

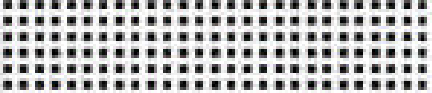
Survey - ICT Usage in Government (2008-2009)

International Seminar on ICT Statistics
19-21 July 2010, Seoul, Korea

Nasser Al Khayari, Statistician
Information Technology Authority (ITA)
July 20, 2010



e.oman



Sultanate of Oman



- Area: 309,500 sq.km.
- Population: 2,743,499
- Political capital: Muscat
- Economical capital: Muscat
- Median age: 19.8 years
- Life expectancy: 72 years
- Urban population: 79%
- Government: Monarchy
- Number of states: Four Governorates and five regions

National Information Society Policies and e-Strategies

- The Sultanate of Oman has embarked upon its ambitious journey in **transforming Oman** by empowering its people, through the e.Oman strategy which was adopted in 2002 and was implemented in May 2003.
- The goals include providing job opportunities for **nationals** in the ICT sector and to significantly improve the quality of services that the Government provides to its citizens.
- The e.oman strategy addresses **eGovernment** as well as **Digital Society** issues. It aims to create an effective government-community-citizen centric that provides better public services to its people, establish national ICT infrastructure, and build the ICT skills of people in Oman.
- More: www.ita.gov.om





ICT Statistics

- Household & Individuals (2006/2007)
- Business (2009)
- Government (2008 & 2009)
- General Education (under preparation – end of 2010)
- Higher Education (ongoing)
- Administrative Data (TRA)

