

Respondent

< 81 Anonymous >

140:04  
Time to complete

1. Country name \*

Hashemite Kingdom of Jordan

## Contact information

2. Your name \*

Dr. Hadram Al-Fayez

3. Title \*

Director of Policies and studies Department

4. Organization \*

Ministry of Planning and International Cooperation

5. Email \*

Hadram.Al-Fayez@mop.gov.jo

6. Please select whichever applies \*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

## A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. \*

*Note: E-government and digital government are used interchangeably in this Questionnaire.*

The official portal of the Jordanian Government is "Jordan's e-Government Portal":  
[www.jordan.gov.jo](http://www.jordan.gov.jo) The official Mobile apps of the Jordanian Government is "Sanad" mobile  
app <https://sanad.jo/>

8. Please provide link(s) for portal(s) providing following services/features:  
- E-services or similar \*

Jordan e-Government portal contains government services (E-services and Informative services) of vital sectors, can be found on the following link:  
<https://portal.jordan.gov.jo/wps/portal/Home/AllServices> . Government Mobile applications can be found on the Jordan e-Government Portal. Similarly, Government Mobile applications are available on Apple and Play stores, can be found on the following links:  
<https://jordan.gov.jo/wps/portal/Home/MobileApps>  
<https://play.google.com/store/apps/developer?id=Jordan+eGov+Program&hl=en>  
<https://itunes.apple.com/us/developer/jordanegovernment/id1087511442?mt=8>  
<https://sanad.jo/>

## 9. Please provide link(s) for portal(s) providing following services/features:

- E-participation or similar \*

The Legislation and Opinion Bureau at the Prime Ministry conducts public consultations online for all new and amended legislations, all citizens have the opportunity to participate in the development of legislations, regulations and in the decision making cycles - Public consultations can be found on: <http://www.lob.jo/?v=1.11&url=ar/Draft-laws-and-regulations> MoDEE has prepared the e-participation Policy. It can be found on the link: [https://www.modee.gov.jo/EBV4.0/Root\\_Storage/AR/Jordanian-E-participation-policy.pdf](https://www.modee.gov.jo/EBV4.0/Root_Storage/AR/Jordanian-E-participation-policy.pdf) Jordan is the first Arab country that have legislated a law guaranteeing access to information in 2007. The 'Access to Information Law' 2007 aims to facilitate the public's access to official documents, granting access to almost all types of information, except those classified as "secret", as per legislation on protecting state documents and secrets. (The law can be found on the link: <http://www.moj.gov.jo/EchoBusV3.0/SystemAssets/cd516595-1455-4435-b2e8-879aa76d3578.pdf>). Citizens are requested to submit an application to get information to the competent department, which the Law defines as: a ministry, department, commission, any official public institution, or a company that manages a public utility. The application, to be submitted in accordance with a form approved by the Information Commissioner - One sample of the 'Access to Information' application can be found on the link: <http://www.representatives.jo/Ar/CustomForms/ObtainInformationForm> 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: 1. (Jordan e-Government Portal CMU: <https://jordan.gov.jo/wps/portal/Home/CMU>, Mobile Application (Android, iOS) 2. WhatsApp Chat bot link- <https://wa.link/jvjupo>, on No. +96265008080 3. Facebook Chabot link: <https://www.facebook.com/SanadGovJO/> 4. National Call Centre – No. +962 6 5008080

## 10. Please provide link(s) for portal(s) providing following services/features:

- Open government data

Jordan e-Government Portal contains Open Government Data platform: [Data.jordan.gov.jo](http://Data.jordan.gov.jo)

## 11. Please provide link(s) for portal(s) providing following services/features:

- Public procurement

The national e-procurements portal "Jordan National E-Procurement System (JONEPS)" (<https://www.joneps.gov.jo>) consists of the following main components:- 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 i

## 12. Please provide link(s) for portal(s) providing following services/features:

- Others (if any)

- National Statistics portal publishes periodic statistical data and reports, in addition to the latest and historical statistical indicators for several sectors and Census. -Government data classification platform: <https://gdc.gov.jo/> -National Statistics Portal/Department of Statistics: [www.dos.gov.jo](http://www.dos.gov.jo) -Digital Library of Curriculums: <https://manahej.moe.gov.jo/browse> Ministry of Education has issued a portal that provides materials for all levels of primary education. It allows students to have their own digital copy.

-Educational Management Information System: Ministry of Education has also 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. <https://emis.moe.gov.jo/openemis-core/> To test the portal for MSQ purpose, we have provided hereby a User Name: 2000784548 and a Password: 2000784548

-Learning Management System LMS: Ministry of Education has developed the Learning Management System "LMS"; a Comprehensive learning Management System for education content management and authoring tools for students and teachers to provide enrichment resources in educational system. <https://noorspacejo.azurewebsites.net/> . To test the portal for MSQ purpose, we have provided hereby a User Name: 9841040430 and a Password: 9841040430

-Ministry of Higher Education and Scientific Research developed the following portals: 1- studyinJordan: Portal to facilitating the admission of international students <http://studyinjordan.jo/> 2- admhec: a Portal for enabling Jordanian students to apply to any state university in Jordan through the Unified Admission Unit portal : <http://www.admhec.gov.jo/> 3- Higher Education management information system: This 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 <http://www.emismohe.gov.jo/mohe/> Energy information system (EIS): 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 <http://eis.memr.gov.jo> National Aid Fund Information Portal: 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. <http://aid.mosd.gov.jo> Jordan Environment Portal: Presents a real time data about the concentrations of pollutants in the air to inform citizens about the environmental situation. <https://www.jordanenv.com> National Electronic Employment System: 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. <http://nees.jo/home.aspx>

## 13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. \*

Ministry of Digital Economy and Entrepreneurship: <https://www.modee.gov.jo/Default/Ar>

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? \*

Yes

No

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## Contact information of national Chief Information Officer (CIO) or equivalent

15. Name \*

Abdelkader Albatayneh

16. Title \*

Senior Director Policies and Information, Acting Digital Transformation Director

17. Organization \*

Ministry of Digital Economy and Entrepreneurship MoDEE

18. Email \*

Abdelkader.Albatayneh@modee.gov.jo

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## Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? \*

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

The National Digital Transformation Committee NDTC has been formulated on 30th May 2021 to replace the ICT Advisory Council of Jordan ICTAC committee established in 2018. NDTC is responsible for the overall digital transformation in the Kingdom, particularly supervising the digital transformation strategy and related action plans, assessing the investing opportunities of Public Private Partnerships, assessing the digital transformation policies and legislations, and reporting the digital transformation achievements. the National Digital Transformation committee formulation letter can be found on the link:  
[https://emergencyjo-my.sharepoint.com/:f/g/personal/rana\\_em\\_jo/EqjUSLpuPvZPkbAoENbOWYEBMNvO7s55w44ZjrjPLIV54w?e=akM0tZ](https://emergencyjo-my.sharepoint.com/:f/g/personal/rana_em_jo/EqjUSLpuPvZPkbAoENbOWYEBMNvO7s55w44ZjrjPLIV54w?e=akM0tZ)

## Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development \*

Prime Ministry [www.pm.gov.jo](http://www.pm.gov.jo) Ministry of Planning & International Cooperation  
[www.mop.gov.jo](http://www.mop.gov.jo)

22. Education \*

Ministry of Higher Education and Scientific Research [www.mohe.gov.jo](http://www.mohe.gov.jo) Ministry of Education  
[www.moe.gov.jo](http://www.moe.gov.jo) Vocational Training Corporation [www.vtc.gov.jo](http://www.vtc.gov.jo)

## 23. Health \*

Ministry of Health [www.moh.gov.jo](http://www.moh.gov.jo) Health Insurance Administration <http://hia.gov.jo/>  
 HAKEEM Programme-Electronic Health Solutions <https://ehs.com.jo/hakeem-program>  
 Jordan Food and Drug Administration <http://www.jfda.jo/Default.aspx> Royal Medical  
 Services <https://jrms.jaf.mil.jo/> National Center for Diabetes, Endocrinology and Genetics  
<https://ncd.org.jo/>

## 24. Social Welfare (social inclusion, social protection, etc.) \*

Ministry of Social Development [www.mosd.gov.jo](http://www.mosd.gov.jo) National Aid Fund [www.naf.gov.jo](http://www.naf.gov.jo)  
<http://www.reg.takmeely.jo/Default/Ar> Social Security Corporation <https://www.ssc.gov.jo>  
 "Zaka" Fund <http://www.zakatfund.org/Default.aspx?Lng=1&P=H> Orphans Fund  
 Development Corporation <http://ofdc.gov.jo/> National Council For Family Affairs  
<https://ncfa.org.jo/> Higher Council For The Rights Of Persons With Disabilities  
<http://hcd.gov.jo/> Family Protection- Public Security Directorate <https://www.psd.gov.jo/>

## 25. Employment and Labour \*

Ministry of Labor [www.mol.gov.jo](http://www.mol.gov.jo) Civil Service Bureau [www.csb.gov.jo](http://www.csb.gov.jo) National Employment  
 & Training [www.net.mil.jo](http://www.net.mil.jo) Employment Technical and Vocational Education and Training  
 Fund [www.etvetfund.gov.jo](http://www.etvetfund.gov.jo) Development and Employment Fund [www.def.gov.jo](http://www.def.gov.jo) Vocational  
 Training Corporation [www.vtc.gov.jo](http://www.vtc.gov.jo) Crown Prince Foundation <https://www.cpf.jo/> MODEE-  
 Youth, Technology, & Jobs Project  
[https://www.modee.gov.jo/EN/Pages/Youth\\_Technology\\_\\_Employment\\_Project](https://www.modee.gov.jo/EN/Pages/Youth_Technology__Employment_Project)

## 26. Environment \*

Ministry of Environment [moenv.gov.jo](http://moenv.gov.jo) Ministry of Agriculture <http://www.moa.gov.jo>  
 Ministry of Energy and Mineral Resources [www.memr.gov.jo](http://www.memr.gov.jo) Energy and mineral regulatory  
 commission [www.emrc.gov.jo](http://www.emrc.gov.jo) Jordan Atomic Energy Commission [www.jaec.gov.jo](http://www.jaec.gov.jo) Ministry  
 Of Water And Irrigation [www.mwi.gov.jo](http://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>

## 27. Justice \*

Ministry of Justice <http://moj.gov.jo/> Supreme Judge Department <https://sjd.gov.jo/> Jordan Integrity and Anti-Corruption Commission <http://www.jiacc.gov.jo/> Constitutional Court <http://www.cco.gov.jo/> Judicial Institute of Jordan <http://www.jij.gov.jo/> Judicial Council <http://www.jc.jo/>

## 28. Economy/finance \*

Ministry of Digital Economy and Entrepreneurship <https://www.modee.gov.jo/Default/Ar>  
Ministry Of Finance [www.mof.gov.jo](http://www.mof.gov.jo) Central Bank of Jordan [www.cbj.gov.jo](http://www.cbj.gov.jo) General Budget Department [www.gbd.gov.jo](http://www.gbd.gov.jo) Jordan Customs [www.customs.gov.jo](http://www.customs.gov.jo) Income and Sales Tax Department [www.istd.gov.jo](http://www.istd.gov.jo) Jordan Postal Saving Fund <http://www.psf.gov.jo/> "Hajj" Fund <http://www.hajjfund.gov.jo/> Orphans Fund Development Corporation <http://ofdc.gov.jo/> Military Credit Fund <https://www.mcf.jo/> Agricultural Credit Corporation <https://www.acc.gov.jo/> Social Security Investment Fund <https://www.ssif.gov.jo/> Cities and Villages Development Bank <https://cvdb.gov.jo/>

## 29. Industry/trade \*

Ministry of Industry, Trade and Supply [www.mit.gov.jo](http://www.mit.gov.jo) Companies Control Department [www.ccd.gov.jo](http://www.ccd.gov.jo) Jordan Chamber of Commerce <http://www.jocc.org.jo/> Jordan Chamber of Industry <https://www.jci.org.jo/> Jordan Investment Commission <https://www.jic.gov.jo/> Jordan Customs <https://www.customs.gov.jo/> Ministry of Local Administration <https://www.mola.gov.jo/> Greater Amman Municipality <https://www.ammancity.gov.jo> Jordan Standards and Metrology Organization <http://www.jsmo.gov.jo/ar/> Jordan Food and Drug Administration <http://www.jfda.jo/> Aqaba Special Economic Zone Authority <http://www.aseza.jo/> Development Of Jordan Jordan Free Zones and Development Group <https://www.jfdz.jo>

