



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020.

Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

Hashemite Kingdom of Jordan

Date Submitted (31/03/2019)

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I.	Institutional Framework
1.	What is the official e-government² portal at the national level? If more than one, please list all.
	The official portal of the Jordanian Government is "Jordan's e-Government Portal": www.jordan.gov.jo
2.	Please also provide URLs for below specific portals , if exists:
a.	E-services ³
	<ol style="list-style-type: none">1. Jordan e-Government portal contains all government services (E-services & Informative services) of vital sectors, please check the following URL: https://jordan.gov.jo/wps/portal/Home/AllServices/2. Government Mobile Applications<ul style="list-style-type: none">- All government mobile applications can be found on the Jordan e-Government Portal, please check the following URL: https://jordan.gov.jo/wps/portal/Home/MobileApps- Similarly, all Government Mobile applications are published on Apple and Google stores, Please check the followings URLs:<ol style="list-style-type: none">1. Jordan eGov Program Google store:

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

³ A specific portal where you can see the list of all online services available for the public

	<p>https://play.google.com/store/apps/developer?id=Jordan+eGov+Program&hl=en</p> <p>2. Jordan eGovernment App Store: https://itunes.apple.com/us/developer/jordan-egovernment/id1087511442?mt=8</p>
b.	E-participation ⁴
	<ol style="list-style-type: none"> In order to engage citizens in the development of legislations, regulations and decision making, the Legislation and Opinion Bureau conducts public consultations online for all new and amended legislations on the following website: http://www.lob.jo/List_LawsLegislations_Public.aspx?Page=Vote Government of Jordan has an Interactive platform aimed at enabling, engaging and encouraging citizens to communicate with the government: citizens can Ask the Government, add a Suggestion, send a Complement , submit a Complaint and Report an issue, through the following channels: <ul style="list-style-type: none"> Jordan e-Government Portal CMU: https://jordan.gov.jo/wps/portal/Home/CMU Mobile Application :“بخدمتكم” as follows: <ul style="list-style-type: none"> Android: https://play.google.com/store/apps/details?id=com.rolp.cs.rolp&hl=ar%20%E2%80%8E%20%E2%80%8E IOS: https://itunes.apple.com/jo/app/%D8%A8%D8%AE%D8%AF%D9%85%D8%AA%D9%83%D9%85/id1272633075 Chatbot on Facebook page of Institutional Public Performance Development and Policy -please Click Here NCC: National Call Centre using the number 00962 6 5008080 The Government has provided a platform to allow all citizens to monitor and track the progress of government actions/ programs on the following link: http://www.your.gov.jo/ The Ministry of ICT has the responsibility to prepare legislations such as Policies, Strategies and legal framework related to Communication, Information Technology, Postal and Digital Transformation. Therefore, and in order to engage all stakeholders and partners in whole cycle of decision making, the Ministry conducts periodic public consultations for all legislations & regulations. The following URL provides the archive of all consultations conducted http://moict.gov.jo/cat/questionnaires
c.	Open government data
	<p>Jordan e-Government Portal contains Open Government Data platform: Data.jordan.gov.jo</p> <p>Currently, Open Government Data Platform contains more than 100 datasets uploaded by more than 10 government entities. Datasets cover 8 vital sectors out of 15.</p>

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

d.	Public procurement
	<p>Jordan has public e-procurements portal called “Jordan National E-Procurement System (JONEPS)” (https://www.joneps.gov.jo) which consists of the following main components:-</p> <ol style="list-style-type: none"> 1. Portal system 2. User management system-Bidding system-Contract system-Shopping mall system, 3. E-Catalogue system 4. Call Center system 5. Security system PKI 6. External linkage services. 7. E-payment module is developed and under activation
e.	Other major portals at the national level
	<ol style="list-style-type: none"> 1. National Statistics Portal/Department of Statistics: www.dos.gov.jo National Statistics portal publishes periodic statistical data and reports, latest and historical statistical indicators for several sectors and Census. 2. Digital Library of Curriculums: https://manahej.moe.gov.jo/browse Ministry of Education issued portal that contains materials for all levels of prime education for the purpose of enabling the student to have their own digital copy. 3. Educational Management Information System Ministry of Education developed an Educational Management Information System “EIMS”, to analyze and manage student’s and school’s information in all authorities with grades, absence and e-examination profiles. This portal can be accessed on the following link: https://emis.moe.gov.jo/openemis-core/ To test the portal for MSQ purpose, we have provided hereby a testUser Name: 2000784548 - Password: 2000784548 4. Learning Management System LMS Ministry of Education developed Learning Management System “LMS”, which is a Complete learning Management System for education content management and authoring tools for students and teachers to provide enrichment resources in educational system. The system can be accessed on the following link: https://noorspacejo.azurewebsites.net/ . To test the portal for MSQ purpose, we have provided hereby a test User Name: 9841040430 - Password: 9841040430 5. Ministry of Higher Education and Scientific Research developed the following portals: <ul style="list-style-type: none"> ○ Portal for facilitating the admission of international students (http://studyinjordan.jo/) ○ Portal for enabling Jordanian students to apply to any state university in Jordan through the Unified Admission Unit portal : http://www.admhec.gov.jo/ ○ Higher Education management information system: (http://www.emismohe.gov.jo/mohe/) The platform includes a database of collected information from Jordanian higher education institutions, and has a central information system that can be used to produce reports and analyze data