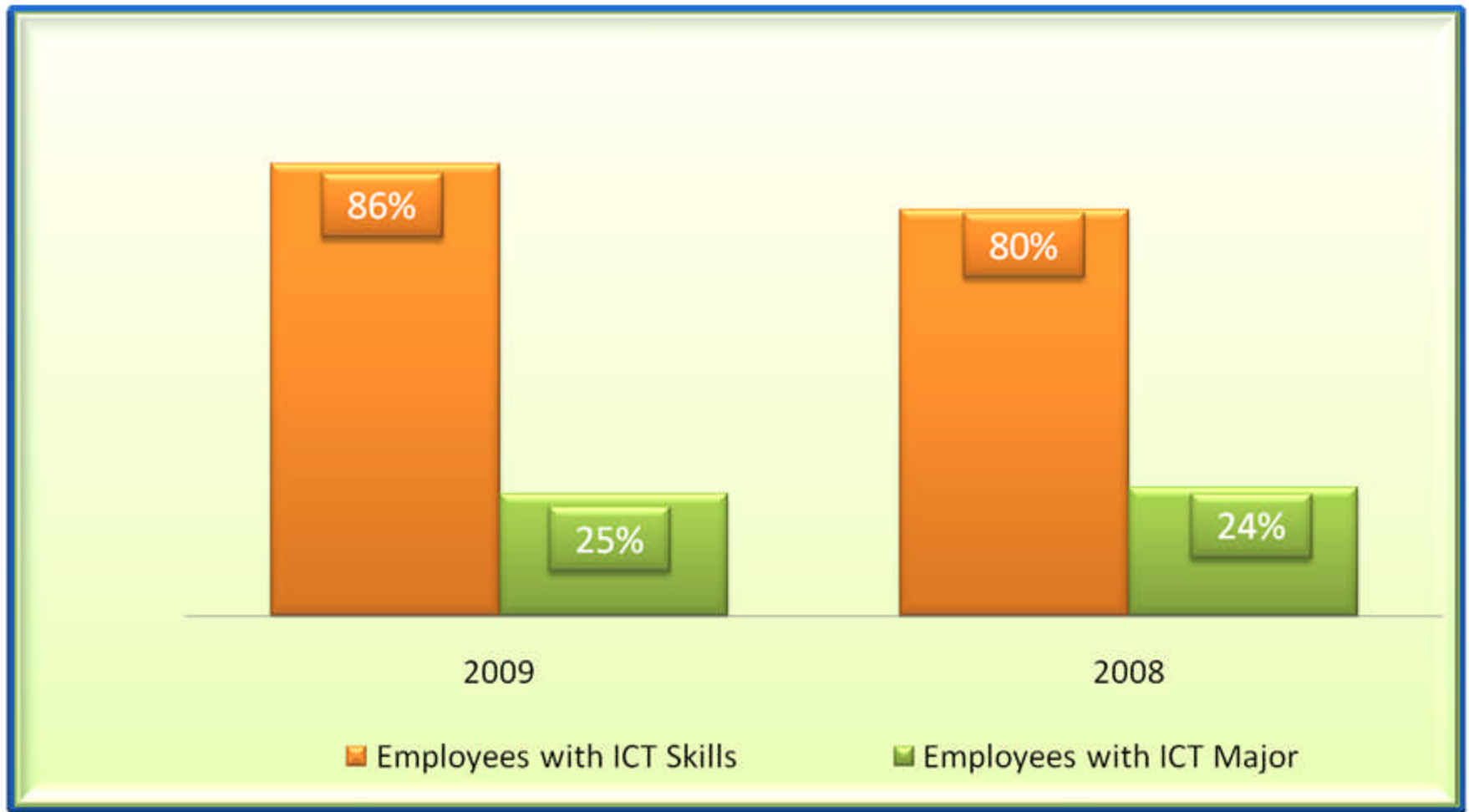


Introduction

- **Objectives:**
 - To measure ICT penetration in Govt sector
 - To compile eGovt statistics to help ITA decision makers in planning
 - Bench marking
- **Survey reference period** : year 2009 (the previous survey ref period: 2008)
- **Survey Sampling:** 100% of the government organizations were surveyed
- **Survey Period** : 8 weeks (1st Jan – 28th Feb 2010)

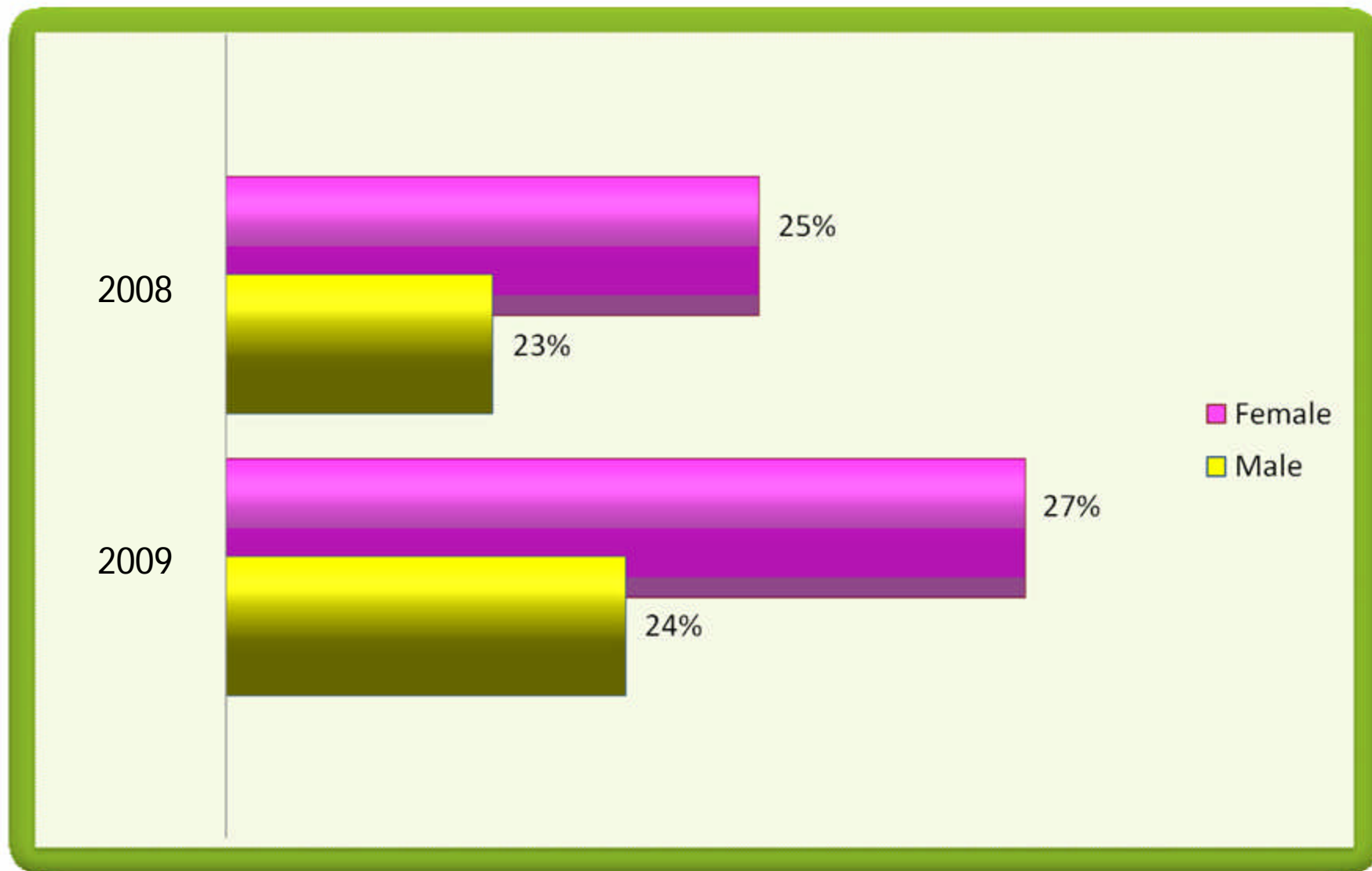
Response Status	2009	2008
Government organizations - Response Rate	75%	87%