## B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? \*

Yes

No

Other

## COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? \*

The government through MoDEE has established a dedicated portal to address COVID-19 Pandemic. The dedicated portal: <https://one.gov.jo/> The portal allows access to 17 national platforms ( listed below): List of the 17 platforms: 1- Corona: A platform to raise awareness of corona disease and ways to prevent it <https://corona.moh.gov.jo/ar> 2- Himmatwatan: Raising donations to support the efforts of the Jordanian government and the Ministry of Health in combating the coronavirus epidemic. صندوق همة وطن (himmatwatan.jo) 3- Mouneh: A guide to licensed companies and applications that provide home delivery services | دليلك للشركات والتطبيقات المرخصة والمزودة لخدمات توصيل السلع إلى المنازل (mouneh.jo) 4- Stayhome: Submit applications for temporary electronic mobility permits (stayhome.jo) 5- Hemayeh: Providing protection services to the worker and the employer in the private sector - حماية وزارة العمل الاردنية - (hemayeh.jo) 6- Delivery: A platform that allows tourist restaurants to provide delivery services [delivery.mota.gov.jo](https://delivery.mota.gov.jo) 7- Darsak: A free distance learning platform for grades 1 to 2 of secondary school منصة درسك التعليمية (darsak.gov.jo) 8- Safelyhome: Electronic registration to organize the gradual transfer of Jordanian students and visitors stranded abroad to the Kingdom وزارة الخارجية وشؤون المغتربين (safelyhome.gov.jo) 9- Hakeem: Providing a service for requesting repeated medicines for chronic diseases on a monthly basis <https://ehs.com.jo/hakeem-program> 10- Teachers: Providing distance learning skills for teachers منصة تدريب المعلمين (teachers.gov.jo) 11- Mehan: A guide to companies and applications licensed and provided maintenance services in Jordan. | دليلك للشركات والصيانة والتطبيقات المرخصة والمزودة لخدمات الصيانة (mehan.jo) 12- SSC: Registration in social security to resume work for establishments and individuals الصفحة الرئيسية - المؤسسة العامة للضمان الإجتماعي (ssc.gov.jo) 13- Nahno: To participate in purposeful activities from home, to spread awareness to prevent the emerging corona virus, and other voluntary activities. نَحْنُ - تطوع في الاردن , فرص للتطوع في عمان , تطوع شباب (nahno.org) 14- Nawa: Nawa is an electronic platform to multiply charitable work and develop a sense of social responsibility. نوى - التبرعات في الاردن - تطوع، الاعمال الخيرية، التبرعات في عمان (nawa.org) 15- Construction Sector Permits: Submitting requests to resume work in the construction sector. [mpwh@mpwh.gov.jo](mailto:mpwh@mpwh.gov.jo) 16- TV production sector permits: Submitting requests to resume work in the TV production sector. [tasreeh.entaj@mc.gov.jo](mailto:tasreeh.entaj@mc.gov.jo) 17- Cradar: An electronic application to report gatherings of all kinds, or suspected cases of infection, with the ability to determine the exact location; To enable the relevant devices to deal with it. Cradar - Apps on Google Play 18- Social Security Corporation (SSC) utilised 50 per cent of the maternity fund income of 2020 to provide in-kind support to the needy (such as the elderly and daily compensated workers). In addition, the government has formed a social protection team headed by Minister of Social Development and with a membership of the National Aid Fund (NAF), the Social Security Corporation, and national civil society organizations to protect the most vulnerable Jordanian households, through emergency cash and relief aid. [https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/documents/publication/wcms\\_749136.pdf](https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/documents/publication/wcms_749136.pdf) 19- As part of Jordan's integrated COVID-

19 control strategy, AMAN is a privacy-conscious, exposure detection App that allows coronavirus positive people to anonymously notify their recent person-to-person contacts using digital technology. This App has been developed for Jordan's Ministry of Health by COVID-19 JOTECH COMMUNITY, a group of tech-savvy volunteers who aim to leverage Jordan's tech talent in fighting the coronavirus pandemic. <https://www.amanapp.jo/en>

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? \*

Yes

No

33. Please provide link and detail.

Yes, through the following: 1- One of the 17 platform mentioned in the previous question- Himmatwatan aims at Raising donations to support the efforts of the Jordanian government and the Ministry of Health and social security and stability in combating the coronavirus epidemic. ([himmatwatan.jo](http://himmatwatan.jo)) 2- Corona public Fund: established for the purpose of funding digital transformation projects as enablers to overcome the pandemic. Examples on the funded projects are DARSAK educational platform, Vaccine platform, daily wageworkers support, social security programs and others. 3- Telecom Regulatory Commission offered free spectrum for mobile operators to support digital transformation projects and meet increasing demand for internet services to overcome the pandemic. 4- Telecom operators in cooperation with the government have cooperated with the government by implementing a number of initiatives to overcome the pandemic. Such as sending free text messages, laptops giveaways, free internet and voice subscriptions and other educational initiatives.

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? \*

Yes

No

35. Please provide link and detail.

Yes, the National Digital Transformation Strategy and implementation plan 2021-2025 published by the MoDEE website contains a number of procedures concerning post COVID-19 Pandemic recovery to expedite digital transformation including digital payments, increase the number of e-services, infrastructure development. In addition to other measures that can be referred to in the strategic direction. can be found on the link:  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/ar/eb\\_list\\_page/dts-2021-ar.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/ar/eb_list_page/dts-2021-ar.pdf)

## C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? \*

Yes

No

37. If yes, please provide link and detail.

The Right to Access to Information Law No.47 of 2007, can be found on the link:  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/ar/eb\\_list\\_page/%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D9%88%D8%B7%D9%86%D9%8A-%D9%84%D8%B3%D9%86%D8%A9-2021](https://www.modee.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D9%88%D8%B7%D9%86%D9%8A-%D9%84%D8%B3%D9%86%D8%A9-2021)  
MoDEE has prepared the National Information Draft Law that will control the access of government data over that National Information System NIS to support decision making processes. The draft law has been submitted to the Prim Ministry for approval.  
<http://www.lob.jo/?v=1.11&url=ar/DraftDetails?DraftID:10422,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D9%88%D8%B7%D9%86%D9%8A-%D9%84%D8%B3%D9%86%D8%A9-2021>

38. Is there any legislation, law or regulation on data privacy and/or protection? \*

Yes

No

39. If yes, please provide link and detail.

MoDEE has prepared the Personal Data Protection Draft Law in corporation with the national stakeholders and ESCWA. The law has been published for four rounds of public consultation, after which the final draft has been sent to the prim ministry for approval. The law is currently being revised by the Legislation and Opinion Bureau at the Prime Ministry. The draft laws can be found on the link: <http://www.lob.jo/?v=1.11&url=ar/DraftDetails?DraftID:10254,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%B4%D8%AE%D8%B5%D9%8A%D8%A9-/--%D8%AA%D9%85-%D8%AA%D9%85%D8%AF%D9%8A%D8%AF-%D9%85%D8%AF%D8%A9-%D9%86%D8%B4%D8%B1%D9%87-%D8%B9%D9%84%D9%89-%D8%A7%D9%84%D9%85%D9%88%D9%82%D8%B9-%D8%A7%D8%B1%D8%A8%D8%B9-%D8%A7%D9%8A%D8%A7%D9%85-%D8%B9%D9%85%D9%84-%D8%A7%D8%B6%D8%A7%D9%81%D9%8A%D8%A9>