	<p>6. Energy information system (EIS): http://eis.memr.gov.jo The EIS portal can be considered as one-stop energy statistics center, it provides a comprehensive national energy database to provide timely energy statistics, query and analysis, support for national energy planning.</p> <p>7. Electronic Status Management System: http://apknougat.com This system allows the employees of Social Development directorates at the Ministry of Social Development (MoSD) to conduct social studies and collect data for less privileged and poor families in Jordan to determine the services that can be provided to them in line with predefined criteria. The system provides the following services:</p> <ol style="list-style-type: none"> Buying or building a dwellings for poor families Financial support for poor families to establish productive projects. Include persons with disabilities in rehabilitation, training and employment centers <p>We have provided hereby a test username and password for MSQ purpose as follows: username: MoICT Password: 123456</p> <p>8. National Aid Information Portal: http://aid.mosd.gov.jo Ministry of Social Development developed this portal allows the public to inquire about aids that are granted to citizens. In so doing, this would ensure that granting aid for the same family is not repeated.</p> <p>9. Jordan Environment Portal: https://www.jordanenv.com Presents a real time data about the concentrations of pollutants in the air to inform citizens about the environmental situation.</p> <p>10. National Electronic Employment System: http://nees.jo/home.aspx This national portal provides an opportunity for all job seekers to learn about the available vacancies. This portal has been also used by the Government to help Jordanians find and apply for jobs in Qatar.</p>
3.	Please provide name(s) and URL(s) of the government agency/department/ministry at the national level in charge of e-government.
	Ministry of Information and Communication Technology (MoICT): www.moict.gov.jo
4.	Does your country have a Chief Information Officer (CIO) ⁵ to manage national cross-agency e-government programs/strategies
	Name : Eng. Fadi Al Zoubi
	Title : E-Government Program Director

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

	Organization	:	Ministry of Information and Communication Technology
	E-mail	:	Fadi.ALZoubi@moict.gov.jo
	Phone	:	+962-6-5805775
5.	Please provide names and URLs of the government agencies/ministries/departments at the national level in charge of the following		
	<p>All Ministries websites can be found on the following URL : https://jordan.gov.jo/wps/portal/Home/GovernmentEntities/Ministries</p> <p>All government agencies websites can be found on the following URL: https://jordan.gov.jo/wps/portal/Home/GovernmentEntities/Agencies?nameEntity=The%20Prime%20Ministry&current=true&entityType=pm</p>		
a.	Planning and Development	Prime Ministry	www.pm.gov.jo
		Ministry of Planning & International Cooperation	www.mop.gov.jo
b.	Education	Ministry of Higher Education and Scientific Research	www.mohe.gov.jo
		Ministry of Education	www.moe.gov.jo
		Vocational Training Corporation	www.vtc.gov.jo
c.	Health	Ministry of Health	www.moh.gov.jo
		Health Insurance Administration	http://hia.gov.jo/
		Jordan Food and Drug Administration	http://www.jfda.jo/Default.aspx
		Electronic Health Solutions (HAKEEM)	https://ehs.com.jo/hakeem-program
d.	Social Protection and Welfare	Ministry of Social Development	www.mosd.gov.jo
		National Aid Fund	www.naf.gov.jo
e.	Employment and Decent Work	Ministry of Labor	www.mol.gov.jo
		National Electronic Employment System	nees.jo/home.aspx
		Civil Service Bureau	www.csb.gov.jo
		National Employment & Training	www.net.mil.jo
		Employment Technical and Vocational Education and Training Fund	www.etvetfund.gov.jo

		Development and Employment Fund	www.def.gov.jo
		Vocational Training Corporation	www.vtc.gov.jo
f.	Environment	Ministry of Environment	moenv.gov.jo
g.	Energy/Water	Ministry of Energy and Mineral Resources	www.memr.gov.jo
		Energy and mineral regulatory commission	www.emrc.gov.jo
		Jordan Atomic Energy Commission	www.jaec.gov.jo
		Ministry Of Water And Irrigation	www.mwi.gov.jo
		Water Authority	http://www.waj.gov.jo/sites/ar-jo/default.aspx
		Jordan Valley Authority	http://www.jva.gov.jo/sites/ar-jo/default.aspx
h.	Finance/Taxation	Ministry Of Finance	www.mof.gov.jo
		Central Bank of Jordan	www.cbj.gov.jo
		General Budget Department	www.gbd.gov.jo
		Jordan Customs	www.customs.gov.jo
		Income and Sales Tax Department	www.istd.gov.jo
i.	Industry/Trade	Ministry of Industry, Trade and Supply	www.mit.gov.jo
		Companies Control Department	www.ccd.gov.jo
II.	Strategy and Implementation		
6.	Is there a national development strategy incorporating the Sustainable Development Goals (SDGs) ?		
	<ol style="list-style-type: none"> 1. Yes, the Government adopted First National Voluntary review on the implementation of the 2030 sustainable development Agenda (https://sustainabledevelopment.un.org/content/documents/16289Jordan.pdf) in which 11 steps of roadmap had been included. 2. Also, Ministry of Planning and International Cooperation (MoPIC) released an Executive Development Program (EDP- http://www.mop.gov.jo/EchoBusV3.0/SystemAssets/pdf/MOP-pdf/%D8%A7%D9%84%D8%A8%D8%B1%D9%86%D8%A7%D9%85%D8%AC%20%D8%A7%D9%84%D8%AA%D9%86%D9%85%D9%88%D9%8A%20%D8%A7%D9%84%D8%AA%D9%86%D9%81%D9%8A%D8%B0%D9%8A%20%D9%84%D9%84%D8%A3%D8%B9%D9%88%D8%A7 		

