



Ministry of Digital Economy
and Entrepreneurship

Jordanian Digital Transformation Strategy and the Implementation Plan

2026 – 2028

Executive Summary

Digital transformation is a fundamental pillar for enhancing citizens' quality of life and improving the efficiency of the national economy by facilitating access to education, healthcare, and government services, empowering youth and entrepreneurs, and narrowing digital and social gaps.

The government recognizes the importance of adopting a comprehensive national approach to digital transformation. Accordingly, the Jordanian Digital Transformation Strategy and Implementation Plan 2026–2028 reflects the government's firm commitment to enhancing public sector efficiency, stimulating economic growth, and broadening digital inclusion. This strategic direction is aligned with the three modernization visions: the Economic Modernization Vision, the Public Sector Modernization Roadmap, and the Political Modernization. The strategy also aims to ensure a sustainable and robust digital infrastructure, a competitive digital economy, and a more inclusive society by leveraging technology and innovation as key enablers for achieving sustainable development.

The strategy is directly linked to the achievement of the Economic Modernization Vision 2022–2033 by enabling both public and private sectors to capitalize on the opportunities offered by the digital economy, promoting the establishment of advanced data centers, developing government cloud computing services.

And equipping future generations with the skills required to meet labor market demands.

The strategy also contributes to enhancing transparency and strengthening civic engagement, protecting privacy, and providing open government data to support scientific research, innovation, and entrepreneurship, while actively encouraging emerging digital industries such as gaming and e-sports.

Additionally, the strategy serves as a key pillar supporting the Public Sector Modernization Roadmap by accelerating digital transformation in government services, reengineering procedures, building human capital, equipping government employees with essential digital skills, and updating legislative frameworks to ensure an enabling and friendly environment for innovation.

The strategy adopts a holistic approach that focuses on developing digital infrastructure and government digital services, strengthening digital trust, and leveraging data, artificial intelligence, and advanced technologies as core drivers of digital transformation. It also supports the achievement of Sustainable Development Goals by improving service efficiency, enabling institutions and individuals to access safe and user-friendly digital solutions, and integrating sustainability principles into digital policies and solutions.

Executive Summary

As part of its participatory approach, the Ministry of Digital Economy and Entrepreneurship established a national core planning team comprising representatives from government entities, the private sector, and civil society.

The team assessed the achievements of the National Digital Transformation Strategy and Implementation Plan 2021–2025, extracted lessons learned, systematically collected and analyzed data, and conducted a SWOT analysis (Strengths, Weaknesses, Opportunities, and Threats).

Based on the results of this assessment, the team prepared the draft of the Jordanian Digital Transformation Strategy and Implementation Plan 2026–2028, outlining the strategic directions, objectives, initiatives, and projects according to an actionable and measurable methodology, ensuring tangible and sustainable impact.

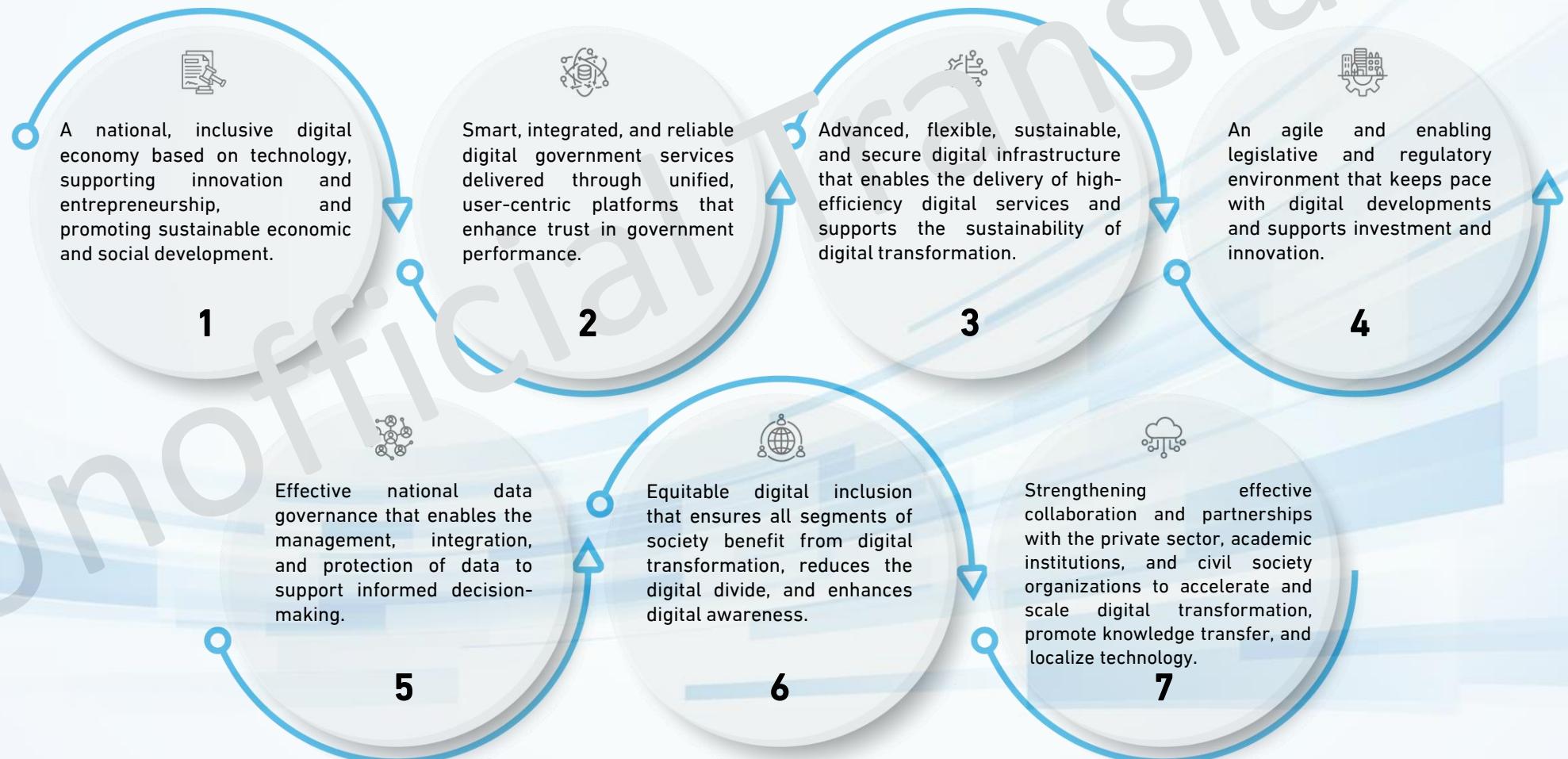
On both economic and social levels, digital transformation is expected to enhance the productivity of vital sectors, promote e-commerce, support start-ups, and create new job opportunities within the digital economy.

It will also advance equity and digital inclusion by providing government digital services to all, improving quality of life, and strengthening trust in public institutions through transparency and accountability.

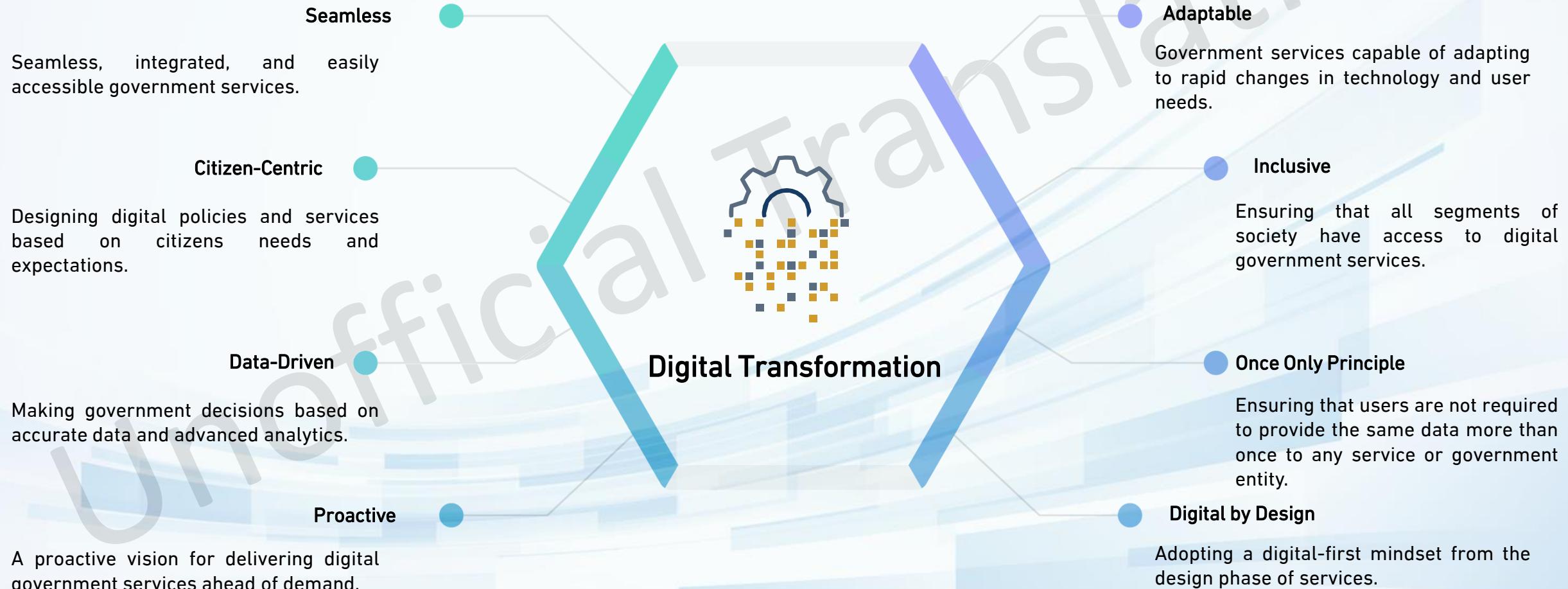
The Jordanian Digital Transformation Strategy and Implementation Plan 2026–2028 embodies Jordan's commitment to building an inclusive and sustainable digital economy that keeps pace with global developments, establishes Jordan as a regional hub for technology and innovation, and contributes to economic and social well-being for current and future generations.

Vision and Strategic Objectives

Vision: A digitally empowered and secure Jordan that leverages future technologies and innovation to promote sustainable economic and social development and enhance the quality of life.



Vision and Strategic Objectives



Target Groups



Government Entities

This includes ministries, governmental institutions, directorates, and authorities.



Individuals

This includes citizens, residents, and visitors.



Enterprises

This includes private sector companies, civil society organizations, freelancers, and entrepreneurs.



Government Employees

This includes employees working in ministries, governmental institutions, directorates, & authorities.

Enablers



National Visions and Directions

Strong Political will and comprehensive national visions (including the Economic Modernization Vision and the Public Sector Modernization Roadmap) support digital transformation, ensure alignment among government entities, and strengthen the effectiveness of strategy implementation and achievement of targeted outcomes.



5G

High-speed, widely accessible 5G networks enable various sectors to adopt modern technologies efficiently and effectively.



Government Service BUS (GSB)

Connectivity between government institutions enhances public sector efficiency and ensures seamless data exchange.



Data and Advanced Technologies

Leveraging data and advanced technologies, such as artificial intelligence, big data, and data analytics, within decision-support systems to accelerate comprehensive digital transformation.



Sectoral Collaboration

Partnerships between the public and private sectors, civil society organizations, and academic institutions support digital transformation, foster digital innovation, and enhance alignment among all stakeholders.



Data Security and Protection

A secure, stable, and reliable cyber environment, supported by the Personal Data Protection Law and the Cybersecurity Law.



Digital Identity and Digital Signature

A unified and secure digital identity that facilitates access to government digital services, supports the adoption of digital signatures, streamlines procedures, and accelerates transactions.



Qualified Financial and Human Resources

Sustainable financial resources and qualified Jordanian talents and expertise, both domestically and abroad, ensure the efficiency and sustainability of digital transformation, project implementation, and the strengthening of digital leadership.



Advanced Digital Payment System

A national digital payment system that ensures secure and reliable electronic financial transactions, facilitates government services, and stimulates the digital economy.

Implementation Plan 2026–2028

The Implementation plan serves as the cornerstone for translating the Digital Transformation Strategy into tangible outcomes with a positive impact. This is achieved through the implementation of projects and initiatives that serve the strategic objectives and recognize the national vision for digital transformation.

The plan includes 57 projects distributed across the main priority pillars to achieve comprehensive and sustainable digital transformation:



Digital Government Services



Digital Infrastructure



Privacy and Digital Trust



Digital Participation and Inclusion



Legislative and Regulatory
Environment



Entrepreneurship and Innovation

Digital Government Services

The government aims to achieve a qualitative leap in the design and delivery of smart, seamless digital government services by adopting an integrated digital model based on the principle of "Digital by Design", which represents a comprehensive approach to enhancing digital solutions, promoting digital interaction, and enabling users to access services anytime, anywhere, with minimal effort, thereby reinforcing the concept of "One Government".

The government will continue to study user experiences and redesign digital services according to the User-Centric Design methodology, delivering them intelligently and smoothly to meet the needs of all age groups, people with disabilities, and users with limited digital skills.

Additionally, the government has adopted the Service Bundling approach, which focuses on designing and developing service packages related to daily life. This approach aims to redesign and deliver government services in a comprehensive and interconnected manner through unified packages centered on user needs, rather than providing such as separate services from multiple entities. These services will be available through the unified digital platform "Sanad".

In addition, the government will provide proactive services for certain types of government services, such as renewing official documents and sending reminder notifications for renewal and fee payments before the expiration date and before the user requests them.

The government will continue delivering digital services through Comprehensive Government Service Centers spread across the governorates, operating under the One-Stop Shop concept, enabling citizens to complete most of their government transactions at a single location within a record time, in an environment continuously monitored to ensure service quality and compliance with service level indicators.

