

RESPONSE OF THE HASHEMITE KINGDOM OF JORDAN

**ON THE IMPLEMENTATION OF THE
*RECOMMENDATION CONCERNING THE PROMOTION***

AND

USE OF MULTILINGUALISM AND UNIVERSAL ACCESS TO CYBERSPACE

OCTOBER 2014

5. Increase Information Security Awareness and its importance to National Security through a National Information Security Awareness and Training Program.

B. ICT Security:

Over the past few years, telecommunication regulators have been approached by market players expecting regulators to be increasingly involved in ICT security issues. Network and information security have always been important in telecom regulation, but the importance of security changes character with evolving technologies. Security related to current communication systems, including Internet, are broader than security issues when telephony was, the most dominant service. Current information and communication technologies raise a large range of questions because Internet is a more open environment than earlier communication systems; wireless communication also raises new security problems; and networks and services are increasingly international, constituting new security issues.

Telecommunications Law: the existing Telecommunications law is being revised to address within the context of existing laws and legislations major sector issues such as effective competition in line with global developments and changes. A draft of a new telecommunication law and amendments to existing legislations will be proposed to enable effective competition in the Telecom market and to enhance the enforcement of law upon operators. and it is now under revision with the Legislation and Opinion Bureau..

C. Copyrights legislation.

Jordan's Copyright law No (22) of 1992 as revised in the Copyright law (8) in 2005 includes software provisions as follows:

1. Article 3 P.8 stipulates that all computer software is protected by Copyrights

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E. Encouraging Arabic Language E-Content

availability, the general increase in IT awareness, as well as the changing needs and priorities of the target users.

Article (61): Government encourages the Commission to assist in achieving the goal of significantly increasing the level of Internet penetration, particularly broadband access, in all areas of Jordan by considering a variety of actions, including, but not limited to the following:

Supporting the further deployment of new technologies and maximizing the benefit from the frequencies that will become available as a result of transition to digital broadcasting in order to increase and extend Internet access.

Enforcing infrastructure and facilities sharing between operators, and encouraging sharing of facilities with public utilities (such as electricity providers), at reasonable prices and conditions, in order to reduce the costs of providing and extending Internet service.

Ensuring the provision of physical network infrastructure access services such as Local Loop Unbundling and all forms of unbundled and shared access to local loops and sub loops at each feasible location, including access to associated facilities and services on a nondiscriminatory basis

Continuing to ensure the introduction of wholesale broadband access services at each feasible location, including access to associated facilities and services, on a non-discriminatory basis.

Article (62): Government encourages the creation and expansion of local/regional Internet Exchange Points (IXPs) in order to improve the Kingdom's Internet infrastructure and performance, to reduce Internet transit costs and network latency, and to facilitate access to online content.

DEVELOPMENT OF PUBLIC DOMAIN CONTENT

The Hashemite Kingdom of Jordan submitted an application on Dec 12, 2009 to the ICANN for the domain of Jo(ord

E-government Portal <http://www.jordan.gov.jo/wps/portal/MyArabicPortal>

Today Citizens and Businesses have access to about 85 e-Services on the National Government Portal (Jordan.gov.jo). Many more online information and interactional services are offered on government official websites.

National Broadband Network (NBN) http://www.moict.gov.jo/MoICT_NBN.aspx

The National Broadband Network is an open access network established by the government of Jordan to support the growth of traffic demand as the pace of technology diffusion accelerates. The NBN Program contributes to strengthening Jordan infrastructure for broadband networks and its direct effect on accelerating growth, social and economic development through the distribution of such endeavors all over the Kingdom and bridge the digital divide between cities and remote villages, in addition to increase the effectiveness, efficiency and performance of various economic sectors , and to fulfill the rapid need for extra capacity for data transfer , both at the level of everyday life « digital » or the vital economic areas including health , education , and government services in all parts of the Kingdom in an equal manner.

It has connected around 962 sites to the network which consist of ,678 public schools, 92 health center and hospitals, 174 government entity, 18 electrical companies' points From which 19 aggregate point and around 1647 Km fiber cables were laid (899 KM induct cables and 748 ADSS cables), which is now being deployed across the kingdom with a capacity of (100 Mbps) per site in a bid to provide a high speed broadband platform for Jordanian to improve both educational system and healthcare system as well as increase access to under-served areas, future plans are being studied to utilize the network to support the business sector in Jordan

Department of the National Library

The Right of Access to Information Law No. (47) For the year 2007 was issued in order to guarantee freedom of access to information and to ensure high level of transparency in providing information to applicants. According to the Law, any Jordanian can apply to get the information he/ she wants, regardless of his/ her place of residence.

