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**THE MINISTRY OF DIGITAL TRANSITION AND ADMINISTRATIVE
REFORM OF THE KINGDOM OF MOROCCO**

Regional seminar for senior civil servants

17th UniDem Med

**" DIGITAL TRANSFORMATION AND ARTIFICIAL
INTELLIGENCE: RULES AND APPLICATIONS "**

hybrid format (online and in Rabat, Morocco)

21-22 November 2023

**DIGITAL TRANSFORMATION, ARTIFICIAL INTELLIGENCE, AND AUTOMATED
DECISION-MAKING IN PUBLIC ADMINISTRATION**

National experience: Jordan

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Co-funded
by the European Union



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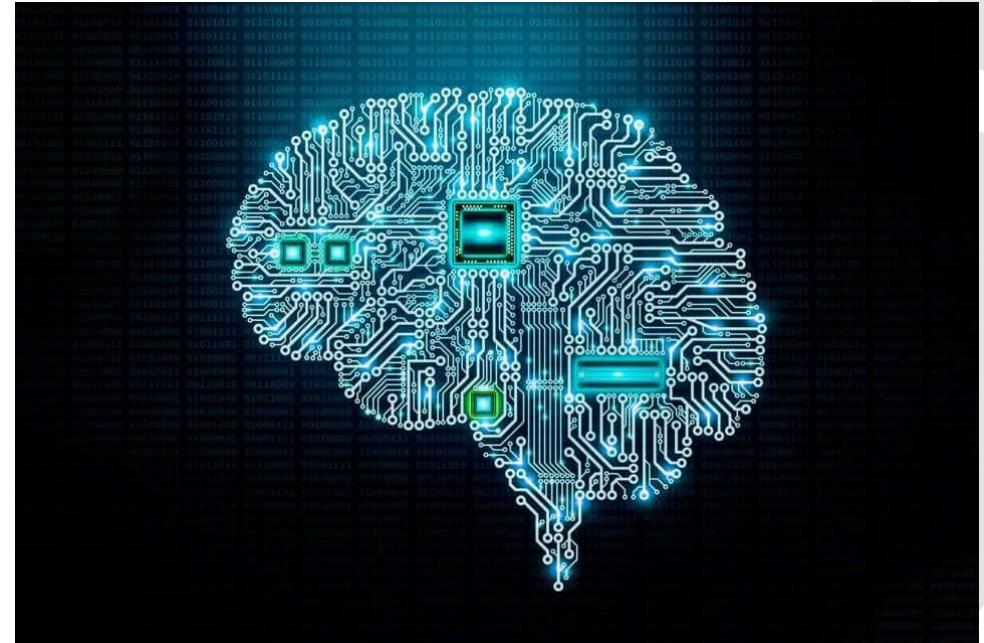


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"Protecting human rights, the rule of law and democracy through shared standards in the Southern Mediterranean"
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Digital Transformation and AI in Public Administration in Jordan