Furthermore, the government seeks to leverage artificial intelligence technologies, such as AI Agents, to provide real-time interactive support to users through digital platforms. This includes utilizing AI algorithms to deliver digital services, respond to citizens' inquiries, and provide services on their behalf via an interactive smart chat platform.

Digital Infrastructure (1/2)

The government will continue to develop a secure, flexible, and sustainable digital infrastructure to achieve effective connectivity across the components of the digital economy, deliver high-quality digital government services, and ensure comprehensive coverage of high-speed broadband internet and 5G networks throughout the Kingdom, in addition to expanding the geographic coverage of fiber-optic networks.

The government is also working on developing and expanding the Government Private Cloud, following a unified methodology for its classification and management to enhance digital sovereignty. This includes upgrading government data centers and backup centers, as well as promoting investment in building large-scale data centers in accordance with the highest international standards in terms of security, operations, and environmental sustainability.

Furthermore, the government encourages the use of renewable energy sources and supports efficient electronic waste management practices to implement the concept of "Green Data Centers", alongside adopting open-source solutions and incorporating them into relevant tenders wherever feasible.

The government will activate the Public Key Infrastructure (PKI) system and ensure its compliance with international technical standards. It will also complete the processes for documenting, certifying, and issuing electronic signature certificates across government institutions.

In addition, the government will implement the necessary regulatory procedures for licensing and accrediting digital certification authorities from the private sector, in accordance with the approved technical and security standards, and will define appropriate oversight mechanisms.

The government will continue to leverage cutting-edge financial technology (FinTech) to develop unified payment platforms and enhance the operational efficiency of payment and clearing systems.

It will further expand digital financial inclusion by issuing regulatory and technical instructions for financial and banking institutions, improving the efficiency of electronic payment systems, and increasing their capacity to accommodate the rapid growth in digital financial transactions.

Digital Infrastructure (2/2)

In addition to the above, the government adopts a national approach to the management and governance of government data based on principles of transparency and efficiency in decision-making, public policy design, and service improvement. The government will develop a government data governance framework, update national data management policies, and leverage data in decision-making processes according to the highest international quality standards, while implementing strict policies to protect the security and privacy of such data.

The government will also develop data analytics and business intelligence models to support data-driven decision-making in public institutions, including the creation of predictive models and the application of machine learning algorithms to enhance policy effectiveness and optimize resource allocation.

Furthermore, the government adopts a proactive approach to promote the use of advanced technologies, including artificial intelligence, blockchain, the Internet of Things, robotics, autonomous vehicles, and immersive technologies, localizing their application to serve national sustainable development priorities. The government will provide a supportive regulatory environment to enable these technologies.

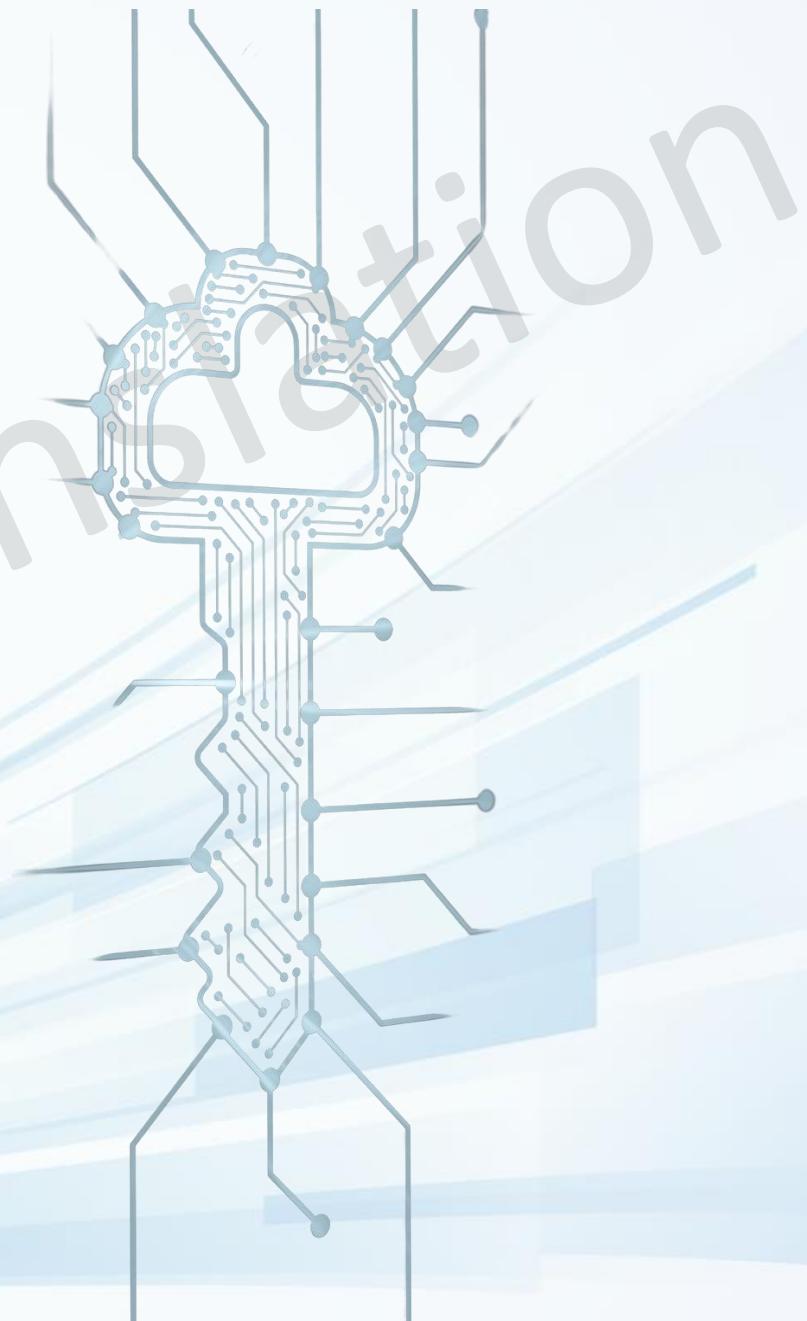


Privacy and Digital Trust

The government places the highest priority on building an effective and advanced national cybersecurity system, aiming to protect critical infrastructure, establish a comprehensive compliance monitoring framework, develop cyber incident management systems, and prepare and update the necessary regulatory frameworks and tools to ensure cybersecurity in accordance with global best practices and standards, thereby achieving a secure and trusted national digital economy.

The government is committed to protecting personal data of individuals, including citizens and residents, ensuring privacy and the lawful and ethical use of personal data. This is achieved by monitoring compliance of public and private sector institutions with the provisions of the Personal Data Protection Law No. 24 of 2023 and activating all related systems and regulations to safeguard individuals' digital rights and enhance the digital confidence.

The government will continue to launch comprehensive awareness campaigns aimed at raising awareness among individuals, government employees, and the wider community about digital rights, personal data protection, and the safe and responsible use of digital tools, with a focus on groups most vulnerable to privacy breaches and misuse of personal data.



Digital Inclusion and Participation

The government prioritizes ensuring that all segments of society benefit from digital services, infrastructure, and opportunities to develop digital skills without discrimination.

It is committed to reducing the digital divide among different social groups caused by variations in age, physical ability, income, and geographic location. This is achieved through interactive training programs targeting basic digital skills for digitally underserved groups.

The government places special emphasis on developing the core and digital skills of government employees by implementing training programs to enhance general digital competencies as well as specialized skills in areas such as artificial intelligence, data analytics, cybersecurity, software development, and other digital expertise.

Regarding electronic participation, the government recognizes the importance of fostering effective interaction between individuals and government. To this end, it launched "Tawasal" portal for electronic participation (www.tawasal.gov.jo), which serves as the primary unified tool enabling users to express their opinions and suggestions in shaping government policies, services, and strategies. The government will continue to update and develop the portal in line with international best practices and establish mechanisms to monitor and evaluate the impact of digital participation on the local community and the level of trust in government performance.



Legislative and Regulatory Environment

The legal and regulatory framework governs the development and digital transformation process through balanced and clear governance rules, establishing the distribution of powers and responsibilities. It ensures consistency in the implementation of digital initiatives and projects with transparency and efficiency by defining clear regulatory frameworks, strict oversight mechanisms, and promoting accountability among all relevant entities.

Accordingly, the government intends to develop a legislative and regulatory program for the digital economy and entrepreneurship, aiming to review and enhance the system of laws, regulations, policies, and regulatory tools related to the telecommunications, information technology, postal services, digital economy, digital transformation, data governance, cybersecurity, advanced technologies, artificial intelligence, entrepreneurship, and innovation sectors, in line with international best practices.

Furthermore, the government will adopt a comprehensive national mechanism to measure the digital economy and innovation, including a systematic framework to establish a national baseline for digital economy and innovation indicators. This will serve as a reference for performance monitoring and the issuance of periodic reports highlighting areas of progress, as well as key focus areas to support the growth of the digital economy.



Entrepreneurship and Innovation

The government seeks to build a comprehensive and sustainable ecosystem that combines enabling legislation, advanced digital infrastructure, financial support, and technical guidance to foster innovation and entrepreneurship at all stages of development. This approach aims to unleash the creative potential of youth, accelerate the growth of startups and small businesses, and encourage productive sectors to adopt sustainable technological solutions.

The government intends to provide flexible regulatory, technical, and experimental testing environments for entrepreneurs and innovators, enabling them to test and develop emerging technological solutions in a safe legislative and experimental setting. This includes areas such as smart transportation, autonomous vehicles, drones, electric charging stations, robotics, augmented and virtual reality (AR/VR), 3D printing, digital healthcare systems, remote education platforms, and other technological solutions.

Furthermore, the government aims to support joint research initiatives that transform innovative ideas into commercially viable products and services.

In addition, the government will implement specialized programs such as "Innovation in the Green Digital Economy and Sustainability" to support digital solutions in areas like renewable energy, smart agriculture, and environmental protection. These initiatives will adopt eco-friendly solutions and technologies that help in reducing the carbon footprint and promote sustainability principles.

Programs will also be dedicated to supporting creative ideas from government employees aimed at improving services and streamlining procedures using digital tools. This approach enhances the governmental performance efficiency and contributes to building an innovative and sustainable work environment.



Governance Model

A clear and comprehensive governance model for digital transformation is a fundamental element to ensure the effective implementation of the strategy at the national level, while also enhancing coordination and integration among all target groups. This governance model defines the roles, responsibilities, and decision-making mechanisms related to digital transformation, ensuring transparency and accountability at all stages of implementation, and supporting the development of a sustainable and inclusive digital ecosystem based on clear national priorities.

Ministry of Digital Economy and Entrepreneurship

- Reviewing and updating national policies and strategies related to digital transformation.
- Implementing digital projects and initiatives derived from national policies and strategies.
- Submitting national policies, strategies, and implementation plans for digital transformation to the Council of Ministers for approval and endorsement.

Digital Transformation Unit / Prime Ministry

- Overseeing the development of institutional digital transformation strategies and managing digital change in coordination with government entities.
- Coordinating with government entities to implement digital transformation projects and initiatives.
- Submitting periodic progress reports to the Council of Ministers regarding the implementation of institutional digital transformation plans.

Government Entities

- Aligning institutional strategies with national visions, directions, and this digital transformation strategy.
- Committing to the implementation of initiatives and projects.
- Submitting periodic reports to the Digital Transformation Unit on the progress of digital projects.



