Monthly Newsletter

تحول
tahawul

Government entities continue their ambitious efforts to enhance and develop services for citizens. Last year has seen significant progress in digital transformation across government entities, showcasing their dedication to improving services and increasing efficiency through the launch of several digital initiatives. These initiatives have enhanced operational efficiency and strengthened transparency in government transactions.

With the advent of the new year, the drive for digital transformation continues, aligning with Oman Vision 2040 to deliver better and more innovative services for citizens.

Launch of New Systems and Services

'Tazamun' Recruitment and Employment System

The Ministry of Labour, in collaboration with the Ministry of Defence and other military and security entities, has launched the 'Tazamun' system to unify recruitment and employment processes and provide integrated digital services to citizens. The system aims to automate electronic systems, ensuring alignment and efficiency in recruiting job seekers and enlisting personnel for the Ministry of Defence and other military and security entities.

Launch of the 'Fanar' Platform

An interactive and innovative platform for digital health media, 'Fanar', offers access to up-to-date and dynamic educational resources in the field of health media. The platform aims to empower professionals, enhance their skills in health media and foster innovation by providing a learning environment that encourages creative thinking and the development of innovative solutions.

Notary Public Services

The 'Tawtheeq' digital platform, managed by the Supreme Judicial Council, enables notary public services to be completed remotely without the need to visit notary public offices.

Features of the Tawtheeq Digital Platform Services

Verify the applicant's identity seamlessly through video call services

Access all essential service requirements, from attaching documents to tracking the status of requests

Ensure safe access to the platform using electronic authentication technology

Benefit from enhanced security through the platform's integration with the Government Cloud

Impact of Tawtheeq Digital Platform Services

Complete notary public transactions remotely from anywhere.
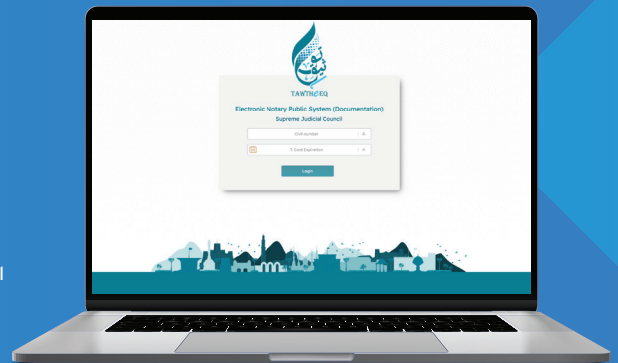
Accelerate and simplify judicial services

Empower users to enhance service quality through a dedicated window for complaints and suggestions

Minimise the time and effort required for services

Provide precise and reliable databases

'Tahawul' Campaigns

"Digital Transformation: A New Reality" Campaign Explore the hashtag here

The Government Digital Transformation Programme, Tahawul, has launched a marketing campaign titled "Digital Transformation: A New Reality" across its various social media platforms. The campaign aims to highlight the digital services provided by government entities, raise public awareness about digital transformation and showcase achievements in this field.

'Tahawul' Wins Best Visual Identity Award

The Government Digital Transformation Programme, Tahawul, has won the 'Best Visual Identity Award' at the inaugural TOMI Awards (The Oman Marketing Impact). This initiative recognises excellence in marketing and advertising across Oman.

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Tahawul Events

❮ **Workshop: Enhancing Oman's indicators in the United Nations E-Government Survey**

❮ **Development Programme: Building Competencies in Digital Innovation**

❮ **'Idaad' Programme: Third Edition of the Change Leaders Training**

❮ **Regular Meeting: Digital Transformation Change Management Teams**

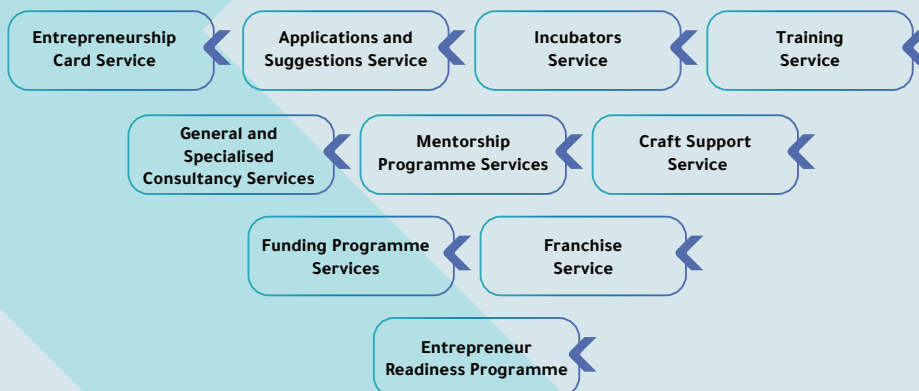# Empowering Competencies in Digital Transformation

'Your Embassy' Hackathon

The Ministry of Foreign Affairs organised the Smart Embassies Hackathon to promote innovation and digital transformation in Omani embassies abroad. It featured specialised workshops and mentoring sessions with experts in innovation and technology. It aimed to enhance consular services through digital transformation, strengthen cybersecurity in embassies and develop comprehensive digital communication platforms.

Wide Range of Services - Entrepreneurs

The website of the Small and Medium Enterprises Development Authority offers integrated digital services for entrepreneurs to enhance the competitiveness of their businesses and empower them to manage them efficiently.

- Entrepreneurship Card Service
- Applications and Suggestions Service
- Incubators Service
- Training Service
- General and Specialised Consultancy Services
- Mentorship Programme Services
- Craft Support Service
- Funding Programme Services
- Franchise Service
- Entrepreneur Readiness Programme

To learn more about this, scan the QR code

Key Achievements of Centralised or Shared Solutions

The National System for Government Projects and Procurement Management (Takamul)

A system dedicated to automating all processes related to managing government projects and procurements, from the planning phase to tendering, contract monitoring, execution and the final closure of contracts for projects and procurements within government entities.

Strategic Objectives and Expected Impact

- **Enhance Efficiency:** Improve and simplify processes related to government projects and procurements.
- **Data-Driven Decisions:** Strengthen capabilities in planning and decision-making through data-based insights.
- **Process Automation:** Automate all operations within the government project and procurement lifecycle.
- **Supplier Relations:** Develop and enhance the environment for supplier relations in government projects and procurements.

Key Targets

- Simplify procurement processes for government entities.
- Enhance the planning, monitoring and evaluation of projects.
- Strengthen transparency and enable real-time tracking of procurement activities.
- Centralise procurement data to support informed decision-making.
- Develop policies and unify project management practices across government entities.
- Reduce costs and ensure timely project completion.

Certificates and Achievements

Several employees of the Public Establishment for Industrial Estates (Madayn) have obtained specialised certification in digital transformation:

Mr Mohammed Al Ajmi,
Head of the Project Management Section in the Excellence and Institutional Transformation Directorate

Earned the Project Management Professional (PMP) certification

Ms Nawal Al Hasani,
Acting Head of the Change and Internal Communication Section in the Excellence and Institutional Transformation Directorate

Received the Certified Change Practitioner certificate from Prosci

Upcoming Activities and Events

Workshop on the Index of Middleware APIs for Government Services (targeted at specific entities)

Training Camp in Managing Digital Transformation Projects (targeted at specific entities)