

# SERVICES CATALOGUE



Information Technology Authority  
Sultanate of Oman



e.oman







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## 1. Introduction

Information Technology Authority provides advisory services to Government agencies and related entities in Oman. The advisory services are aimed at enhancing and optimizing IT resources for efficient delivery of citizen services and effective operation of the government.

The Governance and Advisory Division has developed an “Advisory Framework” which contains all the essential components to:

- a) Establish a seamless relationship between ITA and the Government agencies
- b) Ensure quality of the services delivered by ITA

This “Services Catalogue” is an integral component of the advisory framework and provides a clear description of the services and the roles and responsibilities of ITA and the service recipient.

A Service Catalogue as defined by the Information Technology Infrastructure Library (ITIL) Service Delivery is a list of services that an organization provides, often to its employees or customers. Each service within the catalog typically includes:

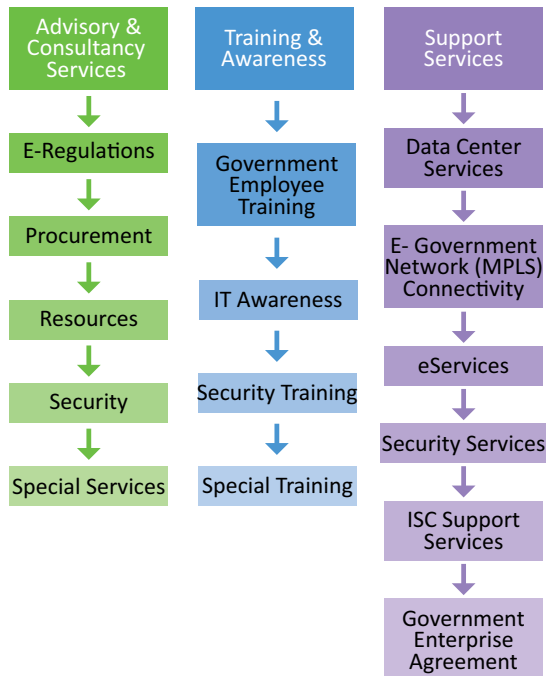
- A description of the service
- Timeframes or service level agreement for fulfilling the service
- Who is entitled to request/view the service

## 2. Services Catalogue Structure

This catalogue has been structured in a way that makes it easy to be referred to by any of the ITA customers. Moreover, clear description, how to request the service and other details are provided in order to ensure that the requester is able to identify the right service and will communicate to the right team and consequently effective response will be achieved.

The Services Catalogue is structured with minimum number of levels to ensure the simplicity and to make sure that it is easy to read by the booklet holders.

The services have been categorized as demonstrated in the following Figure:



### 3. Services

#### 3.1 Advisory & Consultancy Services

As part of the Information Technology Authority (ITA) mission, ITA is pioneering the implementation of eOman. eOman initiatives include a wide range of initiatives and services that are designed and created to improve the efficiency of government services.

To support these initiatives, ITA provides advisory and consultancy services which help to streamline the planning, implementing and operating the required services as per the International and Local standards and best practices.





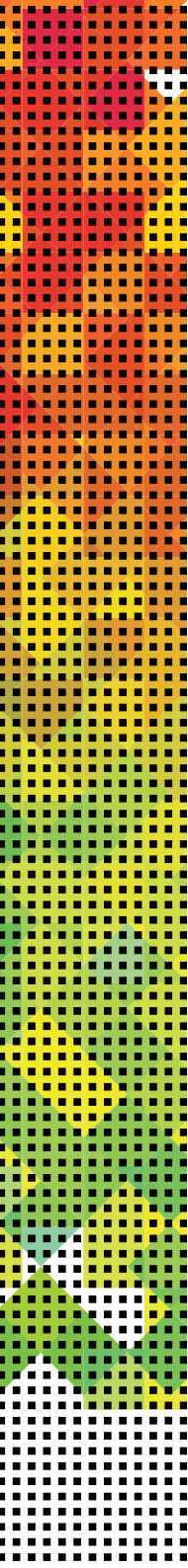
### 3.1.1 E-Regulations

<b>Service</b>	Advisory & Consultancy > E-Regulations > E-Transactions Law & Guidelines
<b>Service Identifier</b>	AC-1.1
<b>Service Owner</b>	Governance & Advisory Division
<b>Service Description</b>	<ul style="list-style-type: none"><li>• Provision of awareness sessions on E-Transactions Law and associated Guidelines</li><li>• Provision of consultancy and guidance on E-Transactions Law and associated Guidelines</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Ensuring implementation of the E-Transactions Law requirements.</li><li>• Encourage government's entities to adopt all the components of E-Transactions Law.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Follow up with Account Manager</li><li>• Coordinating with your ITA's Account Manager</li></ul>
<b>Customer Role</b>	Not Applicable

### 3.1.2 Procurement

<b>Service</b>	Advisory & Consultancy > Procurement > Budgeting
<b>Service Identifier</b>	AC-2.1
<b>Service Owner</b>	Governance & Advisory Division
<b>Service Description</b>	<ul style="list-style-type: none"><li>• Provision of budget estimation for IT solutions.</li><li>• Provision of budget estimation for hardware &amp; Software purchases.</li><li>• Provision of budget estimation for project implementations.</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Allocating the right budget for purchasing.</li><li>• Minimizing budget shortage issues in the middle of the projects implementations.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with your ITA's Account Manager</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Requirements clarifications</li><li>• Approve the engagement scope</li><li>• Identify precisely any specific requirements</li><li>• Review and endorse the study</li></ul>

