

# Open Government Case Study - Sample Case Submission Form

*[Open Data, Participation, Collaboration, Citizen Engagement, and Public Sector Innovation]*

## Important Information

The Economic and Social Commission for Western Asia (ESCWA) and the Organisation for Economic Co-operation and Development (OECD) are conducting a joint study on the **economic and social impact of open government** for the Arab region. The study will reflect on literature review and previous studies and reports made by OECD and ESCWA and other organizations, and it will consider case studies and best practices from Arab and OECD countries. As such, and for the preparation of the study, this Sample Case Submission Form is intended to help the collection efforts for inspiring case studies and best practices from government entities and agencies in the Arab region. It should be noted that selected cases may be published within the ESCWA portal for the open government, which is under design and implementation, as well as the [OECD Open Government case platform](#)<sup>1</sup>. Furthermore, the relevant experiences will be featured in the planned Joint OECD-ESCWA meeting of the MENA Working Group on Open and Innovative Government this year, in coordination and collaboration with authorities concerned by these experiences.

The attached form serves as a submission form for open government activities that have been or are currently being developed and implemented at any level of government, and specifically those authorities that are working on open government development in the country, including local levels. The Case Study **might cover one** of the following topics: **Open Government, Open Data, Stakeholder Participation, Collaboration, Citizen Engagement, Transparency, Accountability or Innovation in the Public Sector.**

In the context of the attached form, an **"activity"** refers to any processes and actions taken to work towards the achievement of open government at national, area or local levels. An activity can consist **of one or more actions.** **Participants can submit as many activities they wish, and it is preferable to choose activities with an economic or social impact.** ESCWA will make the analysis of the contributions and may contact participants with follow-up questions.

To share a case, please complete the MS Word form, either in English or in Arabic, as many times as you wish. We must receive all submissions no later than **[15/05/2020]**. Should you have any questions, do not hesitate to send an email to Ms. Nibal Idlebi, chief of Innovation at ESCWA (email: [idlebi@un.org](mailto:idlebi@un.org), & [escwa-tdd@un.org](mailto:escwa-tdd@un.org)) and to the OECD Open Government Unit ([Opengov@oecd.org](mailto:Opengov@oecd.org)).

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<sup>1</sup> [https://oecd-opsi.org/case\\_type/open-government/](https://oecd-opsi.org/case_type/open-government/)

## 1. Organisation Details

### 1.1. Organisation Name

*Ministry of Technology and Communications*

### 1.2. Organisation Type

*[Government, NGO, International, Academia, Private Sector]*

*Government*

### 1.3. Country

*Sultanate of Oman*

### 1.4. Primary Sector

*[Economic affairs, Education, Public administration, Health, Transport, etc.]*

*Technology*

## 2. Activity Case Study

Now, we are going to ask you several questions about your activity. We are very excited to find out **what you did, how you did it** and who benefited from it. The more comprehensive your answers are, the easier it will be for the reviewers and readers to appreciate the aims and achievements of your activity.

### 2.1. Title

*[a title for your activity]*

*Oman National Public Key Infrastructure (PKI)*

### 2.2. Website

*[the website about your activity, if existed]*

*[<https://www.ita.gov.om/pki>]*

### 2.3. Year Your Activity was Put Into Practice

*2013*

### 2.4. Which of the following best describes your activity?

*[Please mark the main category]*

	<i>Open Data</i>
✓	<i>Participation</i>
✓	<i>Collaboration</i>
	<i>Citizen Engagement</i>
✓	<i>Transparency</i>
	<i>Accountability</i>
✓	<i>Public Sector Innovation</i>

### 2.5. Summary (Short and Simple Explanation)

The summary should describe your activity and be short and simple (few sentences), and it should use clear language, compel the reader to continue reading, use simple, not sector-specific terminology (no idioms, slang, or domain-specific "buzz" words). The summary should answer the following questions:

- What the activity is?
- Why it was developed or the problem/opportunity being addressed?
- And who it benefitted?

*Oman National PKI provided excellent solutions to the complicated challenges that eGovernments always face; physical existence for identification (KYC) and signing documents. Oman National PKI is a security architecture that augmented the eGovernment (eOman) with trust services and increased the level of confidence to use the electronic services. PKI provided a secure authentication (multi-factor) mechanism, legal-binding electronic signature, and electronic stamp.*

## 2.6. Case Study Overview

The Overview is an overview of the activity and outcomes. You will have the opportunity to elaborate on some of the details. Please tell us:

- What problem the activity solves or what opportunity was taken advantage of
- What the activity is
- Objectives
- Beneficiaries
- How is it envisioned for the future? For example, how will it be institutionalised in its current context? How will it scale even bigger?

*Oman PKI enables the government to identify and authenticate their clients electronically and securely without using user names and passwords but using the digital identity (Oman National eID). It also enabled electronic signature for documents and online transactions with non-repudiation feature. The eID and Digital Signature are provided in three Medias; the National ID Card, the mobile phones (using PKI enabled SIM card) and the corporate tokens. The PKI in the ID card and mobile phone are provided for the public (citizens and residents) and the PKI token is provided for the official employees to authenticate to the internal systems, sign official documents and encrypt data. Oman became a worldwide success story, with huge utilization of PKI services with 77 electronic systems integrated to the national PKI. Those systems have performed 24 million successful electronic transactions since July 2013.*

## 2.7. What Makes Your Activity Different, Unique, or Innovative?

*By implementing the national PKI infrastructure and providing it for the citizens, it insures the security and privacy of their data which makes them more at ease completing eTransactions whither it was a government or a private eService.*

*PKI has provided an easy and fast way to authenticate documents vs. signing documents traditionally. This has saved a huge time, effort and cost on the citizens especially residing in remote areas.*

## 3. Development

### 3.1. Collaborations & Partnerships

Were there partners involved? Describe what each brought to the table and why it was important to the case. These may include: Citizens, Government officials, Civil society organisations, and Companies.

