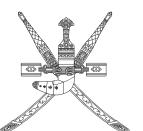# Annual Report

2023

Government Digital Transformation
Programme 2021-2025 Summary
Performance Measurement Report

tahawul

سلطنة عُمان
وزارة النقل والاتصالات وتقنية المعلومات
Sultanate of Oman
Ministry of Transport, Communications and
Information Technology

Contents

His Majesty's Vision

"In times of crises, challenges, and difficulties, nations are presented with an invaluable opportunity to assess their readiness and capabilities. The ongoing crisis has unveiled expansive horizons for national cadres to actively participate in crafting solutions driven by innovation and creativity. This period has seen an unprecedented acceleration in the adoption of digital work and technology across both government and private sectors, revolutionising traditional modes of operation. The swift and apt response from our national cadres exemplifies their dedication and adaptability."

**Speech by His Majesty
Sultan Haitham Bin Tarik
on the momentous
occasion of the
50th National Day,**

18 November, 2020

Overall Framework and Strategic Direction for Government Digital Transformation Programme

Vision

Establishing an innovative government apparatus that delivers an exceptional digital experience and provides proactive, intelligent solutions, services and processes

Main Objectives

Develop smart services within a unified portal

Drive digital innovation and leadership through data utilisation

Enhancing the efficiency of digital solutions and the business environment

Support effective planning and proactive decision-making

Cultivate national digital capabilities and skills

Key contributions anticipated from the programme

Enhance government responsiveness and resilience in managing emergencies, ensuring seamless business continuity

Elevate citizens' digital experience, facilitating streamlined access to services

Enhance the work environment by fostering flexibility and efficiency in planning and forecasting

Empower small and medium enterprises to develop innovative solutions

Simplify and automate all key government services

Reduce financial spending and avoid duplication

Introduction to the Digital Government Transformation Programme
Overall Performance 2021-2025

About Digital Government Transformation
Programme Performance Annual Report
2021-2025.

The report highlights the efforts and
achievements of digital government
transformation in the Sultanate of Oman in 2023.

It contains a Digital Government Transformation
Programme 2021-2025 summary. It also
presents a number of statistics about
government institutions› efforts to achieve
digital transformation requirements and
improve the work environment, providing the main digital
infrastructure that aligns with the ambitious goals of
Oman Vision 2040.

The report outlines the most significant
accomplishments in programme management,
enhancing relationships, and coordinating and aligning
efforts among all stakeholders and
implementation partners.

Furthermore, it provides an executive
summary of shared projects and initiatives aimed at
implementing the common interests approach, thereby
achieving organisational
integration and cooperation.

Key Performance Indicators of the Government Digital Transformation Programme in 2023

Main objectives of measuring the performance of the Government Digital Transformation Programme 2021 - 2025

Foster a culture of change and innovation in management, prioritising an exceptional user experience in the digital realm

Enforce the rule within the Government Digital Transformation Programme that mandates every government institution should periodically measure the transformation and maturity of its digital services

Develop a comprehensive methodology for evaluating Government Digital Transformation initiatives, identifying deficiencies, and pinpointing areas ripe for development

Monitor the execution of the Government Digital Transformation Programme and measure its strategic impact

Enhance transparency, trust, and communication surrounding Government Digital Transformation, fostering social engagement and contribution

Continuously refine practices in digital transformation, striving for excellence in implementation

Digital Government Transformation Programme – Overall Performance 2021 - 2025

Overall Performance

53%

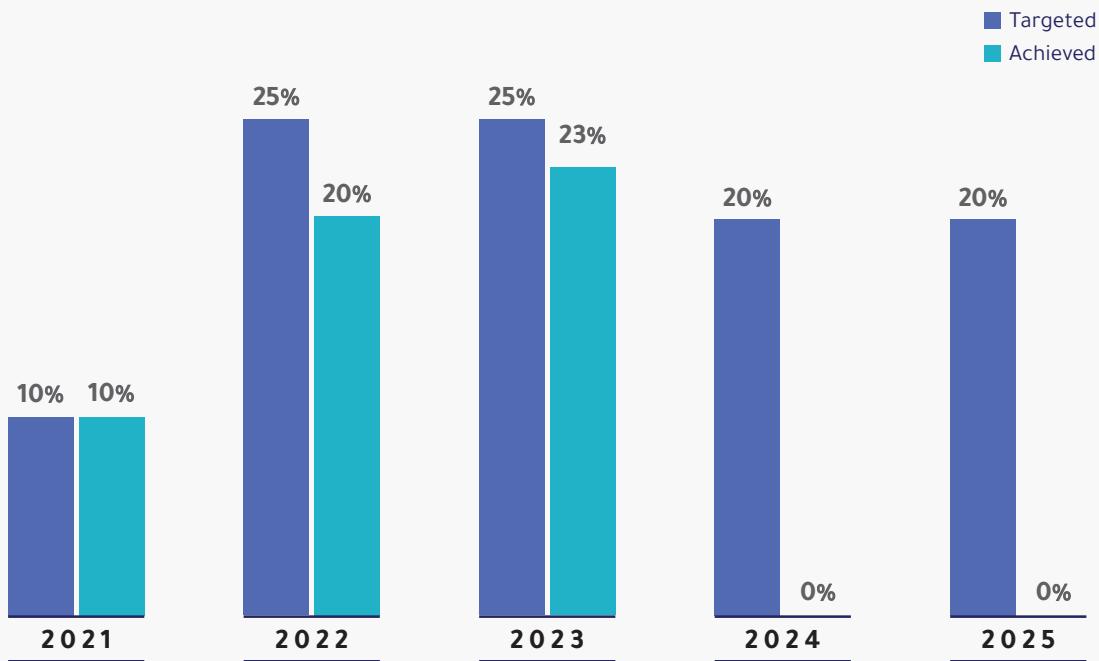Target achievement by the end of December 2023 = 60%

2023 Annual Performance
(end of September 2023)

88%

Targeted Programme Plan for the period between 2021-2025 and achieved until the end of September 2023

- ■ Targeted
- ■ Achieved

Year	Targeted	Achieved
2021	10%	10%
2022	25%	20%
2023	25%	23%
2024	20%	0%
2025	20%	0%

Digital Government Transformation Programme's Executive Summary of Implementation Tracks 2021-2025

Excellence
in e-Services Track

10

Projects and Initiatives

▶ **Target and Achievement**
(January 2021 - December 2023)

Targeted — 62%

Achieved — 53%

Efficiency of Solutions
and Infrastructure Track

12

Projects and Initiatives

▶ **Target and Achievement**
(January 2021 - December 2023)

Targeted — 44%

Achieved — 40%

Community Participation
and Awareness Track

7

Projects and Initiatives

▶ **Target and Achievement**
(January 2021 - December 2023)

Targeted — 60%

Achieved — 47%

Empowering National Capabilities
and Managing Digital Change Track

7

Projects and Initiatives

▶ **Target and Achievement**
(January 2021 - December 2023)

Targeted — 64%

Achieved — 56%

The main achievements of digital projects, initiatives, and shared solutions

Project for Simplifying and Re-engineering Government Services Procedures

The targeted services plan for streamline and simplify procedures for the period from 2021 to 2025

578
services

had their procedures simplified in 2023, exceeding the target of 517 services

41%
services

were simplified in 'Manjam' Labs for Simplifying Government Services Procedures out of the total services whose procedures were simplified in 2023

The Targeted Services Strategy for Procedure Simplifying During the Period 2021-2025

578 services' procedures were simplified in 2023 out of the overall target of 517 services.

Target ▶
| 1074 services | 448 services | 517 services | 476 services | 354 services | ▶ 2869 services |

2021   2022   2023   2024   2025

Achieved ▶
| 1047 services | 574 services | 578 services | 0 services | 0 services | ▶ 2199 services |
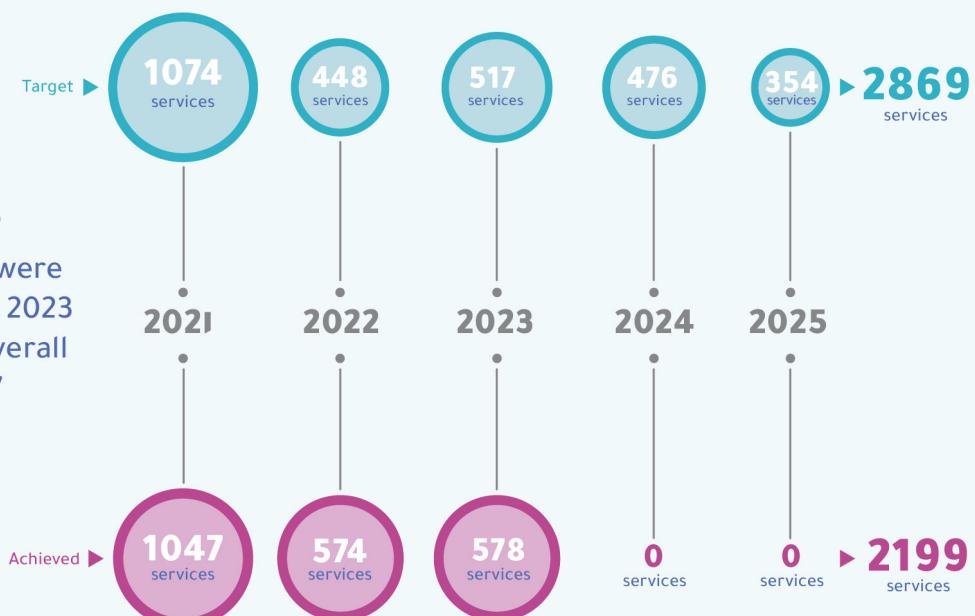
'Manjam' Labs for Simplifying Government Services Procedures

The procedures of various services have been simplified through 'Manjam' Labs for Simplifying Government Services Procedures

These services have been digitalised and made accessible to users by their respective service-owning institutions

Medical Examination
Form - Ministry of Health

Request for residential help Ministry of Housing and Urban Planning

Commercial Signage Permit
Request Municipal Sector

Renewal of licenses for nursing groups and medical personnel in private health institutions
Ministry of Health

Request for Usufruct Right Ministry of Housing and Urban Planning

Renewal Request for Usufruct Right Contract
Ministry of Housing and Urban Planning

Renewal of Licenses for a Private Health Institution
Ministry of Health

Request for Termination of Usufruct Right Contract
Ministry of Housing and Urban Planning

≪ Examples of services with simplified procedures for the year 2023

Application for an excavation permit

License Issuance / renewal of activity practice of recruiting non-Omani workforce

Register, update, or cancel a commercial registry mortgage

Licensing and residency requirements for investors

Send a request for an exceptional inspection of the ship or marine unit

Licensing waiver of practice activity of recruiting non-Omani workforce

The consultant reports on the implementation of the work

An application for a new building permit, a renewal, an amendment, an addition, or a replacement for a lost permit