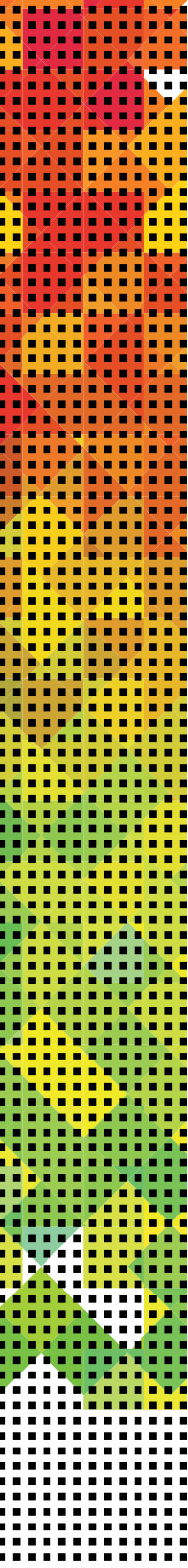
<b>Service</b>	Advisory & Consultancy > Procurement > RFI/RFQ/RFP
<b>Service Identifier</b>	AC-2.2
<b>Service Owner</b>	Governance & Advisory Division.
<b>Service Description</b>	<ul style="list-style-type: none"> <li>• Provision of RFI/RFQ/RFP Documents.</li> <li>• Advise on Tendering rules, regulations and processes.</li> <li>• Tendering Terms &amp; Conditions</li> <li>• Gathering and analyzing business and IT requirements.</li> <li>• Defining the Scope of Work for the required work.</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Understanding and following the tendering regulations.</li> <li>• Ensuring coverage of all the requirements</li> <li>• Avoiding vendor specific products.</li> <li>• Providing the right reference of compliance sheet.</li> <li>• Ensuring solutions compatibilities.</li> <li>• Ensuring a standardised format which can be easily understood by Vendors.</li> <li>• Ensuring the quality of responses from Vendors.</li> </ul>
<b>Service Request</b>	<ul style="list-style-type: none"> <li>• Official letter to ITA</li> <li>• Coordinating with your ITA's Account Manager</li> </ul>
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Requirements clarifications</li> <li>• Approve the engagement scope</li> <li>• Identify precisely any specific requirements.</li> <li>• Provide detailed information for the scope of work.</li> <li>• Following the Tender Board procedures.</li> <li>• Review and enhance the study.</li> </ul>



<b>Service</b>	Advisory & Consultancy > Procurement > Proposals Evaluations
<b>Service Identifier</b>	AC-2.3
<b>Service Owner</b>	Governance & Advisory Division.
<b>Service Description</b>	<ul style="list-style-type: none"><li>• Provision of evaluation criteria and methodology.</li><li>• Participation in the evaluations.</li><li>• Technical compliance sheets.</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Fair and Neutral evaluation procedures.</li><li>• Ensuring that the selected solutions are compliant to the requirements mentioned in the RFP</li><li>• ITA expertise on different solutions inputs.</li><li>• Ensuring that the right capable Vendor / solution provider is selected.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with your ITA's Account Manager</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Approving the evaluation criteria.</li><li>• Approving the evaluation procedures.</li><li>• Lead and Participate in the evaluation.</li><li>• Issues and concerns management.</li><li>• Review and approve the final team evaluation scores.</li><li>• Issue final evaluation report.</li></ul>

### 3.1.3 Resources

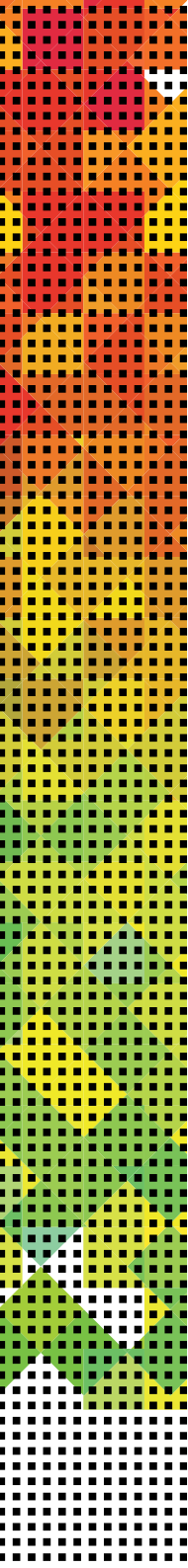
<b>Service</b>	Advisory & Consultancy > Resources > HR Sizing
<b>Service Identifier</b>	AC-3.1
<b>Service Owner</b>	Governance & Advisory Division.
<b>Service Description</b>	<ul style="list-style-type: none"><li>• Provision of the right number of resources required to run and implement IT solution.</li><li>• Mapping of the right IT skills to IT roles.</li></ul>
<b>Benefits:</b>	<ul style="list-style-type: none"><li>• Ensuring the right IT size is allocated for supporting IT solution operations.</li><li>• Qualified resources allocated to ensure service management and operation.</li><li>• Ensuring that the government entity will be able to operate independently.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with your ITA's Account Manager</li></ul>
<b>Customer Role</b>	Deliverables review and acceptances.



<b>Service</b>	Advisory & Consultancy > Resources > IT HR Job Description
<b>Service Identifier</b>	AC-3.2
<b>Service Owner</b>	Governance & Advisory Division.
<b>Service Description</b>	Provision of right job description roles, responsibilities and the qualification that is required to fulfill IT and related vacancies in a government agency
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Ensuring that the job seeker understands the job responsibility.</li><li>• Ensuring that the right candidate is selected.</li><li>• Ensuring that the qualifications are matched to the position.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with your ITA Account Manager</li></ul>
<b>Customer Role</b>	Deliverables review and acceptances.

### 3.1.4 Security

<b>Service</b>	Advisory & Consultancy > Security > Security Standards
<b>Service Identifier</b>	AC-4.1
<b>Service Owner</b>	Governance & Advisory Division.
<b>Service Description</b>	<ul style="list-style-type: none"><li>• Provision of ITA Security Governance standards and best practices</li><li>• Support and help to understand the security standards.</li><li>• Security standards covers all the architectures and domains of the Oman eGovernment Architecture (Business, Solution, Information and Technology Architectures)</li><li>• Obtaining security standard document.</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Adopting security standards for protecting all the applications, solutions or infrastructures.</li><li>• Minimizing security risks.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Follow up with your ITA Account Manager</li></ul>
<b>Customer Role</b>	Implementing the security standards



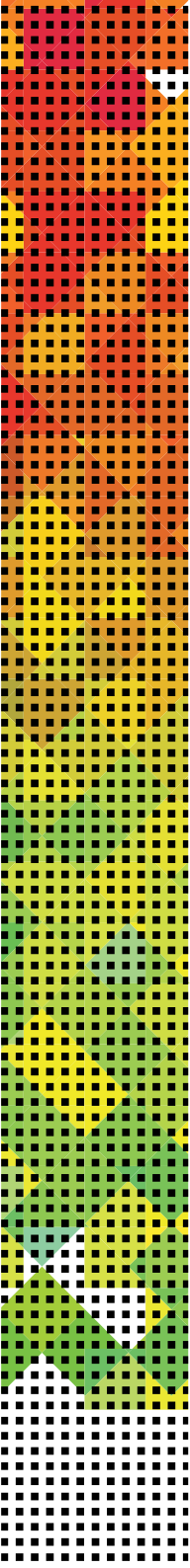
<b>Service</b>	Advisory & Consultancy > Security > Security Consultancy
<b>Service Identifier</b>	AC-4.2
<b>Service Owner</b>	Governance & Advisory Division.
<b>Service Description</b>	<ul style="list-style-type: none"><li>• Advisory and consultancy on security concerns.</li><li>• Guiding on resolving security issues.</li><li>• Consultancy on implementing standards based Information Security Management System (ISMS)</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Minimizing security risks.</li><li>• Meeting the ITA security standards.</li><li>• Implementing international standards and best practices</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Direct contact with Account Manager</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Describing the issues clearly</li><li>• Implementing Security measures</li></ul>



