



# E-OMAN



Information Technology Authority  
Sultanate of Oman



e.oman



# HIS MAJESTY'S WORDS

We have always emphasised 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

November 2008



His Majesty Sultan Qaboos bin Said



**E-OMAN**

Oman's Economic Vision 2020, set the directions for the formation of the Sultanate's National IT Strategy by the Cabinet of Ministers on 30th November 2002. This Digital Oman Strategy, or e.oman for short, is the nation's IT strategy and sets goals for the creation of a knowledge society and a road map to implement it.



## Vision

Transforming Oman into a knowledge society by harnessing Information and Communication Technologies (ICT) to enhance government services, enrich the business sector and enable individuals to further improve their lives.

## Information Technology Authority (ITA)

Royal Decree No. 52/2006 issued on 31st May 2006, created the Information Technology Authority (ITA) of the Sultanate as a public, autonomous organization responsible for the implementation of the Digital Oman Strategy. ITA is responsible for the execution of all national eGovernment projects to create the required national infrastructure systems and build human resource capacity within the community.

## ITA Mission

ITA is pioneering the implementation of e.oman which comprises a wide range of initiatives and services designed and created to improve the efficiency of government services, enhance the activities of businesses, and empower individuals with skills and knowledge, to meet society's needs and expectations to direct Oman towards becoming a sustainable knowledge-based economy.

## Projects & Plans

In order to achieve its vision, ITA is executing a number of infrastructure projects such as the government network, data center, payment gateway and eGovernment services. This is supplemented by electronic laws, standards and frameworks which increase the efficiency and effectiveness of the governmental services. Several capacity building projects are in progress to provide the public sector and the community the knowledge and the skills necessary for interaction with such electronic services.

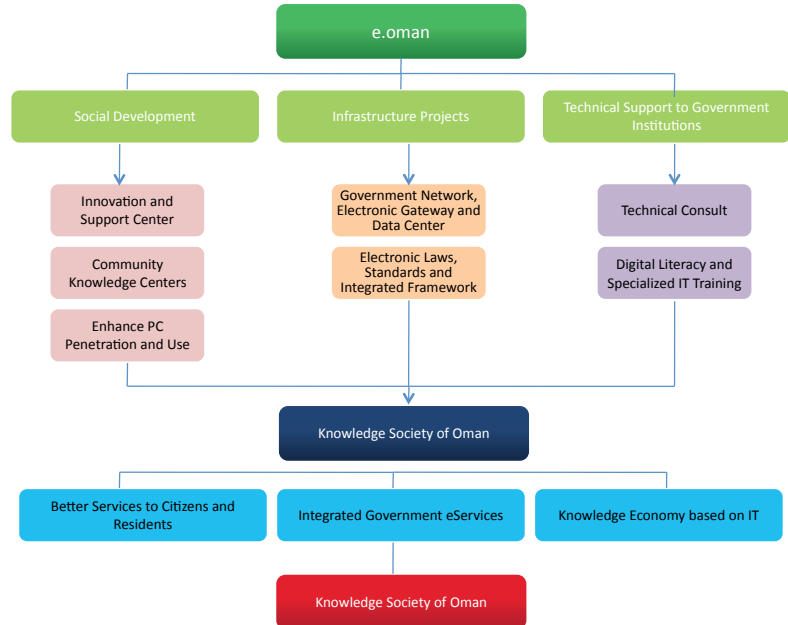
## Knowledge Society

Knowledge is a key driver for social development, and the e.oman initiative aims at making knowledge a basic element of all programs and activities that are carried out within Oman either at an individual or institutional level. The aim is to create a knowledge economy nurtured by a digital environment, which creates new scientific and professional opportunities for Omani youth.

# DIGITAL OMAN STRATEGY

The implementation of the Digital Oman Strategy e.oman seeks to achieve three major objectives:

- Establish basic infrastructure including integrated networks, electronic gateways and secured data centers.
- Provide technical support and consultancy services to governmental institutions to offer electronic services.
- Empower the community to develop and deliver electronic services and enable users to make use of such services to better their lives.