Percentage of Employees with ICT Major and ICT Skills

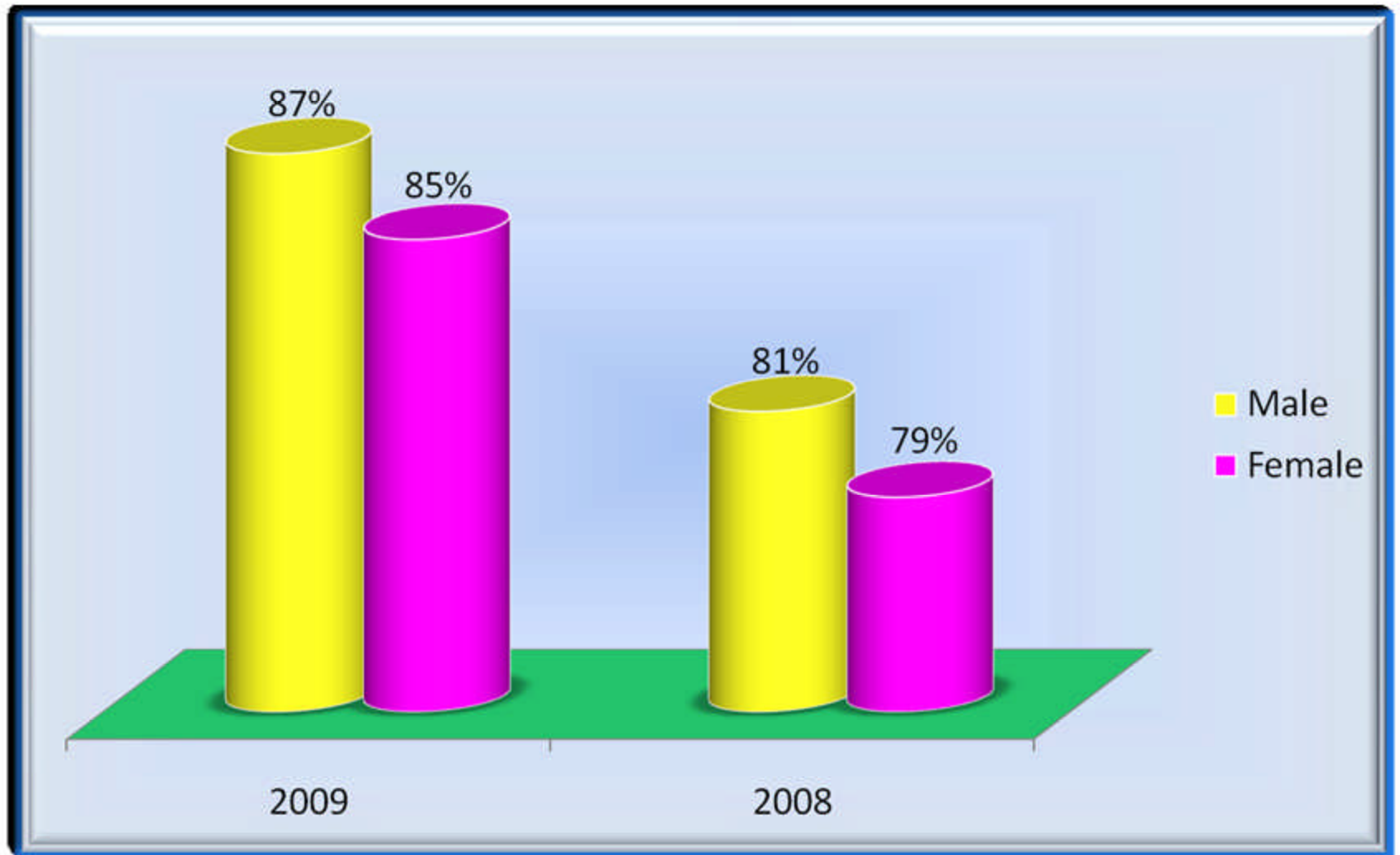


ICT Major: employees who hold a diploma, degree or higher degree in ICT studies e.g. system analysts, programmers, developers, security specialists etc---

