

# Greater Amman Municipality E-Government



# The Greater Amman Municipality



GAM the municipality of Amman, the capital of Jordan, and the majority of the population of the Greater Amman Governorate, was founded in 1909. There are more than 4.2 million people, or 40% of the population of Jordan. The administrative area of the Municipality of Amman (22) is geographically distributed. Each area has an integrated staff. Administrative aspects include the GAM Council includes (37), members headed by the Mayor of GAM. The Greater Amman Municipality includes(6) sectors , **we provide the service for Amman citizen**

Our partner are

- **Public sector**
- **Privet sector**
- **NGO's**
- **Amman Citizen**



# Digital Jordan 2020

- (2001) :The process of internal automation is to serve the Municipality of Amman and related tools (traffic violations, buildings, occupational licenses, building permits).
- (2015-2001) :The process of internal automation began to serve the Municipality of Amman and its associated external sites, through the use of inquiry programs such as (traffic violations, buildings, occupational licenses, building permits).
- 2015 until now : In cooperation with the Ministry of Communications and Information Technology (MCIT), Amman Municipality is working on completing the full electronic transformation of some of its services according to Jordan's first phase plan 7x7x7x (2017–2020) by following the technological solutions to reach a paperless government in 2020, Oman by keeping pace with technological progress around the world better, less time and effort.

## Digital Jordan 2020 Goals

- One of the main drivers of economic growth, job creation for Jordanians and building on the strengths of human infrastructure and competencies.
- Improved service delivery
- Raising productivity and efficiency of the public sector and Skills development and achievement
- Providing better services to individuals and businesses
- Provide the required information with high accuracy in a timely manner
- Providing the necessary infrastructure and technology to provide electronic services to improve the level of security and protection of information

# Digital Jordan 2020 Methodology to Implementation



## Methodology of transformation of electronic transactions

- **Methodology of transformation of electronic transactions implementation by GAM and MoICT (2017-2020)**
- Monitoring the amounts required and the value of (67) million dinars in the budgets of government institutions and the Ministry of Communications and Information Technology For years (2018-2020)

# Digital Jordan 2020 Policies to Implementation



## ➤ Reducing Paper Use in Government Institutions «Government Paper»

Building and developing a central electronic infrastructure and system (a messaging system) to achieve gradual replacement

Traditional paper system to fully paperless by 2020.

- Activation of electronic signature at all administrative levels.
- Rehabilitation of public officials and awareness of the use of the automated system to move to a work environment Electronic.

## ➤ Adopting the digitization policy of Jordan / Government

- Restructuring the Ministry of Communications and Information Technology and the Ministry of Public Sector Development to maximize the complementarity of efforts in re-engineering and automating procedures.
- Focus on the centrality of business and citizen, within the value chain of e-transformation methodology (DO): Reengineering, Digitizing, Outsourcing
- Preparation of mandatory plans for e-transformation projects, monitoring of financial allocations to ministries and departments, which provide business and citizen services)
- Re-engineering procedures to improve and automate the services of ministries and departments concerned.
- Provide the necessary resources for electronic transformation of the necessary infrastructure and institutional.

# The achievements of the electronic transformation project - (2017- until now):

- Re-engineering procedures for 134 service :
  - ✓ The re-engineering of procedures was completed for 32 on 2017.
  - ✓ The re-engineering will be for 41 on 2018.
- E- Services
  - ✓ (15) Electronic services go-live at the end of 2017
  - ✓ 5 Electronic services go-live until Now.
  - ✓ Mobile Application for smart phone .
- Stage of processing and operation of electronic stations:
  - ✓ 34 electronic stations in all Amman Ares
- The stage of examining and evaluating the readiness of electronic services.  
 A team from the Ministry of Communications conducted an assessment of the security and confidentiality of the information for the website and the electronic services. The team also conducted an assessment of the readiness of the three electronic services that are scheduled, including the absence of any observations.
- Promotion of electronic services.



# The Challenges of the electronic transformation project

- Limited financial allocations to meet the new requirements with the attempt to distribute
  - Budget and resources ideally, and meet the citizen's needs and requirements.
  - Regulations and legislation
  - Re-engineering procedures to accommodate e-transformation
  - Supervising the architectural and heritage identity of the city of Amman.
  - The nature of the geographical terrain of the city of Amman.
  - Infrastructure and lack of readiness of the city.
  - citizen's culture and satisfactions.
  - Database scheme difference between Amman Municipality and the Department of Lands.
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