Chapter: 3202 National Information Technology Center

Creation: The National Information Center was established as one of the scientific research centers affiliated

with the Higher Council for Science and Technology in 1993. In 2003, It was transformed into the National Information Technology Center under the National Information Technology Resources Employment Law No. (81) for the year 2003 (temporary law), and it is considered the legal and real

successor for the National Information Center which was established under the National

Information Center Bylaw No. (50) for the year 1992 and the National Information Technology Center

became the main national authority for managing information technology resources in the

government sector.

Vision: A national center leading the development and implementation of government information

technology with distinction.

Mission: Executive reference of Information Technology resources in the government institutions in terms of

their employment and optimal usage as well as maximizing their benefit and ensuring their security

, setting the necessary standards for their implementation and enabling the local community.

Legal Framework: Information Technology Resources Employment in the Government Institutions Law no (81) for

2003

Tasks of the Ministry / Department:

 Provide and tabulate the main database on the national level and develop software related to the usage of a national integrated information system

- Conduct research and survey related to government ministries, departments and institutions and their usage for IT resources
- Manage and register internet domains (jo.) and (Jordan.)
- Prepare plans and programs for qualifying and training the staffs of government ministries, departments and institutions on the usage of IT resources
- Issue and distribute publications related to IT resources and uses
- _ Provide consultations in the fields of IT resources, software and specifications and any other relating issues.
- Issue the technical specifications to manage and operate technology in the government ministries, departments and institutions

Ministry/Department Contribution to the Achievement of the National Objectives:

- Develop the Jordanian economy to become prosperous and open to regional markets
- Efficient infrastructure and facilities with high return
- _ Informed community communicated with Communication and IT means

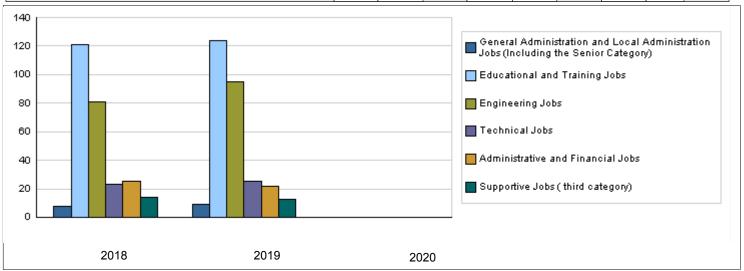
Major Issues and Challenges which face the Ministry / Department:

- Inability to attract and preserve expertise
- The existence of financial determinants

CHAPTER: 3202 National Information Technology Center

Strate	Strategic Objectives and Performance Indicators of the Ministry / Department									
Stratagia Objective	ve Performance Indicator		Base	Value	Actual Value	Target Value	Preliminary Self Evaluation	Ta	arget Value	;
Strategic Objective		Performance Indicator	year		2018	2019	2019	2020	2021	2022
1 - Contribute to applying the national strategy for	1	Number of implemented national initiatives, programs and projects	2007	1	6	7	5	-	-	-
information technology and implement established plans and programs		Percentage of completion of the infrastructure to monitor the strategy items	2007	30%	90%	90%	90%	-	-	-
	3	Percentage of improving the level of IT sources usage	2007	20%	70%	75%	75%	ı	ı	-
2 - Provide comprehensive electronic and information services on the national level	1	Number of provided electronic services	2007	3	12	14	12	-	-	<u>-</u>

	Number of Staff o	f the M	inistry /	Depar	tment						
Group	Job	2018				2019			Preliminary 2020		
Group	300	Male	Female	Total	Male	Female	Total	Male	Female	Total	
General Administration and Local Administration Jobs (Including the Senior Category)	Leadership Jobs	9	0	8	9	0	9	0	0	0	
Educational and Training Jobs	Section Head, Trainer	48	73	121	50	74	124	0	0	0	
Engineering Jobs	Engineer	54	27	81	67	28	95	0	0	0	
Technical Jobs	Programmers	11	12	23	11	14	25	0	0	0	
Administrative and Financial Jobs	Accountant and Administrative	17	15	25	8	14	22	0	0	0	
Supportive Jobs (third category)	Support jobs	13	1	14	12	1	13	0	0	0	
	Total	152	128	272	157	131	288	0	0	0	
	Total Cost of Salaries	0	0	0	1215660	1014340	2230000	0	0	0	



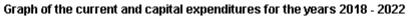
	Key Information of the Ministry / Department										
No.											
1	Number of implemented national initiatives, programs and projects (cumulative)	3	5	6	5	0					
2	Number of provided electronic services (cumulative)	6	9	11	12	0					

