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

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

<table>
<thead>
<tr>
<th>Response Status</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government organizations - Response Rate</td>
<td>75%</td>
<td>87%</td>
</tr>
</tbody>
</table>
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

2008
- Female: 25%
- Male: 23%

2009
- Female: 27%
- Male: 24%
Percentage of Employees with ICT Skills by Gender

- **2009**
  - Male: 87%
  - Female: 85%

- **2008**
  - Male: 81%
  - Female: 79%
Staff to Computer Ratio

- 2008: 1.5
- 2009: 1.2
Percentage of Computers Connected to the Internet

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of computers connected to the internet</td>
<td>4%?</td>
</tr>
</tbody>
</table>
## Govt Entities with ICT Maintenance Service

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2009</th>
<th>2008</th>
<th>Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of Govt entities with ICT maintenance service</td>
<td>100%</td>
<td>87%</td>
<td>13%?</td>
</tr>
<tr>
<td>Internal maintenance</td>
<td>27%</td>
<td>18%</td>
<td>9%?</td>
</tr>
<tr>
<td>External maintenance</td>
<td>56%</td>
<td>76%</td>
<td>20%?</td>
</tr>
</tbody>
</table>
**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 $\geq 256$ 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:
  - 2008: 79%
  - 2009: 92%

- Percentage of staff routinely using internet:
  - 2008: 72%
  - 2009: 88%
Govt Employees Routinely Using Computer & Internet by Gender – 2009

- Using computer:
  - Male: 94%
  - Female: 90%

- Using internet:
  - Male: 89%
  - Female: 87%

Legend:
- Female
- Male
Percentage of Govt Employees Using Email as a Means of Communication

- 2008: 83%
- 2009: 88%
- 2008: 83%
- 2009: 90%

- Internal communications
- External communications

e.oman
Govt Entities Offering Online Services

- **Transactional**: 6% (2008) vs 9% (2009)
- **Downloaded forms**: 17% (2008) vs 17% (2009)
- **Interactive**: 17% (2008) vs 26% (2009)
- **Informational**: 60% (2008) vs 47% (2009)
## Govt Entities with Intranet, Websites, Portals and Network Connection Presence

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Govt entities with an intranet</td>
<td>86%</td>
<td>85%</td>
</tr>
<tr>
<td>Govt entities with website presence</td>
<td>95%</td>
<td>89%</td>
</tr>
<tr>
<td>Govt entities with portal</td>
<td>20%</td>
<td>-</td>
</tr>
<tr>
<td>Govt entities linked to any network</td>
<td>89%</td>
<td>69%</td>
</tr>
</tbody>
</table>

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

1. In partnership with UNESCWA, ITA Conducted a one day workshop on 20\textsuperscript{th} 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