



Annual Report

2024

Performance Measurement
Government Digital
Transformation Programme
2021-2025

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Empowering
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50

Key Objectives of the
Government Digital
Transformation
Programme for 2025

A portrait of His Majesty Sultan Haitham bin Tariq, wearing a white thobe with gold embroidery and a ghutra with a colorful patterned band. He is holding a sword in his hands. The background is a blue gradient with geometric shapes.

His Majesty's Statement

"Crises, challenges and difficulties present opportunities for nations to test their readiness and enhance their capabilities. The current crises has provided a platform for national talents to contribute, offering creative and innovative solutions. It has also accelerated the shift towards digital work and the utilization of technology in both government and private sectors in a manner that may or may not have been with the same readiness and appropriate response under different circumstances."

**The Royal Speech by His Majesty
may Allah Protect him
Sultan Haitham bin Tariq**

**on the 50th Glorious National Day
18 November 2020**



Opening Speech

In the name of Allah, the Most Gracious,
the Most Merciful

The Government Digital Transformation Programme “Tahawul” (2021-2025) aligns with the government’s vision to enhance the efficiency of the organisational and administrative structure, develop future business models based on integration and transparency, improve processes, and support data-driven decision-making. Digital transformation serves as a key enabler and a fundamental pillar in realising national visions and strategies, as well as the pillars of Oman Vision 2040: a society with creative individuals, a competitive economy, a responsible government, and a sustainable environment.

The “Tahawul” programme contributes to enhancing government performance efficiency, streamlining processes, improving user experience, fostering public sector innovation, and delivering advanced digital services. It also supports data-driven planning and decision-making, future forecasting, the organisation of supply chain management and value-added processes, as well as improving government expenditure efficiency. Furthermore, it plays a role in driving economic growth and investment to support the gross domestic product (GDP).

In this context, we are pleased to present the Annual Performance Report of the Government Digital Transformation Programme “Tahawul” (2021-2025), which highlights the key efforts and achievements of the programme in the Sultanate of Oman for the year 2024. The report provides a summary of the programme’s implementation status, key statistics on government digital transformation in Oman, and the global and regional recognition of the Sultanate’s digital transformation efforts. Additionally, it showcases various digital government platforms and mobile applications launched to enhance the digital user experience.

This report underscores the active role of government institutions that have worked collectively as one team to implement digital transformation plans and projects. It also presents a comprehensive overview of joint initiatives that reflect the principle of partnership among all relevant entities to achieve institutional integration and enhance coordination to ensure harmonised efforts and a unified vision.

Today, digital transformation is no longer an option but an urgent necessity to strengthen economic competitiveness, improve government efficiency, and enhance the quality of life for citizens and residents. This transformation has enabled us to harness modern technologies to deliver innovative government services that simplify procedures, optimise resource utilisation, and support the business environment in alignment with our national aspirations.

In this regard, I would like to commend the efforts made to strengthen the digital infrastructure, which serves as the foundation for digital transformation, as well as the development of policies and regulations that foster an environment conducive to innovation. The achievements realised are the result of collective efforts and a shared commitment to achieving our common goals—building an advanced digital society that meets the aspirations of the future.



His Excellency Eng. Said bin Hamoud Al Maawali

Minister of Transport, Communications, and Information Technology
General Supervisor of the Government Digital Transformation Programme



Framework of the Government Digital Transformation Programme

Oman Vision 2040



Government Digital Transformation Programme

The Vision

An innovative government apparatus that provides a rewarding digital experience, smart services and proactive measures



Pillars

- ◀ Simplification of procedures and proactive processes
- ◀ Data standardisation integration and availability
- ◀ Digital integration and organisational collaboration
- ◀ Advanced digital architecture and agile management
- ◀ Shared digital platforms and solutions



Tracks

- ◀ Excellence in e-services
- ◀ Efficiency of digital solutions and infrastructure
- ◀ Empowering national capabilities and managing digital change
- ◀ Community participation and awareness



Implementation Enablers

- ◀ Strategic partnership with the private sector
- ◀ Empower specialised national competencies and small and medium enterprises
- ◀ Organisational collaboration, centralisation of planning and sharing of digital resources and solutions



Outcomes

- ◀ Accurate data that supports planning, decision-making and future prediction
- ◀ Smart, push services and innovative digital solutions
- ◀ Simplified procedures and a rewarding digital experience
- ◀ Systems and data integration and agile management
- ◀ Multiple digital channels, security and transparency
- ◀ Competitiveness, revenue growth and support for development

International Rankings and Recognition of Digital Transformation in Oman





Local, Regional and International Recognition of Digital Transformation in the Sultanate of Oman



The Sultanate of Oman
advances to

41st

place globally in the
United Nations
E-Government Survey
2024

E-Government Development Index



2022

50



2024

41

Sub-Indicators

E-Services Development Index



2022

58



2024

48

Telecommunications Infrastructure Index



2022

48



2024

22

Human Capital Index



2022

69



2024

55



Local, Regional and International Recognition for Digital Transformation in the Sultanate of Oman



The 23rd Edition of the Sheikh Salem Al-Ali Al-Sabah Informatics Award Digital Transformation in Sustainable Development Category

For the Electronic Census of Population, Housing, and Establishments Project 2020



The Third Edition of the Arab Government Excellence Award Category: Best Government Development Initiative and Experience

For the Electronic Census of Population, Housing and Establishments Project 2020



The Sultanate of Oman Secured First Place at the World Summit on the Information Society Forum Represented by the Financial Services Authority for the Digital Disclosure Platform (Bayanat)



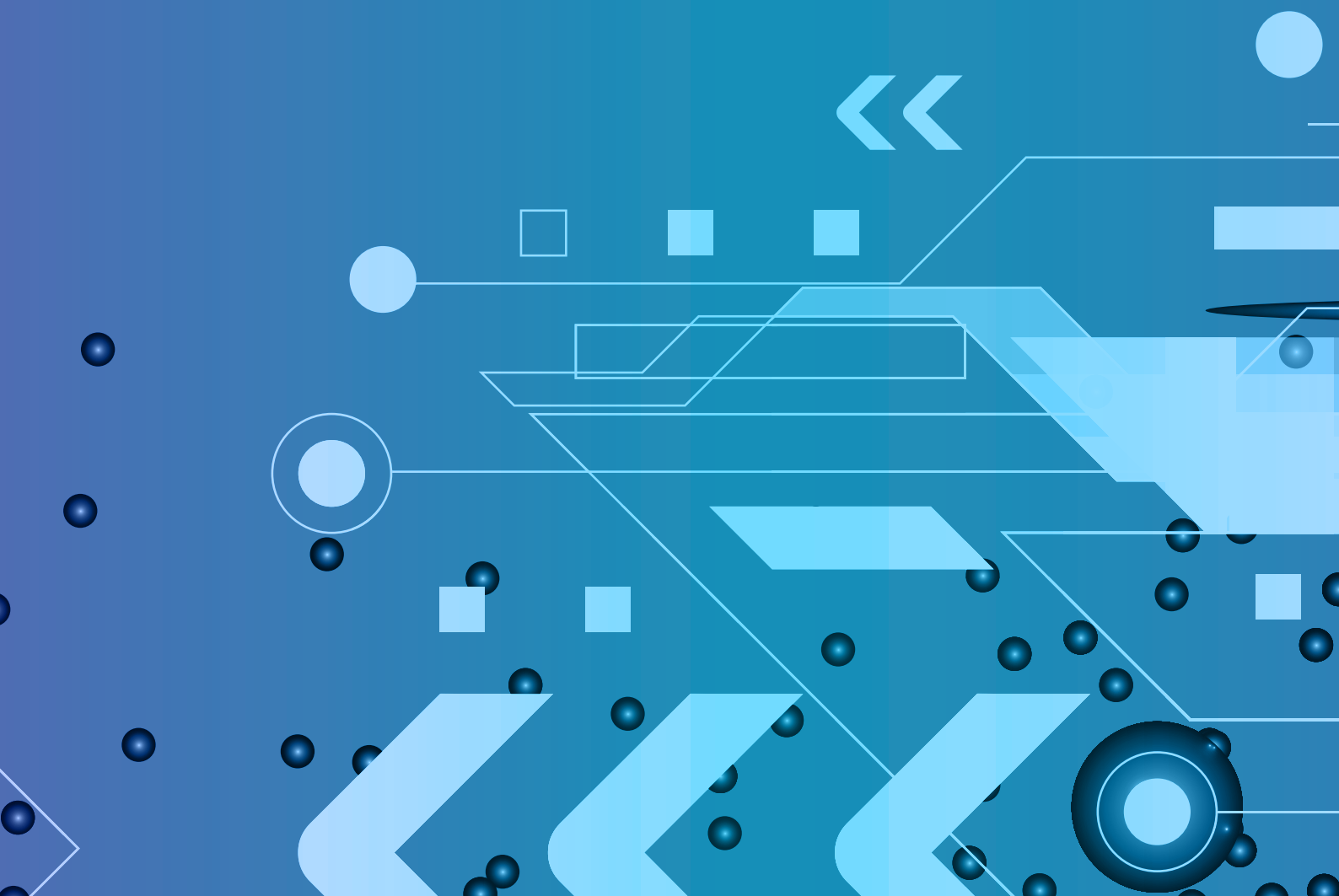
Tahawul

Awarded Best Static Brand Identity as Part of the Oman Marketing Impact (TOMI Awards)



Impact of Government Digital Transformation

on Enhancing Performance and Improving the Digital User Experience





Impact of Government Digital Transformation on Enhancing Performance and Improving the Digital User Experience 2024

26,989,120

Digitally completed government
transactions through 48 government entities:
January-November 2024, compared to
9,427,548 transactions in 2023

The total financial commitment for government digital transformation projects from 2022 to 2025 amounts

88,797,525

 million OMR

267

An automated government service delivered without human intervention

77%

The average satisfaction of beneficiaries with digital services across
48 government entities

المركز الوطني
للإحصاء
والمعلومات
تعزيز المعرفة
سلطنة عُمان



55%

An increase in the number of entities with an approved change management plan for digital transformation, compared to 17% in 2023

66%

The completion rate achieved in implementing the planned projects within the digital transformation plans of 57 entities for the period from 2022 to November 2024



88%

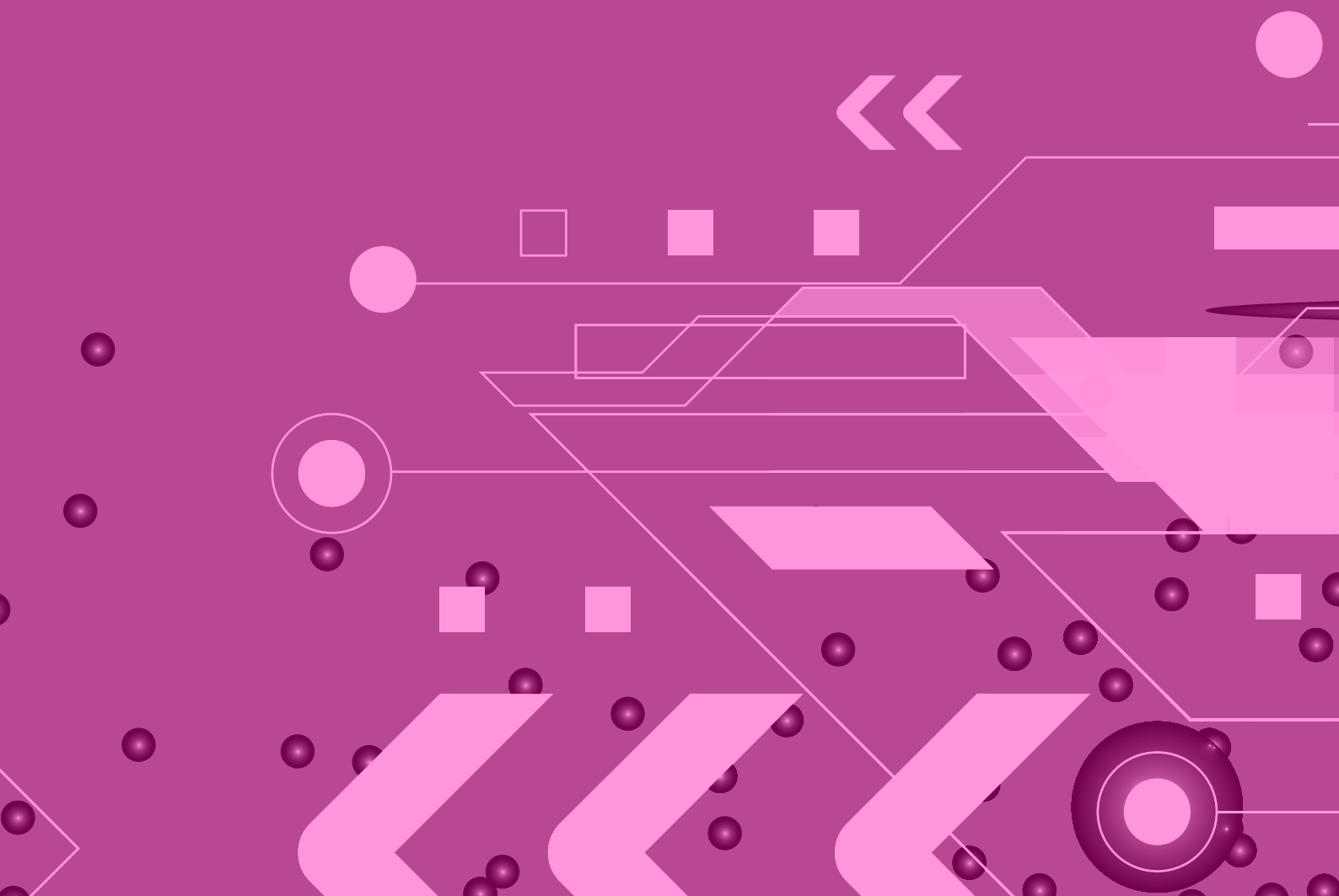
An increase in the number of entities equipped with remote access solutions for resources, technical environments and communications, compared to
56% in 2023