Request for assistance in implementing the ruling

Registration of trade unions/ Registration of labour union

Request to provide temporary services during the implementation period

Recording/ Renewing a new affiliation certificate

Registration of Criminal Complaint

Issuing the sailor licence

Request to deliver services to an existing building

Changing a trade name in the affiliation certificate

Request to postpone the implementation of a prison sentence

Issuance/renewal of a marine competency certificate
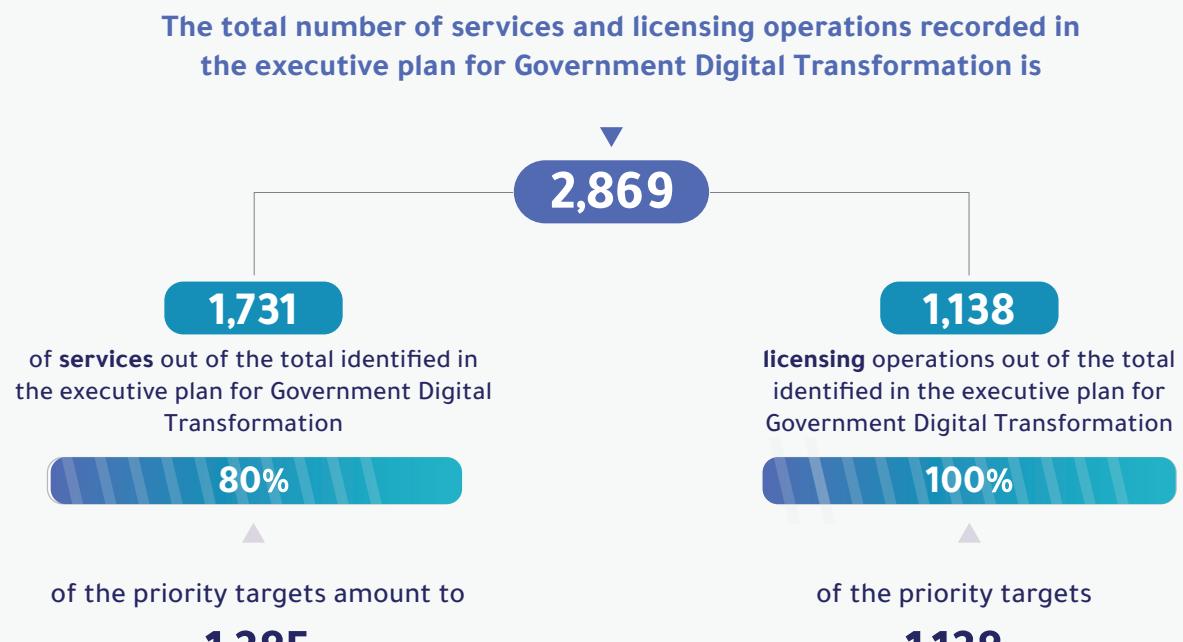
Request a permit to begin construction

Issuance of official documents (ordinary passports)

Strategic plan for the Digitalisation of Priority Government Services 2021-2025

207
services

were digitalised in 2023

The total number of services and licensing operations recorded in the executive plan for Government Digital Transformation is

2,869

1,731

of **services** out of the total identified in the executive plan for Government Digital Transformation

80%

of the priority targets amount to

1,385

1,138

licensing operations out of the total identified in the executive plan for Government Digital Transformation

100%

of the priority targets

1,138

Strategic plan for the Digitalisation of Priority Government Services (2021-2025)

61%
of essential services have been digitised between January 2021 and September 2023

the target indicator for digitising essential government services by 2025
80%

1,129 Total
Target
January 2021 to December 2023

Services	Licensing Operations
320	809

1,545 Total
Achieved
January 2021 to December 2023

Services	Licensing Operations
407	1138

Tracking of the main entities that have digitalised their services up to September 2023

3
Civil Service Employees Pension Fund

7
Ministry of Housing and Urban Planning

5
Public Authority for Special Economic Zones and Free Zones

15
Ministry of Commerce, Industry & Investment Promotion

7
Public Authority for Social Insurance

10
Oman Medical Specialty Board

20
University of Technology and Applied Sciences

8
Authority for SMEs Development

20
The Public Establishment for Industrial Estates 'Madayn'

15
Ministry of Endowment and Religious Affairs

10
Royal Oman Police

17
Ministry of Health

20
Ministry of Labour

2
Supreme Judiciary Council

15
Capital Market Authority

4
Telecommunications Regulatory Authority

4
Sultan Qaboos University

8
Ministry of Social Development

17
Muscat Governorate

Samples of services whose procedures were digitalised during the year 2023

Update the initial approval of the work permit

Updating investors' data

Termination of the service of an insured Gulf citizen working within the Sultanate of Oman

Correct the second/third name with the name of the tribe in the official documents

End contracts for the Omani workforce

Request for assistance in cases of damages

Death grant

Recording a new vehicle - first time.

Transfer of non-Omani workforce services

Request for assistance to furnish residence for individual or family

Funeral and Solace expenses grant

Request for obtaining a permit/no-objection certificate for drilling and approving a track

Register/Amend Work Contract for Non-Omani

Register/Amend a lease contract

Vehicle ownership transfer for individuals

Update the commercial agencies / dealership

Fatwa's Request

Request craftsman support

Vehicle Ownership Transfer for institutions

Renewal/Termination of Usufruct Contract (Ministry of Housing and Urban Planning)

Samples of Digital Government Services and Channels
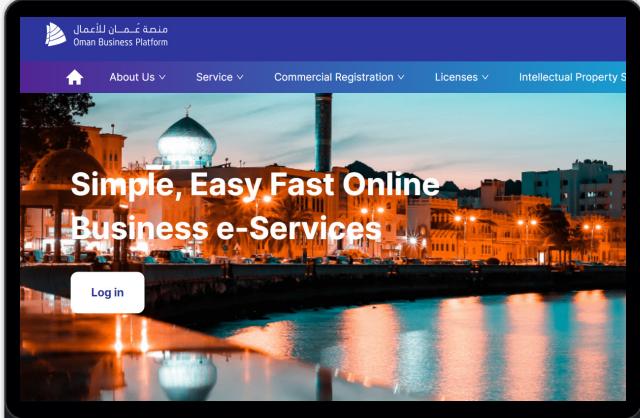
Ministry of Commerce, Industry & Investment Promotion

www.business.gov.om

15
Top New Services

Samples of New Services

- Commercial Signage issuing
- Trademarks registration
- Update the commercial agencies /dealerships
- Updating investors data
- Service for requesting a transfer from a sole proprietorship to a company
- Fine payment service for not renewing the license

Simple, Easy Fast Online Business e-Services

Log in

اختر اللغة
Choose your language

English   عربي

10

Top New Services

Samples of New Services

- Vehicle ownership transfer for individuals
- New vehicle registration - first time
- Print a driver's license

Services

Electronic Traffic services
To access the service click here

Electronic visa services
Apply online

Electronic certificate service
Apply for Police Clearance Certificate

Electronic Passport & Civil Status cards Services
Click here to update

ROP SMS Services
To Know more click here

Electronic single window customs service
To access the service click here

Traffic Fines Payment

Vehicle Registration Renewal

Driver License Renewal

Vehicle Ownership Transfer

Requesting Security Escort Of Public Roads

>

7
Top New Services

Samples of New Services

- Renewal/Termination of Usufruct Contract

- Register to own property (Qisma)

- Request to prove and register the property ownership

Lands

Land Development is responsible about granting lands to citizens and government entities.

Real Estate

Real Estate is responsible for owners and issuing documents related

Real Estate Development

Real Estate development is responsible about the definition and follow-up of Real Estate Broker companies and owner associations.

Social Housing and Projects

Social Housing and Projects Specialized in handling and organizing applications for grants and housing loans for citizens.

Real Estate B

The aspect of the real involves activities rel management or a real purchase,

17
Top New Services

Samples of New Services

- Register a complaint against private health establishments
- Medical Check-up form for expatriate*
- Request for Sick Leave Approval
- Renewal of a Health Card
- Expatriate Medical Check-up licenses renewal
- Renewal of the licenses for a private health institution*
- Medical Reports (Al-Shifa system)*
- Renewal of licenses for nursing groups and medical personnel in private health institutions*
- Outputs of Manjam for Simplifying Government Services Procedures*

Samples of New Services

- Transfer of non-Omani workforce services

- Grievance from desertion report (Individuals)

- Amend Work Contract for Expatriates

- Job opportunities service (electronic nomination)

- Private Work Permit (Individuals)

Social Protection Fund

Samples of New Services

Registration for Childhood Benefits

Registration for Elderly Benefits

Registration for Disability Benefits

Registration for Orphan Benefits

Registration for Widow Benefits

Registration for Family Support Benefits

Bank Account Update Service

Support and Assistance Service

Launch of the Digital Social Protection Fund Portal

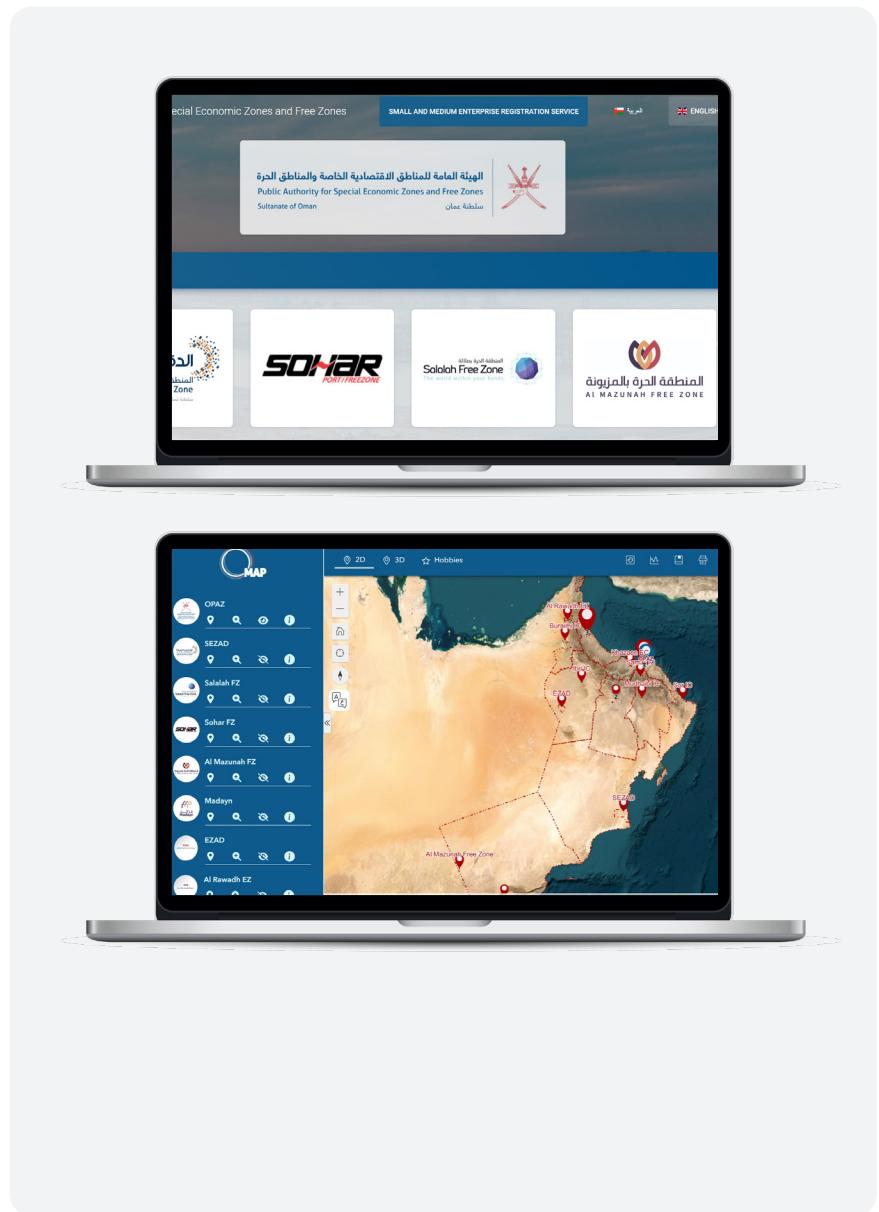## Public Authority of Special Economic Zones and Free Zones