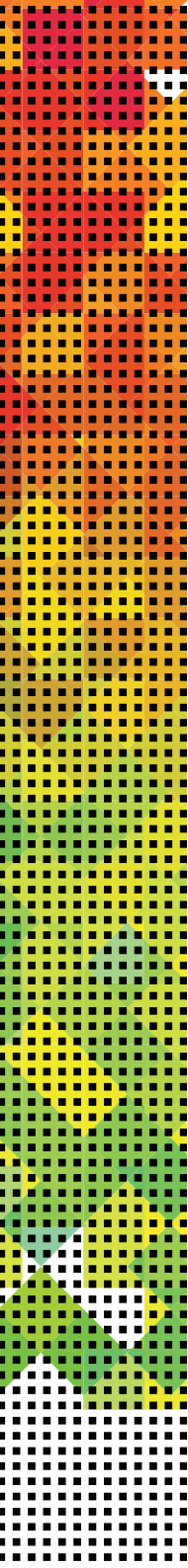
### 3.1.5 Special Services

<b>Service</b>	Advisory & Consultancy > Special Services > Project Management
<b>Service Identifier</b>	AC-5.1
<b>Service Owner</b>	Strategic Planning
<b>Service Description</b>	Provision of Project Management best practices. Adopting project management methodology and procedures.
<b>Benefits:</b>	<ul style="list-style-type: none"><li>• Adopting standards and best practices of project management methodology.</li><li>• Ensuring smooth Project execution</li><li>• Ensuring that the expected deliverables will be executed.</li><li>• Execution according to the scope and the project plan.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with your ITA's Account Manager</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Nominate the project team</li><li>• Identifying the project owner.</li><li>• Approving the deliverables.</li><li>• Deliverables and project acceptances.</li></ul>

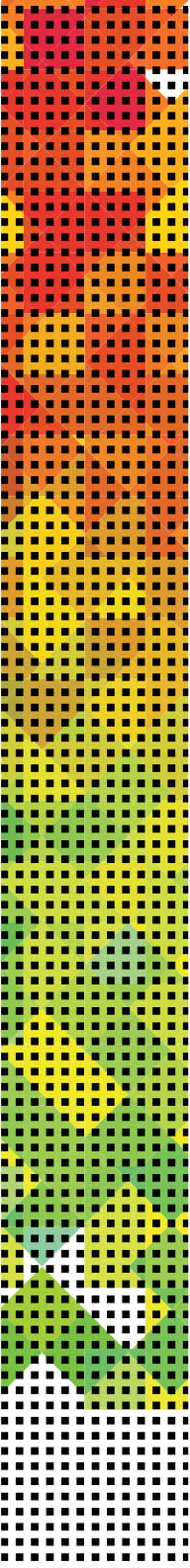
<b>Service</b>	Advisory & Consultancy > Special Services > IT Strategy
<b>Service Identifier</b>	AC-5.2
<b>Service Owner</b>	Governance & Advisory Division.
<b>Service Description</b>	<ul style="list-style-type: none"> <li>• Developing IT Strategy for a Government Entity</li> <li>• Developing clear road map for IT solutions and projects.</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Business &amp; IT alignment.</li> <li>• Clear vision for specific period of time</li> <li>• Ensuring solutions compatibility.</li> </ul>
<b>Service Request</b>	<ul style="list-style-type: none"> <li>• Official letter to ITA</li> <li>• Coordinating with your ITA Account Manager</li> </ul>
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Identifying Key business people.</li> <li>• Organising and Leading meetings as necessary.</li> <li>• Deliverables review and acceptances.</li> </ul>



<b>Service</b>	Advisory & Consultancy > Special Services > OeGAF Standards and Policies
<b>Service Identifier</b>	AC-5.3
<b>Service Owner</b>	Governance & Advisory Division.
<b>Service Description</b>	<ul style="list-style-type: none"><li>• Provision of the right standards or policies for projects/solutions to ensure successful implementation.</li><li>• Review and update the adopted standards and policies.</li><li>• Ensure governance policies are adopted.</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Ensure the solutions compatibility and interoperability.</li><li>• Ensure ITA Governance and standards are implemented.</li><li>• Ensure compatibility &amp; interoperability with other government entities solutions.</li><li>• Ensure alignment with e-Oman vision.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with your ITA Account Manager</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Identify Key business people.</li><li>• Deliverables review and acceptance.</li></ul>



<b>Service</b>	Advisory & Consultancy > Special Services > Business Process Reengineering
<b>Service Identifier</b>	AC-5.4
<b>Service Owner</b>	Governance & Advisory Division.
<b>Service Description</b>	<ul style="list-style-type: none"><li>• Helping Government entities in scoping PBR study</li><li>• Understanding the existing business processes and optimizing them to ensure the right process and procedures are adopted.</li><li>• Ensuring Governance and policies are adopted.</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Enhance the adopted process.</li><li>• Customer satisfaction.</li><li>• Ensuring the documentation of processes.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with your ITA Account Manager</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Identify Key business people.</li><li>• Deliverables review and acceptance.</li></ul>



<b>Service</b>	Advisory & Consultancy > Special Services > Infrastructure Solutions
<b>Service Identifier</b>	AC-5.5
<b>Service Owner</b>	Governance & Advisory Division.
<b>Service Description</b>	<ul style="list-style-type: none"><li>• Infrastructure solutions consultancy</li><li>• Hardware sizing and specifications fit for the requirements</li><li>• Connectivity and networking consultancy.</li><li>• Data center requirements and consultancy.</li><li>• Disaster Recovery sites consultancy</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Adopting reliable and scalable IT infrastructure.</li><li>• Customer satisfaction.</li><li>• Ensuring the documentation of processes.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with your ITA Account Manager</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Identify Key business people.</li><li>• Deliverables review and acceptances.</li></ul>