# E-OMAN BRAND

Visually aesthetic, the new e.oman brand evokes an intense reaction upon first glance. Multi-coloured and dynamic, the e.oman logo constantly changes shape and colour in the digital format. The centrepiece of the logo is the 'Ain' letter in Arabic, the first letter in Oman. It also resembles the capital 'E' in the English language, which can also stand for the 'e' in the electronic era. The changing pattern reflects the many initiatives under e.oman and the shape and colours reflect the Omani heritage and culture. The launch of the new e.oman brand is a symbolic expression of the future policy of the e.oman Initiative in the implementation of a knowledge-based society in Oman.



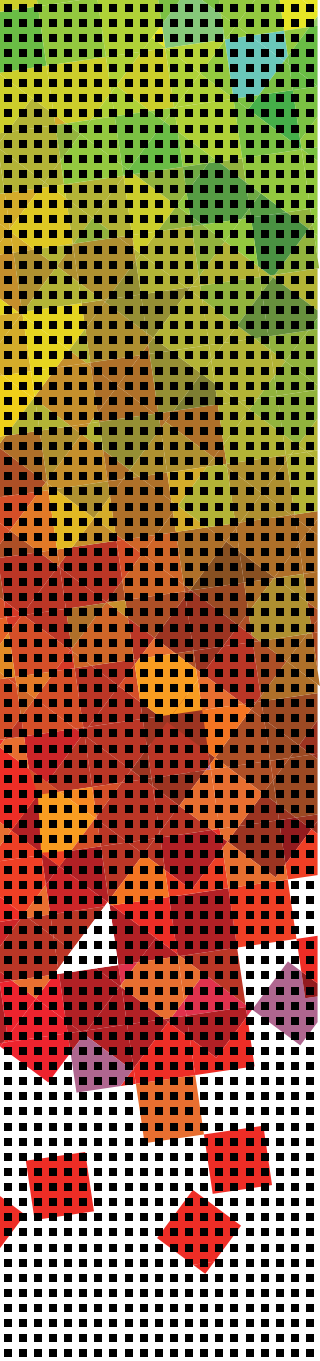
e.oman





# INFRASTRUCTURE PROJECTS





ITA is executing a number of infrastructure projects related to e.oman briefed as follows:

#### The Official eGovernment Services Portal ([www.oman.om](http://www.oman.om))

It is the gateway for obtaining information and electronic services from the government sector and it allows individuals, business sectors, and visitors complete their transactions electronically.

#### Convergent Government Network

It provides an infrastructure that connects various governmental institutions to help the flow of data occur in a seamless manner.

#### ePayment Gateway

It provides individuals and businesses the ability of paying service charges via the Internet in a secure and timely manner.

#### National Data Center

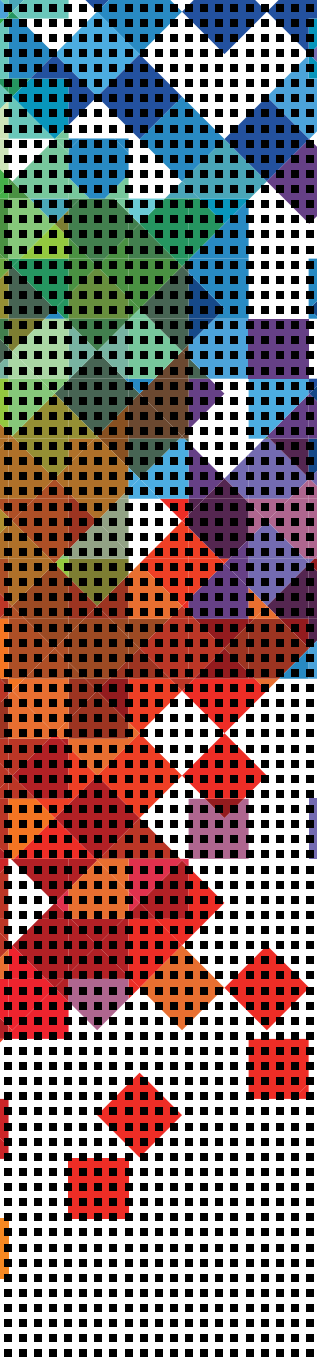
The National Data Center maintains all systems and data related to government institutions in a secure manner and provides continuity of business operations especially during emergency situations.

#### Connecting schools via VSAT

In cooperation with the Ministry of Education, ITA aims to connect all schools through the Internet and the Education ePortal. It aims to facilitate 24/7 accessibility to information, minimizing the digital divide in Omani Society.

