Sultanate Of Oman
Ministry Of Education

Directorate General of Information Technology

www.moe.gov.om

Customer Response Plan

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Document History

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Version History

Version	Version Date	Remarks	Author
0.1		Draft Customer Support Plan	

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1. Definitions

Except as otherwise specifically provided or indicated by the context of this charter:

a. "MoE" means the Ministry of Education;
b. "Printed" and "printing" include reproductions by printing, engraving, stencil duplication, lithographing, or any similar method;

2. About the Organization

Information Technology Authority (ITA) is set up by the Royal Decree 52/2006 promulgated on the 31st May 2006. This autonomous legal body affiliated to the Minister of National Economy.

ITA is responsible for implementing national IT infrastructure projects and supervising all projects related to implementation of the Digital Oman Strategy while providing professional leadership to various other e-Governance initiatives of the Sultanate.

ITA serves as a competency center on best practices in e-Governance and in harnessing Information and Communication Technologies (ICT), thereby offering efficient and timely services, integrating processes and improving efficiency in service delivery.

ITA undertakes several projects to increase technology penetration and empower its people with required digital literacy and higher levels of competence through training and innovation centers.

3. Vision

4. Having the education sector well-acquainted and equipped with the ICT skills, knowledge and experience in the way in which the quality is Education is improved.

5. Mission

6. MOE is working diligently towards improving the educational and administrative procedures by penetrating the ICT in the daily activities as the means of facilitating the communication between all stakeholders and having them ICT developed.

7. Roles & responsibilities

Roles and responsibilities of the various stakeholders. (department officials, users, third party vendors, other stakeholders)

Role	Responsibility
MoE IT Team	Maintain the portal and provide technical support
MoE Educational Portal System staff	Respond to customers feedback, complains

	and inquiries through the web, phone and email.

8. Types of Feedbacks

The portal provides email address that enables customer to submit online feedbacks such as:

- General Feedback (Any general)
- Suggestions/Ideas
- Technical (bugs reporting or access issues)
- Other (not in the list)

9. Feedback Responses

Portal User Response to Customer Feedback:

The user logs in to the parents admin in the portal and responds to the customer, and the customer receives e-mail with the response message.

Customer Response Method:

The portal views the feedbacks as thread. Each feedback is directed to its response generated from the responsible party. Each feedback is tagged with a status and colour. When the customer feedback is answered, the status and colour will be changed according to the following criteria:

General inquiries

- Feedback implemented
- Escalated
- Considered for action
- Ignore & archive
- Delete Record

Technical

- Issue is fixed
- Escalated for fixing
- Feature in next phase
- Outside scope
- Ignore & archive
- Delete Record

Suggestions

- Feedback applied
- Escalated for action
- Feature in next phase
- Outside scope
- Ignore & archive
- Delete Record

10. Response Time

Time estimated to respond to feedbacks is within 5 working days.

11. Escalation

Escalation happens when the support is required by other involved parties such as General Directorates that are belongs to MoE.