



المركز العربي الإقليمي للأمن السيبراني  
ITU - ARAB REGIONAL CYBERSECURITY CENTER



ESCWA  
الإسكوا



# Building Trust on National Cyber Services: CYBERSECURITY As An Enabler

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**Executive Cyber Security Projects**  
**Oman National CERT \ ARCC**



# **workshop on Building Trust in Digital Public Services**

**Beirut, 11-12 September 2023 (and via ZOOM)**



# 16 ATTRIBUTES TO BUILDING TRUST

Your social business strategy will help you identify the central role that social media can play in nurturing, amplifying, reinforcing, and developing these trust attributes.




Edelman Trust Barometer research reveals **16 SPECIFIC ATTRIBUTES** which build trust.

These can be grouped into **FIVE PERFORMANCE CLUSTERS** listed here in rank order of importance.

## ENGAGEMENT

-  **LISTENS TO CUSTOMER NEEDS AND FEEDBACK**
-  TREATS EMPLOYEES WELL
-  **PLACES CUSTOMERS AHEAD OF PROFITS**
-  **COMMUNICATES FREQUENTLY AND HONESTLY ON THE STATE OF ITS BUSINESS**





## INTEGRITY

-  HAS ETHICAL BUSINESS PRACTICES
-  **TAKES RESPONSIBLE ACTIONS TO ADDRESS AN ISSUE OR CRISIS**
-  **HAS TRANSPARENT AND OPEN BUSINESS PRACTICES**

## PRODUCTS & SERVICES

-  **OFFERS HIGH QUALITY PRODUCTS OR SERVICES**
-  **IS AN INNOVATOR OF NEW PRODUCTS, SERVICES OR IDEAS**

## PURPOSE

-  WORKS TO PROTECT AND IMPROVE THE ENVIRONMENT
-  **ADDRESSES SOCIETY'S NEEDS IN ITS EVERYDAY BUSINESS**
-  **CREATES PROGRAMS THAT POSITIVELY IMPACT THE LOCAL COMMUNITY**
-  PARTNERS WITH NGOs, GOVERNMENT AND 3<sup>RD</sup> PARTIES TO ADDRESS SOCIETAL NEEDS

## OPERATIONS

-  **HAS HIGHLY-REGARDED AND WIDELY ADMIRED TOP LEADERSHIP**
-  RANKS ON A GLOBAL LIST OF TOP COMPANIES
-  **DELIVERS CONSISTENT FINANCIAL RETURNS TO INVESTORS**



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# The Use of Encryption On Building Trust

Encryption prevents unauthorized parties from accessing sensitive information stored or transmitted over the internet. It also regarded as main compliance requirement in many international standards just to name a few (PCI and DSS) standards to ensure prevention against malicious actors from stealing customer data



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PKI increases trust on the cyber services (internet) , because it provides a system and infrastructure to secure (data, user and device identities) by ensuring the integrity of the data remained intact. Essentially PKI is securely associate a key with an entity in order to ensure and maintain integrity .





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# PKI Active on Cyber Services Oman

## Login with e-Government login

To use this method you need civil number and password from ITA self-service machine.



e.oman

Login



## Login with Smart Card/USB token

To use this login method you need civil ID card and ID card reader.