A hand with pink nail polish holds a globe made of a green circuit board. The globe is covered in various electronic components like resistors, capacitors, and integrated circuits. A colorful diamond pattern, transitioning from blue and purple at the top to red and orange at the bottom, is overlaid on the left side of the image. The background is a white grid pattern.

# FRAMEWORKS & STANDARDS



ITA develops frameworks and standards for the government institutions to work as integrated communities of interest and to share citizen-related information. It helps government institutions to join the government network and establish several IT-related standards to create a digital environment of high quality.

#### Information Security Center

The Information Security Center of the Sultanate has as its aim to protect systems and information from unauthorized access and therefore creates a trustworthy environment for eGovernment electronic transactions.

#### National Computer Emergency Response Center (CERT)

The National CERT is a vital component of the nation's IT strategy aiming to create adequate cyber security awareness as well as to respond to security incidents in a timely manner.

#### eTransactions Law

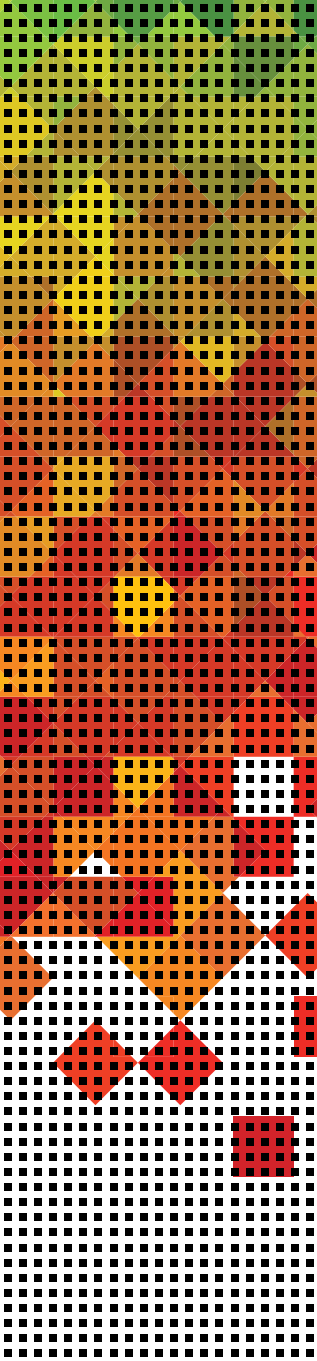
The eTransactions law legalizes all electronic transactions in Oman and ensures that all parties in such eTransactions are well protected, to enhance confidence in the community when making electronic transactions.

#### Frameworks & Standards

A system of procedures that assist in the documentation, review, and publishing of a standard authority regarding information technology, the adoption and application of international standards and guidance relevant to electronic transactions, and their integration in the mechanism of the functioning of eGovernment services in the Sultanate, in addition to the creation of standardized applicable protocol.



**TECHNICAL SUPPORT  
& CAPACITY BUILDING  
PROJECTS**



ITA provides support to government institutions, to deliver electronic services to citizens and further provide training and certification programs.

#### Technical Consultation

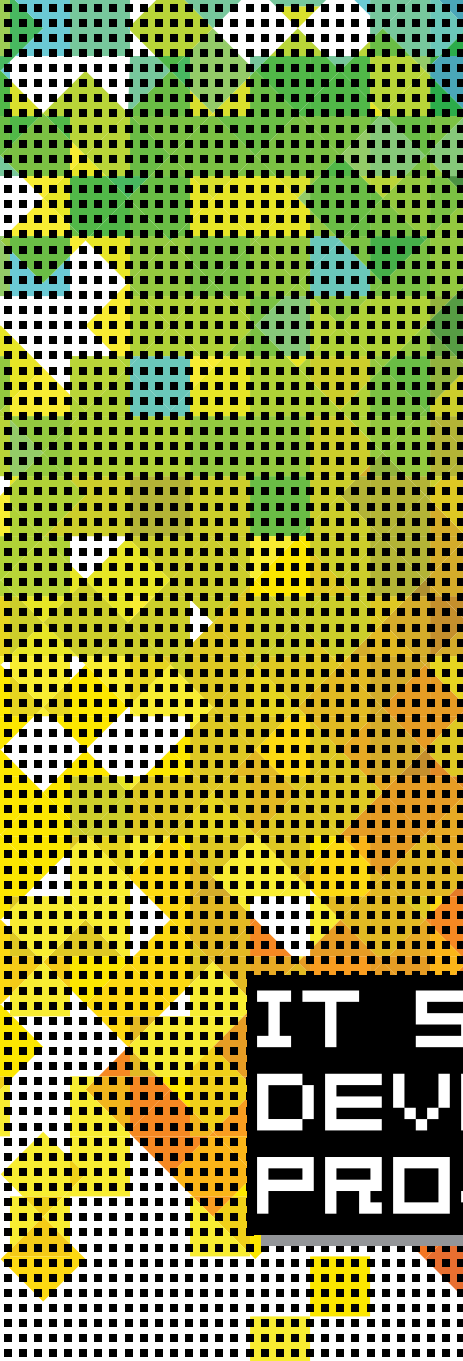
ITA provides technical consultations to governmental institutions on their IT projects, and continues to support the delivery of eServices through a common framework in an integrated manner.

