

HM Award Submissions Strengths

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Feb, 2017



Sultanate of Oman
Information Technology Authority



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General Findings



What we saw in the Submissions

- › Evidence of submission improvement compared to jury findings of 2014
- › Better understanding of the need for building and maintaining collaborations across agencies and of the processes involved.
- › Clear progress on data exchange.
- › Cooperative efforts in enabling end to end services
- › Common building blocks are actively used. Infrastructure and PKI.

Strengths & Recommendations

- **Structure**
- **Technical**
- **Social**



Strengths in the Submissions - **Structure**

- **Good articulation of the objectives, purpose and strategy**
- **Adopting process re-engineering approach with process simplification**
- **Enablement of end-to-end services to different sectors and user groups**
- **Phased delivery approach with focus on government structure**
- **Clear strategy for service prioritization with user-centric view.**
- **Well planned and designed services with potential for high impacts**
- **Wide range of services dashboard with multiple departments collaboration.**
- **Innovative deployment of open data for services**
- **Strong alignment with Digital Oman 2020 vision and strategy**



Recommendations - Structure

- **Follow the award guidelines – Aim for global standards**
- **Record the progress of service delivery to a benchmark or a reference point**
- **Have a clearer future plan and roadmap**
- **Improve elaborated reports with graphical presentation**



Strengths in the Submissions - **Technical**

- **Good use of data analytics for decision making**
- **Clear statistics of access and utilization**
- **Adherence to global technology standards for user interface**
- **Fulfillment of security and privacy needs**
- **High standard and scalable infrastructure**
- **Ease of use with single-sign-on**
- **Use of National ID for login and authentication**
- **Use of National Payment Gateway**



Recommendations - Technical

- **Merge related services with other departments**
- **Remove coupling and dependency with non ready entities**
- **Create more datasets for reuse**
- **Emphasize on native Mobile versions with personalization**
- **Improve the use of open data for new services to reduce users data entry.**
- **Start big data analytics and Business Intelligence projects to discover trends and support steering direction.**
- **Expand services to cross-border services such as GCC with interoperability standards.**



Strengths in the Submissions - Social

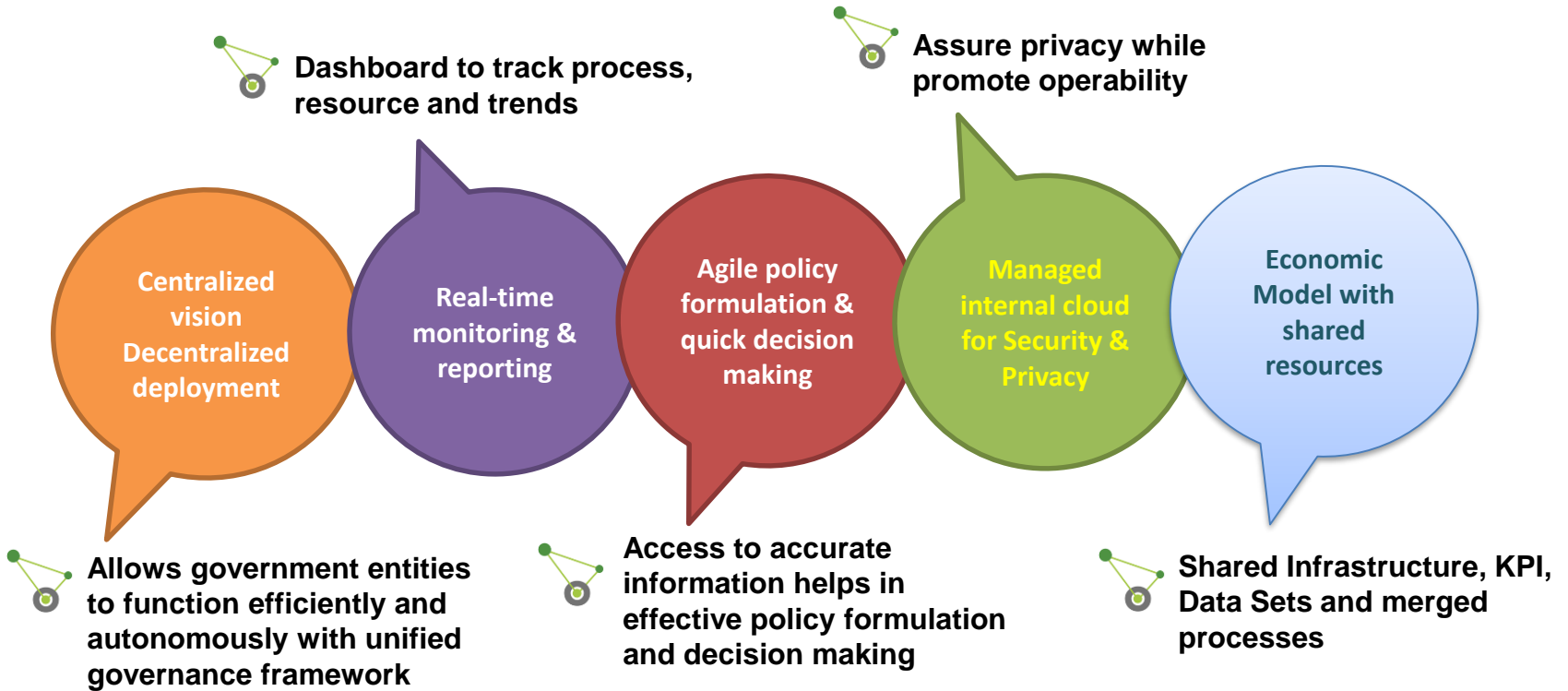
- **Use of social media, workshop, SANAD offices for users feedback collection**
- **Great social and economic impact evidences**
- **Multiple channels for services delivery**
- **Audience segmentation added a great ease of use.**
- **Multiple stockholder involvement in development**
- **Services are geared to enhance transparency**
- **Good level of outreach**
- **Improved customer knowledge transfer**



Recommendations - Social

- **Improve interaction with users for notification, feedback, testing, etc.**
- **Share data analytics and visualization with stockholders**
- **Invest on digital leadership program and workforce development**
- **Participate the public in the decision-making aspects of their services**
- **Improve Helpdesk support with multiple channels of access**
- **Provide education/knowledge transfer sessions to stockholders**
- **Raise awareness about the applications and projects.**

Innovative Collaboration in Service Provisioning





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