5

Top New Services

Samples of New Services

Centralised Compliance System 'Iltizam'

The service for digitally selecting investment land reservations via the 'Omap' platform for geographic mapping

Request to use land

Ministry of Endowment and Religious Affairs

15
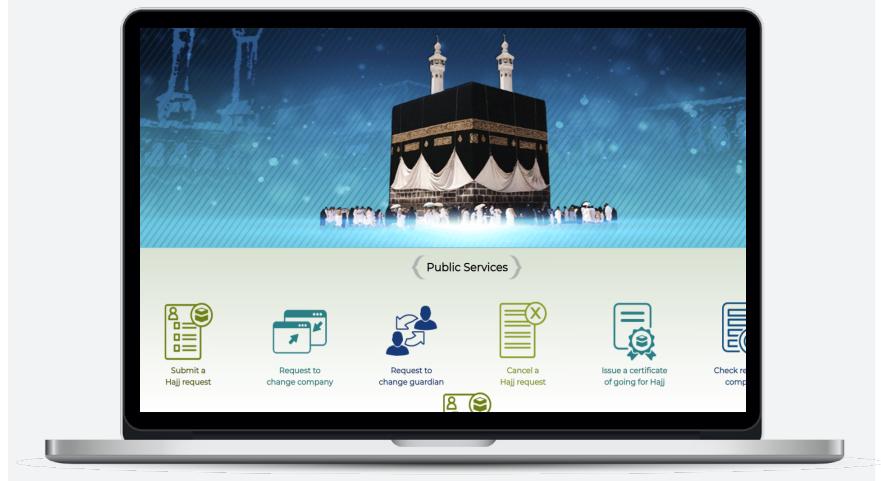**Top New Services**

Samples of New Services

- Request a permit to rebuild an existing mosque or Quran school
- Request to connect water to a mosque or a Quran school
- Requesting cutting electrical connection for a mosque
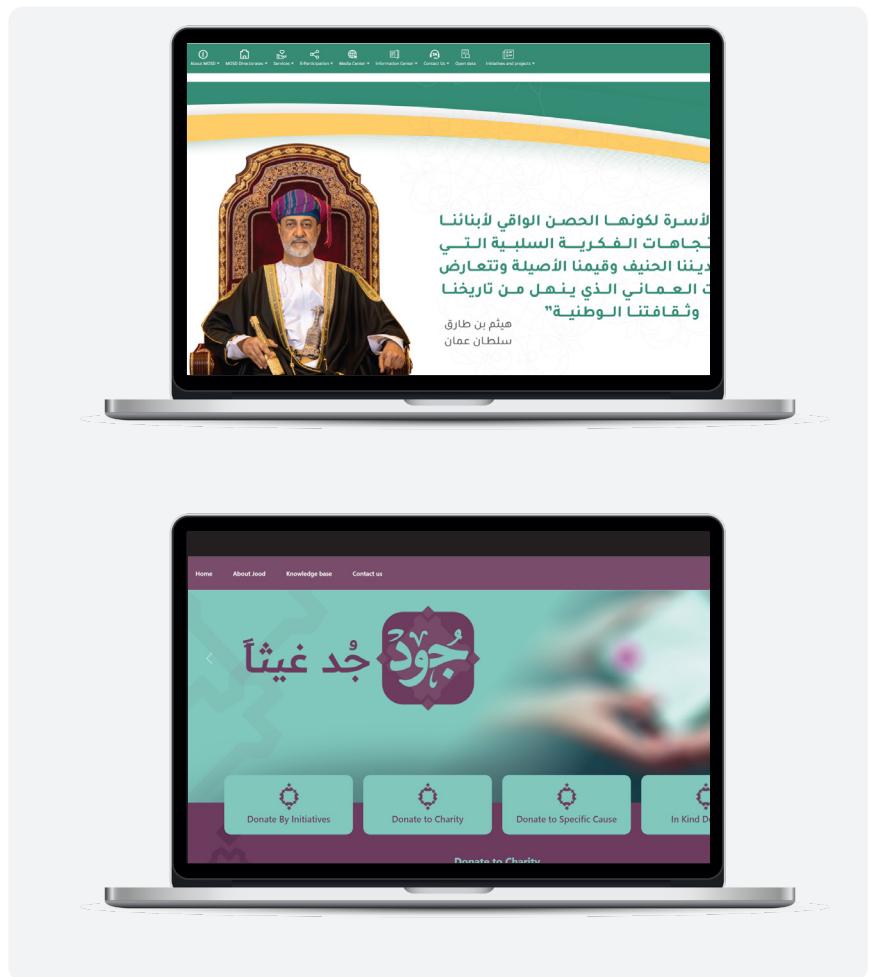- Fatwa's Request

Oman Hajj e-Registration System

33,536
The total number of Hajj applications submitted until March 2023

Ministry of Social Development

Samples of New Services

- Social assistance

- Joint support services (complaints, suggestions, grievances, social research)

- Community protection (begging reports, abuse reports)

- Facilities for people with disabilities (disability card, parking permits, sign language)

- Orphan care services

181,000

digital transactions via the 'Naql' platform

Registering

84,037

Land Vehicle Operating Cards (VOCs)

12,650

Permits for transporting Exceptional Loads from outside the Sultanate of Oman

Registration

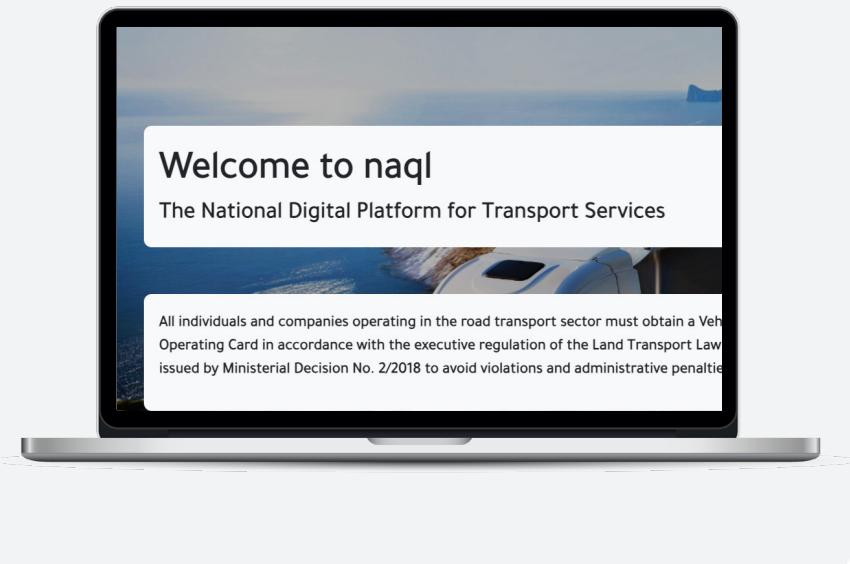## 1,290

requests to register taxi plate numbers

Registration

6,821

permits for rental vehicles and trailers

عابر
Aber

مَكِين
المبادرة الوطنية لتأهيل الكفاءات الرقمية

Welcome to naql
The National Digital Platform for Transport Services

All individuals and companies operating in the road transport sector must obtain a Veh
Operating Card in accordance with the executive regulation of the Land Transport Law
issued by Ministerial Decision No. 2/2018 to avoid violations and administrative penaltie

Ministry of Interior

Samples of New Services

Lease Contract Documentation System

Development of 'Injaz' application for health and technical licences

Development of the technical support system for employees and beneficiaries

Development of banking machine licences

Application for an Existing Building Characterisation Certificate

Excavation Permit

Application for Work Completion Certificate

Request to deliver temporary services during the implementation period

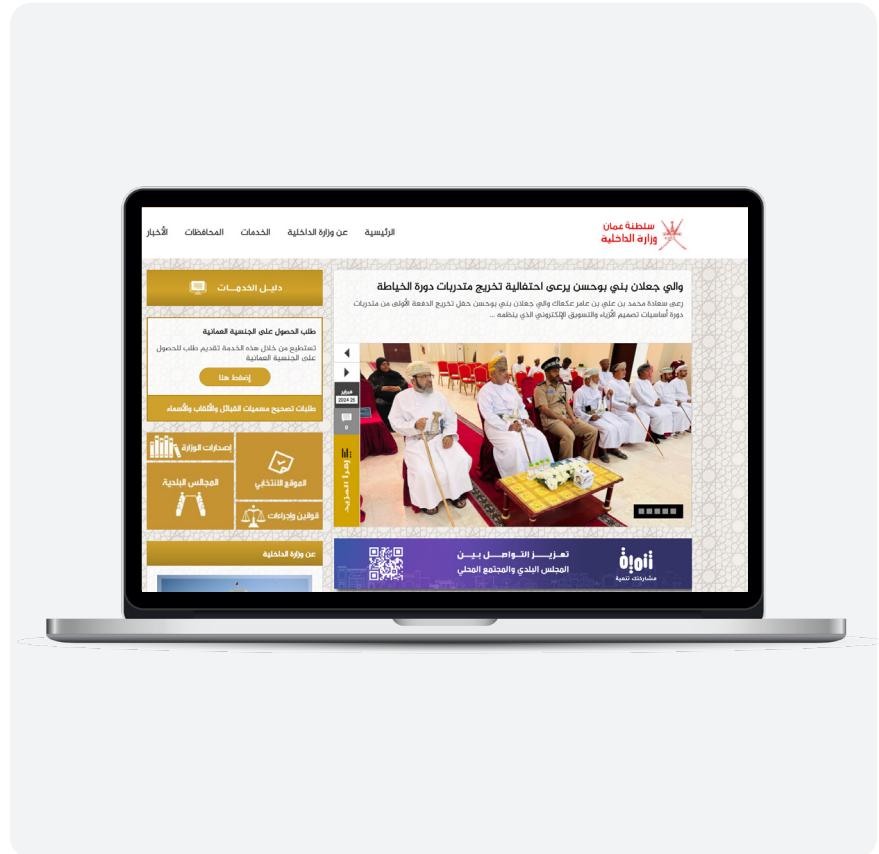Request for a permit to initiate construction

