ECONOMIC AND SOCIAL COMMISSION FOR WESTERN ASIA (ESCWA)

NATIONAL PROFILE OF THE INFORMATION SOCIETY IN THE KINGDOM OF SAUDI ARABIA

United Nations

Disclaimers:

CONTENTS

Introduction

The Government of Saudi Arabia is firmly committed to its announced plans of telecom sector liberalization in line with its strategic economic reforms and structural changes in all economic sectors. The Government is also continuing its policies to promote the development and use of information and communication technology (ICT) in transforming Saudi Arabia into an information and knowledge society.

The ICT sector in Saudi Arabia is fast growing. In addition to its growing contribution to the gross domestic product (GDP), widespread use of ICT services and applications will also lead to significant improvements in productivity and competitiveness of the Kingdom's other economic sectors.

The Government has implemented a multi-stage plan for restructuring the ICT sector with the objectives of encouraging effective competition, attracting local and foreign investment, as well as protecting public interest and consumer and stakeholder rights. The state-run telecommunications organization was incorporated in 1989 as the Saudi Telecom Company (STC) and was partially privatized in 2003. The Communications and Information Technology Commission (CITC) was established in 2001 as the regulatory authority with legal standing and financial and administrative independence. The Commission Statutes ("Telecommunications Act", the "Bylaw" and the "Ordinance", and the "Rules of Procedures") were also enacted, which can be found on the CITC website.

The Government has taken a number of steps to liberalize the market, and create a positive regulatory framework to encourage investment and promote growth of the ICT market. By 2004, competition was introduced in the mobile, data and VSAT telecom areas. Competition in the fixed services and more mobile market liberalization was introduced by issuing new licenses in 2007. A number of initiatives and policies have been developed to stimulate spread and usage of the Internet. As a result, ICT services have been improving in terms of scope, quality and lower prices to the consumers.

Saudi Arabia acceded to the World Trade Organization (WTO) as its 149th member in December 2005. As part of the WTO commitment, Saudi Arabia is committed to liberalize its ICT sector in accordance with, the General Agreement of Trade in Services (GATS), the Agreement on Basic Telecommunications (ABT) and the Reference Paper. Saudi Arabia also commits to extend non-preferential treatment to all other WTO members, be highly transparent in its regulations, and provide full market access for almost all its telecommunications services.

I. THE ROLE OF GOVERNMENTS AND ALL STAKEHOLDERS

A. THE NATIONAL INFORMATION SOCIETY POLICIES AND E-STRATEGIES

The National Information and Communications Technology Plan (NICTP)

The Ministry of Communications and Information Technology (MCIT) has prepared a comprehensive National ICT Plan (NICTP) that outlines a long-term vision for ICT in the Kingdom and a five-year plan to implement the vision.

The long-term vision is composed of seven overarching objectives and a set of implementation policies. The five-year plan consists of a set of specific objectives derived from the overarching ones, in addition to a set of suggested projects and mechanisms. The main feature of these suggested items is their comprehensive coverage of all aspects of ICT use such as e-government, e-commerce, Telecommuting, telemedicine, e-learning, and digital Arabic and Islamic content. The suggested items also cover the development of the ICT industry, research, innovation, international cooperation, technology transfer, bridging the digital divide, and the provisioning and processing of information.

In order to ensure the smooth and on-time implementation of policies under the NICTP, the MCIT is working on establishing a dedicated Program Management Office (PMO) to coordinate the responsibilities among the Government departments.

Telecommunications Market Liberalization and Legislation

The Government has been liberalizing the telecommunications market since the enactment of the Telecommunications Act. Among other important milestones, two Mobile Service Providers and three Fixed Service Providers have been licensed to compete with the incumbent service provider STC.

National e-Government Strategy

As an initiative to implement the related NICTP e-Government projects, a National e-Government Strategy and action plan was launched in 2005 with the following vision:

"*By the end of 2010, everyone in the Kingdom will be able to enjoy – from anywhere and at any time – world-class Government services offered in a seamless, user-friendly and secure way by utilizing a variety of electronic means.*"

The National e-Government Strategy is the quintessence of the Government's effort to provide better services to individual citizens, business communities and other Government entities, by improving user satisfaction and at the same time raising citizens' quality of life. It also improves the efficiency and effectiveness of the public sector, which results in cost reduction, productivity increase, and a better environment for business investment. Moreover, it disseminates useful information and promotes the use of e-services, thereby contributing to the establishment and advancement of an information society in Saudi Arabia.

National Committee for Information Society

A National Committee for Information Society was formed for the purposes of promoting ICT awareness and usage and enhancing national efficiency and productivity by means of ICT.   Action items include carrying out projects under the NICTP and implementing recommendations of the World Summit on Information Society (WSIS).

Internet Development Strategy

The objective of the Internet Development Strategy is to increase the Internet penetration rate in Saudi Arabia as well as to improve the quality of Internet service. The CITC is the organization to formulate the strategy and provide an action plan which would asses the current situation; identify possible new internet initiatives and services, and develop and recommend a strategic plan and its implementation.

The Universal Access and Universal Service Policy was issued in 2006, with a goal of providing 100% of the population with the opportunity to access and subscribe to voice services and Internet services within three to seven years. The policy also authorized the establishment of a Universal Service Fund.

B. PUBLIC PRIVATE PARTNERSHIP (PPP) AND MULTI-SECTOR PARTNERSHIP (MSP)

Public Private Partnership (PPP) and Multi Sector Partnership (MSP) have become a de facto standard practice for governments to provide better public services through private sector funding. Much progress has been made towards creating a comprehensive framework to foster PPP programs in many countries. These typically include legislations underpinning private infrastructure projects, establishing independent regulatory authorities to provide greater transparency, standardizing contracts, bidding processes, and the adoption of revenue sharing schemes.

Saudi Arabia has envisaged employing PPP as a way of achieving its national e-Government goals. In

order to take full advantage of PPP, agencies and other stakeholders are required to have a greater understanding of the policy and arrangement of PPP. To this end, a policy framework was formulated under the e-Government program Yesser.

There are several successful PPP e-services projects in Saudi Arabia, including the e-Umrah project, the Al-Elm Company, and the Saudi Arabia Home Computer Initiative (SaHCI).

E-Umrah:

A public-private partnership which saw the development of a system for travel packages for religious tourism by linking the international travel agents with the local suppliers and the related government authorities.

