



INNOVATION & SUPPORT CENTER

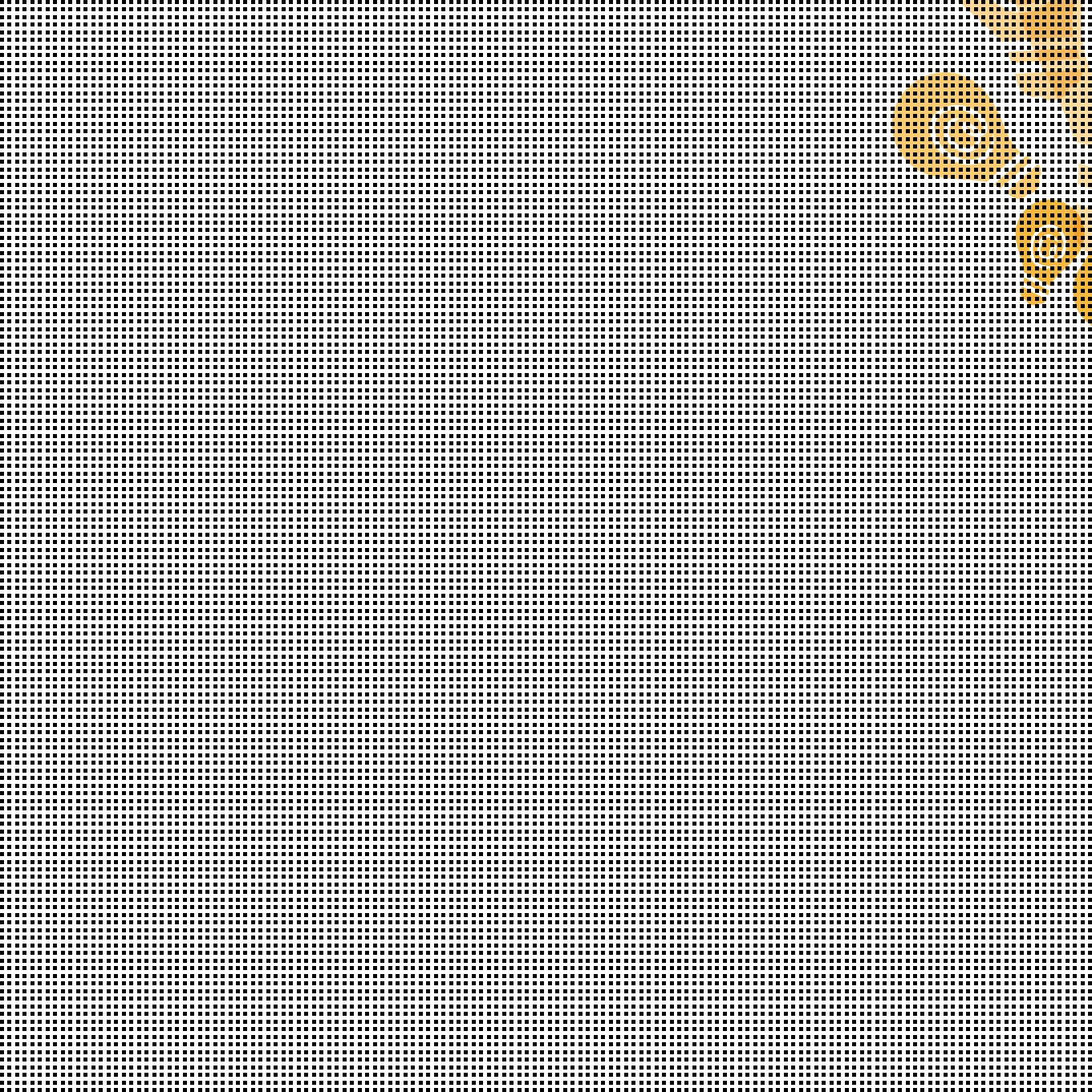


Information Technology Authority
Sultanate of Oman

Innovation & Support Center



e.oman





ABOUT THE CENTER

The Innovation and Support Center is managed by highly trained and qualified professional Omanis; not only to keep pace with global development in the provision of technical support services but also to lead this development. Over the past six years the Center has proved its ability to lead the development in the area of consultancy services, project management and technical support at global levels.