40. Is there any legislation, law or regulation on cybersecurity or similar? \*

Yes

No

41. If yes, please provide link and detail.

MoDEE has published the cybersecurity law number 16 of 2019 after being approved by the Parliament :  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/ar/eb\\_list\\_page/%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%B4%D8%AE%D8%B5%D9%8A%D8%A9-/--%D8%AA%D9%85-%D8%AA%D9%85%D8%AF%D9%8A%D8%AF-%D9%85%D8%AF%D8%A9-%D9%86%D8%B4%D8%B1%D9%87-%D8%B9%D9%84%D9%89-%D8%A7%D9%84%D9%85%D9%88%D9%82%D8%B9-%D8%A7%D8%B1%D8%A8%D8%B9-%D8%A7%D9%8A%D8%A7%D9%85-%D8%B9%D9%85%D9%84-%D8%A7%D8%B6%D8%A7%D9%81%D9%8A%D8%A9](https://www.modee.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%B4%D8%AE%D8%B5%D9%8A%D8%A9-/--%D8%AA%D9%85-%D8%AA%D9%85%D8%AF%D9%8A%D8%AF-%D9%85%D8%AF%D8%A9-%D9%86%D8%B4%D8%B1%D9%87-%D8%B9%D9%84%D9%89-%D8%A7%D9%84%D9%85%D9%88%D9%82%D8%B9-%D8%A7%D8%B1%D8%A8%D8%B9-%D8%A7%D9%8A%D8%A7%D9%85-%D8%B9%D9%85%D9%84-%D8%A7%D8%B6%D8%A7%D9%81%D9%8A%D8%A9)

42. Is there any legislation, law or regulation on digital identity? \*

Yes

No

43. If yes, please provide link and detail.

Law No. 15 of 2015, on Electronic Transactions:  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/ar/eb\\_list\\_page/%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%B4%D8%AE%D8%B5%D9%8A%D8%A9-/--%D8%AA%D9%85-%D8%AA%D9%85%D8%AF%D9%8A%D8%AF-%D9%85%D8%AF%D8%A9-%D9%86%D8%B4%D8%B1%D9%87-%D8%B9%D9%84%D9%89-%D8%A7%D9%84%D9%85%D9%88%D9%82%D8%B9-%D8%A7%D8%B1%D8%A8%D8%B9-%D8%A7%D9%8A%D8%A7%D9%85-%D8%B9%D9%85%D9%84-%D8%A7%D8%B6%D8%A7%D9%81%D9%8A%D8%A9](https://www.modee.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%B4%D8%AE%D8%B5%D9%8A%D8%A9-/--%D8%AA%D9%85-%D8%AA%D9%85%D8%AF%D9%8A%D8%AF-%D9%85%D8%AF%D8%A9-%D9%86%D8%B4%D8%B1%D9%87-%D8%B9%D9%84%D9%89-%D8%A7%D9%84%D9%85%D9%88%D9%82%D8%B9-%D8%A7%D8%B1%D8%A8%D8%B9-%D8%A7%D9%8A%D8%A7%D9%85-%D8%B9%D9%85%D9%84-%D8%A7%D8%B6%D8%A7%D9%81%D9%8A%D8%A9)  
 Licensing & Accreditation of Certification Authorities Bylaw No. 11 of 2014 (amended in 2016) <http://moict.gov.jo/uploads/Policies-and-Strategies->



No

49. If yes, please provide link and detail.

Ministry of Finance and General Budget Department publishes the Annual Budgets. Details can be found on the link: <http://gbd.gov.jo/ar/releases/draft-min/2021> The sustainable development indicators base is one of the most important indicators available in the Department of Statistics, which is an interactive database that enables the user to easily access data and compare it at different time periods through graphs or store them in different forms: <http://dosweb.dos.gov.jo/sdgs/>

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? \*

Yes

No

51. If yes, please provide link and detail.

Instructions of "exchange and supply data among government entities through Government Service Bus":

[https://www.modee.gov.jo/ebv4.0/root\\_storage/ar/eb\\_list\\_page/%D8%AA%D8%B9%D9%84%D9%8A%D9%85%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D9%88%D8%B7%D9%86%D9%8A-%D9%84%D8%B3%D9%86%D8%A9-2021](https://www.modee.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D8%AA%D8%B9%D9%84%D9%8A%D9%85%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D9%88%D8%B7%D9%86%D9%8A-%D9%84%D8%B3%D9%86%D8%A9-2021)

MoDEE has prepared the National Information Draft Law that will control the access of government data over that National Information System NIS to support decision making processes. The draft law has been submitted to the Prim Ministry for approval.

[http://www.lob.jo/?v=1.11&url=ar/DraftDetails?](http://www.lob.jo/?v=1.11&url=ar/DraftDetails?DraftID:10422,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D9%88%D8%B7%D9%86%D9%8A-%D9%84%D8%B3%D9%86%D8%A9-2021)

[DraftID:10422,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D9%88%D8%B7%D9%86%D9%8A-%D9%84%D8%B3%D9%86%D8%A9-2021](http://www.lob.jo/?v=1.11&url=ar/DraftDetails?DraftID:10422,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D9%88%D8%B7%D9%86%D9%8A-%D9%84%D8%B3%D9%86%D8%A9-2021)

52. Is there any legislation, law or regulation on open government data? \*

Yes

No

53. If yes, please provide link and detail.

-Open Government Data Policy [https://portal.jordan.gov.jo/OGD-Policy\\_en.pdf](https://portal.jordan.gov.jo/OGD-Policy_en.pdf) -Instructions for publishing Open Government Data on the Open Government Data platform [https://portal.jordan.gov.jo/Instruction\\_en.pdf](https://portal.jordan.gov.jo/Instruction_en.pdf) -Jordan Open Government Data License [https://portal.jordan.gov.jo/OGD-License\\_ar.pdf](https://portal.jordan.gov.jo/OGD-License_ar.pdf) -Open Government Data Quality Framework [https://modee.gov.jo/ebv4.0/root\\_storage/ar/eb\\_list\\_page/%D8%AC%D9%88%D8%AF%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%AD%D9%83%D9%88%D9%85%D9%8A%D8%A9-%D8%A7%D9%84%D9%85%D9%81%D8%AA%D9%88%D8%AD%D8%A9-2020.pdf](https://modee.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D8%AC%D9%88%D8%AF%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%AD%D9%83%D9%88%D9%85%D9%8A%D8%A9-%D8%A7%D9%84%D9%85%D9%81%D8%AA%D9%88%D8%AD%D8%A9-2020.pdf)

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No

55. If yes, please provide link(s) and detail(s).

• Instructions & Requirements to Establish/Operate/Manage Internet of Things (IoT) System [https://trc.gov.jo/EchoBusV3.0/SystemAssets/PDF/IOT/b2ab3f56-5774-43b7-9bf0-ca9294b3aab8\\_IoT-instruction-wathiq%2020052020%20\(final\).pdf](https://trc.gov.jo/EchoBusV3.0/SystemAssets/PDF/IOT/b2ab3f56-5774-43b7-9bf0-ca9294b3aab8_IoT-instruction-wathiq%2020052020%20(final).pdf) • The Green Paper of Internet of Things (IoT) [https://trc.gov.jo/EchoBusV3.0/SystemAssets/%D8%A8%D8%B7%D8%A7%D9%82%D8%A9%20%D8%A7%3184-4ea3-b8bc-25c69ff33ec7\\_IoT\\_Green\\_Paper.pdf](https://trc.gov.jo/EchoBusV3.0/SystemAssets/%D8%A8%D8%B7%D8%A7%D9%82%D8%A9%20%D8%A7%3184-4ea3-b8bc-25c69ff33ec7_IoT_Green_Paper.pdf) • Jordan Artificial Intelligence Policy 2020: [https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/ai\\_final\\_-\\_english\\_version.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/ai_final_-_english_version.pdf) • Statement of Government Policy for the ICT and Postal Sectors 2018: [https://www.modee.gov.jo/ebv4.0/root\\_storage/ar/eb\\_list\\_page/ict\\_policy\\_combined\\_\(eng-arabic\)\\_20\\_may\\_2019\\_final\\_\(1\).pdf](https://www.modee.gov.jo/ebv4.0/root_storage/ar/eb_list_page/ict_policy_combined_(eng-arabic)_20_may_2019_final_(1).pdf)