Major Building Permit

Development of licences for petrol station signage

Advertising licence

NOC for Vehicles

Lease Contract Documentation

Request for Municipal Services - Municipal Licence
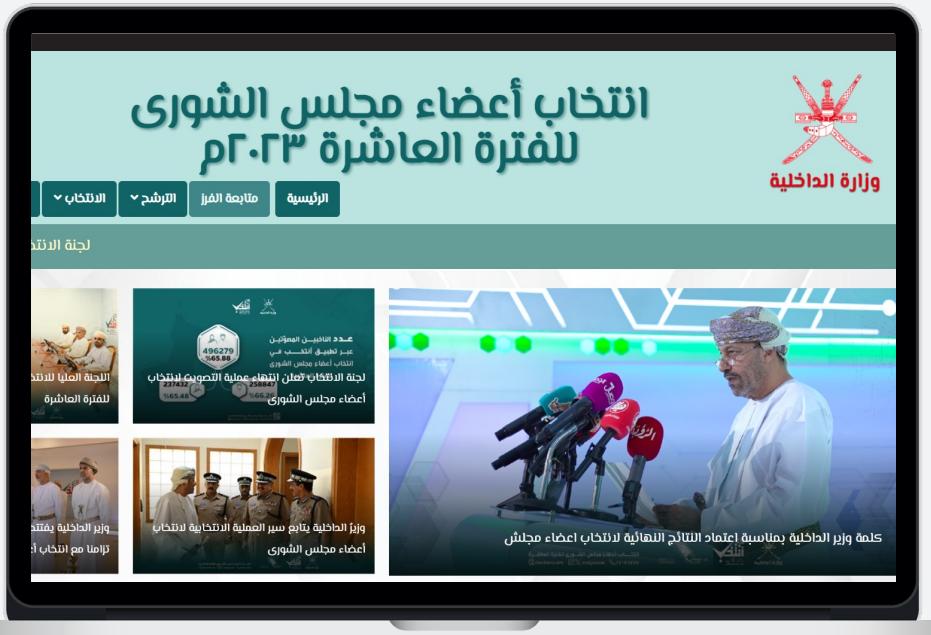

Number of health licensing transactions

49,127

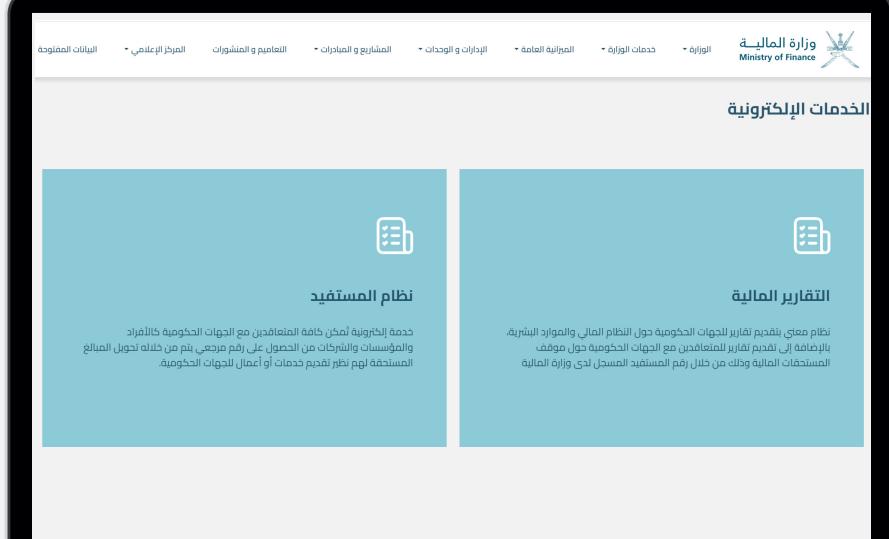**Number of technical licensing transactions**

123,337

496,279,00

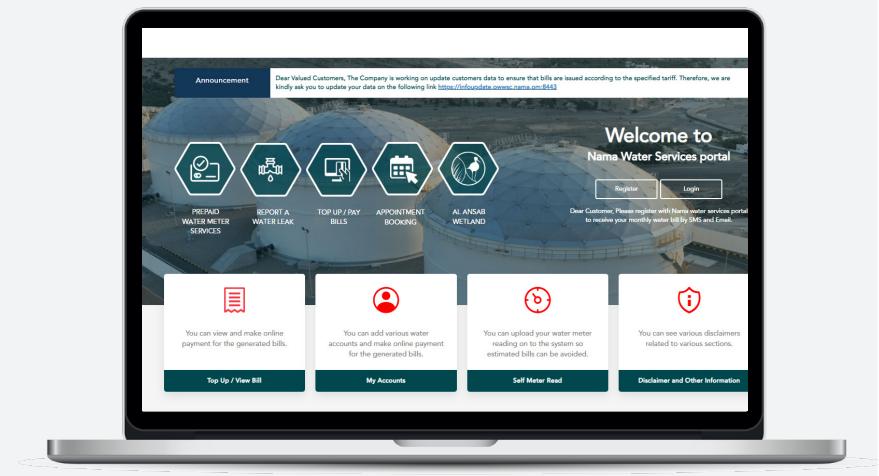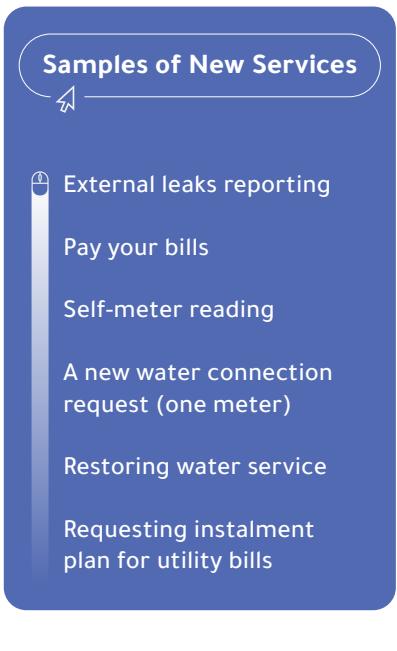**The total number of voters who voted via the 'Intekhab' application is**

Samples of New Services

- Bank account adding and editing
- Update, edit, and renew previous beneficiary number
- Request a new beneficiary number
- Knowing the bond's status
- Monitoring bond's exchanging
- Request for a binding order letter

Oman Water and Wastewater Services Company

Samples of New Services

- External leaks reporting
- Pay your bills
- Self-meter reading
- A new water connection request (one meter)
- Restoring water service
- Requesting instalment plan for utility bills

The primary central and shared solutions supporting enterprise management

The main central and shared launched solutions supporting enterprises management

The main central and shared solutions' achievements

E-voting system Ministry of Interior	**Managing municipal licenses platform (Enjaz)**	**Certified no-objection platform for drilling operations** Muscat Municipality	**Municipal services platform**
Electronic Document and Records Management System (Wosool) National Records and Archives Authority	**Oman National Spatial Data Infrastructure digital platform** National Centre for Statistical Information	**Electronic Census System**	**Mazeed Application**
Social protection services portal Social Protection Fund	**E-Payment Gateway** Central Bank of Oman	**Unified Admission Management Platform** Ministry of Higher Education, Scientific Research and Innovation	**National support management system** Ministry of Energy and Minerals
National platform 'Takamul' MTCIT	**Electronic Certification System**	**Transportation Management Platform**	**Cultural, sports, and youth services platform** Ministry of Culture, Sports and Youth
Digital platform for real estate development Ministry of Housing and Urban Planning	**Digital platform for housing management**	**Digital Business Management Platforms (Oman Business Platform)** Ministry of Commerce, Industry and Investment Promotion	**Invest Oman portal**

The main central and shared solutions' achievements

Taxes management platform

Tax Authority

Environmental Licenses Management Platform

Environment Authority

Healthcare Institutions Management Platform (Al-Shifa)

Ministry of Health

Managing Tourism Licences Platform

Ministry of Heritage and Tourism

Business opportunities and supplier registration platforms

SME Development Authority

Portal for Small and Medium Enterprises (SMEs) Service Management

Managing Media Licences Platform

Ministry of Information

Security Market Services Portal

Capital Market Authority

Absher Application

Dhofar Municipality

The Digital Platform for Electronic Services

Investors Services Platform

Public Authority for Special Economic Zones and Free Zones

Education Management Platform

Ministry of Education

Electronic Customs Data System (Bayan)

Royal Oman Police

Oman Visa Platform

National Records System

E-Justice System (Tawtheeq)

Council of Administrative Affairs for the Judiciary

Zakat Management Portal

Mosque Management Portal

Quran Remote Education System

Ministry of Endowments and Religious Affairs

Oman Pilgrims e-Registration System

Endowment Management Portal

Managing Work Permits Platform

Job Seeker Services Management Portal

Ministry of Labour

Human Resource Management System (Mawrid) Ma'ak Application

Oman Chamber of Commerce and Industry Services Management Portal

Oman Chamber of Commerce and Industry

The main central and shared solutions' achievements

1.Government Financial System (Maliyah)

The system's main services include

- Unified treasury system
- Financial transactions recording
- E-payments
- Programme and Performance Budgeting
- National Register of Government Assets
- Central Repository for Financial Records
- Preparation and approval of Budgets
- Endorsements and certifications from relevant authorities
- Preparing reports on all expenses, revenues, assets, and liabilities
- Generating purchase bonds, exchange bonds, and receipt bonds

Prominent Achievements

Establishment
of main and backup data centres

Establishment
of a Training Centre associated with Government Financial System (Maliyah)

Signing of Supply
Installation, and Commissioning Government Financial System (Maliyah)