	<p>%D9%85%20%202016-2018%20.pdf); which constitutes the country's national plan 2016-2018 for achieving SDGs based on Jordan vision 2025 action plan . Currently this program is under development and MoPIC will develop the directions of Executive Development Program for the next period 2019-2022.</p> <p>3. Jordan officially joined Open Government Partnership (OGP) in 2011 by submitting letter of intent to the OGP. The Ministry of Planning and International Cooperation (MoPIC) was the official body to coordinate and follow up on Jordan participation in the OGP. Since 2018 MoPIC established the Open Government Unit, which is mandated to follow up on Jordan commitment to the OGP and enhancing the Open government practices in the country. So MoPIC published The Fourth National Action Plan 2018 – 2020 (http://www.mop.gov.jo/EchoBusV3.0/SystemAssets/pdf/ogp/OGP-4th-NAP-Jordan.pdf)</p> <p>4. In addition, Government of Jordan has a national vision and strategy called “Jordan Vision 2025” - http://moict.gov.jo/uploads/Policies-and-Strategies-Directorate/Strategies/Jordan-2025-en.pdf. Vision 2025 is targeting a group of SDGs.</p>
7.	<p>Is there a national e-government strategy/digital readiness strategy or equivalent? (please keep your response with max 250 words)</p>
	<p>1. Yes, The Ministry of Information & Communication Technology (MoICT) has recently released a national strategy called “Digital Transformation Strategy for Government Services 2019-2022” http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf.</p> <p>The above-mentioned strategy was developed based on Government’s General Policy for the Information & Communications Technology and Postal Sectors http://moict.gov.jo/uploads/ICTP_Policy_2018.pdf , 2018 which contains in “Chapter 5: Government Digital Transformation”, which provides directions regarding our national policy in government digital transformation.</p> <p>The Government has also determined a 2-year action plan “Government Priorities 2019-2020 - http://www.pm.gov.jo/upload/files/Government-Priorities.pdf”, certain e-transformation actions required by the year 2020. The Digital Transformation Strategy for government services 2019-2022 is also aligned with Government Priorities 2019-2020.</p> <p>2. For the Digital Transformation in the financial sector, Central Bank of Jordan prepared and launched the Financial Inclusion National Strategy 2018-2020 - http://www.cbj.gov.jo/Pages/viewpage.aspx?pageID=197</p>
8.	<p>Please check whichever applies.</p> <p>National e-government strategy or equivalent:</p> <p><input checked="" type="checkbox"/> has an implementation plan.</p> <p><input checked="" type="checkbox"/> is aligned with the national development strategy</p>

	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> is aligned with the Sustainable Development Goals (SDGs). <input checked="" type="checkbox"/> is aligned with sub-national/local digital development strategy. <input type="checkbox"/> has an emphasis on digital-first principle <input checked="" type="checkbox"/> has an emphasis on digital by default; digital by design; mobile-first principle <input type="checkbox"/> has an emphasis on once-only (data) principle <input checked="" type="checkbox"/> has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶ <input checked="" type="checkbox"/> makes specific reference to e-participation, digital inclusion and/or engagement. <input checked="" type="checkbox"/> makes specific reference to the use of social media in the government. <input checked="" type="checkbox"/> makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data <p>If any checked, please explain further (Max 250 words)</p>
	<ul style="list-style-type: none"> - Having an implementation plan Yes, in the last part of Digital Transformation Strategy for Government Services 2019-2022 http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf there is an action plan for projects. In addition, MoICT has annual plans that contain detailed actions for all projects related to digital transformation that is handled by various directorates in MoICT including e-government program, Policies and Strategies, National Broadband Network Program, Investment and Promotion .The Action plan can be found on the following URL: http://moict.gov.jo/content/ministry-plans-591 - Alignment with the national development strategy, Digital Transformation Strategy for Government Services 2019-2022 (http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf) is aligned with Jordan Vision 2025, and Government Priorities 2019-2020. and this clearly mentioned in the methodology of developing the Strategy. - Alignment with the Sustainable Development Goals (SDGs) Yes, and it's clearly mentioned in the strategic objective of the Strategy, Digital Transformation Strategy for Government Services 2019-2022 http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf - Alignment with sub-national/local digital development strategy Yes, it is aligned with Jordan Digital Economy Action Plan REACH 2025. and this is clearly mentioned in the methodology of developing the Strategy, Digital Transformation Strategy for Government Services 2019-2022 http://moict.gov.jo/uploads/EGOV-

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

[%20Transformation-Strategy%202019-2022.pdf](http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf)

- **Emphasising on digital by default principle**

The legal framework part of the strategy requested from the relevant government agencies to complete legislation, regulations and procedures related to the provision of government services in a "Digital by Default Principle" for any new service.

Please check the strategy URL: <http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf>

- **Emphasising on 'leave no one offline' or to 'leave no one behind'**

The strategy supports the concept of leaving no one behind through multi pillars, which are:

1. The fourth pillar "capacity building": since the Citizen is the center of the transformation process, the provision of education and training is becoming of great importance and is considered as one of the most important elements in the success of the digital transformation.
2. The fifth pillar "change management": through the development of national plans and programs to reach all segments of the society and raise citizens' awareness of e-government services.
3. The Sixth pillar is concerned with the "openness and innovation", and it's focused on E-Participation and how to engage all citizens.

check the strategy URL: <http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf>

- **Makes specific reference to e-participation, digital inclusion and/or engagement,**

The Sixth pillar of the strategy is about the openness and innovation, and it's focused on E-Participation and how to engage citizen in decision making,

<http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf>

- **Makes specific reference to the use of social media in the government**

The Second Pillar of the strategy is about the activation of multi-channel to deliver the government services, one of which is utilizing the social media.