<b>Service</b>	Advisory & Consultancy > Special Services > Microsoft Platform/Products consultancy
<b>Service Identifier</b>	AC-5.6
<b>Service Owner</b>	Governance & Advisory Division: Innovation & Support Center
<b>Service Description</b>	Consultancy for new or existing Microsoft solutions or platforms.
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Complete infrastructure project services that use a custom project delivery methodology to help government engagements.</li> <li>• Microsoft Best Practice designs that ensure the right solution is deployed with the right approach.</li> <li>• Help with the understanding of government entity requirements in order to ensure the appropriate choice of solution is implemented</li> <li>• Advice on creating government entity designs which the ISC can provide with standard design templates to start design process.</li> <li>• Validation of proposed designs in cases where the government entity produces their own design or when an external vendor provides the design. The ISC will check the final deployment to ensure it meets the original project definition.</li> <li>• Ensure the most appropriate recommendation for Infrastructure solution design.</li> <li>• Ensure the reliability and the scalability of the provided design.</li> <li>• Best practices that will fit with existing solutions.</li> </ul>
<b>Service Request</b>	<ul style="list-style-type: none"> <li>• Official email letter to ITA</li> <li>• Coordinating with ITA Account Manager.</li> </ul>
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Provide the required information to facilitate the proper design.</li> <li>• Collecting and clarifying requirements for the project team.</li> </ul>



### 3.2 Training And Awareness

As part of the Information Technology Authority (ITA) mission, ITA is pioneering the implementation of eOman. eOman comprises of a wide range of initiatives and services that are designed and created to empower individuals with skills and knowledge, to meet society's needs and expectations and to direct Oman towards becoming a sustainable Knowledge-based Economy.

To support these initiatives, ITA provides training and awareness services which aim into transforming Oman Society into a sustainable Knowledge-based Society.



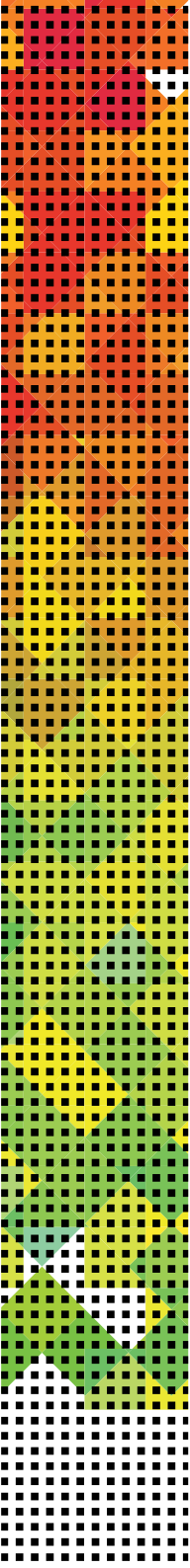


### 3.2.1 Government Employee Training

<b>Service</b>	Training & Awareness > Government Employee Training > Office Applications
<b>Service Identifier</b>	TA-1.1
<b>Service Owner</b>	Digital Society Development
<b>Service Description</b>	Provide internationally recognized digital literacy training and certifications in English and Arabic to civil servant employees in a phased manner.
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Improve computer access penetration rate</li><li>• Improve employees' IT Skills</li><li>• Train employees to provide eServices.</li><li>• Efficiency and quality in performing their daily tasks</li><li>• Increase the employees' productivity.</li><li>• Increase resources utilizations.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Training Schedule will be provided within the announcement.</li><li>• Official letter will be send to civil servant government entities to assign a focal point.</li><li>• Each civil servant government entities should assign an official focal point and send notification.</li><li>• Assigned focal points should send a request letter accompanied with the nominated people.</li><li>• Government entities might register their nominations thought Ministry of Civil Service Human Resources Management System HRMS.</li><li>• Nomination lists will be communicated to the training implementation company to coordinate, plan, schedule and distribute the employees to the training locations</li><li>• Coordinating with Training Project Manager</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Ensure the right people will be nominated.</li><li>• Ensure nominated team Attend training on the specified schedule.</li></ul>

### 3.2.2 Security Training

<b>Service</b>	Training & Awareness > Security Training > Security official Training, Workshops and Seminars
<b>Service Identifier</b>	TA-2.1
<b>Service Owner</b>	Information Security Division & OCERT
<b>Service Description</b>	<ul style="list-style-type: none"><li>• Provision of Awareness training on Information Security</li><li>• Provision of awareness Tools (posters, leaflets, power point presentations and web based training)</li><li>• Provision of reports about web based training results</li><li>• Provision of social engineering attacks and reporting</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Promotes information security understanding.</li><li>• Building the awareness of identifying, dealing, reporting and responding to security incidents.</li><li>• Continuously strengthens level of security awareness.</li><li>• Provide a proactive and reactive knowledge to employees when handling business information using any of the IT Equipment.</li><li>• Reduces many risks which cannot be addressed through security software and hardware devices.</li><li>• Increase IT resources awareness about security issues</li><li>• IT Resources development in specialized information security field.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter will be sent to entities by ITA</li><li>• The entity should send the nominated people</li><li>• Entity might register their nominated people through the announced URL link.</li><li>• Coordinating with your ITA Account Manager/ Information Security focal point.</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Ensure the right people will be nominated.</li><li>• Ensure nominated staff attend the training</li></ul>



<b>Service</b>	Training & Awareness > Security Training > Information Security Awareness Campaigns
<b>Service Identifier</b>	TA-2.2
<b>Service Owner</b>	Information Security Division
<b>Service Description</b>	A national program to raise awareness of information security include all segments of society through seminars, workshops and web based training (e-learning)
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Building and promote the culture of information security and Computers through a range of programs and events.</li><li>• Define the risks and potential threats in order to avoid exposure and Reduce their impact.</li><li>• Define the safety and information security standards to be followed.</li><li>• Define the ethics of the use of technology and respect the rights of others.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Awareness campaign schedule will be communicated to entites</li><li>• Coordinate with OCERT training and awareness team to register for the web based training.</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Ensure the implementation of the security guidelines in their day to day activities.</li><li>• Distribution of posters and leaflets in the Entity</li><li>• Act as focal point for Information Security</li></ul>

