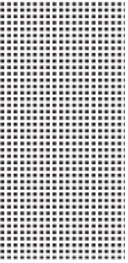


# Guidelines for the Internet Service Delivery to the Units of the State's Administrative Apparatus

August 2023 AD

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### Issuance and Distribution:

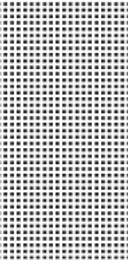
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1	All units of the State's Administrative Apparatus

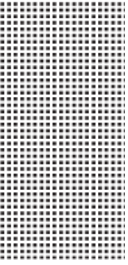
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## Introduction

With the rapid and technological development of the Internet Service, most governments proceeded to make use of the Internet's capabilities to develop employees and raise their efficiencies, in addition to developing and simplifying all governmental activities, procedures and transactions and transforming them from manual frameworks or typical electronic technology into advanced electronic technology to reach the application of using Information technology and the Internet in government work.

These Guidelines aim to provide a set of guidelines to support the units of the Administrative Apparatus when managing and delivering Internet service to the units and their various branches because the Internet service is important for the units and to enable the units' employees to completely benefit from resources and services via the Internet as an integral part of their tasks.

### Definitions and Terms

**Ministry:** Ministry of Transport, Communications and Information Technology

**Units of the State's Administrative Apparatus:** Defined as per Royal Decree No. 75/2020 concerning the State's Administrative Apparatus

**Authorized Service Provider:** whosoever is granted a permit to provide additional public telecommunication services according to the Telecommunications Regulatory Law.

**Internet Service:** It is an exchange network between computers to transmit digital data using the telephone network, cable, optical fiber, or satellite.

**Asymmetric Digital Subscriber Line (ADSL):** A technology to provide broadband service across copper lines.

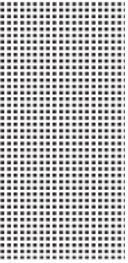
**Optical Fiber:** A means of communication that provides broadband service across optical fiber cables with a high connection speed that exceeds speeds provided by the Asymmetric Digital Subscriber Line (ADSL)

**Leased Lines Services:** provide a physical or virtual communication connection across part of a communication system in which this connection is exclusively reserved for the use of a designated licensee or beneficiary.

**Broadband:** A communication service that provides the final user with an Internet download speed that exceeds (256) kbit per second and it is permanently provided.

**Fixed Broadband:** The broadband service in which fixed-copper or optical fiber-wired connections are used to the user location.

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Fixed Mobile Broadband: Broadband service that is provided via wireless technology- Fourth Generation (4G) and Fifth Generation (5G) service or any modern technology to a fixed location (a house or real estate).

### Goals:

These Guidelines aim to provide the units with Internet service achieving several goals including:

1. Enabling the Governmental Digital Transformation to achieve Oman Vision 2040 and the Digital Economy program.
2. Ensuring the sustainability of Internet service in the units.
3. Ensuring providing the units and their various branches with appropriate capacity of Internet service.
4. Employing technology to raise the efficiency of unit work.
5. Effective use of resources and services via the Internet.

### Purpose

This Guideline was issued to develop unified benchmark standards for units when requesting the delivery of Internet service to the units and their various branches.

### Scope of Application

All units of the State's Administrative Apparatus except for the Military and Security Services of the State.

#### 1- Guidelines General Statements

The units of the State's Administrative Apparatus shall take these standards into consideration when requesting the delivery of Internet service to units or their various branches:

- Approving the leased Internet line service via Fiber Leased Line Service provided to beneficiaries via the Internet as a preferred option to provide the unit/branch with the Internet.
- Approving the leased Internet line service via copper lines provided to the beneficiaries via the Internet as a preferred option to provide the unit/ branch with the Internet in locations where optical fiber lines are not available.
- Approving the Fixed Broadband via the optical fiber network as a preferred option to provide the unit's employees and various branches with Internet service.

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- Approving the Fixed Wired Internet Service via Asymmetric Digital Subscriber Line ADSL as a preferred option in locations where the Broadband Service via Optical fiber is not available



- Approving Internet service via Fixed Mobile Broadband as a preferred option in locations where Wired Internet Service via optical fiber or Asymmetric Digital Subscriber Line (ADSL) is not available.
  - Approving Internet Service via Satellite Technology from an authorized provider as a preferred option in locations that are not included in the fixed or mobile Internet service.
  - Providing a spare Internet line is necessary to guarantee the flexibility and continuity of providing the service in the main branch of the unit and its branches where services are provided via the Internet.
  - Possibility of connecting more than one line or merging them in one line to get multiplied speeds in locations where line capacity is limited.
  - Contracting with more than one service provider when connecting more than one Internet line for the same location or in the event of connecting spare lines to guarantee the continuity of the service.
- 2- Service Request Statements:
- Contracting with an authorized service provider when requesting the service.
  - Verifying the availability of Internet service at the site through the service provider or the unit's technical support team.
- 3- Technical Requirements and Technical Support Clauses:
- Providing secure wired/ wireless internal network infrastructure within the site.
  - Providing appropriate protection and security systems to ensure the minimum protection at the site.
  - Connecting the Internet line to the wired and wireless network of the site via firewall.
  - Including the provision of technical support to the provided internet services in the Service Level Agreement (SLA)
  - Including the provision of technical support around the clock (24/7) for Fiber Leased Lines in the Service Level Agreement (SLA).
  - Including the provision of a special account for a site or application approved by the service provider to monitor the consumption speed and rate on the line in the Service Level Agreement (SLA).

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- Ensuring that the internal wiring to the connection point to the internet modem directly connects to the main connection line of the service provider via optical fiber cables.

4- Internet Speed Minimum Limit Statements:



- The unit shall determine the internet speed that suits the size of the branch (main, medium, small) and number of the employees at each branch.
- The unit shall determine the minimum limit of the leased line speed according to the number and types of sites/ electronic service windows hosted in the headquarters of the unit and the size of beneficiaries.
- If the utilization rate reaches more than 75% of the provided package, The unit shall upgrade the service package.
- If the utilization rate reaches less than 50% of the provided package, the unit shall reduce the service package.

### Document Management

1. This Manual is owned by the Ministry of Transport, Telecommunications and Information Technology, and shall be subject to review as required.

### Relevant Publications:

- National Broadband Strategy- Ministry of Transport and Communications (2014)
- Internet Use Policy Document for the State's Administrative Apparatus (2023)

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