Jordan e-Government Program

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Vision of HM King Abdullah II

• Socio-economic development

• Transformation to a knowledge-based economy

• Leveraging the human resource capital

• Public sector reform

• Utilizing technology as an enabler
Paradigm shift
Government approach

- National agenda
- Government Performance Management Initiative
- Public Sector Reform Initiative
- e-Government Initiative
- e-Justice Initiative
- e-Education Initiative
- National Broadband Network Initiative
- Public-Private Partnership Initiatives
Be a major contributor to Jordan’s socioeconomic development by providing access to e-Government services and information for everyone in the kingdom irrespective of location, economic status, IT ability and education.
Objectives

- Increasing information accessibility
- Improving performance and efficiency
- Reducing cost
- Ensuring transparency and visibility
- e-Skilling the public sector
- Promoting ICT sector in Jordan
- Boosting e-Commerce activities
Outcomes

- Better information accessibility
- Electronic service delivery
- Customer-centric services
- Guaranteed service level
- Multiple delivery channels, not just the Internet!
- Process reengineering, not automating dinosaurs
- Information, communication, transaction services
Start

• Readiness assessment

• Identification of pillars:
  – Infrastructure
  – Technology
  – Organization & Administration
  – Human resources
  – Legislation

• Blueprint & Road map
  – Strategy
  – Architecture

• PMO set up for delivery
e-Government Life Cycle

Transformation

Information

Transactions

Communication
Program Organization

Program Management Office
- Program Management
- Project Management Services & subject matter expertise
- Projects implementation

Strategy Management
- e-Government strategy
- Program Blue Print & Road map

Change Management
- Awareness & Communication
- Change enablement
- Literacy & training

Technology Management
- Architecture & Standards
- Security
- Support Services
- Shared Services

Operations Management
- Secure Government Network
- Operations Centre
- Contact Centre
- Operations Strategies
Approach

Initiative Life Cycle

Initiative Inception

Role Assignments
- Initiative starter kit
- Estimated Budget
- Ministry Ownership
- Identified PM
- BCM Assigned

Business Case Development
- BCA Information defined and template completed
- BCA Approval Process
- Approved BC

Initiative Development
- PMO documentation Processes
- Procurement Processes

Project Implementation
- Project Management Methodology and Kit
- PMO Reporting Processes
- PMO Performance Baselining
- PMO/Ministry Prepare/Plan for cutover to Ministry
- BCM manages Performance Management Process
- Ministry takes on Operations
e-Services development
Life Cycle

Assessing the readiness
Defining candidate e-services

Analyzing and re-engineering the business processes surrounding the e-services

Upgrading the infrastructure, SGN

Development & Implementation

Restructuring Customer Service/Contact Center

Change Management
e-Services Approach

Traditional service approach

Dept “A”  Service “1”

Dept “B”  Service “2”

Dept “C”  Service “3”

Government service desk

Contact Center operator

e-Government service approach

Dept “A”  Service “1”

Dept “B”  Service “2”

Dept “C”  Service “3”+ New Service “I”

Citizen

@ e Mail service

Internet service access
Operation Management Approach

Traditional service approach

- Government Unit “A”
- Government Unit “B”
- Government Unit “C”
- Government Unit “D”

Service related Information
Mail
Administration
Internet Access

eGovernment operation approach

- Government Unit “A”
- Government Unit “B”
- Government Unit “C”
- Government Unit “D”

SGN

Collaborative services and Shared applications
Initiatives & Projects

• Infrastructure

• Shared Services
  Portal, e-Payment, e-Procurement, GRP and GIS.

• E-Services
  Wave I: Income Tax, Sales Tax, Driver & Vehicles Licensing, Lands & Survey, Residency & Borders, Company registration, Telco Licensing
  Wave II: Cross departmental services
e-mail service
80% of all respondents feel that their work environment has become more productive

Productivity with Use of Email

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Virtually yours
Key Success Factors

• Bridging the Digital divide: PC & Internet penetration
• Integrating functional silos
• Access to information
• Customer Centric approach
• Skill set in Government
• Availability of financial resources
• Readiness of Infrastructure
• Institutionalization and continuity
• Executive decision support
• Buy-in & commitment on all levels
• Performance measurement
• Legislative readiness
• Partnership with Private Sector & Academia
Improving level of service
Q&A

Thank you