26+

A small and medium-sized enterprise collaborated with to implement government digital transformation projects

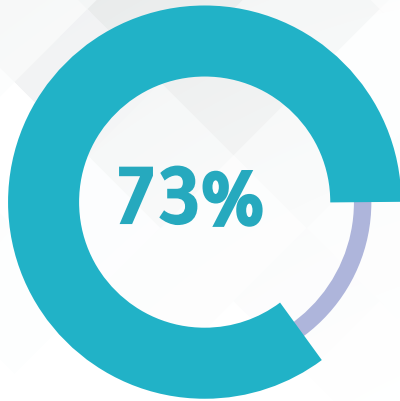


Performance Measurement of the Government Digital Transformation Programme (2021-2025)



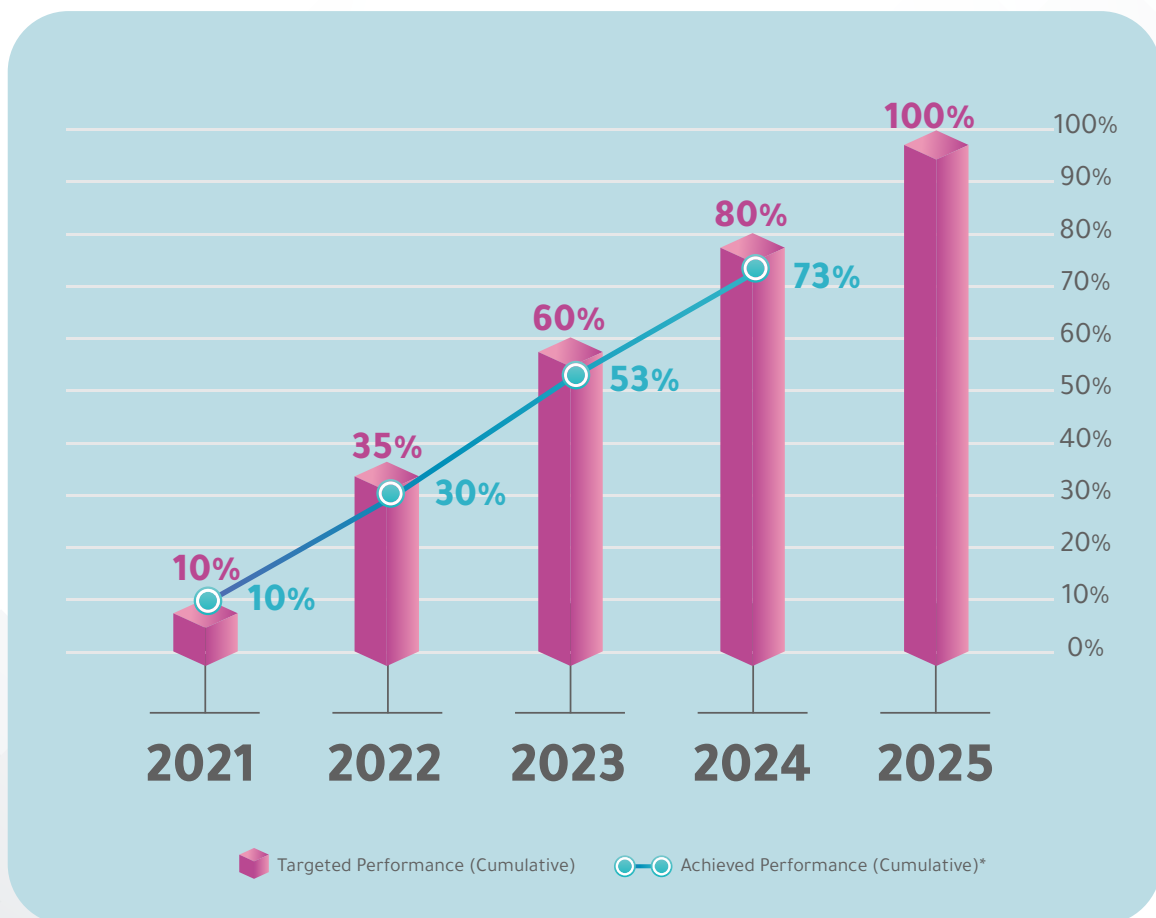


Overall Performance of the Government Digital Transformation Programme 2021-2025



**Overall Programme
Performance
Achieved by the end of
November 2024**

The Programme's Target Plan for the Period 2021-2025 and Achievements Up to the End of November 2024





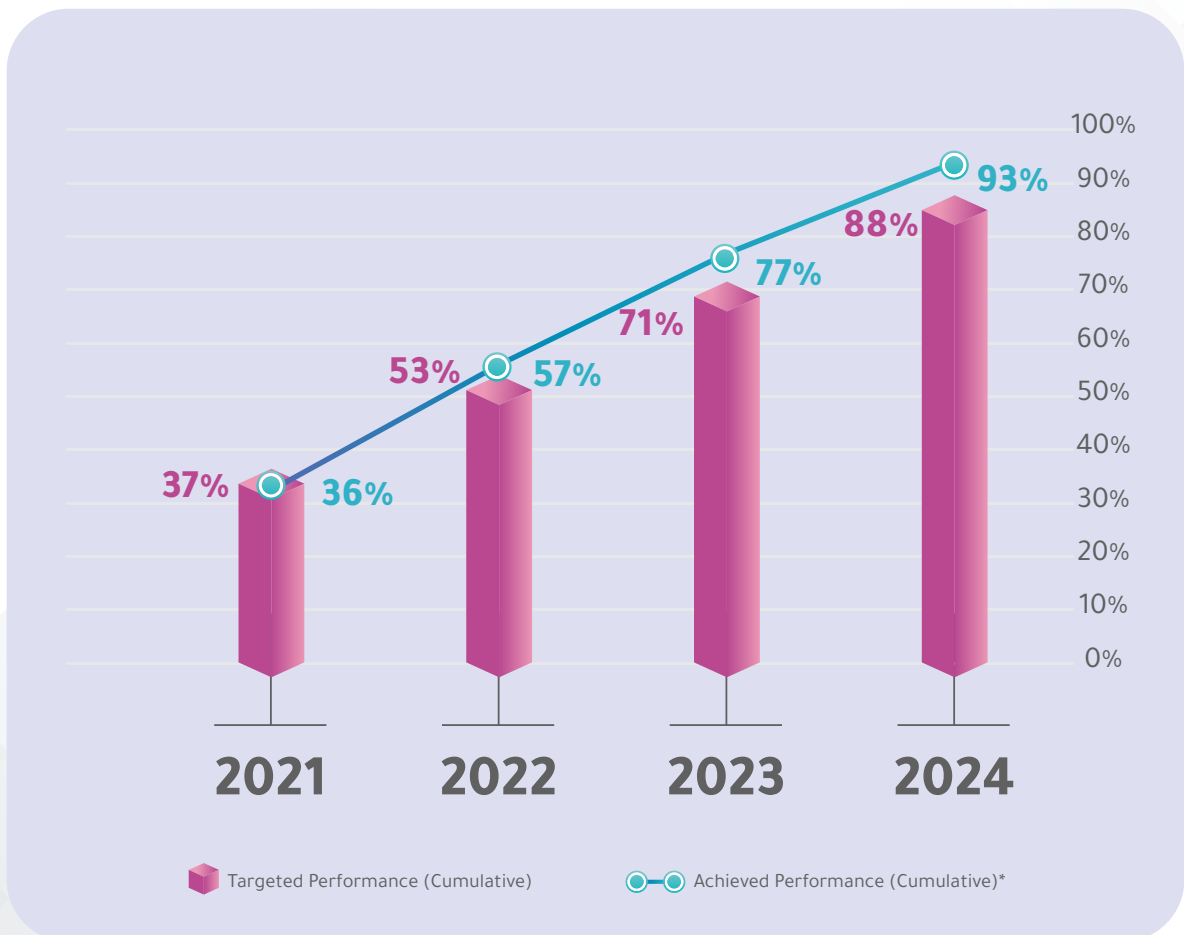
Implementation Status of Government Procedures Simplification



Service Procedures Simplification

Target by the End of December 2024: 88%

The targeted and achieved plan for service simplification for the period between 2021 and 2024





Status of Simplifying Government Procedures in 2024

476

Service Simplification

481

Service Simplified by the
End of November 2024

Targeted

Achieved

2,869

Total Target by the
End of 2025

2,680

Total Achieved
(2021-2024)