Login



## Login with Mobile ID

To use this login method you need PKI enabled SIM card



Your phone number

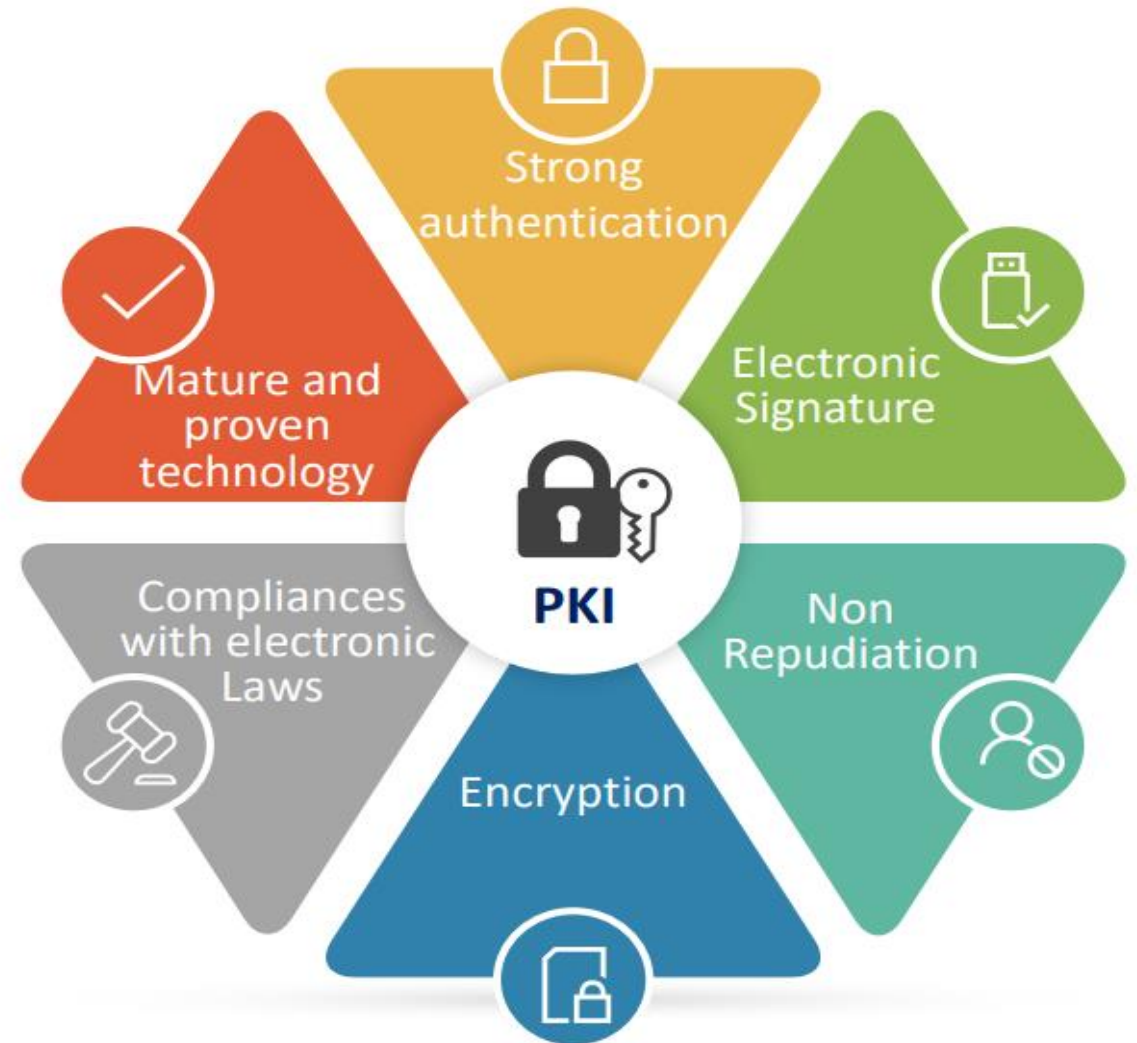
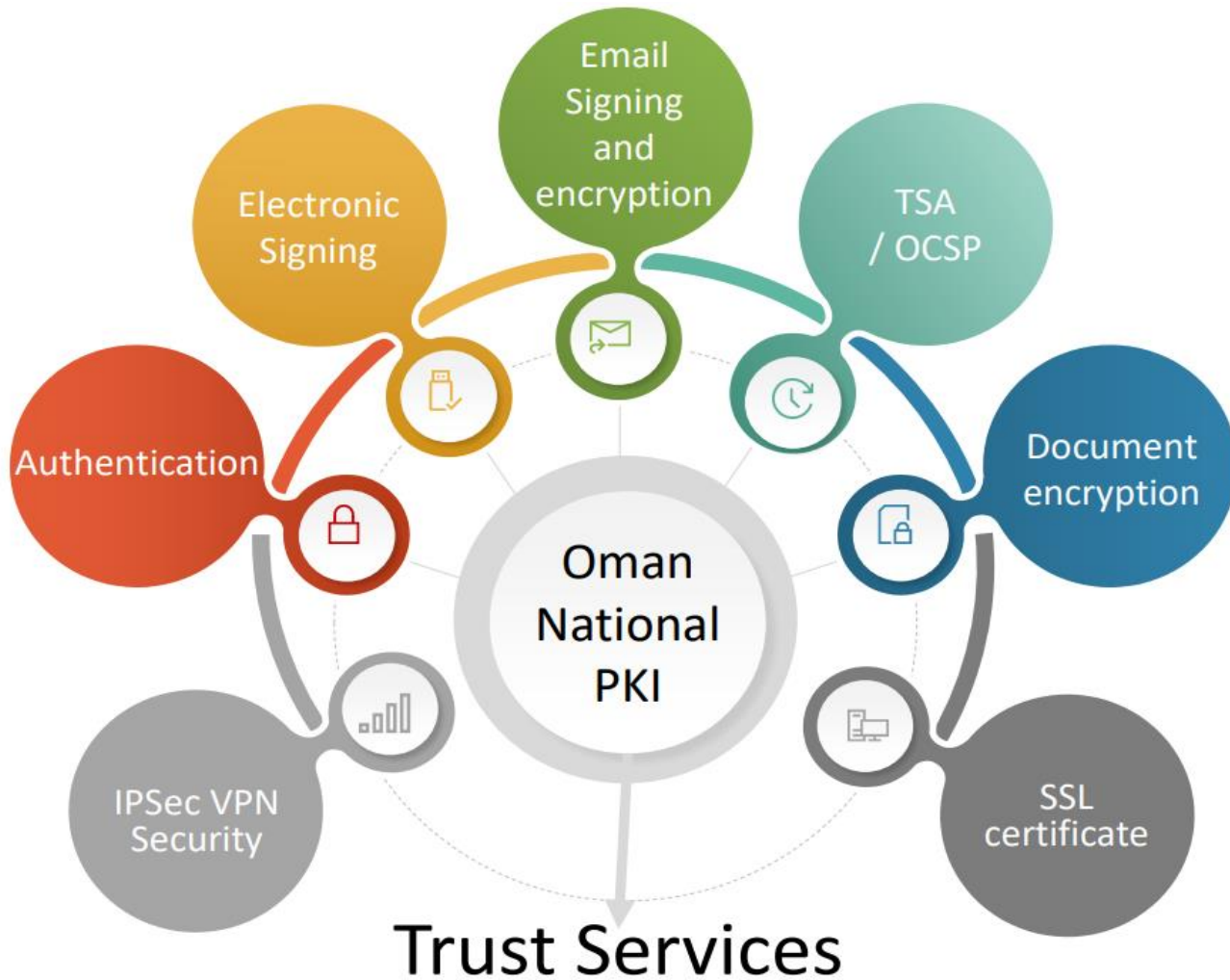
Login