*Al-Elm Compa*ny:

Al-Elm is an IT firm specialized in providing various electronic services namely e-business solutions to the private sector and working as a technology hub between the private sector and public data centers in the Kingdom. This achieved by creating and availing a central database to all concerned parties in the e-business field. AL-ELM has a partnership program whereby interested skilled partners could extend its electronic services and solutions or market and sell e-business services and support to others.

Saudi Arabia Home Computer (SaHCI):

This is a form of Government/industry partnerships to drive up home computer use. It was launched in March 2004 with the aim to increase the reach of the kingdom's e-Government system by one million Saudi households over the next five years, helping to transform Saudi Arabia into a digital society. Participating citizens were asked to pay around $25 a month for two years via their telephone bill for a high specification home computer.

C. THE ROLE OF NON GOVERNMENTAL ORGANIZATION

Non Governmental Organizations (NGO) in the kingdom have been a crucial element in developing the information society in Saudi Arabia. A prominent example is the Saudi Computer Society (SCS), which is a non-profit organization established in the mid 1980s. The SCS had been running a computer literacy club before the Internet became popular, and continues to play an important role in promoting awareness of information technologies in the society. Furthermore, the SCS played a significant role in developing the NICTP.

D. PROGRESS TOWARDS THE FULFILLMENT OF NATIONAL POLICIES AND STRATEGIES

To summarize the progress, several major accomplishments have been achieved over the last three years. These include the formulation of the NICTP, the liberalization of both the fixed and mobile telecommunications markets, the enactment of the e-Transactions Act and the e-Crimes Act, and the establishment of the e-Transactions program.

II. ICT INFRASTRUCTURE

A. INFRASTRUCTURE

A certain level of competition has already been introduced in the fixed, mobile and data communications markets in Saudi Arabia. Fixed services are currently offered by the incumbent operator, with three additional licensees expected to rollout their services in 2008. In the mobile market, there are two Mobile Service Providers currently providing services and a third operator is expected to rollout its services by early 2008. A number of Internet Service Providers (ISP) is offering dial-up and broadband Internet services in

Saudi Arabia. Seven VSAT Services Providers have been licensed to provide services, which makes ICT services available even in remote areas.

Fixed telephone lines approached 4 Million at the end of 2006, 75% of which were residential lines (3 Million). This represents a penetration rate of 16.5% and a household penetration (percentage of households with a telephone) of around 70%, or 70 residential phones for every 100 households. Table 1 below shows the evolution of fixed telephone service since 2001.

Table 1. Number of Fixed Telephone Lines

Year	Number (million)
2001	3.2
2002	3.3
2003	3.5
2004	3.7
2005	3.8
2006	4.0

Source: *CITC Annual Report 2006*

In the Mobile market, the number of subscribers has more than doubled in just two years from 9.2 Million in 2004 (40% penetration) to around 19.6 Million (over 81% penetration) in 2006, and also as compared to only 2.5 Million subscribers (12% penetration) in 2001. Table 2 depicts the mobile subscriber evolution.

Table 2. Number of Mobile Subscribers

Year	Number (million)
2001	2.5
2002	5.0
2003	7.2
2004	9.2
2005	14.2
2006	19.2

Source: *CITC Annual Report 2006*

Internet users grew from around 1 Million in 2001 to an estimated 4.7 Million by the end of 2006 (a penetration rate of around 19.6%). On the other hand Broadband subscribers have grown from 14 thousand in 2001, to around 220 thousand at the end of 2006. Table 3 shows the growth in internet and broadband subscribers for the period 2001-2006.

Table 3. Number of Internet and Broadband Subscribers

Year	Internet Subscribers (million)	Broadband Subscribers (million)
2001	1.0	14
2002	1.4	22
2003	1.8	26
2004	2.4	40
2005	3.0	64
2006	4.7	218

Source: *CITC Annual Report 2006*

Table 4. Licenses issued by the CITC as of the end of 2006

Service	Number of licenses
Fixed Telecommunications Services	1 in operation 3 new licenses issued in 2007
Mobile Telephony (GSM) Services	2 in operation; 1 new license issued in 2007
3rd Generation Mobile (3G) Service	2 in operation; 1 new license issued in 2007
Data Communications Service Providers	3
Internet Service Providers (ISP)	47
Global Mobile Personal Satellite Communication Services (GMPCS)	3
VSAT Services	7
Providing Internet to Airplane Services	1
Aeronautical Mobile Services	1
AVL Services	24
SMS Services	92
Audio Text Services	26
Call Center Services	7
Electronic Wallet Services	2
Mobile Service Prepaid Card Recharging	4
Network Control and Management Services	3

Source: *CITC Annual Report 2006*

B. INVESTMENTS IN ICT INFRASTRUCTURE AND DEVELOPMENT OF NEW SERVICES

Next Generation Networks (NGN) are being rolled-out by some service providers in Saudi Arabia. These networks will interconnect with each other to ensure redundancy and reliability. Other than the existing optical fiber network installed by the incumbent service provider, some other service providers are currently laying approximately 50,000 Km of optical fiber across all major cities in Saudi Arabia. It is estimated that by the end of 2007, 50% of this optical fiber network will be put into service.

Furthermore, in order to cope with the demand of residential and commercial users, service providers are investing substantially in broadband access networks such as Asynchronous Digital Subscriber Loop (ADSL), Fiber to the Home (FTTH), WiMax, and Satellite Access. It is expected that services based on WiMax technology will be officially launched in the third quarter of 2007.

C. ICT CONNECTIVITY

Connecting the various e-government services and entities in Saudi Arabia is enabled through two layers of infrastructure. The Government Service Network (GSN) offers a unified connectivity mechanism for government agencies, which reduces the cost of integrating additional agencies into the network. While the Government Service Bus (GSB) is the central platform integrating government e-services, executing e-transactions, and providing common value-added services (e.g. core data exchange, identity management, e–payment, etc.).

The Government Secure Network (GSN)

The GSN establishes a dedicated communications network for electronic government transactions by linking a number of government agencies to the e-Government Data Center "YESSER. Currently, there are 14 governmental agencies linked to e-Government Data Center, but the program aims at linking more than

thirty agencies including major Ministry, municipalities, Chamber of commerce, King Saud University, tax and public pension agencies.[1]

This network is isolated from the public Internet and is characterized by a high degree of efficiency, reliability, security and expandability. In addition it provides high speed transfer rates to accommodate the transfer of text, audio, video, at a reduced the cost if compared to traditional communication lines based on time-sharing.