Key Statistics by Entities on Procedure Simplification for 2024

List of Key Entities that Simplified their Procedures in 2024

25

Ministry of
Housing and
Urban Planning

24

Muscat
Governorate

42

Ministry of Social
Development

10

Ministry of
Health

31

Telecommunications
Regulatory Authority

27

Ministry of
Endowment and
Religious Affairs

7

Social Protection
Fund

4

Ministry of
Interior

8

Tax
Authority

3

Oman Authority for
Academic Accreditation
and Quality Assurance
of Education

19

Environment
Authority

20

Ministry of Transport,
Communications
and Information
Technology

113

Civil Aviation
Authority

49

Ministry of
Commerce, Industry
and Investment
Promotion

9

Dhofar
Governorate

170

Supreme Judicial
Council

7

Ministry of Justice
and Legal Affairs

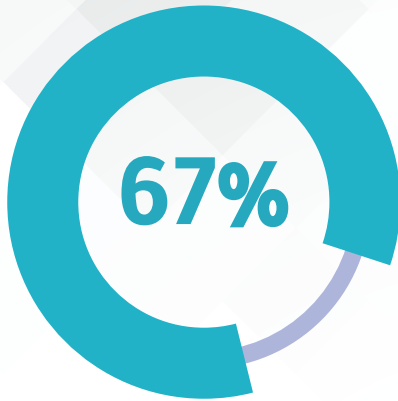
30

Ministry of Energy
and Minerals





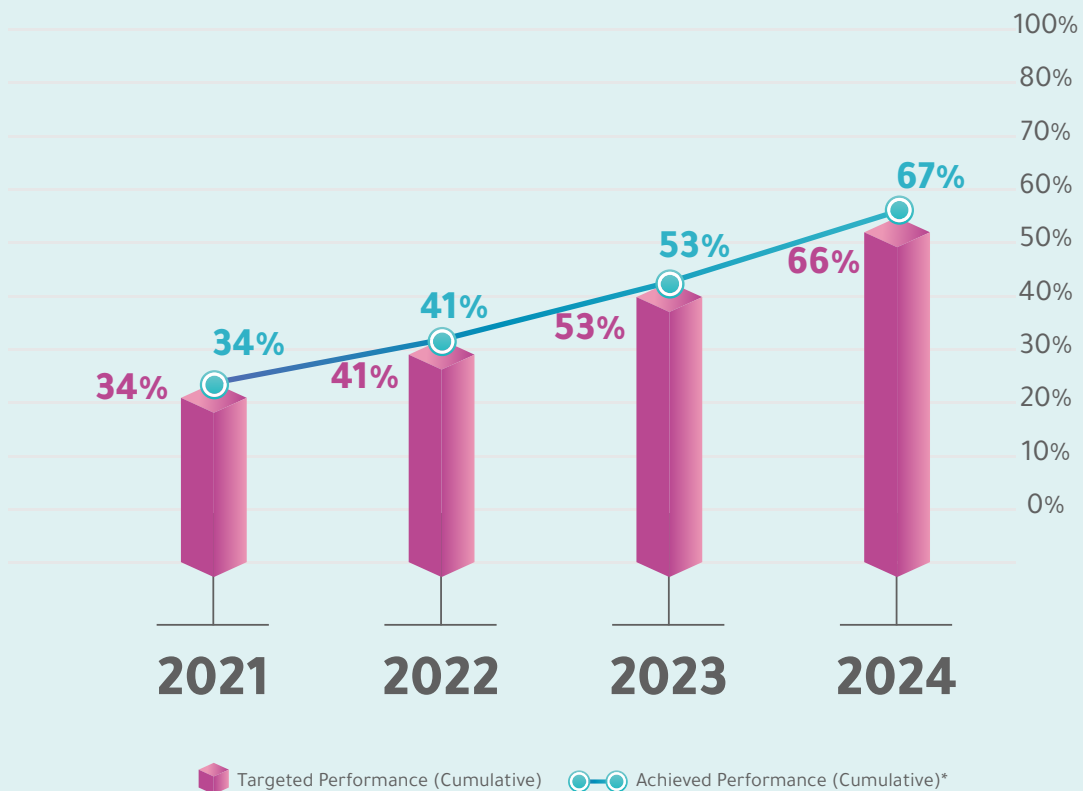
Digitalisation Status of E-Government Services



The Priority Services Digitalisation Index

Target by the End of December 2024: 66%

The targeted and achieved plan for the digitalisation of priority services





Digitalisation Status of E-Government Services for 2024

350

Digitalisation Service

355

Service Digitalised by the End of November 2024

Targeted

Achieved

2,523

1,700

Total Target by the End of 2025

Total Achieved (2021-2024)

The above data includes both the targeted and achieved for priority services (1385) + automatic permits (1138)



Key Statistics of Entities for E-Government Services Digitalisation in 2024

List of Key Entities that Digitalised Their Services in 2024

12

Public Prosecution

20

Supreme Judicial Council

4

Tax Authority

3

Ministry of Labour

7

Royal Oman Police

24

Muscat Governorate

36

Ministry of Housing and Urban Planning

8

Environment Authority

15

Ministry of Endowments and Religious Affairs

33

Ministry of Commerce, Industry and Investment Promotion

10

Ministry of Transport, Communications and Information Technology

21

Ministry of Energy and Minerals

18

Ministry of Interior

3

Social Protection Fund

109

Ministry of Social Development

17

Telecommunications Regulatory Authority



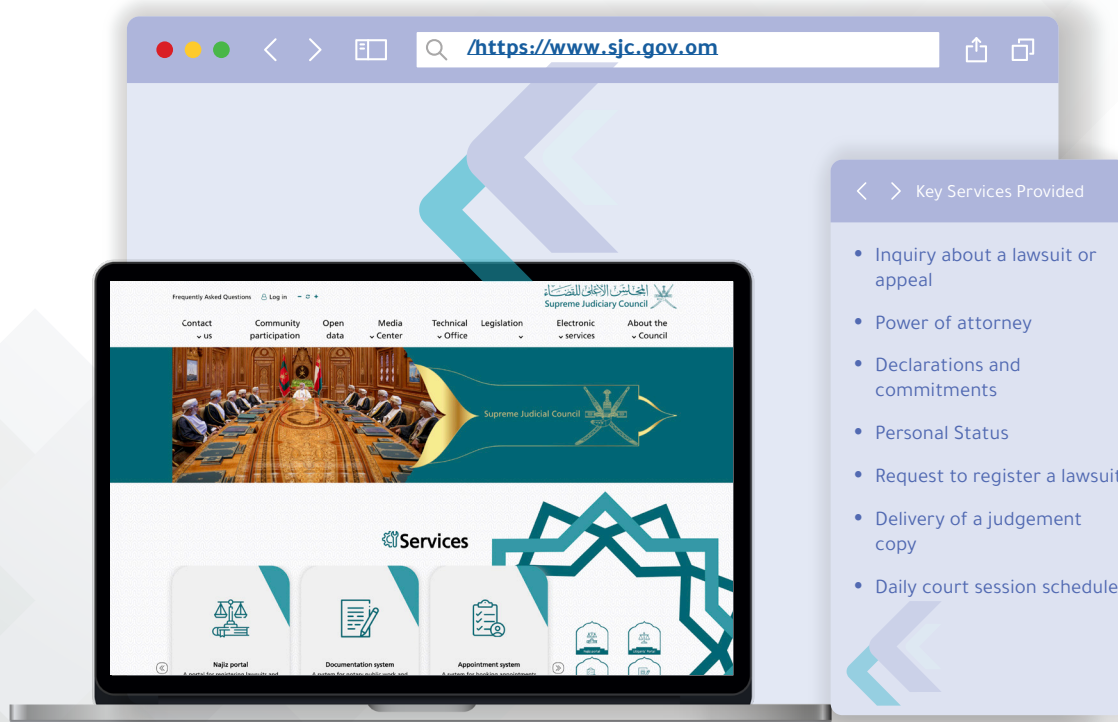


Examples of Government Digital Channels Launched to Provide Digital Services

< | Taheel Platform - Ministry of Social Development



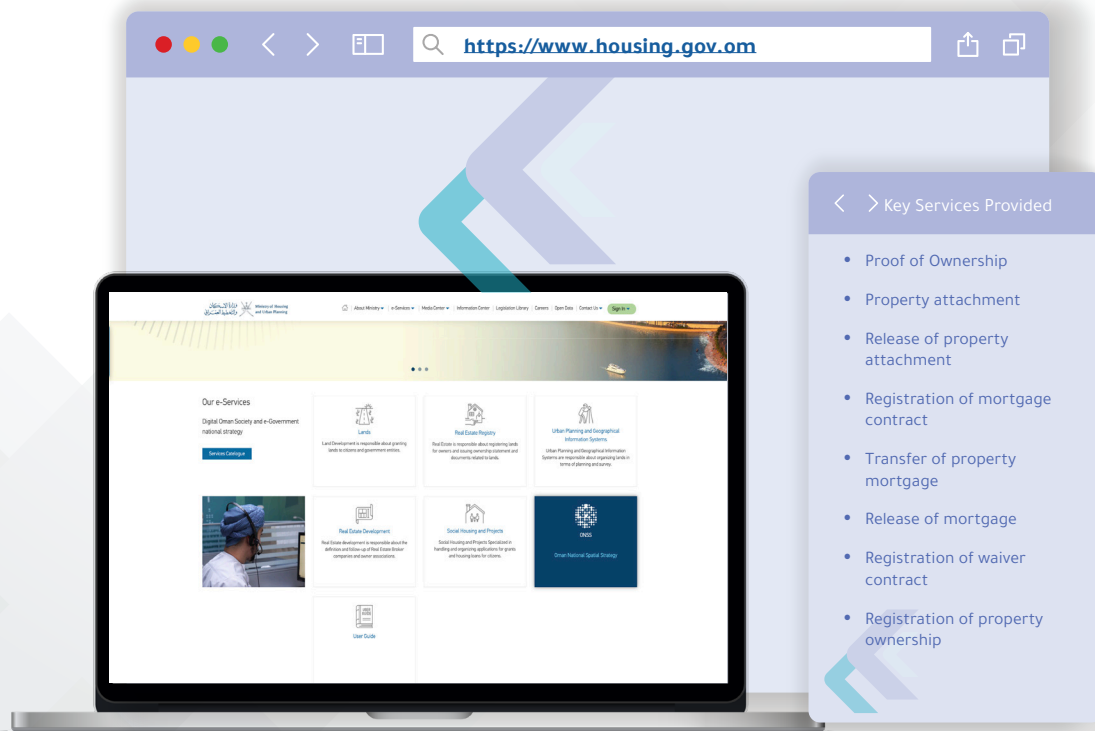
< | Judicial Services Portal - Supreme Judicial Council



< | Tatweer Platform - Ministry of Housing and Urban Planning



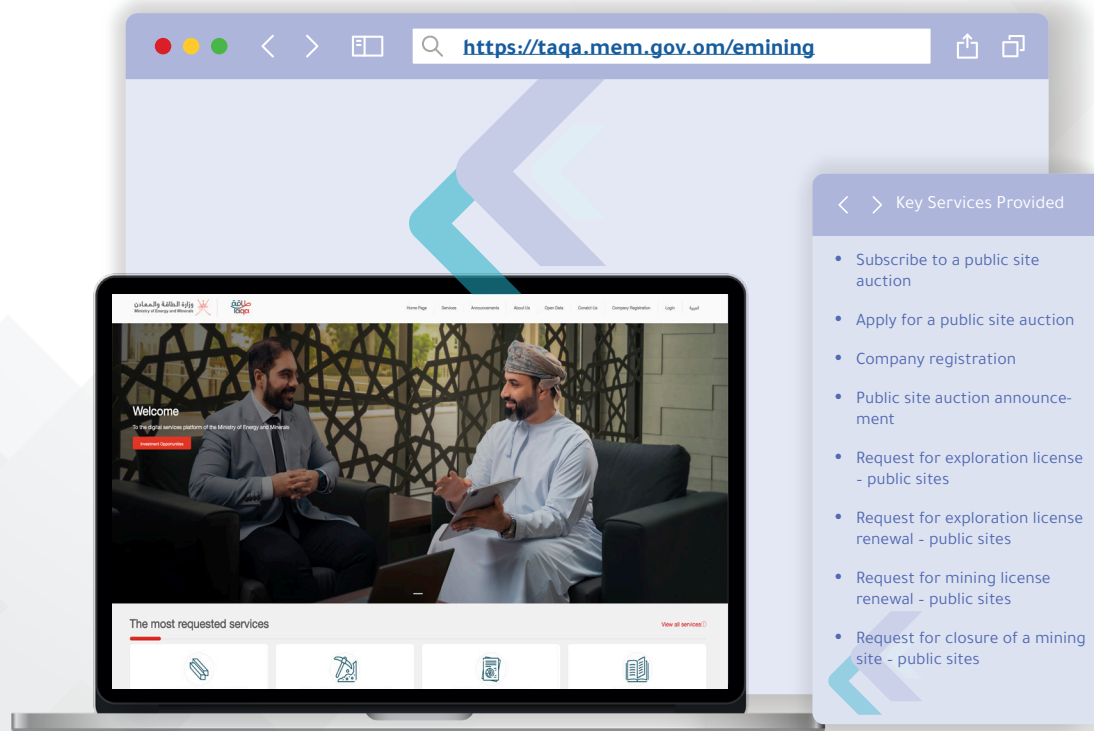
< | Amlak Platform - Ministry of Housing and Urban Planning