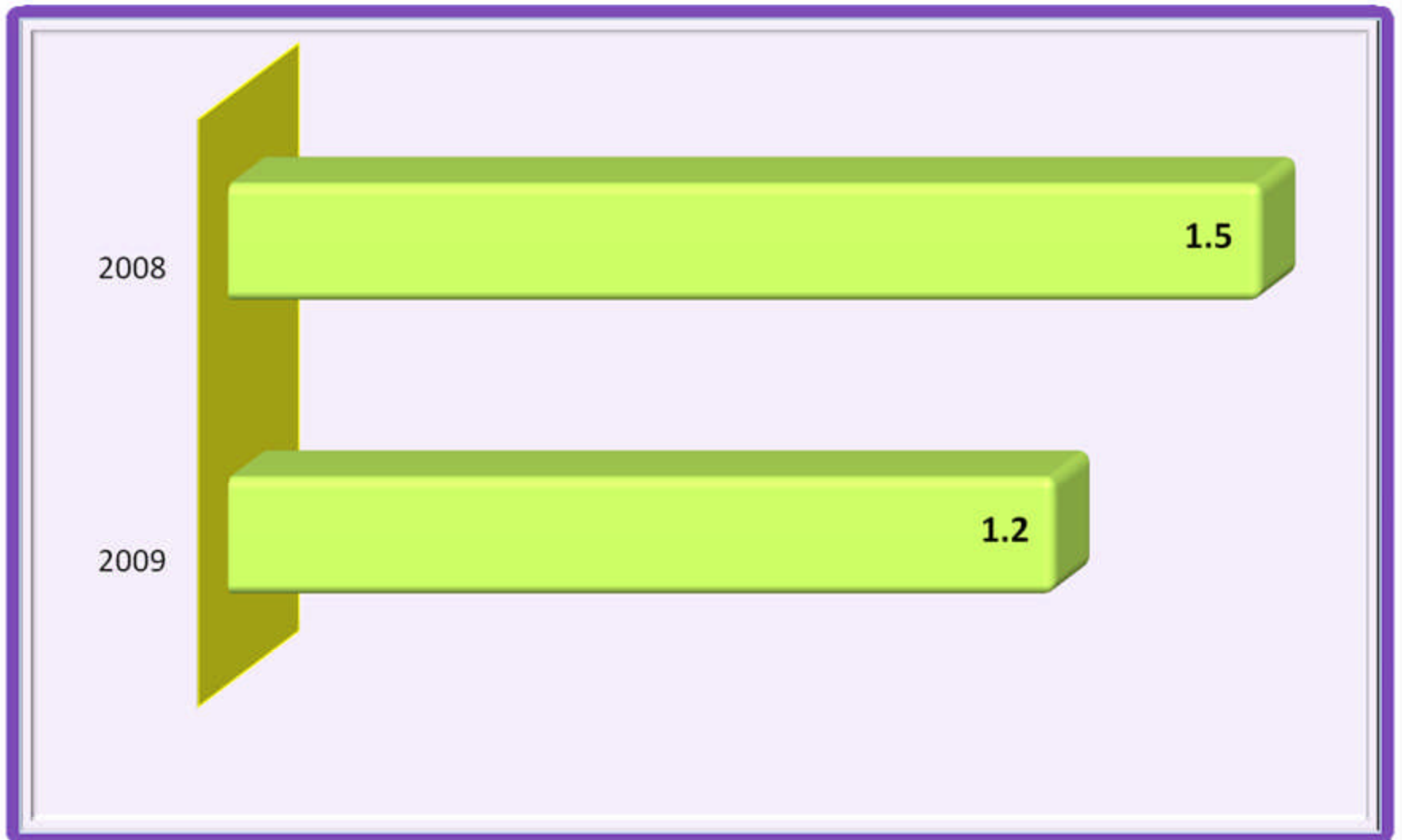
Percentage of Employees with ICT Major by Gender



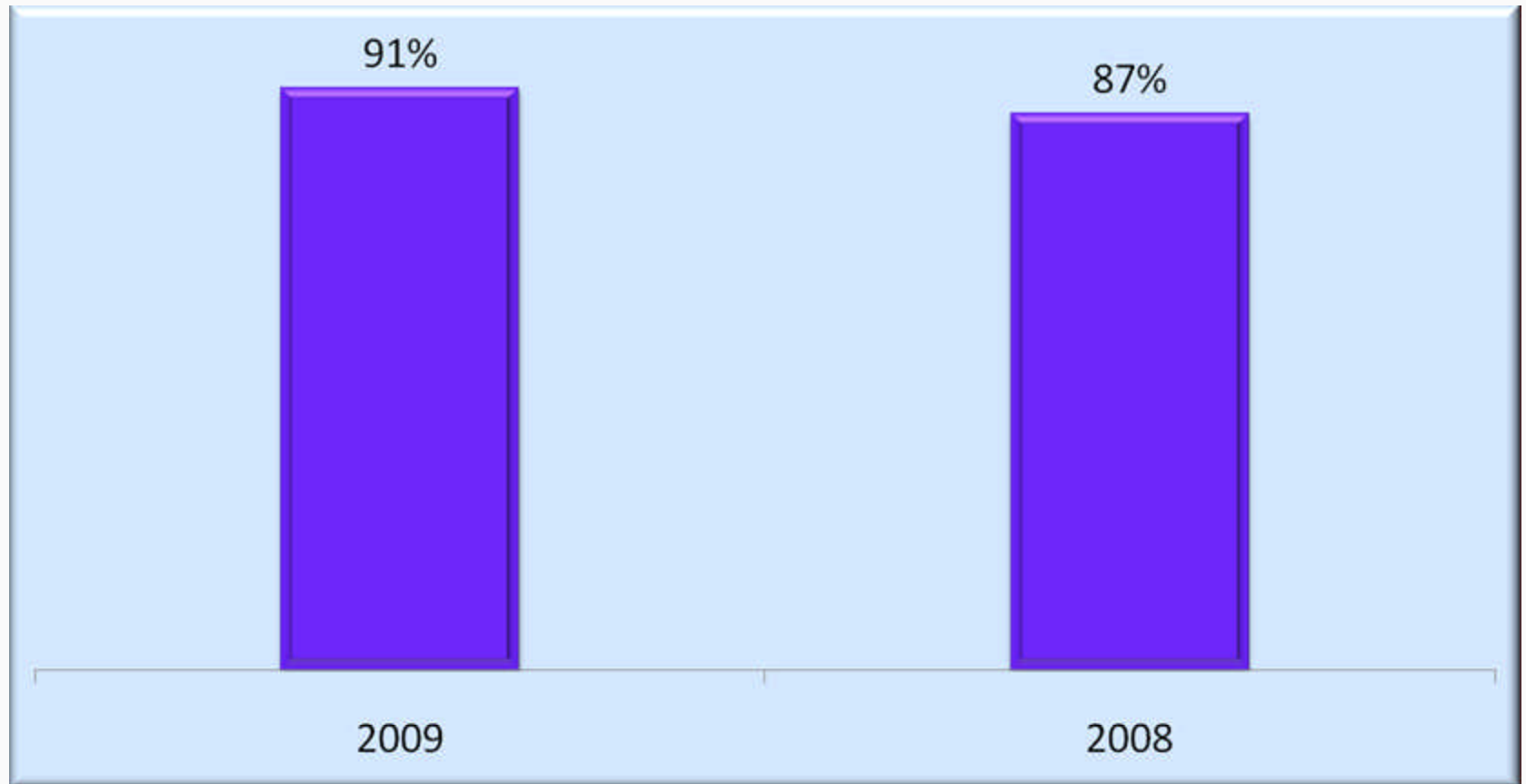
Percentage of Employees with ICT Skills by Gender



