

# Global Information Resources Management

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**Abstract:** *The availability of information in a timely and appropriate way for decision makers is the basis for making process / decision-making, as it is one of the criteria used to measure the quality of decisions, and how the decisions are not taken in a timely manner due to lack of availability / access to data in a timely and proper manner. Accordingly, the information technology is one of the basic tools and important for the exchange and circulation of information, where they contribute to providing accurate data, and updated, and timely, and then is the use of technological means of various indispensable basis to provide information to decision makers in a timely manner and by means of non-traditional, in addition to envelopment of methods of doing business both within government and among themselves or with regard to the method to provide services to citizens and provide information to third parties, there is no doubt that the information centers in any government is one of the key players entrusted with the provision of information that are built upon the decision-making using the tools of different technology available to them, so the information centers need to be updated and continuous development to meet the growing demand for information and to facilitate the circulation of between relevant actors, as well as to keep pace with the steady development in the field of information technology.*

*In this document we will see the strategy framework for Research and Development in the Information and Communications Technology (ICT) sector in Jordan, the main problems delaying Jordan's from developing ICT and the Policy Framework for Management of Information Technology in Canada, and the main role for the CIO in the Canadian Government.*

**Keywords:** Information Technology, research, information, management

## **I. MISSION AND VISION**

The Ministry of Information and Communications Technology in Jordan (MOICT), has the mission of developing ICT initiatives and stimulating Foreign Direct Investment flows towards Jordan in this sector. The vision is to develop a dynamic ICT sector through building innovative local research and development capabilities targeting economic growth, competitiveness, and providing challenging employment opportunities in the Jordanian job market. Accordingly, Jordan would be positioned to be a major regional ICT hub and a leader in ICT-enabled development.

### **I.1. Improving the IT Environment**

The following summarizes the key elements of the strategy, which takes into consideration the best International practices and lessons learned:

- Establish a national R&D in ICT Committee, including: Governmental Institutions, private sector, championed by MOICT, with coordination with R&D.
- Develop incentives and regulation for Venture Capital company formation.
- Improve Labor law to ensure recognition and benefits for persons working in R&D related projects and tasks.
- Improve Government processes and procedures, particularly customs clearance procedures, in order to expedite product development iterations.
- Increase awareness about intellectual property rights among concerned parties and citizen.
- Harmonize interrelated policies and strategies with a focus on R&D: Ministry of Higher Education and Scientific Research Strategy, ICT sector strategy, small enterprise development, industrial and investment promotion, key ICT user sector strategies, and the National Agenda.
- Promote competition among broadband telecommunications and internet providers to reduce their costs to ICT users

### **I.2. Government role**

The industry enjoys strong support from the government the Jordanian government recognizes the key role it plays in providing an enabling environment for innovation and research and in building the human capital that is required for the future knowledge economy. There have been important changes in the system of innovation in the country, specifically in the ICT sector.

Jordanian institutions and their programs are better aligned with national needs. Innovation programs, particularly technology incubators were

established in Jordan to encourage innovative solution development in partnership with private sector.

### **I.3. Private and Public sectors**

There is a good partnership between the private and public sectors but, yet it needs to be stronger, as both parties share and exchange ideas and experiences. The partnership is important at this point in order for the ICT sector to develop further. The role of the Ministry of the ICT sector is to ensure that all parties involved address the issues and work collectively to build a strong IT technology.

### **I.4. Lessons from international experience**

International lessons indicate that the enabling policy and business environment is the most critical element of ICT sector growth strategies and even more critical for ICT-enabled development strategies. There is undoubtedly a role for government in supporting R&D and training for ICT and other high-technology.

There is also a role for governments to induce and facilitate the formation of clusters, incubators and shared support services for innovative ICT enterprises—promoting innovation, external economies and joint action. But the most pervasive impact will come from improving the policies and business environment to promote ICT adoption, to promote ICT innovation among local enterprises, and to encourage franchising, joint ventures, collaborative research and exchanges among local and international companies.