The Government Service Bus (GSB)

The GSB is intended to become the central platform of integration and services for the provision of various government electronic services and transactions, and a provider of common value-added shared services used by all connected government agencies and entities[2]. The connected governmental entities will use a common infrastructure for integration, sharing of data and the use of centralized shared services. It encompasses the following layers: Integration & Messaging Layer, Data Management Layer, Security Layer, Core Services Layer and Interaction Layer.
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D. ICT EQUIPMENT AND SERVICE

In order to establish an information society and narrow the digital divide in Saudi Arabia, the Saudi Arabia Home Computer Initiative (SaHCI) was launched with the support of the private sector to supply personal computers to citizens. In addition, the Home Computer Initiative provides Internet connectivity, technical support and training to users. Other IT activities to promote the spread of connectivity and services such Smart Cities are ongoing, and the restructuring of Internet operational tasks is almost completed.

E. INTERNET GOVERNANCE

Internet restructuring

As part of the liberalization plan in Saudi Arabia, the network configuration of the Internet service was restructured in 2006. The restructure of the internet service in the kingdom consisted of transfer of filtering and administration of domain names registration from King Abdulaziz City for Science and Technology (KACST) to the CITC. In addition, the CITC completed in 2006 the transition and operation of internet international gateways in Riyadh and Jeddah. [3]

National Internet Data Exchange

This project was launched in order to improve Internet service speed, response and security in the Kingdom. It mainly aimed at: building a national internet gateway to exchange local traffic between the Internet Service Providers (ISPs) and the Data Services Providers, preserving the exchange of national information within the country, increasing the reliability, continuity, and speed of the transmission media, supporting national internet sites hosting, improving the quality of service and reducing overhead costs, and increasing security in the national Internet service. [4]

III. ACCESS TO INFORMATION AND KNOWLEDGE

A. PUBLIC DOMAIN INFORMATION

The Saudi Government Electronic Portal[5] is the main gateway to numerous Saudi e-Services.

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[1] http://www.yesser.gov.sa

[2] http://www.yesser.gov.sa/english/e-GovernmentRules.asp?menu=Plans&id=p8

[3] CITC Annual Report 2006

[4] CITC Annual Report 2006

[5] www.saudi.gov.sa

Although still in beta, the bilingual portal (Arabic and English) hosts a number of government services and information targeting three types of clients Citizens, Businesses and other government agencies alike.

The government services provided are categorized by client, organization or service type. It includes e-Services covering Employment, Passports, Nationality, Residence and Civil Affairs, e-Commerce, economy, Investment, Environment, Education, Communication and IT, Culture IT, Personal Services, Health, Social Life, Islam, and Tourism.

In addition to the above services, the Portal provides information on

- National plan and initiates;
- Government acts and bylaws;
- News and events;
- Government agencies directory;
- Links to other services;
- Weather.

B. ACCESS TO INFORMATION AND PUBLIC INFORMATION

In addition to dial-up access, broadband access to the Internet has become popular in recent years. Currently in Saudi Arabia, Digital Subscriber Loop (DSL) is the most common broadband technology deployed by Service Providers. While WiMax technology and Fiber to the Home (FTTH) are on their way to reach users, Internet hotspots are already seen in shopping centers and restaurants.

The two operating Mobile Services Providers started to offer 3rd Generation Mobile (3G) data services in 2006. 3G Services such as location based services and mobile television services are commonly used by subscribers now.

IV. ICT CAPACITY BUILDING

A. BASIC LITERACY

The Kingdom paid special attention to the education sector and is committed to providing education to all citizens especially through established a large number of adult education centers. Its expenditure on education amounted to 9.5% of GDP in 2002, as a result, adult literacy (15-year olds and above) reached 77.9% and youth literacy (15-24 year-olds) 98.6% in 2004[6]; a development that benefited both sexes, with the ratio of literate females to literate males among the youth reaching 96:100.

B. ICT IN EDUCATION AND TRAINING

The Saudi Ministry of Education is working hard to develop the Information and Communication Technology infrastructure and harness it in education and learning. Its main objective is to establish an integrated system for the application of ICT in education[7].

The Computer and Information Center (CIC) at the Ministry of Education was established in 1996 and is responsible for implementing ICT in schools with the following major achievements:

- *Deployment of IT labs in the Kingdom schools for boys and girls:*
  - o More than 3,000 IT labs for all secondary schools (around 51,000 PCs);

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[6] MDG Report 2005
[7] http://212.71.35.4/openshare/englishcon/Department/COmputerCenter.htm_cvt.html

- o 2,300 IT labs for intermediate and elementary schools (around 39,100 PCs);
  - o More than 2,000 Learning Resources Centers (around 12,000 PCs);
  - o Every lab has its own LAN and screen monitoring software;
  - o Each system is equipped with e-learning nuggets, and other utility software.

- *Implementing a Wireless LAN pilot project with 3Com, HP, Cisco and local partners in selected schools*

Within the last few years, the Ministry of Higher Education, MOHE and other educational authorities in Saudi Arabia have jointly participated in establishing new schools offering ICT degrees. The list spans major projects establishing new universities like Prince Mohammad Bin Fahd University (PMU)[8] in Al-Khobar in addition to opening of community colleges and branches in remote towns and villages. PMU has a dedicated college for Information Technology offering Bachelor of Science degree programs in Information Technology, Computer Science and Computer Engineering. The number of higher education universities in Saudi Arabia grew from 9 a few years ago to more than 19 in 2007.

C. TRAINING PROGRAMMES FOR CAPACITY BUILDING IN THE USE OF ICT

The Computer and Information Center (CIC) at the Ministry of Education has partnered with IT companies for the following:

- Initiatives for teachers training.(30,000 teachers);
- Supporting the software, content and implementation process for E-learning pilot project;
- IT consultancy;
- Supporting the network of E-learning pilot project;
- Training 6,000 teachers in ICT (over a period of 4 years);
- MCSA training for 1,000 IT teachers (in the coming 3 years).

The General Organisation of Technical Education and Vocational Training (GOTEVOT) has been instrumental in promoting nationwide digital literacy programs and advocacy of the ICDL concept in Saudi Arabia.

ICDL (managed by ICDL GCC[9]) is the most widely adopted end-user computer skills certification in Saudi Arabia especially that it has been recognized as the standard for digital literacy. ICDL has also been adopted by the Saudi Government, the private sector and the academic community, all of whom have recognized its benefits for citizens, businesses and society alike. Some organizations have made ICDL certification mandatory for their employees/students, such as the King Fahd University of Petroleum & Minerals (KFUPM), the Supreme Commission for Tourism, and Al Yamamah College to name a few[10].

Riyadh and the Central Region have around 73 training and Test Centers for males, and around 23 centers for women[11].