Staff to Computer Ratio



Percentage of Computers Connected to the Internet

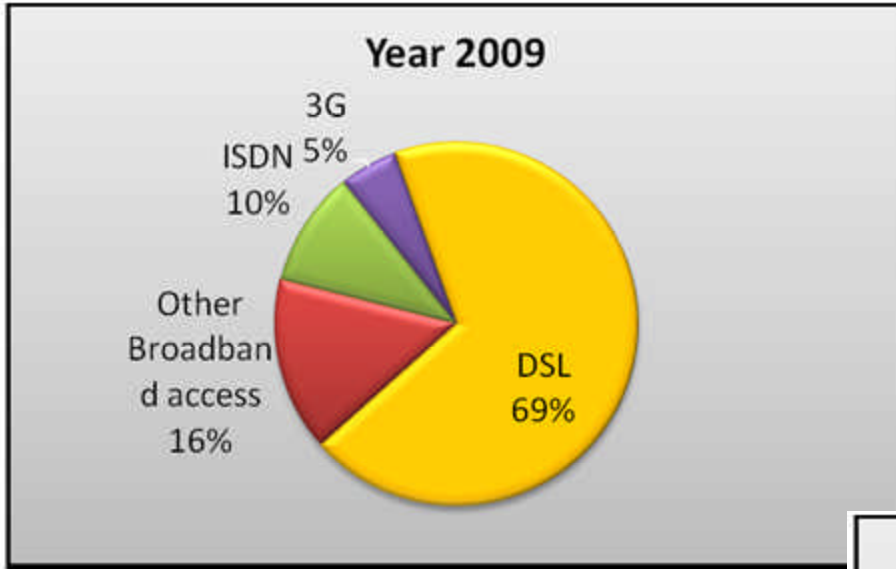


Indicator	Change (%)
Percentage of computers connected to the internet	4%?

Govt Entities with ICT Maintenance Service

Indicator	2009	2008	Change (%)
Percentage of Govt entities with ICT maintenance service	100%	87%	13%?
Internal maintenance	27%	18%	9%?
External maintenance	56%	76%	20%?

Type of Internet Connection



DSL (ADSL, SDSL, VDSL etc.): Digital subscriber line; it is a high-bandwidth, local loop technology carrying data at high speeds over traditional (copper) telephone lines.

Other Broadband: Including high speed leased lines, optic fiber cable, some mobile phone access (e.g. UMTS), power line, satellite, fixed wireless, with an advertised download speed of ≥ 256 Kbps.

Narrowband: Includes:

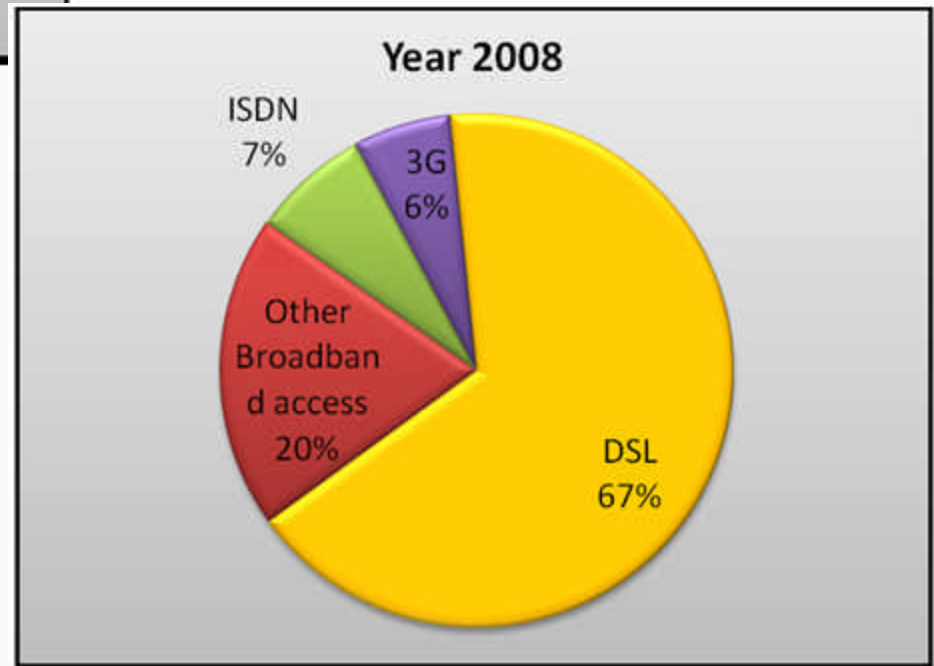
- Analogue modem (dial-up via standard phone line)
- ISDN (Integrated Services Digital Network),
- DSL at speeds below 256 kbit/s, and mobile phone and other forms of access with an advertised download speed of less than 256 kbit/s.

Cable Modem:

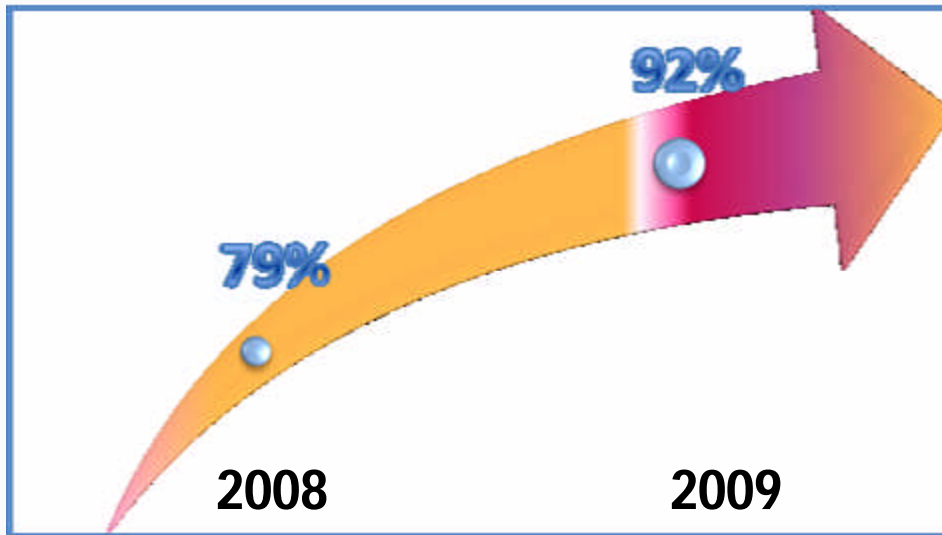
A cable modem uses cable TV lines for connecting to the Internet.

3G:

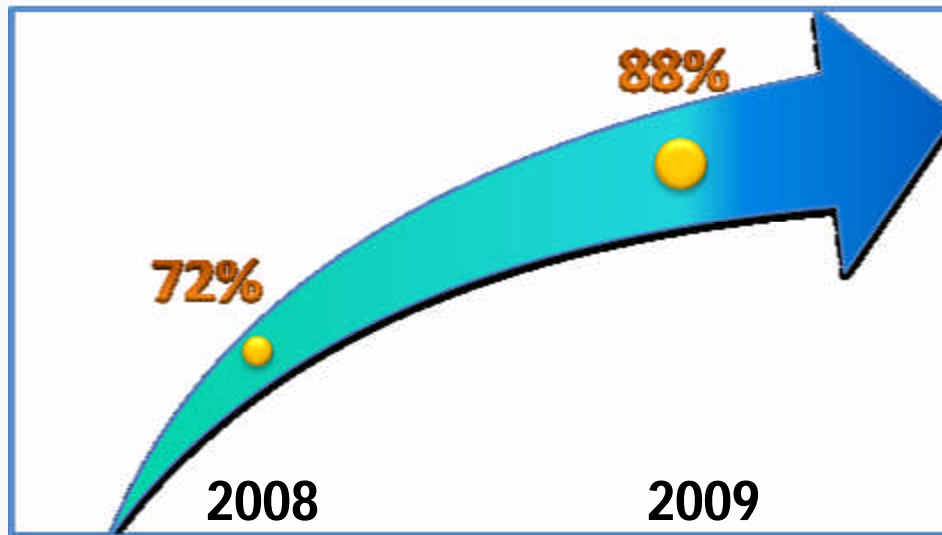
Third generation mobile telephone technology