*Oman National PKI is owned and operated by Ministry of Technology and Communications. We have the following stakeholders who helped us to be a successful PKI services provider:*

- Royal Oman Police (ROP) - <https://www.rop.gov.om>*
- Telecom Providers*

### 3.2. Users, Stakeholders & Beneficiaries

Who are the users, beneficiaries, and stakeholders targeted? How each group are affected. These may also include: Citizens, Government officials, Civil society organisations, and Companies.

- ROP: The National ID card issuance system is integrated to the National PKI since 14 July 2013. The citizens and residents in Oman get two PKI certificates (authentication and e-signing) in the ID Cards by default and get them activated in ROP premises as well to protect them by a PIN code. By 14 July 2018, 100% of citizens are residents in Oman have PKI certificates.*
- Telecom Providers : The Registration Systems of SIM cards in Oman are integrated to the PKI systems. Citizens and residents can get their PKI enabled SIM cards with two PKI certificates (authentication and e-signing). Mobile PKI (MPKI) provided the mID and electronic signature by mobile, which was a major milestone that enabled Oman to provide effective smart government. MPKI has taken the eOman to an extra mile of easing and securing the use of the electronic service in Oman.*
- All citizens, residents and all employees.*

## 4. Reflections

### 4.1. Results, Outcomes & Impact

- What results and impacts have been observed from the activity so far?
- How have the results and impacts been measured (e.g., methodologies used)?
- What results and impacts do you expect in the future?
- To the extent possible, please indicate the tangible or numeric results.

*Signing documents traditionally and the classic KYC (Know Your Customer) requires face-to-face verification and physical existence in the service providers' premises. The physical existence costs people very long time to reach the premises, creates road traffic, waste lots of time finding parking lots and waiting in ques. The physical existence costs governments and companies additional human and financial resources in order to provide the services. Physical existence has a time constraint as people can get the government services in the working-hours only. In Oman, the PKI services helped citizens and residents to get their services without physical existence. The eID and mID gave people confident to use electronic services securely and allowed them to enjoy those services 24/7. People and organizations are now able to sign contracts and documents electronically which decreased the use of papers, waste toners and helped the environment to preserve trees and saved millions of money to buy and operate printers. The above has a huge economic, social and environmental impact to people and governments.*

*PKI services increased the level of Data Confidentiality and Data Integrity and prevented the Identity Fraud. This positively affects the social life of people by increasing the trust, confidence and easiness to use the government's services.*

### 4.2. Challenges

- What challenges have been encountered?
- What failures have been encountered along the way (e.g., structural failures or significant setbacks)?
- And how, if at all, have those challenges and/or failures been responded to?

*The main challenge of PKI is the huge need of marketing awareness in order to use the service easily and protect personal information. Awareness campaigns are conducted continuously however, it is not possible to reach every person in the specific time he/she needs.*

### 4.3. Conditions for Success

What conditions do you think are necessary for the success of your activity? Conditions for success may include:

- Supporting infrastructure and services
- Policy and rules
- Leadership and guidance
- Human and financial resources
- Personal values and motivation

- *Management support*
- *Laws and regulations*
- *Marketing and Awareness*
- *Stakeholders cooperation*

#### **4.4. Replication**

Has the activity been replicated to address similar problems? If so, how? In your opinion, what is the potential for it to be further replicated in the future? You may wish to discuss how the activity has already been used by others, as well as how you believe it could be used by others in the future. These others may be in: Other organisations, within your organisation, larger or smaller agencies, organisations or governments.

*No – as in the Electronic Transaction Law 69/2018, there must be one Competent Authority and one National Root Certification Authority (RCA).*

#### **4.5. Lessons Learned**

What lessons from your experience would you like to share with others like you? Where there any pitfalls to avoid?

1. *The availability of financial resources invested in the project is critical as without proper financial resources, it would be difficult to develop a robust and effective system.*
2. *Proper planning at every phase on tasks to be executed is important as this would eliminate any bottleneck or problems.*
3. *The availability of highly motivated and trained project team is essential for the successful implementation of the initiative and the system.*
4. *Highly coordinated efforts between Ministry of Technology & Communications, Royal Oman Police and Telecom providers are also essential for the successful implementation of the system and the sustainability of this initiative to other application.*

## 4.6. Anything Else

Is there any other information you would like to share about the activity?

*There are 77 systems integrated to PKI, the following are examples of some entities that are integrated to PKI. After accessing any of the following portals of government, click on login and have a look to the PKI secure authentication mechanism.*

*<https://shura2019.elections.om>*

*<https://oman.om/tam>*

*<https://business.gov.om>*

*[www.manpower.gov.om](http://www.manpower.gov.om)*

*<https://mara.gov.om/>*

*<https://meca.gov.om>*

*<https://pamr.gov.om>*

*In addition, there are many mobile apps use PKI authentication and can be downloaded from the stores: ROP (Royal Oman Police), Invest Easy, Oman MOMP, Al-ShuraElections.*

## 5. Materials

### 5.1. Materials

Do you have online materials you would like to include with your submission? Please use the fields below to insert your links.

Link for images

[\[https://...\]](#)

Link for supporting files

[\[https://...\]](#)

Project-Related Video URL 1

Project-Related Video URL 2

Other related URL

**5.2. Could you give us the permission to republish the data and information, or part of them, included in this form?**

[\[Yes\]](#)

**5.3. Please provide the correct reference for re-publishing purposes.**

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