Ministry of Digital Economy
and Entrepreneurship

Implementation Plan Projects

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
1	Digital Government Services	- Second Objective	Start Date of Implementation: 2026	End Date of Implementation: 2026
Project Description: Completing the digitalization of the remaining government services, which constitute 20% of all services.		Project Objectives: <ul style="list-style-type: none"> Completing the launch of digital services through "Sanad" platform, supported by interactive user guides, and enabling citizens to track their requests and receive notifications. Enhancing transparency and digital governance in service delivery. Raising public awareness about the importance of digital transformation and digital government services. Encouraging and promoting the use of digital services while reducing reliance on paper-based procedures and in-person services. Strengthening integration among government entities. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy & Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> Concerned entities. 	Key Performance Indicators: <ul style="list-style-type: none"> Digitalizing the remaining 20% of services to reach 100% digitalization by the end of 2026. Increasing citizen satisfaction to reach 90%. Percentage of users of digital services. Average processing time for digital transactions. Number of services redesigned in alignment with user needs. Percentage reduction in paper-based transactions for services that have been digitalized. Percentage increase in the use of digital government services by vulnerable groups (by category). 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
		- Second Objective	Start Date of Implementation:	End Date of Implementation:
2	Evaluation and Improvement of Digital Government Services	- Second Objective	2025	2028
Project Description:		Project Objectives:		
<p>Conducting a comprehensive assessment of the quality and efficiency of digital government services through a continuous, systematic mechanism based on feedback from citizens and beneficiaries; monitoring and analyzing impressions and comments; identifying and addressing user challenges and improvement opportunities; taking the necessary development actions; and redesigning services in accordance with actual user needs.</p>		<ul style="list-style-type: none"> Enhancing the user experience and increasing overall satisfaction. Improving the efficiency and quality of services provided. Enabling government entities and decision-makers to make data-driven decisions. Establishing a culture of continuous improvement in the delivery of digital services. Strengthening the alignment of services with citizen needs. Ensuring the integration of government systems. Supporting and promoting the principle of an inclusive and agile digital government. Enhancing digital security, reliability, and transparency. 		
Responsible Entity for Project Implementation:		Key Performance Indicators:		
<ul style="list-style-type: none"> Ministry of Digital Economy & Entrepreneurship 		<ul style="list-style-type: none"> Number and percentage of services that undergo annual evaluation and improvement. Percentage of feedback received and categorized (positive/negative/suggestions). Percentage increase in the use of digital services. User satisfaction level. Number of identified challenges and improvement opportunities. Percentage of services redesigned based on the evaluation. Percentage of challenges that have been effectively addressed. Percentage reduction in complaints related to digital government services. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
3	Service Bundling	- Second Objective	Start Date of Implementation: 2025	End Date of Implementation: 2028
Project Description: Redesigning and delivering government services in an integrated and comprehensive manner through unified bundles centered around user needs, instead of offering them as separate services from multiple entities. The project is based on a thorough understanding and analysis of the user journey, as well as identifying and analyzing points of interconnection between government services, in order to group them seamlessly and efficiently according to life events or service requirements ultimately saving time and effort for citizens, residents, and the business sector.		Project Objectives: <ul style="list-style-type: none">Improving the beneficiary experience and simplifying their journey across various government services.Reducing duplication and overlap to enhance operational efficiency and accelerate government service delivery processes.Strengthening integration among different government entities.Supporting the shift toward a life-events-based model for government services.Enhancing transparency and reliability, unifying points of contact, and ensuring the quality of outputs.Supporting decision-making through the collection and analysis of data related to the use of service bundles and their impact on beneficiaries.		
Responsible Entity for Project Implementation: <ul style="list-style-type: none">Ministry of Digital Economy & Entrepreneurship		Supporting Entities <ul style="list-style-type: none">Concerned entities.	Key Performance Indicators: <ul style="list-style-type: none">Number of service bundles developed and officially launched.Percentage of users benefiting from the bundles compared to the total users of individual services.Increase in user satisfaction rate.Number of participating government entities.Return on Investment (ROI) indicator for bundle development.Reduction in the average time required to complete the user journey.Percentage of services redesigned as part of the unified service bundles.	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:
4	Activating the Digital Identity	- Second Objective	Ongoing
Project Description: Activating the digital identity through "Sanad" platform, enabling citizens to have unified and secure access to digital government services, including viewing government documents and records, digital signing, and electronic payments, within an institutional framework that ensures data confidentiality and user privacy while supporting integration across different systems.		Project Objectives: <ul style="list-style-type: none"> Supporting digital transformation and enhancing citizens' trust in government services. Facilitating electronic payment processes within a government environment that promotes transparency and efficiency in transaction completion. Improving the user experience and ensuring citizen satisfaction with "Sanad" platform while maximizing the benefits of digital identity services. Activating digital signing for use in official transactions without the need for in-person attendance. 	
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy & Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> ----- 	Key Performance Indicators: <ul style="list-style-type: none"> Implementing the indicators stipulated in the Public Sector Modernization Roadmap regarding the activation of digital identity. Rate of digital identity usage in digital government services. Percentage of government transactions that rely on digital identity. Number of government entities integrated with digital identity via "Sanad" platform. Number/percentage of complaints related to digital identity.

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
5	Enhancing the User Experience in the Sanad Application	<ul style="list-style-type: none"> – First Objective – Second Objective 	Start Date of Implementation: 2026	End Date of Implementation: Ongoing
Project Description:		Project Objectives:		
<p>Enhancing the user interfaces of "Sanad" application by redesigning screens, simplifying procedures, and updating interactive elements in line with international best practices for government application design.</p> <p>Additionally, developing and deploying an intelligent chatbot through a unified smart platform powered by artificial intelligence technologies.</p> <p>This platform will handle citizen inquiries and requests, guide them through procedures, direct them to the appropriate digital services, and execute selected digital government services on their behalf. The platform will be designed to efficiently process Arabic language in both written and spoken forms, interact with citizens via phone calls or WhatsApp messages, and assist individuals with special needs in accordance with internationally recognized standards.</p>		<ul style="list-style-type: none"> • Enhancing the user experience, ensuring a smooth and secure digital journey, and increasing user satisfaction. • Providing an intelligent and effective communication channel with citizens. • Promoting transparency and positive interaction between the government and citizens, and delivering accurate and real-time information. • Strengthening trust in "Sanad" application. 		
Responsible Entity for Project Implementation:	Supporting Entities	Key Performance Indicators:		
<ul style="list-style-type: none"> • Ministry of Digital Economy & Entrepreneurship 	<ul style="list-style-type: none"> • Concerned entities. 	<ul style="list-style-type: none"> • Percentage increase in the number of users on "Sanad" application. • Percentage increase in user satisfaction. • Percentage increase in the number of services used through "Sanad" application. • Reduction in task completion time. • Reduction in page load time. • Providing at least 20 services on behalf of citizens. • Reducing complaints by no less than 50%. • Percentage of reliance on the government chatbot (GovChat) for service delivery. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
6	Using digital telemedicine solutions in health centers	<ul style="list-style-type: none"> – Second Objective – Fifth Objective 	Start Date of Implementation: Upon signing the agreement	End Date of Implementation: Six months from the date of signing the agreement.
Project Description:		Project Objectives:		
<p>Using digital telemedicine solutions and integrating them with the electronic medical record to provide specialized medical services within health centers.</p> <p>The system enables monitoring patients' conditions and delivering medical consultations and diagnoses through secure and advanced communication technologies connected with remote specialized medical staff, without the need for patients to go directly to hospitals.</p>		<ul style="list-style-type: none"> • Seamless and secure integration with the electronic medical record. • Enabling real-time communication between patients and healthcare providers using high-quality communication technologies such as video and interactive diagnostics supported by smart medical devices. • Enhancing the monitoring and management of chronic health conditions through continuous collection and analysis of data generated by connected medical devices. • Improving the quality of healthcare and the speed of diagnosis, reducing the need for unnecessary in-person visits. • Ensuring the protection and security of patient data by applying advanced encryption protocols and privacy-compliant policies. • Providing comprehensive reports and analytics supported by device-generated data and electronic medical records to support health planning and evidence-based decision-making. • Ensuring reliable and fast data exchange between health centers and hospitals. 		
Responsible Entity for Project Implementation:	Supporting Entities	Key Performance Indicators:		
<ul style="list-style-type: none"> • Ministry of Health • Ministry of Digital Economy & Entrepreneurship 	<ul style="list-style-type: none"> • Concerned entities 	<ul style="list-style-type: none"> • Number of telemedicine consultations provided. • Percentage reduction in referrals from the relevant health centers to hospitals. • Patient satisfaction rate with the telemedicine experience. • Effectiveness of the service in supporting sustainable healthcare. • Average response time for telemedicine consultations. • Number of reports supporting evidence-based decision-making. • Accuracy rate of the data used in analytics. • Improvement in the speed of diagnosing and treating critical cases. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
7	Digital Medical Referral Platform	<ul style="list-style-type: none"> Second Objective Fifth Objective 	Start Date of Implementation: 2026	End Date of Implementation: 2026
Project Description: Designing a comprehensive and integrated national digital platform to manage medical referral processes across all levels of the healthcare system, including primary and comprehensive health centers, public and private hospitals, university hospitals, and hospitals affiliated with the Royal Medical Services. The platform will automate workflows and provide an easy-to-use, integrated interface that allows doctors and healthcare teams to send, receive, and track referral status transparently and in real time. The platform will also include an intelligent alert system to ensure effective monitoring of critical cases and help reduce delays in care delivery. It will be integrated with electronic health record systems while maintaining the confidentiality and protection of health data. Additionally, analytical tools will be provided to enable health authorities to generate detailed reports, identify and analyze shortcomings, gaps, challenges, and opportunities for improvement.		Project Objectives: <ul style="list-style-type: none"> Improving the efficiency of medical referral processes across various healthcare facilities. Enhancing communication and integration among healthcare providers through the centralized platform. Facilitating the secure and reliable exchange of medical information. Monitoring medical cases while ensuring the accuracy and confidentiality of medical data. Improving the patient experience by reducing waiting times for specialized services. Providing transparent communication channels between patients and healthcare providers. Supporting data-driven healthcare decision-making. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Health Electronic Health Solutions Company 		Supporting Entities <ul style="list-style-type: none"> Concerned entities 	Key Performance Indicators: <ul style="list-style-type: none"> Level of satisfaction of medical staff with the digital referral process. Number of entities connected to the platform. Number of referrals by type of healthcare facility. Percentage of unjustified referrals out of total referrals. Average referral processing time. Response speed for emergency referrals. Percentage of incorrect digital medical referrals. Percentage reduction in complaints related to lost medical referrals. Percentage of successful data exchange between the platform and the health record system. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
8	Electronic Patient Billing System	<ul style="list-style-type: none"> – Second Objective – Fifth Objective 	Start Date of Implementation: 2025	End Date of Implementation: 2028
Project Description:		Project Objectives:		
<p>Developing a comprehensive and integrated electronic patient billing system that enables the creation of accurate and instant invoices directly linked to delivered medical services. This is achieved through seamless and intelligent integration with the electronic medical record and the financial system, ensuring that every medical procedure, diagnosis, or prescription is converted into an electronic invoice compliant with approved health and accounting standards.</p> <p>The need for this project arises from the current gap between medical and financial systems, reliance on manual processes that cause billing and pricing errors, delays in collection, and challenges in accurately tracking revenues. The system will be applied across all government healthcare facilities connected to the electronic medical record, with assured integration with the National Electronic Collection Project.</p>		<ul style="list-style-type: none"> • Fully digitalizing the medical revenue cycle, from invoice creation to the execution of the collection process. • Achieving a direct and integrated connection between the medical billing system and the electronic collection system to ensure accurate and transparent instant collection operations. • Establishing an interconnected operational environment between the electronic medical record and the electronic billing system, enabling invoices to be generated based on actual service data without manual intervention. • Enhancing financial integrity and reducing waste resulting from manual pricing and human errors. 		
Responsible Entity for Project Implementation:	<ul style="list-style-type: none"> • Ministry of Health • Ministry of Digital Economy and Entrepreneurship • Electronic Health Solutions Company 	Supporting Entities	Key Performance Indicators:	
	<ul style="list-style-type: none"> • Concerned entities 		<ul style="list-style-type: none"> • Technical response time for issues related to electronic billing and collection. • Patient satisfaction with payment and billing procedures. • Number of healthcare facilities connected to the system. • Rate of instant electronic collection at the point of service. • Response time for electronic collection. • Integration of financial and medical systems. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
9	Pharmaceutical and Medical Consumables Inventory Management System	<ul style="list-style-type: none"> – First Objective – Second Objective – Fifth Objective 	Start Date of Implementation:	End Date of Implementation:
Project Description: <p>Developing a smart, comprehensive, and integrated national digital system to manage the medical supply inventory in healthcare facilities affiliated with the Ministry of Health. The system enables real-time monitoring and oversight of the pharmaceutical supply chain and medical consumables, from procurement to dispensing. It includes recording and tracking all processes related to medical supplies—receiving, storage, inventory, internal distribution, and patient dispensing—while enhancing procedural accuracy and reducing waste and loss.</p> <p>The system also provides intelligent alerts for shortages or approaching expiry dates and integrates directly with the electronic medical record system. It features an advanced analytical dashboard and leverages artificial intelligence-based technologies to manage supply chains, proactively address challenges, and analyze internal and external factors affecting inventory.</p>		Project Objectives: <ul style="list-style-type: none"> • Ensuring the availability of medical supplies, pharmaceutical safety, and the timely sustainability of medical services to support uninterrupted delivery of healthcare services. • Improving the efficiency of procurement and storage, and ensuring the dispensing of medications according to approved prescriptions. • Supporting compliance with regulatory and supervisory standards through full documentation of processes and providing a digital audit trail that can be reviewed and monitored. • Providing a data infrastructure that enables informed and accurate decision-making, integrating machine learning and artificial intelligence to enhance planning and facilitate effective actions when needed. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> • Ministry of Health • Ministry of Digital Economy & Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> • Government Procurement Department 	Key Performance Indicators: <ul style="list-style-type: none"> • Percentage of healthcare facilities implementing the system. • Accuracy rate of forecasts in determining the required quantities of medical supplies. • Number of intelligent alerts addressed within the specified time. • Availability rate of medicines and medical consumables in healthcare facilities and central warehouses. • Percentage of alignment between manual inventory counts and the system's inventory. • Percentage of expired items. • Percentage of free balance available for dispensing. • Stock-out rate and average response time for restocking. • Percentage reduction in waste based on proactive analysis. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
10	Digitalization of the National Blood Bank System	- Second Objective - Fifth Objective	Start Date of Implementation: 2025	End Date of Implementation: 2026
Project Description: Developing and implementing a comprehensive and integrated national digital system to manage all blood bank operations at the national level and monitor real-time blood inventory, facilitating donation, testing, transportation, storage, and distribution in a secure and accurate manner. The system is based on developing a centralized database linked to all donation centers and blood banks in both the public and private sectors, allowing the tracking of blood units from the moment of donation to final use or disposal, while maintaining full documentation at each stage. The system will also include tools to manage donor information, donation history, laboratory test results, and assess donation eligibility according to approved standards, with interoperability with electronic medical records. Additionally, the system will provide intelligent alert mechanisms based on live data for relevant authorities in case of low stock levels or urgent needs during disasters and mass casualty events. The system will also feature data analysis capabilities and generate statistical and predictive reports.		Project Objectives: <ul style="list-style-type: none"> Ensuring the quality and safety of blood units. Ensuring the sustainable availability of blood units and their components in a timely, efficient, and equitably distributed manner. Achieving technical integration with the electronic medical record to enhance data accuracy and procedural integrity. Enabling the Ministry of Health and relevant authorities to make decisions based on real-time data and reliable analyses. Improving rapid response to emergency cases. Supporting national blood donation campaigns and increasing the percentage of donations responded to within 24 hours. Optimizing the use of blood units according to actual needs and inventory indicators. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Health Ministry of Digital Economy & Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> Concerned entities 	Key Performance Indicators: <ul style="list-style-type: none"> Percentage of blood units that can be tracked electronically from donation to usage. Required inventory coverage percentage for blood units (by blood type). Donor satisfaction rate with the electronic services provided. Number of active donors registered through the digital platform. Average response time for blood unit requests (including emergency cases). Stock depletion rate and response. Accuracy rate of data integrated between the blood bank system and the medical record. Percentage of intelligent alerts effectively addressed. Accuracy rate of forecasting future blood unit needs. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
11	Developing the Unified Platform for Educational Information Management and E-Learning	<ul style="list-style-type: none"> First Objective Sixth Objective 	Start Date of Implementation: 2025	End Date of Implementation: 2028
Project Description:		Project Objectives:		
<p>Developing a unified educational information management system by building and enhancing a comprehensive and integrated platform for the Ministry of Education, focused on managing educational data, information, and e-learning. This project includes establishing a flexible and inclusive digital learning environment that meets the needs of all student groups, particularly those in remote or underserved areas.</p> <p>It also involves identifying and analyzing current gaps, determining opportunities for improvement to update existing systems, as well as updating data and ensuring its accuracy and availability.</p>		<ul style="list-style-type: none"> Developing digital content and modern digital learning resources. Enabling remote learning and providing flexible educational opportunities through learning platforms. Supporting data-driven decision-making and leveraging modern technology. Improving service delivery for the educational system's users and enabling teachers and students to access interactive and reliable educational content aligned with the highest national standards. Enhancing students' academic achievement and learning experience while ensuring its continuity. Promoting the implementation of a hybrid learning strategy and inclusive education. 		
Responsible Entity for Project Implementation:	Supporting Entities <ul style="list-style-type: none"> Ministry of Education Ministry of Digital Economy & Entrepreneurship 	Key Performance Indicators:		
		<ul style="list-style-type: none"> Operation of the Educational Information Management Platform. Activation of e-learning (Learning Management System). Daily usage rate of the platform. Number of students registered on the platform. Percentage of students registered from remote or underserved areas. Number of entities implementing hybrid learning. Number of gaps identified. Percentage of gaps addressed for system updates. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
			Start Date of Implementation:	End Date of Implementation:
12	Data Governance and Management	<ul style="list-style-type: none"> – Third Objective – Fifth Objective 	2026	2028
Project Description: <p>Establishing a comprehensive and integrated national framework for data governance by designing and implementing a unified, secure, and systematic national data management policy that aligns with the highest standards and international best practices. This framework covers legislative and regulatory aspects, including legal frameworks, data classification, data sharing principles, security controls, and privacy safeguards.</p> <p>It also addresses the organization of data collection, storage, analysis, and utilization through advanced technologies such as artificial intelligence. In addition, the project includes establishing a unified national master data registry encompassing key reference entities such as individuals, organizations, geographic locations, and services. The project places particular emphasis on engaging the private sector as a source, user, and developer of data through strategic partnerships that ensure the sustainability and integration of efforts.</p>		Project Objectives: <ul style="list-style-type: none"> Ensuring data security, protecting privacy, effectively managing access permissions, improving data quality and accuracy, and ensuring periodic updates. Enhancing integration and data exchange between government entities and the private sector in a secure and organized manner while reducing data duplication. Enabling decision-makers to access accurate and real-time data, supporting foresight and data-driven strategic planning. Protecting individuals' privacy rights and ensuring responsible use of data. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship Digital Transformation Unit at the Prime Ministry 		Supporting Entities <ul style="list-style-type: none"> Government Institutions Concerned entities 	Key Performance Indicators: <ul style="list-style-type: none"> Number of entities committed to the National Framework for Data Governance and Management. Percentage of data readiness and quality (Data Readiness Index). Number of entities connected to the Master Data Registry. Number of government entities benefiting from the Government Big Data System. Average time required to process government big data (real-time). Number of projects, innovative solutions, or initiatives relying on the Government Big Data System. Percentage of government decisions or initiatives based on data analysis. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
			Start Date of Implementation:	End Date of Implementation:
13	Building Sectoral Databases	– Fifth Objective	2025	Ongoing
Project Description:		Project Objectives:		
<p>Establishing and activating specialized sectoral databases dedicated to collecting and organizing government data from various sectors, including health, education, transportation, tourism, agriculture, energy, and others, within a unified national framework covering all stages of the data lifecycle—from collection, storage, and organization to management, analysis, and utilization.</p> <p>The scope of work includes integrating these databases with intelligent analytical systems and platforms to enable proactive and advanced data analysis.</p>		<ul style="list-style-type: none"> Providing organized, up-to-date, and accurate government data across various sectors. Increasing the percentage of data that meets quality standards (accuracy, completeness, consistency, timeliness). Enhancing integration and data exchange among government entities within each sector to support the delivery of interconnected and comprehensive services. Enabling government entities to use high-quality and efficient data to support decision-making, foresight, and data-driven strategic planning. Making data available to academic institutions, research centers, and think tanks to enhance national knowledge and innovation. 		
Responsible Entity for Project Implementation:		Supporting Entities	Key Performance Indicators:	
<ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship Digital Transformation Unit at the Prime Ministry 		<ul style="list-style-type: none"> Concerned entities 	<ul style="list-style-type: none"> Number of sectoral databases established according to the approved national governance standards. Number of government entities benefiting from sectoral databases. Percentage reduction in data duplication among government entities. Average data update time per sector. Average response time for data exchange between entities. Number of proactive reports issued using intelligent analytics platforms. Percentage of decisions based on data and data analysis. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
14	Establishing a Government Data Center	<ul style="list-style-type: none"> – Third Objective – Fifth Objective 	Start Date of Implementation: 2027	End Date of Implementation: ** 2030
Project Description:		Project Objectives:		
<p>Establishing a government data center in accordance with the highest international standards in infrastructure, security, operational efficiency, and reliability. This project includes designing and building a government data center to host and operate digital government systems and services in a secure and reliable manner, located at a strategic site, in compliance with environmental sustainability standards and using smart and eco-friendly technologies.</p>		<ul style="list-style-type: none"> • Ensuring business continuity during emergencies and disasters. • Enhancing the efficiency of government data management. • Ensuring the preservation of critical data within a highly reliable national infrastructure. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> • Ministry of Digital Economy & Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> • ----- 	Key Performance Indicators: <ul style="list-style-type: none"> • Readiness percentage of the government data center. • Average system recovery time during emergencies and disasters. • Percentage of alignment of the government data center standards with international standards, best practices, and smart green infrastructure criteria. • Percentage of implemented modern technologies. • Number of recovery tests conducted annually. • Percentage of recovery tests passed without failures or data loss. • Maximum allowable data loss (Recovery Point Objective). 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