Outline

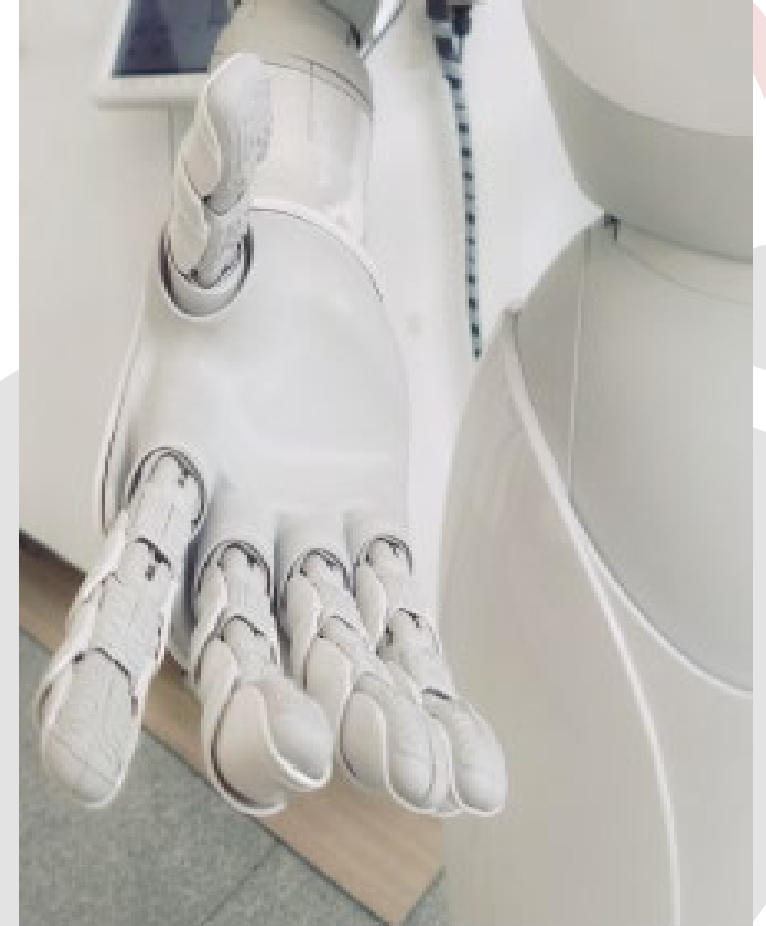
- Introduction
- Digital transformation features
- Strengths & Weaknesses for AI development
- Legal and Political Framework
- Challenges AI in Decision-Making
- digital government transactions
- Conclusion





Introduction to Digital Transformation and AI in Government

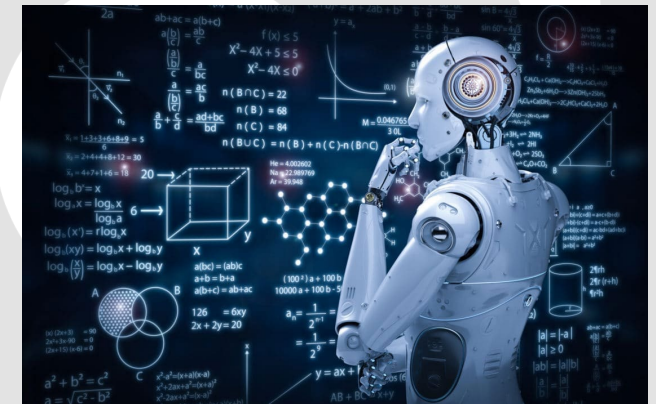
Digital transformation and AI have revolutionized decision-making processes in governments, including in Jordan. The role of artificial intelligence in governance and legal compliance has become paramount in ensuring efficient and transparent operations. In this modern era, AI empowers government institutions by streamlining processes, enhancing data analysis, and promoting effective decision-making, ultimately transforming the way governance is carried out.





The current state of artificial intelligence in Jordan

Involves building a robust national strategy for AI. It is important to assess the readiness of the kingdom and the preparedness of its various sectors for the real integration of artificial intelligence systems. This involves identifying strengths and weaknesses, as well as key opportunities and challenges in these sectors, whether they are governmental or private. The extent of Jordan's current readiness to implement artificial intelligence systems was studied through a study conducted by the Ministry of Digital Economy and Leadership to measure the readiness of a number of government sectors to use artificial intelligence technologies. The goal is to understand the current challenges and initiatives, as well as future plans related to artificial intelligence.





Digital transformation in Jordan comes with several features:

- E-Government Initiatives
- Digital Infrastructure Development
- Open Data Initiatives
- Cybersecurity Measures
- Digital Literacy Programs
- Collaboration with Private Sector
- Regulatory Frameworks
- Integration of Artificial Intelligence (AI)





Strengths for the development and implementation of AI in Jordan:

- ❖ **Reliance on Human Capital for Economic Growth**
- ❖ **Governmental Willingness to Adopt AI Solutions**
- ❖ **Legislation and Systems Availability in Digital Transformation and Emerging Technologies**
- ❖ **Establishment of Technical University Specializations in AI and Data Science**
- ❖ **Adequate Number of Researchers and Postgraduate Degree Holders in AI**
- ❖ **Interest of Startups and Entrepreneurs in Adopting AI**
- ❖ **Presence of Stimulating Investment Programs and Initiatives**
- ❖ **Developable Digital Infrastructure for AI Adoption**
- ❖ **Governmental Databases Containing National Data**