ISC OBJECTIVES

A decorative graphic on the right side of the slide. It features several lightbulbs of varying sizes and colors (orange, yellow, white) with glowing filaments. A hand is shown holding one of the lightbulbs. The background of the graphic is a grid of small dots, transitioning from a solid color to a dotted pattern.

- » Contribute to the growth of Oman's information and communications technology sector.
- » Provide job opportunities for Omani youth.
- » Support all government entities on technical issues.
- » Spread awareness on the services provided by the center.
- » Implement innovative computer solutions that meet the users' needs.
- » Leverage government investment through software licensing agreement with Microsoft.
- » Improve productivity and efficiency of software and technologies used.



**ISC
SERVICES**

HOST IN SAFE





HOSTING SERVICES, THE CLOUD

- » Host your Email and Website in safe and highly available environment.
- » Lower your costs by hosting your SharePoint, and CRM in a shared environment.
- » Locally hosted in Oman.

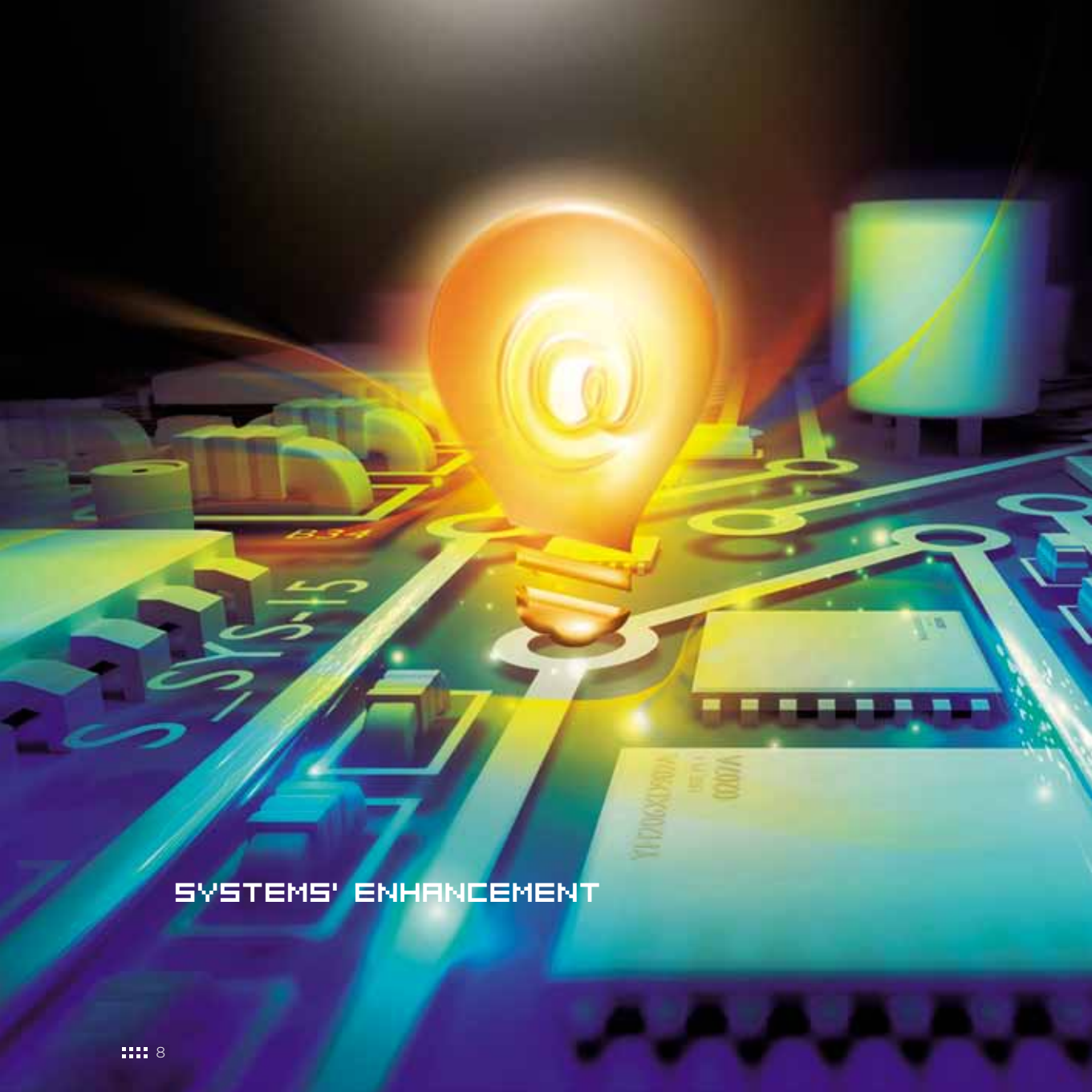


**TOWARDS BEST
PERFORMANCE**



CONSULTANCY SERVICES

- » The Center offers assistance in determining the vision and the field of IT infrastructure development projects based on best practices and designs as per international standards.
- » Envision, design, apply and implement software systems solutions.
- » Provide consultancy during implementation to ensure quality and smooth flow of work.
- » Study and evaluate practices to improve the applications and the operating systems to ensure quality performance.
- » Provide preventive technical consultancy to reduce the possibilities of system faults.



SYSTEMS' ENHANCEMENT

The page features a decorative background. On the left, there is a close-up of a computer keyboard with a blue and purple color scheme. On the right, there is a stylized lightbulb icon with a white '@' symbol inside, set against a background of orange and yellow abstract shapes. A vertical column of white dots separates the keyboard from the lightbulb.

PROACTIVE SERVICES AND HEALTH CHECKS

- » Improve the quality of systems' operation.
- » Improve systems' performance.
- » Increase systems' operating time while reduce the cost of technical support.
- » Avoid malfunctioning by providing proactive solutions.
- » Examine the information systems infrastructure.
- » Provide technical revisions throughout the project phases.
- » Assess opportunities and needs for improved solutions to the operating systems and ensure the effectiveness of the systems' environment.
- » Implement the latest technologies to government institutions through strategic projects.



SMART SOLUTIONS



INTERACTIVE SERVICES

Interactive services are done through Annual Maintenance Contracts (AMCs) with customers where we:

