

The UN eGovernment Survey and Oman

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UN eGovernment Survey

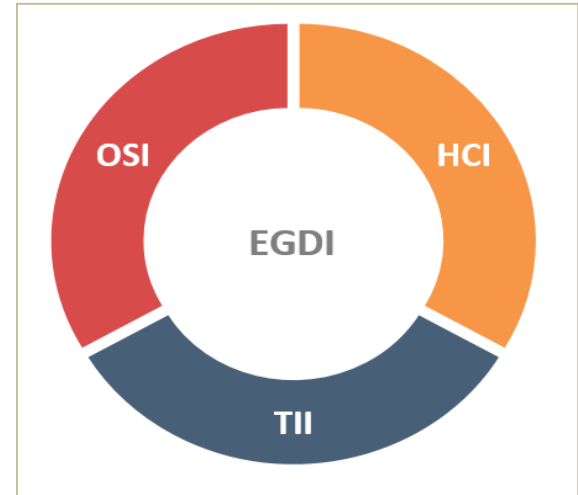


8th Edition: UN E-Government Survey 2014
E-Government For The future We Want

eGovernment Development Index

Since its inception in 2003, the **UN Survey** has focused in equal measure on 3 key areas:

- 1) Human capacity - **HCI**
- 2) Telecommunications infrastructure - **TII**
- 3) Availability of online services - **OSI**



Importance of Online Services Index

The Online Service Index (OSI) represents the area of the UN e-Government Survey that *national governments can impact most quickly* since it measures a narrowly defined component – *online service delivery* - rather than more broadly based elements such as national education and infrastructure levels.

Online Service Index

The Online Service Index (OSI) is regularly updated to reflect **new & emerging trends**.

The 2014 Survey questionnaire focused on the following **sub themes**:

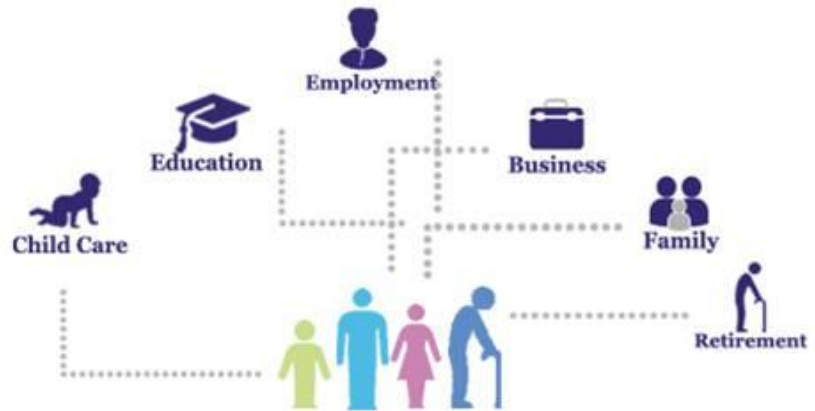
- ✓ Whole of government & integrated service delivery
- ✓ Multi-channel service delivery
- ✓ Bridging the digital divide (via e-infrastructure)
- ✓ Increasing usage
- ✓ Open government, including data
- ✓ e-participation, as a supplementary index (EPI)



OSI: Ministries

UN researchers focus on services from the following **Ministries**:

- Education
- Labour
- Social Services
- Health
- Finance
- Environment (new in 2014)



OSI: Priority Services

- ✓ Apply for a personal identity card
- ✓ Apply for a drivers license
- ✓ Register a Motor Vehicle
- ✓ Apply for a Marriage Certificate
- ✓ Apply for Environmental Permits
- ✓ **Pay for Utilities**
- ✓ **Pay for Fines**
- ✓ Apply for a Birth Certificate
- ✓ Apply for Social Security Benefits
- ✓ Register a Business
- ✓ Submit Income Taxes
- ✓ Personal Account

Featured Services

- E-Parking Services
- Activate status of jobseeker
- Search for Vacancies
- Reserve Commercial Name
- Pay my Electricity Bill
- Online Visa Application Service
- Enquire about and pay my Traffic Fine
- Apply for a Residential Land

OSI Focus Areas

Survey researchers specifically focused on the following portals:

- National portal
- eServices portal, where distinct from national portal
- Open Data portal
- eParticipation tools

English المَعول ٤٨ ٤٩ ٥٠

مرحباً بك في البوابة الرسمية للخدمات الحكومية الإلكترونية

الموضوعات الأكثر تصفحاً

البيانات المفتوحة

خطة التحول الحكومية الإلكترونية

عن عمان

طلب الخدمات

مشاركة الإلكترونية

لغة المؤسسات

الخدمات الإلكترونية حسب المراحل العمرية

التوظيف

التعليم

رعاية الطفل

الأسرة

الشيخوخة

الخدمات الأكثر استخداماً

خدمات المواعيد الإلكترونية

تنشيط خطة البحث عن عمل

البحث عن فرص عمل شابة

مخزن اسم تجاري

الأهداف الإنمائية للألفية

القضاء على الفقر والجوع

تعميم التعليم الإبتدائي

تعزيز المساواة بين الجنسين

تحسين مستوى رفاهية الأطفال

Home Page Map Dashboard Data Analysis How to Use

This site is the comprehensive site of National Center for Statistics and Information, providing a one-stop-shop platform to navigate for releases and their documents and offer tools for analysis and display such as maps, dashboards, and data sharing options.

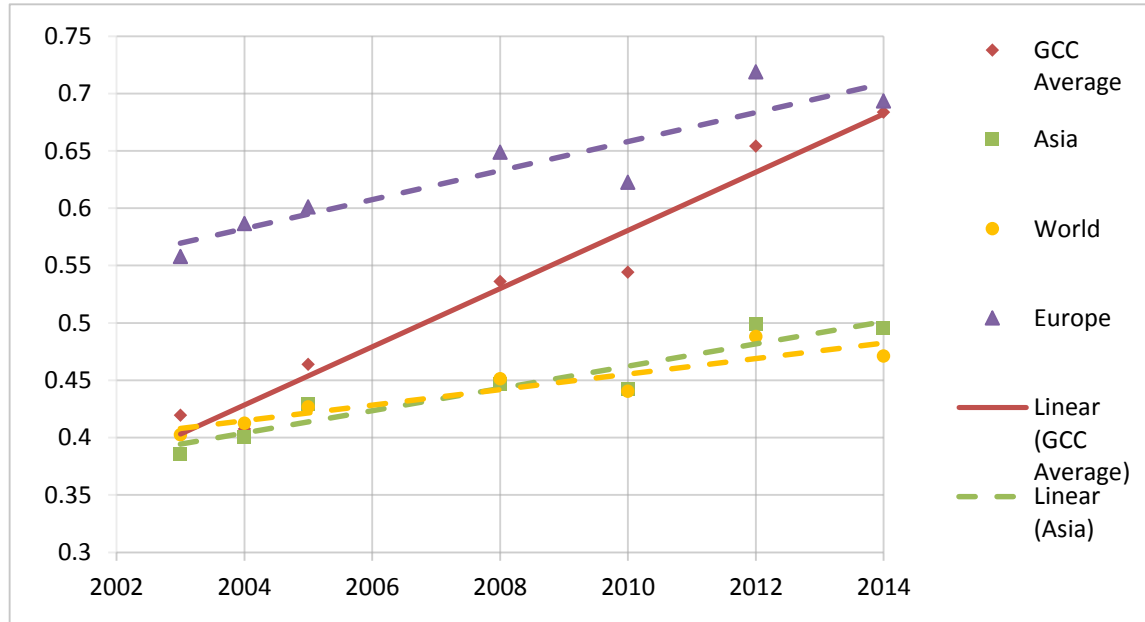
Population

National Accounts

Housing

Security

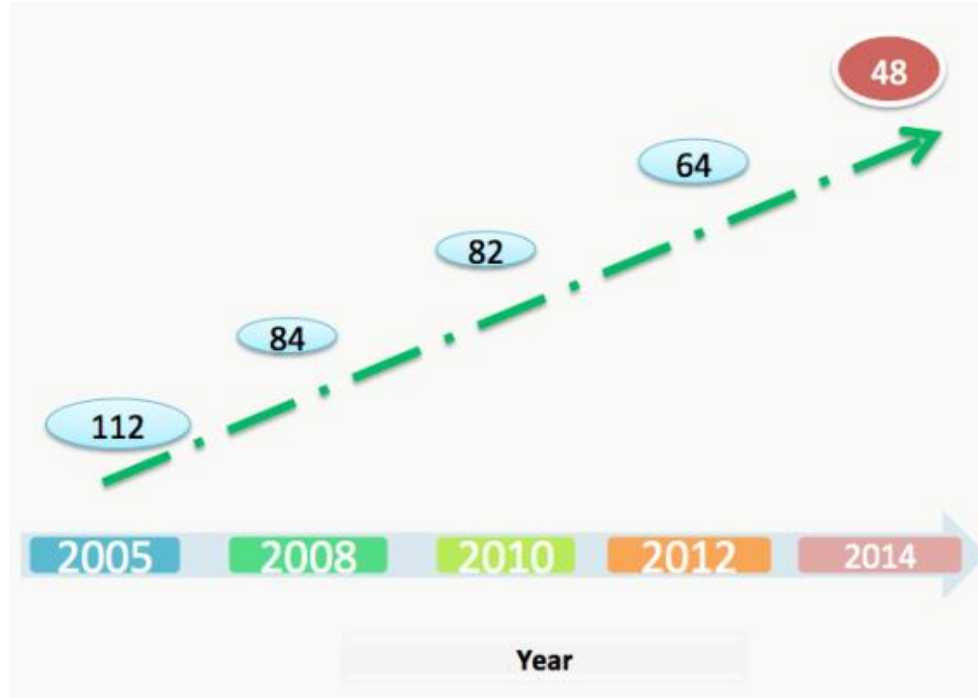
GCC Progress in UN Rankings



Overall Ranking of Gulf Countries

2014 Rank	Country Name	Region	EGDI 2014
Very High EGDI			
18	Bahrain	ASIA	0.8089
High EGDI			
32	United Arab Emirates	ASIA	0.7136
36	Saudi Arabia	ASIA	0.6900
44	Qatar	ASIA	0.6362
48	Oman	ASIA	0.6273
49	Kuwait	ASIA	0.6268
GCC Average			0.6838
World Average			0.4712

Oman's Overall Ranking in the UN Survey



Oman's OSI Score

OSI Rank	2003	2004	2005	2008	2010	2012	2014