D. RESEARCH AND DEVELOPMENT

The King Abdulaziz City for Science and Technology (KACST) is dedicated to developing the science and technology infrastructure for Saudi Arabia, conducting applied research, and designing and implementing national science and technology policies and programs. The Computer and Electronic Research Institute (CERI) within KACST is a leading center for ICT research and development in the Kingdom. CERI has worked on several projects in the ICT sector, including speech recognition and synthesis, natural language processing, and open source software. KACST is in the process of establishing an

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[8] www.pmu.edu.sa

[9] www.icdlgcc.com

[10] http://www.ecdl.com/publisher/index.jsp?1nID=93&2nID=96&3nID=289&nID=780&aID=1059

[11] http://www.icdlgcc.com/countries.html#

ICT incubator to stimulate economic growth in Saudi Arabia through entrepreneurship, enterprise development, and technology commercialization.

In addition to KACST, Saudi Arabia is in the process developing an outstanding graduate research university able to support scientific discovery and human advancement. The King Abdullah University of Science and Technology (KAUST[12]) campus will be located along the Red sea around 50 miles north of the city Jeddah and is expected to open in September 2009. KAUST's academic model is based around four research institutes, each of which will include centers devoted to particular issues. The four institutes include the Resources, Energy and Environment Institute; the Materials Science and Engineering Institute; the Applied Mathematics and Computer Science Institute; and the Materials Science and Engineering Institute.

KAUST's will host an Innovation Center to be located within the KAUST Research Park and will serve University-sponsored activities, including support for startups and established company where new product development is slated to occur outside corporate facilities[13].

V. BUILDING CONFIDENCE AND SECURITY IN THE USE OF ICT

A. USE OF ELECTRONIC TRANSACTIONS AND DOCUMENTS

A center for the purposes of promoting information security awareness and incidence response has been established. This center, Computer Emergency Response Team (CERT), is to play proactive and reactive roles in raising awareness and assuring the informational security of Saudi Arabia's IT infrastructure and those of critical governmental and private organizations. The center is characterized by its information gathering and analysis capabilities and its strong ties to the community. A beta version of the CERT's portal[14] which is bilingual (Arabic and English), has recently been launched with the aim to co-ordinate national and international ICT security incidence response, to disseminate pro-active warnings, and to act as the center of excellence for incidence analysis.

B. ONLINE TRANSACTION SECURITY - SECURITY OPERATIONS CENTER (SOC)

A national Security Operations Center aiming to support the national CERT's proactive objectives in the areas of early detection, warning, and mitigation has been built. Early detection and warning will be provided by the center through monitoring data traffic logs collected from various national network devices and correlating the patterns for the early identification of anomalies that can pose a threat to the national infrastructure. Once threats have been identified, SOC will forward the information to CERT to perform the proper procedures that can range from alerting constituents to supporting them in applying the proper mitigation process.

C. COUNTERING MISUSE OF ICT

Anti-SPAM

The Anti-SPAM Policy Framework project was launched in 2007, in an effort to increase the confidence in and security of information technology. The project's primary objectives are to develop a regulatory framework that addresses the SPAM problem, to define the roles and responsibilities of the service providers with respect to SPAM, to increase the awareness of the SPAM problem, and to develop measures to deal with it.

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[12] www.kaust.edu.sa
[13] http://212.71.35.4/openshare/englishcon/kaust.html
[14] www.cert.gov.sa

Legislations against Misuse of ICT

The Government has enacted two important pieces of legislations in 2007; the e-Transactions Act and the e-Crimes Act in order to regulate the use of ICT in the society.

e-Transactions Act

The law establishes legal regulations for electronic transactions and digital signatures in order to build confidence and facilitate their adoption in the public and private sectors. It also consolidates the use of electronic transactions at local and international levels and advocates their use in commerce, medicine, education, e-Government, e-payment systems, and other applications. This act would reduce abuse cases and potential fraud in electronic transactions and digital signatures, such as forging and embezzlement.

e-Crime Act

This law combats electronic crimes and specifies the penalties and fines which violators would be subject to for hacking into other's personal information or hacking the content of websites. It also stipulates that defamation on the Internet is illegal and is punished by the law. In addition, using the Internet to acquire information illegally from public or private sources will be severely punished by fines or jail terms or both. The maximum punishment will be given to government websites hackers who steal information related to national security. In addition, websites supporting terrorism and providing information on how to make bombs will receive heavy punishment[15].

D. PRIVACY & DATA PROTECTION – PUBLIC KEY INFRASTRUCTURE

The National Center for Digital Certification provides an integrated system for managing the Public Key Infrastructure (PKI). This infrastructure enables Internet users to perform secure e-transactions. The center is expected to be fully operational by the end of 2007.

E. INFORMATION SECURITY AND NETWORK SECURITY

As part of a campaign to raise public awareness on ICT security, CERT has published a Saudi Arabia Information Security Handbook (SAISH), which provides essential guidelines to users on ICT security processes. The handbook was prepared for Small and Medium Enterprises (SME), with the aim of providing information and guidelines on vital aspects of information security. The information in the handbook is very general to ensure that its content is relevant to organizations of various sizes, and industries. The handbook contains best practices and guidelines with a primary objective of preventing, detecting, and recovering from security breaches. Moreover, it provides an overview of security threats, information security and how to evaluate, implement, maintain, and manage awareness programs, and risk management exercises related to security.

VI. ENABLING ENVIRONMENT

A. LEGAL AND REGULATORY ENVIRONMENT

A total of 95 telecommunications licenses were issued in 2006, bringing the total number of licenses issued by the CITC to 225. On the other hand, a number of new and improved telecommunications regulatory frameworks have been issued. The CITC continues its role of tariff regulation, approving revised Reference Interconnection Offer (RIO), developing cost based modeling based on the Long Run Incremental Cost (LRIC) methodology, and developing the Execution Measures and Guidelines for implementing the Universal Access and Universal Service Policy approved in 2005.

Saudi Arabia was the first Arab country to implement Mobile Number Portability (MNP) when the

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[15] http://www.zawya.com/story.cfm/sidZAWYA20061010021918

MNP feature was made available free of charge to all mobile subscribers in 2006. A number of activities were also carried out in the area of Quality of Service, Numbering, Equipment Type Approval and Technical Specification, Spectrum Management, investigating violations of the Telecommunications Act, and complaint handling.

On the IT front, as mentioned already, the e-Transaction Act and the e-Crimes Act were enacted. In addition, the National Center for Information Security was established in 2006.

A number of studies, such as the Telecommunications Market Assessment, Broadband over Power Lines (BPL), Mobile Base Stations and Public Health, ICT service in the new "King Abdullah Economic City", SPAM, and Small and Medium Business Enterprise Initiative have been completed.