### 3.2.3 Specialized Training

<b>Service</b>	Training & Awareness > Specialized Training > Microsoft Solutions
<b>Service Identifier</b>	TA-3.1
<b>Service Owner</b>	Governance and Advisory-Innovation and Support Center.
<b>Service Description</b>	Provision of specialized Training on Microsoft products.
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Utilize the government agreement with Microsoft</li><li>• Technical Expertise and Knowledge on different Microsoft products.</li><li>• Ability to manage and operate Microsoft solutions within the government entity based on Microsoft Best Practices.</li><li>• Save government entity cost on similar Microsoft training.</li><li>• Build knowledgeable IT resources in different Microsoft technologies to be specialized certified in these technologies</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Training Schedule will be provided within the announcement.</li><li>• Government entities should register for the workshops using ISC web site <a href="http://www.isc.gov.om">www.isc.gov.om</a></li><li>• Official e-mail letter will be send to government entities by ITA-ISC</li><li>• Government entities might register their nominated people through ISC website..</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Ensure the right people will be nominated.</li><li>• Ensure nominated staff attend the training</li></ul>

<b>Service</b>	Training & Awareness>Special Training>Oracle Solutions
<b>Service Identifier</b>	TA-3.2
<b>Service Owner</b>	Digital Society Development
<b>Service Description</b>	Provision of Specialized Training on Oracle solutions and products.
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Utilize the government agreement with Oracle</li> <li>• Technical Expertise and Knowledge on different Oracle solutions and products.</li> <li>• Ability to manage and operate running oracle solutions within the government entity.</li> <li>• Save government entity cost on similar training.</li> <li>• Certifying IT resources in different oracle solutions.</li> </ul>
<b>Service Request</b>	<ul style="list-style-type: none"> <li>• Training Schedule will be provided by ITA.</li> <li>• Official letter will be send to government entities by ITA</li> <li>• Government entities should send the nominated people</li> <li>• Government entities might register their nominated people thought the announced URL link.</li> <li>• Coordinating with ITA Focal point for Oracle enterprise Agreement</li> </ul>
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Ensure the right people will be nominated.</li> <li>• Ensure nominated staffs attend the training.</li> </ul>

### 3.3 Support Services

As part of the Information Technology Authority (ITA) mission, ITA is pioneering the implementation of eOman. eOman comprises of a wide range of initiatives and services that are designed and created to improve the efficiency of government services, enhance the activities of businesses and empower individuals with skills and knowledge, to meet society's needs and expectations and to direct Oman towards becoming a sustainable Knowledge-based Economy.

Inspired by the wise leadership of His Majesty Sultan Qaboos bin Said, ITA will continue its efforts to lead the e-Government initiatives in Oman. In order to achieve this mission, ITA provides variety of support services which aim into providing the necessary working environment equipped with the necessary skills to operate the IT infrastructure supporting the eOman initiatives.



### 3.3.1 Data Center Services

<b>Service</b>	Support Services > Data Center > Hosting Service
<b>Service Identifier</b>	SS-1.1
<b>Service Owner</b>	Infrastructure and eServices
<b>Service Description</b>	<ul style="list-style-type: none"><li>• Provide hosting services for Government solutions and systems.</li><li>• Provide Disaster Recovery Site for government organizations</li><li>• Facilities as primary site for the government solutions.</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Ensure availability of government organizations solutions and systems.</li><li>• Efficient operational management and monitoring.</li><li>• Optimal security protection to the hosted systems and solutions.</li><li>• ITIL and international best practices for services support.</li><li>• Optimal availability of storage solutions</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with your ITA Account Manager/ Data Center Manager.</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Ensure the Hardware configurations and equipments installations are according to the desired implementations.</li><li>• Fill the service request form with all relevant information.</li><li>• Ensure official approval of the requested service.</li></ul>

### 3.3.2 E-Government Network (MPLS)

<b>Service</b>	Support Services > E-government Network > E-government Network Connectivity
<b>Service Identifier</b>	SS-2.1
<b>Service Owner</b>	Infrastructure and eServices
<b>Service Description</b>	Connecting government entities to the Government Network (MPLS).
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Provision of network connectivity to all different government entities.</li><li>• Efficiency, security of the network connectivity.</li><li>• Access to shared services and government to government services.</li><li>• Smooth integration of different government services.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with your ITA Account Manager/e-Government Network Management team.</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Ensure that the bandwidth requested is suitable.</li><li>• Filled the form correctly.</li><li>• Ensure official approval of the requested service.</li></ul>



<b>Service</b>	Support Services > E-government Network > E-government Network connectivity upgrades and downgrade
<b>Service Identifier</b>	SS-2.2
<b>Service Owner</b>	Infrastructure and eServices
<b>Service Description</b>	Upgrade/downgrade e-government Network (MPLS) to suitable bandwidth.
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Upgrade line connectivity to ensure higher performance.</li> <li>• Optimize MPLS investments.</li> </ul>
<b>Service Request</b>	<ul style="list-style-type: none"> <li>• Official letter to ITA</li> <li>• Coordinating with your ITA Account Manager/ Oman Government Network (OGN) Management Team.</li> </ul>
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Ensure the right upgrade/downgrade requested is fit for their operations.</li> <li>• Ensure the form filled correctly.</li> <li>• Management to approve the request.</li> </ul>

<b>Service</b>	Support Services > E-government Network > E-government Network issues
<b>Service Identifier</b>	SS-2.3
<b>Service Owner</b>	Infrastructure and eServices
<b>Service Description</b>	Resolving E-government Network (MPLS) issues.
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Ensure the connectivity availability to the government entity.</li> <li>• Meet the contractual SLA with service provider.</li> </ul>
<b>Service levels</b>	<ul style="list-style-type: none"> <li>• 24/7 operation availability.</li> <li>• ISP SLA services will be ensured</li> </ul>
<b>Service Request</b>	<ul style="list-style-type: none"> <li>• Submit your issue on the portal (<a href="https://my.ncr.com">https://my.ncr.com</a>)</li> <li>• The network management contractors can be contacted for first line support</li> <li>• As escalation you might contact ITA Oman Government Network (OGN) management team.</li> </ul>
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Ensure problem description is clear to the service disk.</li> <li>• Ensure it is not an internal LANs issue.</li> <li>• Ensure getting ticket number for follow up.</li> <li>• Ensure focal point of contact to the service disk.</li> </ul>

