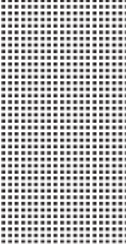




# The Internet Usage Policy at the units of the state administrative apparatus

August 2023

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## Issuance and distribution

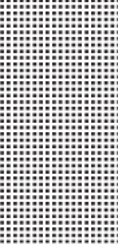
Issuing Authority	E-mail	Issuing Date
General Directorate of Policies and Governance Ministry of Transport, Communication and Information Technology	Governance@mtcit.gov.com	2023

## Document Registration.

version	date	Issuing Authority	Remarks
0.1	2023	Ministry of Transport, Communication and Information Technology	

Publishing List	
1-	All the units of the State Administrative Apparatus

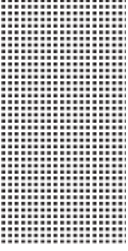
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## Introduction

With the rapid technical evolution of the Internet service, governments started to turn their attention to making use of the capabilities of the Internet network to boost the efficiency of the employees 'performance and to enable them making the optimal use of the available resources and services over the internet as an integral part of the tasks of their work.

This document defines the principles of the use of Internet service at the units of the State Administrative Apparatus by the employees, partners and contracting parties to avoid the inappropriate or illegal use of the service.

## Definitions and Terms:

The Ministry: Ministry of Transport, Communications and Information Technology.

The Unit/Units of the State Administrative Apparatus: knowledge according to the Sultanate decree No.75/2020 concerning the State Administrative Apparatus.

E-mail: a service by which we can send and receive electronic messages using various types of software and applications.

Internet service: linkage between more than the computer or informatic system to obtain data and exchange them using the mobile network or cable or optic fibers or artificial satellite.

Users: the employees of the units of the State Administrative Apparatus and relevant parties such as contractors, suppliers under contract and other parties authorized to use the Internet service.

## Objectives:

This document aims at achieving the optimal and effective use of the Internet service at the units which forces attaining several objectives such as:

1. To enable governmental digitalization to meet the objectives of the program of the digital economy.
2. To ensure that internet service is made available to all the employees of the units of the Administrative Apparatus.
3. To employ technology in boosting the work efficiency of the units of the State Administrative Apparatus.

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#### 4. Effective use of resources and services over the Internet.

### **The purpose:**

This policy has been issued to maximize the benefit derived from the use of Internet service at the units of the State Administrative Apparatus.

### **Implementation Scope:**

This policy applies to all the units of the administrative apparatus, contracting parties and other partners of the unit with the exception of the State military and security apparatuses.

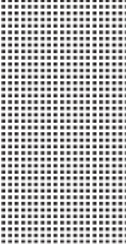
### **Policy Principles:**

To implement the principles of this policy, the units of the State Administrative Apparatus shall do the following:

#### **1- Unit's Obligations:**

- Internet service is made available to all the employees of the unit whose work nature requires that, in accordance with the principles set forth herein.
- E-mail is assigned to every employee and it bears the name of unit scope in the domain (.om).
- To adopt a mechanism for registration or documentation of the identities of the users of internet service whether contracting parties or partners or visitors via the users' accounts or their mobile numbers or other methods of documentation.
- To raise security awareness on the scope of this policy among the target categories.
- Application of the policies and controls of information security issued by the Ministry and the competent authorities.
- To set an internal policy to encourage and measure the safe and effective use for maximization of the benefit derived from the internet service made available.
- To control the compliance of its employees with this policy.

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## **2-Users' Obligations:**

The users of the Internet service at the units are to meet the following obligations:

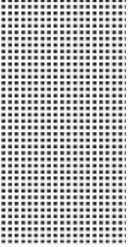
- To use the e-mails assigned to employees in official internal and external correspondence that have to do with the unit.
- To use strong passwords to sign in to services and sites which have to do with the unit.
- To keep the passwords secret and not to share them with others.
- To sign in to the unit's accounts from safe devices.
- To adhere to laws, regulations and policies issued, which pertain to the use of internet service in general.

## **3- Controls on Service Usage:**

The users are to take the following controls into account:

- Excessive personal use of the Internet service made available by the unit is not allowed during official working hours, but reasonable personal use is allowed bearing the following in mind:
  - The personal use of the Internet should be not in contravention of employee productivity, including work quality and other indicators of performance.
  - The personal use of the internet should not violate the controls on the service usage set forth herein.
  - The personal use of the internet should not have an effect or cause damage to the internal network of the unit.
  - Not to use the unit's internet network and its electronic resources to do business services or private business.

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- Not to use proxy servers and the services of Virtual Private Networks (VPNs) to have access to hidden content on the internet and also there is a ban on the use of tools and software of piracy.
- Not to enter the websites that instigate, support, circulate or publish opinions that contain the following:
  - Direction to political stances that are incompatible with the State policy or ethically questionable and borders on the obscene or offensive to rising generation or call for espousal or circulation of destructive principles.
  - The websites which are used in cyber fraud, data stealing, or phishing.
  - The websites which contain libelous and defamatory materials.
  - the websites which infringe the rights of intellectual property or provide information, tools and techniques which aim at infringement of such rights and penetration of protection techniques developed to protect these rights such as decoding encrypted movies and television channels, playing copied compact discs, copied software and electronic games and deactivation of the protection systems designed exclusively to combat piracy.
- Not to use the service for any of the following purposes:
  - Sending spam emails or propagandistic ones which cause offense or pose a threat to others or instigate to do that.
  - Publishing offensive or erroneous materials on the unit in sites of social media or in any other form of electronic publishing.
  - Sending messages which pertain to or support illegal or criminal activities.
- Not to use the e-mail of the unit for registration on any site which has nothing to do with the work requirements.
- **Policy Terms:**

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