B. DOMAIN NAME MANAGEMENT

In 1995, the Government obtained the Country Code Top Level Domain Name ".sa" for Saudi Arabia from Internet Assigned Numbers Authority (IANA).

The "Domain Name Registration Regulation in Saudi Arabia" is the official registration regulation observed and complied with by the SaudiNIC. All registrations are performed strictly according to this regulation on a first come first served basis. The regulation applies equally to all applicants, regardless of whether the applicant is a governmental organization or an individual, private or public, profit or non-profit, or an educational institution. By the end of 2006, there were more than 11,000 Domain Names registered in Saudi Arabia.

For the purpose of transparency, SaudiNIC publishes all relevant information on its website since 1997 in both Arabic and English. Information that can be obtained through the SaudiNIC website includes regulations, procedures, and online application forms.

C. STANDARDIZATION IN ICT

Equipment Standards Specifications and Approval Procedures

A set of systematic and regulatory procedures for conducting equipment type approvals has been developed. In addition, a simplified procedure together with a list of ICT specification documents have also been developed for the Customs Department to follow up on customs clearance of importing ICT equipment into Saudi Arabia. Equipment type approval requests are normally processed within 24 hours.

Quality of Service

A good quality of service (QoS) is one of the major criteria for providing high quality ICT services. To this end, a high level regulatory framework for QoS regulation was prepared and published in late 2006; this framework focuses on accommodating new developments in ICT services. The CITC conducted a benchmarking study to determine international best practices for QoS indicators, standards, measurement and reporting, as well as for methods to measure the level of precision of the reported results.

Mobile Number Portability

Starting in 2006, mobile phone users can use their original mobile numbers when they subscribe to the services of another service provider. The CITC completed all the necessary steps to implement this service, which included establishing the National Number Portability Database, interconnecting this database with both service providers and establishing mobile number portability processes. It is worth to reiterate that Saudi Arabia is the first country in the Middle East and in the Islamic World to introduce Mobile Number Portability.

National Numbering Plan

A National Numbering Plan to manage the scarce numbering resources has been developed to meet forecasted growth in the provision of telecom services. Number allocation and assignment are automated; the CITC implemented an electronic web-based system to allocate numbers to service providers via the Internet. The system was installed, tested and put into service which allowed the service providers to submit their requests electronically via the internet. Note that Saudi Arabia is one of the few countries which have implemented such an electronic system.

National Frequency Plan

The National Frequency Plan (NFP) has been prepared by the CITC in 2006. It was developed with a view to optimize the assignment and utilization of frequency resources, to ensure the effective and efficient use of the spectrum and to prevent interference between different frequency users. A total of 95 new licenses were issued in 2006, raising the total number of licenses to 225.

D. ICT Sector

Since 2001, The ICT market in Saudi Arabia has undergone major developments in terms of subscriber growth, service offerings, quality of service, customer care and reduced prices especially after the deregulation of the market and the start of competition in 2005. As such, the fixed line market saw a cumulative average growth rate (CAGR) during the last five years (2001-2006) amounted to around 4.2 % annually. In the Mobile market, the cumulative average growth rate (CAGR) during the last five years (2001-2006) amounted to around 51% annually.

Internet users grew as well during the same period, the cumulative average growth rate reached around 36% annually. But the biggest growth rates were seen in the Broadband market which saw an annual growth rate of around 85%, with 2006 witnessing a big jump of 240%. Despite the high growth, however, broadband penetration rate of around 1% is still very low compared to both the world average of around 5%, and the developed countries' average of around 20%. As a result, there is still a huge growth potential for broadband service in the Kingdom.

Telecom service revenues[16] have been steadily growing at a cumulative average rate of around 15% annually, increasing from SR19.8 (5.28 Billion US$) in 2001 to around SR40 Billion (US$ 10.67) in 2006. Mobile revenues represented around 75% of all sector revenues, which is in line with trends in other countries.

Figure 1 - Telecom Sector Revenues (2001-2006) in SR Billions
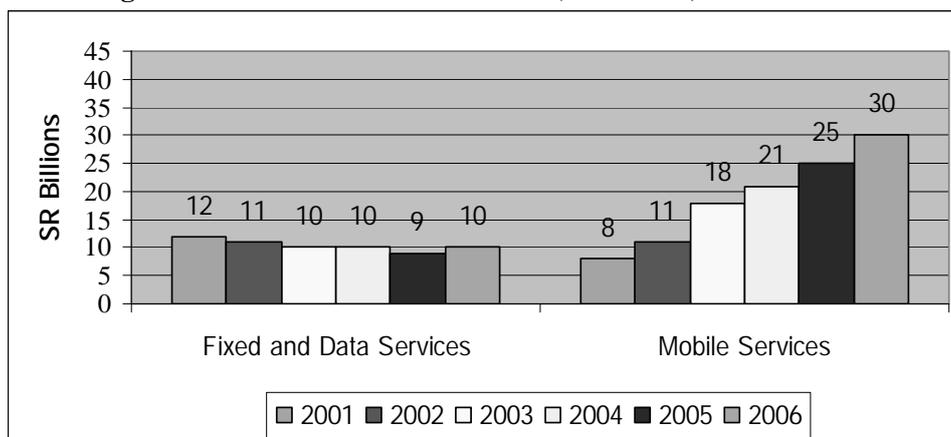
Source: CITC Annual Report 2006

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[16] CITC Annual Report 2006

Smart City Initiative

The Smart City Initiative is one of the initiatives that support the transfer of Saudi society to the new-age economy and knowledge society. The objective of the Smart City Initiative (starting with Riyadh) is to provide advanced e-services to businesses and the public at home and other public places such as airports, parks and hospitals. Its proposed vision is "To improve quality of life in the cities and catalyze economic development through ubiquitous broadband connectivity and compelling ICT services supported by a true collaboration between the public and private sectors".

During 2007, CITC held many meetings with all participating entities such as data service providers, traffic department, Riyadh development supreme organization, and Intel for the project trials; an international company was selected to develop a detailed study to transform all cities of the Kingdom into Smart Cities.

VII. ICT APPLICATIONS

A. E-GOVERNMENT

e-Umrah Project

The purpose of the e-Umrah project is to automate the procedures of issuing Umrah visas. PPP is the underlying arrangement of the e-Omrah project. Electronic visa applications are submitted via the Internet to Umrah agents abroad, who coordinate travel arrangements with local Umrah offices in Saudi Arabia and at the same time corresponding visa applications are processed by responsible Ministries.

