Information Technology Authority
Annual Report 2016
Vision

ITA works with a vision to transform Sultanate of Oman into a sustainable knowledge society by leveraging information and communication technologies to enhance government services, enrich businesses and empower individuals.
Message from His Majesty Sultan Qaboos bin Said

“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 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
Order of Content

- Message from the Chairman 06
- Message from the CEO 08
- ITA Board of Directors 10
- ITA Management Team 12
- ITA Executive Summary 14
- Global Recognition 15
Message from the Chairman

“Despite the financial challenges the country went through during 2016, the Sultanate was able to make outstanding headways in information technology, and even won recognition and accolade in several international events.”

Dr. Ahmed Mohammed Al-Futaisi
Chairman, ITA
11 years after the establishment of the Information Technology Authority (ITA) in 2006 pursuant to the Royal Decree (52/2006), we present to you our Annual Report for the year 2016.

This report covers various projects and initiatives in relation to the implementation of the national e.oman and eGovernment strategy, which is led by the ITA in collaboration with various government, private and non-government organizations.

Despite the financial challenges the country went through during 2016, the Sultanate was able to make outstanding headways in information technology, and even won recognition and accolade in several international events.

The Sultanate bagged three international awards in the eGovernment category, two of which are during World Summit on the Information Society (WSIS). Where Invest Easy project of Ministry of Commerce and Industry won the champion award in the best project in the eBusiness category and the ITA’s digital certification initiative won the champion award in the best project category in confidence Building and security in the use of information and telecommunication technology. In addition, Invest Easy, the one-stop shop for online business registration, won the best project award by the United Nations Conference on Trade and Development “UNCTAD”.

Regionally, the Sultanate won two awards under the “Public Sector” category as part of Sheikh Salem Al-Ali Informatics Award. Two projects were selected: Baladiyati (My Municipality) application of Muscat Municipality and Invest Easy of Ministry of Commerce and Industry as the best IT projects in the Arab World.

2016 also saw the launch of several important projects and initiatives including the National Digital Forensics Center and Sas Center for Mobile Applications Development. To facilitate government processes and services, the National Digital Certification Center issued 2.8 million eIDs and the single sign/on services was applied in various government institutions.

Relying on the consolidated efforts of our local institutions and individuals, we are actively working on the development of the ICT sector that we believe is becoming a key driver of comprehensive development.

In conclusion, on behalf of ITA staff, I would like to extend my sincerest thanks and appreciation to all entities and individuals for their support and cooperation to achieve the projects and initiatives of e.oman.

Dr. Ahmed Mohammed Al-Futaisi  
Chairman, ITA
Message from the CEO

“This year’s report focuses on seven key pillars showcasing the major milestones in implementing the e.oman strategy. Diagrams and graphs were used to illustrate the statistical data of ITA’s projects and their positive impact on citizens.”

Dr. Salim Sultan Al-Ruzaiqi
CEO, ITA
I am delighted to present ITA's 2016 Annual Report, our eleventh report since inception. Its pages will cover important national milestones in our journey of implementing the national strategy for e.oman and eGovernment.

This year's report focuses on seven key pillars showcasing the major milestones in implementing the e.oman strategy. Diagrams and graphs were used to illustrate the statistical data of ITA's projects and their positive impact on citizens.

The first pillar is about society and human capacity development. It sheds light on how Omanis are acquiring digital knowledge and digital culture through the different training programs. During 2016, ITA conducted several training programs for various community segments including specialized programs for IT specialists, people with special needs, an IT program for kids and programs for developing eLifestyle.

The second pillar focuses on developing eGovernment services. ITA continued its effort in collaboration with the relevant organizations to develop eGovernment services in the Sultanate of Oman through several projects and national achievements.

The third pillar demonstrates the efforts undertaken to develop IT industry. The ITA worked actively to support the digital content and mobile application and to offer Omani products through various projects and initiatives that are in tandem with global advances in information technology. These initiatives include: Innovation and Support Centre, Free and Open Source Software Initiative and Sas three centers that cater for the development of mobile phone applications, Virtual Reality and Entrepreneurship.