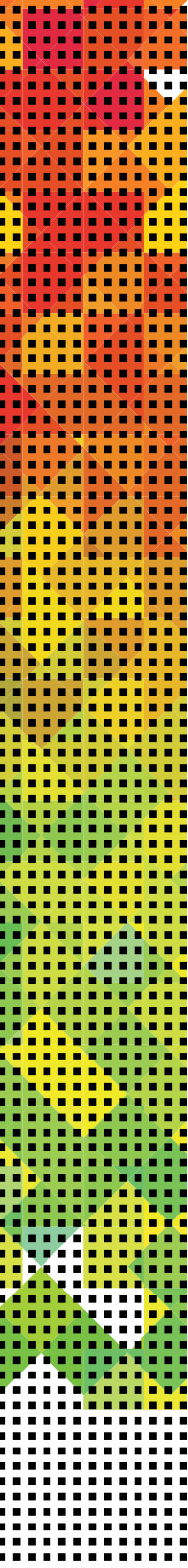
<b>Service:</b>	Support Services > E-government Network > Managed Security Services
<b>Service Identifier</b>	SS-2.4
<b>Service Owner</b>	Information Security Division: Center of Information Security (CIS)
<b>Service Description:</b>	Provide secure communication to Oman government entities which are connected to the MPLS network (i.e. between ministries and their branches or between different ministries).
<b>Benefits:</b>	<ul style="list-style-type: none"> <li>• Ensure confidentiality, integrity and the authentication of the communication traffic through high secure network connectivity.</li> <li>• 24/7 Managed Security Services.</li> </ul>
<b>Service Request</b>	<ul style="list-style-type: none"> <li>• Official letter to ITA</li> <li>• Coordinating with Center of Information Security/ITA Account Manager.</li> </ul>
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Provide the right focal point of contact</li> <li>• Ensure Focal Point has the required knowledge of the internal Network and Application Setup</li> <li>• Ensure Availability of the required Documentation by CIS.</li> </ul>

### 3.3.3 E-Services Facilitation

<b>Service:</b>	Support Services > E-Services Services > Integration with e-Oman Portal.
<b>Service Identifier</b>	SS-3.1
<b>Service Owner</b>	Infrastructure and e-Services
<b>Service Description</b>	Integrate government entity online services with e-Oman portal.
<b>Benefits:</b>	<ul style="list-style-type: none"><li>• Government organizations online services to be accessed through the e-Oman portal.</li><li>• Increase the accessibility to the government entity service.</li><li>• Efficiency to access all the government entities services from unique portal.</li><li>• Representing the government entities services in more clarity and clarifying the prerequisites to the services beneficial.</li><li>• Optimal security protection to the hosted systems and solutions.</li><li>• Well defined change management processes.</li><li>• ITA will handle the responsibility to do all the required from ITA side to integrate the requested service.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordination with e-services team/ your ITA Account Manager.</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Requested integrated service should be according to ITA standards.</li><li>• Any development, modification or upgrade required to ensure the service ability to be integrated from its side.</li><li>• Testing the integrated service.</li></ul>

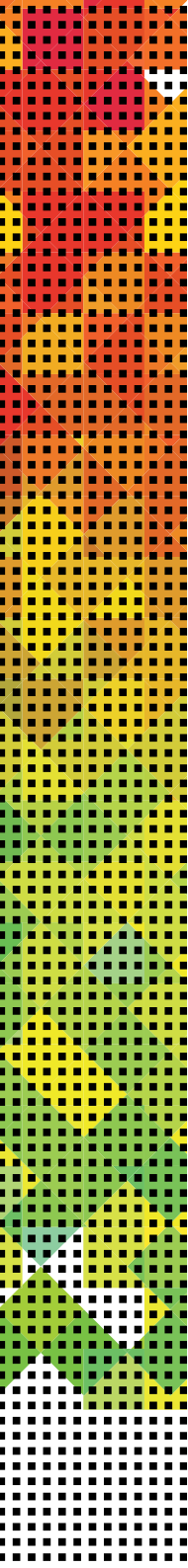
### 3.3.4 Security Services

<b>Service</b>	Support Services > Security Services > Secure Internet Access (SIA).
<b>Service Identifier</b>	SS-4.1
<b>Service Owner</b>	Information Security Division: Center of Information Security (CIS)
<b>Service Description</b>	Securing governmental web sites/applications
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Government employees are able to access resources on the web without compromising the internal network and the respective clients</li><li>• Even unknown malware (viruses, Trojan horses etc.) are not able to cause damage.</li><li>• Access to the internet can be controlled and monitored at one central point and therefore a proper authentication can be enforced to get access to the internet</li><li>• Optimal security management and monitoring.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with Center of Information Security (CIS)/with your ITA Account Manager.</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Provide the right focal point of contact</li><li>• Ensure ITA standards and guidelines are implemented.</li></ul>



<b>Service</b>	Support Services > Security Services > Securing Web Sites/Portals.
<b>Service Identifier</b>	SS-4.2
<b>Service Owner</b>	Information Security Division: Center of Information Security (CIS)
<b>Service Description</b>	Securing governmental web sites/Portals against Attacks.
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Reduce the risk of successful attacks to Web Sites/Portals which could lead to non-availability, defacement and disclosure of non-public information</li><li>• Optimal security management and monitoring.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with Center of Information Security (CIS)/ITA Account Manager.</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Provide the right focal point of contact</li><li>• Ensure service SS- 2.4 is implemented as a pre-requisite to benefit from this service</li><li>• Ensure the web servers reside within the MPLS Network</li><li>• Ensure ITA standards and guidelines are implemented.</li></ul>

<b>Service</b>	Support Services > Security Services > Antivirus Protection
<b>Service Identifier</b>	SS-4.3
<b>Service Owner</b>	Information Security Division: Center of Information Security (CIS)
<b>Service Description</b>	Antivirus services include different services to protect server, clients and messaging systems (i.e. mail server) against malware (i.e. virus, Trojan horses). ITA provides licenses, support in installation and scanning for end systems.
<b>Benefits</b>	Antivirus licenses for free provided by ITA <ul style="list-style-type: none"> <li>• Distribution of anti-malware patterns.</li> </ul>
<b>Service Request</b>	<ul style="list-style-type: none"> <li>• Official letter to ITA</li> <li>• Coordinating with Center of Information Security (CIS)/ITA Account Manager.</li> </ul>
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Provide the right focal point of contact</li> <li>• Ensure ITA standards and guidelines are implemented</li> <li>• Ensure any internal Network and Systems issue are resolved.</li> </ul>