** This project extends beyond the strategy's timeframe.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
15	Expanding the Government Private Cloud Platform	- Third Objective	Start Date of Implementation: 2027	End Date of Implementation: 2028
Project Description: Expanding and developing the Government Private Cloud platform, including upgrading and enhancing the infrastructure, operating systems, and core software, improving computing capabilities, as well as updating servers and networks, while implementing the highest cybersecurity standards. The scope of implementation covers all ministries, institutions, and government entities that require hosting their digital systems and services on a specialized national infrastructure.		Project Objectives: <ul style="list-style-type: none"> Providing a unified national platform that supports the operation of government systems within a secure environment under centralized supervision. Enhancing the efficiency and capacity of the Government Private Cloud to support digital transformation. Improving operational efficiency and reducing costs associated with infrastructure management. Supporting self-operation of government services and providing a flexible environment to accelerate the hosting and adoption of digital applications. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy & Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> Concerned entities 	Key Performance Indicators: <ul style="list-style-type: none"> Number of ministries, institutions, and government entities benefiting. Number of government services and digital applications hosted on the cloud. Beneficiary satisfaction rate regarding the platform's effectiveness. Percentage of automation in infrastructure management and operations (Automation Rate). Number of government digital projects adopting cloud computing. Percentage reduction in operational costs and infrastructure management expenses. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
			Start Date of Implementation:	End Date of Implementation:
16	Establishing a Cybersecurity Operations Center for the Education Sector	- Third Objective	2025	2028
Project Description:		Project Objectives:		
<p>Establishing and building a comprehensive and integrated national operations center dedicated to cybersecurity monitoring in the education sector, connected to all universities and schools via the national fiber-optic network, and linked to the National Cybersecurity Center.</p> <p>This center will monitor and analyze data flows across the network, detect and assess cyber threats, provide rapid and immediate responses, and build a qualified national team to handle future cybersecurity threats. The implementation of this project is based on the provisions of the applicable Cybersecurity Law.</p>		<ul style="list-style-type: none"> Protecting digital educational systems from attacks and breaches. Unifying and integrating security monitoring operations across various educational entities. Enhancing trust in digital educational services. Ensuring the protection of the digital infrastructure of universities and schools. Supporting and enabling the digital educational environment. Ensuring the confidentiality and integrity of data in the education sector. 		
Responsible Entity for Project Implementation:	Supporting Entities	Key Performance Indicators:		
<ul style="list-style-type: none"> Ministry of Education Ministry of Higher Education and Scientific Research 	<ul style="list-style-type: none"> National Cybersecurity Center 	<ul style="list-style-type: none"> Percentage/number of universities and schools connected to the Cybersecurity Operations Center. Average time to detect and monitor cyber threats in the education sector. Average response time to cybersecurity incidents and threats. Number of cybersecurity incidents and threats successfully addressed. Percentage reduction in reported cybersecurity incidents and threats in the education sector. Number of analytical and security reports issued regarding the cybersecurity status in the education sector. Percentage of compliance by relevant entities in the education sector with cybersecurity policies and frameworks. Satisfaction rate of relevant entities in the education sector connected to the Operations Center. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
17	Sustainability of Comprehensive Government Service Centers	<ul style="list-style-type: none"> – Third Objective – Fifth Objective 	Start Date of Implementation: 2022	End Date of Implementation: Ongoing
Project Description:		Project Objectives:		
<p>Ensuring the sustainable operation and continuity of the 16 comprehensive government service centers, maintaining efficient and effective service delivery, and preserving service quality under all circumstances, including crises and emergencies, according to the approved performance indicators.</p> <p>This project includes providing a flexible and sustainable infrastructure and implementing operational and energy efficiency standards.</p>		<ul style="list-style-type: none"> • Improving the citizen experience and ensuring equitable and inclusive access to government services. • Enhancing integration between digital and in-person services to ensure a seamless citizen experience. • Expanding the geographical coverage of services. • Strengthening the flexibility and sustainability of government services. • Enhancing the readiness and continuity of centers during crises and emergencies. 		
Responsible Entity for Project Implementation:	Supporting Entities	Key Performance Indicators:		
<ul style="list-style-type: none"> • Ministry of Digital Economy & Entrepreneurship 	<ul style="list-style-type: none"> • ----- 	<ul style="list-style-type: none"> • Net Promoter Score (NPS). • Overall satisfaction rate. • Customer effort to obtain the service. • Readiness percentage of government service centers for business continuity during emergencies and crises. • Readiness and effectiveness of emergency plans. • Service downtime at each government service center. • Percentage of government services available at the service centers. • Number of visitors (monthly). • Percentage of citizens with easy access to the centers. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
18	Updating and Sustaining the Open Government Data Portal	– Fifth Objective	Start Date of Implementation: 2026	End Date of Implementation: Ongoing
Project Description: Continuously updating the Open Government Data Portal in accordance with international best practices and open data publishing standards. The portal will be continuously developed to ensure the sustainable availability of open government data sets in reusable open formats, with ongoing updates and provision through open Application Programming Interfaces (APIs).		Project Objectives: <ul style="list-style-type: none"> Enhancing the economic impact of open government data in the Kingdom by publishing high-quality data in open formats. Ensuring the sustainability and effectiveness of the Open Government Data Portal as a central and reliable national platform. Promoting the participation of government entities in providing open data in a systematic and organized manner. Improving user experience and interaction with the portal. Fostering innovation, developing services, and achieving sustainable development. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy & Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> Concerned entities 	Key Performance Indicators: <ul style="list-style-type: none"> Number of published open government data sets. Number of government entities that have published data. Number of requests submitted for new data. Number of active and utilized open APIs. User satisfaction rate with the published open data. Percentage of integration enabled through open APIs. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
19	Enhancing the electronic payments infrastructure by increasing payment methods, tools, and acceptance points.	<ul style="list-style-type: none"> – Third Objective – Sixth Objective 	Start Date of Implementation: 2026	End Date of Implementation: ** 2029
Project Description:		Project Objectives:		
<p>Enhancing and developing the electronic payments infrastructure by expanding the deployment of modern payment methods and tools and increasing electronic payment acceptance points, with a focus on innovative financial technologies such as Soft Point of Sale (Soft POS), QR codes, and Near Field Communication (NFC).</p> <p>The project aims to achieve equitable and comprehensive distribution of these tools across all governorates of the Kingdom, taking into account population density, the nature of commercial activities, and retail payments in each governorate.</p>		<ul style="list-style-type: none"> • Supporting the digital transformation of the national economy and promoting widespread use of electronic payments, while reducing reliance on cash. • Enhancing the effectiveness of government policies related to mandatory electronic payments and supporting the shift towards a digital government and a cashless economy. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> • Central Bank of Jordan 		Supporting Entities <ul style="list-style-type: none"> • Financial and Banking Sector 	Key Performance Indicators: <ul style="list-style-type: none"> • Percentage increase in the user base and acceptance of electronic payments, alongside a decrease in cash transactions in the retail payments market. • Percentage increase in electronic payment acceptance points, comprehensively covering all regions of the Kingdom and all business sectors. • Percentage growth in the volume and value of financial transactions executed electronically. • Percentage of commercial areas covered in each governorate. • Percentage of merchants using innovative financial technologies (e.g., Soft Point of Sale). • Percentage of business sectors relying on electronic payments. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