Oman	79	159	125	52	55	35	26
OSI Score	2003	2004	2005	2008	2010	2012	2014
Oman	0.2620	0.0502	0.1731	0.4849	0.3683	0.6667	0.7323

OSI Success Factors

Oman's impressive rise in its overall UN Rankings can be attributed to a number of key factors:

- ✓ Robust leadership from above

His Majesty's Nov. 2008 Address to Council of Oman

- ✓ Clear policy focus

eOman and Vision 2020

- ✓ Strong institutional actor

ITA



OSI Success Factors

Oman's particularly strong place in the OSI can be attributed to:

- Focused **Whole of Government Strategy** to improve eService delivery
- Incorporating **72 entities across 26 lines** of business



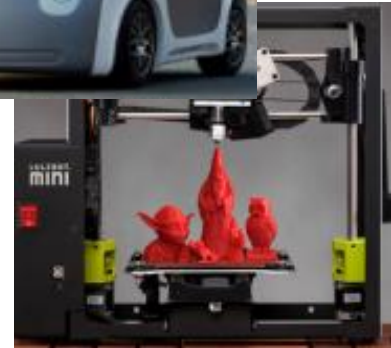
Proactive embrace of Social Media & Open Data & Mobile to engage with citizens and kick start innovation

- Supported by **regulatory & policy framework**



And Last but Not Least.....

Smart Nation **vision** to anticipate the **future trends & technologies**:



But...

- The pace of **change** is vast...
- Citizen **expectations** continue to rise...
- **No country** can afford to rest on past achievements...

To Stay Ahead of the Pack...

Aspire to **service levels** of an Amazon

- All services must be transactional
- All links must work, and help should be available real time

Aspire to **design principles** of Apple

- All interfaces must be simple and clear
- All functionality must be intuitive

Aspire to **innovation** of Google

- All thinking should be 10 years out
- Co-creation & collaboration should rule!

Available at
amazon