Contract
Selection of 7 government units for the system pilot

Implementation step

Qualification & training
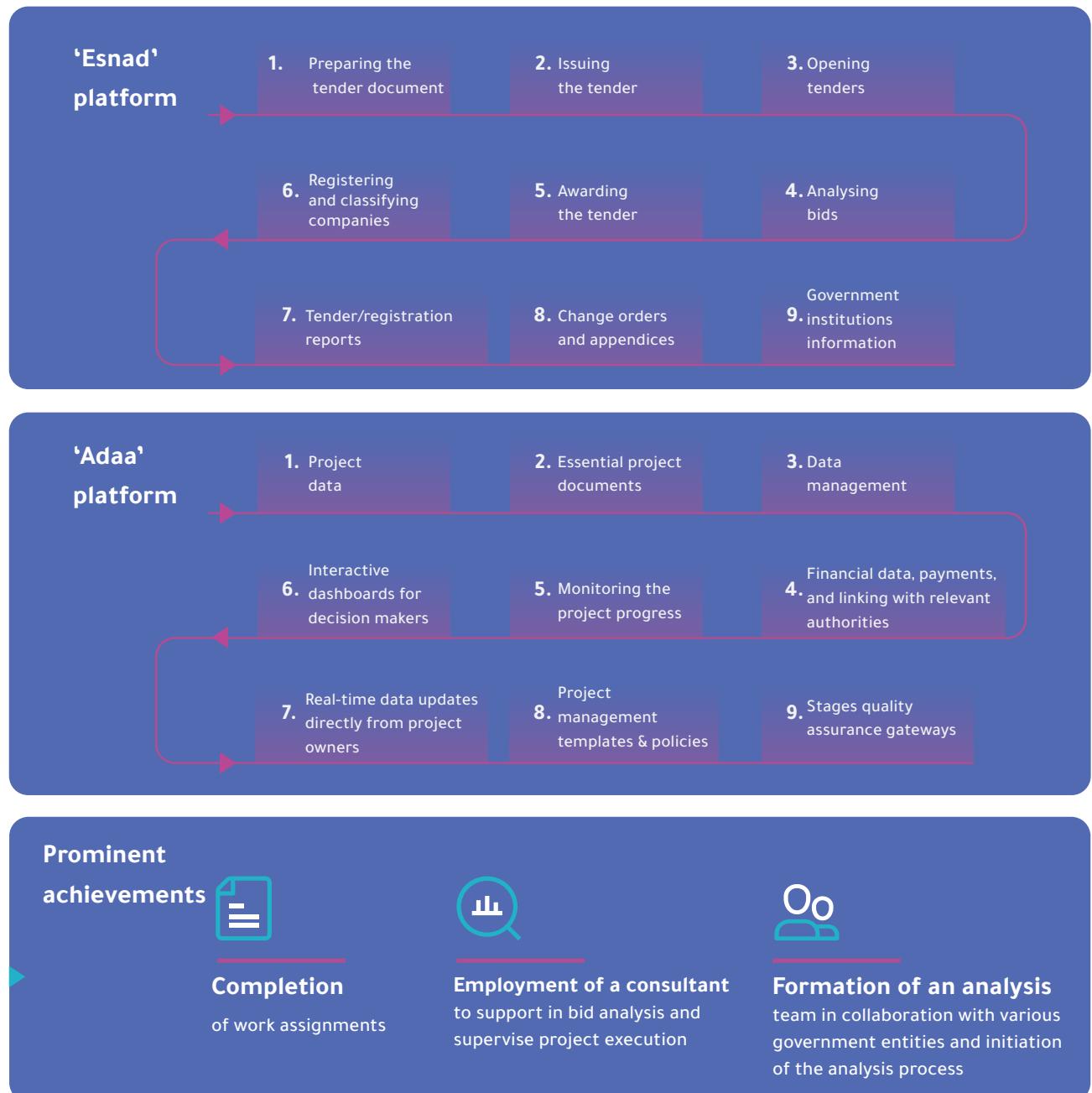of a group of users from governmental bodies

Identification of needs
Transferring and migrating data from the current financial system to the new system

Organising meetings & workshops
with users from governmental bodies

Discussing the mechanism of integration and linking
between Maliyah system and other government systems

2. Management and Government Procurement National System 'Takamul'

'Esnad' platform

1. Preparing the tender document
2. Issuing the tender
3. Opening tenders
6. Registering and classifying companies
5. Awarding the tender
4. Analysing bids
7. Tender/registration reports
8. Change orders and appendices
9. Government institutions information

'Adaa' platform

1. Project data
2. Essential project documents
3. Data management
6. Interactive dashboards for decision makers
5. Monitoring the project progress
4. Financial data, payments, and linking with relevant authorities
7. Real-time data updates directly from project owners
8. Project management templates & policies
9. Stages quality assurance gateways

Prominent achievements

Completion of work assignments

Employment of a consultant to support in bid analysis and supervise project execution

Formation of an analysis team in collaboration with various government entities and initiation of the analysis process

3. Electronic Documents and Records Management 'Wosool'

Prominent Achievements

'Wosool' system's communication

and technical support centre to provide technical support to users

Commencement of testing

the fourth package of new features in the experimental environment

Next Steps

Completion of the necessary

requirements to launch and operate the system for the remaining entities in the first step

System implementation

completion in the remaining targeted institutions

Finalisation

discussed with senior management of the special package of improvements

The following institutions are operating the 'Wosool' system

National Records & Archives Authority	Telecommunications Regulatory Authority	Ministry of Heritage and Tourism	Ministry of Finance
Ministry of Energy and Mineral Resources	Sultan Qaboos University	Ministry of Economy	Environment Authority
National Museum of Oman	Public Authority for Special Economic Zones and Free Zones	Ministry of Labour	Muscat Municipality

4. Human Resource Management System (Mawrid)

The system's main services include

- Human Resources Operations
- Payroll System
- Online Job Screening
- Security Approvals
- Instant Reports | Self-Service | Technical Support

Mawrid Digital Integration

+ National Records System (main data)
+ Internal Securit Services
+ Ministry of Social Development (salaries› details)
+ Retirement Fund
+ Financial System (employment budget) - Work operating system
+ Ministry of Housing & Urban Planning (salaries details, Soft loans)

Operating System Prominent Achievements

Upgrade
Mawrid Basic database rules

Activate
data transfer mechanism to facilitate data transfer procedures in targeted enterprise systems

Activate
data sharing services with Mawrid system Operators

Develop
and activate a mobile application

The next step

Operating and developing
the system in all State Administrative Apparatus Units

Establishing a data warehouse
to support planning and decision-making in Human Resources management

Activating
training and development workflow services

Integration
with Ejada system

5.Ejada System for Measuring Performance

+175,000
employees in the public sector benefit from Ejada

+57
Government entity

Applications and Services the System Provides

Performance reports and goal categorisation

Unified platform for measuring employee performance based on their performance

A platform for employee surveys

Institutional Ejada system final evaluation emulation to measure performance

Simulation for the final evaluation to measure performance

Job Rotation

6. Government Unified National Portal for Electronic Services

The project assignment and partnership with the Information and Communication Technologies Group ITHCA

Signing Memorandum of partnership with SME Development Authority to integrate with Sanad services centres

Main Services in Progress

Developing a stakeholder engagement strategy

Developing a roadmap to provide the portal digital services

Improving the portal national policies, frameworks, and supportive standards

Key Achievements

Assigning
the design and implementation of the Unified Government Services Portal project

Studying
the best global practices in establishing digital platforms

Analysis
and Identifying the portal priority government services

The Next Step

Develop the first stage
of portal digital services

Launch the portal
in the fourth quarter of 2024

Design the users› interfaces
Unified Portal

Digital Transactions Statistics in the Government Sector, 2023

Digital Transactions Statistics in the Government Sector, 2023

Electronic certification

903,897

Total transactions

with electronic signature
in the first half of 2023

12,924,684

Number of digital transactions completed

using digital ID
in the first half of 2023

115,828,495

Total number of digital transactions completed

using electronic certification systems
from 2013 to June 2023

13,828,581

Number of digital transactions completed

using electronic certification systems
between January and June 2023

The National Integration Platform

30	59		33	71
Data providers	Beneficiaries		Data providers	Beneficiaries
2022			**2023**	
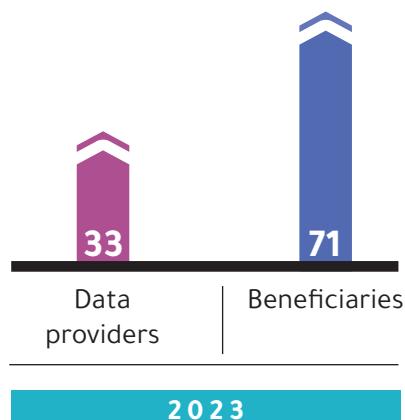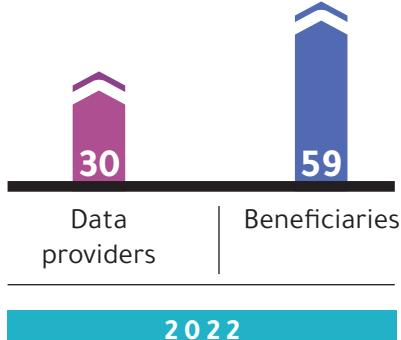
Payments through the Oman Net Payment Gateway Portal, January-October 2023

41,617,405
Total digital transactions

1,096,333,451
Total digital payments

Digital Transformation Performance in Governmental Institutions

Digital Transformation Performance in Governmental Institutions

Digital government transformation performance: measuring indicators

Perspectives

Digital Services Maturity

This perspective aims to measure the proficiency level according to service quality standards and procedures efficiency

Institutional Readiness for Digital Transformation

This perspective aims to measure the institutional digital transformation level, what has been achieved according to the digital transformation plan, work stages, and the approved controls

The Topics

The User Experience

This topic concentrates on measuring beneficiaries' opinions about the digital services' efficiency and quality, and monitoring community engagement areas in achieving the digital transformation journey.

Update and Enhancement

This topic focuses on the provided efforts to develop and automate services by simplifying their procedures and measuring their digital services readiness and efficiency

The Institution Strategy and Culture

This topic focuses on the provided efforts in developing and improving services by simplifying procedures and measuring the digital services readiness and efficiency

Digital Empowerment

This topic focuses on the provided efforts to empower the institution's capability (human and administrative) and its internal readiness to keep up with digital changes, which will support the achievement of digital transformation goals

Operational Efficiency

This topic focuses on the provided efforts in the institution to measure its operational efficiency and the digital infrastructure, including applications and tools which support the digital transformation

Performance measurement levels in digital government transformation

Advanced Level

It represents a cutting-edge stage of development where the institution oversees the structured digital transformation process through the adoption of a steadfast work methodology founded on industry best practices, well-documented procedures, and a commitment to ongoing enhancement and institutional advancement, all while leveraging the full potential of state-of-the-art technologies

Above Average Level

An advanced level of maturity is reached as the institution systematically manages the digital transformation process by following a structured and well-documented approach based on best practices. This achievement is the result of the institution meeting most of the fundamental requirements for digital transformation, thus enables the organisation to deliver highly efficient digital services creating a comprehensive work environment that

The Average Level

It represents an average level of maturity, where the institution manages the digital transformation process in a more systematic manner by following a standardised approach. However, this approach is often outdated and not based on best practices. This level meets the minimum requirements for digital transformation elements

Less Than Average

This signifies a first level of readiness, where the institution follows various methodologies in managing the digital transformation process. These methodologies are often non-standardised or undocumented, in addition to missing some essential elements