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# Why PKI is an Enabler







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# Why PKI is an Enabler





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## Statistics



July 2013 - February 2019

Oman Population

4.5 M

National ID Card

AUTH

SIGN

15.7 M

Mobile

AUTH

SIGN

110,882



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# ITU-Arab Regional Cybersecurity Center

## Who we are?

The Arab Center is the representative of the International Telecommunication Union in the region and a local center for coordinating cybersecurity initiatives. It is hosted, managed and operated by the Oman National CERT.



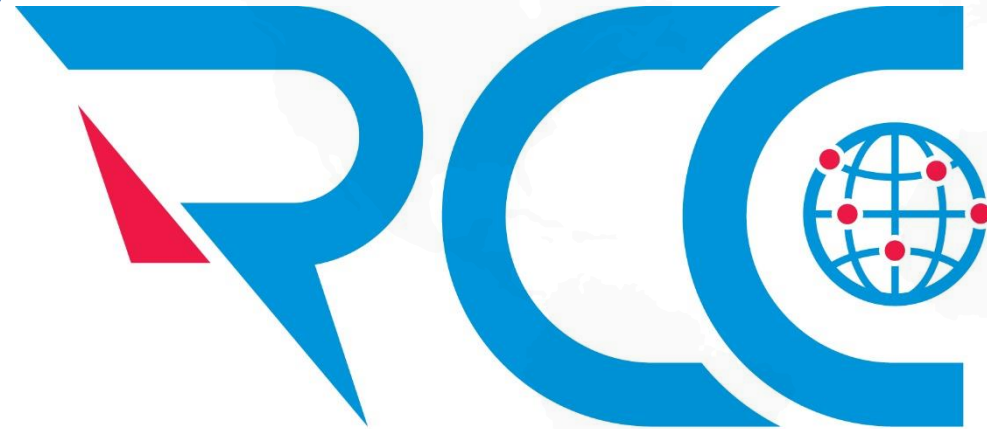
## Vision

Our vision is to be the recognized cybersecurity reference center in Arab region.