In addition, The Sixth pillar_of the strategy is concerned with the openness and innovation, and it's focused on E-Participation and how to utilize social media channels for citizen engagement.

Also, The fifth pillar_of the strategy is about Change management, and it's focused on utilize social media channels for raising awareness of citizen.

Please check the strategy URL: <http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf>

	<p>- Makes specific reference to the use of new technologies⁸ such as artificial intelligence, block chain, big data</p> <p>The Third Pillar of the strategy is concerned with Technology and infrastructure, which addresses the need to adopt unified standards by the government entities for the Enterprise Architecture to support the new technologies such as Block chain, AI, Big Data & Data Analytics, BI, and IoT.</p> <p>The Decision Support System Project, mentioned in this pillar, is a National Data lake Project with a Business Intelligent layer that allows decision makers to have accurate and close rational data to help them analyze and take decisions. The project scope also includes support of Big data.</p> <p>Also, this pillar presents cloud computing technology, and how to employ and develop the current government cloud computing towards digital transformation.</p> <p>In Addition, The Sixth pillar_of the strategy is concerned with openness and innovation, and in the investment in the government data it's focused on Open data and Big Data.</p> <p>Please check the strategy URL: http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf</p>
III.	Legal Framework
9.	<p>Is there any legal framework on:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> access to information such as Freedom of Information Act <input checked="" type="checkbox"/> personal data protection including digital security <input checked="" type="checkbox"/> open government data <input checked="" type="checkbox"/> digital identity <input checked="" type="checkbox"/> digital certification/signature <input checked="" type="checkbox"/> e-procurement <input checked="" type="checkbox"/> digitally publishing government expenditure⁹ <input checked="" type="checkbox"/> data interoperability <input type="checkbox"/> digital government as a right

⁸ Also referring to emerging technologies

⁹ Related to SDG Indicator 16.6.1

	<p>If any checked, please provide name of the legislation and links (Max 250 word)</p> <ul style="list-style-type: none"> - Access to Information such as Freedom of Information Act <ul style="list-style-type: none"> o Right to Access to Information Low No.47 of 2007 - Personal Data Protection including digital security <ul style="list-style-type: none"> o Personal Data Protection draft Law has been recently consulted upon for the third round to engage as many stakeholders and interested parties as possible in the formulation of the Law before submission to Cabinet. It is planned that in June 2019, a 4th version will be finalized and submitted to Cabinet. Version 3 of the draft Law can be found on the following URL: http://moict.gov.jo/content/extension-of-round-iii-ndash-public-consultation-for-personal-data-protection-law-524 o National Cyber Security Strategy 2018-2023 - Open Government Data <ul style="list-style-type: none"> o Open government data policy o Instructions to disseminate open government data on the open data portal o Draft version of Open Government data License - Digital Certification/ Signature <ul style="list-style-type: none"> o Law No. 15 of 2015, on Electronic Transactions. o Licensing & Accreditation of Certification Authorities Bylaw No. 11 of 2014 (amended in 2016) o Amended Bylaw for Licensing and Accrediting Authorities For Electronic Authentication 2016 o Licensing and Accrediting Electronic Authentication Authorities Instructions - E-Procurement <ul style="list-style-type: none"> o Instruction for the regulation and use of e-procurement system - Digitally publishing government expenditure <ul style="list-style-type: none"> o The Organic Budget Law No. (58) for the year 2008 - Data interoperability <ul style="list-style-type: none"> o Instructions for exchange and supply data among government entities through interconnection via Government Service Bus (GSB) system 2017
IV.	Usage of online services
10.	Do you collect usage statistics of e-government services? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
11.	If yes, do you publish results online and share those with the public institutions concerned?
	1. MoICT measures periodically the usage statistics of e-government services, and publishes the reports on the following URL: http://moict.gov.jo/content/studies-and-reports

	<p>2. In addition, on annual basis Ministry of Information and Communication Technology in cooperation with Department of Statistics publishes annual report called usage of ICT in households, the following link shows the last survey: http://moict.gov.jo/uploads/studies/Households/ICT%20Households%20Survey-%202017.pdf. You can browse all other surveys on the following link: http://moict.gov.jo/content/studies-and-reports</p>
V.	User satisfaction
12.	<p>Do you measure satisfaction of citizens on e-government services? <input checked="" type="checkbox"/>Yes <input type="checkbox"/>No</p>
13.	<p>If yes, do you publish results online and share those with the public institutions concerned?</p>
	<p>1. MoICT measures citizens satisfaction of e-government services, and publishes the statistics on reports on the following URL: http://moict.gov.jo/content/studies-and-reports</p> <p>2. Please note that, our policy in Jordan is that each government entity publishes its own user satisfaction statistics. Here are few examples:</p> <ol style="list-style-type: none"> 1. Ministry of Education (http://www.moe.gov.jo/ar/poll) Surveys results: : http://www.moe.gov.jo/ar/node/9011/results 2. Greater Amman Municipality (https://www.ammancity.gov.jo/ar/gam/result.aspx). Surveys results: https://www.ammancity.gov.jo/ar/gam/result.aspx
VI.	Social Media
14.	<p>How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media.</p>
	<p>- Government entities use several social media channels such as Facebook, Twitter, to enhance citizen’s engagement. MoICT is officially the responsible body for authenticating government entities Facebook pages and reporting of any breach, identity theft, or inconvenient content. Please refer to the following attachment regarding Official announcement Letter from Prime Ministry.</p> <p style="text-align: center;"> PM Official Letter - Social Media - Contac</p> <p>- The following Sheet presents the authenticated social media pages of government entities.</p>