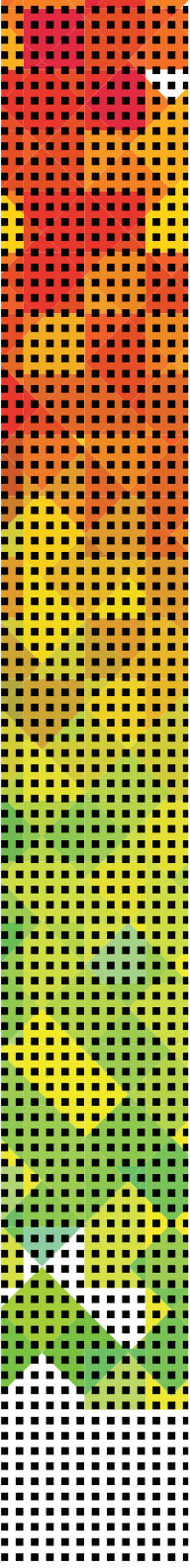


<b>Service</b>	Support Services > Security Services > Vulnerability Management
<b>Service Identifier</b>	SS-4.4
<b>Service Owner</b>	Information Security Division: Center of Information Security (CIS)
<b>Service Description</b>	Vulnerability management includes scanning of all IT infrastructures of the entities, analyzing the threats and assessing the risks of discovered vulnerabilities, advising and assisting in mitigating the identified vulnerabilities
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Identifying the vulnerabilities in the IT infrastructure</li><li>• Knowing the risk of discovered vulnerabilities</li><li>• Support in Mitigating Vulnerabilities</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with Center of Information Security (CIS)/ITA Account Manager.</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Provide the right focal point of contact</li><li>• Ensure ITA standards and guidelines are implemented.</li></ul>



<b>Service</b>	Support Services >Security Services > Incident Management
<b>Service Identifier</b>	SS- 4.5
<b>Service Owner</b>	Information Security Division: Oman National CERT (OCERT)
<b>Service Description</b>	Incident Management involves receiving, triaging, and responding to requests and reports, and analyzing incidents and events.
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Provide Incident investigation via log analysis, and tracking or tracing the origins of the Incident.</li> <li>• Provide Incident response support by assisting and guiding the victim(s) of an attack in recovering from an incident via remote access and management, phone, email, fax, or documentation.</li> <li>• Provide incident response coordination among parties involved in the incident.</li> </ul>
<b>Service Request</b>	Email to: <a href="mailto:OCERT999@ita.gov.om">OCERT999@ita.gov.om</a>
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Provide the right focal point of contact</li> <li>• Provide data &amp; information requested by OCERT</li> </ul>

<b>Service</b>	Support Services > Security Services > Security Alerts and Warnings
<b>Service Identifier</b>	SS- 4.5
<b>Service Owner</b>	Information Security Division: Oman National CERT (OCERT)
<b>Service Description</b>	<ul style="list-style-type: none"> <li>• Disseminate information that describes security incidents such as intruder attacks, security vulnerabilities, intrusion alerts, computer virus, or hoax.</li> <li>• Approve the information to be disseminated.</li> <li>• Provide any short-term recommended course of action for dealing with the resulting problem.</li> <li>• Provide guidance for protecting the systems or recovering any systems that were affected.</li> <li>• Notify various parts of the enterprise or constituency about the vulnerability and share information on how to fix or mitigate the vulnerability.</li> <li>• Communicate with vendors, other CSIRTs, constituent members, and the individual groups who initially discovered or reported the vulnerability.</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Improve security awareness of the constituency before any incident or event occurs or is detected. The main goals are to avoid incidents.</li> <li>• Keep the constituency up to date with the latest security vulnerabilities and threats.</li> </ul>
<b>Service Request</b>	Subscribe to OCERT mailing list through OCERT website : <a href="http://www.cert.gov.om">www.cert.gov.om</a>
<b>Customer Role</b>	Not Applicable



<b>Service</b>	Support Services > Security Services > Websites Monitoring
<b>Service Identifier</b>	SS- 4.6
<b>Service Owner</b>	Information Security Division: Oman National CERT (OCERT)
<b>Service Description</b>	Gather and analysis all information related to security incidents such as website defacement and website unavailability.
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Keep tracing any changes on the website and inform the website owner in case of any defacement.</li><li>• Early notification of defacement would allow web administrators to minimize recovery time which in turns minimizes the downtime for the website.</li></ul>
<b>Service Request</b>	Email to: <a href="mailto:OCERT999@ita.gov.om">OCERT999@ita.gov.om</a>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Provide the right focal point of contact</li><li>• Provide data &amp; information requested by OCERT</li></ul>

<b>Service</b>	Support Services>Security Services> External Vulnerability Assessment and Penetration Test
<b>Service Identifier</b>	SS- 4.7
<b>Service Owner</b>	Information Security Division: Oman National CERT (OCERT)
<b>Service Description</b>	Conduct External Vulnerability Assessment and Penetration Test for entities to discover any vulnerabilities which could be used by an attacker to compromise systems
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Outline the security posture of the organization&gt;s Infrastructure and online Applications.</li> <li>• Ensuring that all systems are installed with latest patches.</li> </ul>
<b>Service Request</b>	Official letter to OCERT or send Email TO OCERT999@ITA.GOV.OM
<b>Service Level</b>	Within ITA office Hours for Service Request.
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Identify focal point.</li> <li>• Provide data &amp; information requested by OCERT</li> <li>• Deliverables review and acceptances.</li> </ul>

<b>Service</b>	Support Services > Security Services > Discovering New Threats via Research and Analysis
<b>Service Identifier</b>	SS- 4.8
<b>Service Owner</b>	Information Security Division: Oman National CERT (OCERT)
<b>Service Description</b>	Provide Research and Analysis on new threats that happen in cyber world
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Identify how hackers were able to intrude into the system and at the same time discover flaws in the system.</li> <li>• New threats and vulnerabilities will be shared with OCERT constituent.</li> </ul>
<b>Service Request</b>	Subscribe to OCERT mailing list through OCERT website : <a href="http://www.cert.gov.om">www.cert.gov.om</a>
<b>Customer Role</b>	Deliverables review and acceptances.