## WHAT WE DO ?

Creating a more secure and cooperative environment in the field of cybersecurity in the Arab region and enhancing the role of the ITU in building confidence and security in the use of information and communication technology in the Arab region.



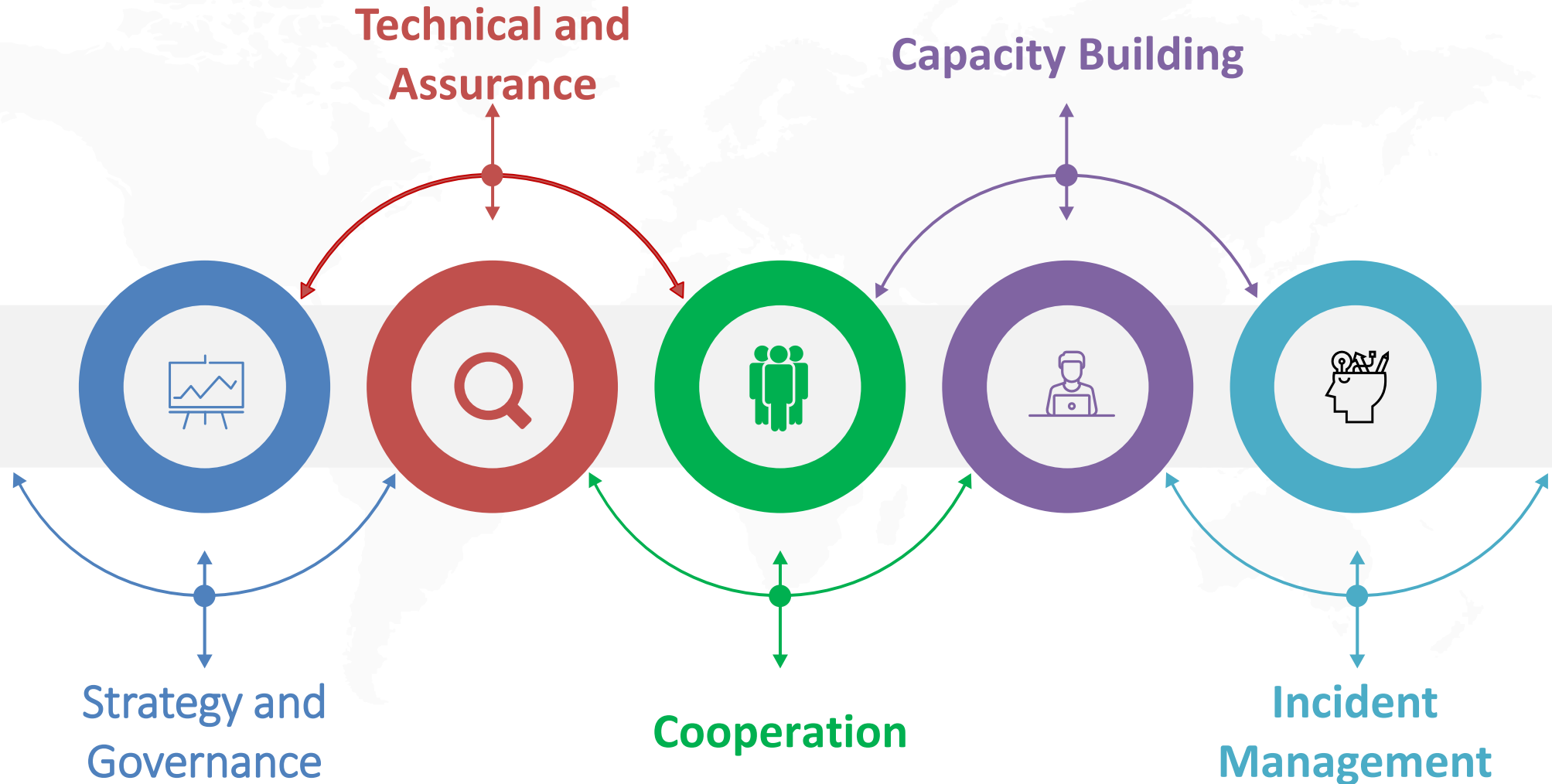
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# Launch of ITU Arab Regional Cybersecurity Center