** This project extends beyond the strategy's timeframe.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
			Start Date of Implementation:	End Date of Implementation:
20	Completion of the National Broadband Network (NBN) Program	- Third Objective	2026	2028
Project Description:		Project Objectives:		
<ul style="list-style-type: none"> Increasing the number of public schools, hospitals, health centers, and government entities connected to the network. Establishing a disaster recovery center in accordance with the highest security and sustainability standards. Equipping aggregation connection centers with renewable energy sources (solar energy). 		<ul style="list-style-type: none"> Promoting the future growth of digital services in the Kingdom. Ensuring continuity of essential services such as healthcare, emergency services, and critical operations during outages or disasters. Supporting and encouraging the use of renewable energy sources and reducing reliance on electricity. Supporting the government digital transformation program. Bridging the digital divide in the Kingdom. 		
Responsible Entity for Project Implementation:		Key Performance Indicators:		
<ul style="list-style-type: none"> Ministry of Digital Economy & Entrepreneurship 		<ul style="list-style-type: none"> Concerned entities <ul style="list-style-type: none"> Connecting 1,500 new sites. Percentage of entities connected in remote and underserved areas. Network availability rate. Availability rate of critical services during disasters. Percentage of renewable energy (solar) usage in small data centers (140 centers). Percentage reduction in carbon emissions resulting from traditional operations. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
21	Activation of 5G Technologies and Services	<ul style="list-style-type: none"> – First Objective – Third Objective 	Start Date of Implementation: 2023	End Date of Implementation: Ongoing
Project Description:		Project Objectives:		
<p>Monitoring and supervising the deployment of 5G network infrastructure and services by reviewing and assessing the current status, identifying gaps and opportunities, and preparing a comprehensive implementation plan to expand and enhance geographic coverage in accordance with the technical standards stipulated in the settlement agreement between the Telecommunications Regulatory Commission and the telecom operators.</p>		<ul style="list-style-type: none"> • Provide 5G services and technologies efficiently and reliably. • Support innovation and entrepreneurship, and foster the development of creative ideas. • Enable government and economic sectors to adopt digital solutions effectively and efficiently. • Enhance digital transformation and strengthen the Hashemite Kingdom of Jordan's position in the digital economy and entrepreneurship. • Support an attractive investment environment in the digital economy and smart services. • Achieve the objectives of the Economic Modernization Vision in the areas of digital transformation and innovation. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> • Telecommunications Regulatory Commission 		Supporting Entities <ul style="list-style-type: none"> • Private Sector 	Key Performance Indicators: <ul style="list-style-type: none"> • Implement the performance indicators stipulated in the Settlement Agreement. • Percentage of 5G service subscribers out of the total telecommunications subscribers. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:
22	Assessing and Updating the Public Key Infrastructure (PKI) System	<ul style="list-style-type: none"> – Second Objective – Third Objective 	Ongoing
Project Description:		Project Objectives:	
<p>Assessing and updating the Public Key Infrastructure (PKI) System to manage public key encryption and support various government services, including digital signature and digital certificate services, in alignment with the revised enterprise architecture model to enhance digital environment security and ensure the sustainability of government digital services.</p> <p>The project focuses on updating the technical, organizational, and operational components of the PKI system, reviewing roles, policies, systems (hardware and software), procedures, identifying gaps, and implementing solutions in accordance with international best practices.</p>		<ul style="list-style-type: none"> Ensuring the implementation of necessary security procedures for safe encryption and decryption of data, while guaranteeing compliance with relevant laws and regulations. Enhancing cyber readiness through a secure and flexible infrastructure that can adapt to rapid technological changes. Strengthening cybersecurity governance by developing policies for managing and monitoring digital certificates. Supporting integration with relevant government systems to promote widespread adoption of the Public Key Infrastructure (PKI) system. Improving performance efficiency and reliability through a resilient infrastructure capable of accommodating the growing number of digital certificate and digital service users. 	
Responsible Entity for Project Implementation:	Supporting Entities	Key Performance Indicators:	
<ul style="list-style-type: none"> Ministry of Digital Economy & Entrepreneurship 	<ul style="list-style-type: none"> Concerned entities 	<ul style="list-style-type: none"> Percentage of services using the Public Key Infrastructure (PKI) system. Number of digital certificates issued and in use. Average time for issuing a digital certificate. Percentage of digital certificates issued or renewed without manual intervention. Number of entities benefiting from the PKI system. Number of government systems integrated with the PKI system. Number of updated and approved policies and procedures for managing and monitoring digital certificates, and the effectiveness/applicability rate of these policies and procedures. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:			
			Start Date of Implementation:	End Date of Implementation:**		
23	Building a Government Resource Management System	- Third Objective	2026	2030		
Project Description:		Project Objectives:				
<p>Developing and building a comprehensive Government Resource Management System within an integrated operational environment, through a centralized technological platform that covers all administrative, financial, and human resources procedures in government institutions. The project scope includes automating operational processes and enhancing the efficiency through the implementation of an Enterprise Resource Planning (ERP) system. The system will be applied across all ministries, directorates, and government institutions.</p>			<ul style="list-style-type: none"> Support data-driven decision-making based on accurate and up-to-date information. Enhance transparency and improve institutional productivity. Strengthen government performance efficiency and improve the quality of services. Reduce operational complexities resulting from multiple systems and procedures. 			
Responsible Entity for Project Implementation:		Key Performance Indicators:				
<ul style="list-style-type: none"> Ministry of Digital Economy & Entrepreneurship 		<ul style="list-style-type: none"> Ministry of Finance Government Procurement Department Service and Public Administration Commission Government Entities 				

