



## PHOTO & CAPTION

### From Government to E-Government



Photo: AMIR Program

***Jordan's e-government initiative, which included training government workers how to use the Internet and email, has improved communication among government agencies.***

In 2000, Jordan launched a national e-government initiative, aiming to streamline government procedures and make information and services available to citizens on the Internet. At the time, however, most government institutions did not have an Internet connection — or even computers.

To help bridge this gap, USAID helped create a secure network that would allow government organizations to exchange information electronically and develop programs that offer government services over the Internet. USAID then trained government workers how to use the Internet and email, and trained system

administrators how to manage the network.

The network has improved communication among Jordan's government agencies. The Prime Ministry, for instance, now has its own IP address, firewall and proxy servers, and the entire system is fast, reliable and secure.

"The [secure government network] is critical to the success of Jordan's e-government initiative," explains Shatha Ahmad, head of operations at the e-government program at the Ministry of Information and Communications Technology. "USAID provided excellent resources and support to help us build a solid, basic technology structure that we can continue to build on in the future."