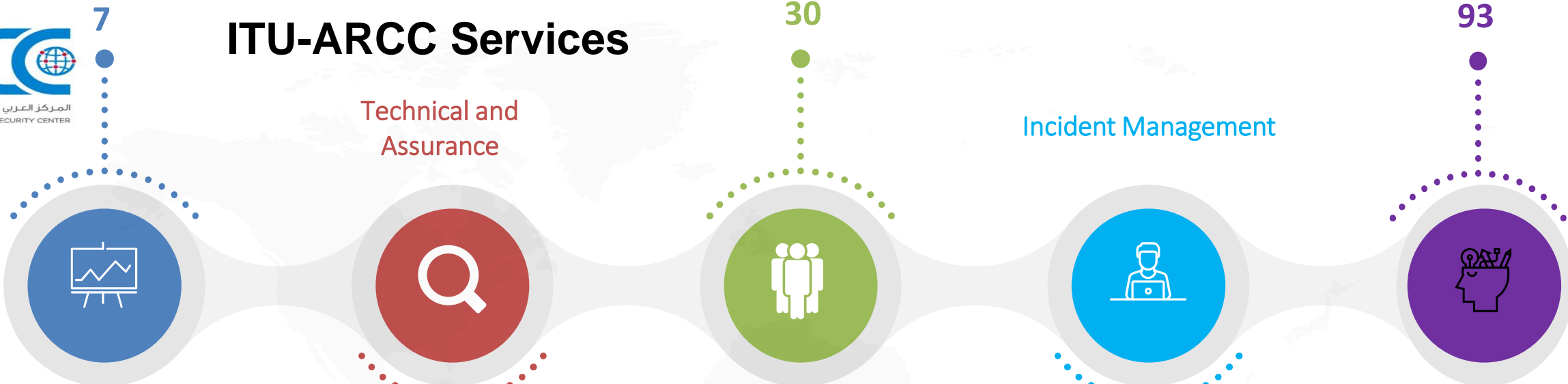
The International Telecommunication Union's Arab Regional Center was officially launched in **2013** at CERT in the Sultanate of Oman



# ITU-ARCC Services' Pillars



# ITU-ARCC Services



Strategy and Governance

Technical and Assurance

Cooperation

Incident Management

Capacity Building

44

22

85

Scholarships

50+

Countries

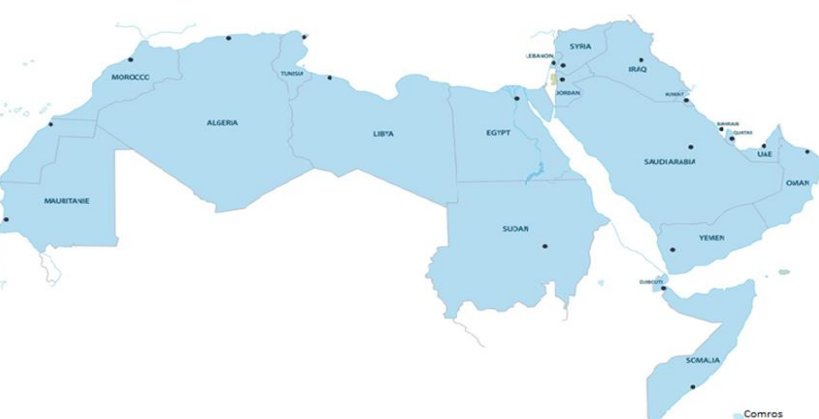
+10000

Attended and participated

190

Events, projects, and Initiatives

Overall



# Achievements 2013-2023

## Strategy and Governance



Regional Workshops



7

Countries



7

Published Frameworks



4

Approx. Attendees



+500





# Achievements 2013-2023

## Technical and Assurance



Activities



44

Countries



17

Reports



2

Approx. Attendees



3000



# Achievements 2013-2023

## Incident Management



CIRT Assessments & Implementations



22

Countries



11

Design Reports



7

Approx. Attendees



560



# Achievements 2013-2023

## Capacity Building

Conferences,  
Workshops &  
Trainings



93

Countries



25

Scholarships



85

Approx. Attendees



+5000



# Achievements 2013-2023

## Cooperation



High Level meetings  
& Exhibitions



30

Countries



10

Signed Cooperation  
Agreements



+30

Approx. Attendees



+300



# Oman's Recognitions for Cybersecurity



Oman won the 3<sup>rd</sup>  
(Regionally) – **2021**  
And 21<sup>st</sup> internationally

