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EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW
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in cooperation with

**THE GENERAL PERSONNEL COUNCIL OF
PALESTINE***

Regional seminar for high level civil servants

13th UniDem Med

**"PUBLIC ADMINISTRATION FACING THE COVID-19 PANDEMIC:
MODERNISATION AND DIGITAL INNOVATIONS"**

Videoconference, Palestine*

5-6 October 2021

**THE COVID-19 PANDEMIC AS AN ACCELERATOR OF DIGITAL INNOVATIONS
AND DIGITAL TRANSFORMATION OF PUBLIC SERVICES: TOWARDS A
MORE DEMOCRATIC, OPEN AND INCLUSIVE PUBLIC ADMINISTRATION**

by

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**(Director of policies and strategies, Ministry of Digital Economy and
Entrepreneurship, Jordan)**

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COUNCIL OF EUROPE



Implemented
by the Council of Europe

EUROPEAN UNION

CONSEIL DE L'EUROPE

The Unidem Med project is implemented in the framework of the European Union/Council of Europe joint programme
"Regional Support to Reinforce Human Rights, Rule of Law and Democracy in the Southern Mediterranean"
(South Programme IV)

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The views expressed herein can in no way be taken to reflect the official opinion of either party.*



Ministry of Digital Economy
and Entrepreneurship

The background of the slide is a nighttime cityscape. Several tall skyscrapers are visible, illuminated with lights. The sky is dark blue, and the city lights create a bokeh effect in the foreground. The overall tone is modern and technological.

Modernization and Digital Innovations Council of Europe

Importance of Digital Transformation **During Pandemic**

Health

- Preserve public Health
- Break chain of Infection

Sustain life

- Work Continuity

Economy

- Social & Economic Stability

Initiatives



Digital Platforms



National information System



Strategic Inventory



Online Education



Spectrum



Working from Home



Cloud & Interconnection



GIS



AI

Digital Platforms

One Platform (one.gov.jo)

- Unified Platform consists of 17 digital Gov. platforms to provide an easy and direct access to all the active platforms in the face of the Corona crisis in Jordan.
- Sustain life and productivity (one.gov.jo)





HemtWaten, Donations to support the efforts of the Jordanian government and the Ministry of Health in the coronavirus pandemic



Corona, A platform to raise awareness of corona disease and ways to prevent it



Moneh, A guide to licensed companies and applications that provide home delivery services



Sanad, Submit applications for temporary electronic mobility permits



Hemaya, Providing protection services to the worker and the employer in the private sector



Darsak, A free online learning platform for students



Delivery, A platform that allows tourist restaurants to provide delivery services



Nawa, platform to improve charitable work and develop a sense of social responsibility



Oudeh Amneh , Electronic registration to organize the gradual transfer of Jordanian students and visitors staying abroad to the Jordan



Hakeem, Providing a service for requesting medicines for chronic diseases on a monthly basis



Mo3almoun, Providing online skills for teachers



Mehen, A guide to Maintenance companies and shops services in Jordan



Shoumoul , Registration in social security to resume work for companies and individuals



Nahn, activities from home, to spread awareness to prevent the emerging corona virus, and other voluntary activities



Cradar application to report gatherings of all kinds, or suspected cases of infection, with the ability to determine the exact location;

