td>
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</tbody>
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<tr>
<th>1st Sas 48</th>
<th>1.9 Million</th>
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<tbody>
<tr>
<td>Competition conducted</td>
<td>Authenticated eID cards issued</td>
</tr>
</tbody>
</table>

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<tr>
<th>4,595</th>
<th>218,982</th>
</tr>
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<tbody>
<tr>
<td>Citizens trained in IT Literacy</td>
<td>E-Payment gateway transactions processed</td>
</tr>
</tbody>
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<tr>
<th>51,715</th>
<th>731,461</th>
</tr>
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<tbody>
<tr>
<td>Total citizens trained</td>
<td>Total transactions processed</td>
</tr>
</tbody>
</table>

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<tr>
<th>36</th>
<th>4</th>
<th>85</th>
<th>914</th>
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<tbody>
<tr>
<td>Sites secured and their security managed</td>
<td>Sas Programme additional companies incubated in Sas Programme for Entrepreneurship</td>
<td>Sites connected through government network</td>
<td>Sites connected in total</td>
</tr>
</tbody>
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<table>
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<tr>
<th>453</th>
<th>15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sites secured in total</td>
<td>Companies in total</td>
</tr>
</tbody>
</table>
### Global Recognition

<table>
<thead>
<tr>
<th>World Economic Forum: Global IT Report 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rank</td>
</tr>
<tr>
<td>40</td>
</tr>
<tr>
<td>+2</td>
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</table>

<table>
<thead>
<tr>
<th>eGovernment Survey Report 2014</th>
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<tbody>
<tr>
<td>Rank</td>
</tr>
<tr>
<td>48</td>
</tr>
<tr>
<td>+16</td>
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<table>
<thead>
<tr>
<th>United Nations Department of Economic &amp; Social Affairs (UNDESA)</th>
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<tbody>
<tr>
<td>Promoting Gender Responsive Delivery of Public Services – Ministry of Health: Omani Nurse-Midwife</td>
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<table>
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<tr>
<th>World Summit on the Information Society</th>
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<tr>
<td>Building confidence and security in the use of ICTs: OCERT</td>
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<table>
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<tr>
<th>GITEX Award</th>
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<tbody>
<tr>
<td>Best Virtualization Solution Implementation: G-Cloud</td>
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</table>

Changes in ranking position relative to previous report: Same, Up or Lower

+/- Number Represent places moved up or down in ranking relative to 142 countries
Society and Human Capital Development
The National IT Training & Awareness Framework (NITTA) initiative aims to develop Information Communications Technology (ICT) skills and capabilities and increase ICT awareness and proficiency within the Government and the community. NITTA has given rise to the following projects and initiatives:

1.1 Community IT Training (CITT)

The Community IT Training Project aims to activate sustainable learning at all levels of Omani society as well as enhancing citizens’ abilities and skills in understanding and knowing how to use modern digital technology. The CITT project delivers IT literacy training programs to the community through the use of Community Knowledge Centers (CKC) and Women Community Knowledge Centers (WCKC).

Society and Human Capital Development

This section is considered as one of the key pillars upon which the e.oman Strategy is built.

The ITA has set a number of objectives aimed at serving this section, namely:

- Train citizens, government employees, job seekers in IT basics and advanced skills, with the goal to eliminate digital illiteracy
- Offer specialized training courses to IT industry workers, so as to qualify them for certification

CITT Achievements in 2014:

- 51,715 citizens trained on digital literacy (DL) since the launch of the program
- Conducted Entrepreneurship Training for CKCs’ trainers in Free & Open Source Software
- 7 CKCs transferred into Business Unit BU managed by champions
  The BU delivers training in DL to the public and these are: Sur, AlKhaboora, Sohar, Ibi, Alamarat, Barka and Nizwa
- Renewal of 7 WCKCs contracts for one year
- 7 CKCs signed MOU with Kudus to become IC3 certified centers
- Established a new WCKC in Wilayat Buraimi in cooperation with Omani Women Association in Buraimi
  The center provides DL training to Omani women
- 100 citizens trained in Cambridge certification in Buraimi in cooperation with Al-Zakah Welfare
1.2 Government IT Training and Certification (GITTC)

This project aims to provide all Civil Service employees with information and digital skills, consequently allowing them to benefit from every opportunity to develop their ability to offer eGovernment services.

GITTC Achievements in 2014:
- Deployed 8,139 Microsoft Desktop Licenses in the government entities.
- Signed an agreement with Microsoft to deliver technical services such as workshops, consultation, and support to Innovation and Support Center (ISC) and the government entities.
- Conducted 10 sessions for government entities in the areas of licensing, products optimization, and anti-piracy.

1.3 Specialized IT Training (SITT)

This program focuses on providing specialized IT training courses and granting opportunities to obtain specialized certificates, thereby increasing the number of holders of specialized certificates in the different areas of information technology.
Enhance eGovernment and eServices

Development of the IT sector can be measured by the accessibility of services electronically instead of through complex and time-consuming traditional methods.

Therefore, the ITA endeavors to enhance eGovernment services through a series of continuous procedures, including:

- Determining the means of enhancing eGovernment services, as well as re-engineering government processes
- Ensuring the governmental infrastructure necessary for providing and promoting online services
- Updating government applications with a view to offering online services
- Developing business continuity systems across all Governmental IT departments
- Securing and safeguarding Government systems and data

2.1 Consultancy for IT Business Continuity

The ITA launched an initiative to develop a state of the art data center to be used primarily as the National Disaster Recovery Center (NDRC) and from which ITA could offer world class disaster recovery services to support business continuity in the Sultanate.

