



MINISTRY OF PLANNING AND INTERNATIONAL COOPERATION

# REFORM SECRETARIAT

## REFORMS CATALYSTS

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## DIGITAL TRANSFORMATION WORKSHOP TO INTRODUCE THE GOVERNMENT OF THE UNITED KINGDOM'S JOURNEY

As part of the technical assistance through Jordan Growth Multi-Donor Trust Fund which aims to improve access, quality and continuity of business and infrastructure services by generating data and evidence to enhance service delivery and policymaking, a workshop was held to introduce the Government of the United Kingdom's journey, successes and challenges, in addition to a panel discussion on the best practices around the world under the patronage of His Excellency Mr. Ahmed Hanandeh, Minister of Digital Economy and Entrepreneurship in Jordan. This support is in line with Government of Jordan's efforts to the Digital Transformation as part of the Reform Matrix.

This workshop was coordinated and facilitated by the Reform Secretariat at the Ministry of Planning and International Cooperation, the World Bank Group (WB), and United Kingdom Government Digital Service which was held in July 2022 and hosted a variety of public and private sector representatives, including Ministry of Digital Economy and Entrepreneurship, the Prime Ministry Office, Crystel Multilingual Contact Center, Earnest and Young, Edmaaj, and representative from USAID's Public Financial Management and Administration Project.

The workshop covered (i) learning experiences from the Government of the United Kingdom's digital journey; (ii) role of offline in e-Service Delivery; (iii) Service Measurement; and (iv) Administrative Service Delivery and Citizen Engagement.

Digital technologies are providing unique approaches for people to communicate and access information, but also for the facilitation of structural transformation through new employment opportunities, digital entrepreneurship and enhanced productivity in traditional sectors.



“ Jordan’s infrastructure is ready for digital transformation to upgrade government services. Before the end of this year, digitization of several services will be completed for citizens and residents through the National Registry of Government Services. Jordan’s ICT sector has high growth potential, skilled human resources, safe infrastructure, and supportive legislations and incentives. The private sector is an essential partner in the digital transformation process, as we seek to provide it with the optimal environment for investment and expansion to achieve national goals.

- H.E. Mr. Ahmed Hanandeh, Minister of Digital Economy and Entrepreneurship



“ The World Bank continues to support Government of Jordan’s effort towards Digital Transformation reform through different mechanisms including the Jordan Growth MDTF.

- Mrs. Holly Benner, Jordan Resident Representative – World Bank



“ Digital transformation is aligned to the Reform Matrix, as through our work we support other programs of the government such as the Economic Modernization Vision. We appreciate and commend donors who are supporting the Jordan Growth MDTF.

- Mr. Omar Fanek, Director of Reform Secretariat at MoPIC



## ▶▶ Next steps

The Ministry of Digital Economy and Entrepreneurship (MoDEE) will deploy the national registry for government services which is anticipated to be deployed in October 2022. The system will include service cards for more than 2,000 government services. The United Kingdom Government Digital Service have supported MoDEE in designing the service card template which will be filled out later on by each government entities.



This workshop has been sponsored by the Jordan Inclusive Growth and Economic Opportunities Multi-Donor Trust Fund (MDTF), and supported by the Reform Secretariat at Ministry of Planning and International Cooperation (MoPIC). The MDTF is administered by the World Bank Group, Co-Chaired by MoPIC and funded by the governments of the "United Kingdom, Netherlands, Canada, Germany and Norway" which supports Jordan's economic reform efforts.