The fourth pillar highlights the efforts made by ITA to offer consultancies, develop and unify standards and pass and approve the necessary laws to support the creation of digital society.

In the fifth pillar, the report reviews the key accomplishments in the establishment of national infrastructures and how does this reflect in accelerating transformation and realization of the national strategy for e.oman and eGovernment. Through various projects and initiatives, ITA established good IT infrastructures to assist the government and private organizations in delivering high quality services that can match with international standards. These infrastructure projects include: ePayment Gateway, Oman Government Network and the National Center for Digital Certification.

The sixth pillar addresses information security and cybersecurity issues. ITA works diligently to support government institutions to secure their systems and promote awareness about information security and monitor cyber space through its Information Security Centre and Oman National CERT.

The seventh and last pillar highlights ITA's efforts and media campaigns aimed to spread awareness about e.oman initiative and its key projects and also encourage individuals to benefit from the initiatives implemented by ITA in different areas.

Finally, I would like to extend my thanks and appreciation to my colleagues at ITA for their sustained efforts during this year as we continue implementing different IT initiatives and reaping impressive accomplishments and success at all fronts.

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

HE Dr. Ahmed Mohammed Al-Futaisi
Chairman, ITA
Minister of Transport & Communications

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

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

HE Dr. Hamed
Salim Al-Rawahi
Board Member
CEO, Telecommunication Regulatory Authority (TRA)

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

Dr. Salim Sultan Al-Ruzaiqi
CEO

Mr. Omar Salim Al-Shanfary
Deputy CEO for Operations

Ms. Aida Yousuf Al-Rahbi
Director General of Contracts and Procurements

Dr. Yaqoob Dur Al-Balushi
Deputy CEO for Infrastructure and eServices

Eng. Badr Ali Al-Salehi
Director General of Oman National CERT

Eng. Abdulaziz Abdulrahman Al-Kharusi
Director General of eServices

Mr. Abdullah Hamood Al-Barwani
Director General of Infrastructure
ITA Executive Summary

71,994,694 Cyberattacks prevented against government institution sites

25 Projects Implemented through the Innovation & Support Center

2.8 Million Digital Identity Certificates issued for personal ID’s

58 eTransformation plans by various government entities were received and reviewed

19,575 Digital certificates issued for smartphones

Sas Launch
Launch of Sas Center for Mobile Applications Development

11,500 Microsoft desktop Licenses deployed to government entities

76 eServices implemented through Invest Easy portal

Launch of the National Digital Forensics Center

374 Tender floated through the eTendering System

57 Website linked to Oman Government Network

492 Trainees benefited from Specialized Training Program

11 New Companies incubated at Sas Center for Entrepreneurship
Global Recognition

Ease of Doing Business Report 2017
The Sultanate ranked and ranked
in the Arab world in the Arab world
and 66th worldwide and 32nd globally in “Starting a Business Index” advancing
127 places compared to the previous year.

United Nations eGovernment Survey Report
The Sultanate Ranked
globally as issued by the United Nations Department of Economic & Social Affairs (UNDESA)

3 International Awards

Champion Award
Invest Easy Project of the Ministry of Commerce and Industry won the best project in the eBusiness category at the World Summit on the Information Society (WSIS)

Best Project Award
National Digital Certification Center won in the category of Building Confidence and Security in using ICT at the World Summit on the Information Society (WSIS)

Best One-Stop-Shop Digital Services
Invest Easy was recognized as the Best One-Stop-Shop Digital Services by the United Nations Conference on Trade & Development “UNCTAD”

His Highness Sheikh Salem Al-Ali Al-Sabah Informatics Award in Kuwait
Baladiyati (My Municipality) application of Muscat Municipality and Invest Easy of the Ministry of Commerce & Industry as the best eGovernment projects in the Arab World
Society and Human Capacity Development
Society and Human Capacity Development

ITA works with a vision to increase digital literacy and transform Oman into a knowledge society by leveraging several projects and training programs under the National IT Training & Awareness Framework (NITTA) initiative.

During 2016, ITA launched several training programs for various community sectors including specialized IT programs for IT specialist, programs for persons with special needs, IT programs for kids and programs for developing eLifestyle.