### 3.3.5 Innovation & Support Centre (ISC) Support Services

<b>Service</b>	Support Services>ISC Support Services> Microsoft Incidents
<b>Service Identifier</b>	SS-5.1
<b>Service Owner</b>	Governance & Advisory Division: Innovation & Support Center (ISC)
<b>Service Description</b>	<ul style="list-style-type: none"><li>• Raising a support incident for Microsoft products issues faced by the government entities with ISC</li><li>• ISC will follow reactive problem resolution procedure to deliver a high quality service.</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Resolving the technical incidents and issues with Target Respond Time (TRT) .</li><li>• Resolving the issues can be done via the phone or on site depend on the case severity.</li><li>• Following the Microsoft Best Practices Configurations.</li><li>• Knowledge transfer during the technical incident</li><li>• Utilize Microsoft collaboration to escalate series issues.</li><li>• Minimize the cost and the process to resolve the issues.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• contact the ISC at 24166777 during working hours (Sat – Wed:7:30 AM -3:30 PM)or sending your issue by e-mail to support@isc.gov.om</li><li>• For more information you might browse <a href="http://www.isc.gov.om">http://www.isc.gov.om</a>.</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Ensure the technical incidents are well defined to ISC team..</li><li>• Assign the right engineer who is the case owner for easy communication .</li><li>• Follow ISC Target Respond Time (TRT).</li><li>• Ensure the support and collaboration provided to ISC team such requirement of sending the log or to expert some tasks in order to understand the issue clearly.</li></ul>

<b>Service:</b>	Support Services > ISC Support Services > Microsoft Infrastructure Solutions Support
<b>Service Identifier</b>	SS-5.2
<b>Service Owner</b>	Governance & Advisory Division: Innovation & Support Center (ISC)
<b>Service Description:</b>	Provide Microsoft solutions support as part of the government entity infrastructure solutions such as Exchange solution, Active Directory,,System Centers, ISA, anti-viruses solution, batches operation,SQL,MOSSand management solution.
<b>Benefits:</b>	<ul style="list-style-type: none"> <li>• Very well tested and running design for the infrastructure solution.</li> <li>• Provide the right skills for the implementation.</li> <li>• Ability to manage and operate the implemented solution.</li> <li>• Reasonable time of delivery and well project management to manage the solution implementation.</li> <li>• Well fit with existence architecture.</li> <li>• Ensure the solution is the most optimal solution.</li> <li>• Minimize the cost and the process to purchase the solution.</li> <li>• Support the implemented solutions afterwards.</li> </ul>
<b>Service Request</b>	<ul style="list-style-type: none"> <li>• contact the ISC at 24166777 during working hours (Sat – Wed:7:30 AM -3:30 PM)or sending your issue by e-mail to support@isc.gov.om</li> <li>• For more information you might browse <a href="http://www.isc.gov.om">http://www.isc.gov.om</a>.</li> <li>• Coordinating with Innovation and Support Center Project Manager.</li> </ul>
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Ensure the requirement is well defined to ISC</li> <li>• Dedicate an engineer to work with ISC implementation</li> <li>• Provide the requested information to the ISC.</li> </ul>

<b>Service</b>	Support Services > ISC Support Services > Environment and Health Checkup
<b>Service Identifier</b>	SS-5.3
<b>Service Owner</b>	Governance & Advisory Division: Innovation & Support Center (ISC)
<b>Service Description</b>	<ul style="list-style-type: none"> <li>• Check up of infrastructure solutions (AD, Exchange, Client &amp; SQL )</li> <li>• Periodically analysis of systems logs and data.</li> <li>• Providing clear report on the current Microsoft adopted solutions status.</li> <li>• Identifies current and potential problems</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Proactively studying the status of solutions in operation.</li> <li>• Monitoring and managing the hardware health status.</li> <li>• Proactively minimize running system's downtime.</li> <li>• Proactively minimize the cost and the time for resolving issues caused due to environment and health concerns.</li> <li>• Optimize performance</li> <li>• Provide proactive not reactive approach to problems</li> <li>• Provide detailed report on the current Microsoft adopted solutions status .</li> <li>• Remediate the issues occurred within the government entity environment</li> </ul>
<b>Service Request</b>	<ul style="list-style-type: none"> <li>• contact the ISC at 24166777 during working hours (Sat - Wed:7:30 AM -3:30 PM)or sending your issue by e-mail to support@isc.gov.om</li> <li>• For more information you might browse <a href="http://www.isc.gov.om">http://www.isc.gov.om</a>.</li> <li>• Coordinating with Innovation and Support Center Project Manager.</li> </ul>
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Access to solutions and products.</li> <li>• Collaboration in providing required information to help the ISC team to provide the optimal solution.</li> </ul>



### 3.3.6 Government Enterprise Agreement

<b>Service</b>	Support Services > Government Enterprise Agreement > Microsoft Products licenses
<b>Service Identifier</b>	GEA-6.1
<b>Service Owner</b>	Digital Society Development Division
<b>Service Description</b>	Provide the required Microsoft products licensing
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Utilize the government and Microsoft licenses in optimal way.</li><li>• Improve future investment with profiling all the licenses purchases by the government entities.</li><li>• Reduce the cost of purchasing software licenses.</li></ul>
<b>Service Request</b>	<ul style="list-style-type: none"><li>• Official letter to ITA</li><li>• Coordinating with your ITA Account Manager/ License Agreement Specialist</li></ul>
<b>Customer Role</b>	<ul style="list-style-type: none"><li>• Clear understanding of the requirements</li><li>• Cooperation and support in gathering the required information.</li><li>• Prepare the proper environment where the solution will be hosted.</li></ul>

<b>Service</b>	Support Services > Government Enterprise Agreement > Oracle Products licenses
<b>Service Identifier</b>	GEA-6.2
<b>Service Owner</b>	Digital Society Development Division
<b>Service Description</b>	Provide the required Oracle products licensing
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Utilize the government agreement with Oracle in optimal way.</li> <li>• Improve feature investment with profiling all the licenses purchases by the government entities.</li> <li>• Reduce the cost of purchasing software licenses.</li> </ul>
<b>Service Request</b>	<ul style="list-style-type: none"> <li>• Official letter to ITA</li> <li>• Coordinating with Licenses Agreements Specialist/your ITA Account Manager</li> </ul>
<b>Customer Role</b>	<ul style="list-style-type: none"> <li>• Clear understanding of the requirements</li> <li>• Cooperation and support in gathering the required information.</li> <li>• Ensure having budget for accruing the required licenses.</li> </ul>

## 4. Services Request Time & Account Managers

### 4.1 Services Request Time

All the listed services should be requested during ITA working hours.

### 4.2 How to know your ITA Account Manager?

If you don't know your account manager, please contact Governance and Advisory Division through the following channels:

Telephone: **24166863**

Email: **standards@ita.gov.om**