إنشئات

Submitting requests to resume work in the construction sector

انتاج
تلفزيوني

Submitting requests to resume work in the TV production sector

NIS/Unified National registry



How

- Provide decision maker accurate studies, statistics, Recommendation

Why

- To take decision at right time

Unified National Registry

Completed during
pandemic

Contains more than 15
entities

Comprehensive data
about individuals, families

Supports an Electronic
payment system

Use Cases

Bread Support
Allowance

Daily Fund
Support

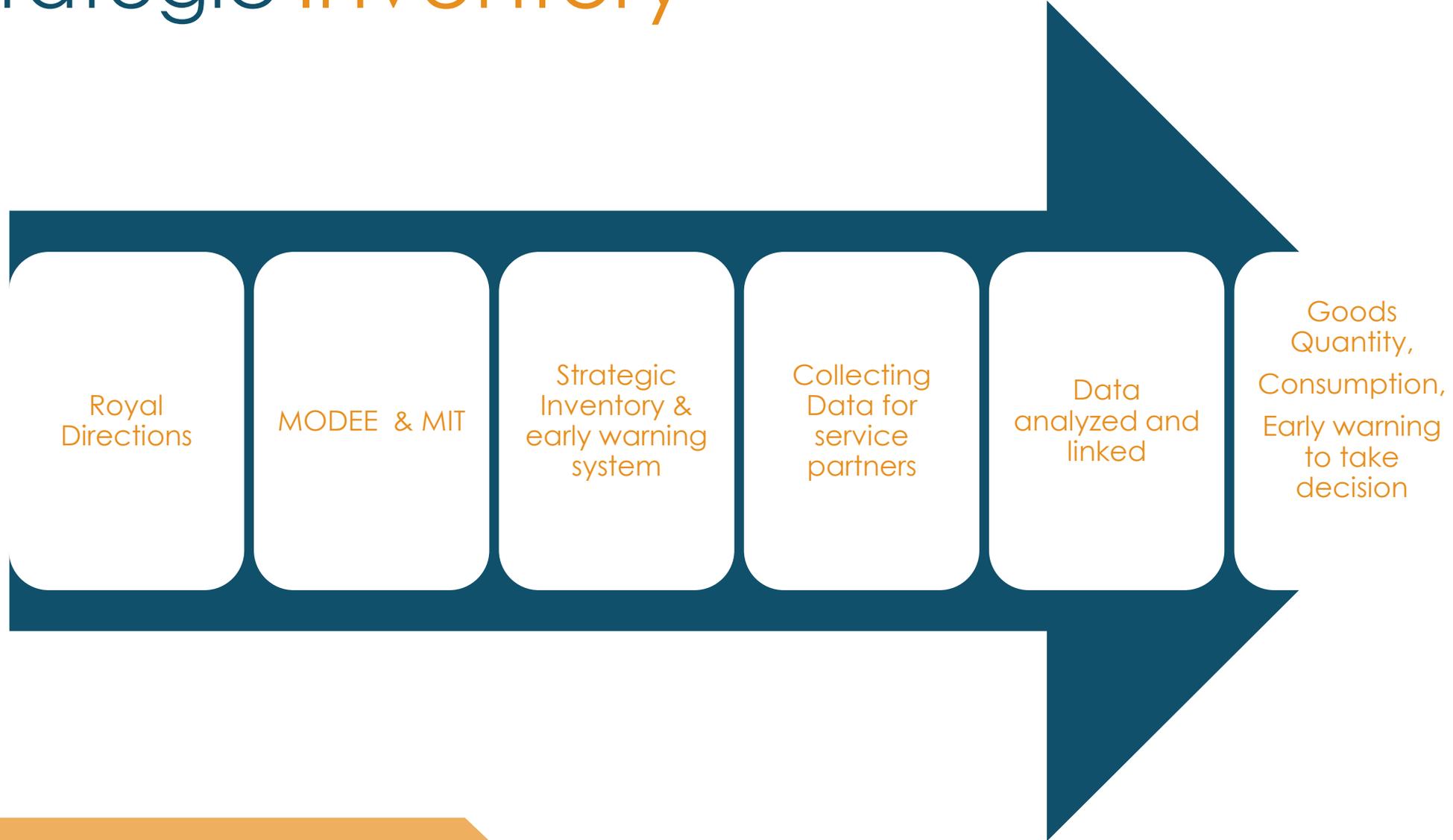