NDRC Achievements in 2014:

- Completed a full assessment on the National Data Center (NDC) and developed the NDC upgrade RFP which will support the government requirements for national data center services
- Completed a vendor evaluation and selection for the NDRC
- Completed the NDRC Site Selection which highlighted the best areas in the Sultanate where the NDRC can be built
- Completed the NDRC design and Business/Operational Model, which highlighted the required capacity, design and services to be offered from the new data center

Completed the IT Business Continuity plans for the following 10 core national systems:

- Muscat Municipality – Call Center System
- Ministry of Civil Service – HRMS System
- Ministry of Commerce and Industry – OSS System
- Ministry of Education – MOE Portal
- Ministry of Higher Education – HEAC System
- Ministry of Housing – LIS System
- Ministry of Manpower – MPS System
- Ministry of Health – Al Shifa System
- Ministry of Finance – HRMS System
- Ministry of Finance – GFS System

Completed the NDRC Civil Work Consultancy
2.2 eGovernment Transformation

The eGovernment Transformation Plan was approved by the Ministerial Cabinet in June 2012, with clear instructions and targets given to all government agencies to improve the quality of the eServices provided to the public. The goal of the eGovernment Transformation Plan is to increase delivery, integration and quality of eServices and drive their adoption by citizens, residents and businesses.

84 government entities are participating in the implementation of the eTransformation Plan, and the ITA provides support, consultation and training to these entities to achieve the work required based on the plan stages and objectives.

2.3 Sultan Qaboos Award for Excellence in eGovernment 2014

Winners of the Sultan Qaboos Award for Excellence in eGovernment 2014 were announced on 3rd December 2014 in the Award Ceremony held at the Sultan Qaboos University Cultural Centre Grand Hall, under the auspices of HE Dr. Ali bin Masoud Al Sunaidy, Minister of Commerce & Industry, Deputy Chairman of the Supreme Council for Planning. The ceremony witnessed the participation of Mr. Jimmy Wales, Founder of Wikipedia, who delivered a keynote speech on the occasion.

In 2013, the Award Committee decided to have the Award every two years to give the public and private entities the chance to develop their projects. This year, the Small and Medium-sized Enterprises are given the opportunity for the first time to compete in two new categories: Best Public Mobile eServices and Best eSolution.

For the first time in the Award, two Omani Juries participated in this year Jury Panel, Dr. Ahmed Salim Al Hosni and Dr. Hafedh Ibrahim Al Shihi, who are experts in eGovernment. Their participation helped in providing information of the social and cultural trends in Oman reflecting the internet usage, eGovernment services, SMEs development and market opportunities.

The registration for the Sultan Qaboos Award for Excellence in eGovernment was closed on 13th October 2014 recording a total of 70 projects, comprising 58 projects submitted by 27 government entities, 7 projects from large private institutions and 5 projects from 5 SMEs.

---

**eTransformation Achievements in 2014:**

- Conducted 22 workshops with 1,740 total number of attendance from government entities
- Signed Agreement with Ministry Of Commerce & Industry (MOCI) to develop the One Stop Shop (OSS)
- Signed Agreement with eHealth Portal
- Signed Agreement with ROP on (Sharing the personal basic data)
- Conducted Capacity Building workshop covering skillful areas:
  - Change Management, BPM, eContent, PMP, BA and social media
Sultan Qaboos Award for Excellence in eGovernment

Award Categories:

GOVERNMENT SECTOR

Best eService

G2G  G2E  G2B  G2C

Best eProject

Mobile Services  Interoperable  Collaborative  eReadiness  eContent

PRIVATE SECTOR

Large Organizations

Best Public Mobile eServices

Small and Medium Enterprises

Best Public eServices  Best Public Mobile eServices  Best eSolution
Entities participating this year are:

Government Entities

The Scientific Research Council
Telecommunications Regulatory Authority
Mazoon Electricity Company
Ministry of Manpower
Public Authority for Craft Industries
Islamic Science College
Ministry of Foreign Affairs
Ibri College of Applied Sciences
National Center of Statistics and Information
Ministry of Housing
Oman Investment Fund
Ministry of Agriculture & Fisheries
Ministry of Education
State Audit Institution
Ministry of Civil Services
Royal Oman Police
Special Economic Zone Authority at Duqm
Central Bank of Oman
Ministry of Justice
Ministry of Sports Affairs
Ministry of Information
Muscat Municipality
Majlis Oman
Ministry of Social Development
Public Authority for Consumer Protection
Oman Public Prosecution
Public Establishment for Industrial Estate

Private Entities

Bank Muscat
Rural Areas Electricity
National Life & General Insurance Company
Bank Dhofar
Al Shabiba Haya Water
Meethaq Islamic Banking
Haya Water Company

SMEs

Global Computers
Etqan Design
Speed Data for Technology
Golden SeaGull Electronic Shopping
Electronic Shopping Company

Winners of Sultan Qaboos Award for Excellence in eGovernment 2014:

Government Sector

Best eContent Award:
Ministry of Education (E-Content of the educational portal)

Best eReadiness Award:
Royal Oman Police (ROP eReadiness)

Best eService – G2G:
Royal Oman Police (Integration with government entities and UAE)

Best eService - G2G (Repeated):
Ministry of Manpower (Job Seeker Electronic Application)

Best eService – G2B:
Telecommunication Regulatory Authority (E-Spectrum services)

Best eService – G2C:
Muscat Municipality (Muscat Contact Center)

Best eService – G2E:
Ministry of Agriculture and Fisheries (Trading System in Centralized Fish Market)

Best Mobile eService:
Ministry of Manpower (Naamal Mobile App)

Best eProject Interoperable:
Public Authority for Consumer Protection (Maidan Project)

Best eProject Collaborative:
Ministry of Manpower (Wage Protection System)

Private Sector

Best Public eService Award:
Bank Muscat (eChannels) Best Public Mobile Service: Bank Dhofar (Mobile Banking)

Best Public eService Award:
Bank Muscat (eChannels)

Best Public Mobile Service:
Bank Dhofar (Mobile Banking)

SMEs

The two new Awards dedicated for the SMEs were withheld, as no submitted project complied with the Award criteria.
Enable ICT Industry Development
Enable ICT Industry Development
The significance of this pillar stems from its focus on developing the IT industry in Oman in terms of digital content and the development of applications.