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

** This project extends beyond the strategy's timeframe.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
24	Enhancing the government correspondence system (TARASOL).	- Third Objective	Start Date of Implementation: 2026	End Date of Implementation: 2027
Project Description: Updating the government correspondence system 'Tarasol' in line with digital infrastructure requirements by rebuilding and enhancing its technical and functional architecture, in addition to upgrading the current user interfaces (UI) to meet the highest cybersecurity standards, and enabling the system's integration with other relevant government digital systems.		Project Objectives: <ul style="list-style-type: none"> Reducing the use of paper-based correspondence. Providing an efficient, flexible, and seamless mechanism for exchanging official documents and information, and improving work efficiency and communication among government entities. Enhancing security levels and ensuring the confidentiality and privacy of government correspondence. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy & Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> Government institutions 	Key Performance Indicators: <ul style="list-style-type: none"> The number of government institutions implementing the "Tarasol" government correspondence system. The level of user satisfaction with the effectiveness and ease of use of the "Tarasol" government correspondence system. The percentage of users relying on electronic documents. The number of complaints related to the "Tarasol" government correspondence system. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
25	Developing and operating the vulnerability rewards and penetration testing platform	<ul style="list-style-type: none"> – Second Objective – Third Objective 	Start Date of Implementation: 2024	End Date of Implementation: Ongoing
Project Description: Developing the Jordanian vulnerability rewards and penetration testing platform (Bug Bounty Jo) to enable public and private entities to quickly, effectively, and efficiently test and identify vulnerabilities and weaknesses in their digital assets.		Project Objectives: <ul style="list-style-type: none"> • Enhancing the cybersecurity level of digital assets and ensuring their integrity and operational sustainability. • Reducing and preventing hacking incidents targeting digital assets and electronic services. • Building local capacities and competencies by providing individuals with the opportunity to register and work through the platform. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> • National Cybersecurity Center 		Supporting Entities <ul style="list-style-type: none"> • Concerned entities 	Key Performance Indicators: <ul style="list-style-type: none"> • Number of entities registered on the platform. • Number of digital assets that underwent penetration testing. • Percentage of security vulnerabilities discovered and reported. • Percentage decrease in cybersecurity incidents and security breaches on digital assets compared to the previous period. • Number of hacking attempts and cybersecurity threats thwarted based on the platform. • Number of early alerts and warnings issued through the platform to the relevant entities. • Percentage of entities that enhanced their internal security controls based on the platform. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
			Start Date of Implementation:	End Date of Implementation:
26	Developing a website for responding to cybersecurity incidents (JOCERT)	- Third Objective	2025	2027
Project Description:		Project Objectives:		
<p>Developing a comprehensive national website that monitors, addresses, and coordinates the response to cybersecurity incidents in the Kingdom, serving as the central point through which government institutions, private companies, and individuals can report incidents and cyberattacks, receive security alerts, and obtain guidance on handling such incidents.</p>		<ul style="list-style-type: none"> Enhancing the ability to respond quickly to cybersecurity incidents and conduct digital forensic investigations. Strengthening integration between government and private entities, as well as security authorities, in the field of cybersecurity. Raising national awareness of cybersecurity across different segments of society. Providing a cybersecurity reference framework and building an analytical database to anticipate future threats. Supporting the improvement of national readiness indicators in the field of cybersecurity. 		
Responsible Entity for Project Implementation:		Key Performance Indicators:		
<ul style="list-style-type: none"> National Cybersecurity Center 		<ul style="list-style-type: none"> Response time to cybersecurity incidents and threats reported through the JoCert website. Number of cybersecurity incidents and threats reported monthly through the JoCert website. Percentage of incidents resolved within the specified timeframe. Number of security alerts and warnings issued by the JoCert website. Number of government entities, companies, private institutions, and individuals using the JoCert website. Measuring the website's capability to collect and analyze cybersecurity data and anticipate threats. Measuring the impact of the JoCert website on national readiness indicators and global cybersecurity indices. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
27	Cybersecurity Kit Program (For Schools)	<ul style="list-style-type: none"> – Third Objective – Sixth Objective 	Start Date of Implementation: 2025	End Date of Implementation: 2027
Project Description:		Project Objectives:		
<p>Designing and implementing specialized cybersecurity training programs targeting school students with the educational and administrative staff, in line with national cybersecurity policies and regulations governing the use of information technology in educational institutions.</p> <p>The programs cover advanced and simplified cybersecurity topics, including methods for preventing cyber threats, safe internet use, personal data protection, and safe handling of digital media.</p>		<ul style="list-style-type: none"> • Enhancing and raising cybersecurity awareness among students, teaching, and administrative staff. • Promoting digital security concepts and personal data protection within the educational environment. • Enabling schools to adopt safe practices in technology use. • Supporting and fostering a sustainable cybersecurity culture, safe digital communities, and improving overall cybersecurity readiness. 		
Responsible Entity for Project Implementation:		Key Performance Indicators:		
<ul style="list-style-type: none"> • National Cybersecurity Center 		<ul style="list-style-type: none"> • Ministry of Education • Concerned entities 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
28	Cybersecurity Verification System	- Third Objective	Start Date of Implementation: 2024	End Date of Implementation: Ongoing
Project Description: Conducting comprehensive security verification processes and assessing the technical and technological controls of digital security and protection systems used in government institutions, ensuring their efficiency and effectiveness in countering cyberattacks and threats, identifying weaknesses and improvement opportunities, analyzing the level of compliance with approved technical standards, and providing recommendations.		Project Objectives: <ul style="list-style-type: none"> Improving and preparing technical and technological cybersecurity controls and enhancing the readiness of the digital work environment in institutions where security verification has been conducted. Reducing cyberattacks and threats and minimizing risks in the targeted work environment through security verification. Strengthening proactive protection and ensuring the integrity of the digital infrastructure in the targeted institutions. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> National Cybersecurity Center 		Supporting Entities <ul style="list-style-type: none"> Ministry of Digital Economy & Entrepreneurship Government institutions 	Key Performance Indicators: <ul style="list-style-type: none"> Number of government institutions for which security verification operations have been conducted. Number of security verification operations carried out for government institutions. Number of recommendations adopted and implemented by the entities that underwent security verification. Percentage reduction in cyberattacks and threats after conducting security verification and adopting the recommendations. Number of entities that activated proactive protection systems. Number of entities implementing continuous monitoring and periodic verification procedures after completing the initial security verification. Percentage of internal controls updated based on security verification results. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
29	Updating and sustaining the Cyber Threat Information Sharing Platform	<ul style="list-style-type: none"> – Third Objective – Fifth Objective 	Start Date of Implementation: 2022	End Date of Implementation: Ongoing
Project Description:		Project Objectives:		
<p>Updating and sustaining the 'Sharek' platform, the national platform for exchanging and sharing cybersecurity threat information, which aims to enable national institutions to exchange information and reports related to cyber threats in a coordinated and timely manner.</p> <p>This includes performing regular technical and security updates to the platform and developing a new, more integrated version that aligns with the highest internationally adopted cybersecurity and data protection standards.</p>		<ul style="list-style-type: none"> • Enhancing contribution to achieving a clear and comprehensive view of the national cybersecurity posture. • Reducing cyber threats, minimizing their impacts, and accelerating incident response. • Improving interoperability and facilitating the secure flow and exchange of information between government entities. • Strengthening information security, protecting data and ensuring its privacy, and enhancing trust in the platform. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> • National Cybersecurity Center 		Supporting Entities <ul style="list-style-type: none"> • Government institutions 	Key Performance Indicators: <ul style="list-style-type: none"> • Number of national institutions connected to the platform. • Number of cybersecurity reports published on the platform. • Percentage of beneficiary entities' satisfaction level. • Percentage of cybersecurity incidents and threats handled based on the platform. • Percentage of entities that improved their response time to cybersecurity incidents and threats after using the platform. • Success and accuracy rate of data exchange through the platform without interruptions, delays, or errors. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
30	Implementation of the National Cybersecurity Framework	<ul style="list-style-type: none"> – Third Objective – Fourth Objective 	Start Date of Implementation: 2024	End Date of Implementation: Ongoing
Project Description:		Project Objectives:		
<p>Implementing a comprehensive and integrated national framework for cybersecurity governance through the adoption of cybersecurity related policies, procedures, and controls. This includes delivering training and awareness workshops, monitoring institutional compliance, and tracking alignment indicators with the framework across all entities.</p>		<ul style="list-style-type: none"> • Enhance the commitment of public and private institutions to implementing the components of the national framework. • Develop institutional capacities; technical, human, and administrative, to address cybersecurity risks. • Strengthen the capabilities of national entities to detect, respond to, and mitigate cybersecurity threats at the national level. • Promote institutional governance in the field of cybersecurity at the national level. • Achieve integration and coordination among various entities in adopting cybersecurity policies. 		
Responsible Entity for Project Implementation:	Supporting Entities <ul style="list-style-type: none"> • National Cybersecurity Center • Concerned entities. 	Key Performance Indicators:		
		<ul style="list-style-type: none"> • Percentage of entities complying with the implementation of the National Cybersecurity Framework. • Number of training and awareness workshops conducted. • Percentage increase in the national cybersecurity maturity level. • Percentage improvement in incident and threat response speed following the implementation of the National Cybersecurity Framework. • Percentage of entities that have adopted institutional cybersecurity governance and updated or activated their cybersecurity organizational structures 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
31	Strengthening the Personal Data Protection System	<ul style="list-style-type: none"> Fourth Objective Fifth Objective 	Start Date of Implementation:	End Date of Implementation:
Project Description: The system includes the following:		Project Objectives: <ul style="list-style-type: none"> Enhancing the Kingdom's readiness to comply with the Personal Data Protection Law, accelerating the adoption of best practices and standards, aligning regulations and instructions with leading European and international practices, and promoting digital trust and investment attraction. Establishing strategic partnerships with advanced European and international entities in the field of personal data protection. Governing and regulating the use of personal data, ensuring the implementation of security, technical, organizational measures, and internal controls related to data protection, while reinforcing compliance with the Personal Data Protection Law. Promoting transparency, awareness, and institutional culture regarding the Personal Data Protection Law, and enabling individuals and institutions to seamlessly access all services and information related to personal data protection. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> Ministry of Planning and International Cooperation Concerned entities. 	Key Performance Indicators: <ul style="list-style-type: none"> Percentage of legislation, regulations, instructions, and guidance aligned with leading European and international practices. Number of employees benefiting from awareness and educational programs. Number of workshops and training programs conducted. Percentage of recommendations adopted and effectively implemented. Number of joint initiatives or projects executed under the twinning program. Percentage of data governance maturity level. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
32	A Study to Assess the Digital Gap in the Kingdom	– Sixth Objective	Start Date of Implementation: 2026	End Date of Implementation: 2027
Project Description: Preparing a comprehensive study to measure and analyze the availability and use of information and communication technologies across different segments of society, identifying and analyzing existing digital gaps and opportunities for improvement in terms of access, usage, digital skills, and service quality, with a focus on geographically, socially, and economically underserved populations.		Project Objectives: <ul style="list-style-type: none"> Monitoring the level of disparity in digital transformation across the Kingdom's regions. Reducing the digital gap among different segments of society. Guiding future initiatives and projects related to digital transformation to address digital inequality. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> Department of Statistics Telecommunications Regulatory Commission 	Key Performance Indicators: <ul style="list-style-type: none"> Issuance of the final study report. Number of recommendations adopted and actionable. Number of geographic regions included in the study. Number of societal segments included in the study. Percentage of underserved societal segments included in the study. Number of initiatives, projects, or policies updated or designed based on the study's findings. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
33	Digital Skills Development	<ul style="list-style-type: none"> First Objective Sixth Objective 	Start Date of Implementation: 2026	End Date of Implementation: Ongoing
Project Description:		Project Objectives:		
<p>Developing digital skills among individuals and employees across all segments. This project includes the following:</p> <ul style="list-style-type: none"> Preparing a comprehensive national guide for specialized digital skills (e.g., cloud computing, data analytics, artificial intelligence, blockchain technology, cybersecurity, personal data protection, and other relevant skills) that reflects labor market requirements, keeps pace with rapid technological developments, and outlines how to use digital tools and technologies. The guide takes into account the needs of different segments of society, including persons with disabilities, the elderly, and women, to ensure inclusivity and prevent any group from being left behind in the digital transformation. Training and qualifying Future Stations trainers by equipping them with effective and advanced teaching methods, while enhancing their capacity to deliver advanced digital content in an interactive and engaging manner. Training government employees and providing them with the skills and technologies that support the sustainability of their work according to their respective roles. A digital literacy program targeting the elderly, women, and persons with disabilities, implemented through accessible, multi-channel training programs. 			<ul style="list-style-type: none"> Building a comprehensive and inclusive digital society where limited digital knowledge and skills do not hinder access to economic, educational, and social opportunities, or participation in the digital environment. Empowering trainers and enhancing their capabilities to deliver advanced digital content using modern teaching methods suitable for all societal groups. Promoting digital transformation in government institutions by fostering a digital culture, developing qualified human capacities, improving the digital competence of government employees, and enabling them to effectively use digital tools and modern technologies in their daily tasks. Enhancing secure and effective digital inclusion for all societal groups, including underserved segments. 	
Responsible Entity for Project Implementation:		Supporting Entities	Key Performance Indicators:	
<ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship Ministry of Education (Digital Literacy Training Program). Ministry of Higher Education and Scientific Research (Digital Literacy Training Program). 		<ul style="list-style-type: none"> Digital Skills Association Concerned entities. 	<ul style="list-style-type: none"> Percentage of alignment and relevance of the national guide with labor market requirements. Number of entities that have adopted the national guide in designing their training programs and future plans. Percentage of beneficiary satisfaction (by training). Number of beneficiaries of the training programs (by training). Qualification and accreditation of at least 100 trainers in targeted digital fields (Future Stations). Training of at least 2,500 beneficiaries by accredited trainers (Future Stations). 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
34	Jordanian Programmers (Jo-Codes)	– Sixth Objective	Start Date of Implementation: 2025	End Date of Implementation: 2027
Project Description: Empowering adolescents and youth aged 14–17 and 18–40 by providing them with specialized digital skills in programming, artificial intelligence, web development, and mobile application development through the UDACITY platform, virtual support and hands-on practice sessions, in addition to enabling their participation in professional communities across all governorates of the Kingdom.		Project Objectives: <ul style="list-style-type: none"> Providing a supportive digital learning environment that enhances opportunities for interactive and hands-on learning through specialized platforms. Strengthening digital capabilities and skills in programming, artificial intelligence, and electronic applications. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship Digital Skills Association 		Supporting Entities <ul style="list-style-type: none"> Local Community Institutions Digital Skills Association 	Key Performance Indicators: <ul style="list-style-type: none"> 30% of beneficiaries completing all program requirements (3,000 beneficiaries). 70% satisfaction rate among respondents regarding the learning experience. Training 10,000 beneficiaries aged 14–17 and 18–40 in digital skills enabling sustainable income. Number of job opportunities and professional training provided to beneficiaries. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
35	Developing a Unified Digital Training Platform for Jordanian University Students	<ul style="list-style-type: none"> First Objective Sixth Objective 	Start Date of Implementation: 2026	End Date of Implementation: 2026
Project Description:		Project Objectives:		
<p>Developing a comprehensive unified digital platform targeting university students in Jordan, offering high-quality training content in modern digital skills such as Python programming, project management, and UI/UX design, along with internationally recognized certifications.</p> <p>The platform will be developed in collaboration with experts and academics, and launched gradually across universities, with technical support and continuous follow-up, while taking into account the needs and requirements of students with disabilities during the development of the platform and training programs.</p>		<ul style="list-style-type: none"> Enhancing digital skills among university students. Improving students' readiness for the labor market and supporting digital transformation in higher education. Strengthening competitiveness and the level of digital proficiency. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Higher Education and Scientific Research 		Supporting Entities <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship Private Sector 	Key Performance Indicators: <ul style="list-style-type: none"> Number of students registered on the platform. Number of certificates awarded to students. User satisfaction level with content and services. Percentage improvement in students' digital skills assessments. Number of students with disabilities registered on the platform. Percentage of platform alignment with inclusion standards. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
36	Implementing Cybersecurity Training Bootcamps – for University Students	<ul style="list-style-type: none"> First Objective Third Objective 	Start Date of Implementation: 2022	End Date of Implementation: Ongoing
Project Description:		Project Objectives:		
<p>Implementing cybersecurity training bootcamps, "Cyber Champions", by training IT graduate students who are interested in pursuing careers in various cybersecurity roles. Each bootcamp runs for four consecutive months; participation in consecutive sessions is not required, as multiple bootcamps may be conducted simultaneously or at different times.</p> <p>In addition, "Masar" field training bootcamps are implemented for university students expected to graduate from Jordanian universities with cybersecurity-related majors. These bootcamps include training on cybersecurity threats, using protection and digital analysis tools, identifying security vulnerabilities, and incident response.</p>		<ul style="list-style-type: none"> Building and developing national capacities and qualifications in the field of cybersecurity, contributing to improving the Kingdom's ranking in cybersecurity indicators. Supporting the career path of youth in cybersecurity and digital specialties. Establishing a sustainable cybersecurity training infrastructure in cooperation with relevant entities. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> National Cybersecurity Center 		Supporting Entities <ul style="list-style-type: none"> Al-Hussein Technical University Ministry of Higher Education and Scientific Research 	Key Performance Indicators: <ul style="list-style-type: none"> Number of students graduated from the bootcamps. Number of participants in the bootcamps, including university students, graduates, and those expected to graduate. Percentage of graduates employed or who have obtained professional training opportunities in cybersecurity. Number of cooperative agreements and partnerships concluded with recruitment companies or relevant entities to provide job or training opportunities for participants. Number of agreements and partnerships concluded with academic and specialized entities to support the sustainability of cybersecurity training bootcamps. Improvement of the Kingdom's ranking in cybersecurity indicators. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
37	Raising Government Employees' Awareness in the Field of Artificial Intelligence	<ul style="list-style-type: none"> First Objective Sixth Objective 	Start Date of Implementation: 2023	End Date of Implementation: 2027
Project Description:		Project Objectives:		
<p>Raising Institutional Awareness in the field of Artificial Intelligence regarding AI concepts, technologies, applications, and its role in enhancing efficiency and improving service quality. This project focuses on building the capacities of government employees across different job levels and specializations through carefully designed training tracks and awareness programs tailored to the needs of three main groups:</p> <ol style="list-style-type: none"> Leaders and Decision-Makers (Leaders Group). Employees in Executive Roles (Employees Group). Technical and IT Staff (Technicians Group). 		<ul style="list-style-type: none"> Empowering government personnel to keep pace with rapid technological developments and leverage AI capabilities to enhance government service efficiency and improve decision-making. Building a flexible institutional culture based on adapting to fast technological transformations. Promoting innovation and smart transformation within government entities. Encouraging and supporting government entities to launch AI-based initiatives. 		
Responsible Entity for Project Implementation:	Supporting Entities	Key Performance Indicators:		
<ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship 	<ul style="list-style-type: none"> Private Sector 	<ul style="list-style-type: none"> Raising awareness among 15,000 government employees in the field of artificial intelligence. Percentage of institutional coverage among government entities. Number of projects or initiatives launched by participating entities after training. Percentage of AI tool adoption in internal operations and decision-making within participating entities. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
38	Developing School Curricula and Teaching Methods	<ul style="list-style-type: none"> First Objective Sixth Objective 	Start Date of Implementation: 2024	End Date of Implementation: 2026
Project Description:		Project Objectives:		
<p>Updating and aligning school curricula with the requirements of the digital age by integrating modern teaching tools and digital technologies into the educational content, including augmented reality tools and interactive learning platforms. The project scope also includes providing specialized training programs for teachers, focusing on hands-on application and the use of advanced technologies such as cloud computing, artificial intelligence, and big data analytics in the educational process.</p>		<ul style="list-style-type: none"> Enhancing the efficiency and capabilities of students and teachers and aligning them with market needs. Adopting modern teaching methods based on interaction, participation, self-directed learning, and digital education. 		
Responsible Entity for Project Implementation:	Supporting Entities <ul style="list-style-type: none"> Concerned entities. 	Key Performance Indicators:		
<ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship Ministry of Education 		<ul style="list-style-type: none"> Percentage increase in students' digital knowledge. Rate of reduction in unemployment among basic and secondary education graduates. Percentage of curricula that have been updated. Percentage of curricula incorporating modern concepts and technologies (e.g., artificial intelligence, personal data protection). Number of training programs implemented. Percentage of schools where the updated curricula have been applied. Percentage of digital teaching tools and resources integrated into the curricula. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
39	Training supervisors and digital skills teachers in public schools on digital fields and teaching methodologies.	<ul style="list-style-type: none"> – First Objective – Sixth Objective 	Start Date of Implementation: 2025	End Date of Implementation: 2026
Project Description:		Project Objectives:		
<p>Training and qualifying supervisors and digital skills teachers in public schools on the digital skills included in the approved Digital Skills Framework, with a focus on employing effective teaching methods based on interactive learning through hands-on practice and projects. In addition, developing updated and comprehensive digital content to support the acquisition of digital skills.</p>		<ul style="list-style-type: none"> • Enhancing the quality of digital education in public schools to ensure students are equipped with the digital skills required by the labor market. • Promoting continuous professional development for supervisors and teachers. 		
Responsible Entity for Project Implementation:	Supporting Entities	Key Performance Indicators:		
<ul style="list-style-type: none"> • Ministry of Digital Economy and Entrepreneurship 	<ul style="list-style-type: none"> • Ministry of Education 	<ul style="list-style-type: none"> • 100% training completion rate. • 70% engagement rate on the platform. • Number of schools implementing interactive learning-based teaching methods. • Training of 6,500 teachers. • Training of 100 supervisors. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
40	Career Accelerator Program	<ul style="list-style-type: none"> – First Objective – Sixth Objective 	Start Date of Implementation: 2025	End Date of Implementation: 2027
Project Description:		Project Objectives:		
<p>Supporting universities and integrating globally recognized training programs and professional certifications into the curricula for telecommunications, information technology, engineering, and business majors. This also includes empowering university students and faculty members across all Jordanian universities to enhance the curricula with practical applications, continuously updated educational content, and the acquisition of modern technical and practical skills.</p>		<ul style="list-style-type: none"> • Enhancing the quality of university education outcomes. • Qualifying faculty members to use internationally recognized teaching and training tools in student instruction. • Improving students' readiness for the local and global labor markets by aligning educational outcomes with market needs. • Increasing students' opportunities to obtain internationally recognized professional certifications acknowledged by global companies and employers. 		
Responsible Entity for Project Implementation:		Supporting Entities	Key Performance Indicators:	
<ul style="list-style-type: none"> • Ministry of Digital Economy and Entrepreneurship 		<ul style="list-style-type: none"> • Higher Education Accreditation Commission 	<ul style="list-style-type: none"> • Accreditation of at least ten Jordanian universities for internationally recognized professional certifications within the curricula, either as part of the curriculum, in lieu of credit hours, or as a university requirement. • Percentage increase in the number of students obtaining internationally recognized professional certifications. • Percentage increase in the number of faculty members qualified to use internationally recognized teaching and training tools in student instruction. • Percentage of academic majors and programs in which professional certifications have been integrated. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
		– Sixth Objective	Start Date of Implementation:	End Date of Implementation:
41	Awareness and Promotional Plan for Digital Government Services	– Sixth Objective	2026	2028
Project Description: Developing and implementing a comprehensive awareness and promotional plan for digital government services, with a particular focus on the elderly and persons with disabilities. The project involves producing digital awareness content, including videos tailored to digital services, while ensuring inclusion and accessibility standards, integrating sign language, written captions, and audio content. These materials will be promoted through social media platforms and audiovisual channels to ensure reach to the widest possible segment of the target audience.		Project Objectives: <ul style="list-style-type: none"> Facilitating and enabling beneficiaries, persons with disabilities, and the elderly to access government services through unified government channels anytime and anywhere, while enhancing the user experience. Raising community awareness about the importance of digital transformation and digital government services. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> Concerned entities. 	Key Performance Indicators: <ul style="list-style-type: none"> Number of videos produced, including videos accommodating the needs of persons with disabilities. Percentage increase in the use of digital government services by underserved groups (by category). Number of digital government services covered in the awareness plan. Beneficiary satisfaction rate with the awareness plan. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
42	Unified Electronic Participation Portal "Tawasal"	– Sixth Objective	Start Date of Implementation: 2026	End Date of Implementation: Ongoing
Project Description:		Project Objectives:		
<ul style="list-style-type: none"> Developing and sustaining "Tawasal" Electronic Participation Portal, with periodic updates in line with international best practices and the evolving needs of government entities, along with implementing organized promotional campaigns. Designing and developing a smart mobile application for the portal on Android and iOS platforms, available via official digital stores (Google Play and Apple Store), ensuring the highest levels of security and privacy. The application features simplified and user-friendly interfaces, supported by real-time notifications and personalized alerts. Integrating intelligent analytics tools, including artificial intelligence technologies, to enhance the efficiency of processing and analyzing public consultations and responses. 		<ul style="list-style-type: none"> Enhancing the effectiveness of "Tawasal" portal as a national tool for government-community communication, enabling all societal groups to seamlessly access the portal's services. Expanding the active user base across government digital platforms, addressing the needs of community members and stakeholders by involving them in the decision-making process, while increasing public trust in government performance. Promoting the use of modern technologies to support community participation, enabling individuals to actively engage in government consultations through a more user-friendly and interactive environment. Strengthening transparency and improving the quality of participation on "Tawasal" portal. 		
Responsible Entity for Project Implementation:		Supporting Entities		Key Performance Indicators:
<ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship 		<ul style="list-style-type: none"> Ministry of Planning and International Cooperation 		<ul style="list-style-type: none"> Increase in the number of users of "Tawasal" portal. Number of consultations and surveys conducted via the portal. Increase in the percentage of community interaction and participation through "Tawasal" portal. Number of new features and updates added to "Tawasal" portal. Percentage of application compliance with inclusion standards (e.g., sign language support, font size). Percentage of modern technology usage (e.g., artificial intelligence) in "Tawasal" portal and application. Number of participations in consultations and surveys through the application.