Low Level

It is the first readiness level with a non-structured methodology or approach in the institution to manage and implement digital transformation, mainly due to the lack of most essential requirements for the digital transformation process
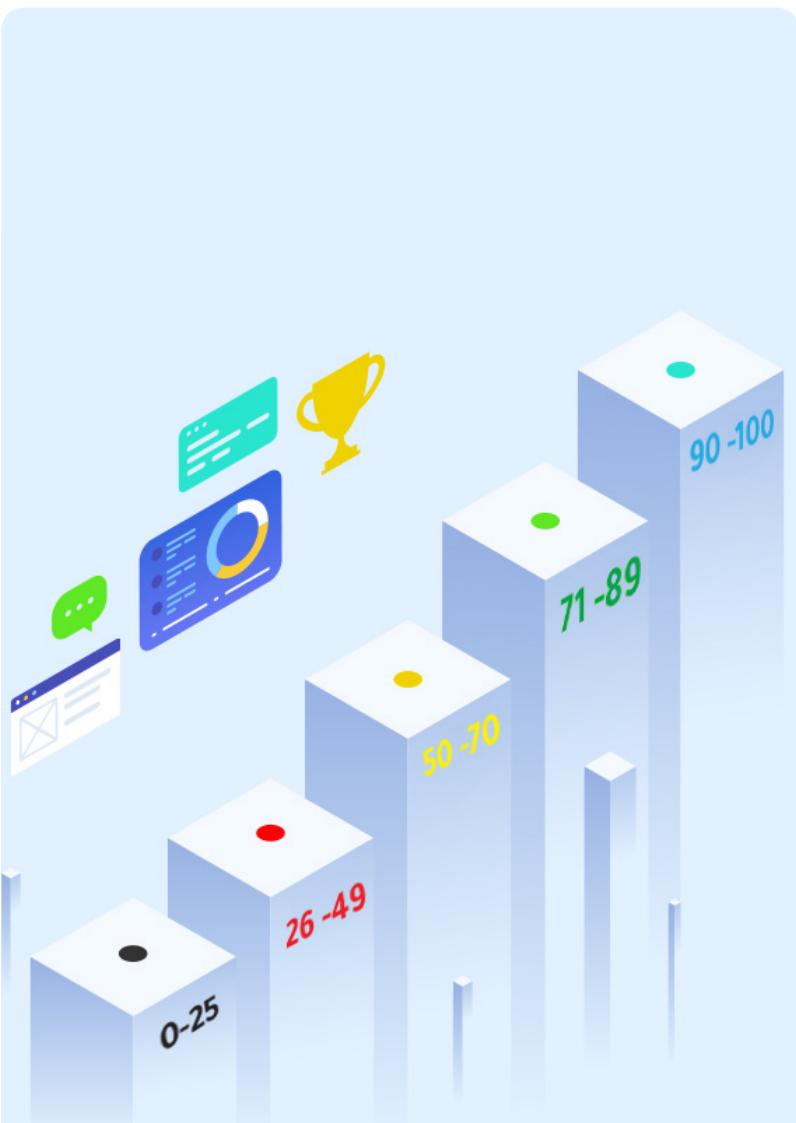
The institutions' performances to achieve government digital transformation in 2023

56
Institutions
were targeted for digital transformation initiatives

Targeted institutions included

8
Governorates

in the Sultanate of Oman, which were evaluated for the first time on the quality of government digital transformation

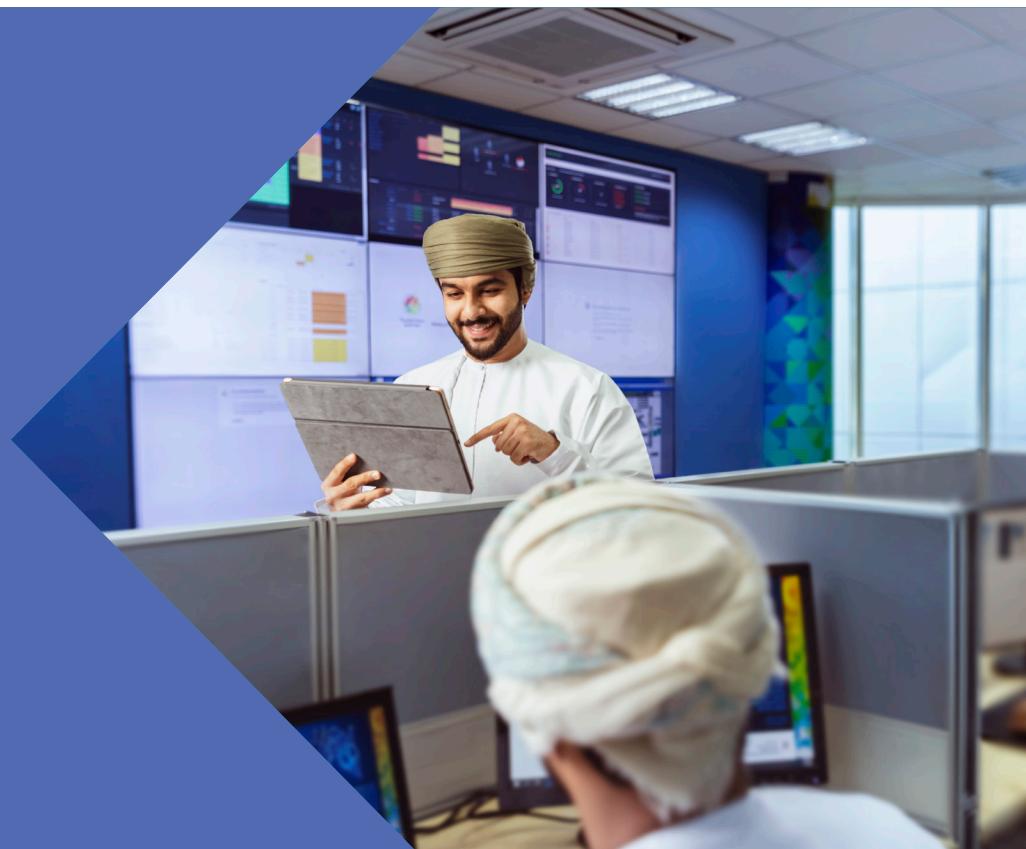The executive status of digital transformation plans and estimated budgets for government institutions were as follows

+30% of institutions conducted a periodic review of the approved government digital transformation plan

+60% of institutions prepared the compliance documents and estimated the financial expenses needed for this year›s executive plan
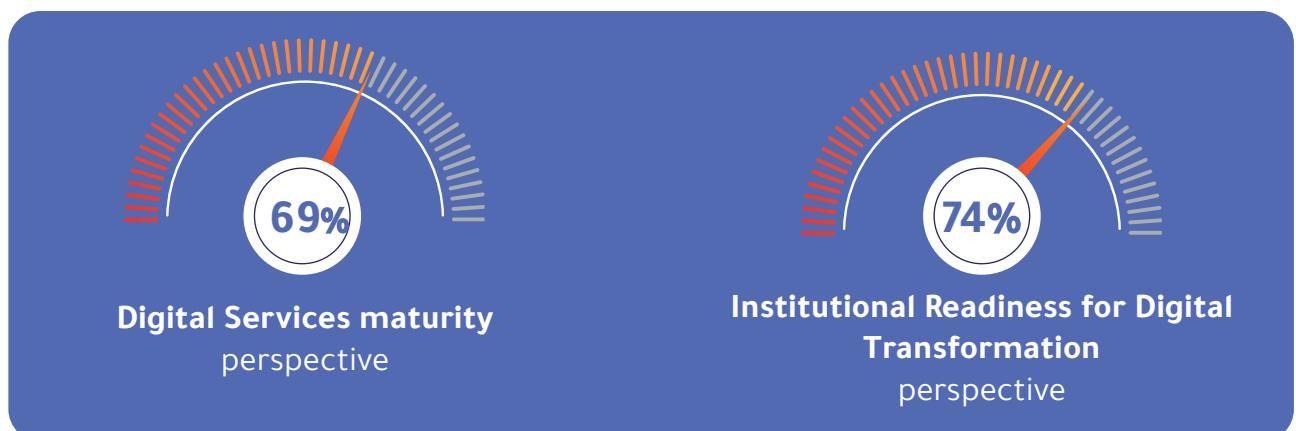
The institutions' performances to achieve government digital transformation in 2023
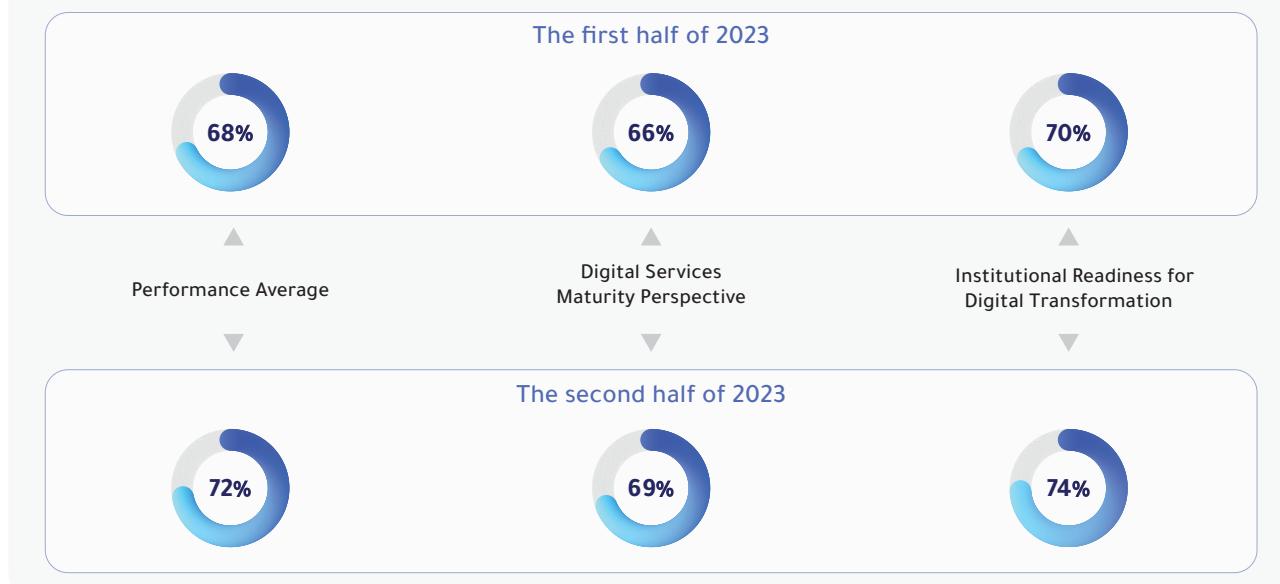
72%

The institutions' performances to achieve government digital transformation average until September 2023

*Including Muscat, Dhofar, and Musandam governorates only

69%

Digital Services maturity
perspective

74%

Institutional Readiness for Digital Transformation
perspective

Comparing institutions' performance during the period between the first half and the second half of 2023

The first half of 2023

68%	66%	70%
Performance Average	Digital Services Maturity Perspective	Institutional Readiness for Digital Transformation