Open Source Software

Government is not the only service provider, but it possesses vast range of data pertaining to all aspects of citizens' lives. Some of the data are confidential and should not be shared without citizen's consent, but wide range of data does not fall under confidential classification and can be published or provided as platform independent downloadable and searchable databases that are built based on open standards. Since knowledge is power, Open data will serve as an invitation to all citizens to provide informed feedback to the government which will contribute to policy making and shaping service delivery design.

Open data, not only will enhance transparency, but also, it will offer entrepreneurs and Non-Government Organizations (NGOs) such as Unions, Agencies, and Associations to use this data to produce non-governmental services that cater to targeted segments of society especially vulnerable groups, citizens with disabilities and chronic diseases and the unemployed. Currently, the government of Jordan has tendered a new portal that includes a platform for hosting the open data for the public use.

Cloud Computing: The Government of Jordan recently has launched its first private cloud project which serves the government entities through providing the infrastructure as a service (IAAS) where any government entity can be provided with virtual servers (VM) in a very short time while in the past this process was taking months to purchase the required servers.

National call center: The NCC (06-5008080) is currently serving citizens and businesses by answering calls for 22 government agencies regarding over 200 services in addition to receiving citizens' complaints and suggestions against government services. In addition, as of today, 77 government Agencies have subscribed to National SMS Gateway push services.

National Mobile gateway: The National Mobile Gateway and SMS Gateway (94444) offer 40 Government e-Services that are offered by 22 government agencies

Central Applications across government agencies: Government Agencies have central applications to integrate with such as the Government Finance Management Information System (GFMIS) by Ministry of Finance, Human Resource Management Information System (HRMIS) being developed by the Civil Status Bureau and Inventory Management System that is developed by the General Supply Department

Whole of Government Approach: To improve government efficiency and enable each entity to focus on its core functionality rather than managing administrative and financial systems, government must work as a holistic government by organizing and standardizing processes across government entities around user needs. This will solve the current silos of public sector which create redundancy and fragmentation in government. This approach can also enable different entities to

reap the benefit of information sharing to facilitate service provision and reduce the burden on citizens in term of running around different agencies to authenticate documents and clearances.

Government is working to utilize the existing shared and composite services, integrate related vertical services and integrate government systems through Enterprise Service Bus (ESB) which was developed for the purpose of providing cross governmental services and currently 22 government services are connected to this middleware system.

E-Participation and e-Inclusion: The government are keeping up with latest communication and participation tools in order to build rapport with their beneficiary TJ6(r(s)--9(c)4(h TJ6[pa-3(s)-10h TJ6discussns

INCENTIVES

Jordan is providing several incentives to the private sector by means of tax exemptions and tax breaks for ICT companies establishing a commercial presence in Development Zones across the kingdom. Another is the establishment of a one stop shop for those seeking to establish investments in the country allowing for a 100% ownership of FDI in line with Jordan's liberalization policy and its commitments to the WTO. Incentives and exemptions granted to foreign and local investors according to the new Investment Promotion Law (2014):

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The Hashemite Kingdom of Jordan is taking a progressive stance and concrete measures to elaborate and implement an Enterprise Innovation Policy and R&D in accordance with the Euro-

The purpose of the strategy is to provide Jordan with a defined strategy for addressing areas of specific weakness and opportunity for the purpose of improving the role of ICT in Jordan's economic development and job creation. Robust economic development and job creation must be linked with exports. The strategy is designed to be aligned with the Government of Jordan's Policy in the Telecommunications and IT Sectors in its recommendations.

THE MAIN ISSUES AND NEW CHALLENGES THAT NEED TO BE FURTHER ADDRESSED FOR PROMOTING MULTILINGUALISM AND UNIVERSAL ACCESS TO CYBERSPACE

Jordan's primary challenge is to achieve universal service/access to cyberspace. This poses significant constraints due to the lack of capital investment required to expand ICT into rural and under-served areas. However, the government is exploring innovative ways to finance and manage ICT-based projects that foster and promote the development of