### **I.5. Main problems delaying Jordan's from developing ICT**

There have been many significant problems delaying Jordan's transformation such as the lack of infrastructure, Lack of Focus, the scarcity of funding, absence of a well established e-Society. On an institutional level within government agencies analysis showed a number of problems which can be categorised in different domains starting from the expected cultural problems such as resistance to change, as well as the lack of coordination, and accountability problems, technical problems related to knowledge management issues, behavioural problems such as the employees' adaptability to the introduction of new working methods.

## **II. Canadian Policy on Management of Information Technology**

## **II.1. Objective**

The objective of the Canadian policy is to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public section titles and paragraphs.

## **II.2. Expected results**

The expected results of this policy are:

- Better understanding on the part of all key stakeholders of their roles and responsibilities with respect to the management of IT in the government;
- Strengthened management of IT across the government and better decision-making at all levels, thus ensuring that IT supports program delivery and provides value for money;
- Increased use of common or shared IT assets and services by departments and agencies to ensure efficiency gains;
- Responsive services enabled by IT.

## **II.3. Policy requirements**

Deputy heads are responsible for ensuring that: departments participate in setting government-wide strategic directions for IT; Departmental IT investment plans are integrated into the overall business plans of the department; All IT assets and services are used in departments to avoid duplication; Departmental IT governance structures are established; Performance related to the departmental management of IT is measured on an ongoing basis; A senior official is designated to represent the department in discussions with the Treasury Board of Canada Secretariat for the purposes of this policy; Departments provide Treasury Board of Canada Secretariat with information concerning their activities in relation to this policy that involve the development of national and international technology standards.

## **II.4. Monitoring and reporting requirements**

### **II.4.1. Deputy heads Role**

Deputy heads are responsible for monitoring adherence to this policy within their departments, consistent with the provisions of the Treasury

Board's Policy on Evaluation and Policy on Internal Audit, and for ensuring that appropriate remedial action is taken to address any deficiencies within their departments. Deputy heads with national or policy responsibilities related to information technology are responsible for providing to the Treasury Board of Canada Secretariat, on an annual basis, the names and responsibilities of their officers who are involved in national and international IT standards activities, to ensure a comprehensive understanding of the Government of Canada's involvement and contribution.

#### **II.4.2. Government Role**

The Government will monitor compliance with this policy in a variety of ways, including: assessments, examinations, evaluations and studies, reviewing work performed in collaboration with departments. And it will monitor government-wide progress against established strategic IT directions and will measure government-wide IT performance on an ongoing basis.

#### **II.4.3. CIO Role**

In the Canadian Government the CIO is playing a magnificent role in the progress of the Information Technology in Canada , by providing strategic direction and leadership for the Government pursuit of excellence in information management , and is responsible for policy development, monitoring, management oversight, and leading community development and capacity building initiatives in information management, information technology, identity management and security, and access to information and privacy to ensure the sound management and stewardship of the Government of Canada's information and technology assets and its communities of practice.

### **III. Conclusions**

Information technology (IT) plays an important role in government operations. It is also a key enabler in transforming the business of government. Information technology is an essential component of the government's strategy to address challenges of increasing productivity and enhancing services to the public for the benefit of citizens, businesses, taxpayers and employees. The coordination of all activities of information technology in any country would ensure uniformity of vision of information systems with objectives of the country.

Cleared and updated IT Policy with good implementation and monitoring will also play an effective role in the country progress.

Jordan should seize the opportunity to take its place in the vanguard of the global knowledge economy and information society. Government should selectively intervene to complement market forces where the private sector and academia cannot and where the potential benefits / spillovers are high enough to justify intervention. Strategic plans are only valuable to the extent that they are implemented.

To achieve connectivity and integration between the private sector and the government sector at the state level, become the role of the CIO to provide an integrated vision regarding the circulation of information and information technology as well as guidance during the development, implementation and operation of system and new applications, and in strategic planning at the level of ministry.

The Executive Director of the information has important role to play in terms of data collection, auditing, analysis and decision support, as well as participate in the development of policies, strategies and plans that will work organization in the in the field of handling information, as well as evidence of the actions required for implementation, and follow-up implementation, and evaluation of what has been done, as well as taking the necessary action in the development and improvement of the new plans according to lessons learned from implementing previous plans.

## References

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