1.1 Specialized Programs
The Specialized IT Training (SITT) targets Omani specialists in IT fields and offers them advanced practical training with the opportunity to obtain specialized certification, thereby increasing the number of certified individuals and experts in different IT fields. These programs also help in providing the necessary competencies, skills and experience to support ICT industry development in Oman. The specialized programs covered 492 individuals.

1.2 Programs for People with Special Needs
As part of its efforts to develop the skills and capabilities of all community sectors including persons with special needs, ITA launched various training programs for people with special needs (the deaf) and visually impaired. 31 participants benefited from these programs, including 20 hearing impaired people who were trained in using smart gadgets, social media and engage in eCommerce. Another training program was organized for 11 people with visual impairment to enhance their digital literacy and allow them to best use computers, Microsoft package and the internet.

1.3 Special Programs for Kids
With the rapidly increasing numbers of kids engaging in the IT world in the Sultanate and as part of ITA’s efforts to educate this segment of the community, ITA in

Number of beneficiaries from the specialized IT Training Program.

<table>
<thead>
<tr>
<th>Program</th>
<th>Trainees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft</td>
<td>213</td>
</tr>
<tr>
<td>Jump Start</td>
<td>177</td>
</tr>
<tr>
<td>Cisco</td>
<td>102</td>
</tr>
<tr>
<td>Total Trainees</td>
<td>492</td>
</tr>
</tbody>
</table>
partnership with various government and private organizations organized IT Kids Innovation Theatre initiative (IT KIT) that covered 40 kids. The initiative aims at developing kids’ IT and innovation skills, expanding and enhancing their knowledge and involvement in specialized IT areas such as open-source software and applications and websites development and design, and empowering them to be successful entrepreneurs in the future.

1.4 Developing eLifestyle Program
As part of eLifestyle project which aims to help leverage IT in driving economic and social development, and to help craftsmen and women in marketing their handicraft products using modern technology, ITA in collaboration with the Public Authority for Craft Industries (PACI) held a series of training courses about the utilization of IT and social media in promoting Omani handicraft products. 81 trainees from various Wilayats attended the training courses including: Sohar, Manah, Sinaw and Samael.

Moreover, ITA organized the Hirfati “My Craft” contest on Instagram to encourage owners of small enterprises and entrepreneurs to market their handicraft products in modern marketing platforms. The eLifestyle program focuses on transforming ITA’s role from a training provider only to an active catalyst for job creation while also supporting the sustainability and self-dependency of ITA programs.

ITA Community Development Programs – 2016

- Specialized Programs: 492 - Specialists
- eLifestyle Program: 81 - Craftsmen
- Programs for People with Special Needs: 31 - Deaf
- IT Kids Innovation Theatre Initiative (IT KIT): 40 - Kids
Enhancing eGovernment Services
Enhancing eGovernment Services

In collaboration with various concerned entities, ITA continued its efforts to develop the delivery of eGovernment services through various projects and national accomplishments summarized as below:

2.1 eAssessment Program (Ijada)

The ITA launched the eAssessment program in December 2016 to measure the maturity of government eServices in order to highlight the key challenges facing government entities in the delivery of eServices and to propose effective recommendations to overcome them accordingly. This program is currently assessing 2569 eService for 68 government entities.

2.2 Unifying Municipality Services

The ITA launched a project for unifying the Municipality Services in 2016 with the aim of reducing the cost of managing and updating the key IT infrastructure, filtering and centralizing data between various government entities, providing single sign/on for individuals and businesses and realigning the work processes for these entities. The project includes four government entities (ministry of Regional Municipalities and Water Resources, Muscat Municipality, Sohar Municipality, and Dhofar Municipality).