Authenticated and
Official Facebook Gov

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies? Please explain further including relevant links (Max 250 words)

- Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other: Cloud Computing

- Artificial Intelligence (AI):

1. Article number (8) of the General Policy for the Information & Communications Technology and Postal Sectors 2018 (http://moict.gov.jo/uploads/ICTP_Policy_2018.pdf) shows one of the policy goals which is to seize the opportunities of the Fourth Industrial Revolution by utilizing the existing technology and adopt new digital technology such as AI.
2. The Third Pillar of Digital Transformation Strategy for Government Services 2019-2022 (<http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf>) is concerned with Technology and infrastructure, which addresses the need to adopt unified standards by the government entities for the Enterprise Architecture to support the new technologies such as Blockchain, AI, Big Data & Data Analytics, BI, and IoT. The Decision Support System Project, mentioned in this pillar, is a National Data Warehouse Project with a Business Intelligent layer that allows decision makers to have accurate and close rational data to help them analyze and take decisions. The project scope also includes support of Big data. Also, this pillar presents cloud computing technology, and how to employ and develop the current government cloud computing towards digital transformation.
3. REACH 2025 Strategy has 18 main actions with 98 sub-actions to deliver its objectives. The first action "Adoption of the Digital Economy Framework in Jordan's Economy" and it discusses the needs of emerging new technology such as Internet of Things, Cloud Computing, artificial intelligence, 3D printing, drones, block chain, Big data. Check the strategy URL: <http://moict.gov.jo/uploads/Policies-and-Strategies-Directorate/Strategies/REACH2025-En.pdf>

- Blockchain:

1. Article number (8) of the General Policy for the Information & Communications

Technology and Postal Sectors 2018 (http://moict.gov.jo/uploads/ICTP_Policy_2018.pdf) shows one of the policy goals which is to seize the opportunities of the Fourth Industrial Revolution by utilizing the existing technology and adopt new digital technology such as Blockchain.

2. The Third Pillar of Digital Transformation Strategy for Government Services 2019-2022 (<http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf>) is concerned with Technology and infrastructure, which addresses the need to adopt unified standards by the government entities for the Enterprise Architecture to support the new technologies such as Blockchain, AI, Big Data & Data Analytics, BI, and IoT. The Decision Support System Project, mentioned in this pillar, is a National Data Warehouse Project with a Business Intelligent layer that allows decision makers to have accurate and close rational data to help them analyze and take decisions. The project scope also includes support of Big data. Also, this pillar presents cloud computing technology, and how to employ and develop the current government cloud computing towards digital transformation.
3. In REACH 2025 Strategy the 13th action is focusing on “Becoming an early adopter country and regional beta-tester for key emerging technologies” requests the association of private sector (Int@j) by collaborating with MoICT to Create an inventory of the key emerging technologies to the Jordan digital economy and establish instructions to adopt and allow the new technologies such as 3D printing, drones, Internet of Things, block chain. strategy URL: <http://moict.gov.jo/uploads/Policies-and-Strategies-Directorate/Strategies/REACH2025-En.pdf>

- Big data

1. Articles number (144) & (145) of the General Policy for the Information & Communications Technology and Postal Sectors 2018 (http://moict.gov.jo/uploads/ICTP_Policy_2018.pdf) requires that all government entities to participate in the development of common standards for managing government’s data (i.e. Big Data) for enabling the exchange of data among applications in addition to the development of integrated data sets. This can lead the improvements in the operational performance of public sector.
2. The Third Pillar of Digital Transformation Strategy for Government Services 2019-2022 (<http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf>) is concerned with Technology and infrastructure, which addresses the need to adopt unified standards by the government entities for the Enterprise Architecture to support the new technologies such as Blockchain, AI, Big Data & Data Analytics, BI, and IoT. The Decision Support System Project, mentioned in this pillar, is a National Data Warehouse Project with a Business Intelligent layer that allows decision makers to have accurate and close rational data to help them analyze and take decisions. The project scope also

includes support of Big data.

In addition, The Sixth pillar of Digital Transformation Strategy for Government Services 2019-2022 (<http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf>) is concerned with openness and innovation, and in the investment in the government data it's focused on Open data and Big Data.

3. In Addition, action 15 of REACH 2025 “Leading nation-wide focus on data-driven transformation” under the area of having Smart digital economy infrastructure. This action has sub action for Leading the investigation and proposal of a regional MENA cloud, big data, IoT initiative. [REACH2025 FROM VISION TO ACTION](#)

- **Smart cities:**

1. Article number (83) of the General Policy for the Information & Communications Technology and Postal Sectors 2018 (http://moict.gov.jo/uploads/ICTP_Policy_2018.pdf) mentioned that the MoICT should work with the Greater Amman Municipality to assess the feasibility and scope of smart zones in selected cities across Jordan.
2. Article number (120) of the General Policy for the Information & Communications Technology and Postal Sectors 2018 (http://moict.gov.jo/uploads/ICTP_Policy_2018.pdf) requires Greater Amman Municipality and other municipality authorities to complete **street addressing** in their municipalities by assigning names to streets and numbers to buildings, and publishing updated digital maps.
3. Moreover, Greater Amman Municipality (GAM) issued a strategy called “Amman Resilience Strategy” which contains smart city as one of its goals; also the strategy presents high level actions to achieve those goals. It is important to know that Amman Greater Municipality is in progress to develop a Smart City roadmap. This road map will integrate information and communication technology (ICT) to manage a city's assets and services. For further information please browse the strategy on the following URL:https://www.amman.jo/site_doc/Amman_Resilience_Strategy.pdf .