## D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? \*

Yes

No

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## Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? \*

Two-year

Three-year

Five-year

Ten-year

Other

58. Is the national e-government strategy guided by or aligned with the national development strategy? \*

Yes

No

59. Please provide link and detail.

Yes, The National strategy for Digital Transformation and Implementation Plan 2021-2025 have been developed in an alignment with Jordan 2025 vision statement:  
<http://www.pm.gov.jo/upload/files/Jordan2025-ar.pdf> In addition to the statement of government policies of ICT and Postal Sectors 2018  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/ar/eb\\_list\\_page/ict\\_policy\\_combined\\_\(eng-arabic\)\\_20\\_may\\_2019\\_final\\_\(1\).pdf](https://www.modee.gov.jo/ebv4.0/root_storage/ar/eb_list_page/ict_policy_combined_(eng-arabic)_20_may_2019_final_(1).pdf)

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? \*

Yes

No

61. Please provide link and detail.

Yes, MoDEE has prepared the strategy based on the statement of government policies of ICT and Postal Sectors 2018; global trends; international practices in this field; and the 2030 Sustainable Development Goals (SDGs). Details are available in the strategy Pages 6,7 of the strategy: [https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/dts-2021-eng.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/dts-2021-eng.pdf)

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? \*

Yes

No

63. Please provide link and detail.

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 has been included.

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? \*

Yes

No

65. Please provide link and detail.

Yes, can be found under the Sixth enabler: e- participation – Page 22 of the strategy – here is the link : [https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/dts-2021-eng.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/dts-2021-eng.pdf)

Therefore, MoDEE has prepared National E-participation policy based on the strategy, here is the link of the policy [https://www.modee.gov.jo/EBV4.0/Root\\_Storage/AR/Jordanian-E-participation-policy.pdf](https://www.modee.gov.jo/EBV4.0/Root_Storage/AR/Jordanian-E-participation-policy.pdf)

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? \*

Yes

No

67. Please provide link and detail.

Yes, the following Policies related to Data governance have been established under the DTS:

Data Classification and management policy 2020:

[https://www.modee.gov.jo/EBV4.0/Root\\_Storage/AR/Data-Classification-Management-Policy-2020.pdf](https://www.modee.gov.jo/EBV4.0/Root_Storage/AR/Data-Classification-Management-Policy-2020.pdf)

Open Application Programming Interfaces (APIs) Policy 2020:

[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/apis-policy-2020-english.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/apis-policy-2020-english.pdf)

Jordan Cloud (Platforms and Services) Policy 2020:

[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/jordancloudpolicy2020-0.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/jordancloudpolicy2020-0.pdf)

Open Government Data Policy 2017:

[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/open\\_government\\_data\\_policy\\_2017.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/open_government_data_policy_2017.pdf)

Jordan Artificial Intelligence Policy 2020:

[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/ai\\_final\\_-\\_english\\_version.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/ai_final_-_english_version.pdf)

Draft National Information Law – 2021: MoDEE has prepared the National Information Draft Law that will control the access of government data over that National Information System NIS to support decision making processes. The draft law has been submitted to the Prim Ministry for approval. [http://www.lob.jo/?v=1.11&url=ar/DraftDetails?](http://www.lob.jo/?v=1.11&url=ar/DraftDetails?DraftID:10422,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D9%88%D8%B7%D9%86%D9%8A-%D9%84%D8%B3%D9%86%D8%A9-2021)

[DraftID:10422,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D9%88%D8%B7%D9%86%D9%8A-%D9%84%D8%B3%D9%86%D8%A9-2021](http://www.lob.jo/?v=1.11&url=ar/DraftDetails?DraftID:10422,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D9%88%D8%B7%D9%86%D9%8A-%D9%84%D8%B3%D9%86%D8%A9-2021)

MoDEE has prepared the Personal Data Protection Draft Law in corporation with the national stakeholders and ESCWA. The law has been published for four rounds of public consultation, after which the final draft has been sent to the prim ministry for approval. The law is currently being revised by the Legislation and Opinion Bureau at the Prime Ministry. The draft laws can be found on the link: [http://www.lob.jo/?v=1.11&url=ar/DraftDetails?](http://www.lob.jo/?v=1.11&url=ar/DraftDetails?DraftID:10254,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%B4%D8%AE%D8%B5%D9%8A%D8%A9-/--%D8%AA%D9%85-%D8%AA%D9%85%D8%AF%D9%8A%D8%AF-%D9%85%D8%AF%D8%A9-%D9%86%D8%B4%D8%B1%D9%87-%D8%B9%D9%84%D9%89-%D8%A7%D9%84%D9%85%D9%88%D9%82%D8%B9-%D8%A7%D8%B1%D8%A8%D8%B9-%D8%A7%D9%8A%D8%A7%D9%85-%D8%B9%D9%85%D9%84-%D8%A7%D8%B6%D8%A7%D9%81%D9%8A%D8%A9)

[DraftID:10254,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%B4%D8%AE%D8%B5%D9%8A%D8%A9-/--%D8%AA%D9%85-%D8%AA%D9%85%D8%AF%D9%8A%D8%AF-%D9%85%D8%AF%D8%A9-%D9%86%D8%B4%D8%B1%D9%87-%D8%B9%D9%84%D9%89-%D8%A7%D9%84%D9%85%D9%88%D9%82%D8%B9-%D8%A7%D8%B1%D8%A8%D8%B9-%D8%A7%D9%8A%D8%A7%D9%85-%D8%B9%D9%85%D9%84-%D8%A7%D8%B6%D8%A7%D9%81%D9%8A%D8%A9](http://www.lob.jo/?v=1.11&url=ar/DraftDetails?DraftID:10254,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%B4%D8%AE%D8%B5%D9%8A%D8%A9-/--%D8%AA%D9%85-%D8%AA%D9%85%D8%AF%D9%8A%D8%AF-%D9%85%D8%AF%D8%A9-%D9%86%D8%B4%D8%B1%D9%87-%D8%B9%D9%84%D9%89-%D8%A7%D9%84%D9%85%D9%88%D9%82%D8%B9-%D8%A7%D8%B1%D8%A8%D8%B9-%D8%A7%D9%8A%D8%A7%D9%85-%D8%B9%D9%85%D9%84-%D8%A7%D8%B6%D8%A7%D9%81%D9%8A%D8%A9)