The overall aim is to be able to develop and market Omani IT products locally and abroad, consequently bolstering the Omani economy towards a comprehensive and sustainable development.

To achieve this goal, the ITA has adopted a number of procedures, which include:
• Convert the Omani society from being ICT consumers to ICT producers considering the intervention of ICT in various sectors of Oman such as Tourism, Transportation, Aviation, Heritage, Banking, oil, etc. in order to utilize the ICT business opportunities
• Connect the Omani manpower force to ICT industry with competitive ICT knowledge and specialized innovative skills in order to utilize the ICT employment opportunities
• Create an effective, competitive ICT private sector that stimulate business opportunities; considering a positive cooperation between the large ICT firms in Oman and the local ICT SMEs
• Attract foreign investment to take part in Omani ICT sector

3.1 Free and Open Source Software National Initiative
The Free & Open Source Software National Initiative (FOSSI) is part of the e.oman strategy which aims to support all applications, technologies, and solutions that use FOSS applications to develop the IT sector in Oman and encourage innovation.

FOSSI Achievements in 2014

- Trained 213 students in cooperation with some colleges
- Trained 50 candidates through Oman Summer of Code Competition

Signed MOU with Ministry of Higher Education to open new FOSS training labs in the Applied Sciences Colleges

- Trained 218 IT specialists in FOSS
- Signed MOU with Middle East College to collaborate in Open Source field
3.2 Sas Programme for Entrepreneurship

The Sas Programme for Entrepreneurship is an ICT business development initiative and a state-of-the-art business designed to help promote small and medium enterprises (SMEs) build a robust ICT sector in Oman.

In 2014 the Sas Programme for Entrepreneurship achieved the following:

• Trained 20 potential incubatees on Sas induction course in collaboration with Al Jazeera Training Center

• Conducted a practical one-to-one training on sales pitch for Sas incubated companies

• Sent one incubatee to attend an international conference in UK

• Achieved total revenue of more than 500,000 OMR after one year of its inauguration

• Conducted networking sessions, social activities and hosted VIP guests throughout the year

• Organized Sas 48 contest with 100+ participants

• Incubated 4 new companies, which are: Eman design, AMJ Technology and Interactive Systems and Solutions, Areeb

Participated in the following exhibitions and events:

• Six Incubated companies participated at Comex 2014

• Khareef Salalah Festival 2014

• Job Fair at Middle East College

• Culture week at Shinas College of Technology

• Two companies participated in Open minds event

• Pioneers of Volunteer Fair

Conducted a number of workshops

• Sales Pitch session by Bill Crew

• Two Business induction workshops for 20 potential clients

• Trained 30 individuals at e.Games development workshop

• Trained 15 individuals at Entrepreneurial skills workshop

Sas incubated Companies participated in the following local and international workshops:

• Cash flow workshop by NBC

• Business Skills: Communication workshop by NBC

• Film Production Training in UK / Akkasa Company

• GIS workshop in USA / North system Company

• IOS workshop in India/ Quatto Company

• Specialized training in SharePoint/ Areeb Company

• Organized a trip to Singapore for five companies to attend CommunicAsia Exhibitions. The visit also included some site visits to different incubation centers and leading ICT companies

Held the following Networking sessions:

• A networking event with a number of SME’s from Singapore

• A networking session for Sas incubatees in Contracting

• American ambassador visit

• Bank Muscat networking event
3.3 Center of Excellence for eContent and Applications Development

The Center of Excellence for eContent and Applications Development aims to establish an eContent industry in the Sultanate, as well as enrich the local eContent by providing a suitable environment and infrastructure necessary for meeting the various needs for eContent development.

3.3.1 Sas Center for Virtual Reality

Sas Center for Virtual Reality (Sas.VR) was launched in April 2014 to be a regional center that provides the infrastructure needed for developing virtual reality applications and multimedia content. The center plans to provide training opportunities for students and job seekers for as much as 120 trainees a year.

In 2014 Sas VR achieved the following:
- Launched the Sas.VR center
- Completed 7 projects
- Developed Sas VR business plan for 2014
- Trained 6 batches with a total of 240 people
- Signed an operational agreement with BP, Bank Muscat and Oxy

3.4 Innovation and Support Center (ISC)

The Innovation and Support Center (ISC) is established to keep pace with global developments in the provision of technical support services and to lead them.

The center has four mechanisms for delivering its services and business and these are:
- Hosting & cloud services
- Annual maintenance contract (AMC)
- Time and materials projects (TAM)
- Training and consultations services
ISC Achievements in 2014

Signed 14 Annual Maintenance Contracts (AMC) with government entities with a total value of OMR 280,000

Closed 54 Projects with a total value of OMR 125,000

Conducted 12 workshops for 133 participants with a total value of OMR 40,000

Signed 1 SharePoint Hosting with a value of OMR 4,500

Signed 8 email hosting contracts with a value of OMR 25,746

Signed 9 web hosting contracts with a value of OMR 1,629

Delivered 65 technical consultations to enhance eGovernment services and infrastructure

Participated at MS Open Door 2014 and COMEX Exhibition
Information Security and Cyber Security
The ISD is responsible for the establishment of effective and resilient national cyber security to ensure a safe and trusted environment for eGovernment. ISD currently provides a number of security services to government organizations such as secure Government Network, Portal Protection Service, Secure Internet Access, end-point security, Security Operations, Security Assessment, and Security Consultancy.