Oman won the 2<sup>nd</sup>  
(Regionally) - **2019**

Oman won the 16<sup>th</sup>  
(Internationally) - **2019**

1<sup>st</sup> place (Regionally) in Global  
Cybersecurity Index – **2013, 2014,**  
**2017** and 4<sup>th</sup> (internationally)



# Oman's Recognitions for Cybersecurity



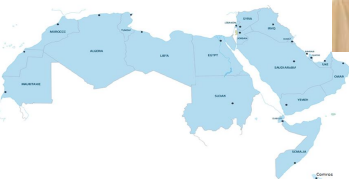
Election of the Sultanate of Oman to chair the Board of Directors of the National Centers for OIC-CERT for the third time in a row - 2013.



# Oman's Recognitions for Cybersecurity



Oman's Elected as the Chair ITU-T Arab Regional Study Group - SG17 On Standardization on cybersecurity





OCERT Won WSIS Prize - Geneva 2014

Oman National CERT won a World Summit on the Information Society (WSIS) Prize in Geneva, Switzerland, in the category of building confidence and security in the use of ICTs- **2014**





# Oman Recognitions for Cybersecurity



Centre for Humanitarian Dialogue



رابطة نساء الشرق الاوسط للأمن السيبراني



# Cybersecurity Industry Development Program

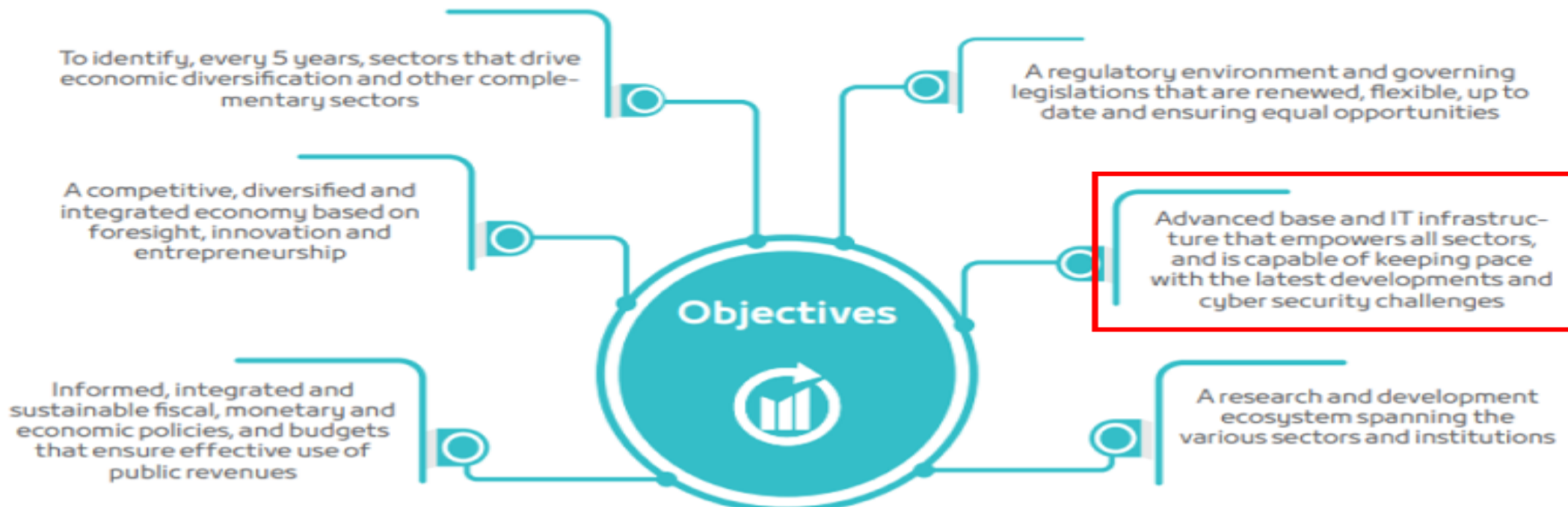




# Cybersecurity as an Economy Objective

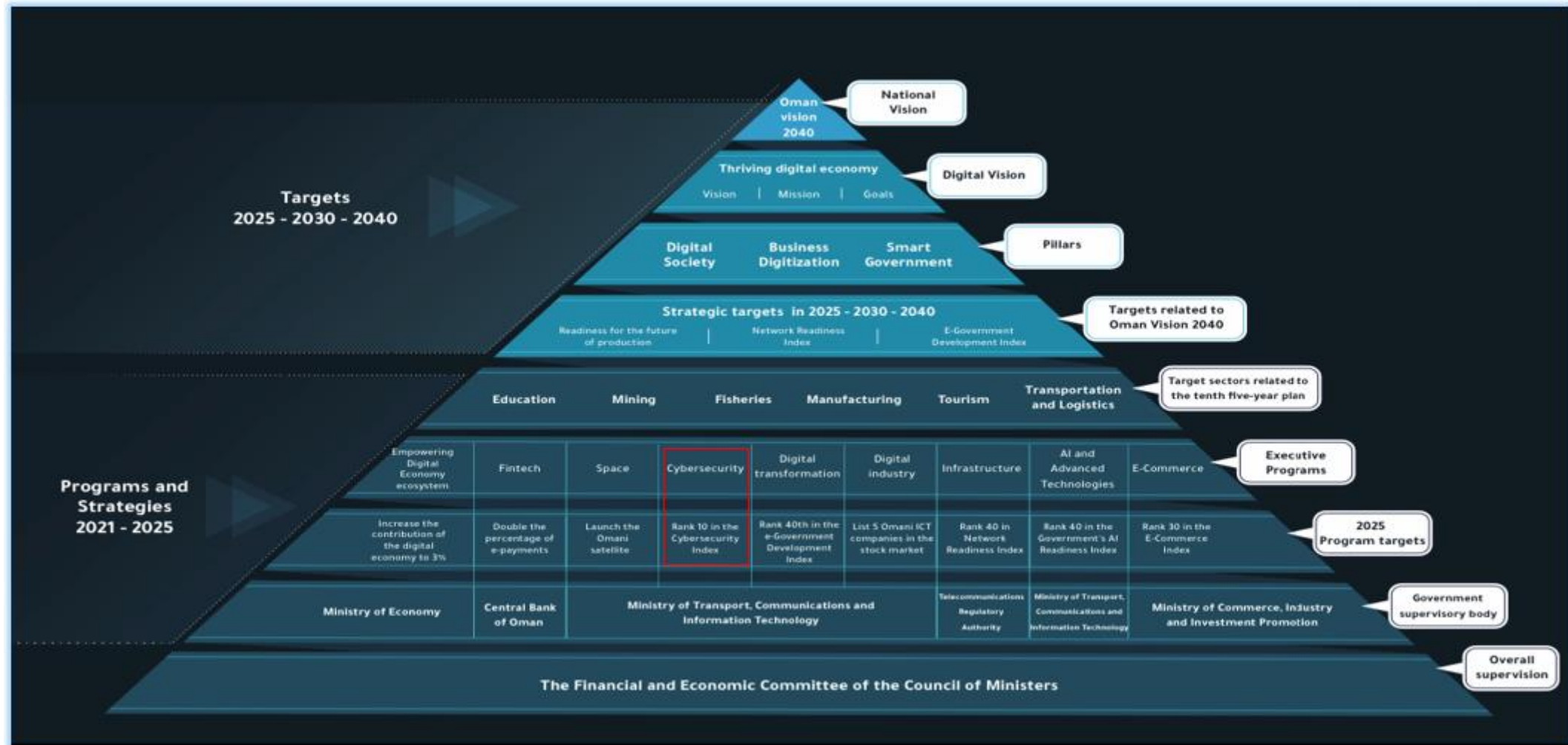
Priority

Economic Diversification and Fiscal Sustainability



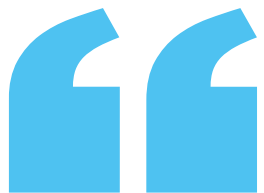


# Digital Economy Program





## The Cybersecurity Industry Development Program



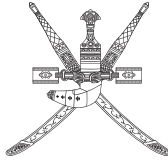
### VISON

"Specialized Cyber Security Industry Promoting Economic Growth  
And Diversification"



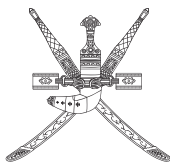
### MISSION

"Establishing Specialized Cyber Security Industry In The Region Focused  
On Human Capital And Derived By Innovation, Creativity And Excellence."



## Cybersecurity Industry Development Pillars





THANK YOU



عمان الرقمية  
e.oman

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للسلامة المعلوماتية  
Oman National CERT



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