[DraftID:10254,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%B4%D8%AE%D8%B5%D9%8A%D8%A9-/--%D8%AA%D9%85-%D8%AA%D9%85%D8%AF%D9%8A%D8%AF-%D9%85%D8%AF%D8%A9-%D9%86%D8%B4%D8%B1%D9%87-%D8%B9%D9%84%D9%89-%D8%A7%D9%84%D9%85%D9%88%D9%82%D8%B9-%D8%A7%D8%B1%D8%A8%D8%B9-%D8%A7%D9%8A%D8%A7%D9%85-%D8%B9%D9%85%D9%84-%D8%A7%D8%B6%D8%A7%D9%81%D9%8A%D8%A9](http://www.lob.jo/?v=1.11&url=ar/DraftDetails?DraftID:10254,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%B4%D8%AE%D8%B5%D9%8A%D8%A9-/--%D8%AA%D9%85-%D8%AA%D9%85%D8%AF%D9%8A%D8%AF-%D9%85%D8%AF%D8%A9-%D9%86%D8%B4%D8%B1%D9%87-%D8%B9%D9%84%D9%89-%D8%A7%D9%84%D9%85%D9%88%D9%82%D8%B9-%D8%A7%D8%B1%D8%A8%D8%B9-%D8%A7%D9%8A%D8%A7%D9%85-%D8%B9%D9%85%D9%84-%D8%A7%D8%B6%D8%A7%D9%81%D9%8A%D8%A9)

[DraftID:10254,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%B4%D8%AE%D8%B5%D9%8A%D8%A9-/--%D8%AA%D9%85-%D8%AA%D9%85%D8%AF%D9%8A%D8%AF-%D9%85%D8%AF%D8%A9-%D9%86%D8%B4%D8%B1%D9%87-%D8%B9%D9%84%D9%89-%D8%A7%D9%84%D9%85%D9%88%D9%82%D8%B9-%D8%A7%D8%B1%D8%A8%D8%B9-%D8%A7%D9%8A%D8%A7%D9%85-%D8%B9%D9%85%D9%84-%D8%A7%D8%B6%D8%A7%D9%81%D9%8A%D8%A9](http://www.lob.jo/?v=1.11&url=ar/DraftDetails?DraftID:10254,AddComment:0,PageIndex:1&DraftTitle:%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%85%D8%A7%D9%8A%D8%A9-%D8%A7%D9%84%D8%A8%D9%8A%D8%A7%D9%86%D8%A7%D8%AA-%D8%A7%D9%84%D8%B4%D8%AE%D8%B5%D9%8A%D8%A9-/--%D8%AA%D9%85-%D8%AA%D9%85%D8%AF%D9%8A%D8%AF-%D9%85%D8%AF%D8%A9-%D9%86%D8%B4%D8%B1%D9%87-%D8%B9%D9%84%D9%89-%D8%A7%D9%84%D9%85%D9%88%D9%82%D8%B9-%D8%A7%D8%B1%D8%A8%D8%B9-%D8%A7%D9%8A%D8%A7%D9%85-%D8%B9%D9%85%D9%84-%D8%A7%D8%B6%D8%A7%D9%81%D9%8A%D8%A9)

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68. Does the national e-government strategy make specific reference to national digital identity? \*

Yes

No

69. Please provide link and detail.

Yes, First enabler- Digital infrastructure, Page 11 of the strategy:  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/dts-2021-eng.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/dts-2021-eng.pdf)

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? \*

Yes

No

71. Please provide link and detail.

Yes, Second enabler- Digital government services, Page 17 of the strategy  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/dts-2021-eng.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/dts-2021-eng.pdf)

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? \*

Yes

No

73. Please provide link and detail.

Yes, Second enabler - Digital government services, Page 17 of the strategy  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/dts-2021-eng.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/dts-2021-eng.pdf)

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

The government is committed to preparing sectoral plans and strategies for artificial intelligence that clarify the market analyses required for the growth of artificial intelligence in the Kingdom, encourage investment, and support innovation. (For more information, page 12 of the strategy:

[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/dts-2021-eng.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/dts-2021-eng.pdf)

In addition, MoDEE has prepared Jordan Artificial Intelligence Policy 2020:

[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/ai\\_final\\_-\\_english\\_version.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/ai_final_-_english_version.pdf)

76. Robotics - please provide link and detail:

Based on the strategy, it has been reflected in the chat bots (WhatsApp Chat bot link-  
<https://wa.link/jvjupo>, on No. +96265008080 , Facebook Chabot link:

<https://www.facebook.com/SanadGovJO/>

77. Blockchains - please provide link and detail:

Based on the strategy, the government, through the Telecommunications Regulatory Commission is studying the use of blockchain technology, the possibility of applying it in various government sectors, the implications of its use, and applications and the uses it provides. The commission is also study the impact of applying this technology to entrepreneurship, activating the partnership between the public and private sectors, and exploiting the opportunities available to use this technology in facilitating the flow of business in the Kingdom. (For more information, page 13 of the strategy:

[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/dts-2021-eng.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/dts-2021-eng.pdf)

78. 5G - please provide link and detail:

Based on the strategy, the government through the Telecommunications Regulatory Commission removed any obstacles that may prevent the activation of this technology in the Kingdom as soon as possible and to provide the frequency bands needed with sufficient capacities and reasonable prices, in accordance with the best international practices. (Please refer to page 12 of the strategy:  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/dts-2021-eng.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/dts-2021-eng.pdf)

79. Internet of Things (IoT) - please provide link and detail:

Based on the strategy, the government, through the Telecommunications Regulatory Commission, has issued instructions related to the internet of things system in mid-2020, that will reduce the regulatory burden on companies operating in the internet of things sector and put them into effect as soon as possible, in partnership with the private sector. Reference in the strategy can be found on page 12,  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/dts-2021-eng.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/dts-2021-eng.pdf) , IoT can be found on the link: [https://trc.gov.jo/EchoBusV3.0/SystemAssets/PDF/IOT/b2ab3f56-5774-43b7-9bf0-ca9294b3aab8\\_IoT-instruction-wathiq%2020052020%20\(final\).pdf](https://trc.gov.jo/EchoBusV3.0/SystemAssets/PDF/IOT/b2ab3f56-5774-43b7-9bf0-ca9294b3aab8_IoT-instruction-wathiq%2020052020%20(final).pdf)

80. Others - please provide link and detail:

Open source solutions, Cybersecurity, Cloud Platforms, E-payment, Open APIs, Digital Identity, Broadband internet and digital mobile technologies, National optical fiber network program, Safe government network, and others that all can be found in the strategy:  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/dts-2021-eng.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/dts-2021-eng.pdf)