Therefore, the ITA is seeking to achieve a number of goals in this regard, which include:

- Establishing a reliable call center to report any security incidents relating to ICT
- Building trust in terms of using eGovernment services
- Raising security awareness concerning the Oman cyberspace
- Providing accurate and updated information on any security threats, as well as any current or potential weaknesses and analyzing the same
- Providing proactive measures so as to minimize security accidents
- Responding to security accidents and mitigating their impacts
- Encouraging research and development in the field of information security
- Coordinating with computer emergency response teams on the regional and international levels

4.1 Information Security Division

Information Security and Cyber Security

This section is of paramount importance in terms of providing a secure environment that guarantees the protection of computer users, whether during internet surfing or domestic use.

The ISD achieved the following in 2014:

- Secured additional 40 government sites through Secure Government Network
- Performed 31 comprehensive security assessments to different government entities
- Discovered 3 botnets in 3 different organizations and worked with them to clean their network
- Prevented and analyzed:
  - 2,161,183 malicious attempts against government portals
  - 133,172,178 malicious attempts against government networks
  - 330,582 web violations and sent detailed analysis reports to the respective government organizations
<table>
<thead>
<tr>
<th><strong>Spent a total of 2,691.61 hours with different government entities to discuss topics on security engineering, security consultancy, security assessment, and others</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Escalated 9 security incidents</strong> to OCERT for legal action</td>
</tr>
<tr>
<td><strong>Secured 5 additional web portals</strong> (PASFR and PSO, GFOTU, eHealth, Arab names portal)</td>
</tr>
<tr>
<td><strong>Conducted 121 physical site visits to different government entities</strong></td>
</tr>
<tr>
<td><strong>Participated in the design of NDC security enhancements</strong></td>
</tr>
<tr>
<td><strong>Continued enhancing ISD service delivery</strong> process to ensure a smooth and business-centric service delivery</td>
</tr>
<tr>
<td><strong>Conducted a comprehensive service maturity review according to COBIT v5, ITIL v4, and ISO to measure the maturity of ISD services to bring them all to level 3 (Established) this year and level 4 (Predictable) next year</strong></td>
</tr>
<tr>
<td>Also, defined quality objectives for all processes beyond what is already defined by QMS</td>
</tr>
<tr>
<td><strong>Scanned 27 IPs and discovered 169 vulnerabilities</strong> through ISD Security Assessment Service and sent detailed reports to organizations with recommendations to fix them</td>
</tr>
<tr>
<td><strong>Analyzed 632 Spywares and 38,679 malicious wares</strong> to determine the main cause of infection and prevent it from the source</td>
</tr>
<tr>
<td><strong>Investigated and solved 330 availability and performance incidents</strong> and implemented 199 change requests related to the services provided to various government organizations</td>
</tr>
<tr>
<td><strong>Developed a Mobile Governance Framework for the government</strong></td>
</tr>
<tr>
<td><strong>Established ISD Code of Ethics</strong> to ensure a professional and ethical behavior</td>
</tr>
<tr>
<td><strong>Established ISD staff satisfaction survey and included it in ISD quality audit</strong></td>
</tr>
</tbody>
</table>
Delivered presentations in the following workshops:

- **The Intelligent Cloud Computing Conference**
  (ICC 2014) about cloud security issues

- **Unleashing Research Potential Workshop**
  by Open Arab University

- **A workshop for MoMP**
  web development team about the design of secured eServices

### 4.2 Oman National OCERT

Since its establishment in 2010, the OCERT has been continuously working to effectively improve its cybersecurity incident response capabilities, keeping up-to-date with the advancement of the ever-changing cybersecurity threats in Oman’s Cyberspace.

The Sultanate ranked third in the Global Security Index 2014 by the International Telecommunication Union (ITU) and ABI Research; and the results were announced at the ITU Telecom World 2014, held in Qatar. This index measures the level of cybersecurity development in each country.

**Cyber Security Monitoring & Cyber Security Intelligence Gathering**

OCERT’s Cyber Security Monitoring services monitors live sites for discovering advanced persistent threat and attack attempts and reports them to the constituents. They provide a proactive and reactive response to incidents in real-time. The OCERT’s Intelligence Gathering team continuously monitors the cyber space of Oman against cyber-attacks.

Through these two services, the OCERT achieved the following:

- Identified more than 8,713 real and serious cyber security attacks targeting Oman’s cyber space resulted from analyzing and filtering millions of connection attempts.

  - Discovered 537 real and seriously damaging malware infections and malware spreading targeting to and generated from Oman’s cyber space.

**Network Services Attacks’ Statistics 2014**

**Malware Statistics 2014**

**Cyber security incident management and response**

- Published 491 Security Threat Notification and Alerts “TNAS” to OCERT constituents.
- Responded to more than 400 real cybersecurity Incidents reported to OCERT by government, Critical Infrastructures organizations, local law enforcement agencies and the general public.
Vulnerability Assessment & Penetration Testing (VAPT)

In 2014, OCERT conducted 13 security Vulnerability Assessments and Penetration Testing and verification tests for government organizations and critical national infrastructure organizations.

| OCERT Threats Notifications and Alert Services (TNAS): Published TNAS |
|---------------------------|----------------|----------------|----------------|
| Q1 | Q2 | Q3 | Q4 |
| 229 | 146 | 116 | 154 |

In this area OCERT achieved the following:

Signed contract with The Korean Internet Security Agency (KISA) and Duzon Bizon Company to build a national Digital Forensic Laboratory in Oman

Handled 118 digital forensic cases resulting in the analysis of 288 devices including computers, mobile, external hard disk and USBs

Digital Forensic

OCERT's Digital Forensic Service uses science to investigate and establish facts and evidence in criminal court, by the acquisition, examination, analysis and reporting of information found on any digital device that has the capabilities of storing, transporting and ciphering digital data.