SaudiEDI

The Ministry of Finance is implementing the Saudi Electronic Data Interchange (SaudiEDI) project, which facilitates a quick and transparent business transaction environment. The focus is on international import and export e-transactions with Saudi Arabia.

E-Government Portal

The national e-Government Portal (Saudi.gov.sa) is the government gateway that provides public information and guidance on Government Services, Acts & Bylaws, national initiatives and plans, Government Contacts, and Links to the current government agencies eServices. In addition, several ministries and government entities launched or updated their websites in 2006 and 2007 on the occasion of the first national e-transactions conference held in Riyadh in January of 2007[17].

B. E-BUSINESS

The Al-Elm Company- Ministry of Interior

The Al-Elm Information Security Company is another example of e-business modeled on the PPP concept. Empowered by Ministry of Interior National Information Center (NIC), which provides demographic information services, Al-Elm offers secured e-business services connecting the public sector, the private sector, and individuals. These services are:

- Muqeem: Is a service which provides all the required information about a foreign residents/expatriates in the Kingdom, to the private sector HR departments by accessing key Government bodies like Passport and Traffic Departments.

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[17] http://www.etransactions.gov.sa/news_detail_7.asp

- Shomoos: Links all Tourism companies to each others by build a centralized database about tourism related information for statistical and cooperation purposes.

- Tamm: This is a vehicle ownership verification service used by car dealerships to verify the ownership of a vehicle and get additional information including the number of previous owners.

- Yakeen: An internet based business-to-business portal which allows registered companies to access official database records of all individuals residing in the Kingdom. This enables private companies to verify or update their customers' records according to the official records.

- Isha'ar: An SMS Notification Service offering direct notification to customers on the status of their governmental transactions or reminding them of processing times and actions required to complete their procedures.

Banking Technology

The infrastructure for electronic payments in Saudi Arabia is composed of the following main elements:

ACH Automated Cheque Clearing House
SPAN A national network facilitating all debit and credit card transactions at ATMs and Points of Sale
SARIE A single electronic funds transfer system for high and low value payments
SADAD An electronic bill presentment and payment (EBPP) system
TADAWUL the stock market exchange system Automated Cheque Clearing House (ACH)

Automated Cheque Clearing House (ACH)

In 1986 the Saudi Arabian Monetary Agency (SAMA) automated the cheque clearing system.

Saudi Payments Network (SPAN)

The Saudi Payments Network (SPAN), operational since 1990, is the national Automatic Teller Machine (ATM) and Points of Sale (POS) network connecting all Saudi banks and providing a common payment service platform in Saudi Arabia. This network also supports various international credit and debit card transactions. Adopting this network has reduced the overall demand for bank notes and increased the uptake in banking facilities, which in turn increased deposits.

Total transactions executed via SPAN in 2006 amounted to 250 millions for a total value of 80 billion Saudi Riyals, while 83 millions of transactions were executed through POS terminals for a total value of SR 31 billion.

The Saudi Arabian Riyal Interbank Express (SARIE)

The Saudi Arabian Riyal Interbank Express (SARIE) provides the mechanism for all Saudi commercial banks to settle payments in a secure and efficient manner. SARIE statistics for 2006 indicate that the value of transactions executed through SARIE amounted to 13.8 billion Saudi Riyals for a total of 20,800 transactions.

SADAD Payment System

The SAMA established the SADAD Electronic Bill Presentment and Payment System as a standard, central electronic bill presentment and payment system. The SADAD streamlines the issuance of bills to customers through a simple and standardized interface.

VIII.   CULTURAL DIVERSITY AND IDENTITY, LINGUISTIC DIVERSITY AND LOCAL CONTENT

A.   USE OF ICT IN SUPPORT OF CULTURAL AND LINGUISTIC DIVERSITY

The Arab world has experienced a modest growth in Internet penetration in the last few years. Among other factors, language barrier is a hurdle preventing the growth of Internet usage. In light of this, the Government emphasized the promotion of developing Arabic content websites and the use of Arabic Domain Names.

In 2007, the CITC, Saudi Arabia's national regulator, announced the adoption of a long-term initiative in order to increase the size and scope of web content in the Middle East. This new initiative, entitled 'Developing Arab Digital Content', aims to encourage the production of Arabic web pages and hence encourage internet usage[18].

B.   LOCAL AND NATIONAL DIGITAL CONTENT DEVELOPMENT

Local content development is one of the key objectives of the NICTP. The MCIT and the CITC are undergoing a number of activities to encourage, support and sustain Arabic content development in Saudi Arabia. These include setting up award programs for digital contents and partnership with educational institutions to enhance e-publishing skills.

The Digital Distinction Award, a contest for the best e-government portal for a government establishment was launched in 2005. The contest was divided into five branches; namely electronic works, electronic education, electronic culture, electronic government and electronic health. The evaluation of the websites included the quality of information, easy access to information, the design of the website and the contribution to development of information sector in the Kingdom.

Ministry of Foreign Affairs[19] has won the Digital Distinction Award in 2006 and also the same award for the year 2005 as the best website for a government organization that provides information and electronic services in the Middle East[20].

C.   ARABIC DOMAIN NAMES - ADNS

In addition to content, the Government has also recognized the importance of enabling the use of Arabic language in Domain Names. This eliminates the requirement to enter a non-Arabic language web address.

Major contributions made by Saudi Arabia in this respect include, participating in various organizations that facilitate the use of Arabic Domain Names, such as the Arabic Internet Names Consortium (AINC), the Arabic Domain Name Task Force (ADNTF), drafting the "Arabic Domain Names Task Force Guidelines for Arabic Domain Name System", establishing a website for promoting the use of Arabic Domain Names, and chairing the steering and technical committees of the Arabic Domain Name Pilot Project.

Under the Arabic Domain Names Pilot Project, Arabic Domain Names root servers have been implemented and one of them is in operation in Saudi Arabia. A website for holding documents of the project has been set up. Moreover, a plug-in tool has been developed for Internet Explorer to support Arabic Domain Names.

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[18] http://www.telecomsinsight.com/file/44954/regulator-aims-to-bridge-arab-digital-gap.html
[19] www.mofa.gov.sa
[20] http://www.etransactions.gov.sa/news_detail_7.asp

The kingdom has developed programs and partnerships to foster applied R&D. King Abdullah University of Science & Technology - KAUST will host its own Innovation Center which will be located within the KAUST Research Park and will serve University-sponsored activities, including support for startups and established company where new product development will be developed outside corporate facilities.

