

Citizen Engagement Portal



THE SPORTS

ABOUT OMAN

GAMES SNAPSHOTS

ITWorx Citizen Engagement Portal (CEP) is a fast-to-deliver, cutomisable, and multi-lingual portal dedicated to serving citizens, visitors and businesses in Europe, the Middle East and Africa .

Using Microsoft SharePoint Server 2010 and the latest Microsoft technologies, CEP offers a single gateway for users to access government e-services through ready-made and customisable components. Easy adaptation to different services and IT budgets, combined with dynamic reporting tools, supports rapid deployment and simplifies monitoring and analysis.

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Citizen 2.0 Engagement

Social media and web 2.0 are creating a new space for governments to open a dialogue with citizens. Through dynamic interaction, information can be shared via social networks and surveys, allowing governments to access valuable citizen opinion and feedback, which can be used to shape services and increase citizen satisfaction.

- Promote citizen eParticipation through social networks
- Allow citizens to report non-emergency incidents, such as traffic jam, via mobile devices for action
- Publish information in real-time



Support for Businesses

By streamlining the process of requesting permits, licenses and certificates, the CEP increases business efficiency. Certified engineering offices, landlords and employers can use the portal for fast access to advanced searches, to upload large files, or to quickly locate government offices and services on a map.

- Find business-related services and information to via a single access point
- Complete and submit requests for permits, certificates or licenses online
- Access and search a database of registered service providers

Why ITWorx Citizen Engagement Portal?

- A robust, fully-integrated and cost-effective solution with multi-lingual support, including Arabic
- Ready-made components and templates tailored for enabling rapid delivery of e-services
- Easy customisation provides the flexibility to fit the portal to different government budgets, services and levels of technological enablement
- Streamlined delivery of services and information dramatically increases citizen satisfaction
- Wealth of expertise and technological know-how through proven track record in local and regional governments

Government Track Record



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