Supplementary
Support

Social Security
Service for
individuals

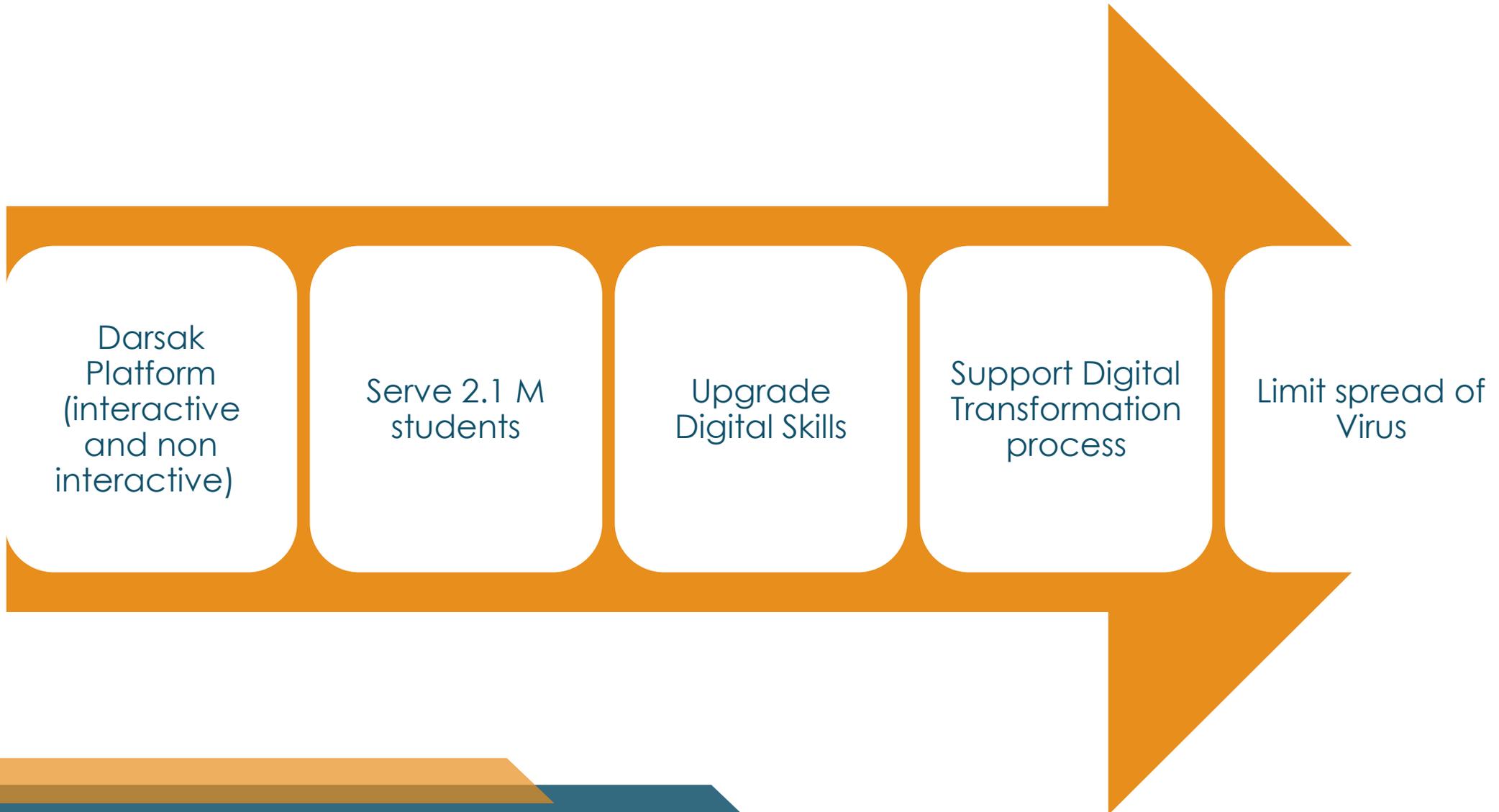
Social Security
for Companies



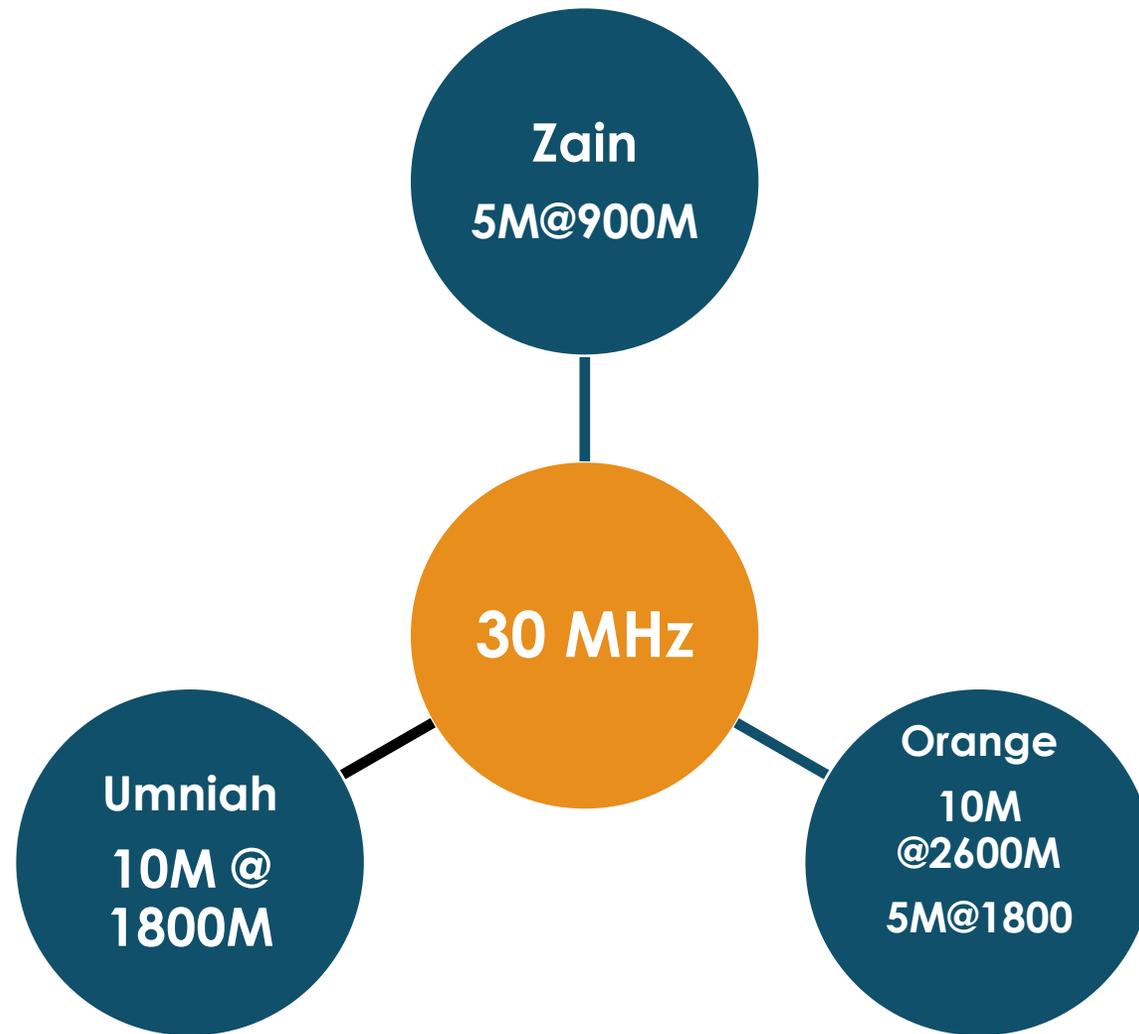
Strategic Inventory



Online Education



Free Spectrum



Working from home

- Allowing private companies working in information technology to work from their workplaces.
- By no more than 40% during the pandemic period,
- The result was that communications and information technology companies were least affected by the pandemic and sustained work for other sectors.