2.3 eTransformation Projects:

1. Developed and floated tenders of nine eGovernment services projects for the following entities:
   - Ministry of Manpower
   - Ministry of Tourism
   - Ministry of Social Development
   - Public Authority for Consumer Protection
   - Ministry of Awqaf and Regional Affairs
   - Oman Chamber of Commerce and Industry
   - Ministry of Justice
   - Supreme Judicial Council
   - Ministry of Finance

2. Started the implementation of three projects to develop eGovernment services for the following entities:
   - Ministry of Commerce & Industry (Invest Easy)
   - Ministry of Health
   - Ministry of Environment and Climate Affairs

3. Launched around 105 government eServices including electronic system for Haj register, Invest Easy Services, taxes services and other services from the below entities:
   - Ministry of Commerce & Industry (19 services)
   - Ministry of Awqaf and Regional Affairs (7 services)
   - Secretariat General for Taxation (15 services)
   - Ministry of Environment and Climate Affairs (47 services)
   - Ministry of Housing (2 services)
   - Muscat Municipality (6 services)
   - Ministry of Manpower (9 services)
2.4 Invest Easy

As part of ITA’s efforts to promote eGovernment services, the Ministry of Commerce and Industry developed Invest Easy Portal. It is an online portal enables investors, business owners and entrepreneurs to get the business procedures done easily in a short time to transform to eServices. This will ensure that these transactions are done accurately, flawlessly and in a cost-efficient manner.

76 Electronic Transactions were conducted through Invest Easy Portal.

21 Electronic services were launched via smartphone through Invest Easy app.

14 entities have their data linked and integrated to the Invest Easy Portal.

2.5 Microsoft License Agreement

Under Microsoft License Agreement for government entities (2015/2018) signed by the Sultanate of Oman represented by the Information Technology Authority (ITA) in one part and Microsoft on the other part, 11500 licenses were distributed to use Microsoft desktop products in 2016. The agreement aims to provide government entities with the latest Microsoft software solutions and technologies.
ICT Industry Development

As part of the strategic objectives of e.oman, ITA strives to develop the IT industry in Oman in terms of digital content, mobile applications development and the creation of Omani products through a number of projects and initiatives that are on par with the global advancements in IT industry.

3.1 Launch of Sas Center for Mobile Applications Development

With the aim of enriching the digital content on the internet and developing the youth IT skills, ITA launched its new Sas Center for Mobile Applications Development at KOM4 at the knowledge Oasis Muscat. This center is the first of its kind in the Sultanate, and is designed to provide a platform for quality as well as to establish a capable pool of talents in building mobile applications with a view to develop and enhance the overall skills of Omani. It also caters for building the national capacity in transforming ideas into applications and sustainable business enterprises. In less than a year, the center has successfully trained 193 trainees in smart mobile apps development.

3.2 Sas Center for Entrepreneurship

To support and encourage the entrepreneurship spirit in the IT industry, 11 new companies were hosted by ITA-Sas center for Entrepreneurship. With the best international standards in mind, the center offers an environment that fosters growth and focuses on entrepreneurship in the ICT sector. 7 new companies already graduated from the Sas Center for Entrepreneurship.

3.3 Sas Center for Virtual Reality

In line with ITA’s efforts to develop virtual reality projects and multimedia content and to nurture the entrepreneurship spirit among young Omani in these fields, Sas Center for Virtual Reality continues to offer training opportunities. In 2016, the center provided training for 108 trainees and implemented 6 virtual reality projects.

3.4 Free and Open Source Software (FOSS)

To encourage the use of free and open source software in Oman, ITA has adopted the National Initiative for free and open source Software (FOSS) aimed at fostering the gamut of open source software which could support the development of innovative applications, technologies and solutions. In this context, ITA participated in the implementation of an ERP system for a local company using open source software. ITA also implemented an eLearning system for Sas Center for Virtual Reality using open source software as well. Since its inception in 2012, the total software download from the open source Software Portal reached 65 beta bytes.

3.5 Innovation and Support Centre (ISC)

The Innovation and Support Center (ISC) offers a range of services to government entities including: hosting and cloud services, annual maintenance contracts (AMC), IT project management (TAM) and training and consultancies services. ITA completed 25 projects for government entities saving money for the government and provide the government entities with the best capabilities to implement their projects.
Sas Center for Mobile Apps Development

193 Trainees

Sas Center for Entrepreneurship

11 New companies hosted
7 Companies graduated

Sas Center for Virtual Reality

6 New projects implemented
108 Trainees

65 Beta bytes of software download from Free Open Source Portal

25 Projects implemented by Innovation & Support Center (ISC) for government entities
Information Security and Cyber Security
Information Security and CyberSecurity

ITA strives to provide a secure environment for users of electronic devices by raising their awareness about information security and offering high quality security services.