The second half of 2023

| 72% | 69% | 74% |

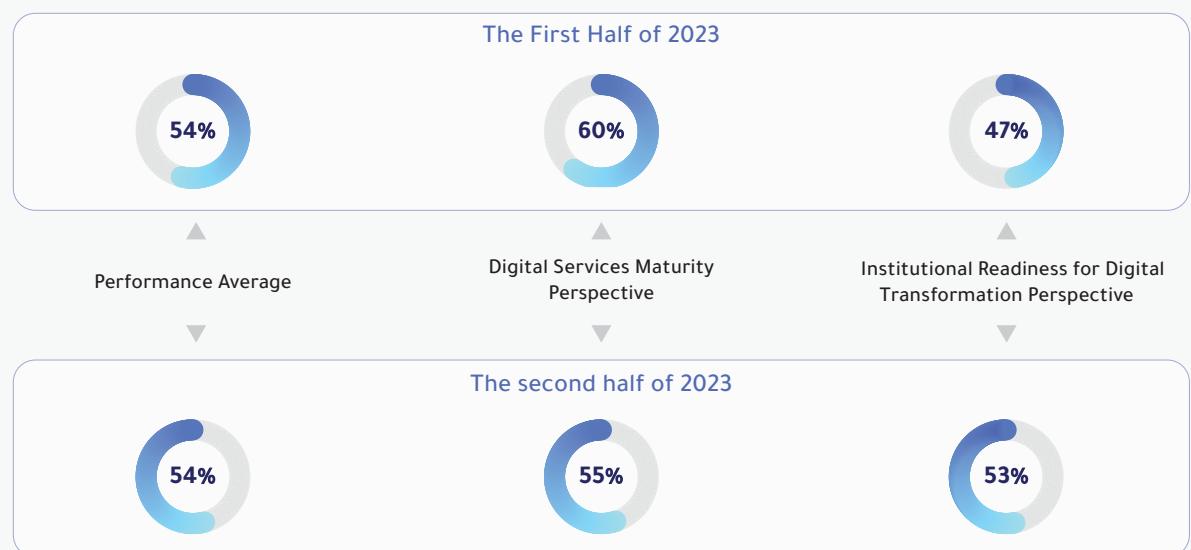## The governorates' performances to achieve government digital transformation in 2023

54%

The Sultanate's governorates' performances to achieve government digital transformation average until September 2023
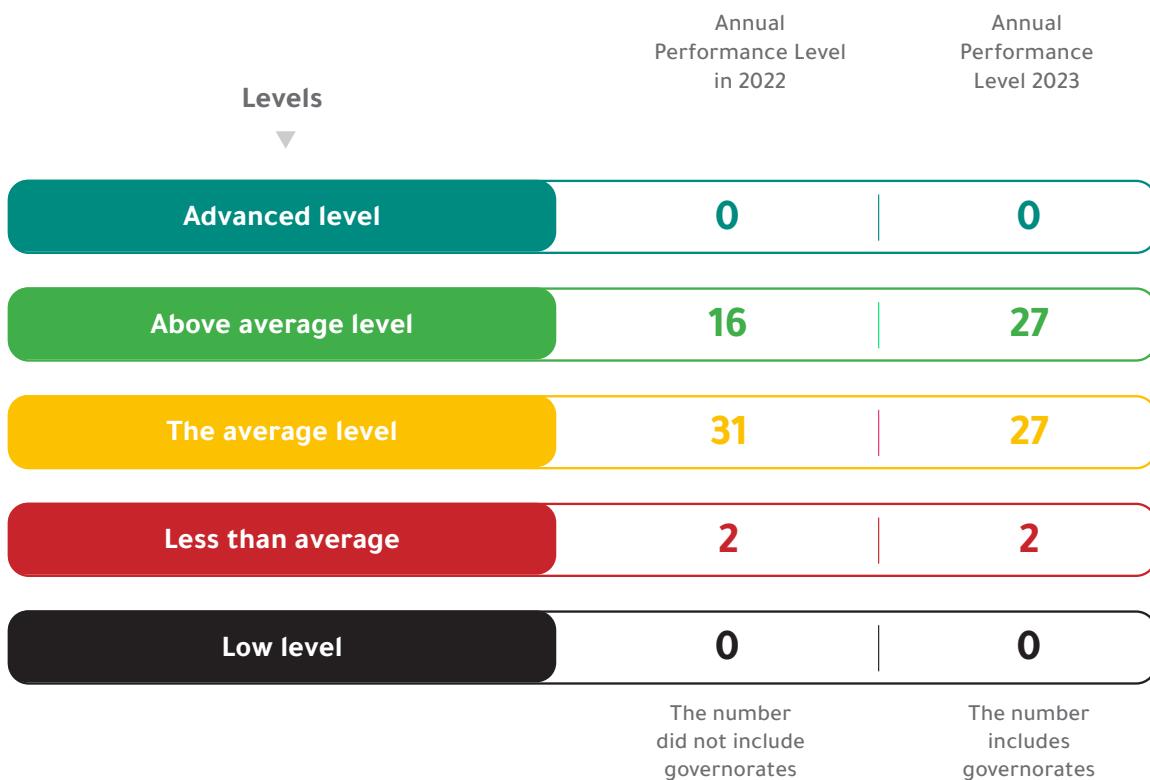
*Except Muscat, Dhofar, and Musandam governorates

55%

Digital Services maturity
perspective

53%

Institutional Readiness for Digital Transformation
perspective

Comparing governorates' performance during the period between the first half and the second half of 2023

The First Half of 2023

54%	60%	47%
Performance Average	Digital Services Maturity Perspective	Institutional Readiness for Digital Transformation Perspective

The second half of 2023

54%	55%	53%

The development and digitalisation of services, such as healthcare and technical services, were not considered part of the governorates' responsibilities during this period. This is because a centralised performance system managed and developed by the Ministry of Interior was adopted, which is used in all governorates.

The annual government entities performance in government digital transformation 2023

Levels ▼	Annual Performance Level in 2022	Annual Performance Level 2023
Advanced level	0	0
Above average level	16	27
The average level	31	27
Less than average	2	2
Low level	0	0
	The number did not include governorates	The number includes governorates

4% Less than average

48% Above average level

48% Average Level

Institutional distribution according to the annual performance measuring 2023

« The government entities' performance in government digital transformation in 2023

The institutions that achieved the highest performance level in digital transformation in 2023

The Entities

The Telecommunications Regulatory Authority

Muscat Governorate

Royal Oman Police

Public Authority for Special Economic Zones and Free Zones

Oman Vision 2040 Implementation Follow-up Unit*

National Centre for Statistical Information*

Public Authority for Social Insurance

Ministry of Finance*

Ministry of Labour

*Non-service organisation

Institutions that have shown the highest level of change in meeting average digital transformation requirements in 2023

Change Average Points ▼

The Entities

9	Civil Aviation Authority
9	Consumer Protection Authority
8	Ministry of health
8	Ministry Of Finance
8	Public Prosecution
8	Oman Chamber of Commerce & Industry
7	Ministry of Transport, Communications and Information Technology
7	Public Establishment For Industrial Estates Ministry of Social
7	Development Oman Vision 2040 Implementation Follow-up Unit
6	Oman Vision 2040 Implementation Follow-up Unit
6	The General Secretariat of the Tender Board

Top institutions in the basic measurement perspectives are as follows

60%
Digital Services Maturity Perspective

87%
The Telecommunications Regulatory Authority

85%
Muscat Governorate

40%
Institutional Readiness for Digital Transformation Perspective

93%
Royal Oman Police

90%
The Telecommunications Regulatory Authority

Governorates' efforts to achieve government digital transformation

Launching the first digital transformation services in Musandam

- Electronic and internal services portal
- Upgrading network infrastructure and information security
- Standardising network communication systems and providing internet services
- Hosting domain and email in the electronic cloud

Launching the first digital transformation services in Dhahirah Governorate

- Electronic services portal project in Dhahirah Governorate
- Reduction and simplification of project procedures
- Technical infrastructure improvement project
- Electronic network and communication lines expansion project

Launching the first digital transformation services in Dakhiliyah Governorate

Completion of consultancy studies projects about digital transformation in South Al Batinah, Al Wusta, and Al Buraimi governorates

5
New Main Services

Samples of New Services

- Issuing minor construction certification (fencing)

- Renewal/registration of lease contracts
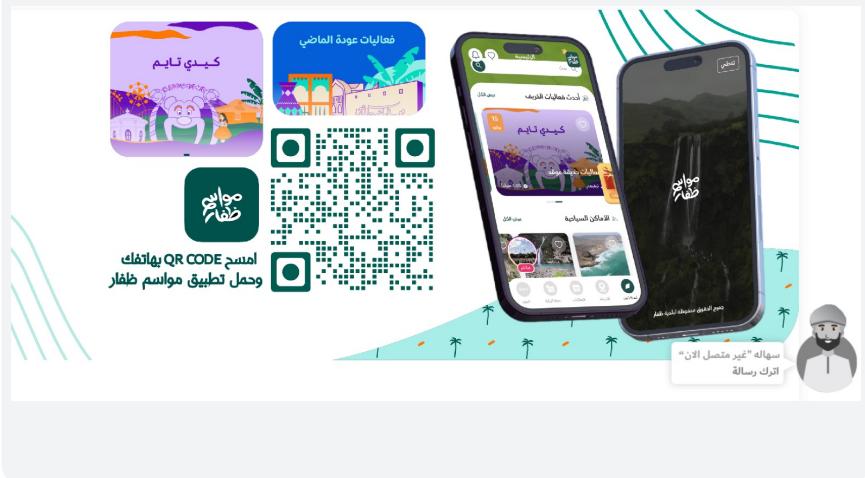
- Municipal licenses issuance
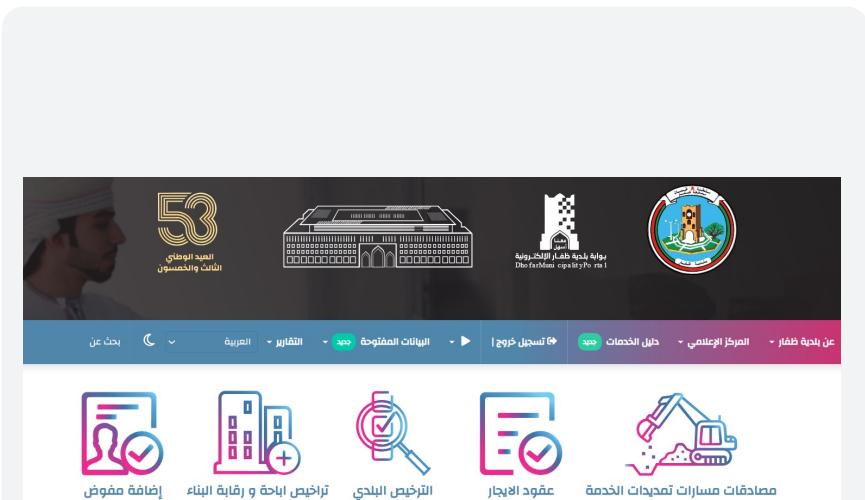
Electronic transactions
130,114

