

Council of Ministers' Resolution No. (18) of 2010, on the Implementation of e-Government Policies

The Council of Ministers,

Having perused the Constitution;

Decree Law No (36) for the year 2004 establishing the Supreme Council of Information and Communication Technology;

Emiri Decision No (29) for the year 1996 concerning decisions of the Council of Ministers that are to be submitted to the Emir for ratification and issuance;

Decision of the President of the Supreme Council of Information and Communication Technology No (1) for the year 2007 establishing the Higher Committee of e-Government;

The recommendation of the Higher Committee of e-Government issued in its Second Meeting held on March 24,2008, regarding implementation of the e-government policies; and

The proposal of the Supreme Council of Information and Communication Technology;

Hereby Decide As Follows:

Article 1

The following e-government policies endorsed by the Higher Committee for e-Government, which are attached hereto, shall be implemented:

1. Link and Integration Policy for Shared e-Government Systems and Services.
2. Hukoomi Content Management Policy
3. Government e-Services Registration and Authentication Policy
4. Government ICT Architecture Standards Reference Policy

Article 2

Ministries, other government entities and public institutions that own an e-government service, shall implement the policies referred to, in coordination with the Supreme Council of Information and Communication Technology, and shall be bound by the instructions, standards, explanations, decisions and clarifications issued by the Supreme council in relation to those policies.

Article 3

The Supreme Council of Information and Communication Technology shall oversee the implementation of the policies referred to, by the ministries, other government entities and public institutions and authorities that own an e-government service

Article 4

The Supreme Council shall provide technical insights on the implementation of the policies referred to, and shall have the authority to decide on technical matters arising therefrom.

Article 5

All competent parties, each within its own competence, shall implement this Resolution. This Resolution shall take effect as from the date of issuance and shall be published in the Official Gazette.

Attachment to the Council of Ministers' Resolution on the Implementation of e-Government Policies

FIRST: Link and Integration Policy for Shared e-Government Systems and Services

1. Policy Objectives

This policy aims at ensuring the link and integration of all e-Government Master Plan initiatives concerning the e-Government services and information with the Qatari Government Internet Portal (Hukoomi); and to leverage usage of shared services implemented within the master plan.

2. Policy Scope

This policy covers all initiatives defined in the e-Government Master Plan concerning e-Government services and information.

3. Policies

3.1 Link and Integration with the Government of Qatar Internet Portal (Hukoomi):

- All e-Services and information defined within the e-Government Master Plan shall be fully linked and integrated with the Government Portal, “Hukoomi”, to ensure that information and services are readily available for users.
- Where full link to Hukoomi is not possible, at least the e-Government shared services listed in paragraph 3.2 below shall be leveraged.

3.2 Leverage e-Government shared services:

- The following shared services shall be leveraged for all e-Services defined in the e-Government Master Plan.
 - Government Portal (Hukoomi) Authentication Service
 - Government Data Center.
 - Government Infrastructure Network.
 - Government Electronic Payment Platform.
 - Government Contact Center,
 - Public Key Infrastructure.

- Justifications submitted by government entities for any exemptions from the provisions of this policy shall be subject to the review and approval of the Supreme Council for Communications and Information Technology on a case by case basis.

SECOND: Qatari Government Online Portal “Hukoomi” Content Management Policy

1. Policy Objectives:

This policy defines the roles and responsibilities of each government agency in the State of Qatar towards the content of the Qatari Government Internet Portal (Hukoomi).

2. Scope of policy:

This policy covers the content of all services and information hosted, or provided, through the State of Qatar Government Internet Portal (Hukoomi).

3. Policy:

3/1 The Government Internet Portal "Hukoomi" is considered the official gateway of information and services provided by government agencies in the State of Qatar.

3/2 Content of Hukoomi is classified into two categories:

(a) General Content:

This content includes information such as overview of the political, social and economic system of Qatar, besides detailed information about the different sectors of the country such as education, health, economy, sports, transport and the other sectors.

(b) Government Service-Oriented Content:

This includes the services provided by government agencies in the country such as visa services, payment of traffic violation fines, renewal of health cards and other similar services. It also includes the formal procedures for government transactions and how to implement them.

3/3 Content Ownership:

Each government agency in Qatar owns its electronic content on "Hukoomi". The Supreme Council for Communications and Information Technology is the body responsible for drafting and publication of the content on the website within an integrated editorial strategy compatible with international standards for electronic publication.

Accuracy, Comprehensiveness and Update of Content:

- Each government agency is responsible for the scrutiny and verification of its information provided through Hukoomi.
- Each government agency is responsible for ensuring that its information presented through "Hukoomi" has been updated, and it covers all aspects related to the service in question.