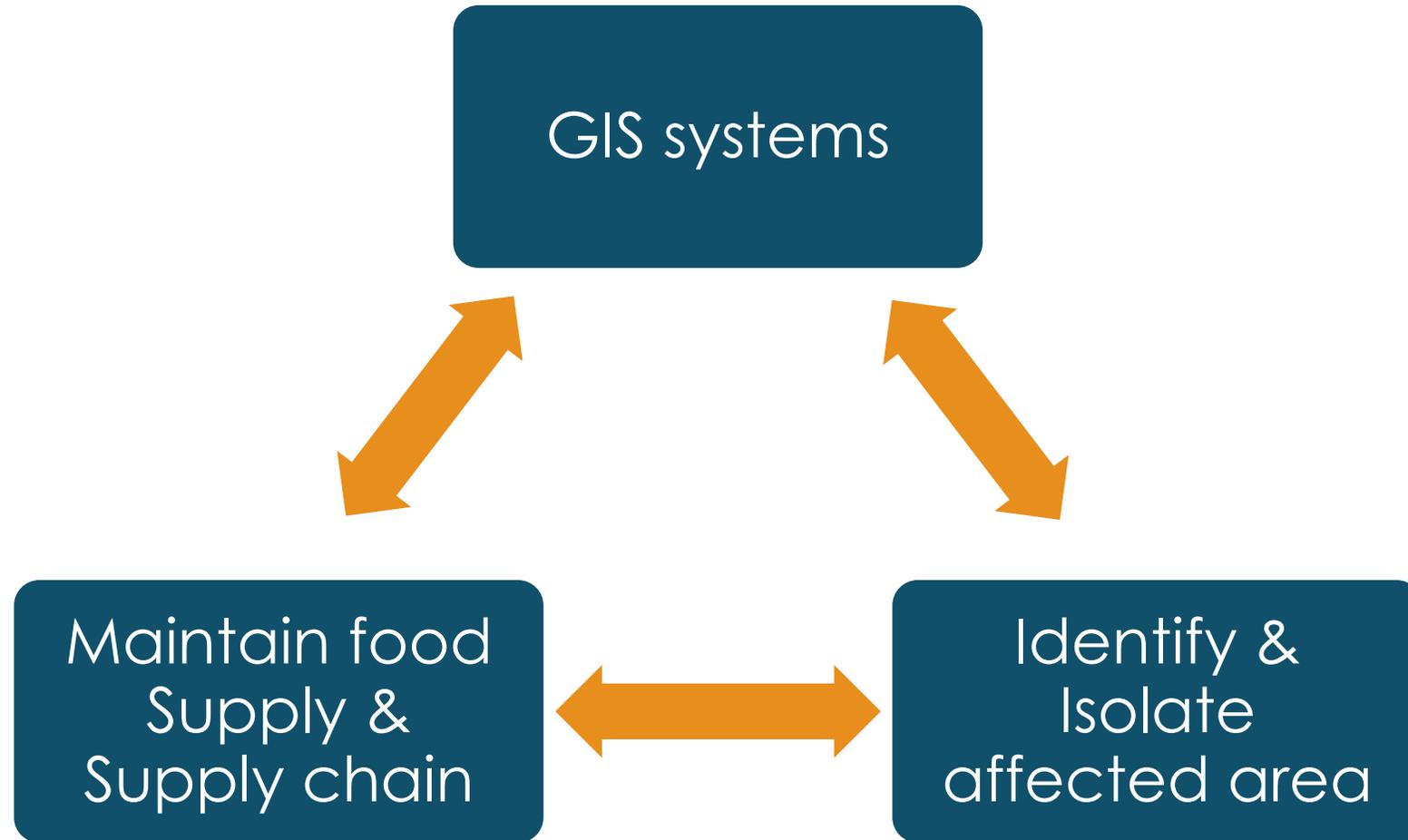


Interconnection

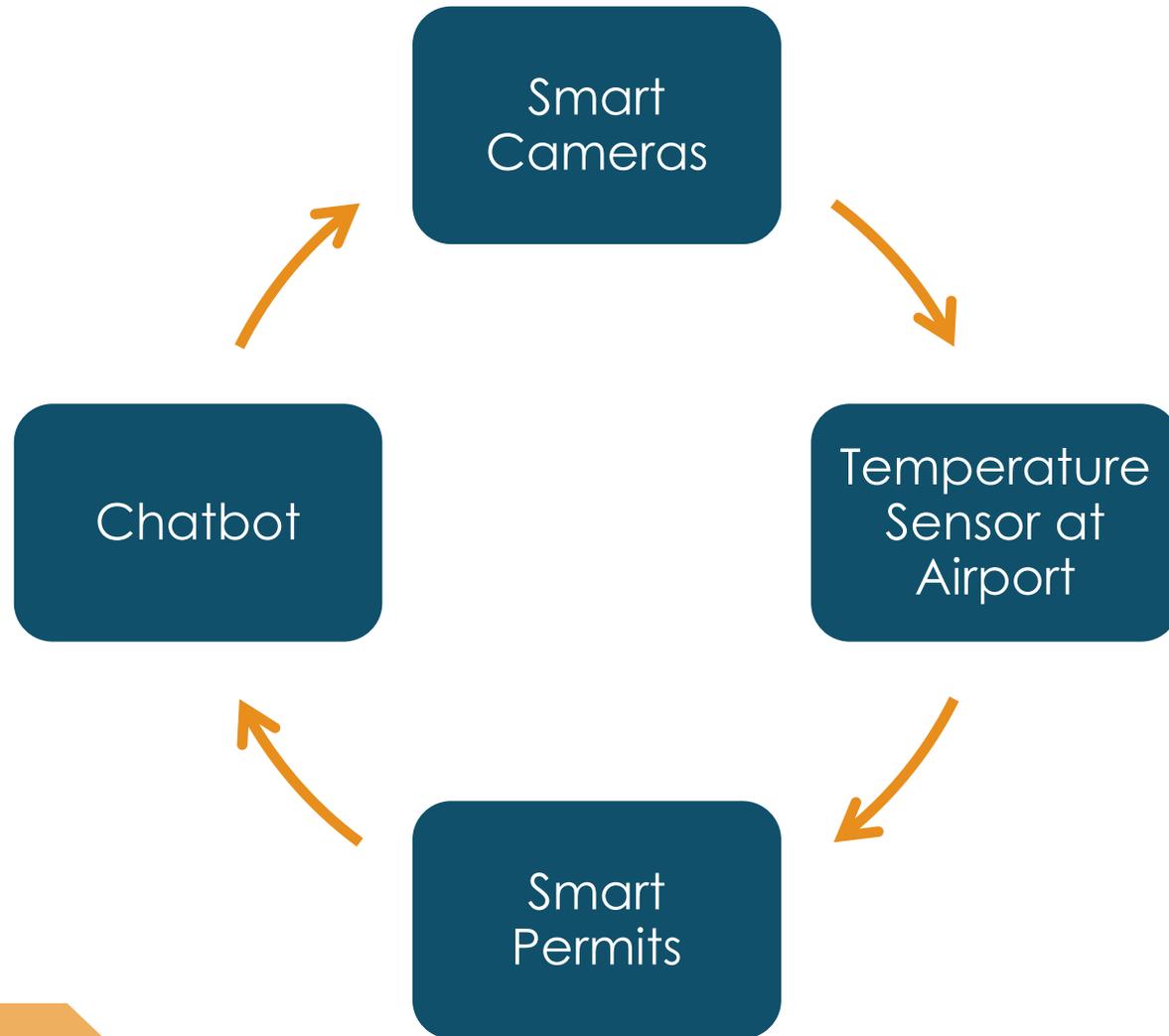
- The government interconnection system has been relied upon to facilitate and approve government transactions and procedures, taking advantage of the government cloud platform to host government systems for remote work.



Geographical Information System



Artificial Inelegance AI



A nighttime cityscape featuring several prominent skyscrapers with illuminated facades. The buildings are lit up with various colors, including red, blue, and white. The sky is dark blue, and the city lights create a vibrant glow. A large, stylized gradient bar, transitioning from blue on the left to orange on the right, is positioned at the bottom of the image. The text "Thank You" is overlaid in white on the left side of the image.

Thank You



Ministry of Digital Economy
and Entrepreneurship

Modernization and Digital Innovation Council Of Europe

Vision



Digital environment that accelerates economical growth, supports entrepreneurship while enabling social and political stability

بيئة رقمية محفزة للنمو الاقتصادي
وداعمة لريادة الأعمال وممكنة
للاستقرار الاجتماعي والسياسي

Digital Transformation – Key Performance Indicators by 2025

01



Improve Citizen Experience,
Innovative Centralized Service Platform, Reaching 80% citizen satisfaction rate

02



Improve Jordan position in digital economy regionally & globally
Top 3 regionally
Top 35 globally

03



Economic Growth
Improve direct contribution to GDP 7-8%

04



Limit Corruption
Space to minimum by digitizing 100% of governmental services

05



Cost Optimisation in saving the government expenditure by 150M

06



Create Jobs
YTJ 30K jobs after 5 years
Internships 5K after 5 years
Entrepreneurs 15K jobs

07



Increase Connectivity
100% Government – FTTH
70% Business - FTTH
50% Households – FTTH
60% OF 5G Coverage