OCERT Cybersecurity Incidents Response:

| OCERT Cybersecurity Incidents Response: |
|----------------------------------------|---------|---------|---------|
| Q1 | Q2 | Q3 | Q4 |
| Incidents Handled | 202 | 150 | 96 | 100 |
| Incidents Resolved | 202 | 150 | 96 | 100 |

TNAS 2014
Cyber Security Training & Awareness
Cyber security Workshops, seminar and conferences are designed to establish a professional connection and networking between OCERT and the private sector, professional bodies and IT societies in the sultanate and regionally.

**OCERT achieved the following in 2014:**

<table>
<thead>
<tr>
<th>Conducted 4 cyber security awareness sessions under “Waay” Campaign for government organizations and 2 under child online protection campaign</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conducted a session on “Digital Forensic” at an educational institute</td>
</tr>
<tr>
<td>Managed a cyber security technical training and workshop for security focal points of the government entities</td>
</tr>
<tr>
<td>Organized three cyber security workshops for the Arab region</td>
</tr>
<tr>
<td>11 New government organizations joined the cyber security awareness campaign</td>
</tr>
<tr>
<td>26 new cybersecurity ambassadors joined the OCERT Ambassadors Program and 50 ambassadors have been trained in different soft skill courses offered by ITA. The current total number of OCERT ambassadors is 514</td>
</tr>
<tr>
<td>Participated in Salalah Festival, COMEX 2014 and Muscat Festival</td>
</tr>
</tbody>
</table>
Regional Cyber Security Center Achievements in its first year 2014:

<table>
<thead>
<tr>
<th>3rd</th>
<th>Organized the Third Annual Regional Cybersecurity Summit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Participated at the ITU Council Working Group meeting on Child Online Protection in Geneva</td>
</tr>
<tr>
<td></td>
<td>Organized a workshop on promoting safer cyber space in the Arab Region in cooperation with Economic and Social Commission for Western Asia (ESCWA)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1st</th>
<th>Organized the 1st Cybersecurity Trends Conference in Yemen</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Awarded 60 EC-Council cybersecurity Scholarships</td>
</tr>
</tbody>
</table>

Conducted the following workshops:
- Cybersecurity CERT Assessments for three Arab countries (Jordan, Palestine and Comoros).
- Three workshops on Cybersecurity and incident handling in Oman.
- National Strategy for Child Online Protection Workshop in Bahrain.
- Successfully completed COP Challenge in Bahrain.
- Specialized and Customized Cybersecurity Training in Mauritania.
- Information Security Management Program for LDC (Comoros and Mauritania).
Governance, Standards and Regulations
Governance, Standards and Regulations

The ITA provides a range of consultancy services that include: evaluating investment offers, studying and analyzing job requirements, preparing and organizing tenders, and evaluating the performance of agents and brokers.

Other services also include forming an IT-governing framework to ensure the implementation of IT initiatives, projects and systems, in compliance with the e.oman Strategy.
5.1 Standards Review Consultancy

<table>
<thead>
<tr>
<th>Achievements in 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed OeGAF review and published the new version of OeGAF (referred to as ‘OeGAF Ver. 2.0’)</td>
</tr>
<tr>
<td>Updated OeGAF compliance checklist to align it with OeGAF v.2</td>
</tr>
<tr>
<td>Developed Open Data Policy to support Government Open Data Initiative</td>
</tr>
<tr>
<td>Developed Government Information Sharing Framework</td>
</tr>
<tr>
<td>Developed Service Delivery Framework</td>
</tr>
<tr>
<td>Developed Web Governance Framework (web policy and guidelines)</td>
</tr>
<tr>
<td>Published Mobile Governance Framework</td>
</tr>
<tr>
<td>Developed IT Governance Policy</td>
</tr>
<tr>
<td>Updated IT Governance Strategy</td>
</tr>
</tbody>
</table>
National Infrastructure Development
National Infrastructure Development

This pillar is concerned with the procedures taken to create and develop IT infrastructure.

The following are the most important objectives set under this pillar:

- Enhancing the eGovernment Services Portal and using the same as an access to online government services
- Deploying self-service devices on a large scale to make it easy to benefit from government services
- Providing and enhancing channels which make it possible to benefit from government services via mobile devices
- Providing wired and wireless broadband services at affordable rates across the Sultanate
- Linking more government websites to the Oman Government Network
- Developing a platform for integrated government services and applications to interlink and integrate government services
- Providing a set of infrastructure components and applications by means of modern technologies, such as cloud computing, with the aim of supporting the development of government services through using standard components
- Completing the ePayment infrastructure along with incorporating more ePayment options within the same

6.1 eVisa

This project aims to simplify the process of obtaining a visa by converting the existing manual processes to an automated electronic process that integrates online payment procedures by using ITA’s ePayment Gateway.

In this regard the ITA achieved the following in 2014:

- All hardware, 3rd party software and network infrastructure has been delivered and successfully deployed in the four main data centers.
- The active Advanced Passenger Processing (APP) system has successfully been deployed at the Muscat International Airport and the new control center is operational 24x7.
- More than 25 airlines are now providing live passenger information through the APP system.
- A further 8 cruise liner operators have recently had their system certified and are due to start sending passenger information to APP system early in 2015.
- Payment through ITA’s new electronic payment gateway with Bank Muscat is now available for unsponsored tourist visas. This system allows tourists to pay online for their visa before entering the Sultanate.
- Integrated demonstrations were held with some of the main eVisa and VIS components. This is seen as the first step towards overall testing of the systems and has paved the way for component testing to start in the first quarter of 2015.

6.2 Public Key Infrastructure

Public Key Infrastructure (PKI) technology is used to maintain a more secure environment. It provides an increased level of trust for exchanging information over an increasingly insecure Internet.