Also, it is important to mention that GAM is a member in 100 resilience city. so you can browse the Amman profile on the following link: <http://www.100resilientcities.org/cities/amman/> in addition to the English version of Amman Resilience Strategy on the following link: https://www.100resilientcities.org/wp-content/uploads/2017/07/170515-100RC-Amman_English-FINAL_lr.pdf

- **Internet of Things (IOT):**

1. REACH 2025 in its action 14 “Establishing a state-of-the-art secure digital infrastructure” mentions that there should be regulations to allow and expand Internet of Things. ULR: <http://moict.gov.jo/uploads/Policies-and-Strategies-Directorate/Strategies/REACH2025-En.pdf>

	<p>2. Also, Telecommunications Regulatory Commission (TRC) has released a Green Paper on “Internet of Things” (http://trc.gov.jo/EchoBusV3.0/SystemAssets/PDF/IOT/IoT Green Paper.pdf), the paper has touched upon various areas associated with IoT such as (technologies, spectrum, approvals, licensing, privacy...etc.). The TRC is in the final stages of issuing the regulatory instrument on IoT in Jordan. The IoT regulation will be out in due course for consultation.</p> <p>- Cloud Computing:</p> <ol style="list-style-type: none"> 1. Article number (147) of the General Policy for the Information & Communications Technology and Postal Sectors 2018 (http://moict.gov.jo/uploads/ICTP Policy 2018.pdf) set out the requirement to use cloud services in order to expand Government-owned storage capacity and to get benefit from the data management and application services available in the cloud. 2. The Third Pillar of Digital Transformation Strategy for Government Services 2019-2022 (http://moict.gov.jo/uploads/EGOV-%20Transformation-Strategy%202019-2022.pdf) is concerned with Technology and infrastructure, which addresses the need to adopt unified standards by the government entities for the Enterprise Architecture to support the new technologies such as Blockchain, AI, Big Data & Data Analytics, BI, and IoT. Also, this pillar presents cloud computing technology, and how to employ and develop the current government cloud computing towards digital transformation. The Decision Support System Project, mentioned in this pillar, is a National Data Lake Project with a Business Intelligent layer that allows decision makers to have accurate and close rational data to help them analyze and take decisions. The project scope also includes support of Big data.
16.	Does your government have any government body ¹⁰ at the national level working specifically related to the new technologies?
	<ul style="list-style-type: none"> - Ministry of Information and Communication Technology (MoICT): www.moict.gov.jo <ul style="list-style-type: none"> o Ministry of Information and Communication Technology is a responsible body at the national level to adopt new technology, through releasing ICT policies and strategies that reflect the government directions toward adoption of new technology in all sectors. - Telecommunications Regulatory Commission (TRC): www.trc.gov.jo <ul style="list-style-type: none"> o Telecommunications Regulatory Commission (TRC) has a specialized department for studying the way of adopting new technologies in telecom and IT sectors and this department usually conducts several workshops with interested parties regarding the new technologies.. o For example, In February 2018 the board of commissioner of TRC gave company called “Latro Services Co” an approval to start IoT projects in Jordan – click here to know more.

¹⁰ This can be an agency, cabinet, commission, committee, initiative etc.

VIII.	Indicators						
17.	What is the percentage of the population ¹¹ satisfied with their last experience of online public services? Percentage: (if necessary, please explain further within 250 words)						
	<p>MoICT is participating in regional initiatives including UN-ESCWA initiative namely GEMS – Government E-Services Maturity Satisfaction, that measure e-participation and e-satisfaction.</p> <p>In addition, we have modified the questionnaire used for household to include such a question. This questionnaire shall be implemented in 2019 which will be published in 2020 on MoICT website on the following URL: http://moict.gov.io/content/studies-and-reports under the name of “ICT Households Survey 2019”.</p>						
18.	What percentage of your GDP is allocated for ICT investment in the public sector? Percentage: (if necessary, please explain further within 250 words)						
	The Department of Statistics measures the percentage of GDP in Transport, Storage & Communications as one Economy activity which is 2.8 % click here for further clarification						
19.	What is the proportion of persons employed in central government organizations routinely using ICTs? Percentage: (if necessary, please explain further within 250 words)						
	<p>51.3 % of the central government employees use ICT routinely.</p> <p>Source: ICT Use Survey in the Enterprises 2016 (Table 8- page 39)</p>						
20.	What is the proportion of persons employed in central government organizations routinely using the Internet? Percentage: (if necessary, please explain further within 250 words)						
	<p>81.8% of the central government employees use internet regularly.</p> <table border="1"> <thead> <tr> <th>Percentage of employees use internet</th> <th>Number of employees use internet</th> <th>Number of employees use computers</th> </tr> </thead> <tbody> <tr> <td>81.8%</td> <td>17494</td> <td>21391</td> </tr> </tbody> </table> <p>Source: ICT Use Survey in the Enterprises 2016</p>	Percentage of employees use internet	Number of employees use internet	Number of employees use computers	81.8%	17494	21391
Percentage of employees use internet	Number of employees use internet	Number of employees use computers					
81.8%	17494	21391					
21.	If any, what kind of indicators do you collect/use to track digital literacy at the national level? Please Keep your response within 250 words						
	The Government believes that while digital literacy initially focused on digital skills and stand-alone						