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? \*

Yes

No

82. Please provide link and detail.

Yes, MoDEE has developed the Digital Transformation Strategy DTS (in addition to other policies such as AI, Cloud Computing) in collaboration with United Nations Economic and Social Commission for Western Asia – strategy is available on the link:  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/dts-2021-eng.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/dts-2021-eng.pdf) In addition, MoDEE has developed the AI, Cloud Computing Policies in collaboration with United Nations Economic and Social Commission for Western Asia – Policies are available on the links: Cloud:  
[https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/jordancloudpolicy2020-0.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/jordancloudpolicy2020-0.pdf) AI: [https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/ai\\_final\\_-\\_english\\_version.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/ai_final_-_english_version.pdf) Jordan is also a founding member of the Digital Cooperation Organization DCO since November 26th, 2020. The corporation gathers a group of like-minded countries with aligned and complementary interests in the digital economy formed the DCO on to deepen their collaboration in digital areas in order to accelerate the realization of the full potential of the digital economy for their citizens in alignment with their respective national interests. Key function roles of DCO are: Gathering and sharing knowledge, Developing and aligning digital policies, Developing and aligning digital regulations, Initiating and executing joint projects and Facilitating funding. <https://dco.org/>

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? \*

Yes

No

84. Please provide link and detail.

Yes, government depends on many tools such as brainstorming, road mapping, public consultations, workshops, MODEE decision, MODEE vision and mission.

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? \*

Yes

No

86. Please provide link and detail.

Yes, Central Bank of Jordan has announced the FinTech Regulatory Sandbox framework for Public Consultation <https://www.cbj.gov.jo/Pages/viewpage.aspx?pageID=364>  
<https://www.cbj.gov.jo/EchoBusV3.0/SystemAssets/9328fddf-3f3d-40d8-9ed3-d98bbc89db20.pdf>

## E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? \*

Yes

No

88. If yes, please provide link and detail.

1. Yes, Second enabler- Digital government services - Leaving no one behind page 17, and under sixth enabler: e- participation – Page 22 of the strategy, and under [https://www.modee.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/dts-2021-eng.pdf](https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/dts-2021-eng.pdf) 2. Therefore, MoDEE has prepared the National E-participation policy based on the strategy: [https://www.modee.gov.jo/EBV4.0/Root\\_Storage/AR/Jordanian-E-participation-policy.pdf](https://www.modee.gov.jo/EBV4.0/Root_Storage/AR/Jordanian-E-participation-policy.pdf) 3. For the Digital inclusion 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>

89. Is there a national e-participation policy/strategy or similar? \*

Yes

No

90. If yes, please provide link and detail.

National e-participation policy 2021:

[https://www.modee.gov.jo/EBV4.0/Root\\_Storage/AR/Jordanian-E-participation-policy.pdf](https://www.modee.gov.jo/EBV4.0/Root_Storage/AR/Jordanian-E-participation-policy.pdf)

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? \*

Yes

No

92. If yes, please provide link and detail.

Youth, Technology & Jobs (YTJ) Project, Growth and adoption of the GIG economy is working on the following - [https://grow.jo/index\\_en](https://grow.jo/index_en) and - [https://modee.gov.jo/EN/Pages/Youth\\_Technology\\_\\_Employment\\_Project](https://modee.gov.jo/EN/Pages/Youth_Technology__Employment_Project): - 2,000 individuals, including 850 female and 300 Syrian refugees will benefit from digital skilling and income opportunities stemming from the technology adoption by CSOs. - 6,000 individuals, of which 2040 Jordanian females, and 900 Syrian refugees will benefit from access to and services provided by digital platforms. Knowledge stations provide an opportunity for women in all governorates and rural areas to join programs and training packages in ICT field, in order to acquire the basic ICT skills and capabilities required for the labor market. in addition to the access to e-government services through the 75 Knowledge stations distributed in all governorates, since 2018 female participation in training activities in the knowledge stations has reached an average of 65% ( out of + 10k trainees ) <http://www.ks.gov.jo/>

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? \*

Yes

No

94. If yes, please provide link and detail.

Alimony lending service (rights of divorced women and their children) – Supreme Judge Department: <https://tasleefweb.sjd.gov.jo/tasleefweb> [www.grow.jo](http://www.grow.jo) and [https://modee.gov.jo/EN/Pages/Youth\\_Technology\\_\\_Employment\\_Project](https://modee.gov.jo/EN/Pages/Youth_Technology__Employment_Project)

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? \*

Yes

No

96. If yes, please provide link and detail.

The e-participation policy published by MoDEE promotes and enables the e-participation of vulnerable groups including women, disabled people and elderly people. It provides a number of measures including the insurance of appropriate supervision of citizens' dialogues and contributions to public consultations to reduce sexism and hate speech in all its forms (including gender-based), securing the identity of participants in public consultations, enabling disabled people to access e-government services including e-participation channels, and providing assistive technologies needed to increase, maintain, or improve the functional capabilities of persons with disabilities and elderly People. To access e-participation Policy can be found on the link:  
[https://www.modee.gov.jo/EBV4.0/Root\\_Storage/AR/Jordanian-E-participation-policy.pdf](https://www.modee.gov.jo/EBV4.0/Root_Storage/AR/Jordanian-E-participation-policy.pdf)

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? \*

Yes

No

98. If yes, please provide link and detail.

The participation of women in all initiatives and programs launched by the Ministry of Digital Economy and Entrepreneurship is one of the most important indicators of the success of these initiatives. The ministry launched several programs and initiatives aimed at empowering young people and enhancing their access to better opportunities to enter the labor market by upskilling their digital and entrepreneurship skills. The ministry has succeeded in providing equal opportunities for male and female youth to benefit from its initiatives and programs. Such as: • Graduates Internship Program (GIP): Through this program, 500 graduates are trained for 12 months in private sector companies & public universities, the government's support is provided by subsidizing 50% of the trainees' monthly salaries. Since 2009, Females participation in this program has an average of 60%

out of total trainees. <https://gip.gov.jo/>. • National Upskilling program: MODEE, in cooperation with HTU, conducts an annual upskilling program through which 500 ICT graduates are trained on latest technical skills, soft skills, and English language. The latest technical skills include training on Python & Advanced Data Structure, AI, Cybersecurity, Java, Computer Networks, Virtual Reality, HTML, CSS and JavaScript for Web Developers. The upskilling training is held for 3 months with a rate of 340 hours. Since 2019, Female participation in this program has an average of 59% out of total trainees.

<https://www.htu.edu.jo/ictupskilling.html> • The National Incubation Program: MODEE has transformed 40 knowledge stations into incubators in all governorates around the Kingdom, in order to make it possible for creative entrepreneurial youth to benefit from incubation services and develop their creative ideas wherever they are. The Program aims to; promoting the entrepreneurial culture, eliminate the obstacles that faces the entrepreneurs on transforming their ideas in creative project, providing the necessary support for entrepreneurs from the governorates by reducing the risk of opening new businesses, providing new job opportunities. In order to encourage the entrepreneurship ecosystem stakeholders' partnership with the government in supporting the entrepreneurs, MODEE has invited these stakeholders to the opportunity to select one or more of the 40 incubators to sponsor by providing their incubation and entrepreneurship & digital skills trainings, having female participation as one of its main KPIs.