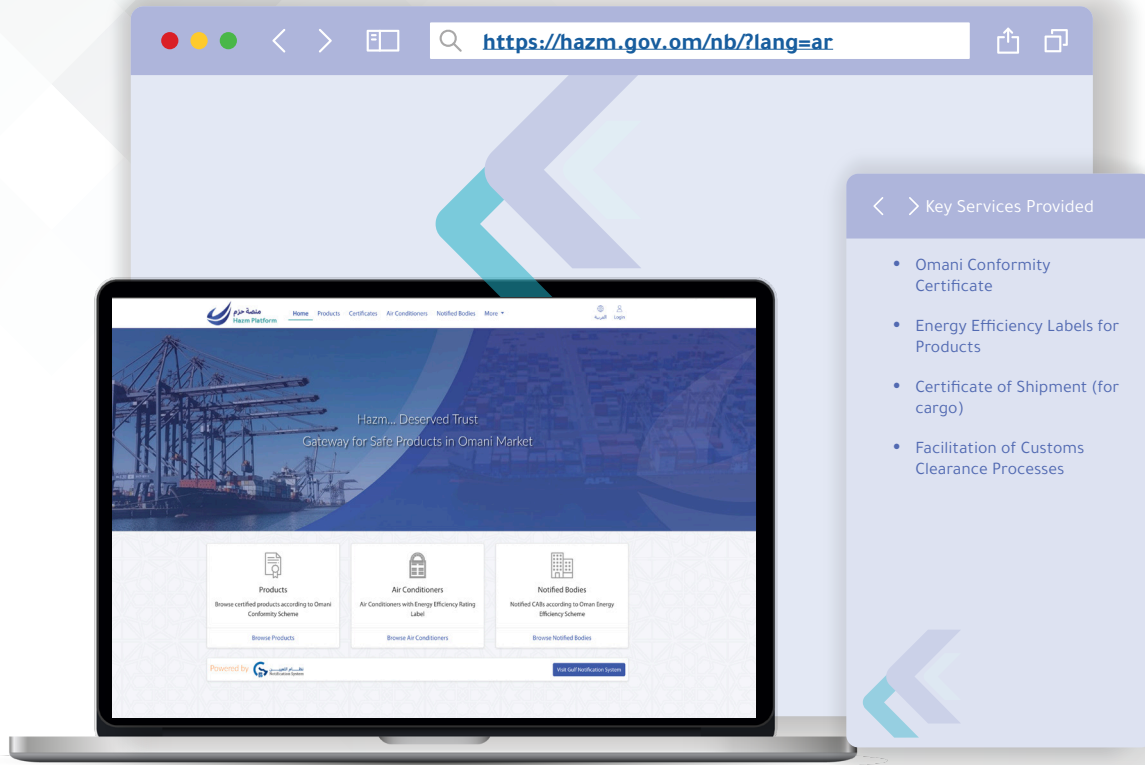
< | National Platform for Air Quality Index (NAQI) - Environment Authority



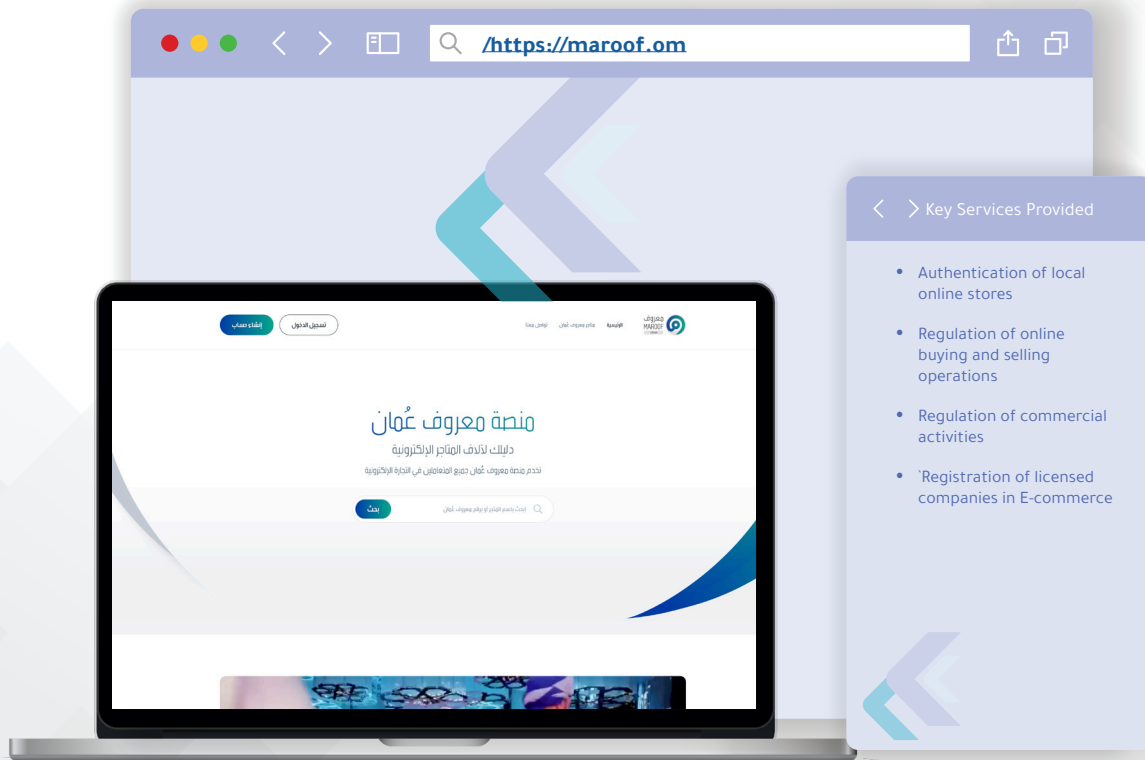
< | Taqa Platform - Ministry of Energy and Minerals



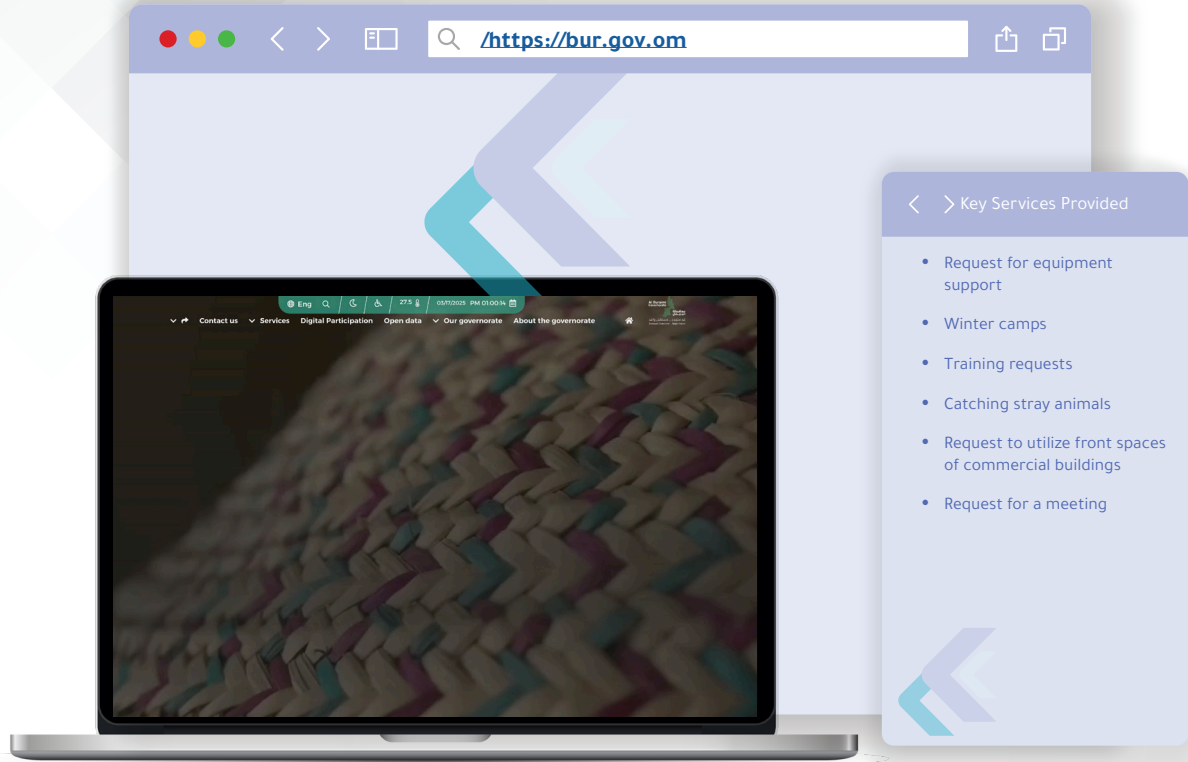
◀ Hazm Platform - Ministry of Commerce, Industry and Investment Promotion



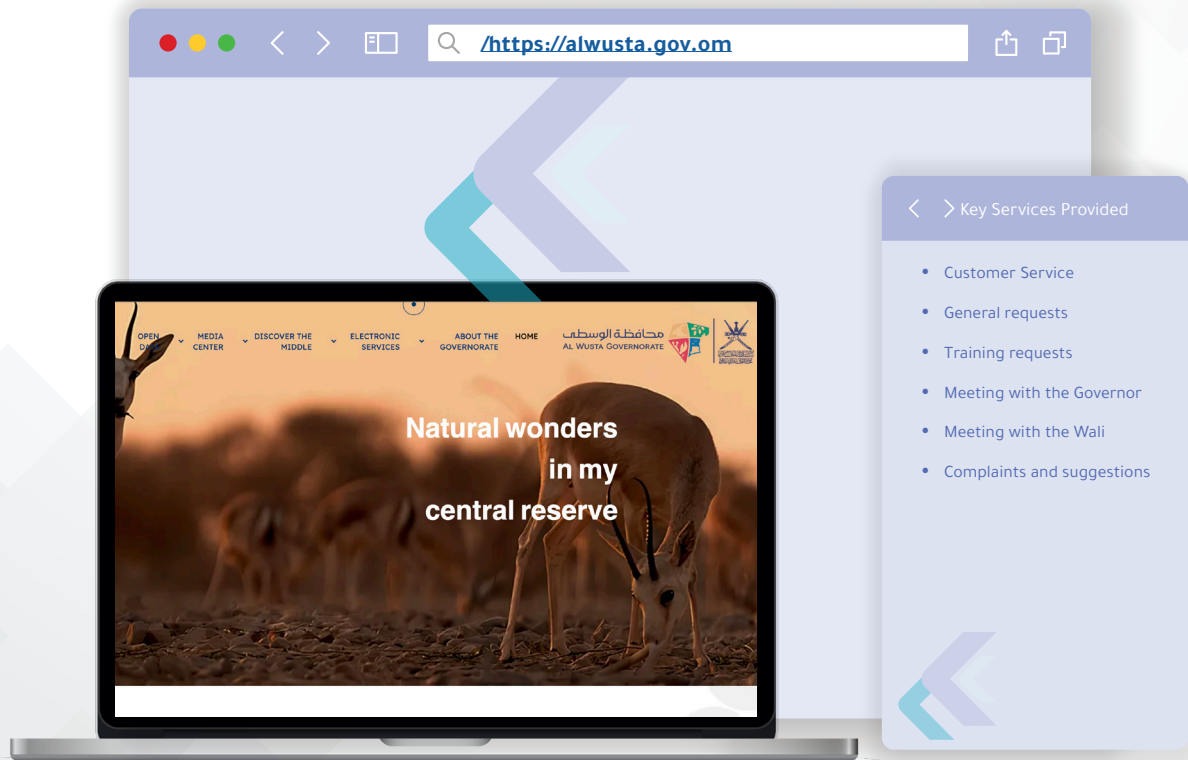
◀ Ma'arouf Platform - Ministry of Commerce, Industry and Investment Promotion