Total lease contracts
53,845

Completed municipal licenses
59,330

17
New Main Services

Samples of New Services

Insurance amount refund

Obtaining a side banner license

Requesting a building completion certificate

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الدفع الإلكتروني   استعلامات   طلب جديد

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Launching digital channels for governorates - Sultanate of Oman

Muscat Governorate

Governorate of Dhofar

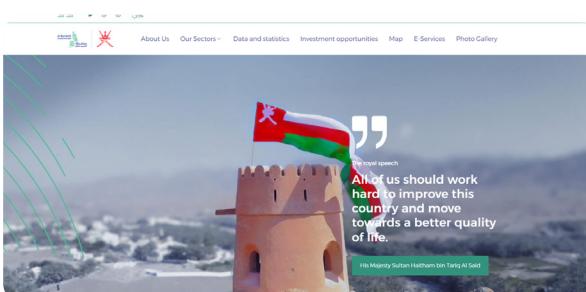**Aldakhiliyah Governorate**

Governorate of Musandam
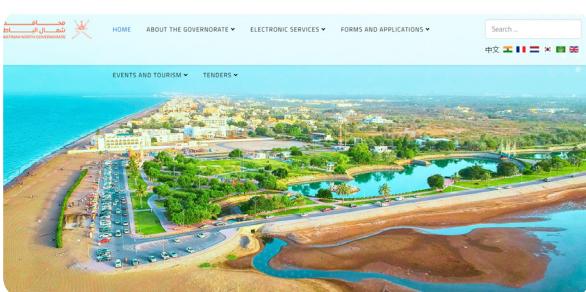
North Batinah Governorate
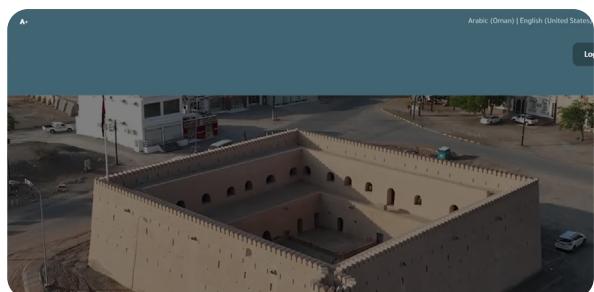
North Sharqiyah Governorate

Governorate of Buraymi

ADhahirah Governorate

Awareness-building and empowerment of national competencies and capabilities

The main activities for empowering national competencies and capabilities

National capabilities empowerment in the governmental sector through

'Manjam' Labs for simplify government services procedures

6

national capabilities empowerment sessions to contribute to 'Manjam' Labs

+150

participants from different institutions

Workshops on
'Institutional change management to achieve an innovative government agency'

Workshops on
'Business analysis and implementation of best practices'

Workshops on
'Rebuilding processes to improve the business environment'

Workshops on
'Institutional innovation and design thinking'

4 training courses
featuring a stimulation game system to develop decision-making skills and teamwork management

A session
on 'Digital transformation Enhancing organisational performance and achieving competitiveness

Implementing a study about digital innovation in collaboration with The International Telecommunication Union to analyse the digital innovation reality and ambitions in the Sultanate of Oman

Participation of 17 government institutions
Organising the Second Edition of the Digital Transformation Project Management Camp to empower national capacities in digital transformation

Hosting a workshop to develop a programme and services for disabled people

Organising a seminar about new generation AI to promote the adoption and localisation of artificial intelligence and advanced technologies

Organising the first Government Digital Transformation Forum
on 23-24 May, 2023

2

ministerial sessions about digital transformation prospects

4

main prospects

+300
individuals from different governmental and private institutions

+30
local, regional, & global speakers

Hosting a workshop focused on empowering national competencies and capabilities across governorates through common national solutions and systems

+150
individuals from government institutions and governorates

Conducting a four-day discussion on the 'Injaaz' system for managing technical and health services, governance of work, support, and assistance, and the unified municipal work system

4
Days

+10
central and shared digital solutions and their future

Prominent activities in awareness and community participation

Corporate and community participation in

'Manjam' Labs for simplifying government procedures

+100
community participants
involved

+60
manager directors, including those
in their capacity, in reviewing and
approving the outputs

+300

participants from the main targeted and supporting institutions

4
groups across various
governorates

8
visits to service
delivery centres in
various institutions

29
Updates
Posted

2794
Views for
the Introductory Posts

2075
Views for
the Poll Post

32nd EDITION **COMEX**
معرض عُمان الرسمي للتكنولوجيا
OMAN'S OFFICIAL TECHNOLOGY SHOW

+70,000

visitors attended the exhibition within five days

More than ten government institutions showcased their digital services

Launch of new services, solutions, and initiatives for the government sector.

The General Authority for Special and Free Economic Zones launched the Compliance System 'Eltizam'

Review of 'Manjam's initiative to simplify government procedures

The Supreme Judicial Council opened the E-Justice System (Tawtheeq)

Governmental and societal engagement and partnership within the public sector

LEAP

Review of the government digital transformation Programme and best digital practices in the public sector at

the International Tech Conference

LEAP in Saudi Arabia

held from 6th to 9th February, 2023

Organisation and governance in the digital government

Highlights of policies and guides launched in 2023

Issuing user experience guidelines for government digital solutions and products

Launching an Internet usage policy for state administrative apparatus units

Launching a project management guideline for digital transformation leaders

Finalising the draft and gathering feedback for the guideline for electronic participation in the public sector

Developing primary standards document for governmental applications on mobile and smart devices

Strategic Investment Partnership with ITHCA Group for Digital Transformation

Strategic Investment Partnership with ITHCA Group for Digital Transformation

14 Projects

⚙ Projects
10 Under Implementation

◡ Completed Projects
4

675,989,00
OMR
Investment Share in SME the Total Value of Awarded Projects

14,271,419
OMR
Total Estimated Cost of Projects

Completed Projects and initiatives

Developing Jood Donation Portal

Consulting study and tendering for the digital transformation of the Ministry of Education

Consulting study and implementation of digital transformation for the Consumer Protection Authority

Consulting study and implementation of digital transformation for the Ministry of Agriculture, Fisheries, and Water Resources

Projects and initiatives under implementation

Consulting study and development of the national platform website 'Oman Innovation' platform

Ministry of Higher Education, Research, and Innovation

Upgrading 'Invest in Oman' system infrastructure

Ministry of Commerce, Industry, and Investment Promotion

Comprehensive digital transformation and review of the standards and measurements system for information technology status

Ministry of Labour and National Records and Archives Authority

National suggestions and complaints digital platform

Oman Vision 2040 Implementation Follow-up Unit

Consulting study and implementation of digital transformation

The Supreme Judiciary Council

Analysis of the current situation and outlining the vision for centralised solutions, 'Mawrid' and 'Wosool' systems

the Ministry of Labour and National Records and Archives Authority

Launching an implementation tender for digital transformation roadmap

Ministry of Education

Consulting study and implementation of digital transformation

the Ministry of Agriculture, Fisheries, and Water Resources

Launching an implementation tender for digital transformation roadmap

Consumer Protection Authority

The unified national portal for electronic services

MTCIT

The programme's continuous improvement and the main digital transformation goals for the year 2024
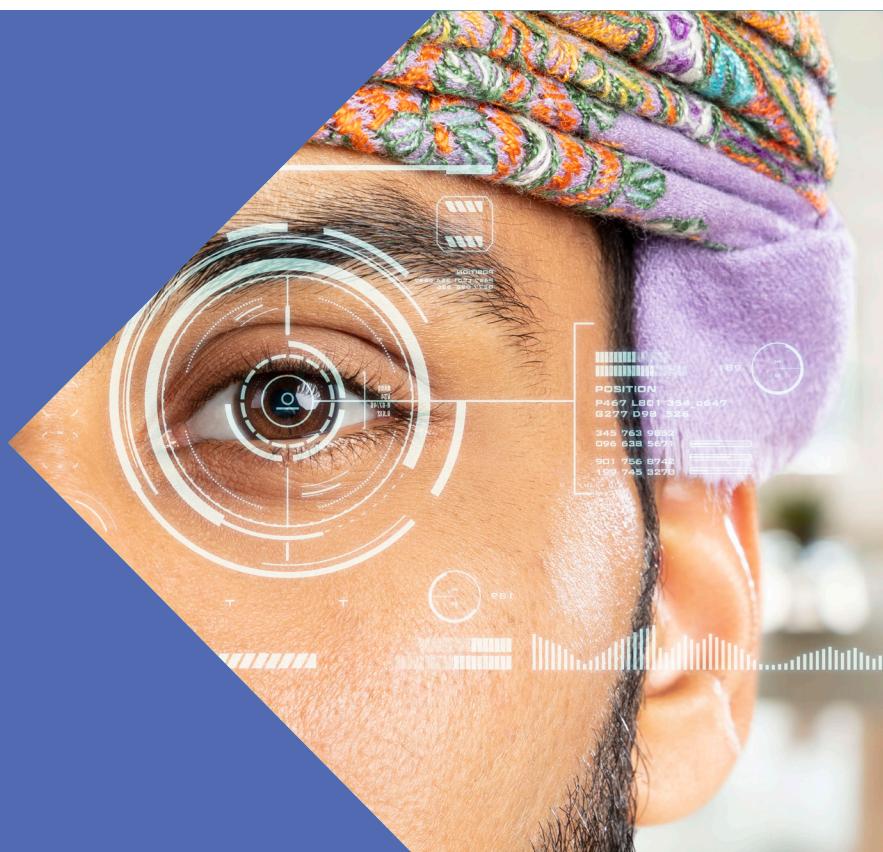
Government Digital Transformation Programme 2021-2025

Review of the Government Digital Transformation Programme 2021-2025

The Ministry emphasised the activation of performance governance to ensure continuous improvement after the halfway point of the planned programme duration. This was achieved through the review and evaluation of the programme and the adopted work methodology, in collaboration with the Execution Follow-up Unit of Oman Vision 2040, acting as a key party in governance and a neutral evaluator of performance. Suggestions for development and improvement will be based on the best global practices in the field

Discussion Sessions with Digital Transformation Team Heads in Government Institutions

Organising numerous discussion sessions with the heads of digital transformation teams in the targeted government institutions participating in the Government Digital Transformation Programme to receive feedback and suggest suitable development and improvement areas

The main government digital transformation targets for 2024 are as follows

Complete the first step of the Electronic Government Integration **Acceleration Project** in the targeted institutions according to the executive plan

Assign and implement the first stage of the **Digital Empowerment Programme** plan for National Competencies in the Government Sector

Launch the Electronic Services Readiness and Maturity Measuring System in the government sector

Complete the organisation of the **third and fourth 'Manjam' Labs** for simplifying **government services procedures**

Complete the first stage of designing and **launching the Data Open National Platform**

Launch the **first phase of the government unified** national portal for electronic services

Produce guidelines for digital community engagement to contribute to **digital communities**

Launch the **National Data Governance Framework**

Organise the second edition of the **Oman Digital Transformation Forum**

Produce **guidelines** for designing the **digital user experience**