In 2014 the National Digital Certification Center (NDCC) team achieved the following:

- Issued more than 2 Million signing certificates and 2 Million authentication certificate in the eID cards for Omanis and Residents.
- Registered more than 800 Mobile PKI enabled SIM Cards.
- Completed integrations as the following:
  - 13 systems for six different governmental organizations with Electronic Identity Gateway in production environment, 3 of which are ITA Systems
  - 6 Systems with Electronic Identity Gateway in staging environment
  - 4 entities integrated with Mobile PKI in production environment and 3 are in staging environment
4 governmental entities utilize PKI corporate certificates (e-Tokens) and 2 commercial entities

The below table shows the major operational statistics achieved by NDCC during 2014:

<table>
<thead>
<tr>
<th>Categories</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authentication</td>
<td></td>
</tr>
<tr>
<td>Transactions</td>
<td>• 9,898 login transactions using ID card/e-token</td>
</tr>
<tr>
<td></td>
<td>• 329 username/password login via Electronic Identity</td>
</tr>
<tr>
<td></td>
<td>Gateway</td>
</tr>
<tr>
<td></td>
<td>• 1,372 login transactions using Mobile PKI Services</td>
</tr>
<tr>
<td>Certifications</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Activating +298 PKI enabled SIM cards include</td>
</tr>
<tr>
<td></td>
<td>authentication and electronic signature certificates.</td>
</tr>
<tr>
<td></td>
<td>• +206 Government Corporate Digital certificates</td>
</tr>
<tr>
<td></td>
<td>• +35 Government Devices certificates</td>
</tr>
<tr>
<td></td>
<td>• +13 Commercial Devices certificates</td>
</tr>
</tbody>
</table>

6.3 ePayment Gateway
The ePayment Gateway is a complete set of tools and solutions provided by the ITA, so as to facilitate secure electronic payment processes.

The ePayment Gateway team accomplished the following:
- Started process of developing ePayment mobile application and visited number of potential organizations to be pilot for MPay mobile application with e-service team and these are Oman post, ROP, Muscat Municipality, Ooredoo, OmanTel, Public Authority for Water and electricity
- Discussed with Bank Muscat the implementation of a new payment gateway system (cyber source) through Bank Muscat

6.4 National Data Center
The National Data Center (NDC) is available to host government agencies and institutions’ data and electronic systems, as well as it determines solutions to mitigate disasters and achieve business continuity for the various IT systems. In 2014 the NDC and ITA Disaster Recovery Site availability in terms of infrastructure and facilities was 100% and no down time was recorded.

6.5 Oman Government Network
The Oman Government Network (OGN) is a national communication infrastructure project linking all government entities to support all eoman projects and enhance public services.

Project Achievements in 2014:

Connected in total 73 government organizations to OGN

Connected 85 new government locations
and the total number of connected locations is now 914 sites

Received 285 change requests

Upgraded 54 sites

Revived 159 SRFs

Reported and resolved 13,000 incidents
6.6 National Operations Center
The National Operations Center (NOC) provides 24x7 1st line technical support to ITA employees and monitoring of ITA infrastructure and systems.

NOC started its operations on 1st July 2014 and since its launch, the NOC has achieved the following:
- Received 1,698 user interactions
- Resolved 1,693 user interactions

6.7 National Contact Center
The core objective of the National Contact Center (NCC) is to provide customer support, problem trouble shooting and efficient response management to ITA projects/initiatives. NCC is responsible for handling all incoming calls from the public and assists them to resolve their queries.

In 2014, the NCC received 3,950 calls and 3,834 of which had been handled, as it is shown in the below chart.

6.8 Shared Services Platform
The Shared Services Platform is a government wide pipe of data that supports real-time sharing and communication between government entities. It also enables reduction of redundant data and supports sharing of key information that has played a key role in several high-stake government projects.

The team working behind this platform achieved the following in 2014:
- Provided real-time data exchange between 22 government entities.
- Added 12 additional data exchange services.
- Migrated the infrastructure to the Government Cloud Infrastructure (G-Cloud).

6.9 G-Cloud
Cloud computing refers to sourcing information and communications technology services over the Internet on a pay-as-you-go basis. As a strategic move to get the benefit of Cloud technology to the Sultanate, the ITA initiated the G-Cloud project. G-Cloud is the shared IT infrastructure established to serve IT requirements of ITA and other government entities to facilitate in achieving their eServices goal by providing shared IT infrastructure.

G-Cloud project is envisioned to setup a shared infrastructure including server, network, storage, applications where all government entities IT infrastructure requirements are met. Having G-Cloud in place, ministries can focus on their core business, reducing the IT budget and increasing their agility, and providing the government ICT services at a reduced cost.
The G-cloud project started in December 2013 and throughout 2014, the project team achieved the following milestones:

<table>
<thead>
<tr>
<th>Event</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic cloud implemented</td>
<td>and gone live with basic cloud features</td>
</tr>
<tr>
<td>e.oman portal migrated successfully into G-cloud</td>
<td>and Phase I of the project successfully closed</td>
</tr>
<tr>
<td>Implemented a complete cloud in phase 2 with self-serviced portal in which customers’ requirements can be provided automatically</td>
<td></td>
</tr>
<tr>
<td>Hosted the first client which is the eHealth portal project for Ministry of Health</td>
<td></td>
</tr>
<tr>
<td>Won an international award for “Best Virtualization Solution Implementation” in GITEX 2014</td>
<td></td>
</tr>
<tr>
<td>Completed security assessment test for G-cloud</td>
<td></td>
</tr>
<tr>
<td>Provided two levels of training (on various cloud technology) and boot camps for ITA team</td>
<td></td>
</tr>
<tr>
<td>Four team members became certified in LINUX administrators</td>
<td></td>
</tr>
<tr>
<td>Trained four developers’ on open source development</td>
<td></td>
</tr>
</tbody>
</table>
Promotion and Awareness
Promotion and Awareness

The focus of this section is on enhancing the sense of ownership in regard to the e.oman Strategy and its initiatives, along with encouraging the transformation towards using electronic transactions for availing services in place of traditional paper-based transactions.