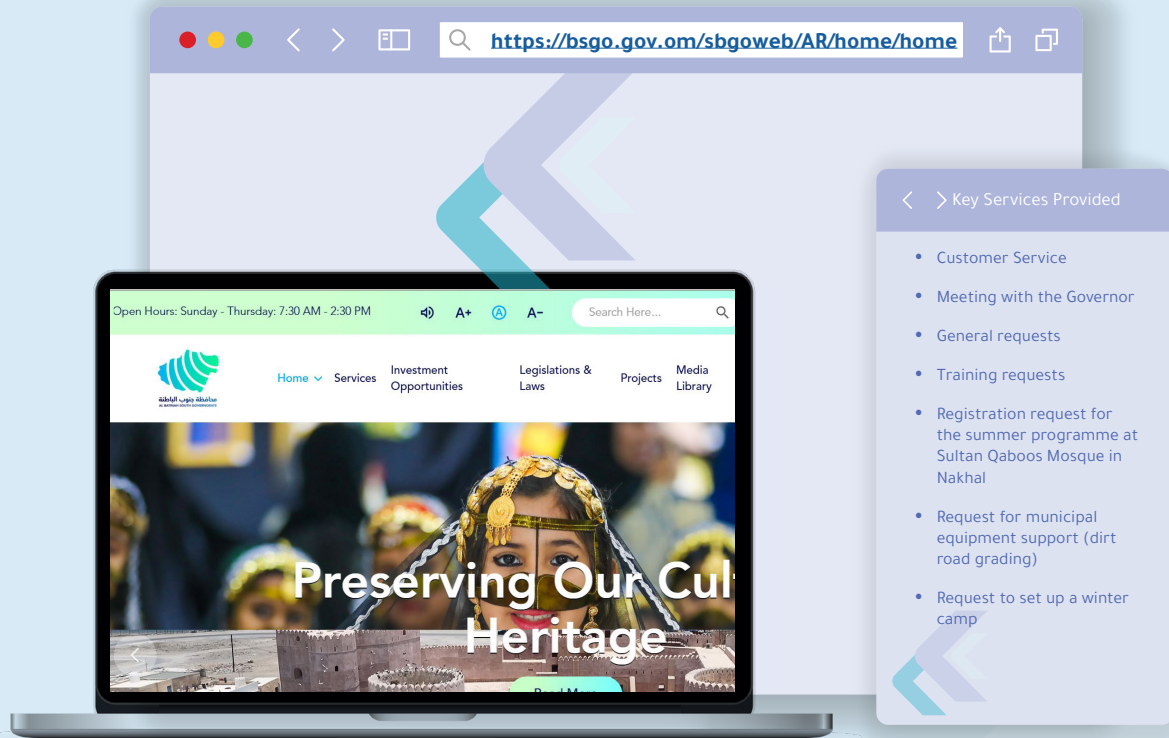
< | E-Portal - Al Buraimi Governorate

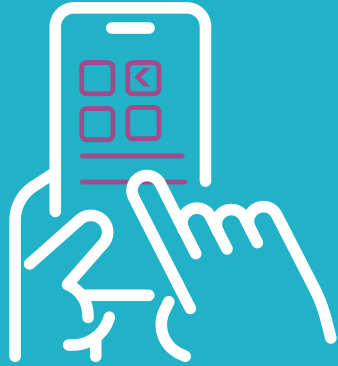


< | E-Portal - Al Wusta Governorate



< | E-Portal - South Al Batinah Governorate



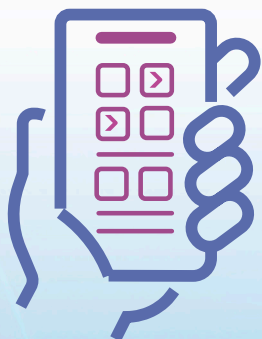


Mobile Applications in the Government Sector





Government mobile applications launched and developed in 2024



11

Number of Government
Mobile Applications



8

Government
Entities





Examples of Mobile Government Applications

Oman Business Platform

Ministry of Commerce,
Industry and
Investment Promotion



It aims to provide the business community with a single window, starting from company registration, to licensing activities, and extending to the submission of annual financial reports

A digital interface for municipal councils, serving as a link between the Omani community and the municipal councils across the governorates



Tanmia App
For the Development of
Governorates

Ather App
Ministry of Interior



It organises the management of meetings and appointments, facilitating communication and coordination between members of various committees, in addition to managing both personal and professional appointments

Allows the verification of authorised excise goods by scanning the physical or digital stamp applied to the relevant products subject to excise tax



Ta'akad App
Tax Authority

Amlak
Ministry of Housing
and Urban Planning



It includes a range of services covering land, real estate registry, urban planning, geographic information systems, real estate development, social housing, and projects

It allows the reporting of emergency cases that fall under the authority of CDAA



Nidaa
Civil Defence and
Ambulance Authority

Mobile App
Ministry of Foreign
Affairs



It enables the user to navigate safely, providing clear guidance on available assistance, finding the nearest Omani embassy, and how to contact it in case of any issues

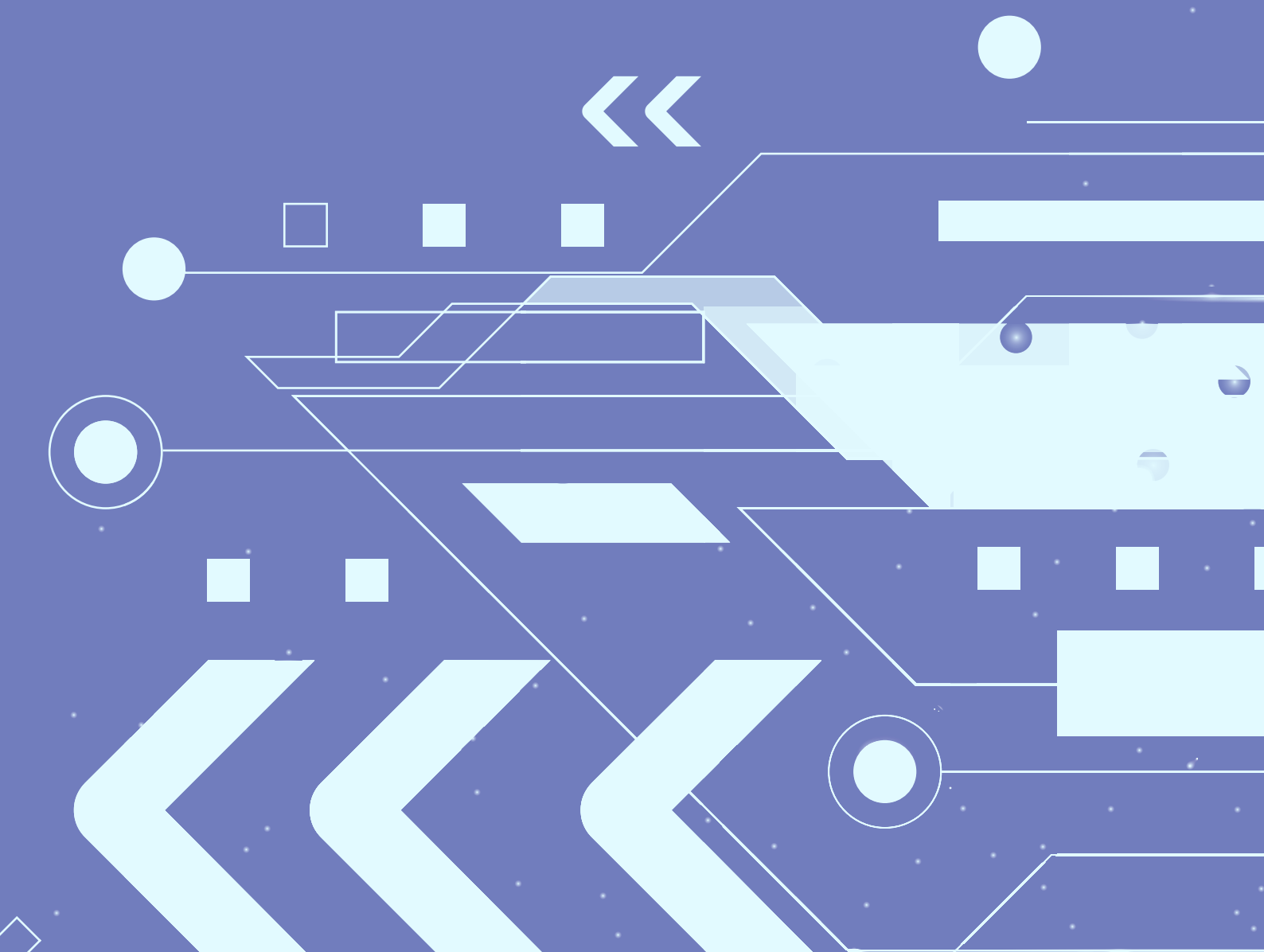
A comprehensive interface that allows beneficiaries to explore the governorate, its projects, and events, while facilitating access to its digital services



Mashariq
South Sharqiyah
Governorate



Key Achievements of Centralised/Shared Digital Solutions Projects and Initiatives



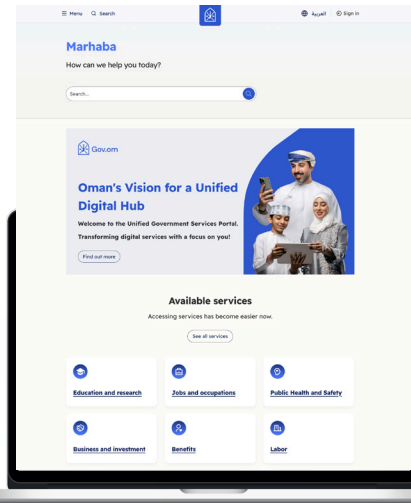


Unified Government Services Portal

73%

Overall Performance and Completion of the Design Phase for the Unified Mobile App for Digital Services

- Completion of the first phase of the portal development and user experience
- Issuance of the reference guide for technical integration with the unified e-government services portal
- Approval and adoption of the digital content development strategy for government services and the unified portal



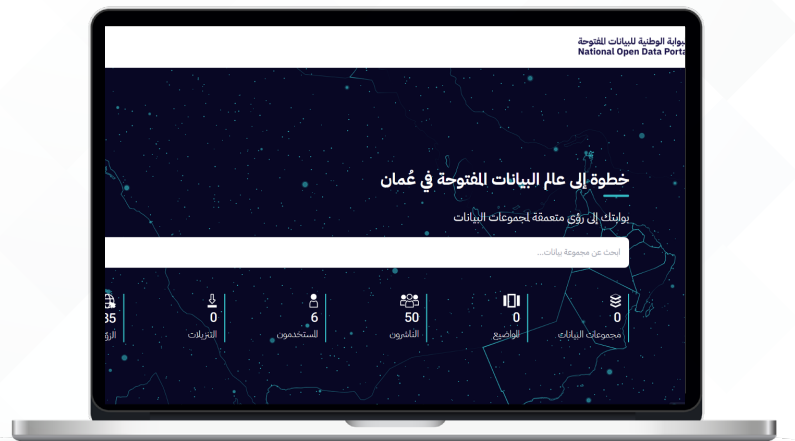
National Open Data Portal

63%

Overall Achievement in the National Open Data Platform Project: Currently working on testing efficiency and quality, along with content proofreading

20

Government Entities Targeted in the First Phase of the Project





National Digital Integration Platform



471,193,222
Million Data Points

➤ Total Data Exchanged During the Period (January-November 2024)

73%

➤ Increase in Total Data Exchanged via the National Digital Integration Platform for the period between 2023-2024

Compared to a **7%** Increase for the Period Between 2022 and 2023

National Integration Platform



2022

2023

2024

Data Providers



31

33

40

Beneficiaries



59

71

81

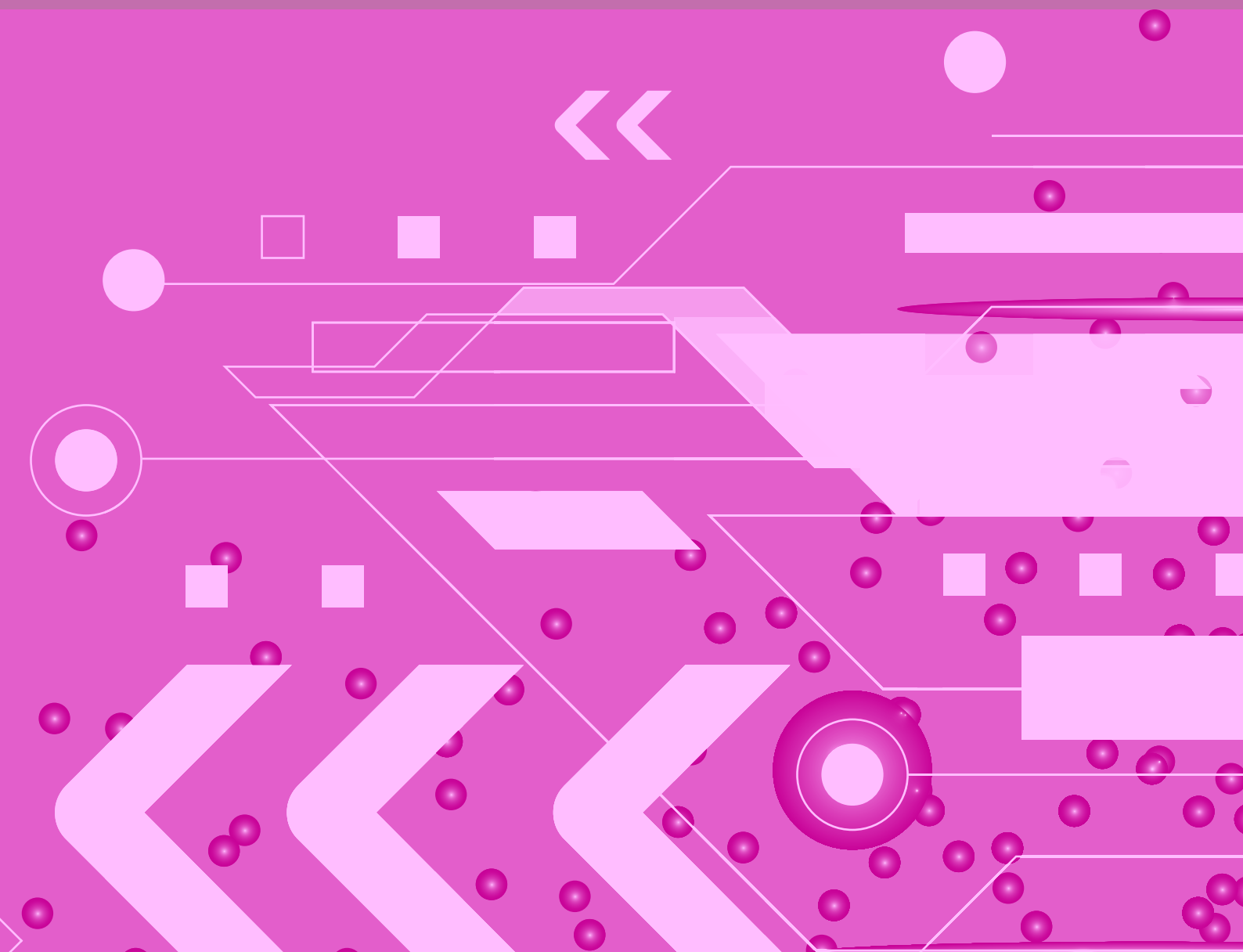


1.4 billion
data points

Total data exchanged since the platform's launch in 2017 until November 2024.



