Role of e-Government in modernizing citizen-government interaction

“Be a major contributor to Jordan’s economic and social development by providing access to Government e-Services and information for everyone in the Kingdom irrespective of location, economic status, ICT ability and education”
Challenges

- Shared Services enforcement and adoption
- Adopting technical and security Policies and Standards
- Resistance to change
- E-Literacy
- Availability of sufficient resources (Financial, Human)
- Communication, Promotion and Marketing

Addressing Challenges

The Institutionalization of e-Transformation in and through Government Agencies

1. E-Transformation using Enterprise Architecture as a vehicle.
2. Make necessary amendments to laws and bylaws related to eService provision.
3. Develop demand driven e-services not just automate current processes.
4. Optimal utilization of available infrastructure, shared services, and channels.
5. Advocate the culture of change in service delivery with professionalism, transparency, and accountability.
Addressing Challenges

**e-Transformation through Whole of Government Approach**

Improve Government Agencies’ efficiency so that they focus on the core functionalities through the integration with other government agencies’ systems through:

<table>
<thead>
<tr>
<th>Integration with Shared Services</th>
<th>Unifying and streamlining all administrative and financial processes (GRP)</th>
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<tbody>
<tr>
<td>Integrating related vertical services</td>
<td>Integrate back-end systems to provide cross governmental services</td>
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**Addressing Challenges**

**e-Transformation through m-Government**

Improve eService reach and uptake for Citizens who don’t have access to Internet or live in remote areas taking advantage of high mobile penetration rate.

Smartphone penetration in Jordan was estimated at 45% by the end of 2011.

According to the Department of Statistics, some 98.1 per cent of Jordanian households have mobile phones.
Addressing Challenges

e-Transformation through utilization of Social Media

Jordan e-Government interacts with citizens through official government accounts on Facebook, Twitter, LinkedIn and other social media tools.

- There are One Billion Facebook User.
- There are 2800 members in Jordan e-Gov Facebook Page

Addressing Challenges

e-Transformation through e-Participation

Create an environment that empowers citizens to be more involved in government activities. Thus citizens may have a voice in decision-making and the way services are provided.
Addressing Challenges

e-Transformation through Open Data

Advocate Open Data to improve transparency and service provisioning

Thank You

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