4.1 Information Security

The key services offered by Information Security Division (ISD) include: Networks and portals protection, secure internet access, end-point security, information security operations, security assessment and IT security consultancies.

- **279,151,002** Cyber attacks were prevented against government networks.
- **1,745,424** Cyber attacks were prevented against government websites.
- More than **150** government networks’ security level was boosted.
- **843** Risk analysis requests were reviewed and processed.
- **6,416** Spyware and **7,824** viruses and malware were discovered.
- **18** Government sites were secured.
13,413,748 records were analyzed and reviewed to develop and activate the cybersecurity policies aimed to safeguard the various entities.

28 security consultancies for various customers were provided.

6994 security threats were discovered and reported to clients.

100% of familiar security incidents were detected within 30 seconds.

350 security incidents were detected and handled including 129 incidents that entailed detailed technical investigations.

90.9% of risk analysis requests were reviewed with feedback provided within 3 days.

96.5% security incidents were detected and handled within 5 working days.

344 security reports were sent to various customers with detailed recommendations to increase protection level for their respective networks and systems.

58 security assessments and more than 32 reassessments (to ensure that the security threats are sufficiently addressed) were conducted.
4.2 Oman National CERT

The Oman National Computer Emergency Readiness Team (OCERT) addresses the issues of cyberthreats and risks and hence the provision of a secured cyber environment in using online eServices and the protection of critical national information infrastructure. OCERT made several achievements in terms of technical security support and information security awareness.

<table>
<thead>
<tr>
<th>Technical Achievements</th>
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<tr>
<td><strong>16,118</strong> real and serious cybersecurity attacks targeting Oman’s cyber space were discovered and handled.</td>
</tr>
<tr>
<td><strong>685</strong> harmful malwares were discovered and handled.</td>
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</table>

**Discovered Security Vulnerability**

in (Apple iOS 10.1, macOS Sierra 10) that would have enabled the attacker to damage the victim's system and thus loses its entire data. Apple Inc. announced the incident in its website and the efforts taken by OCERT to discover it.

| 1,744 security incidents reported by entities and individuals were successfully handled. |
| 486 security threat notifications and alerts (TNAS) to OCERT constituents were published. |
| 39 digital forensic cases with 141 evidence devices including computers, mobile phones, external hard disks and USBs on cybercrime cases were handled. |

| 15 penetration testing & vulnerability assessments were conducted by OCERT for government entities and critical national infrastructure organizations. |
Cybersecurity Training and Awareness

OCERT conducted cybersecurity training workshops, seminars and conferences to improve the capabilities of cybersecurity awareness in the Sultanate. In this regard, OCERT achieved the following:

- **93 information security awareness sessions for ITA staff were conducted.**
- **4 cybersecurity specialized training courses were organized and attended by 86 participants including cybersecurity technical audit, webpage security training, information security management systems and CEO of Information Security.**

The National Cyber Drill
Alert with the participation of 12 teams (105) participants from 28 government institutions and critical national infrastructure organizations was organized.

- **20 Training courses** for government entities attended by 1030 government employees.
- **2 Training Courses for DGs** and top management of government entities were held.

Cybersecurity Ambassadors

- **12 Cybersecurity awareness sessions conducted by cybersecurity ambassadors.**
- **15 new cybersecurity ambassadors joined the OCERT Ambassadors Program. The total cybersecurity ambassadors now reached 589.**
- **Conducted 2 Training Courses** in cyber investigation attended by 41 ambassadors.
- **Conducted the ‘Catch Me if You Can’ Competition for Software Group at SQU for 48 hours.**
- **35 awareness materials** prepared by cybersecurity ambassadors.
**Government Information Security Offices**

Cooperated with 10 government institutions to activate their respective information security divisions and offices.