Performance Measurement of Government Entities in Digital Transformation 2024





Goals for Measuring Excellence in Government Digital Transformation 2021-2025



Standardisation

Developing a unified methodology to assess readiness and maturity in government digital transformation and identifying areas for improvement



Transparency

Enhancing transparency, building trust and fostering communication and community engagement around government digital transformation



Monitoring

Monitoring the progress of the Government Digital Transformation Programme, evaluating achievements and assessing the strategic impact



Improvement

Continuous improvement and the implementation of best practices in digital transformation



Culture

Promoting a culture of change management, innovation and an exceptional digital user experience



Governance

Implementing a compliance personnel for each entity to regularly measure digital transformation and maturity of digital services



The Framework for Measuring Excellence in Government Digital Transformation 2021-2025

40%

Entities' Digital Transformation Readiness

- Operational Efficiency
- Digital Empowerment
- Strategy and Organisational Culture

30%

Maturity of Digital Services

- User Experience
- Updating and Development

30%

Actual Impact of Digital Transformation

- Actual Application





Levels of Measuring Excellence in Government Digital Transformation 2021-2025

Advanced Level

An advanced level describes an innovative organisation where the digital transformation process is managed systematically through adopting a stable methodology based on best practices. This includes leveraging advanced institutional improvement practices alongside utilising cutting-edge modern technologies.

Above Average Level

An above-average level describes a progressive organisation managing the digital transformation process systematically through adopting a stable and structured methodology based on best practices. This level results from fulfilling most of the essential requirements for digital transformation, creating an integrated work environment that enables the organisation to deliver high-efficiency digital services.

Average Level

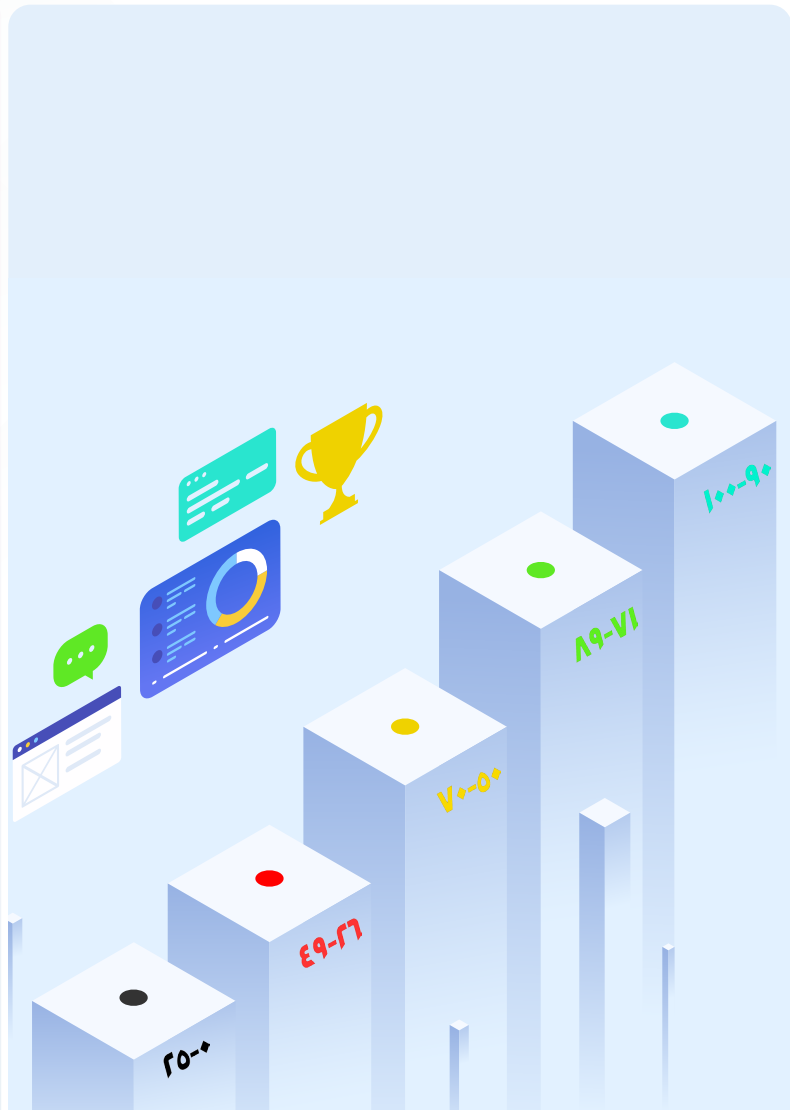
An average level describes an organisation managing the digital transformation process systematically, following a stable and unified methodology. However, this methodology is often not based on best practices. Organisations at this level fulfil the minimum requirements for digital transformation

Below Average Level

A below-average level describes a basic organisation following different approaches in managing the digital transformation process. These approaches are often temporary and unstructured, resulting in the absence of some essential requirements for digital transformation

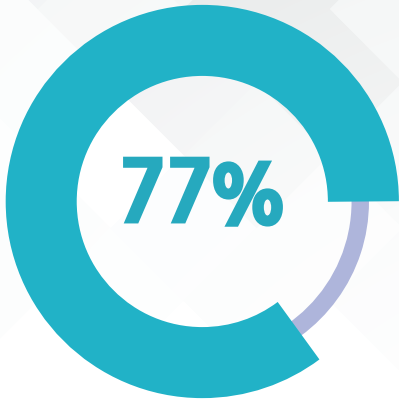
Low Level

A low level describes an organisation at the initial stage where there is no clear methodology or systematic work in managing or implementing the digital transformation process. This is due to the absence of most essential requirements for digital transformation.





Annual Measurement of Government Entities' Performance in Digital Transformation 2024

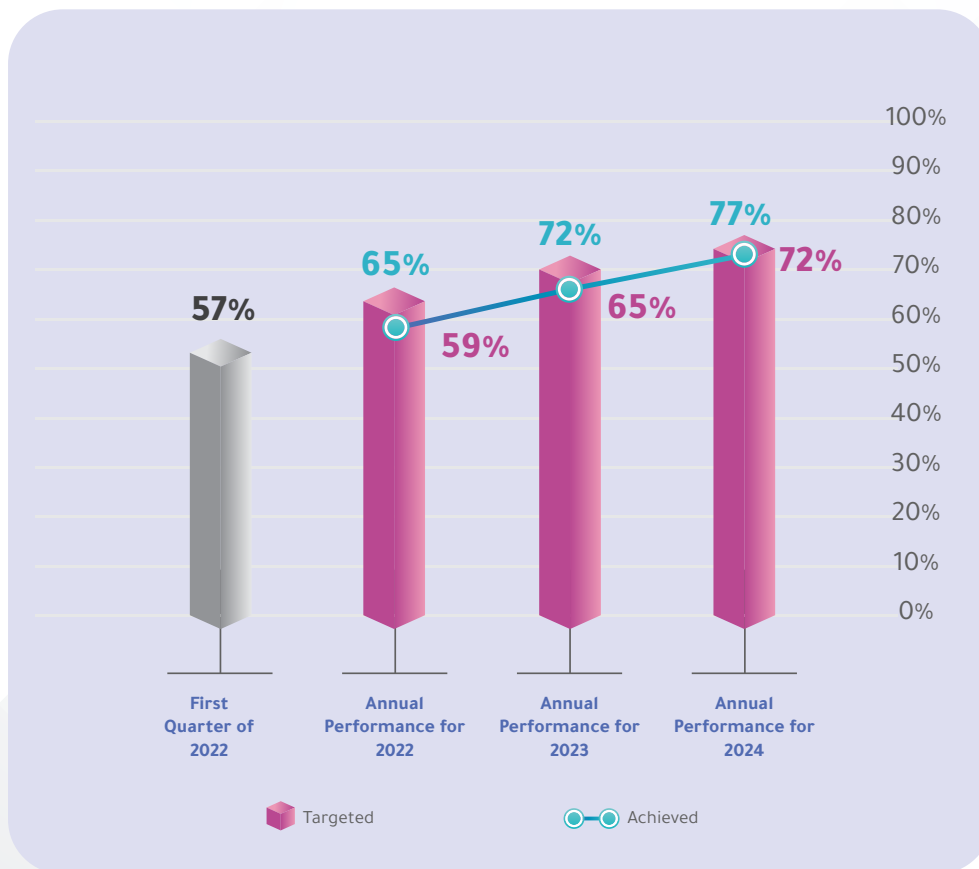


Average Performance of Government Entities in Meeting Government Digital Transformation Requirements by the End of November 2024

This percentage includes entities in addition to Dhofar, Muscat and Musandam Governorates.



The development of Government Entities' Performance in Digital Transformation 2021-2024



*This percentage includes only entities as well as Dhofar Governorate, Muscat Governorate and Musandam Governorate





Annual Measurement of Government Entities' Performance in Digital Transformation for 2024



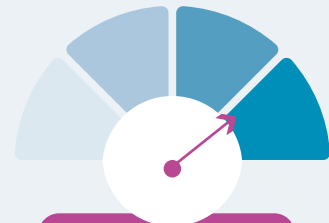
75%

Average Performance for the Digital Service Maturity Perspective



74%

Average Performance for the Entities' Readiness Perspective of Digital Transformation



80%

Average Performance for the Actual Impact Perspective of Digital Transformation

49

Total Number of Entities Involved in Performance Evaluation

Levels	2023	2024	Rate of change
Advanced (90-100)	0	4	8%
Above Average (71-89)	25	38	78%
Average (50-70)	29	6	12%
Below Average (26-49)	2	1	2%
Poor (0-25)	0	0	0%

*This percentage includes entities as well as Dhofar Governorate, Muscat Governorate and Musandam Governorate.