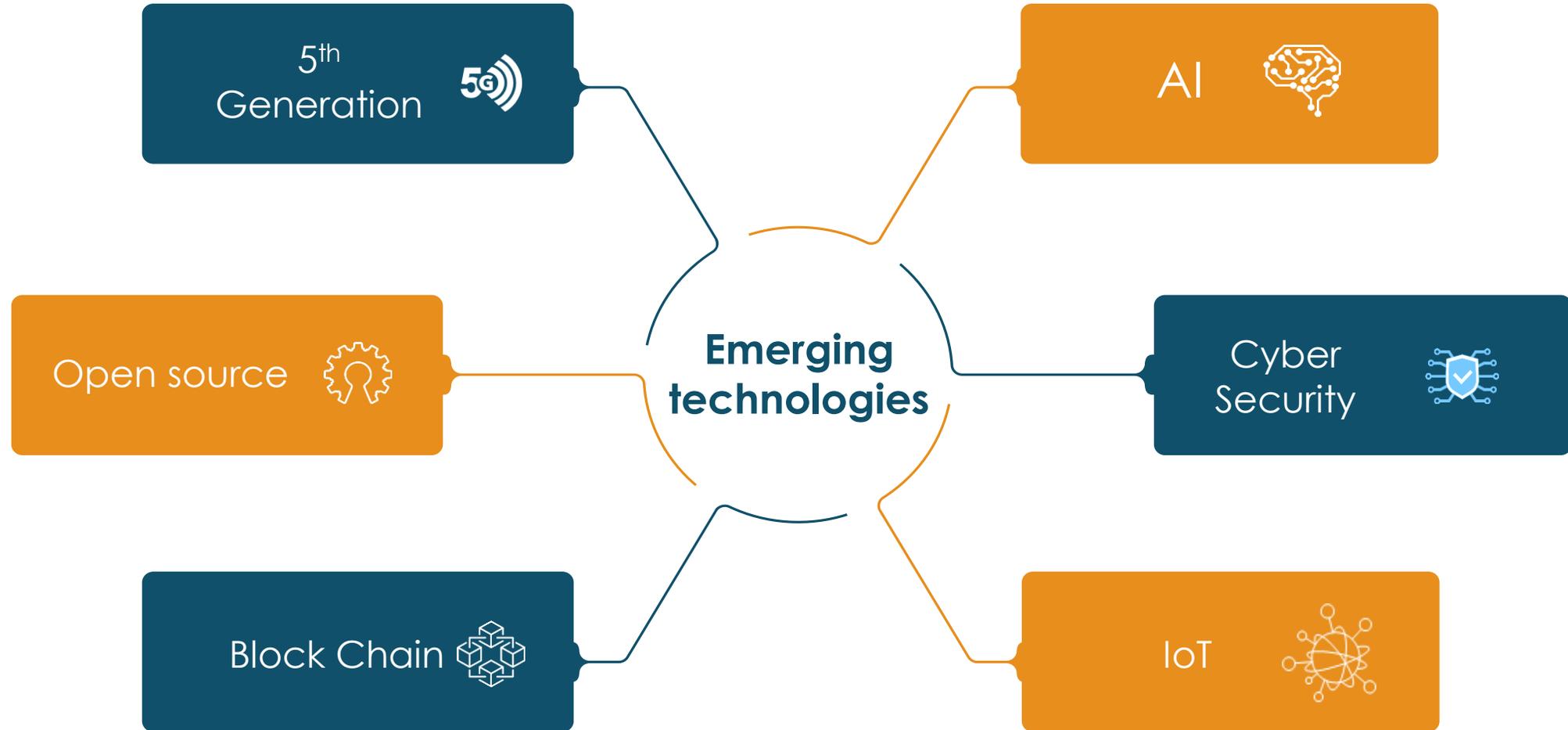
Moving Forward



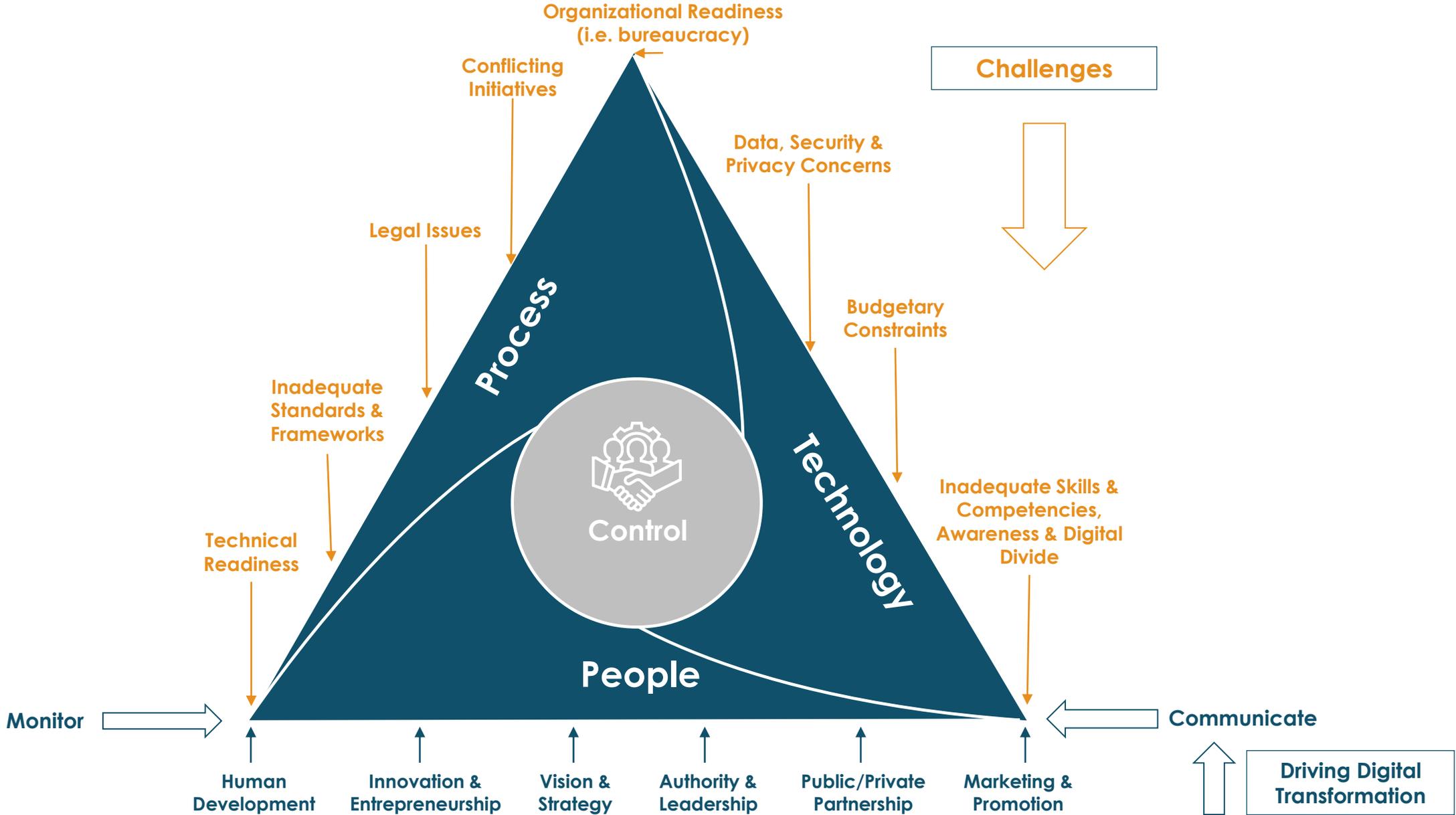
Strategy Enablers

Digital Infrastructure	5G, IoT, AI, Cybersecurity, Blockchain, Open Source, Cloud, Data Centers, e-Payment, Disaster Recovery (DR) Sites, APIs, Digital Identity, Broadband Internet, National Optical Fiber, Secure Government Network
Digital Government Services	Interactive Service Platform, Once Only Principle, Simple & Fast Services, Leaving No One Behind, Digital by Default
Data	National Information System, Classification of Government Data, Personal Data Protection, Open Government Data
Youth, Technology & Jobs	Support Provision of Digital skills, Support Expansion of Digital Sector & Digital Government Services
Innovation & Partnership with Private Sector	Ministry of Health, Department of Land and Survey, Income and Tax Department, Ministry of Higher Education & Scientific Research, National Broadband Network
E-Participation	e-Information, e-Consultation, e-Decision Making
Change Management & Human Resources	Awareness, Capacity Building, Reinforcement, Participation, Knowledge Development
Management of Government Resources	Centralized Government ERP Solution