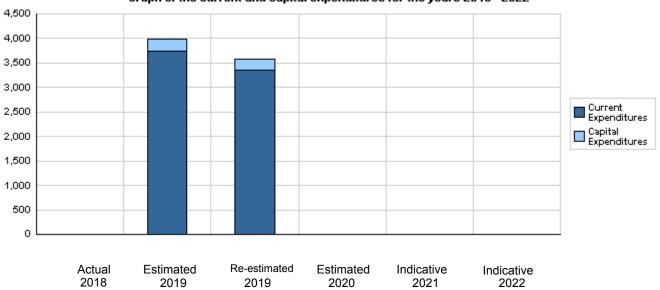
Overall Summary of Expenditures for Chapter 3202- National Information Technology Center for the Years 2018 - 2022

(In JDs)

		Actual	Estimated	Re-estimated	Estimated	Indic	ative
	Description	2018	2019	2019	2020	2021	2022
Group		Current Ex	penditures		'	'	
2111	Salaries, Wages and Allowances	0	2,303,000	1,985,000	0	0	0
2121	Social Security Contributions	0	265,000	245,000	0	0	0
2211	Use of Goods and Services	0	1,125,000	1,069,000	0	0	0
2821	Other Current Expenditures	0	50,000	50,000	0	0	0
	Total current expenditures	0	3,743,000	3,349,000	0	0	0
		Capital Ex	penditures				
3112	Devices, Machinery and Equipment	0	250,000	225,000	0	0	0
	Total capital expenditures	0	250,000	225,000	0	0	0
	Treasury	0	250,000	225,000	0	0	0
	Total current and capital expenditures	0	3,993,000	3,574,000	0	0	0

(Thousands of JDs)





6201 Administration and Support Services Program

Objective of the program :

Improve the administrative capacities for all administrative units in the National Information Technology Center.

The strategic objective related to the program:

Contribute to applying the national strategy for information technology and implement established plans and programs

Directorates associated with the program:

Administrative and Financial Directorate.

Services provided by the program :

Provide financial and administrative services necessary for maintaining the Center's works and analyzing training requirements for the Center's employees and prepare training plans and follow up training for fresh graduates inside the Center

Staff working in the program:

The program is implemented through a functional staff in 2019 estimated with (43) staff, including (23) males and (20) females .

	Performance Measurement Indicators for Program										
	Performance Measurement Indicator	Base	Value	Actual value	Target Value	Preliminary Self Evaluation	-	Target Va	llue		
		Year		2018	2019	2019	2020	2021	2022		
1	Percentage of qualified employees/ employees' evaluation	2007	92%	96%	98%	96%	-	-	-		
2	Degree of staff satisfaction of applied regulations	2007	10%	67%	93%	70%	-	-	-		

Appropriations Of Administration and Support Services Program as Per Activities and Projects. (In JDs)										
		Actual	Estimated	Re-estimated	Estimated	Indic	cative			
	Activities and Projects	2018	2019	2019	2020	2021	2022			
Current	Expenditures	0	837,000	739,000	0	0	0			
601	Administrative and Support Services	0	837,000	739,000	0	0	0			
Capital I	Expenditures	0	0	0	0	0	0			
	Program / Treasury	0	0	0	0	0	0			
	Total Program	0	837,000	739,000	0	0	0			

6202 E-government Operations Center Management Program

Objective of the program :

Provide electronic services with high sustainability through the management and operation of electronic government processes center and electronic government programs management and provide support for other national entities concerned with IT on the national level.

The strategic objective related to the program :

Provide comprehensive electronic and information services on the national level

Directorates associated with the program :

- Electronic Operations Directorate.
- Technical Services Directorate.

Services provided by the program :

- Managing and operating joint services of the E-government.
- Ensuring the information safety for E-services.

Staff working in the program :

The program is implemented through a functional staff in 2019 estimated with (47) staff, including (40) males and (7) females.