Annual Measurement of Government Entities' Performance in Digital Transformation for 2024

Service Entities with the Highest Achievement in Meeting Government Digital Transformation Requirements



Royal Oman Police



Telecommunications Regulatory Authority



Muscat Governorate

Non-Service Entities with the Highest Achievement in Meeting Government Digital Transformation Requirements



وحدة متابعة تنفيذ
رؤية عُمان 2040

Oman Vision 2040
Implementation Follow-
up Unit



جهاز الاستثمار العُماني
Oman Investment Authority

Oman Investment
Authority



National Centre for
Statistics and Information

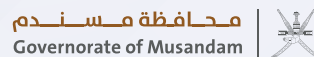
Top-Performing Entities in Meeting Digital Transformation Requirements for 2024



Ministry of Social
Development



Tax Authority



Musandam
Governorate



Supreme Judicial
Council



Environment
Authority



Ministry of Energy
and Minerals



Ministry of Housing
and Urban Planning



The General Secretariat
of the Tender Board



Annual Measurement of Government Entities' Performance in Digital Transformation for 2024

The Highest-**Performing Service Entities** in the Key Measurement Perspectives

Service Maturity Perspective

- › Telecommunication Regulatory Authority
- › Ministry of Health
- › Financial Services Authority

Entities' Readiness for Digital Transformation Perspective

- › Telecommunications Regulatory Authority
- › Public Authority for Special Economic Zones and Free Zones
- › Muscat Governorate

Perspective of the Actual Impact of Digital Transformation

- › Muscat Governorate
- › Ministry of Communications, Transport and Information Technology
- › Royal Oman Police

The **Highest-Performing Non-Service Entities** in the Key Measurement Perspectives

Perspective of the Actual Impact of Digital Transformation

- › National Centre for Statistics and Information
- › Oman Investment Authority

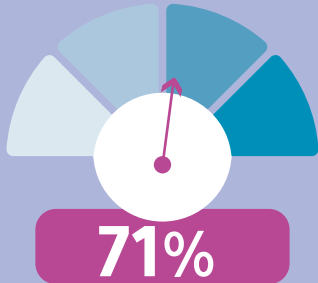
Entities' Readiness for Digital Transformation Perspective

- › Ministry of Finance
- › Oman Investment Authority





Annual Performance Assessment for Governorates in Digital Transformation for 2024



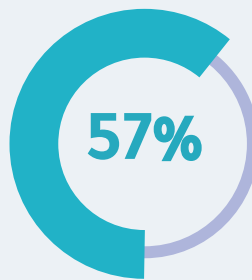
Average Performance of Governorates in Meeting Government Digital Transformation Requirements as of November 2024

*This percentage includes all governorates of the Sultanate of Oman, except Dhofar, Muscat, and Musandam

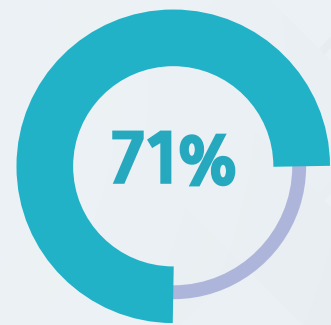
Performance Comparison of Governorates Between the Second Half of 2023 and 2024



Second Half of 2023



First Half of 2024



Second Half of 2024

Top-Performing Entities in Meeting Digital Transformation Requirements for 2024



Al Wusta Governorate



South Al Batinah Governorate

محافظة جنوب الشرقية
A'Sharqiyah South Governorate

South Al Sharqiyah Governorate



Al Buraimi Governorate



Efforts and Achievements

Entities in Digital Transformation for 2024





Key Efforts and Achievements of Entities in Digital Transformation for 2024

Royal Oman Police



Completion of Electronic Integration Requirements with



Ministry of Health: First-Time Medical Examination Service Before Arrival in the Sultanate of Oman



Supreme Judicial Council: Direct Registration of Marriage Records in the Civil Status System



Services Launched

- < The Digital Identity for Facial Recognition-Based Personal Identification
- < Introduction of the Service to Display Traffic Violations Using Digital Identity and Facial Recognition
- < First-time vehicle registration through dealerships
- < Adding and removing the mortgage on vehicles
- < The electronic fingerprint form

Ministry of Commerce, Industry and Investment Promotion

Sultanate of Oman سلطنة عُمان
وزارة التجارة والصناعة وترويج الاستثمار
Ministry of Commerce, Industry & Investment Promotion



Launch of the 'Maroof Oman' Portal

Serves all e-commerce users, acting as a directory for thousands of online stores

Launch of the 'Made in Oman' Portal

Enables manufacturers to obtain authorisation to use the 'Omani Product' logo and register their products

Launch of the Hazm Platform

Ensures products in the local market comply with standard specifications and technical regulations

Successful Completion of Electronic Integration with Multiple Entities

Ministry of Social Development

Business Practice Licenses at the Ministry

Supreme Judicial Council

Compliance Record Service to Facilitate Court-Ordered Seizure of Records

Ministry of Labour

Enforcement of Mandatory Employment of at least One Omani Citizen by Foreign Investment Companies

Oman Vision 2040 Implementation Follow-Up Unit

The National Platform for Complaints and Reports

90%

Completion of the Lease Agreement Service and Its Transition to the Oman Business Platform

- < Introduction of the Redesigned Commercial Registration Certificates, Licenses and Payment Receipts
- < Successful Migration of Oman Business Platform to Cloud Services



Key Efforts and Achievements of Entities in Digital Transformation for 2024

Public Prosecution

A model for crime scene simulation is under implementation by Using VR and AR Technologies



95%

Percentage of Cases Received Electronically

100%

Electronic Submission of Cases to the Court

Ministry of Justice and Legal Affairs

◀ Launch of the New Website

◀ Completion of the Development of Lawyer and Expert Services

◀ Transition to a Cloud Hosting Environment for the Electronic Justice System

Central Bank of Oman

◀ Launching STRIX technology to regulate anti-money laundering, analyse data and manage risks using artificial intelligence

◀ Launching the regulatory sandbox for fintech to evaluate and test digital products and solutions for startups, financial institutions and banks

Environment Authority

هيئة البيئة
ENVIRONMENT AUTHORITY



Launch of the Naqi Platform for Air Quality Monitoring



7

New Services Automated





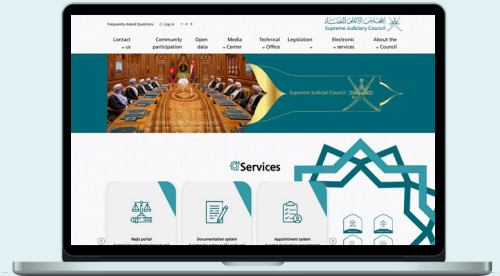
Key Efforts and Achievements of Entities in Digital Transformation for 2024



Comprehensive revamp of the official website

Implementation of real-time translation services

Launch of an automated service for immediate release upon payment of the required amount



Social Protection Fund

First Phase of the Social Protection Fund Mobile Application Completed

Services Launched: Family Income Support Installment Plans Maternity and Paternity Leave

Integration with Nine (9) Major Entities Completed

Dhofar Governorate

Upgraded digital infrastructure

Equipped parking areas and key locations with smart cameras

Developed a Metaverse platform for services provided by Dhofar Municipality

Enhanced Geographic Information System (GIS) maps

Launched a supplier registration services for small and medium enterprises (SMEs)





Key Efforts and Achievements of Entities in Digital Transformation for 2024

Ministry of Transport, Communications and Information Technology

10

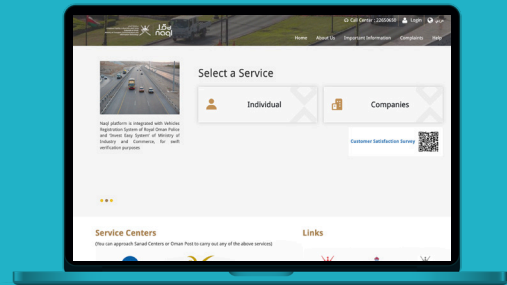
New Services Digitalised

60

New Services Simplified

80%

Of the Ministry's Data Classification Project Completed



85%

Of the Enterprise Resource Planning (ERP) Development Project Completed

Oman Investment Authority

Launch of the Talent Acquisition and Recruitment System

Launch of the Future Investment Fund System

Introduction of the Disaster Recovery Site Management and Monitoring System

Launch of the Investment Stages Management System

Introduction of an electronic platform for companies under the authority

Ministry of Interior

Automation of all Citizenship Services

Launch of the Personal Data Correction System

Rolled out the Municipal Councils Meeting Management System (Tanmia) across the majority of municipal councils in governorates

Launch of Athar Application



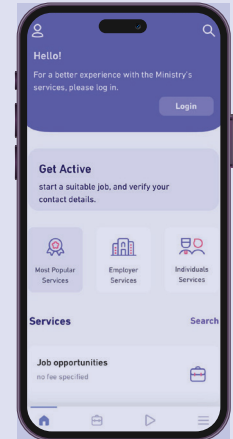


Key Efforts and Achievements of Entities in Digital Transformation for 2024

Ministry of Labour

Deployment of the Mawrid System Across (23) Government Entities

- Activation of the Executive Dashboard for Senior Management within the Mawrid System
- Activation of the Contact Centre and Social Media Management System
- Commencement of the Design for Self-Service Interfaces in the Mawrid Mobile Application
- Launch of the WhatsApp Service for Streamlined Communication



Launch of New Services

- Employer services
- Services of the 'Ma'ak' Application Designed for Job Seekers, Workforce and Employers (Both Businesses and Individuals)

Activation of Digital Integration with Entities

- Telecommunications Regulatory Authority
- Social Protection Fund
- Oman Investment Authority

Ministry of Housing and Urban Planning

Awarding of the National Addressing Applications Project

Awarding the Project for the Development of the Ministry's Electronic Services Portal

Awarding the Urban Observatory System Project

Integration with Government Entities

- Ministry of Agriculture, Fisheries Wealth & Water Resources
- National Records System Oman
- Vision 2040 Office for the Complaints and Reports Platform



Oman Vision 2040 Implementation Follow-Up Unit

Pilot Launch of the Complaints and Suggestions Platform

Utilising OpenAI Programming on the Unit's Website for Text Generation, Linguistic Analysis and Natural Language Understanding



Key Efforts and Achievements of Entities in Digital Transformation for 2024

The Authority for Small and Medium Enterprise Development

- Completion of integration with all government platforms
- Ongoing development of the contact centre's digital infrastructure, employing the latest technologies
- Developing the internal portal for employees

All services tailored for entrepreneurs have been fully developed

Enhancing the 'Itqan' platform for managing projects and initiatives

Developing the investment map using advanced artificial intelligence technologies

Consumer Protection Authority

80%

Completed of the infrastructure upgrade and network security enhancement

Commenced the automation of core services

- Launched the Price Increase Management System
- Introduced the 'Injaz' system for effective project management and monitoring
- Rolled out the internal portal for employees
- Upgraded the inspectors' application with advanced features to optimise and facilitate fieldwork

Ministry of Foreign Affairs

- Digitalised all core services
- Established a Digital Transformation Office
- Developed a pilot environment for the AI-Powered Diplomatic Assistant project
- Established a pilot environment at the Embassy of the Sultanate of Oman in The Hague to test connectivity via the high-speed government network and perform security assessments





Key Efforts and Achievements of Entities in Digital Transformation for 2024

Muscat Governorate

Issued the tender for the Unified Municipal System and commence the technical analysis phase

Executed the project to establish an ecosystem supporting systems and electronic services

Provided IT Service Management (ITSM) solutions

Upgraded and optimized the infrastructure of the Muscat Governor's office

Reviewed and streamlined priority service procedures at the Muscat Governor's Office