¹¹ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

	<p>computers, however, its focus has shifted to network devices including the Internet and use of social media. The Government has taken several measures to address this issue including the following:</p> <ol style="list-style-type: none"> 1. Royal Initiative to establish Knowledge Stations throughout the Kingdom especially in remote and less-privileged dwellings. The initiative started in 2001 to ensure access of inhabitants in those areas to internet services so that they are not left behind and also digital divide is bridged. Knowledge Stations are still operational in Jordan (more than 190 stations). Knowledge Stations collect group of indicators that are used to track the level of digital literacy at the national level, such as some statistics of tracking the digital gap like “Is there a digital gap in the lack of access to ICT tools?” http://www.ks.gov.jo/stats05_AR.htm , and other indicators that are related to use internet network like “How long have you used the internet?”, “What is the average number of hours of Internet usage per week?” and “where do you use the internet?” http://www.ks.gov.jo/stats04_AR.htm . also, knowledge station uses some indicators such as “what is the motivation and goal of acquiring knowledge and skills in information technology” http://www.ks.gov.jo/stats06_AR.htm for the purpose of building capacity. 2. Ministry of Education has mandated and implemented a syllabus on Computer Science for all students in primary education, and published statistics reports which contain the kingdom students, and for the year 2017-2018 the number of student was 2,051,841 , check page 65 from the 2017-2018 statistical report, here is the URL (http://www.moe.gov.jo/ar/reports) 3. Ministry of Higher Education and Scientific Research mandates and implements (in all colleges and universities) that all students should pass a computer exam that measures their ability and skills in using computer software’s’ then if they failed in that exam they have to take a subject related to computer skills at the university/college. (http://www.mohe.gov.jo/en/pages/Statistics.aspx) 4. In Jordan Mobile penetration of more than 100%, internet penetration of 103%. Smart phone penetration of 93%, 3G coverage of 100%, 4G coverage of more than 90% which is mentioned in ITU statistics. Availability and affordability of such new technologies and services by all Jordanians regardless of their location has also contributed to mitigation and illumination of digital illiteracy among Jordanians, which is in line with Government policy.
IX.	International and Regional Cooperation¹²
22.	Is your government part of any sub-regional, regional or international cooperation on e-government?
	Jordan signed several bilateral agreements and MOUs in the field of ICT , E-Transformation, new technologies and innovation with several countries and international companies. For example: the Republic of Iraq, United Arab Emirates, Republic of India, Republic of Azerbaijan, and Microsoft International. Below you can find a brief description of each of these MoUs. They are listed below in chronological order. (Please note that copies of such MOUs can be made available upon request

¹² WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/wsis10/WSIS-Action-Lines-and-Facilitators>

from UNDESA).

Republic of Iraq

In 2019, the Hashemite Kingdom of Jordan signed MoU with Republic of Iraq.

check this URL: <http://moict.gov.jo/content/mou-between-jordan-and-iraq-related-to-telecom-550>

Microsoft International

In 2019, Government of Jordan and Crown Prince Foundation Prince Hussein Bin Abdullah II Signed an agreement with Microsoft International with the following scope: Enablement of Digital Transformation through AI enabled technologies; Development of Skills and Employability through the empowerment of individuals, Enable economic growth and innovation through development of talent pipelines for high demand 21st century skills; Application of AI technologies to address pressing societal challenges, including environmental sustainability, accessibility opportunities, and supporting humanitarian action; Ensuring responsible innovation through collaboration with government, industry, academic and civil society stakeholders to create a collective approach to AI that meets the needs and expectations of citizens and the community and enables government to better serve the needs of its citizens through the use of AI; Collaborate on Policies and other regulatory framework that supports the above areas of collaboration; Check this URL: [Press Release in Royal Hashemite Court](#)

United Arab Emirates

In 2017, the Hashemite Kingdom of Jordan signed an MoU with the United Arab Emirates with the following scope : E-transformation and cyber security in addition to ICT legislation. Exchange experience in having smart Government, raising the readiness of e-government services, providing government service through mobile applications, exchanging the knowledge and experience in the field of information security and protection of personal data. In addition to review of the current strategies and legislations that's related to digital economy , big data ,and 5G networks in Jordan and UAE.

Please Check this URL: [Press Release in Ministry of Foreign Affairs](#)

Republic of India

On 10th October 2015, the Hashemite Kingdom of Jordan signed an MoU with the Republic of India with the following scope: information technology, building capacity build programs, E-education, e-Governance, e-health,.. and sharing best practice of regulatory policy in ICT field.

Please Check this URL: [Press release in Indian Embassy website](#)

Republic of Azerbaijan

On 12th October 2009, the Hashemite Kingdom of Jordan signed an MoU with the Republic of Azerbaijan with the following scope: Information & Communication Technology, ICT regulations, E-government applications, Cyber-security and preventing cyber-crimes.

Arab Republic of Egypt

On 22th May 2005, the Hashemite Kingdom of Jordan signed an MoU with Arab Republic of Egypt to exchange the experience achieved in the field of E-learning and develop solutions for disseminating E-learning on a regional level.

