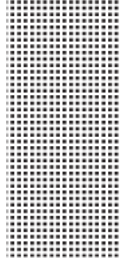


Development of Government Applications In Portable and Smart Devices Standards

2023

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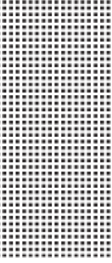
1	All units of the State's Administrative Apparatus
2	Official website of the Ministry of Transport, Communications and Information Technology



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Introduction

Through Oman Vision 2040 and the National Digital Economy Program, the Sultanate of Oman seeks to enhance the efficiency of the Public Sector by providing distinctive digital governmental services. These services are easier to use from anywhere and at any time and can be accessed via all types of portable devices in order to improve the user's experience and enhance electronic social participation for individuals and institutions.

Based on the strategic orientations of the Sultanate of Oman in the field of Digital Transformation, to enable the implementation of the National Digital Economy Program Initiatives supervised by the Ministry of Transport, Communications and Information Technology, and to go in line with advanced and modern technologies and programs, government units shall provide solutions and applications that facilitate access to the provided digital services through using portable devices.

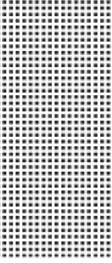
Definitions and Terms

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

Units of the State's Administrative Apparatus: Defined according to Royal Decree No. (75/2020) in respect of the State's Administrative Apparatus.

Applications and Systems of Portable Devices: Applications or programs designed to operate on smartphones, tablets or any other portable device. They contain information and electronic services provided by the Government to public.

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Website: Electronic pages or applications to provide information and services on the Information Network via a unified electronic address.

Omani Mobile Apps page: It contains a list of applications that provide electronic services. The page comes under Oman.om website.

User: A natural person authorized by a government authority to use its information systems and resources, whether he has a regulatory or contractual relationship with it or is affiliated with an entity contracted with to provide a service.

Objectives

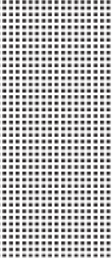
This document aims to achieve a set of objectives including:

- Providing governmental services in a permanent, and accessible manner.
- Achieving the objectives of digital transformation.
- Improving the user's experience.
- Enhancing integration among the government units.

Purpose

Adopting and applying basic standards to design the applications of portable smart phones and devices through which governmental services are provided in order to support and enable the achievement of the orientations of the Digital Transformation Program.

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Scope of Implementation

These standards shall apply to the units of the State's Administrative Apparatus.

Standards

The statements below include basic standards that the units shall adopt upon developing digital applications that support providing services via using portable devices:

1. Ensuring that the applications are compatible and in line with all their platforms and portals so that the user receives the same information and services.
2. Providing their electronic services via using one application for portable devices.
3. The application or program shall be developed on the most used programs in the Sultanate of Oman, Android, and iOS.
4. Ensuring that their systems or applications are included in the Omani Mobile Apps page.
5. It is necessary to improve the content of applications and programs provided via portable devices continuously, in addition to ensuring the accuracy of the information, taking into consideration the limited features of devices (for example: screen size, limited bandwidth, etc).
6. The application shall contain a feature that enables the user to provide feedback and assessment.
7. Complying with referring to the Guidelines for User's Digital Experience that highlights the general standards for designing digital solutions and user experience interfaces before establishing any new application to ensure the effectiveness and quality of the provided services.

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8. Ensure the compatibility of the applications design and structure with the Unit's identity, the design used on its websites, and all its accounts in social Media accounts.
9. It is necessary to display the provided services in a clear and readable manner. They shall be provided in Arabic and English.
10. The application shall include a contact point to provide technical support, beneficiary service, conditions of usage and privacy statement.
11. The application shall be usable by all segments of society including persons with disabilities and elderly people.
12. The service shall be available 24/7. The Entity shall notify the beneficiaries if the service is stopped via its website and social media channels.
13. The applications used in portable devices shall ensure the minimum limit of entering the required data of beneficiaries.
14. The provided application shall be free.
15. If any visual or audio materials are displayed, they shall be of high quality and provided in Arabic and English.
16. The application shall include an indication of the response of the user interface, for example, a visual or audio signal in the event that entering certain data from the device is not accepted.
17. Allowing the user to confirm the entered data before processing the request or data.
18. Providing the user with a notification of receiving the request or service.
19. The application or program shall include a feature for following up on the current status of the request or transaction.