Govt Employees Routinely Using Computer & Internet

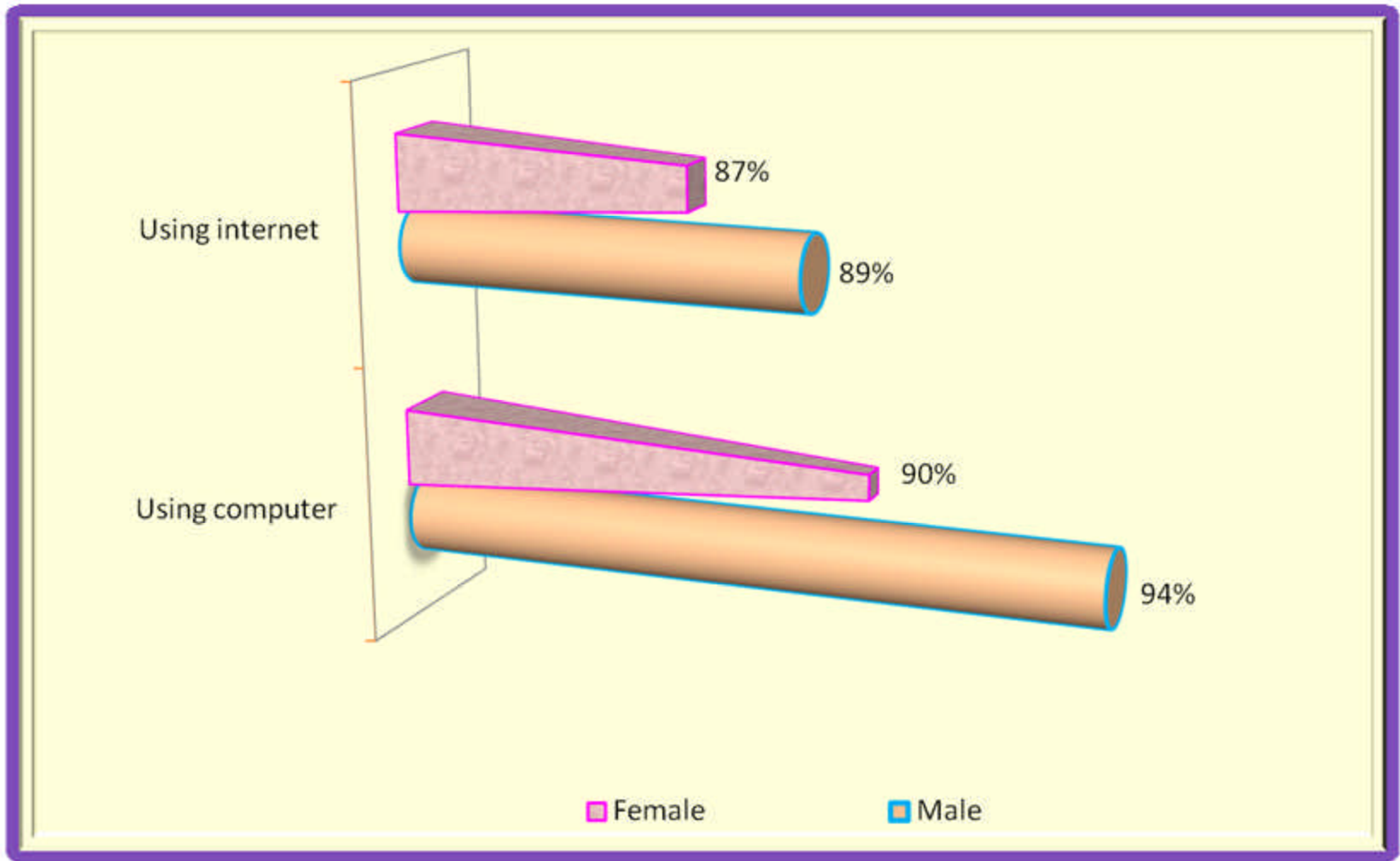


Percentage of staff routinely using computer

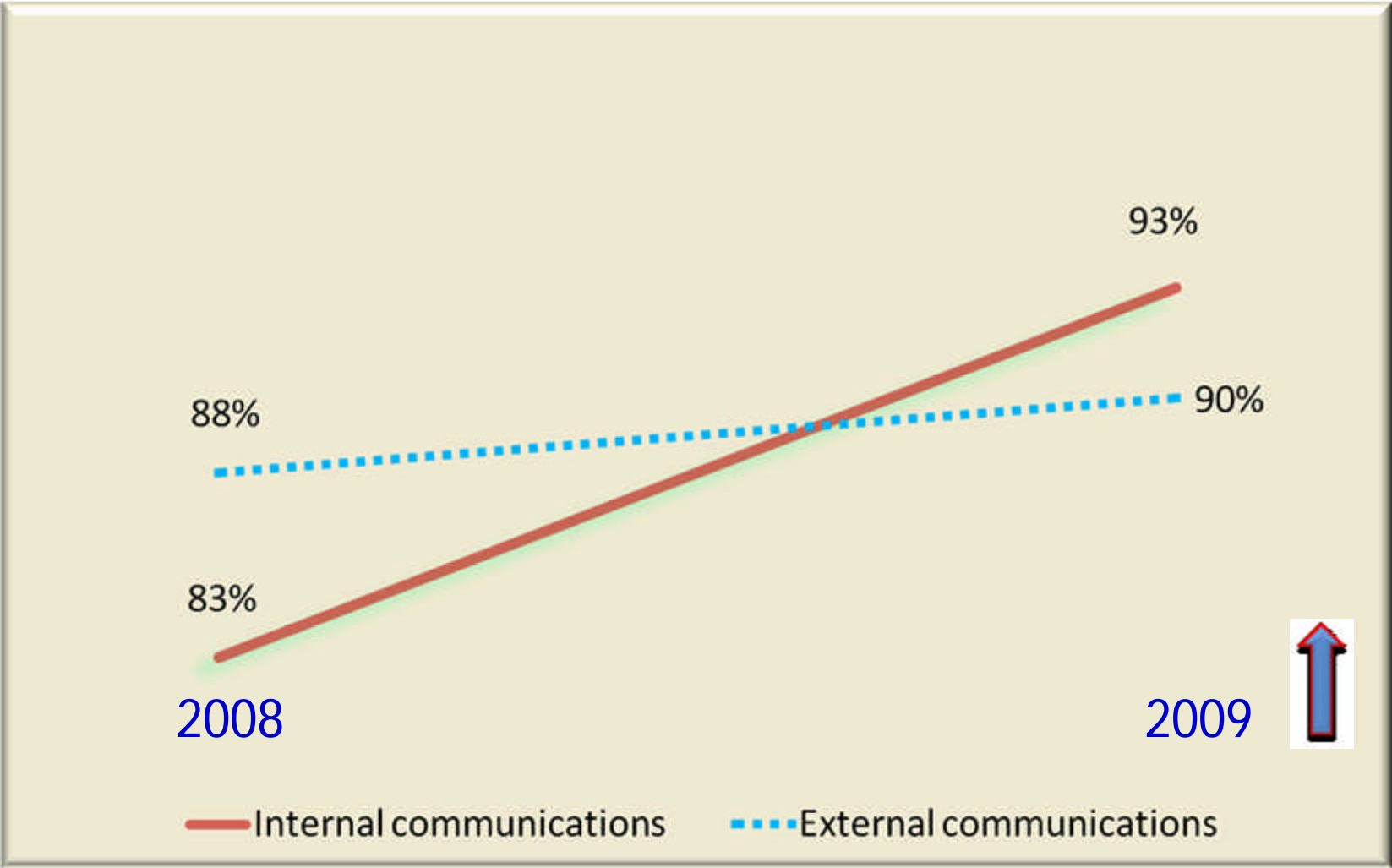


Percentage of staff routinely using internet

Govt Employees Routinely Using Computer & Internet by Gender –2009



Percentage of Govt Employees Using Email as a Means of Communication



Govt Entities Offering Online Services





Govt Entities with Intranet, Websites, Portals and Network Connection Presence

Indicator	2009	2008
Govt entities with an intranet	86%	85%
Govt entities with website presence	95%	89%
Govt entities with portal	20%	-
Govt entities linked to any network	89%	69%

Portal Definition:

A links page, presents information from diverse sources in a unified way. Apart from the standard search engine feature, web portals offer other services such as e-mail, news, stock prices, information, databases and entertainment. Portals provide a way for enterprises to provide a consistent look and feel with access control and procedures for multiple applications and databases. (Wikipedia)

Summary of the Results

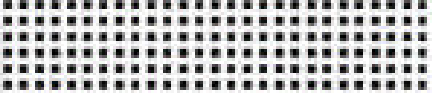
Indicator	2009	2008	Changes
Percentage of employees with ICT Skills	86%	80%	6% ?
Percentage of female with ICT skills	87%	81%	6% ?
Staff to computer ratio	1.2	1.5	-
Percentage of computers connected to the internet	91%	87%	4% ?
Percentage of Govt entities with ICT maintenance service	100%	87%	13% ?
Percentage of DSL connection out of all type of connections used by Govt entities	69%	67%	2% ?
Percentage of staff routinely using computer	92%	79%	13% ?
Percentage of staff routinely using internet	88%	72%	16% ?
Percentage of Govt employees using email as a means of communication – external communication	90%	88%	2% ?
Govt entities offering online services – interactive	26%	17%	9% ?



Challenges

1. In partnership with UNESCWA, ITA Conducted a one day workshop on 20th Dec. 2009 for government statisticians to introduce the eGovt questionnaire and the definitions.
 - Attendance was 70%
2. Entities who responded to the survey 75%
3. **Follow up :**
 - A lot of effort and time was wasted on the follow up:
 - First: through E-mails
 - Second: by telephone calls
 - Third: through the entities head of Departments & Director Generals
4. **Call for Clarification:**

Some entities had to be consulted for clarification of the data provided.



Thank you for your Attention