	Performance Measurement Indicators for Program									
	Performance Measurement Indicator		Value	Actual value	Target Value	Preliminary Self Evaluation	-	Target Va	llue	
		Year		2018	2019	2019	2020	2021	2022	
	Number of government departments subscribing in the secured government network	2007	18	106	120	106	-	-	-	
2	Number of provided electronic services	2007	3	12	14	12	-	-	-	
3	Percentage of data center service availability (continuity) (international standard)	2015	99.98%	99.98%	99.990%	99.98%	-	-	-	

Appropriations Of E-government Operations Center Management Program as Per Activities and Projects. (In JDs										
	Actual	Actual Estimated Re-estimated Estimated Indica								
Activities and Projects	2018	2019	2019	2020	2021	2022				
Current Expenditures	0	974,000	803,000	0	0	0				
601 Develop and manage e-government operations center	0	974,000	803,000	0	0	0				
Capital Expenditures	0	0	0	0	0	0				
Program / Treasury	0	0	0	0	0	0				
Total Program	0	974,000	803,000	0	0	0				

6203 Technical Services Program

Objective of the program :

- To provide technical support services for all government institutions.
- To manage TAC.
- To manage government data center sustainability equipement.
- To manage domains on the national level.

The strategic objective related to the program :

Contribute to applying the national strategy for information technology and implement established plans and programs

<u>Directorates associated with the program:</u>

- Technical Services Directorate
- Electronic Operations Directorate
- Information Security and Networks Incidents Directorate

Services provided by the program :

Provide technical support for all government institutions.

Staff working in the program:

The program is implemented through a functional staff in 2019 estimated with (59) staff, including (46) males and (13) females .

	Performance Measurement Indicators for Program									
	Performance with	easure	ment ma	icators for	Program					
	Performance Measurement			Actual	Target	Preliminary Self Evaluation		Target Va	lue	
	Indicator	Base	Value	value	Value	Lvaluation				
		Year		2018	2019	2019	2020	2021	2022	
1	Percentage of institutions benefiting from internet	2007	50%	97%	100%	97%	-	-	-	
2	Number of hosted websites of government institutions	2007	50	152	165	152	-	-	-	
3	Number of registered Top-level domains (domain name)	2007	3800	5270	5600	5400	-	-	-	
4	Number of responses to information and networks security incidents (fewer cases due to increase number of security devices).	2017	40	39	40	39	-	-	-	
5	Increase in the numbers of staff trained to respond to incidents.	2015	5	8	18	8	-	-	-	
6	Percentage of legal software (Microsoft)	2007	70%	90%	96%	95%	-	-	-	

Appropr	Appropriations Of Technical Services Program as Per Activities and Projects. (In JDs)										
Activities and Projects Activities and Projects											
Current Expenditures	0	773,000	723,000	0	0	0					
601 Technical services manage the Center	gement in 0	773,000	723,000	0	0	0					
Capital Expenditures	0	0	0	0	0	0					
Program /	Treasury 0	0	0	0	0	0					
Total Progr	am 0	773,000	723,000	0	0	0					

6204 Joint E-government Operations Center Program

Objective of the program:

Provide appropriate hosting environment for datbases and electronic government services, provide protection from internal and external risks for operation systems, programs, and applications, protect databases, test websites and protect access into systems by unapproved or unauthorized persons or commissions.

The strategic objective related to the program :

Provide comprehensive electronic and information services on the national level

Directorates associated with the program:

- Technical Services Directorate
- Electronic Operations Directorate
- Information Security and Networks Incidents Directorate

Services provided by the program:

- Controlling sensitive government networks.
- Preparing required recommendations to develop government institutions systems in terms of security

Staff working in the program:

The program is implemented through the Center's staff

	Performance Measurement Indicators for Program									
Performance Measurement Indicator		Base	Value	Actual value	Target Value	Preliminary Self Evaluation	Target Value			
		Year		2018	2019	2019	2020	2021	2022	
1	Percentage of unified government information center occupancy	2017	33%	33%	60%	33%	-	-	-	
2	Percentage of infrastructure expansion at data center.	2014	50%	90%	98%	95%	-	-	-	
3	Percentage of analytical data availability related to information security of Unified Data Center	2007	20%	90%	100%	90%	-	-	-	

Appropriations Of Joint E-government Operations Center Program as Per Activities and Projects. (In JDs											
		Actual	Estimated	Re-estimated	Estimated	Indic	ative				
	Activities and Projects	2018	2019	2019	2020	2021	2022				
Current	Expenditures	0	0	0	0	0	0				
Capital E	Expenditures	0	250,000	225,000	0	0	0				
001	Safe Internet access point of the government departments	0	250,000	225,000	0	0	0				
	Program / Treasury	0	250,000	225,000	0	0	0				
	Total Program	0	250,000	225,000	0	0	0				

6205 Knowledge Stations Program

Objective of the program:

Contribute to realizing the comprehensive development through providing training programs which help individuals to raise their competitiveness in labor market, provide incubators platform all over the Kingdom, and by creating knowledge stations to be penetration points for national and international programs in the different fields.