In addition, Dubai Internet City – DIC, a regional ICT hub), is working continuously to strengthen its ties and explore new business opportunities in Saudi Arabia[21] through its repeated participation in the KSA hosted Gulf Information Technology Exhibition (GITEX), the largest IT exhibition in Saudi Arabia and second largest in the Middle East after GITEX Dubai. DIC currently hosts 32 Saudi companies including and is looking to extend its business links with the Saudi ICT market.

IX. MEDIA

A. MEDIA INDEPENDENCE AND PLURALISM

Saudi Arabia has one of the most controlled and tightest media environments in the MENA region. The government maintains tight control over the media whereby criticism of the government, royal family, and religious issues is not tolerated. Signs of increasing openness were seen starting in 2003, topics such as terrorism and instances of domestic militancy started to receive some press and TV coverage.

The state-run Broadcasting Service of the Kingdom of Saudi Arabia, BSKSA - is responsible for all broadcasting in the kingdom where it operates four TV networks, including a news channel. The ministry of culture and information oversees public radio and TV operations. Private radio and TV stations cannot operate from Saudi soil, though Saudi investors have step up several successful pan-Arab satellite TV stations including Dubai-based MBC and Al Arabia in addition to the Bahrain-based Orbit. Saudi newspapers are created by royal decree; there are currently around 10 dailies and dozens of magazines. Pan-Arab newspapers are available but subject to censorship.

The government has invested heavily in firewalls and security systems to block access to a high number of websites deemed offensive to the local culture or religious beliefs. It is believed that women constitute a large chunk of internet users possible as a result of the restrictions imposed on their movements.

B. THE MEDIA AND ITS ROLE IN THE INFORMATION SOCIETY

The CITC plays an active role to increase awareness and create opportunities, in the ICT sector, amongst users, investors and the public through marketing efforts and the media.

X. INTERNATIONAL AND REGIONAL COOPERATION

The information in this section is mostly irrelevant. This section (refer to template for specific information) refees to the financing of ICT networks, the development of infrastructure projects and compliance with the RPoA. Please read the template and provide relevant information.

A. FINANCING OF ICT NETWORKS AND SERVICES

Major economic reforms and diversification initiatives have paved the way for increased investment opportunities in Saudi Arabia's knowledge sector, resulting in major advancements within the Kingdom's ICT industry. In addition, the economic diversification strategy and record-breaking oil revenues have lead to significant investments being made in the country's communications sector.

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[21] http://www.dubaiinternetcity.com/news/39/

Plans for mega-projects such as economic and knowledge cities (headed by Saudi Arabian General Investment Authority - SAGIA[22]) have provided further incentives for global ICT companies to set up presence in the Kingdom, thereby increasing foreign direct investment in the country which is slated to become a flourishing technology hub.

Saudi Arabia currently accounts for nearly 45% of IT spending[23] in the GCC; This has prompted an increasing number of regional and international companies to establish presence in the Saudi market. The rapid rise in demand for desktops, notebooks and mobile devices have fueled this spending where in 2006 alone, KSA's desktop, notebook and software sales reached up to US$1 billion.

The Government has been very active in meeting and cooperating with international and region ICT societies. The following are some examples of Saudi participations:

Regional Events

- Gulf Cooperation Council IT (e-Commerce, Executive Committee on Post and ICT, Technical Telecom Office)
- Meetings of the Permanent Arab Working Group on Radio Spectrum (including the coordination and preparation for the Arab and Regional Radio Conferences)
- Coordination Meetings with neighboring countries (Jordan, Egypt, Yemen and Bahrain) on radio interference issues and cross-border radio coverage.
- The meetings of the permanent Arab frequency spectrum team
- Middle East Wireless Conference, Dubai, 28 Jan. – 1 Feb, 2006
- 3rd Annual Meeting of the Arab ICT Regulators Network, 18-21 March, 2006, Abu Dhabi - UAE (CITC gave main presentation on VoIP)
- The 5th Middle East Information Security Conference, Dubai, 18-22 March 2006
- The Arab WSIS Team meeting; Cairo, 2-3 April 2006
- The 9th ARABCOM Annual Conference, Dubai, 11-12 April 2006
- The Arab Regional Workshop on "Developing the Legislative Aspects for Combating Electronic Crimes", Muscat, Oman, 2-4 April 2006
- The Arab Regional Workshop on "VoIP/SIP applications", Muscat, Oman; 6-10 May 2006
- "IP Strategies and IDN Issues" Arab Workshop, Damascus 16-18 May 2006
- The meetings of the Arab ICT Strategy Team, Cairo, 22-25 May, and 11-13 September 2006
- The 8th Arab Telecom and Internet Forum, Muscat, 24-26 May 2006, (marketing the new licenses)
- The Arab Regional Workshop on "Convergence: Policies and Regulations" Cairo, 28-30 May 2006
- The Media and Telecommunications Convergence Conference 2006, Arab Advisor Group, Amman; 5-6 June 2006. (The CITC is the main speaker, marketing the new licenses)
- The Arab Regional Workshop on "IP and Cyber Security", Amman 11-15 June 2006
- Meeting of the Arab Team on roaming tariff accounting between Arab countries, Abu Dhabi, 11-15 June 2006.
- Gulf CERT Workshop, Doha, 12-13 June 2006

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[22] www.sagia.gov.sa
[23] http://www.dwtc.com/Kiosk/news967.htm/

- ITU/BDT Regional Seminar on mobile and fixed wireless access for broadband applications for Arab Region, Algiers, 19-22 June 2006

- Regional workshop on "Spectrum Management Systems" , Khartoum, 24-29 June 2006

- Council of Arab ICT Ministers (and its Executive committee), Cairo, 28-29 June 2006

- The Arab Team for Preparation to The ITU Plenipotentiary Conference 2006; Cairo 15-19 July 2006

- The Arab Team on Accounting & Settlement Rates, Cairo, 24-26 July 2006.