#### Innovation & Support Center

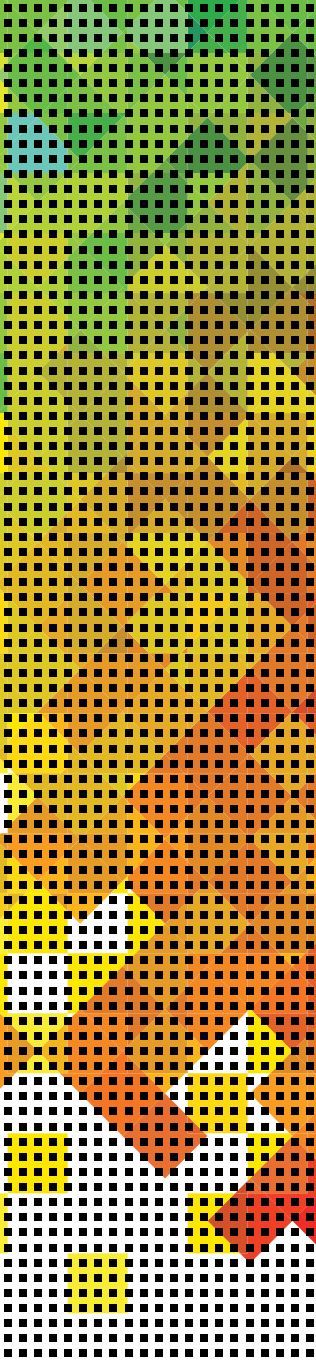
The Innovation and Support Center located at ITA's premises houses international and local technical experts and offers innovative solutions to government electronic projects while developing trained Omani IT experts.

#### Government IT Training & Certification

This project is implemented in coordination with the Ministry of Civil Services and the Ministry of Education and aims to train around 93,000 civil staff members of government institutions to qualify with international certifications in IT literacy.



**IT SOCIETY  
DEVELOPMENT  
PROJECTS**



Creating a Knowledge Society in the Sultanate requires a comprehensive awareness of e.oman and empowers all segments of the society with ICT skills. Therefore, ITA has launched several projects and awareness programs to raise the awareness, train, and qualify all segments of the society as follows:

### e.oman Awareness Campaign

This is an integrated ongoing e.oman awareness campaign consisting of seminars, presentations and other contact programs conducted across the Sultanate. ITA targets all segments of the society to enhance awareness of eGovernment Services, to recognize the importance of IT, to benefit from opportunities in IT, and to encourage individuals to gain digital literacy skills. Face-to-face interaction with the community is possible by participating in public events such as the Muscat Festival, Khareef Salalah Festival and Comex.