The strategic objective related to the program :

Contribute to applying the national strategy for information technology and implement established plans and programs

Directorates associated with the program:

Knowledge Stations Directorate

Services provided by the program:

- Providing training according to local community requirements
- Providing infrastructure for the support of entrepreneurship.
- Accessing point for government E-services all over the Kingdom.

Staff working in the program:

The program is implemented through a functional staff in 2019 estimated with (139) staff, including (48) males and (91) females.

	Performance Measurement Indicators for Program											
	1 charmande meddarement indicators for 1 rogram											
Performance Measurement Indicator			Value	Actual value	Target Value	Preliminary Self Evaluation	Target Value					
		Year		2018	2019	2019	2020	2021	2022			
1	Percentage of recipients satisfaction of knowledge stations services	2014	50%	57%	75%	55%	-	-	-			
2	Addition of new training programs	2014	51	56	65	56	-	-	-			
3	Increase in the number of beneficiaries of knowledge stations services by 5% annually	2014	50000	60500	63600	60000	-	-	-			

Appropriations Of Knowledge Stations Program as Per Activities and Projects. (In JE											
	Actual	Estimated	Re-estimated	Estimated	Indi	cative					
Activities and Projects	2018	2019	2019	2020	2021	2022					
Current Expenditures	0	1,159,000	1,084,000	0	0	0					
601 Manage and operate knowledge stations	e 0	1,159,000	1,084,000	0	0	0					
Capital Expenditures	0	0	0	0	0	0					
Program / Treas	ury 0	0	0	0	0	0					
Total Program	0	1,159,000	1,084,000	0	0	0					

Chapter: 3202 National Information Technology Center

Curre	nt Ac	tivities Appropriations According to Pro	gram					
			Actual	Estimated	Re-estimated	Estimated	Indicative	Indicative
Prog.	<u></u>		2018	2019	2019	2020	2021	2022
6201	601	Administrative and Support Services	0	837000	739000	0	0	0
		Total of Program	0	837000	739000	0	0	0
6203	601	Technical services management in the Center	0	773000	723000	0	0	0
		Total of Program	0	773000	723000	0	0	0
6205	601	Manage and operate knowledge stations	0	1159000	1084000	0	0	0
		Total of Program	0	1159000	1084000	0	0	0
6202	601	Develop and manage e-government operations center	0	974000	803000	0	0	0
		Total of Program	0	974000	803000	0	0	0
		Total	0	3743000	3349000	0	0	0

Capita	Capital Projects Appropriations According to Program										
			Actual	Estimated	Re-estimated	Estimated	Indicative	Indicative			
Prog.		Projects	2018	2019	2019	2020	2021	2022			
6204	001	Safe Internet access point of the government departments	0	250000	225000	0	0	0			
		Total of Program	0	250000	225000	0	0	0			
		Total	0	250000	225000	0	0	0			

Overall Summary of Current Expenditures for the Years 2018 - 2022

Group		3202 National Information Te Description	Actual	Estimated	Re-estimated	Estimated	Indicative	(In JDs
	iteiii	Description	2018	2019	2019	2020	2021	2022
21		Compensations of Employees	2010	2013	2013	2020	2021	ZUZZ
2111		Salaries, Wages and Allowances						
	102	Unclassified Employees	0	580000	500000	0	0	0
	103	Comprehensive Contract Employees	0	550000	353000	0	0	0
	105	Personal Cost of Living Allowance	0	343000	332000	0	0	0
	106	Family Cost of Living Allowance	0	49000	49000	0	0	0
	110	Overtime Allowance	0	20000	20000	0	0	0
	111	Additional Allowance	0	434000	404000	0	0	0
	112	Other Allowances	0	103000	103000	0	0	0
	113	Transportation Allowance	0	81000	81000	0	0	0
	116	Employees' Bonuses	0	75000	75000	0	0	0
	120	Contract Employees	0	68000	68000	0	0	0
		Total	0	2303000	1985000	0	0	0
2121		Social Security Contributions						
2121	204	Social Security	0	205000	0.45000	0	0	0
	301	<u> </u>		265000	245000	-	-	-
		Total	U	265000	245000	0	0	0
22		Use of Goods and Services						
2211		Use of Goods and Services						
	201	Rents	0	130000	130000	0	0	0
	202	Telecommunications Services	0	335000	300000	0	0	0
	203	Water	0	3000	3000	0	0	0
	204	Electricity	0	550000	529000	0	0	0
	205	Fuels	0	15000	15000	0	0	0
	206	Maintenance of Machines, furniture and accessories	0	30000	30000	0	0	0
	207	Maintenance of vehicles, equipment and accessories	0	5000	5000	0	0	0
	208	Repair and maintenance of buildings and accessories	0	6000	6000	0	0	0
	209	Stationery, Publications and Office Supplies	0	10000	10000	0	0	0
	210	Substances and raw materials (medicines, clothes, food, films, etc)	0	2000	2000	0	0	0
	211	Cleaning services and supplies including cleaning contracts	0	17000	17000	0	0	0
	212	Insurance	0	5000	5000	0	0	0
	213	Official Travel Missions	0	4000	4000	0	0	0
	214	Goods and services expenses	0	13000	13000	0	0	0
		Total	0	1125000	1069000	0	0	0
28		Other Expenditures						
2821		Other Current Expenditures						
	302	Contributions	0	19000	19000	0	0	0
	303	Scientific scholarships and training courses	0	10000	10000	0	0	0
			1	1	1	1	1	1

