

https://www

OMAN NATIONAL CERT



Information Technology Authority  
Sultanate of Oman



عمان الرقمنة  
e.oman

المركز الوطني  
للسلامة المعلوماتية  
Oman National CERT



## CEO MESSAGE

In a matter of very few years, the Internet has consolidated itself as a very powerful medium that has changed the way we communicate and interact on both professional and personal levels. And with the increase of such traffic, there is an increased need to build a sustainable secured environment to ensure that all ICT users feel safe and secure using their PCs offline or while browsing the Internet. Such assurances will positively aid in achieving e.oman's vision of transforming the Sultanate into a sustainable knowledge society. By providing a sense of security this will lead to an increase in the use of IT technologies within the Sultanate.

There is no doubt that issues of information safety and security have become the most important pillars of the digital economy, to ensure the protection of scientific data, commercial and personal information from any abuse attempt or vandalism, and as well to ensure the safety and integrity of the information. Without information security we will lose the significance and usefulness of the global information society. Therefore, information security is extremely important due to the size of the growing threats which keep increasing day after day.

OCERT (Oman National Computer Emergency Readiness Team) was established to face these challenges and to serve as the trusted focal point of contact for any ICT security incident in the Sultanate, focusing on cyber safety and security and, to serve all information technology users in Oman, whether from the government sector, private sector, or individuals.

We believe that information security is everyone's responsibility and therefore we take this opportunity to connect and communicate with you online through this website. We wish for everyone to work together with us on matters of common interest, so that together we can effectively enhance information security, in order to support the process of the renaissance and the progress taking place in our country.

**Dr. Salim Sultan Al Ruzaiqi**  
Chief Executive Officer, ITA

## VISION

To provide world-class cyber security capability whereby computer and Internet users feel safe and secure using Information Communication Technology (ICT).

## MISSION

To build cyber-security capabilities to increase the capacity of security incident detection and emergency responses to such incidents and also, ensure cyber-security awareness in public and private sector organizations, including citizens and residents.

## OCERT OBJECTIVES

- Serve as a trusted focal point of contact for any ICT security incidents
- Build trust in using government eServices
- Build cyber security awareness in the Omani internet space
- Build Omani cyber security capabilities to handle security incidents
- Provide accurate and timely information on current and emerging security threats and vulnerabilities
- Analysis of possible security threats and impact
- Provide proactive measures to minimize security incidents
- Respond to security incidents and minimize their impact
- Promote R&D in information security
- Coordinate with regional and international CERTs

## OUR VALUES

### Trust:

Gain and maintain our constituency trust and confidence to become the trusted focal point of contact for any ICT security incidents within Oman.

### Engagement:

Endeavor to engage all stakeholders to achieve our mission.

### Relationships:

Forge and maintain relationships both locally and internationally that are mutually beneficial and long lasting.

### Excellence:

Strive for quality and excellence in all our operations.

### Results:

Deliver measurable results and continually improve to meet and supersede world standards.

## OUR CONSTITUENCIES

- **Government Organizations**
- **Private & Critical National Infrastructure**
  - ✦ Banking and Finance
  - ✦ Communications
  - ✦ Transportation
  - ✦ Energy
  - ✦ Oil & Gas
  - ✦ Water
  - ✦ Health
  - ✦ etc.
- **Public Users**
  - ✦ Citizens
  - ✦ Residents



# OCERT SERVICES

## Proactive Services

- Announce intrusion alerts, vulnerability warnings, and security advisories
- Provide constituents with a comprehensive and easy-to-find collection of useful information that aids in improving security
- Share and disseminate security related information (e.g. an intruder attack, security vulnerability, intrusion alert, computer virus, etc.)
- Perform risk and vulnerability assessments
- Monitor and observe new technical developments, intruder activities, and related trends to help identify future threats
- Monitor URL

## Reactive Services

- Respond to reported security incidents
- Provide the constituents proper course of action and advice to mitigate any form of security incident.
- Analyze of reported security incidents and events
- Coordinate the security incidents with relevant parties

## Training And Awareness Services

- Increase the general security awareness of the constituent
- Build local capabilities in cyber security
- Improve the security practices at public and private sector organizations
- Build the awareness of identifying, dealing, reporting and responding to security incidents
- Coordinate the security programs with local educational and training colleges and institutes
- Promote the research and development in information security

# THE NATIONAL CAMPAIGN “Towards A Safe Online Environment”

The national strategy for Oman’s digital society and eGovernment aims the benefits of information and communications technologies to cover, with no exception, all members of society. From this perspective, the national campaign «Towards a safe online environment» was launched.

## Campaign Objectives:

- Raise awareness of information security include all segments of society.
- Build and promote the culture of information security and computers through a range of programs and events.
- Define the risks and potential threats in order to avoid exposure and reduce impact.
- Define safety and information security standards to be followed.
- Define ethics regarding the use of technology and respect the rights of others.
- Define the services offered by the CERT.

## ADDRESS

### To report an Incident:

- Report via online form through our website: [www.cert.gov.om](http://www.cert.gov.om)
- Report via Telephone : +968 24166828
- Report via Fax : +968 24166818
- Report via email: [ocert999@ita.gov.om](mailto:ocert999@ita.gov.om)

### To contact us:

#### **Oman Computer Emergency Response Team**

#### **Information Technology Authority**

P.O. Box 1807, Postal Code : 130 - Azaiba

Tel: (+968) 24166818, Fax: (+968) 24166828

Website: [www.cert.gov.om](http://www.cert.gov.om)

E-mail: [cert@ita.gov.om](mailto:cert@ita.gov.om)

Sultanate of Oman

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