	<p>Arab Council of E-Government Directors</p> <p>Jordan is a member of Arab Council of E-Government Directors and has attended the Second Arab High-level Forum on WSIS and 2030 Agenda for Sustainable Development which was held at the UN-House, Beirut, 19-21 March 2019 with the following agenda:</p> <ol style="list-style-type: none"> 1- WSIS Community Thematic Plenaries/Workshops (19-20 March 2019) 2- ITU Regional Development Forum for Arab States (19 March 2019) 3- ESCWA-LAS Meeting of the Programme Advisory Committee for ArabIGF-5 (19-20 March 2019) 4- ESCWA Meeting on National and Arab Digital Development Reports (19-20 March 2019) 5- ESCWA Meeting of Arab e-Government Directors (19 March 2019) 6- ESCWA Inter-governmental Meeting on Technology for Development (20-21 March 2019)
23.	<p>Is your government offering (or planning to offer) support to other countries in the area of e-government?</p>
	<p>Yes. The MoU signed with the Republic of Iraq covers wide range of offering experience and knowledge to the Iraqi side especially in the field of E-transformation, network infrastructure, cyber security, internet, capacity provision, mobile policy implantation...etc. Jordan has already commenced this cooperation with Iraq following the signing of the MoU. The Iraqi side is keen to learn from the Jordanian experience to develop several areas of ICT and transformation in their country. Please check the following URL: http://moict.gov.jo/content/mou-between-jordan-and-iraq-related-to-telecom-550</p> <p>In addition, Greater Amman Municipality offered support to the members of Arab Smart Cities Forum through exchanging the knowledge in E-Transformation and smart city with them. Please check the following link http://www.itcat.org</p>
24.	<p>Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? Please Keep your response within 250 words</p>
	<p>Yes.</p> <ol style="list-style-type: none"> 1. Central Bank of Jordan has built a nationwide platform for bill presentment and payment system under the name of E-FawateerCom (which means "your bills are electronic"). This platform is operated and administered "by a private company called Madfoocatcom (which means "your payments"). Please check the following URLs: http://madfoocat.com/about/ and https://www.efawateercom.jo/jo/about. 2. The Central Bank of Jordan has taken the initiative to create the Financial Cyber security Emergency Response Team (FINCERT) with the Commercial Banks to develop a unified strategy for the Cyber security within the banking and financial sectors. This Strategy

	<p>demonstrates the most challenges that facing financial sector, the defense and response mechanisms through sharing and analyzing Cyber security’s information from local and international resources, and performance indicators to evaluate the effectiveness and efficiency of the policies and procedures applied.</p> <p>3. Recently the U.S. Trade and Development Agency (USTDA) signed with the Greater Amman Municipality (GAM) an MoU to provide technical assistance for implementing some Smart city projects in Jordan such as Traffic Monitoring Platform Project to reduce traffic in Amman. the following links shows some article of that MoU and technical specifications https://ustda.gov/news/press-releases/2018/ustda-and-greater-amman-municipality-partner-advance-%E2%80%98smart-cities%E2%80%99-jordan. These projects will be done by a US company called Federal Business Opportunities (FBO): https://www.ustda.gov/business-opportunities</p> <p>4. Note: The Ministry of Information and Communication Technology (MOICT), Income and Sales Tax Department (ISTD) and DareebaTech (which means “your tax”) have signed an MoU to develop and operate a tax filing services system electronically. The current version of the system is up and running and will undergo further enhancements and improvements under this MoU. Please check the following links: http://petra.gov.jo/Include/InnerPage.jsp?ID=86469&lang=ar&name=news</p> <p>https://etax.istd.gov.jo/Login.aspx</p>												
X.	Contact and Additional Information												
	<table border="1"> <tr> <td data-bbox="277 1087 464 1176">Name</td> <td data-bbox="464 1087 501 1176">:</td> <td data-bbox="501 1087 1495 1176">Nada Khater</td> </tr> <tr> <td data-bbox="277 1176 464 1264">Title</td> <td data-bbox="464 1176 501 1264">:</td> <td data-bbox="501 1176 1495 1264">Head of E-government Strategies at Policies and Strategies Directorate</td> </tr> <tr> <td data-bbox="277 1264 464 1352">Email</td> <td data-bbox="464 1264 501 1352">:</td> <td data-bbox="501 1264 1495 1352">Nada.khater@MOICT.GOV.JO</td> </tr> <tr> <td data-bbox="277 1352 464 1440">Organization</td> <td data-bbox="464 1352 501 1440">:</td> <td data-bbox="501 1352 1495 1440">Ministry of information and communication technology</td> </tr> </table>	Name	:	Nada Khater	Title	:	Head of E-government Strategies at Policies and Strategies Directorate	Email	:	Nada.khater@MOICT.GOV.JO	Organization	:	Ministry of information and communication technology
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Organization	:	Ministry of information and communication technology											
1.	<p>Please select whichever applies:</p> <p><input checked="" type="checkbox"/> A group of government agencies responded to the questionnaire collectively.</p> <p><input checked="" type="checkbox"/> I am authorized and fully knowledgeable to respond to this questionnaire.</p> <p><input type="checkbox"/> I did not have the full information to respond to this questionnaire</p> <p><input type="checkbox"/> I mostly provided my own opinion/assessment rather than official information.</p> <p><input type="checkbox"/> Other:</p>												
	Please explain further (Max 250 words)												
2.	<p>How did you hear about this questionnaire?</p> <p><input checked="" type="checkbox"/> Directly from UN DESA</p> <p><input type="checkbox"/> From the Mission of my country to the United Nations</p>												

	<ul style="list-style-type: none"><input type="checkbox"/> United Nations E-Government Survey website<input type="checkbox"/> LinkedIn<input type="checkbox"/> Facebook<input type="checkbox"/> Other:
	Please explain further (Max 250 words)

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.