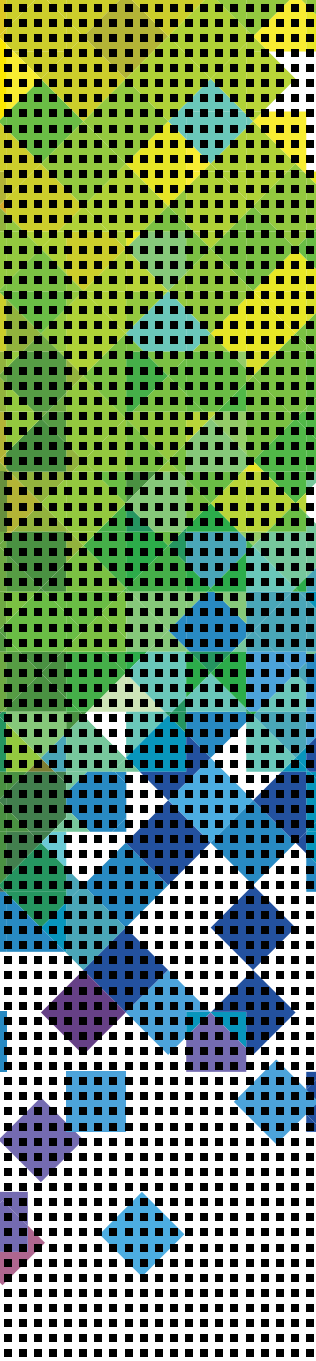
### Community Knowledge Centers (CKC)

These are centers established in the different governorates and regions of the Sultanate, with computers, digital literacy programs, Internet service and other training programs. These centers are responsible for providing different segments of the society with the required ICT training, with the aim of eliminating digital illiteracy and empowering all members of the society to communicate and interact electronically.

### National PC Initiative

The National Personal Computer (PC) Initiative aims to build capacity in the general population by creating a PC bundled offer - PC plus digital literacy training. The initiative will also contribute to enhancing the Information & Communication Technology (ICT) sector by developing locally based experts to deliver associated services.



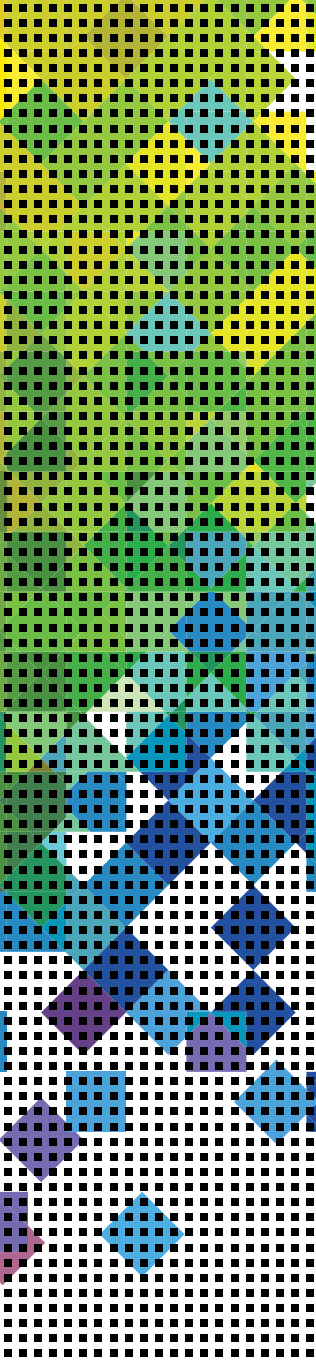


### e.oman Award

The e.oman Award is a recognition for creative digital services, products and solutions that have been implemented harnessing technology to enhance the eCulture of Oman.

### Donations Portal for Charitable Organizations ([www.onlinedonations.org](http://www.onlinedonations.org))

The purpose of the Donations Portal for Charitable Organizations is to provide an opportunity for citizens and residents to make online donations to a charity of their choice. The Donations Portal makes it easy to donate with a single click from anywhere and at anytime.



### International Relations

ITA is the focal point for all IT related matters with International organizations and takes action to position the Sultanate as an advanced nation in the ICT field. Towards Oman Digital Society is a comprehensive report published by ITA. It keeps up-to-date with the World Summit for Information Society (WSIS-under the patronage of the United Nations) meetings, and regional and international ICT newsletters and reports. ITA periodically updates the worldwide database of IT related projects with Omani ICT projects and compiles the ESCWA national profile for Oman.



For more information about e.oman please visit the following:

Information Technology Authority (ITA):

[www.ita.gov.om](http://www.ita.gov.om)

The Official eGovernment Services Portal:

[www.oman.om](http://www.oman.om)

The ePayment Gateway:

[www.ita.gov.om/epayment](http://www.ita.gov.om/epayment)

Donations Portal for Charitable Organizations:

[www.onlinedonations.org.om](http://www.onlinedonations.org.om)

This booklet is published by Information Technology Authority (ITA):

Email: [eoman@ita.gov.om](mailto:eoman@ita.gov.om)