- The broadband Wireless Revolution, Cairo, 31 Oct. - 1 Nov. 2006

- GITEX Exhibition, Dubai, 18-22 Nov. 2006

- The Arab Centre of Excellence Steering Committee Meeting, 16-20 Dec. 2006

International Events

- Presenting the investment opportunities in the Kingdom (a road show), UK, 23-27 Jan. 2006 (Presentation and Marketing new licenses)

- The 13th Interconnection Forum, Vienna, 30 Jan. – 2 Feb. 2006

- The 3GSM World Congress, Barcelona, 13-16 Feb. 2006

- WiMAX Forum, Paris, 21-24 Feb. 2006 (Marketing new licenses)

- The World Telecommunication Development Conference (WTDC'06), Doha 5-17 March 2006

- Fixed and Mobile Convergence, San Jose, California, USA, 8-10 March 2006

- CeBIT Exhibition, Hanover, Germany, 9-15 March 2006. (Marketing new licenses)

- Fixed-Mobile Convergence Conference, Amsterdam, Holland, 20-24 March 2006. (Marketing new licenses)

- The Asian Pacific CERT (APCERT 2006), Beijing, China, 28-29 March 2006

- ITU Council, Geneva, 19-28 April 2006

- The World Telecommunications Congress, Geneva, 25-27 April 2006 (Marketing new licenses)

- The Broadband World Forum Asia, Honk-Kong 15-18 May 2006 (Marketing new licenses)

- The Regional Radiocommunication Conference (RRC-05), Geneva, 15 May - 16 June 2006

- WiMAX World Europe, Vienna, 22-24 May 2006. (Marketing new licenses)

- Telecom World Australasia, Sidney, 31 May – 2 June 2006   (Marketing new licenses)

- GlobalComm 2006, Chicago, USA, 4-8 June (Marketing new licenses)

- ITU Study Groups activities (including study group meetings for the preparation to the ITU WRC 2007)

- Quality of Service and Consumer protection; Geneva, 31 Aug. – 1 Sept. 2006

- The 5th Conference of the Holland CERT, 14-15 September 2006

- The 70th meeting of the International Electrotechnical Commission, Berlin, 18-30 Sep. 2006

- Internet Governance Forum (IGF) Athena, 30 Oct. – 2 Nov. 2006 (and the consultative meetings and the team for preparation to the Forum)

- The Radiocommunication Advisory Group (RAG), Geneva; 31 Oct. – 4 Nov, 2004

- The ITU Plenipotentiary Conference (PP-2006), Antalya Turkey, 6-24 Nov.   2006

- Wireless Cities Europe, Cannes, France, 29 Nov. 1 Dec. 2006

- ITU Telecom World 2006, Hong Kong, 4-8 Dec. 2006 (Marketing new licenses)

XI. MILLENIUM DEVELOPMENT GOALS - MDG

A. PROGRESS TOWARD ACHIEVING THE MDG

The kingdom has been monitoring the MDG shortly after The Millennium Declaration in 2000. The first national MDG report was prepared in 2002 by the United Nations Development Program (UNDP) in collaboration with the Ministry of Economy and Planning. The second report was prepared by the Ministry of Economy and Planning and other government agencies, in collaboration with UNDP and ESCWA.

Saudi Arabia's developmental policies and plans have been outlined in a five-year national plan, the eighth five-year development plan (2005-2009). It addresses many of the global development challenges but it has, for the first time, a long-term strategic perspective on development based on the Future Vision of the Saudi Economy towards 2025. Moreover, it underscores a national commitment to its citizens by integrating all the MDGs and seeking to promote the role of women and the youth in national development processes.

Table 6 – Overview of MDG Progress

Target	Reaching Target	Current Supporting Environment
Extreme poverty Halve by 2015 the proportion of people who suffer from extreme poverty	Expected	Good
Nutrition and food security: Halve, between 1990 and 2015, the proportion of people who suffer from hunger	Expected	Good
Education: Ensure that all children have access to primary education by 2015	Expected	Good
Gender equality: Eliminate gender disparity in primary and secondary education, preferably by 2005, and in all levels of education no later than 2015	Expected	Good
Health and mortality rate: Reduce by two thirds, between 1990 and 2015, the under- five mortality rate	Expected	Good
AIDS: Have halted by 2015 and begun to reverse the spread of HIV/AIDS	Expected	Good
Malaria: Have halted by 2015 and begun to reverse the incidence of malaria and other major diseases	Expected	Good
The Environment and Water: Halve by 2015 the proportion of people without sustainable access to safe drinking water and sanitation	Expected	Good

XII. WORLD SUMMIT ON THE INFORMATION SOCIETY

A. FOLLOW-UP AND EVALUATION

Saudi Arabia has established a National Committee for Information Society. One of its objectives is promoting awareness and understanding of the principles and the Plan of Action of the World Summit on the Information Society (WSIS). The National Committee also coordinates the implementation of the WSIS Plan of Action in Saudi Arabia.

The National Committee for Information Society aims to:

- Enable all community groups to access and utilize information in an efficient manner
- Eliminate the digital divide
- Optimize the use of ICT at all levels of education and training
- Raise the productivity and efficiency of all sectors; and to facilitate electronic governmental, commercial, social and health services
- Provide the Saudi society with high caliber ICT professionals
- Develop a competitive ICT industry by encouraging scientific research and innovation, and through international and regional cooperation

The CITC continued to play an outstanding role in following up the developments of the Internet Governance and in achieving excellence at both the World Summit on the Information Society (WSIS) and the Working Group on Internet Governance (WGIG). The Kingdom represented by the CITC has participated in several international meetings and forums one of the main being the Internet Governance Forum (IGF) held in Athens in November 2006. Process was started towards the enhanced cooperation to ensure stability, security and continuity of the Internet.

Annex I – List of selected Saudi Website

Ministry of Communications and Information Technology:	www.mcit.gov.sa
Communications and Information Technology Commission:	www.citc.gov.sa
Saudi Telecom Company:	www.stc.com.sa
World Trade Organization:	www.wto.org
GATS:	www.wto.org
King Abdulaziz City for Science and Technology	www.kacst.edu.sa
e-Government Strategy, Yesser:	www.yesser.gov.sa
World Submit on Information Society:	www.wsis.org
Saudi Computer Society:	www.computer.org.sa
Center for Emergency Response Team:	www.cert.gov.sa
National Center for Digital Certification:	www.pki.gov.sa
SaudiNIC:	www.saudinic.net.sa
SaudiEDI:	www.saudiedi.com
Al-Elm Company:	www.elm.com.sa
Automated Cheque Clearing Houses:	www.sama.gov.sa
Saudi Payments Network:	www.span.com.sa
Saudi Arabian Riyal Interbank Express:	www.sarie.comsa
SADAD Payment System:	www.sadad.com
Arabic Internet Names Consortium:	www.nic.net.sa
The Saudi Stock Market Exchange System:	www.tadawul.com.sa
Arabic Domain Name Task Force Pilot Project:	www.arabic-domains.org
National Committee for Information Society:	www.ncis.org.sa
Smart Cities Forum:	www.smartcitiesforum.com
National e-Transactions Conference:	www.etransactions.gov.sa
The Eighth Development Plan:	www.planning.gov.sa