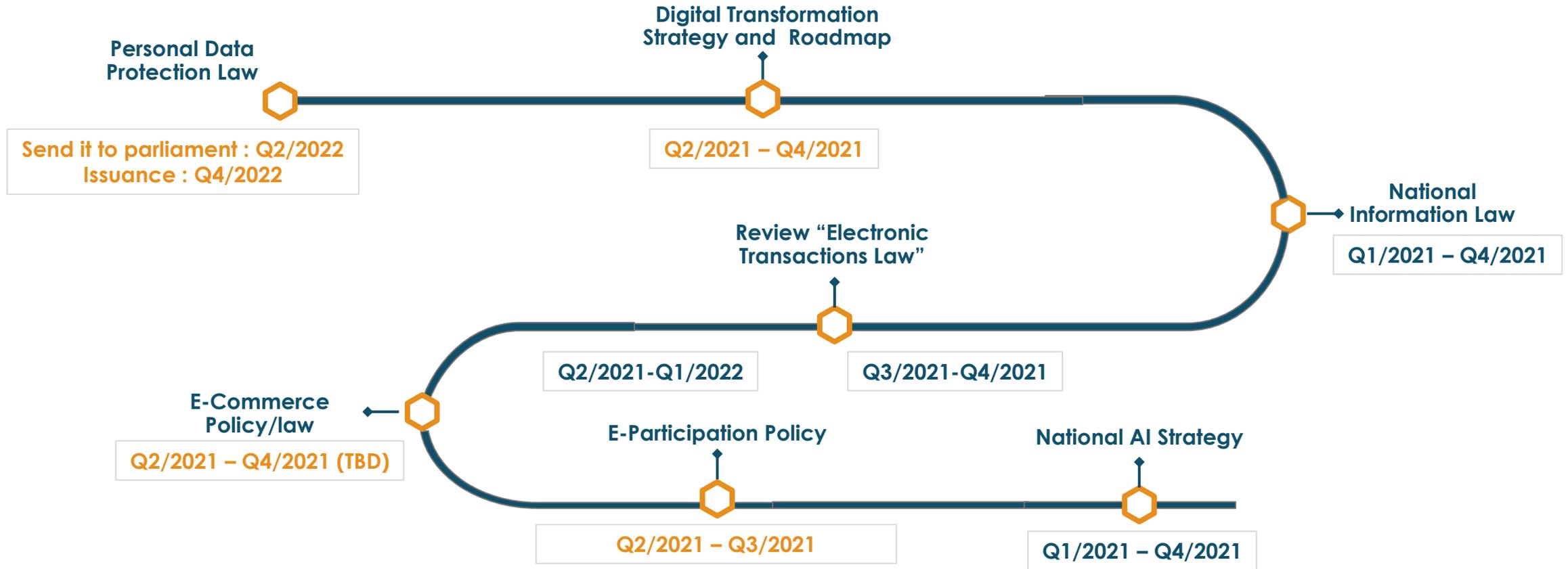
Emerging technologies



Driving Digital Transformation and Challenges



Policies & Strategies Digital Transformation Roadmap



Needed Resources

0

Budget

0

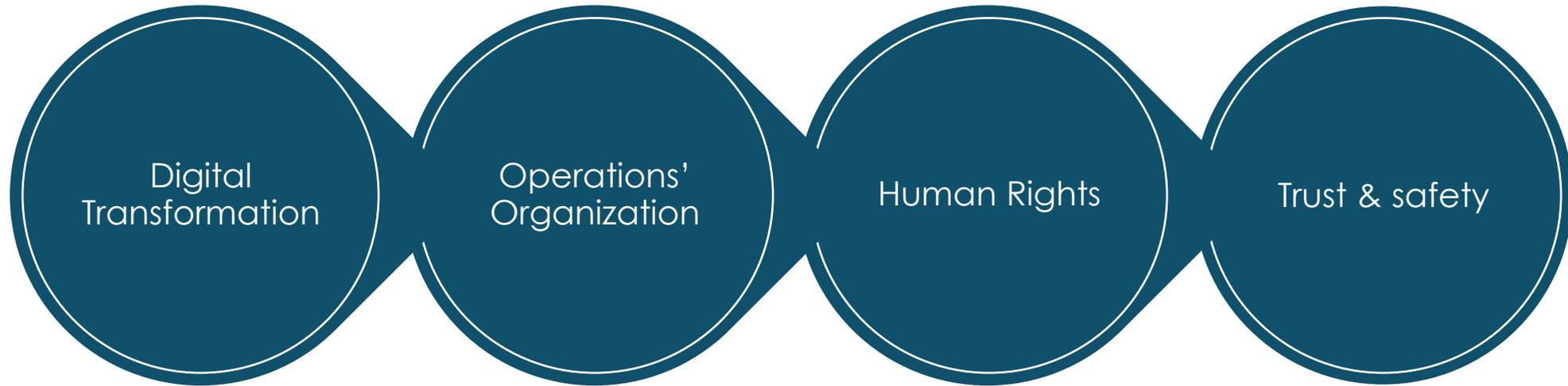
Project Timeline

1 Years

Personal Data protection



Law General **Justifications**

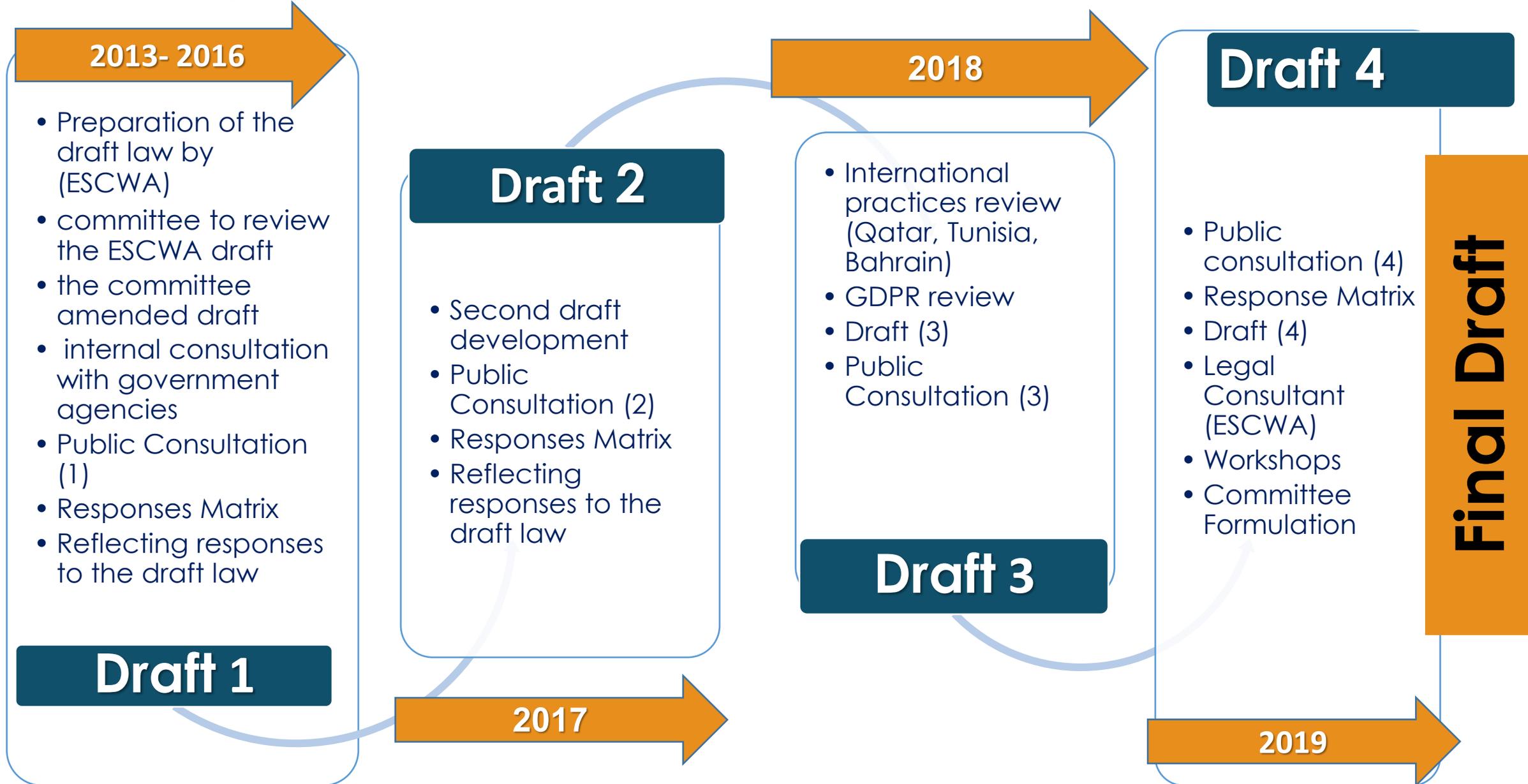


- The ease of collecting, processing and retaining personal data by ministries, government agencies, institutions and companies,
- Balances the mechanisms of individuals' rights to protect their personal data, while at the same time allowing companies and investors to benefit as much as possible from the circulation of data and information in light of the cyberspace and the spread of concepts of big data and artificial intelligence.
- Establishing regulatory frameworks that establish the preservation and processing of data within clear restrictions and obligations, which enhances the necessary confidence in engaging in the digital economy and contributing to the promotion of electronic commerce and services in the Kingdom.
- To achieve the constitutional rights and freedoms stipulated in the Constitution of the Hashemite Kingdom of Jordan. And based on Article No. (7) Paragraph No. (2) of the Constitution.