[https://www.modee.gov.jo/EN/Pages/The\\_National\\_Incubation\\_ProgramEN](https://www.modee.gov.jo/EN/Pages/The_National_Incubation_ProgramEN) • YJT project - MoDEE: Through the YJT project, MoDEE has allocated 22 million dollars over the next 4 years to support the development of Digital Skills in Jordan through facilitating the creation of the Digital Skills Association (DigiSkills) that holds the mandate of the National Skills Council for ICT in Jordan. -

[https://modee.gov.jo/EN/Pages/Youth\\_Technology\\_Employment\\_Project](https://modee.gov.jo/EN/Pages/Youth_Technology_Employment_Project) & [https://grow.jo/index\\_en](https://grow.jo/index_en)

99. Does the Government use any social media platform(s)? \*

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

MoDEE Social Media channels are as follows: • Facebook: [Www.facebook.com/modeejo](http://www.facebook.com/modeejo) • Twitter: [Www.twitter.com/modeejo](http://www.twitter.com/modeejo) • Instagram: @modeejo • LinkedIn: <https://www.linkedin.com/company/ministry-of-digital-economy-entrepreneurship-jordan-> وزارة الاقتصاد الرقمي والريادة الأردن • WhatsApp Chat bot: <https://wa.link/jvjupo>, on No. +96265008080 • Facebook Chabot: <https://www.facebook.com/SanadGovJO/>

101. Please include any guidelines for government officials/institutions on the use of social media.

MoDEE, in cooperation with the United Nations Economic and Social Commission for Western Asia (ESCWA), is in the process of preparing a guideline for organizing the work of social media for government institutions.

<https://www.modee.gov.jo/AR/ListDetails/%d8%a7%d9%84%d8%a7%d8%b3%d8%aa%d8%b4%d8%a7%d>

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? \*

Yes

No

103. If yes, please provide link (URL) and detail.

The e-participation policy published by MoDEE promotes and enables the e-participation of vulnerable groups including women. It provides a number of measures including the insurance of appropriate supervision of citizens' dialogues and contributions to public consultations to reduce sexism and hate speech in all its forms (including gender-based) and securing the identity of participants in public consultations. To access e-participation Policy can be found on the link:

[https://www.modee.gov.jo/EBV4.0/Root\\_Storage/AR/Jordanian-E-participation-policy.pdf](https://www.modee.gov.jo/EBV4.0/Root_Storage/AR/Jordanian-E-participation-policy.pdf)

## F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? \*

Yes

No

105. If yes, please provide link and detail.

There's a monthly report: "E-services transactions statistics". This report can be found on the link: [https://emergencyjo-my.sharepoint.com/:f/g/personal/rana\\_em\\_jo/Ejog7SdElphHlai052rcN7MBNmL5aAQiBTzUvThB4V4e4Q?e=KOqg9e](https://emergencyjo-my.sharepoint.com/:f/g/personal/rana_em_jo/Ejog7SdElphHlai052rcN7MBNmL5aAQiBTzUvThB4V4e4Q?e=KOqg9e)

106. Does the Government measure user satisfaction of e-government services? \*

Yes

No

107. If yes, please provide link and detail.

Yes, the following platform is designed for the purpose of measure user satisfaction of e-government services. The Prim Ministry is accountable for this platform. (بخدمتكم), which is an interactive platform to communicate with the government ( Ask government, suggestion ,Complement ,Complaint ,Reporting) <https://portal.jordan.gov.jo/wps/portal/Home/CMU> A mobile application is also available on the links: - Play Store: <https://play.google.com/store/apps/details?id=com.rolp.cs.rolp> - App Store: <https://apps.apple.com/us/app/%D8%A8%D8%AE%D8%AF%D9%85%D8%AA%D9%83%D9%85/id127263>: Customer satisfaction is conducted by the e-government program on the e-service interface. -There is data base for all e-services customer feedback. -an addition to the abovementioned, user feedback and suggestion about e-services is received via WhatsApp Chat bot link: <https://wa.link/jvjupo> , on No. +96265008080 The National Call Centre NCC is meant to provide service and support to Government Services and e- Services customers on No. +96265008080

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? \*

Yes

No

109. If yes, please provide link (URL) and detail.

## G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) \*

To create opportunities of cooperation and knowledge sharing in the field of the e-government and digital technologies, the ministry has signed three international memorandums with: 1. Iraq 2. Egypt 3. Palestine 4. Emirates Jordan is also a founding member of the Digital Cooperation Organization DCO since November 26th, 2020. The corporation gathers a group of like-minded countries with aligned and complementary interests in the digital economy formed the DCO on to deepen their collaboration in digital areas in order to accelerate the realization of the full potential of the digital economy for their citizens in alignment with their respective national interests. Key function roles of DCO are: Gathering and sharing knowledge, Developing and aligning digital policies, Developing and aligning digital regulations, Initiating and executing joint projects and Facilitating funding. <https://dco.org/> [https://emergencyjo-my.sharepoint.com/:f/g/personal/rana\\_em\\_jo/EqyCwY9zS0xHoV6fytHKPAUBkD2Co3TXF4SmpE0gA7EUIQ?e=dgMPFK](https://emergencyjo-my.sharepoint.com/:f/g/personal/rana_em_jo/EqyCwY9zS0xHoV6fytHKPAUBkD2Co3TXF4SmpE0gA7EUIQ?e=dgMPFK)

111. Please provide any other information related to e-government development in your country. \*

Youth, Technology, & Jobs Project is a 200 Million USD project aims at improving digitally enabled income opportunities and expand digitized government services in Jordan, has located 72 million dollar till the year 2025 to support Jordan's digital transformation through YTJ. The project offers to create 10,000 new jobs youth in the next five years, including women (30%) and Syrian refugees active in the areas of digital freelance work (15%). It also aims to digitize more than 80% of government payment transactions and attract about \$ 20 million in new investments from the private sector for digital services. [https://modee.gov.jo/EN/Pages/Youth\\_Technology\\_\\_Employment\\_Project](https://modee.gov.jo/EN/Pages/Youth_Technology__Employment_Project) and [https://grow.jo/index\\_en](https://grow.jo/index_en) The government of Jordan is working on adopting Enterprise Resources Planning Solution (ERP) for public sector to be implemented in governmental entities. The Prime Minister directed starting the process by formulating steering committee from relevant government entities. The committee formulation letter can be found on the link: [https://emergencyjo-my.sharepoint.com/:f/g/personal/rana\\_em\\_jo/EvxMwfp9qLFKlISrTae3ihcB4A\\_HS3ceaeKqYTtrmhV6Jg?e=B9GYOH](https://emergencyjo-my.sharepoint.com/:f/g/personal/rana_em_jo/EvxMwfp9qLFKlISrTae3ihcB4A_HS3ceaeKqYTtrmhV6Jg?e=B9GYOH)

## Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. \*

Yes

No

## THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)