- The Supreme Council for Communications and Information Technology shall set up a mechanism and standards to manage and update the content on "Hukoomi"; which shall be implemented by all concerned government agencies.

Communication and Marketing Mechanism of "Hukoomi" Content:

- It is the responsibility of the government agency that owns any content on "Hukoomi" to publicize and market incidental updates to their respective end users
- Each government agency having content on "Hukoomi" shall educate all respective parties and users on the benefits of having the content available on "Hukoomi".
- Each government agency with content on "Hukoomi" shall train and educate users on how to use the content of the respective agency on "Hukoomi".
- The Supreme Council for Communications and Information Technology shall be responsible for conducting educational, awareness, communication and marketing campaigns about "Hukoomi" within the media plan of "Hukoomi" and the Supreme Council for Communications and Information Technology.

THIRD: Government e-Services Registration and Authentication Policy

1. Policy Objectives:

The objective of this policy is to determine access and authentication levels for any government e-service provided within the State of Qatar Government internet portal "Hukoomi", or for other services that can be accessed through "Hukoomi" or for those independent services that can be accessed through other electronic portals.

2. Scope of Policy

This policy is mandatory, and it applies to all government e-services whether provided through the State of Qatar Government internet portal "Hukoomi", or those services which can be accessed through "Hukoomi". It is also recommended to use this policy as a standard for any electronic service that is independent from "Hukoomi" and which is accessed through other portals. These e-services may be delivered to citizens, residents, business sector or visitors.

3. Definitions

The following definitions are used for the purpose of this policy:

Public Data: Data that is open to all users, and not subject to privacy, security or privilege restrictions.

Restricted Data Requiring Authentication/Authorization: It is the data the disclosure of which would cause light to moderate damage to the affected party.

Confidential Data: it is the data the disclosure of which would cause serious damage to the affected party.

4. Policy

"Hukoomi" provides several levels of authentication which enable the user to electronically access government services. These levels are based on potential risks, and take into account the identity of the person seeking access and the type of services or information to be accessed.

4-1 General Structuring:

Each government agency owning a government service shall categorize the data of that service into public, restricted, or confidential, and adopt the types of authentication defined in section 2.4. The Supreme Council for Communications and Information Technology reserves the right to amend these types in the future.

4-2 Types of Authentication

The following information shall be provided during the registration process:

- Qatari ID Number for citizens and residents.
- Passport Number/ ID Number for visitors.
- Establishment ID Number for companies registered in Qatar
- Commercial Registration Number for foreign companies

Submission and retrieval of restricted and confidential data shall be through a secure channel. Passwords shall comprise a minimum of 8 characters. Table 1 below specifies the acceptable levels of authentication. As for government services which include confidential data, additional factors may be used to raise the authentication level:

Table 1 - Authentication Standards

	Public Data	Restricted Data Requiring Submission/Retrieval Authentication	Confidential Data
Citizen/ Resident	No Authentication Needed	Qatari ID/ ID and Password	High, Two-variable authentication
Visitor	No Authentication Needed	Passport Number or ID and Password	N/A
Locally Registered Company	No Authentication Needed	Establishment ID Number and Password	High, Two-variable authentication
Foreign Company	No Authentication Needed	Commercial Registration Number and Password	High, Two-variable authentication

FOURTH: Government ICT Architecture Standards Reference Policy

1. Policy Objectives:

This policy aims to bring government projects and systems, providing electronic services, into conformity with the provisions of the "Government Reference ICT Architecture Standards".

2. Scope of Policy:

This policy covers all government agencies which provide electronic services to citizens, residents, business sector and visitors, besides services provided to other Government agencies through "Hukoomi", or services provided by systems of other Government agencies.

3. Policy:

3-1 Compliance with the published "Government Reference ICT Architecture and Standards" is mandatory for projects and systems that fall within the following criteria:

- Government IT projects which interface with the public and deliver services directly to the public.
- Projects that implement the integral link among Government agencies (government to government).
- All projects currently being executed under the e-Government program.
- Other projects and systems that may be specified in the future and issued by ictQATAR as supplementary to this policy.

3-2 Government agencies are required to ensure that their projects and internal systems are compatible with the Government Reference ICT Architecture and Standards. Each government agency shall document its projects and systems and assess the extent of their compliance, and shall make such assessment available for review by the ictQATAR on request.

3-3 Each Government agency shall draw up a time schedule to achieve 100% compliance of all of its projects and services with the Government Reference ICT Architecture and Standards, in the shortest possible time.