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
43	Sustainability and Operation of the "Be-khedmetkom" Platform	<ul style="list-style-type: none"> – Second Objective – Sixth Objective 	Start Date of Implementation: 2023	End Date of Implementation: Ongoing
Project Description:		Project Objectives:		
<p>Sustainability and Operation of the "Be-khedmetkom" Platform, which serves as a mechanism for listening to citizens' voices by submitting complaints, inquiries, suggestions, reports, or commendations regarding government services.</p> <p>The platform aims to identify solutions to challenges and redesign government services to meet citizens' expectations, in alignment with the Public Sector Modernization Roadmap.</p>		<ul style="list-style-type: none"> • Improving the citizen experience and enhancing the quality of government services based on feedback. • Strengthening accountability and transparency to contribute to increased efficiency, effectiveness, and productivity. • Enhancing citizens' trust in the government. • Unifying communication channels between citizens and government entities. • Accelerating the response to citizens' needs. • Ensuring the continuity and effectiveness of service delivery. • Encouraging community participation in improving service quality and reinforcing the concept of an interactive government. 		
Responsible Entity for Project Implementation:	Supporting Entities <ul style="list-style-type: none"> • Ministry of Digital Economy and Entrepreneurship • Government entities connected to the platform 	Key Performance Indicators:		
		<ul style="list-style-type: none"> • Percentage of requests received through the platform. • Percentage of requests actually responded to. • Overall satisfaction rate regarding the platform's effectiveness and quality of handling. • Response time for requests. • Number of government entities connected to the platform. • Number of government services improved based on inputs from the "Be-khedmetkom" platform. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
44	Legislative and Regulatory Program for the Digital Economy and Entrepreneurship	<ul style="list-style-type: none"> First Objective Fourth Objective 	Start Date of Implementation: 2026	End Date of Implementation: 2028
Project Description: Developing a legislative and regulatory program that includes a Digital Economy and Entrepreneurship Law, covering all aspects of the data economy, including governance, management, analysis, classification, sharing, monetization of data, artificial intelligence, and other emerging and advanced technologies. The project also involves reviewing the Telecommunications Law, Electronic Transactions Law, Postal Services Law, and Personal Data Protection Law, as well as reviewing policies, strategies, and regulatory tools related to telecommunications, information technology, postal services, and digital transformation.		Project Objectives: <ul style="list-style-type: none"> Designing a law that aligns with the Kingdom's digital economy requirements and contributes to its comprehensive and effective development and growth. Granting the Ministry of Digital Economy and Entrepreneurship a clear national mandate to lead the digital economy across all sectors and throughout the Kingdom. Enhancing the Kingdom's competitive position regionally and globally. Updating existing legislative and regulatory frameworks to keep pace with rapid market and technological developments, leveraging regional and international best practices. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> Telecommunications Regulatory Commission Concerned entities. 	Key Performance Indicators: <ul style="list-style-type: none"> Number of laws, regulations, policies, strategies, instructions, and guidelines related to the digital economy and entrepreneurship that have been reviewed. Issuance of a comprehensive Digital Economy and Entrepreneurship Law. Number of local laws and legislations studied to avoid any conflicts when drafting the Digital Economy and Entrepreneurship Law. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
45	Developing the Immersive Technologies Strategy	<ul style="list-style-type: none"> First Objective Fourth Objective 	Start Date of Implementation:	End Date of Implementation:
Project Description: Developing a comprehensive national strategy for Immersive Technologies that outlines how to regulate, utilize, and benefit from immersive technologies, including Virtual Reality (VR), Augmented Reality (AR), Mixed Reality (MR), and others. The project involves assessing the current situation, identifying national priorities, analyzing gaps and opportunities for improvement, and developing a clear and comprehensive roadmap.		Project Objectives: <ul style="list-style-type: none"> Developing enabling regulatory policies to grow the business environment in the field of immersive technologies and promote economic growth. Encouraging and strengthening partnerships and investments locally and internationally. Promoting innovation and the production of local content related to immersive technologies. Developing national skills and competencies related to immersive technologies. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> Concerned entities. 	Key Performance Indicators: <ul style="list-style-type: none"> Percentage of readiness and comprehensiveness of the strategy. Percentage of readiness of the roadmap for strategy implementation. Percentage of alignment of the strategy and its outcomes with strategic objectives and the Economic Modernization Vision. Number of initiatives promoting innovation and entrepreneurship related to immersive technologies. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
46	Developing the National Framework for Digital Transformation Standards in Government Entities	<ul style="list-style-type: none"> – First Objective – Fourth Objective 	Start Date of Implementation: 2025	End Date of Implementation: 2026
Project Description: <p>Developing and enhancing a comprehensive national framework that includes digital transformation standards and organizes the mechanisms for planning, implementing, and monitoring digital transformation initiatives in government entities, in alignment with national priorities.</p> <p>The framework defines key digital transformation standards such as technical infrastructure, information security, data management, and digital government services, covering eleven main pillars, including strategic, organizational, and technical aspects.</p>		Project Objectives: <ul style="list-style-type: none"> • Enabling government entities to implement effective and institutionalized digital transformation. • Enhancing alignment with the Economic Modernization Vision and the Public Sector Development Roadmap. • Improving the efficiency, quality, and accessibility of government services. • Instilling principles of innovation, governance, risk management, and business continuity in the digital environment. • Empowering government entities to assess their digital maturity and develop improvement plans based on clear standards. • Supporting decision-making in the public sector through accurate and up-to-date digital indicators. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> • Digital Transformation Unit at the Prime Ministry 		Supporting Entities <ul style="list-style-type: none"> • Ministry of Digital Economy and Entrepreneurship • Civil Service and Governmental Management Commission • National Cybersecurity Center • Public Administration Institute • Concerned entities. 	Key Performance Indicators: <ul style="list-style-type: none"> • Completion and approval of the National Framework for Digital Transformation Standards. • Number of government entities implementing the National Framework for Digital Transformation Standards. • Percentage of compliance with the standards specified in the National Framework among government entities that implement it. • Number of government entities assessed in terms of digital maturity. • Percentage of alignment of the National Framework standards with the Economic Modernization Vision and the Public Sector Development Roadmap. • Number of entities that have incorporated digital risk management and business continuity plans into their institutional operations. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
47	Digital Transformation Strategies for Ministries and Government Entities (Micro Strategies)	<ul style="list-style-type: none"> First Objective Fourth Objective 	Start Date of Implementation: 2025	End Date of Implementation: Ongoing
Project Description:		Project Objectives:		
<p>Developing and enhancing focused Digital Transformation Strategies (Micro Strategies) for each ministry individually, as well as for a number of priority government entities, in alignment with the Economic Modernization Vision and the Public Sector Modernization Roadmap. Each institutional strategy clearly defines strategic and institutional objectives, digital projects that contribute to achieving these objectives, and reflects the unique work, needs, and operational priorities of each entity.</p> <p>The strategies also include Key Performance Indicators (KPIs), mechanisms for monitoring progress, and evaluating the extent to which the desired outcomes are achieved.</p>		<ul style="list-style-type: none"> Providing a clear and focused vision for digital transformation in government entities. Enabling entities to periodically update their strategies to keep pace with changes and evolving requirements. Enhancing coordination and integration among sectoral strategies at the government level. Standardizing the methodology for preparing and implementing institutional digital transformation plans. 		
Responsible Entity for Project Implementation:	Supporting Entities <ul style="list-style-type: none"> Digital Transformation Unit at the Prime Ministry Ministry of Digital Economy and Entrepreneurship Public Administration Institute Concerned entities. 	Key Performance Indicators:		
		<ul style="list-style-type: none"> Number of digital transformation strategies developed and approved for ministries and government entities (annually). Percentage of alignment of the developed and approved strategies with the Economic Modernization Vision and the Jordanian Digital Transformation Strategy 2026–2028. Percentage of completion and implementation of projects included in the strategies (for each entity). Percentage of achievement of the intended results and objectives. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
48	Issuing legislative instruments to regulate the use cases of modern financial technologies (FinTech).	<ul style="list-style-type: none"> First Objective Fourth Objective 	Start Date of Implementation: 2026	End Date of Implementation: 2028
Project Description:		Project Objectives:		
<p>Issuing legislative and regulatory instruments, or developing guiding frameworks, for the use of modern financial technologies, such as Open Banking and Open Finance. The project focuses on FinTech-related domains including electronic payments and e-wallet services, while establishing controls and ensuring compliance with the highest standards.</p>		<ul style="list-style-type: none"> Strengthening the legislative and regulatory framework that promotes the use of modern technologies and innovation, while maintaining a balance between supporting new innovations and mitigating the risks associated with emerging technologies. Ensuring the protection of users' and beneficiaries' rights when utilizing modern FinTech services. Providing the infrastructure that supports innovation and entrepreneurial ideas, both in terms of the regulatory environment and the technical and technological environment. Promoting the adoption and implementation of financial technologies and innovations within the financial sector. Supporting safe and inclusive digital transformation in the financial and banking sector. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Central Bank of Jordan 		Supporting Entities <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship Concerned entities. 	Key Performance Indicators: <ul style="list-style-type: none"> Number of new FinTech companies. Number of licensed companies providing Open Banking and Open Finance API services. Number of issued legislative and regulatory instruments and guidelines. Percentage of relevant entities that have adopted modern financial technologies in their operations. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
49	Developing a National Digital Economy Index	– First Objective	Start Date of Implementation: 2027	End Date of Implementation: 2027
Project Description: The project aims to develop a Digital Economy Measurement Index based—among other aspects—on the following dimensions: economic development indicators, digital infrastructure indicators, business sector indicators, government-related indicators, and skills indicators.		Project Objectives: <ul style="list-style-type: none"> Identify dimensions and sub-indicators that reflect the state of the digital economy in Jordan. Support decision-makers with analytical reports based on the index results. Enhance the Kingdom's position in relevant international indices and strengthen digital competitiveness at the regional and global levels. Measure the actual impact of digital transformation on economic performance and key sectors. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship 		Supporting Entities <ul style="list-style-type: none"> Concerned entities 	Key Performance Indicators: <ul style="list-style-type: none"> Number of dimensions, sub-indicators, and main pillars identified, approved, and used to assess the comprehensiveness of the Digital Economy Index. Issuance of the first annual report measuring the performance of Jordan's digital economy. Percentage of necessary data availability for the index from relevant entities. Number of entities participating in providing the data required for the index. Percentage of satisfaction of national and international stakeholders with the index methodology and results. Percentage of utilization of the index results in policy formulation or strategic decision-making. Percentage of alignment between the National Digital Economy Index and international digital economy indicators. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
50	Assessing the Digital Change Management Readiness of Ministries and Government Entities	– Fourth Objective	Start Date of Implementation:	End Date of Implementation:
Project Description: <p>Developing a comprehensive and integrated methodology to assess the readiness of ministries and government entities for change management in the context of digital transformation, within the framework of institutional development. The aim is to enhance the capacity of targeted entities to adopt digital changes and maximize their benefits. The importance of this project arises from the challenges associated with resistance to change, which may hinder the achievement of the desired impact from digital transformation initiatives. The project focuses on five main pillars of change management:</p> <ol style="list-style-type: none"> 1. The Nature and scope of change. 2. The Effectiveness of change-related communication. 3. Design and implementation of institutional change. 4. Employee readiness. 5. Leadership role in enabling change. <p>The project will be implemented in phases, beginning with an assessment of the current state of change management in ministries and government entities based on the aforementioned pillars, followed by analyzing the results to identify gaps and areas for improvement. Development reports will then be prepared to ensure an enhanced level of institutional readiness and support the success of digital transformation initiatives.</p>		Project Objectives: <ul style="list-style-type: none"> • Assess the readiness of ministries and government entities to adopt and implement institutional change related to digital transformation. • Identify gaps in change management practices and improve them. • Enhance the role of leadership and employees in ensuring the success of change initiatives and achieving the desired institutional impact. • Strengthen institutional performance efficiency and ensure the sustainability of the intended outcomes of digital transformation initiatives. • Improve internal communication and interaction tools and methods during change phases to ensure the engagement of all stakeholders. • Develop a reference model for change management that can be utilized in future government-wide transformation projects. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> • Digital Transformation Unit at the Prime Ministry 		Supporting Entities <ul style="list-style-type: none"> • Civil Service and Governmental Management Commission • Ministry of Digital Economy and Entrepreneurship 	Key Performance Indicators: <ul style="list-style-type: none"> • Number of entities assessed using the developed methodology. • Number of approved action plans to address gaps and the percentage of implementation. • Number of entities that achieved improvements in performance indicators. • Number of entities that maintained their results for more than 12 months. • Number of entities that have adopted the change management model in their future plans. 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
		– First Objective	Start Date of Implementation:	End Date of Implementation: **
51	Artificial Intelligence Hub (AI HUB)	– First Objective	2026	2029
Project Description:		Project Objectives:		
<p>Establish a comprehensive National Artificial Intelligence Center that serves as a central platform for innovation, development, and investment, and for advancing AI applications by combining high-level infrastructure with strong partnerships, while providing an advanced research and technology environment, including specialized training platforms and state-of-the-art research laboratories.</p>		<ul style="list-style-type: none"> Develop national expertise and skills in the field of artificial intelligence by leveraging academic partnerships, specialized training programs, and practical experience in the field, while preparing entrepreneurs and AI experts. Establish a flexible financing ecosystem that combines government support, private sector investments, and international cooperation to develop scalable AI solutions and enhance integration and collaboration between government entities and the academic sector in creating innovative smart solutions. Provide high-performance infrastructure and Graphics Processing Units (GPUs). Support scientific research and the development of AI-based technological solutions in nationally prioritized areas, while attracting local and international investments. Accelerate the deployment and adoption of AI technologies across various critical sectors. 		
Responsible Entity for Project Implementation: • Ministry of Digital Economy and Entrepreneurship in collaboration with Relevant entities		Supporting Entities • King Abdullah II Fund for Development		
		Key Performance Indicators: <ul style="list-style-type: none"> Training 500 artificial intelligence (AI) experts. Employing 2,500 artificial intelligence (AI) experts. Incubating 5 startups annually. Number of vital sectors adopting artificial intelligence. Percentage of research converted into prototypes or applications. Annual investment volume and funding ratio. Contribution of the AI Hub to the GDP from the AI economy. 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