**Achievements at the Arab World & International Levels**

Drafted the CyberSecurity Strategy and the Roadmap for GCC countries, which were approved by Ministers of Information and Telecommunications Technology in the GCC countries.

Activated the Security Threat Notification and Alerts (TNAS) under the Exchange of Information Initiative.

Launched the Arab Regional Cybersecurity Center’s website www.arcc.om

Organized The Regional Conference for CyberSecurity 2016 in Egypt with participation from 35 keynote speakers, 450 participants from 39 Arab and regional countries.

Regional Cyber Drill Alert (Applied Learning for Emergency Response Teams) for the Arab Region, in Tunisia with participation from 12 teams from 12 different Arab countries.

Chaired the Annual Meeting of Information Security Centre of Islamic Cooperation Organization.
Governance, Standards and Regulations
Consultancy services provided by this division to various government entities saved huge amounts of money for the government.

ITA provides a range of services including RFP/RFI/RFQ development, evaluation of tender proposals, budgeting, HR sizing, infrastructure solutions and architectures, review and development of business sustainability plans. This division also performs an IT-governance consultancy and IT assurance consultancy, to ensure the implementation of IT initiatives, projects and systems in compliance with the e.oman strategy.

Finalized the draft of Personal Information Protection Law.

This law sets out the ground rules for how government entities deal, use and protect personal information by automated and non/automated means.

**Numerical Data**

- **682,000 OMR**
  Total of saved amount made by ITA by providing consultancy services to the Government entities

- **1,214,000 OMR**
  Total of saved amount for the work effort made by ITA to the Government entities with an estimated percentage of 43%
Finalized the draft of IT Standards Framework

This is a set of standards and frameworks developed to support government agencies in the governance and management of government IT projects while implementing e.oman Strategy.
National Infrastructure Development
National Infrastructure Development

The ITA is responsible for the development and implementation of the IT infrastructure in Oman to help other government and private sector entities to offer quality services and keep them abreast of the latest international technologies by undertaking various projects and initiatives.

6.1 ePayment Gateway

The key mission of the ePayment Gateway is enabling government and private sector institutions and citizens to make secure electronic transactions and simplify the payment procedures.

An agreement was signed with the National Bank of Oman (NBO) as the second bank to provide electronic payment services to institutions in Sultanate of Oman.

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<tbody>
<tr>
<td>Transactions</td>
<td>69,365</td>
<td>125,512</td>
<td>241,265</td>
<td>243,025</td>
<td>281,410</td>
<td>1,098,935</td>
</tr>
<tr>
<td>Value (OMR)</td>
<td>2,269,770.820</td>
<td>4,283,269.814</td>
<td>11,738,630.967</td>
<td>8,356,933.411</td>
<td>9,250,770.749</td>
<td>207,286,634</td>
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6.2 National Operation Center

The National Operation Center offers technical support services for national projects and government entities. The center provided 5,601 technical support to national projects and government entities during 2016.
### 6.3 eTendering

A total number of 374 tenders were floated through eTendering System by ITA jointly with Tender Board in 2016 and a total of 935 tenders since the launch of the system. up to date, we have 28 government entities benefiting from the eTendering system.

### 6.4 Oman Government Network (OGN)

It is a national network that enhances secure communications between government agencies and supports the Information Technology Authority’s projects for building Oman Digital Society. Moreover, this network enhances the levels of services provided by government agencies by facilitating communication and coordination between them. 57 government site were connected to this network in 2016 and a total of 1043 government sites since the launch of the network.

<table>
<thead>
<tr>
<th><strong>19,575</strong> electronic certificates were issued for mobile phone.</th>
<th><strong>2.8 million digital certifications were issued through ID cards.</strong></th>
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<tbody>
<tr>
<td><strong>2.3 million electronic transactions were conducted through digital certification by ID cards.</strong></td>
<td><strong>544,487</strong> electronic transactions were conducted through digital certification using mobile phones.</td>
</tr>
<tr>
<td><strong>9</strong> government organizations integrated with the services of digital certification project.</td>
<td><strong>8 new projects were hosted in G-cloud</strong></td>
</tr>
</tbody>
</table>

### 6.5 Digital Certification

Digital certification (TAM) is a service offered by the ITA’s National Digital Certification Center (NDCC) and allows citizens and residents to conduct transactions in a high level of confidentiality, trust and credibility and to protect their personal information. Activation of TAM is very easy with the PKI enabled ID cards and SIM card, and can be used as a certification method online without the need of having to be physically present at service providers’ locations.