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20. The application that provide services to beneficiaries shall not include advertisements for marketing services or products for the private sector.

21. When there is a need to fill out data or forms, indicate the data that shall be filled whether (mandatory) or (optional).

Administrative and Technical Requirements

As a first step and before starting the investment in developing a new application, the unit shall study the feasibility of developing the new application and determine priorities in accordance with its strategic orientations. Moreover, the required operation systems and infrastructure should be taken into consideration.

The most significant basics to be adopted before deciding on developing an application:

1- Studying and determining the beneficiaries' needs:

In this step, the needs and requirements of the target beneficiaries are determined, in addition to determining what the outcomes and problems that should be addressed are, can the user's needs be met through the website, or whether there is a need to create an application, and determining challenges and opportunities of creating an application.

2- Application Assessment:

The unit shall assess the proposed application through the following:

- The extent to which the application conforms to the unit's strategy and objectives.
- The frequency of using the application's services on a daily or periodic basis.

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- The service nature and complexity level, and if it requires many inputs.
- Target audiences, such as citizens, businesses, and the government.
- The value added from the development of the application .
- The application dependence on certain features such as the camera or the site services and location.
- Analyzing cost and studying the needs and benefits of the application .
- Studying the application's impact on the unit.
- Determining the basic services and software required for publishing.

Security Requirements

Before choosing to develop or publish an application, the units shall take into account the effects of privacy. Furthermore, they shall guarantee the security of sensitive data and the associated personal information. Privacy considerations will be assessed by answering the following questions:

- 1- How will the application provide users with notifications of content and privacy before using the systems?
- 2- What are the risks of privacy and data breach related to applications with peripheral functions: (camera, geolocation, etc)?
- 3- What are the effects of privacy, and how will the unit address the risks of privacy and safety when using the site information?
- 4- What is the data collected by the application, how is it used and what is the possibility of the leakage of this data?

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- 5- The unit shall determine policies and procedures required to address access to personal data, for example: including terms of use, disclaimer, and privacy terms.
- 6- Before launching any application, the unit shall ensure fulfilling the following security requirements:
 - Comply with completing the procedures of security assessment by one of the certified companies.
 - Officially approve the application by the unit and include the approval or ratification phrase or stamp.
 - Ensure that the application or program stores sensitive data safely and only when required and prevents the leakage of this data.
 - The application uses strong encryption following global best practices.
- 7- Compliance with applicable laws and legislation related to information security and the protection of personal data and electronic transactions in the Sultanate of Oman, such as: the Personal Data Protection Law and the Electronic Transaction Law.
- 8- Continuously fix and troubleshoot security vulnerabilities.
- 9- The feature of authenticating access at one of the available levels, such as the Commercial Registration Number, Personal ID Number, or digital identity technology (Public Key Infrastructure (PKI)).
- 10- Using authorized electronic payment portal or system

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Document Management

- The Ministry of Transport, Communications and Information Technology owns this document and shall be subject to review as required.
- This document shall be effective as of the date of its approval and circularization by the Ministry of Transport, Communications and Information Technology.

Compliance

The Ministry of Transport, Communications and Information Technology shall monitor the compliance of the units of the State's Administrative Apparatus with the standards stated in this Document.

Relevant Publications

1. Standards for Designing Websites and Portals of Government Electronic Services, Circular No. (7/2022).
2. Personal Data Protection Law, Royal decree No. (6/2022)
3. Information Security Management Policy, Circular No. (4/2019)
4. Security Assessment Procedures, circular No. (11/2022)
5. User's Experience Guidelines.

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