** This project extends beyond the strategy's timeframe.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
		– Seventh Objective	Start Date of Implementation:	End Date of Implementation:
52	Artificial Intelligence Hackathons	– Seventh Objective	2025	2027
Project Description:		Project Objectives:		
<p>Organizing a series of national competitive hackathons focused on leveraging artificial intelligence technologies to develop practical and effective solutions for local development challenges across various regions and sectors, such as traffic congestion, environmental pollution, and water resource management, as well as designing implementable AI-based prototypes that support sustainable development.</p>		<ul style="list-style-type: none"> Develop national capacities in artificial intelligence and data analytics through hands-on experience and competitive engagement. Promote a culture of innovation and scientific research in artificial intelligence and enhance the ability to address development challenges through smart and innovative digital solutions. Encourage and motivate youth and national talents to develop innovative AI-based solutions for development. Accelerate the implementation of innovative solutions into projects that contribute to local development and community service. 		
Responsible Entity for Project Implementation:	Supporting Entities	Key Performance Indicators:		
<ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship. 	<ul style="list-style-type: none"> Ministry of Higher Education and Scientific Research Concerned entities 	<ul style="list-style-type: none"> Number of hackathons conducted during the project period Number of participants in the hackathons Number of innovative and implementable solutions developed, and the percentage of solutions adopted Number of projects supported for research and development following the hackathons Percentage of innovative solutions that contributed to local development and community service 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
53	Entrepreneurship Hackathon	– First Objective	Start Date of Implementation: 2027	End Date of Implementation: 2028
Project Description:		Project Objectives:		
<p>Launching the Entrepreneurship Hackathon – Digital Transformation across the Kingdom. This project will be implemented in several phases including:</p> <ul style="list-style-type: none"> Announcing the call for participation and targeting entrepreneurs and developers from various governorates. Conducting a training boot camp to build capacities and enhance technical and entrepreneurial skills. Organizing the hackathon, presenting ideas, business models, and prototypes. Judging the projects and selecting a number of ideas and solutions based on specific criteria. Supporting and further developing the winning projects by connecting them with incubation and support programs. 		<ul style="list-style-type: none"> Supporting entrepreneurship and creating new practical digital startups. Empowering youth to use technology and programming tools to provide practical solutions and generate economic opportunities. Raising awareness of the importance of digital transformation in driving development. Supporting digital transformation in key sectors such as education, healthcare, smart cities, and auxiliary services. Enhancing collaboration between innovators and governmental and private entities. 		
Responsible Entity for Project Implementation:	Supporting Entities	Key Performance Indicators:		
<ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship. 	<ul style="list-style-type: none"> Private Sector Incubators Innovation Centers in universities 	<ul style="list-style-type: none"> Number of startups in the field of digital transformation Total number of participants in the hackathon Number of training workshops and guidance sessions conducted Number of ideas/prototypes developed during the hackathon Number of projects actually implemented after the hackathon 		

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
54	Launching and operating a regulatory, technical, and experimental sandbox environment	– First Objective	Start Date of Implementation: 2026	End Date of Implementation: Ongoing
Project Description: Launching and operating a comprehensive regulatory, technical, and experimental sandbox environment and providing a secure and enabling platform for innovation that allows entrepreneurial projects, particularly those offering digital solutions for the government sector, to test, evaluate, and develop their products within a flexible and monitored testing environment before wider deployment. In addition, it enables entrepreneurs to engage with government entities, understand regulatory requirements, and overcome technical and legal barriers before entering the market.		Project Objectives: <ul style="list-style-type: none"> Accelerate the pace of innovation, develop digital systems and services, and adopt modern technologies in government institutions. Promote a culture of innovation and entrepreneurship, contributing to job creation and improving the investment environment in Jordan's digital economy. Reduce legal, technical, and operational risks associated with launching new solutions in the market. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship. 		Supporting Entities <ul style="list-style-type: none"> Government institutions Concerned entities. 	Key Performance Indicators: <ul style="list-style-type: none"> Number of entrepreneurial projects tested Percentage of projects that successfully completed the testing phase Satisfaction level of beneficiaries or government partners Percentage of digital solutions adopted by government entities 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
		- First Objective	Start Date of Implementation:	End Date of Implementation:
55	Supporting the Innovation Ecosystem	- First Objective	2026	Ongoing
Project Description:		Project Objectives:		
<ul style="list-style-type: none"> Developing and preparing a unified strategic framework that supports the development of specialized innovation strategies and governs the establishment and activation of an innovation ecosystem within key sectors such as; education, health, agriculture, and information and communications technology, and entrepreneurship. This will be achieved through a methodology based on identifying and analyzing existing gaps and improvement opportunities, organizing participatory meetings and workshops with relevant stakeholders, and preparing and drafting sectoral strategies and detailed action plans, followed by approvals and implementation monitoring with partners. The project also includes providing tools that support the integration of innovation into policies, plans, and operational processes in alignment with national priorities and the needs of each sector. Establishing a comprehensive and integrated national platform that organizes and coordinates all innovation initiatives and projects in the Kingdom, connecting government entities, the private sector, civil society, and academia within a framework that ensures integration and collaboration. Specialized committees and working groups will be formed, and consultative meetings with partners will be held to identify priorities and opportunities, develop an operational plan, and define mechanisms for regular follow-up and evaluation to ensure goal achievement. Promotional campaigns will also be implemented to enhance participation. 				
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship. 		Supporting Entities <ul style="list-style-type: none"> Government institutions Concerned entities. 	Key Performance Indicators: <ul style="list-style-type: none"> Number of sectoral strategies that have been prepared and officially approved Number of workshops, consultative sessions, events, and seminars conducted with relevant stakeholders Percentage of beneficiary entities that adhered to implementing the outcomes of the sectoral framework and number of entities joined the Innovation Network platform Satisfaction rate of stakeholders (government entities, private sector, academics, partners, beneficiaries) with the project outcomes Number of sectors whose current status has been assessed Number of gaps and improvement opportunities identified, and the percentage of gaps and opportunities that have been addressed and reflected in detailed action plans Percentage of operational and detailed action plans that integrated innovation as a key element Reach and engagement rate on the Innovation Network platform 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
56	Developing the Khairat Al-Dar Platform	<ul style="list-style-type: none"> First Objective Sixth Objective 	Start Date of Implementation: 2025	End Date of Implementation: ** 2030
Project Description: <p>Developing a comprehensive and integrated digital platform that contributes to enhancing the digital transformation and expanding marketing reach to local markets, enabling home-based projects from various governorates in the Kingdom. The platform provides an integrated digital environment that helps beneficiaries market their products in a new and effective way.</p> <p>The platform offers each beneficiary a dedicated online store, facilitating the marketing of their products locally, regionally, and globally. It supports individual producers from different community groups, particularly women and youth, empowering them to transform their ideas and skills into income-generating projects that contribute to local development and stimulate the national economy.</p>		Project Objectives: <ul style="list-style-type: none"> Promote a culture of e-commerce in local communities, especially in underprivileged governorates, to support inclusive economic growth. Stimulate the local economy through technology by connecting local projects directly to digital markets, contributing to the creation of sustainable income opportunities. Enhance financial and digital inclusion in the Kingdom. Expand local, regional, and global marketing opportunities for home-based products. 		
Responsible Entity for Project Implementation: <ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship. 		Supporting Entities <ul style="list-style-type: none"> Concerned entities. 	Key Performance Indicators: <ul style="list-style-type: none"> Number of active home-based projects listed on the platform Percentage of female participation Participation rate by governorate Percentage of youth participation Level of engagement with projects and number of platform visitors Total sales completed through the platform 	

* The final key performance indicators will be reviewed and approved with the relevant entity after the strategy and implementation plan are ratified.

** This project extends beyond the strategy's timeframe.

Project Number:	Project Name:	Strategic Objective:	Estimated Duration:	
57	Transition towards a Green Digital Economy and Sustainability	<ul style="list-style-type: none"> First Objective Sixth Objective 	Start Date of Implementation: 2026	End Date of Implementation: 2027
Project Description:		Project Objectives:		
<p>Measuring sustainability using the Synesgy (CRIF) tool: assessing ministries, institutions, companies, and Jordanian entrepreneurs in terms of sustainability across three main pillars: Environment, Social, and Governance (ESG). This assessment involves distributing an electronic survey to all target groups, followed by data collection, analysis, and providing recommendations to improve performance in sustainability and green transformation.</p> <p>Designing and implementing an awareness program on the green digital economy to raise understanding of the concepts of "sustainability" and "green transformation" through a comprehensive media campaign and integrated content focused on sound environmental practices, reducing the environmental impact of economic activities, and using sustainable technological solutions across various sectors. This program aims to reach the widest possible audience, including individuals, startups, entrepreneurs, and institutions across the Kingdom.</p>				
Responsible Entity for Project Implementation:	Supporting Entities	Key Performance Indicators:		
<ul style="list-style-type: none"> Ministry of Digital Economy and Entrepreneurship. 	<ul style="list-style-type: none"> Global Green Growth Institute (GGGI) 	<ul style="list-style-type: none"> Percentage increase in awareness of green digital transformation and sustainability based on pre- and post-program surveys Number of awareness materials published and engagement rate with these publications Percentage of recommendations implemented to improve performance Percentage of operational and action plans updated and developed based on recommendations Number of entities that have shifted towards a green and sustainable digital economy and adopted environmentally friendly practices 		

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**Ministry of Digital Economy
and Entrepreneurship**