The following are the most important objectives set under this pillar:

- Developing promotional and awareness campaigns in an effort to raise awareness about the e.oman Strategy
- Organizing and participating in IT events
- Continuing to promote the indicators and accomplishments globally

7.1 The Information Technology Authority regularly arranges a number of activities, projects and events, through launching marketing and media awareness campaigns which aim to enhance the awareness of the e.oman Strategy. During the year 2014, the ITA organized a number of seminars, workshops, competitions and events as follows:

Seminars, workshops and training
- HM Award Capacity Building workshops
- Cyber Security workshops
- Workshop on Information Security for government entities
- Workshop on Households & Individuals Access to and Use of ICT Survey results
- Business Process Management Certified course
- Content Management workshop
- Change Management workshop
- Social Media workshop
- Salalah Academic Event seminar
- Game Development Workshop

Events
- HM Award 2014 ceremony
- 1st OCERT Ambassadors Gathering
- 3rd Annual Regional Cyber security Summit
- Road Safety Day
- SAS. VR Center Launch
- 4th Annual Health Day
- Green ITA and Earth Hour

- Imagine Cup final local and regional ceremony
- Oman Celebration of the World Information Society Day
- Society Day in association with TRA
- World Environment Celebration Day
- Oman Web Award Winners Ceremony
- World Summit on Information Society (WSIS 2014)
- United Nations Public Service Award (UNPSA)

Participation in Exhibitions and Festivals:
- Salalah Festival
- Muscat Festival
- SQU Career and Training Opportunities Fair
- COMEX Exhibition and Conference
- 14th GCC eGovernment meeting in Kuwait
- Safer Internet Day
- Kuwait Info connect

Competitions:
- SAS 48 contest
- Summer of Code Competition

Publications:
- ITA Annual Report 2013
- HM Award Booklet
- Donation Portal Info-graphic 2014
- SITT Info-graphic 2014
7.2 Online Media and Marketing

Online Media / Marketing is the power of Internet advertising to reach large audience and deliver the organization’s message easily. The following presents the ITA Online Media / Marketing effectiveness on the social media channels in 2014.

- **Twitter**
  - @eOman_ita
  - 13,474 Followers
  - #404,876 Based on a sample of 1.2m users
  - 1 The number of users you follow

- **Instagram**
  - @eOman_ita
  - 527 Media
  - 60,977 Likes
  - 5,426 Comments
  - 4,406 Followers
  - 0 Following

- **YouTube**
  - @eomanita
  - 264,014 Views
  - 303,007 Estimated minutes watched

- **Total emails received in 2014 through eoman@ita.gov.om**
Most Popular #(s) used in 2014

1. #شوركم. 1
   - 7,439 Followers
   - 1.5K Photo Reach
   - 1,613 Video Reach

2. #Competition from 17th to 22nd September
   - Estimated Reach
   - 234,629 Accounts Reached

Most Effective Campaigns in 2014

1. #eServices Campaign from 20th November to 30th December
   - 7,287 Total Actions
     - Post Likes: 3,801
     - Website Clicks: 2,783
     - Page Likes: 525
     - Other Actions: 179
     - 6 Posts
     - 150 Shares
     - 3,848 Likes
2. Online Donations Campaign from 28th June to 3rd August

Total value of donations (OMR)

<table>
<thead>
<tr>
<th>Year</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>1,824</td>
<td>13,128</td>
<td>111,206</td>
<td>111,454</td>
<td>214,669</td>
<td>439,520</td>
</tr>
<tr>
<td>Donors</td>
<td>120</td>
<td>1,152</td>
<td>4,543</td>
<td>4,240</td>
<td>9,703</td>
<td>15,824</td>
</tr>
</tbody>
</table>

Total No. of donors

3. HM Award for Excellence in eGovernment on 3rd December

- @94 Mentions/replies
- 533 Link clicks
- 455 Favorites
- 675 Retweets
- 142 New followers
- #jimmy_wales
- #wikipedia
- 50,621 Total reach
- Two of the top 4 Arabic active Hashtags in Twitter for 2 days

- Jimmy Wales session
  - Playback 314
  - Views 1,006
  - AVG 5 min
- Award Ceremony
  - Playback 350
  - Views 1,060
  - AVG 9 min
Media Presence

Press Coverage for ITA projects and initiatives

Sultanate wins World Summit on Information Society award

Robots — Cynosure of all eyes at COMEX2014

A robot presses the phones at the COMEX2014
Oman Summer of Code 2014 winners announced

Online donations portal crosses RO100,000 mark yet again

The amount has been collected in just over four months

ITA inks MoU with Korean agency on cyber security

Agreement aims to tackle risk management, control cyber crimes

Officials at the signing ceremony.

Oman Director of Intelligence Affairs, Abdulaziz Al-Salehi, besides officials of the two countries, according to ITA.

The agreement on cooperation between ITA and KISA looks at promoting the exchange of communication of information and expertise, including incidents reporting, cooperation, analysis, and crime and cybercrime risk management.