### 6.6 G-Cloud

The G-Cloud project is envisioned to setup a shared infrastructure including server, network, storage, applications where all IT infrastructure requirements of government entities are met.
Promotion and Awareness
Promotion and Awareness

One of the main areas of focus of ITA is to increase awareness about projects and initiatives of e.oman through sustained media and promotional campaigns staged throughout the year as well as through participation in international events and forums to relay the role and accomplishments of Sultanate of Oman globally. Following are ITA achievements in this regard:

7.1 Events

To continue awareness efforts about e.oman, ITA organized many events in 2016 including:

- **Sultan Qaboos Award for Excellence in eGovernment 2016**
  ITA organized the closing ceremony of the fifth edition of Sultan Qaboos Award for Excellence in eGovernment under the patronage of HE Dr. Abdul Munim Mansour Al-Hasani, Minister of Information. The Best Mobile Service Award (G2E) and the Best eService Award were withheld by the Jury Committee as no project complied with the awards criteria. Moreover the Best Private Sector Award and the Best SME Service Award were withheld as no submitted projects complied with the award criteria.

- **The Eighteenth Meeting of the GCC eGovernment Executive Committee**
  The Eighteenth Meeting of the GCC eGovernment Executive Committee was hosted by the Sultanate represented by ITA in the presence of their Excellency heads of the

**Ministry of Manpower**
won 3 prizes in 3 categories including The Best eTransformation Achievement, the Best Public Service category (Manpower Advanced Management System) and the Best Whole of Government category (Manpower Integrated Service).

**The Best Mobile Service**
(G2C) Award was granted to Muscat Municipality for its Baladiyeti Mobile App.

**Award** for the Best eParticipation for Decision Making was given to Solaf Project of the Public Authority for Consumer Protection.

**Private sector** organizations participated in 3 award categories

**The Best Private Sector** Mobile Service award was given to Omantel mobile application for the Oman Telecommunication Company

**Ministry of Commerce & Industry**
Won the Best Service Supporting Doing Business for its Invest Easy Portal.
47

In collaboration and joint effort with several bodies including the Public Prosecution, Telecommunications Regulatory Authority (TRA) and Oman Royal Police, Telecommunications Companies (Omantel and Ooredoo) and Hemaya (Protection) voluntary team, ITA launched a two-week campaign to raise awareness about the dangers of cyber blackmail under the slogan “Speak Out and Your Secret is Safe” assuring victims of confidentiality. ITA used all available media platforms to spread awareness about the negative consequences of cyber blackmail in light of the current explosive use of social media networks.

• The promotional campaign for Donations Portal for Charitable Organizations

ITA launched a promotional campaign for Donations Portal for Charitable Organizations www.donate.om during the holy month of Ramadan 2016. The campaign was under the events organized annually by ITA during Ramadan since the launch of the portal in 2009 where ITA vitalize this campaign using media outlets and social media platforms and other various tools that assist to familiarize the public and institutions with the portal and urge them to donate through the project website and mobile app.

7.2 Awareness Campaigns

• Cyber Blackmail Awareness Campaign

In collaboration and joint effort with several bodies including the Public Prosecution, Telecommunications Regulatory Authority (TRA) and Oman Royal Police, Telecommunications Companies (Omantel and Ooredoo) and Hemaya (Protection) voluntary team, ITA launched a two-week campaign to raise awareness about the dangers of cyber blackmail under the slogan “Speak Out and Your Secret is Safe” assuring victims of confidentiality. ITA used all available media platforms to spread awareness about the negative consequences of cyber blackmail in light of the current explosive use of social media networks.