Total 0

Total of Chapter 0

Non-Employees' Bonuses

Current Expenditures According to Program and Activities for the Years 2018 - 2022

Chapter : 3202 - National Information Technology Center (In JDs)

		3202 - National Information Techr						(In JDs
Progra	am :	6202 - E-government Operations	Center Man	agement				
Activit	ty :	601 - Develop and manage e-	governmen	t operations	center			
Group	Item	Description	Actual 2018	Estimated 2019	Re-estimated 2019	Estimated 2020	Indicative 2021	Indicative 2022
21		Compensations of Employees						
2111		Salaries, Wages and Allowances						
	102	Unclassified Employees	0	21000	11000	0	0	0
ŀ	103	Comprehensive Contract Employees	0	495000	345000		-	0
ŀ		Personal Cost of Living Allowance	ō	11000	10000		-	0
1	106	Family Cost of Living Allowance	Ō	5000	5000		•	0
1	111	Additional Allowance	0	16000	16000	-	-	0
1	112	Other Allowances	Ō	7000	7000		-	0
1	113	Transportation Allowance	0	13000	13000		0	0
ļ	116	Employees' Bonuses	0	17000	17000		-	0
		Total	0	585000	424000	0	0	0
2121		Social Security Contributions						
	301	Social Security	1 0	60000	50000	0	0	0
		Total	0	60000	50000			0
22		Use of Goods and Services		••••				
2211	\vdash	Use of Goods and Services						
	201	Rents	0	20000	20000	0	0	0
ļ	201	Telecommunications Services	0	18000	18000		-	0
ļ	202	Electricity	0	285000	285000		-	0
ļ	204	Fuels	0	4000	4000	-	•	0
ļ	200	002 Saloon vehicles	0	4000	4000	0	-	0
ļ	212	Insurance	0	2000	2000	1	-	0
	414	Total	0	329000	329000		-	0
			0	974000	803000	0	-	0
		Total of Activity	U					
		Total of Program	0	974000	803000	0	0	0
Progra	am :	6203 - Technical Services						
Activit	ty :	601 - Technical services man	agement in	the Center				
Group	Item	Description	Actual 2018	Estimated 2019	Re-estimated 2019	Estimated 2020	Indicative 2021	Indicative 2022
21		Compensations of Employees						
2111		Salaries, Wages and Allowances						
	102	Unclassified Employees	0	83000	73000	0	0	0
1		Personal Cost of Living Allowance	0		47000		0	0
1		Family Cost of Living Allowance	0	15000	15000		-	0
1	110	Overtime Allowance	0	8000	8000	0	0	0
1	111	Additional Allowance	n	80000	80000	n	0	n