The cooperation also includes areas of research, awareness, and training and development in the field of cyber security and protection of institutions’ critical infrastructure. The two agencies will have regular meetings and workshops to work together on cyber security projects and facilitate training programmes for specialists from both countries.
Information Communication Technology
Households and Individuals Survey Results

This section highlights the latest ICT findings based on the 2013 ICT Households and Individuals Survey conducted by the ITA for the first time in the Sultanate in a stand-alone format. The survey aims at achieving the following objectives:

- Measure the access to and use of ICT by the households and individuals to be used as an aid to assist key decision makers and strategic planners to formulate initiatives related to ICT in households and individuals
- Assess the digital divide
- Benchmarking Internationally

Households

Figure 01 – Proportion of households with fixed-line telephones, mobile and smart phones by nationality

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Omani</th>
<th>Non-Omani</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Phones</td>
<td>96%</td>
<td>98%</td>
<td>89%</td>
</tr>
<tr>
<td>Smart Phones</td>
<td>95%</td>
<td>98%</td>
<td>84%</td>
</tr>
<tr>
<td>Fixed-line Phones</td>
<td>25%</td>
<td>25%</td>
<td>25%</td>
</tr>
</tbody>
</table>

Smart mobile phones are almost as used as often as Mobile telephone (approx. 95% of households have one), revealing a recent acceleration of access to and use of ICT with the population.

Figure 02 – Proportion of households with a computer by nationality and geographical location

- The largest majority of households own at least one computer device
- 83% Total
- 83% Omani
- 82% Non-Omani
- 84% Urban
- 78% Rural

[Graph showing distribution by nationality and geographical location]
According to the general definition of a computer, which includes desktops, laptops and tablets, no consistent inequalities exist between Omani and Non-Omani households owning computers.

In the national average, 74% of households have internet access.

Of households in Oman, 80% have internet access.

Nationality

Geographical Location

- Total
- Omani
- Non-Omani

80% Total
81% Omani
74% Non-Omani

82% Urban
73% Rural
**Individuals**

**Figure 05** – Proportion of individuals who own mobile and smart phones in the last 12 months by nationality

- **92%** Omani
- **93%** Non-Omani
- **79%** Omani
- **64%** Non-Omani

9 out of 10 individuals own a mobile phone, with no significant inequality between Omanis and non-Omanis in the percentage of individuals owning mobile phones.

**Figure 06** – Proportion of individuals who own mobile and smart phones in the last 12 months by gender

- **94%** Male
- **90%** Female
- **78%** Male
- **70%** Female

The percentage of mobile and smart phones ownership is higher among males than females.

The gap in the ownership of mobile and smart phones is higher within non-Omani individuals than Omanis.
There is no significant inequality between urban and rural populations in the percentage of people owning mobile and smart phones.

Figure 07 – Proportion of individuals who own mobile and smart phones in the last 12 months by geographical location

Urban | Rural
---|---
93% | 91%
75% | 74%

According to the figure above, of the total population of computer users in Oman, there is only a slight difference between males and females.

Figure 08 – Proportion of individuals who own mobile and smart phones in the last 12 months by nationality and gender

Total | Omani | Non-Omani
---|---|---
80% Total | 79% Total | 81% Total
81% Male | 80% Male | 83% Male
78% Female | 78% Female | 79% Female

81% Male | 78% Female
Figure 09 – Proportion of individuals who use a computer in the last 12 months by geographical location

82% Urban
74% Rural

80% of individuals use computers
However, there is a slight inequality between urban and rural populations.

Figure 10 – Proportion of individuals who have used a computer in the last 12 months by nationality and gender

Approximately 67% of individuals have browsed the web in the last 12 months.
Some inequality exists in the use of the internet between males and females.
68% of urban users stated they have used the Internet compared to 61% of their rural counterparts.

The internet is generally frequently used, with more or less three or four individuals browsing the net on a daily basis.

In the rural areas, the frequency is a bit lower, while it doesn’t change sustainability between males and females.
Figure 13 – Use of social media tools by geographical location, nationality and gender

<table>
<thead>
<tr>
<th>Tool</th>
<th>Urban</th>
<th>Rural</th>
<th>Omani</th>
<th>Non-Omani</th>
</tr>
</thead>
<tbody>
<tr>
<td>YouTube</td>
<td>60%</td>
<td>55%</td>
<td>62%</td>
<td>47%</td>
</tr>
<tr>
<td>Facebook</td>
<td>53%</td>
<td>44%</td>
<td>50%</td>
<td>52%</td>
</tr>
<tr>
<td>Forums</td>
<td>24%</td>
<td>16%</td>
<td>26%</td>
<td>9%</td>
</tr>
<tr>
<td>Twitter</td>
<td>21%</td>
<td>17%</td>
<td>24%</td>
<td>9%</td>
</tr>
<tr>
<td>Blogs</td>
<td>7%</td>
<td>6%</td>
<td>8%</td>
<td>4%</td>
</tr>
<tr>
<td>Flickr</td>
<td>3%</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>Others</td>
<td>44%</td>
<td>46%</td>
<td>41%</td>
<td>55%</td>
</tr>
</tbody>
</table>

YouTube and Facebook are the most diffused social media networks by (59%, 51%) respectively. Blogs and Flickr are far less used by individuals interviewed (7%, 3%) respectively. There are no consistent differences in the reasons of missing access to the internet between males and females.
Individuals do not seem to be interested in eCommerce-related services, where a large majority (85%) of Internet users have never bought or ordered anything through the web.

![Graph showing user interactions with Public Authorities over the Internet in the last 12 months]

<table>
<thead>
<tr>
<th>Interaction</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitting completed forms and/or using online services</td>
<td>14%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>28%</td>
</tr>
<tr>
<td>Obtaining information from websites</td>
<td>61%</td>
</tr>
<tr>
<td>No interaction</td>
<td>8%</td>
</tr>
</tbody>
</table>

Of interactions between users and public authorities over the internet is to obtain information.

Less than one in six users have declared to have more complex online based interactions like submitting completed official forms or using online public services.

![Graph showing user interactions with Public Authorities over the Internet in the last 12 months]

**eGovernment**

**Figure 14** – User interactions with Public Authorities over the Internet in the last 12 months

**eCommerce**

**Figure 15** – Users purchasing or ordering goods or services over the Internet

Individuals do not seem to be interested in eCommerce-related services, where a large majority (85%) of Internet users have never bought or ordered anything through the web.