“Every attack on public rights and freedoms or the sanctity of the private life of Jordanians is a crime that punishable by Law”

- Putting an end to cases and forms of attacks on the personal data of citizens and residents in the Kingdom , penalties for violators of the provisions of this law.

Draft Law Formulation



Best Practices



2012



2020



2016



2018



2018



2011



2018

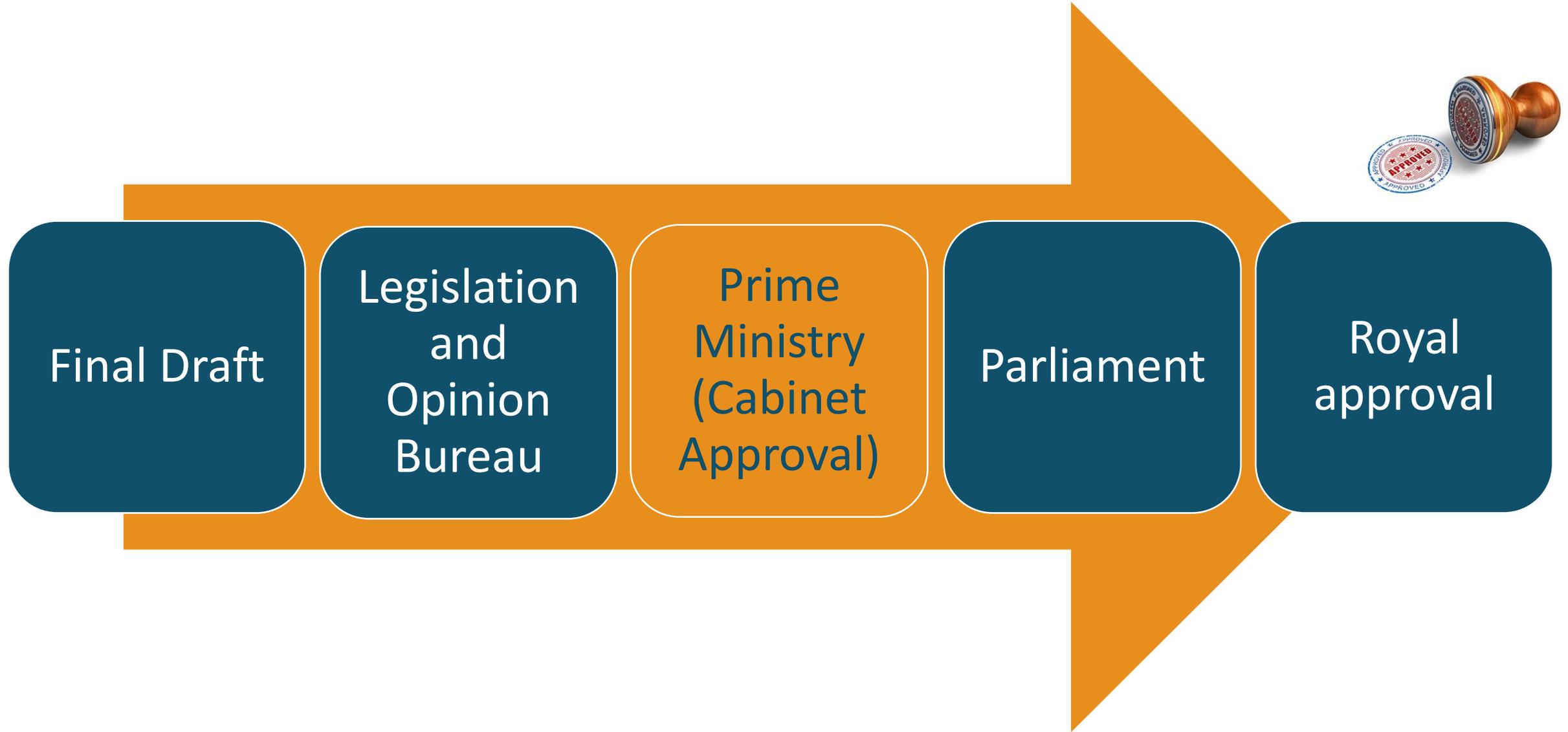


2018



2009

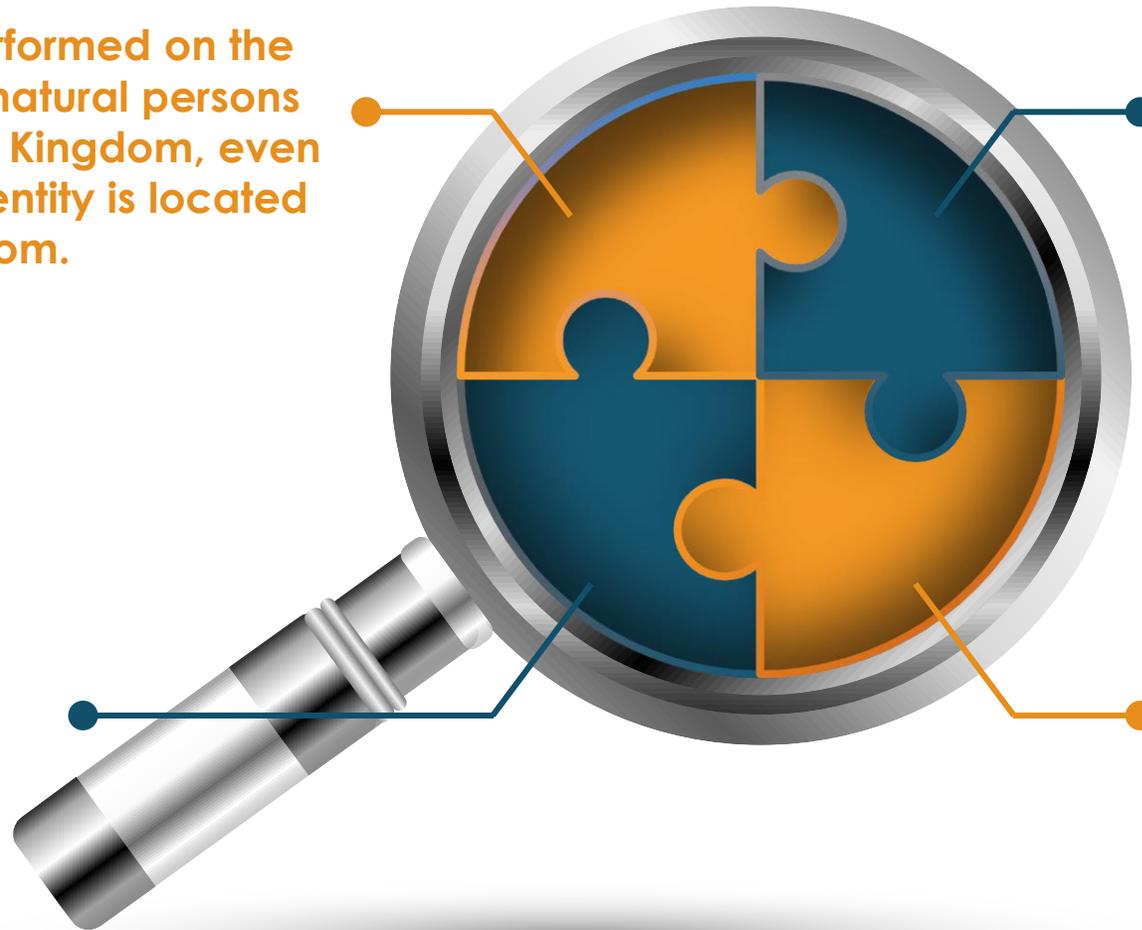
Law Status



The scope of the law

All processing performed on the personal data of natural persons present inside the Kingdom, even if the processing entity is located outside the Kingdom.

The Council may exclude some start-ups and SME



The provisions of this law do not apply to personal data operations with a personal or family scope

All Processing Entities that directly process, in any way, any of the personal data even if such data was collected before this Law came into force.

Personal Data

Any data or information related to a natural person regardless of its source, that could directly or indirectly identify him

name, address, phone number
Family status

Geolocation, IP Address

Sensitive data that, when processed, pose risks or discrimination regarding the protection of the person

ethnicity, political opinions, religious beliefs, health, physical, financial

Data Subject Rights

- ✓ Right to Prior Approval(Consent)
 - ✓ Right to Object and Withdraw Approval
 - ✓ Right to be Notified
 - ✓ Right to Demand Correction, Withholding, or Deletion
 - ✓ Right to Transfer