- » Provide technical support services via phone and e-mail.
- » Provide technical support services at work site.
- » Provide optimum solutions to technical constraints.

A close-up photograph of a hand hovering over a glowing mouse button. The mouse button is illuminated with a bright, warm yellow light, creating a soft glow around it. To the left, a portion of a black computer keyboard is visible, showing keys for '9 PgUp', '6', '3 PgDn', and 'Enter'. The background is dark, making the glowing mouse button stand out prominently.

IMPROVE DIGITAL
KNOWLEDGE



TRAINING SERVICES

- » Establish qualified personnel in the field of information technology.
- » Improve and develop modern practices in information technology.
- » Train university and college students.
- » Implement workshops in government institutions.

SERVICES CATALOGUE

Projects	
Windows Server	Windows Server Active Directory Deployment
	Active Directory Domain Migration (Forest Migration)
	Windows Domain Network Infrastructure
System Management	System Center Configuration Manager (SCCM)
	System Center Configuration Manager (SCCM) Migration
	System Center Operation Manager (SCOM)
	System Center Operation Manager (SCOM) Migration
	System Center Virtual Machine Manger (SCVMM)
	System Center Data Protection Manager (SCDPM)
	Windows Server Update Services
Unified Communication	Exchange Server
	Exchange Upgrade
	Lync Server
	Lync Server Upgrade
Collaboration	SharePoint (WSS/MOSS)
	SharePoint (WSS/MOSS) Migration
Security	Internet Security & Acceleration (ISA)
	Internet Security & Acceleration (ISA) Migration
	Threat Management Gateway (TMG)
Others	Key Management Service
	Microsoft Deployment Toolkit (MDT)

Systems Health Check Service
Active Directory Health check
Windows Client Environment Health check
System Centre Configuration Manager Health check
Forefront Threat Management Gateway Health check
Windows Server Update Services Health check

Consultancy Service
Enterprise Level: Windows Server Deployment/Migration/Upgrade
Enterprise Level: Microsoft Unified Communication
Enterprise Level: Microsoft Premier Security
Enterprise Level: Patch Management
Enterprise Level: Collaboration Solutions
Enterprise Level: Microsoft System Managements
Enterprise Level: Microsoft Network Infrastructure
Enterprise Level: General Microsoft Infrastructure

Hosting Services
Hosting Email
Hosting Websites
Hosting Customer Relationship Management (CRM)

Other Services
Proof of concept for all products supported by ISC
Training for all products supported by ISC
Hosting Linux Professional certification training



Microsoft Partner

Gold Identity and Security

Gold Server Platform

Silver Systems Management

Silver Desktop

Silver Messaging

Contact

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