Group	Item	Description	Actual 2018	Estimated 2019	Re-estimated 2019	Estimated 2020	Indicative 2021	Indicative 2022
21		Compensations of Employees						
2111		Salaries, Wages and Allowances						
	102	Unclassified Employees	0	83000	73000	0	0	0
	105	Personal Cost of Living Allowance	0	47000	47000	0	0	0
	106		0	15000	15000	0	0	0
	110	Overtime Allowance	0	8000	8000	0	0	0
	111	Additional Allowance	0	80000	80000	0	0	0
	112	Other Allowances	0	58000	58000	0	0	0
	113	Transportation Allowance	0	14000	14000	-	0	0
	116	Employees' Bonuses	0		23000	-	0	0
	120	Contract Employees	0	68000	68000	<u> </u>	0	0
		Total	0	396000	386000	0	0	0
2121		Social Security Contributions						
	301	Social Security	0	48000	43000	0	0	0
		Total	0	48000	43000	0	0	0
22		Use of Goods and Services						
2211		Use of Goods and Services						
	202	Telecommunications Services	0	309000	274000	0	0	0
	206	Maintenance of Machines, furniture and accessories	0	12000	12000	0	0	0
	212	Insurance	0	1000	1000	0	0	0
		Total	0	322000	287000	0	0	0
28		Other Expenditures						
2821		Other Current Expenditures						
	303	Scientific scholarships and training courses	0	7000	7000	0	0	0
		Total	0	7000	7000	0	0	0
		Total of Activity	0	773000	723000	0	0	0
		Total of Program	0	773000	723000	0	0	0

Current Expenditures According to Program and Activities for the Years 2018 - 2022

Chapter : 3202 - National Information Technology Center (In JDs)

Progra	am :	6205 - Knowledge Stations						(פתר ווו)
Activi	ty :	601 - Manage and operate kno	owledge sta	ations				
Group	Item	Description	Actual 2018	Estimated 2019	Re-estimated 2019	Estimated 2020	Indicative 2021	Indicative 2022
21		Compensations of Employees						
2111		Salaries, Wages and Allowances						
	102	Unclassified Employees	0	383000	353000	0	0	0
	105	Personal Cost of Living Allowance	0	228000	218000	0	0	0
	106	Family Cost of Living Allowance	0	20000	20000	0	0	0
	111	Additional Allowance	0	294000	264000	0	0	0
	112	Other Allowances	0	7000	7000	0	0	0
	113	Transportation Allowance	0	40000	40000	0	0	0
		Total	0	972000	902000	0	0	0
2121		Social Security Contributions						
	301	Social Security	0	117000	112000	0	0	0
		Total	0	117000	112000	0	0	0
22		Use of Goods and Services						
2211		Use of Goods and Services						
	201	Rents	0	18000	18000	0	0	0
	202	Telecommunications Services	0	3000	3000	0	0	0
	204	Electricity	0	25000	25000	0	0	0
	205	Fuels	0	4000	4000	0	0	0
		001 Heating	0	2000	2000	0	0	0
		002 Saloon vehicles	0	2000	2000	0	0	0
	209	Stationery, Publications and Office Supplies	9 0	4000	4000	0	0	0
	211	Cleaning services and supplies including cleaning contracts	0	3000	3000	0	0	0
		Total	0	57000	57000	0	0	0
28		Other Expenditures						
2821		Other Current Expenditures						
	302	Contributions	0	13000	13000	0	0	0
		014 Saving Fund contribution	0	13000	13000	0	0	0
		Total	0	13000	13000	0	0	0
		Total of Activity	0	1159000	1084000	0	0	0
		Total of Program	0	1159000	1084000	0	0	0
		Total of Chapter	0	3743000	3349000	0	0	0

Overall Summary of Capital Expenditures for the Years 2018 - 2022

Chapter: 3202 National Information Technology Center (In JDs)

Group	Item	Description	Actual 2018	Estimated 2019	Re-estimated 2019	Estimated 2020	Indicative 2021	Indicative 2022
		Fixed Assets						
31		Non-financial Assets						
3112		Devices, Machinery and Equipment						
	505	Equipment, Machines and Devices	0	250000	225000	0	0	0
		Total	0	250000	225000	0	0	0
		Total of Chapter	0	250000	225000	0	0	0

Capital Expenditures According to Program and Projects for the Years 2018 - 2022

Total of Chapter 0

Cha	Chapter: 3202 National Information Technology Center (In JDs)										
Pro	Program 6204 Joint E-government Operations Center										
Pr	oject	001 Safe Internet access point of the go	overnment de	epartments							
Fund:	und Source 102001 Capital (Treasury)										
Group	item	Description	Actual 2018	Estimated 2019	Re-estimated 2019	Estimated 2020	Indicative 2021	Indicative 2022			
31		Non-financial Assets									
3112		Devices, Machinery and Equipment									
	505	Equipment, Machines and Devices									
	019	Communications devices	0	250000	225000	0	0	0			
		Total of Item	0	250000	225000	0	0	0			
		Total of Project / Treasury	0	250000	225000	0	0	0			
		Total of Program	0	250000	225000	0	0	0			

250000

225000