 - ✓ Right to be Forgotten
- 

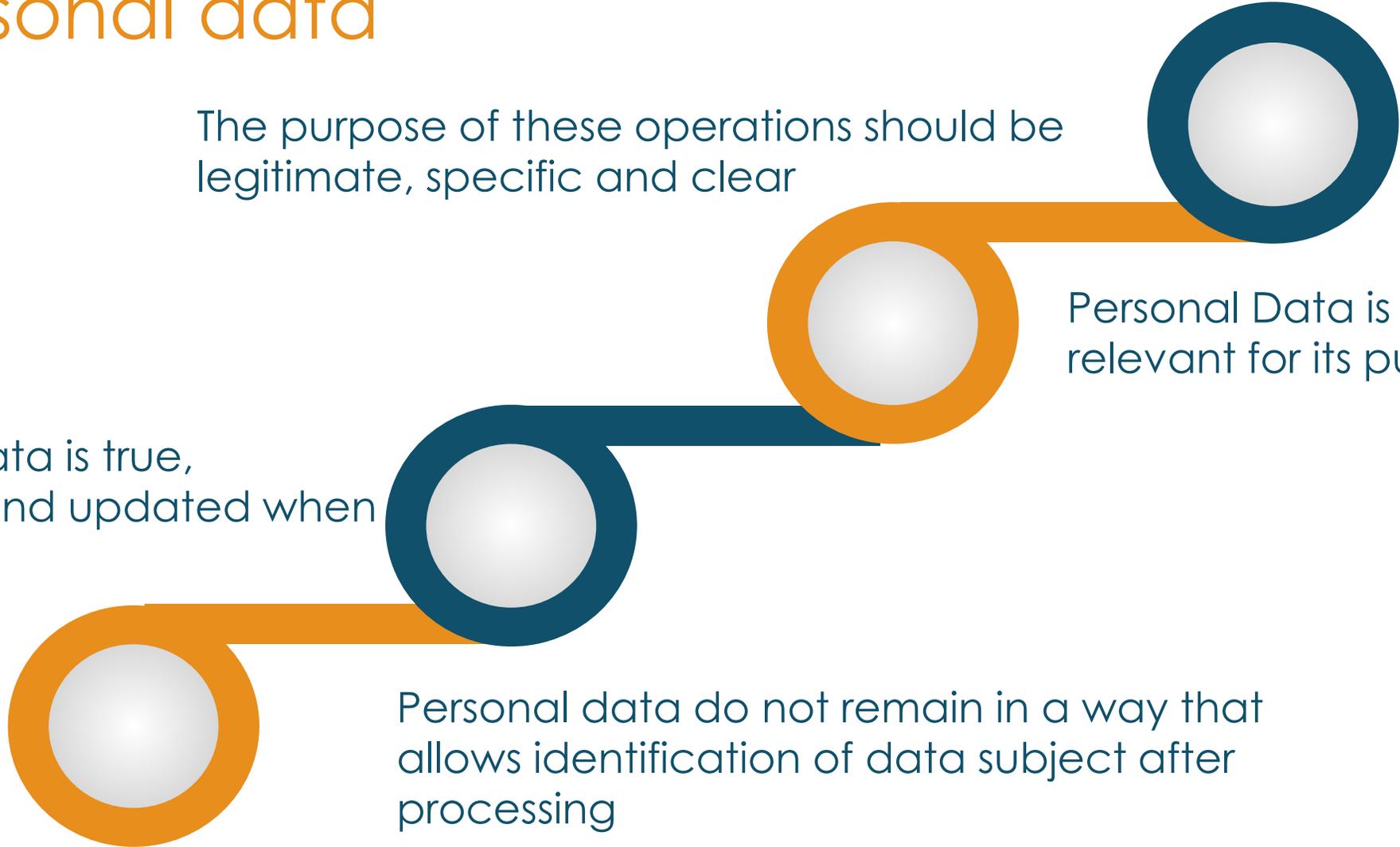
General requirements processing of personal data

The purpose of these operations should be legitimate, specific and clear

Personal Data is sufficient and relevant for its purpose

Personal data is true, accurate and updated when required

Personal data do not remain in a way that allows identification of data subject after processing



Exceptions from Prior Approval

When:

- ✓ the processing is necessary for preventing or discovering a crime based on a court decision or an order by the public prosecutor aimed at preventing, discovering, or monitoring the crimes committed in violation of the provisions of the law;
- ✓ The processing is required or authorized under any of the legislation in force or pursuant to a decision by the court of competent jurisdiction;
- ✓ The processing is necessary to protect the interests of the Data Subject,



Exceptions from Prior Approval... (2)

- ✓ The personal data to be acquired or subjected is part of a source accessible to the public,
- ✓ The processing is necessary for scientific or historical research purposes or statistical objectives to achieve public interest or serve national security considerations; or
- ✓ The processing is necessary to conclude a contract to which Data subject is party.



A nighttime cityscape featuring several prominent skyscrapers with illuminated facades. The sky is dark blue, and the city lights create a vibrant glow. A decorative bar with a blue-to-orange gradient is positioned at the bottom of the image.

Thank You