Utilised drones for field surveys of projects

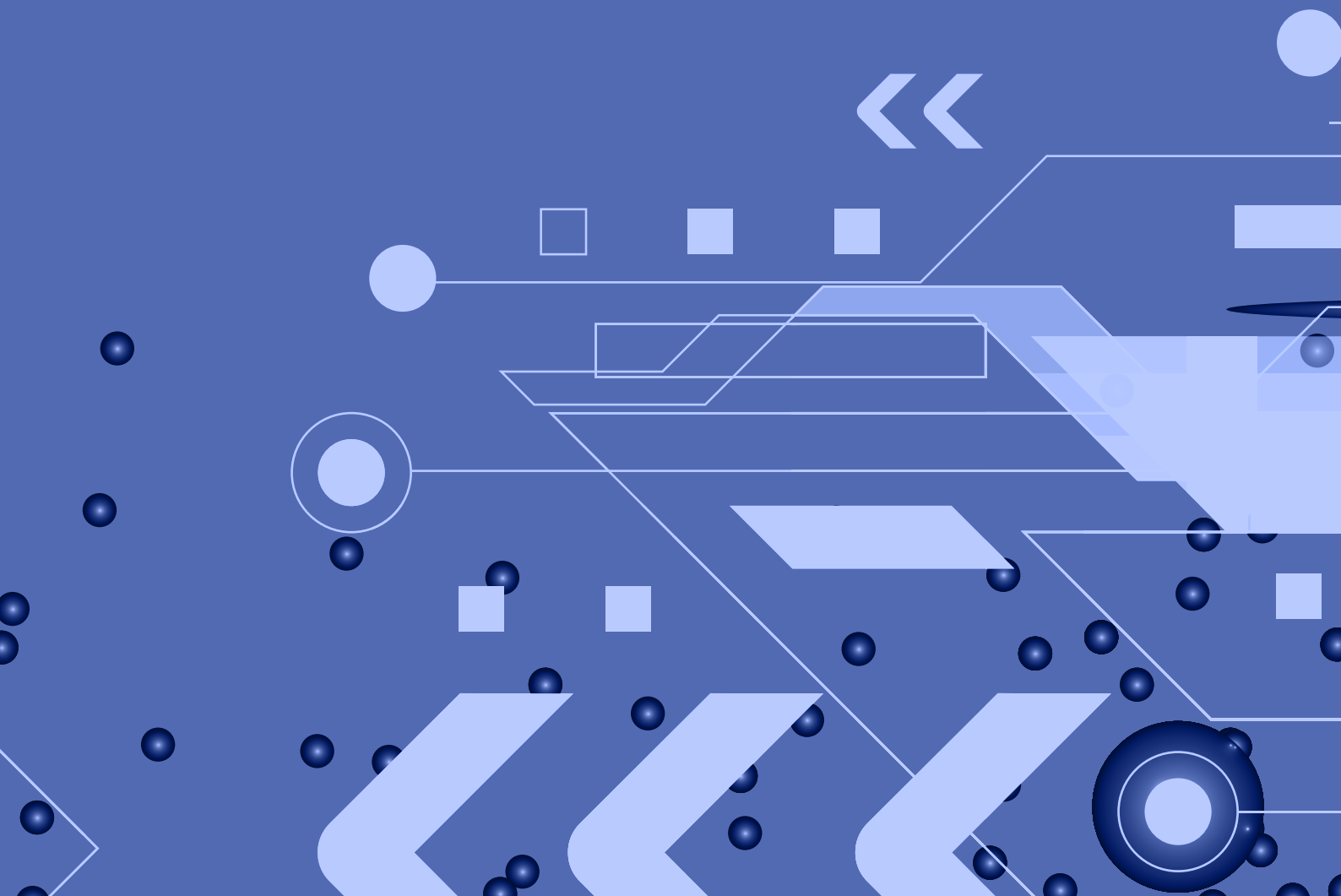
Introduced smart traps to monitor mosquito breeding sites in parks and public areas

Launched smart irrigation control systems

Utilised artificial intelligence technology to detect parking violations through smart vehicle plate screening



Key Policies and Guidelines Supporting Digital Transformation Issued in 2024





Key Policies and Guidelines Issued in 2024

Completion of the
Development of the Digital
Access Guidelines



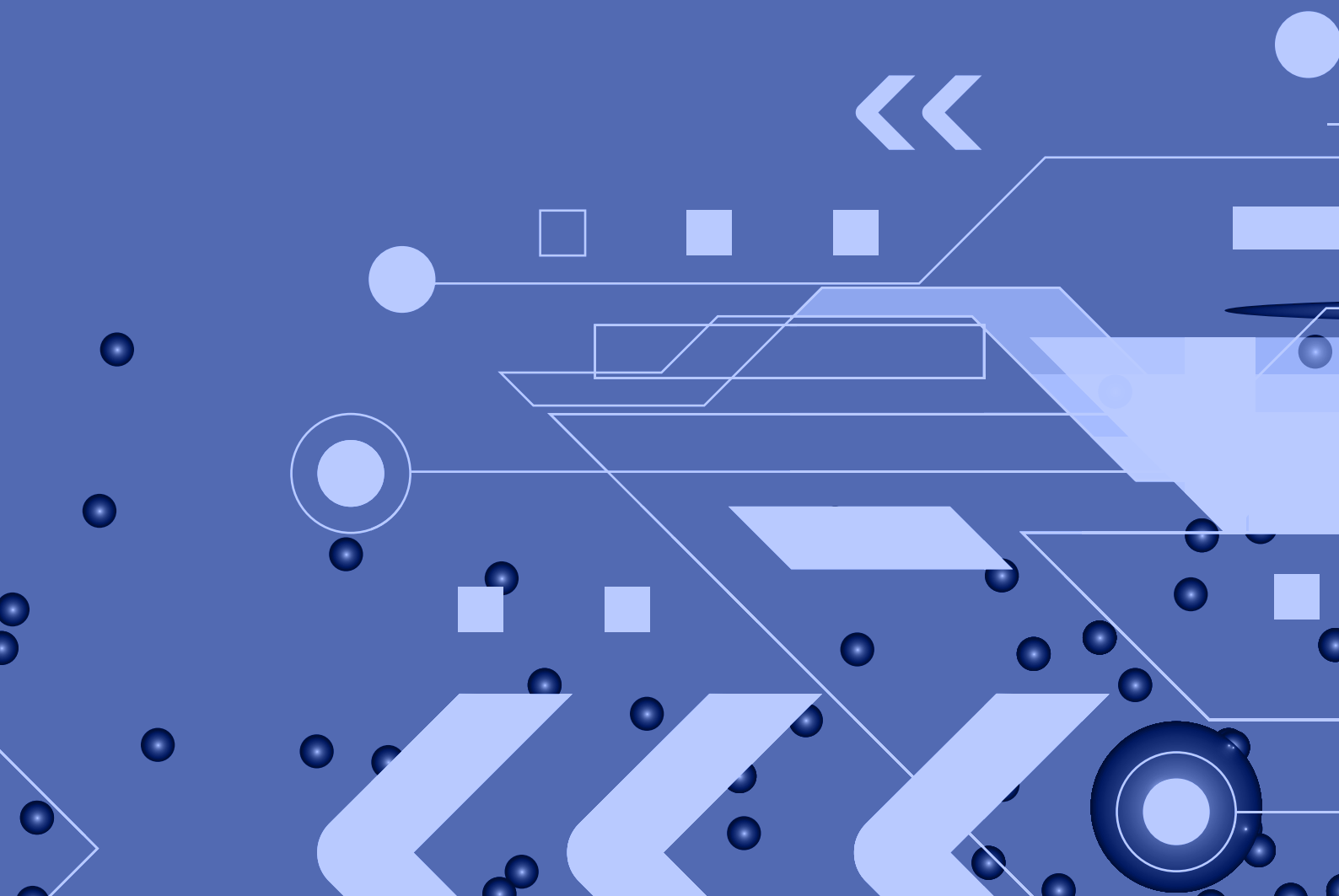
Launch of the Guideline
for Designing Digital
User Experience in the
Government Sector

Development of the Digital Guide for Cataloguing Government Services

Launch of the Digital
Participation Policy
and Guide for the
Government Sector



Empowering National Competencies in Digital Transformation





Key Activities of National Competencies and Capabilities Enablement



Empowering 12 entities through organizing the third edition of the Digital Transformation Projects Management Bootcamp

175



Government employees benefited from the Oracle platform for capacity building and innovation in advanced technologies and solutions



Launching the Master's Program in Digital Transformation and Innovation in collaboration with the University of Technology and Applied Sciences

Enabling National Competencies in the Government Sector Through several workshops including

- Training on using the Digital Directory System for indexing government services
- Aligning work plans between beneficiary entities and data providers
- Mechanisms for implementing the Digital Participation Guide
- Preparing change leaders in digital transformation
- Developing informational content for the Unified Government Services Portal
- Enabling entities to classify data
- Updating the Digital Directory for indexing government services
- Managing digital change



Launch of the Government Digital Excellence Award 2024 First Edition

Statistics

111

Total Submissions Received

40

Competing entities in the Services, Initiatives, and Talents track

56

Competing entities in the Entities track

Award Tracks

Talents

Initiatives

Services

Entities



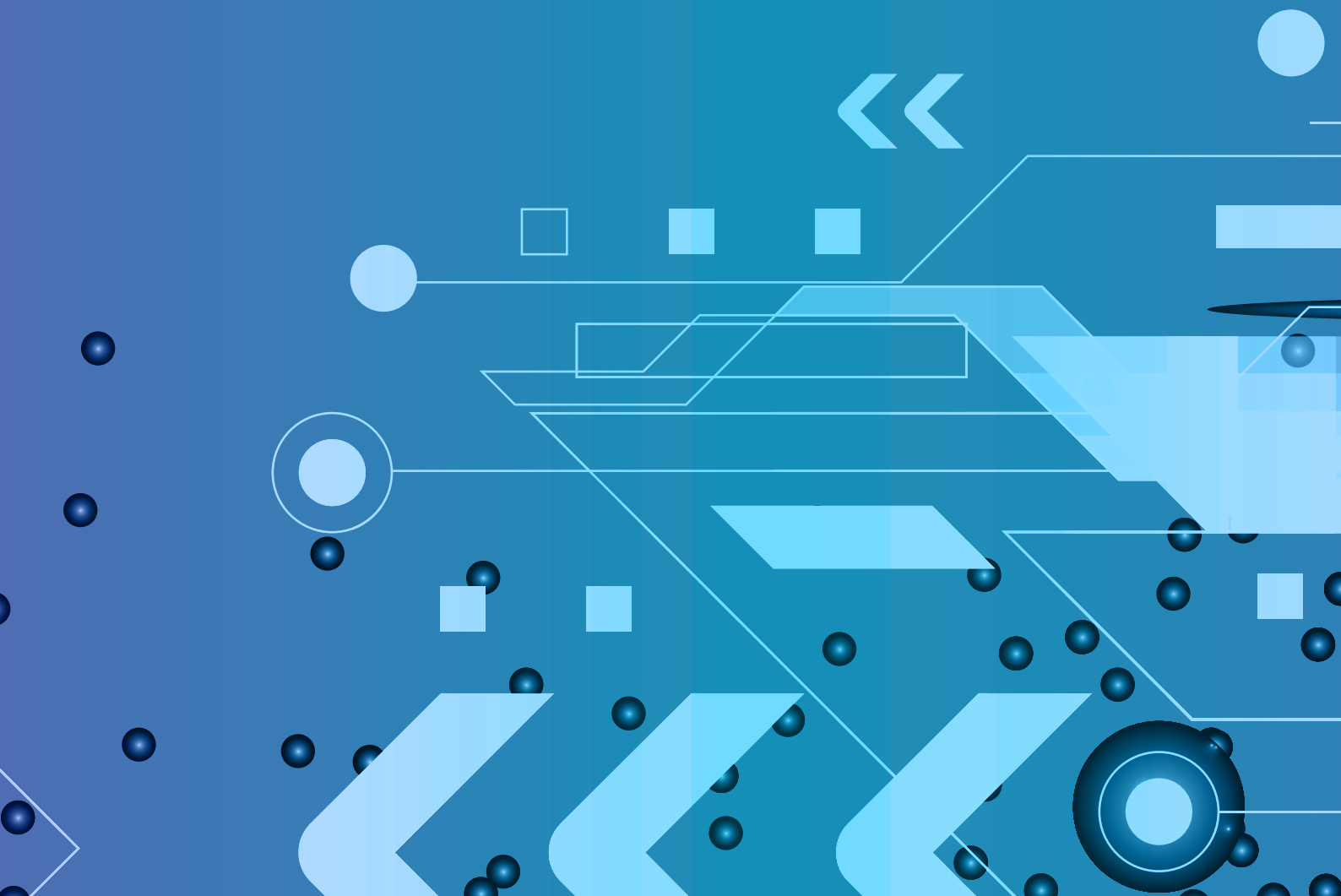
Launch of the Governorate Digital Transformation Ambassadors Programme

- Increasing community awareness and adoption of digital services, solutions, and advanced smart technologies
- Empowering the community to achieve an outstanding user experience with easy access to digital services
- Promoting the shift towards digital life as a best practice for citizens to access government services, enhancing satisfaction and acceptance

466

Total registered participants from governorates of the Sultanate

Key Objectives of the Government Digital Transformation Programme for 2025





Key Objectives of the Government Digital Transformation Programme for 2025

80%

of essential government services are made available through the internet

Launch of the Unified Mobile Application for Digital Government Services

Launch of the National Open Data Platform

Completion of Two Marketing and Awareness Campaigns on Digital Government Services

Launch of the Chatbot Platform for Digital Government Services

Launch of the First Package of Priority Services through the Government Unified Portal

Launch of the Strategy, Framework, and Tools for Change Management in Government Digital Transformation

Launch of the Government Digital Innovation Initiative

Completion of the First Phase of Development for the National Records Project

Completion of the First Phase of Empowering National Competencies in the Government Sector for Digital Transformation

Launch of the Central Platform for Government Notifications and Electronic Transactions Management

Organisation of the Third Edition of the Government Digital Transformation Forum

Organisation of the Second Edition of the Government Digital Excellence Award

Approval of the Government Digital Transformation Roadmap 2026-2030