• The fourth edition of Open discussion sessions (#Shurkum)

To understand the challenges faced by IT graduates and jobseekers and listen to their needs, ITA organized the fourth edition of the open discussion sessions (#Shurkum) in the presence of Dr. Salim bin Sultan Al-Ruzaqi, CEO of ITA, specialists, students, jobseekers, owners of IT SMEs, social media activities and media personnel.

• Open discussions about the designing and management of promotional campaigns during the holy month of Ramadan

As part of the media and promotional campaign organized by ITA for Donations Portal for Charitable Organizations, it held an open discussion session about the best practices in designing and management of social media promotional campaigns during the holy month of Ramadan with participation from several charitable society media personnel, interest groups and social media and eMarketing professionals in Sultanate of Oman.

<table>
<thead>
<tr>
<th>Cyber Blackmail Awareness Campaign</th>
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<tbody>
<tr>
<td>2800 calls &amp; 420 emails were received by Oman National CERT of ITA during the campaign.</td>
</tr>
<tr>
<td>163 cases of cyber blackmail were discovered after these calls and emails were analyzed.</td>
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</table>

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<thead>
<tr>
<th>Donations Portal Campaign</th>
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</thead>
<tbody>
<tr>
<td>2,119,549.57 OMR the total value until the end of 2016.</td>
</tr>
<tr>
<td>82,238 OMR the total fund was raised until the end of 2016.</td>
</tr>
<tr>
<td>25 Organizations approved by Ministry of Social Development joined donate.om.</td>
</tr>
<tr>
<td>137,000 OMR the total value of donations was raised via the Donations Portal during Ramadan.</td>
</tr>
</tbody>
</table>
7.3 Participations at the International Level

- **World Telecommunication Development Conference**
  
  ITA participated in the Expert Group Meeting on Digital Certification in collaboration with the International Telecommunications Union of the United Nations in the Republic of Poland. It is worth mentioning that this meeting comes within the framework of the regional European initiative, where the sultanate was nominated upon a request from the organizing committee to benefit from the expertise outside the European Union owing to the fact that the Sultanate has reached advanced level in digital certifications services.

- **The 5th Regional CyberSecurity Conference**
  
  The Sultanate represented by the National CERT of ITA participated in the fifth Regional CyberSecurity Conference. This conference was organized by the Arab Regional Cyber Security Center at the International Telecommunication Union (ITU) and hosted by the National Telecommunication Regulatory Authority of Egypt. It was attended by 39 Arab and regional countries as well as Head of Cybersecurity Centers in the participant countries and specialists and decision-makers in ICT sector.

7.4 Social Media

ITA activated the social media tools to spread digital awareness and bring ITA projects to the spotlight.
Interaction on (@eoman_ita) Account on Twitter in 2016

- Total Followers: 20.3 thousand
- Total Posts: 20.3 thousand
- Total Likes: 165.4 thousand
- Total Comments: 11.5 thousand

Total Messages received and handled:

- ITA Email: eoman@ita.gov.om
Operational Excellence
**ITA Quality Management System was Reapproved.**

### Manpower
- **345 employees**
- **424,821** Regular working hours

### Occupational Health & Safety Data
- **2 Incidents**
  - The two incidents were under control
- **4 Total recurrent** registered cases
- **0 Fatalities**
- **0 Lost Time Injury (LTI)**

### Environment Data
- **149,459** Printed papers (28% reduction in printed paper consumption)
- **1,365 kg** Recycled papers
- **200,298 km** travelled

### Audit / Inspection
- **218 inspections in occupational health & safety**
- **97% of processed Observations**
- **45 Occupational health & safety tours**
- **196 Inspections or recorded observations and occupational health & safety**
- **2 Executed audits**
### Customer Management

- **15** Official reports issued in relation to customer satisfaction surveys
- **15** Customer satisfaction surveys for ITA services - internally & externally
- **8,160** Queries received from clients (received calls)
- **929** Complaints sent by clients (received calls)
- **100%** of addressed complaints (received calls)
- **9089** Calls received from Clients

### Training & Awareness

- **197** People who received the portfolio of quality, health, safety & environment program
- **43** Persons who received specialized training in health, safety & environment
- **44** Practical trainings, programs, meetings & educative materials for employees