Weaknesses for the development and implementation of AI in Jordan:

- ❖ **Absence of a Central Government Entity for Supervision and Regulation of AI Research and Development Projects**
- ❖ **Limited Awareness of the Importance of Integrating AI Projects into Annual Plans of Government Institutions**
- ❖ **Neglect of Practical and Applied Aspects in the Design of University Specializations**
- ❖ **Slow Procedures for Licensing, Registration, and Issuing Professional Certificates for Startups**
- ❖ **Unreadiness of Stored Data on Government Databases as Required**
- ❖ **Inadequacy of Financial and Technological Resources for Handling Big Data and Building AI Systems**
- ❖ **Weak Collaboration Between Researchers and Different Sectors to Activate Applied Research of National Significance**
- ❖ **Lack of a Comprehensive Guide to Available Data for Various Government and Private Entities**



Legal and Political Framework

Developing and updating regulatory frameworks is essential to govern the use of technology and data in public administration. This includes privacy regulations, data protection laws, and policies related to digital governance. As:

Jordanian Artificial Intelligence Strategy and Executive Plan 2023-2027

National Code of Ethics for Artificial Intelligence

The National Strategy for Digital Transformation and Executive Plan 2021-2025



Challenges of Implementing AI in Decision-Making

Lack of
Transparency

Regulatory
Compliance

Integration with
Existing Systems

Data Privacy and
Security

Cost of
Implementation

Resistance to
Change



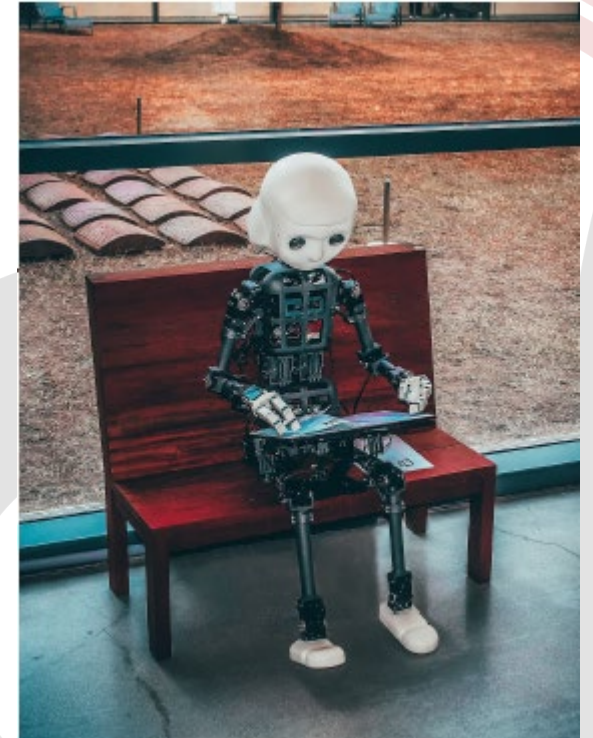
Overcoming these challenges is crucial for successful AI implementation and ensuring effective governance and legal compliance in Jordan.





Legal Compliance and Ethics in AI Adoption

Ensuring legal compliance and ethical considerations are paramount in the adoption of AI in government. Addressing privacy concerns, bias in algorithms, and the need for upskilling are essential. Success in AI implementation will depend on overcoming these challenges, enabling effective governance and ensuring that AI decision-making aligns with ethical standards and legal requirements.





Various government entities in Jordan have successfully implemented Digital Transformation. That include to streamline administrative tasks, improve resource allocation, and enhance public service delivery:

the “Sanad” application for digital government transactions, a qualitative leap and an important step in digital transformation and enhancement of the e-government approach, as it includes government services. It is an application for mobile phones that allows access to Jordanian digital services by adopting a digital identity, and allows citizens and investors to complete their transactions with all Ministries, departments and government institutions from one place and at any time.





Future Prospects of AI in Government

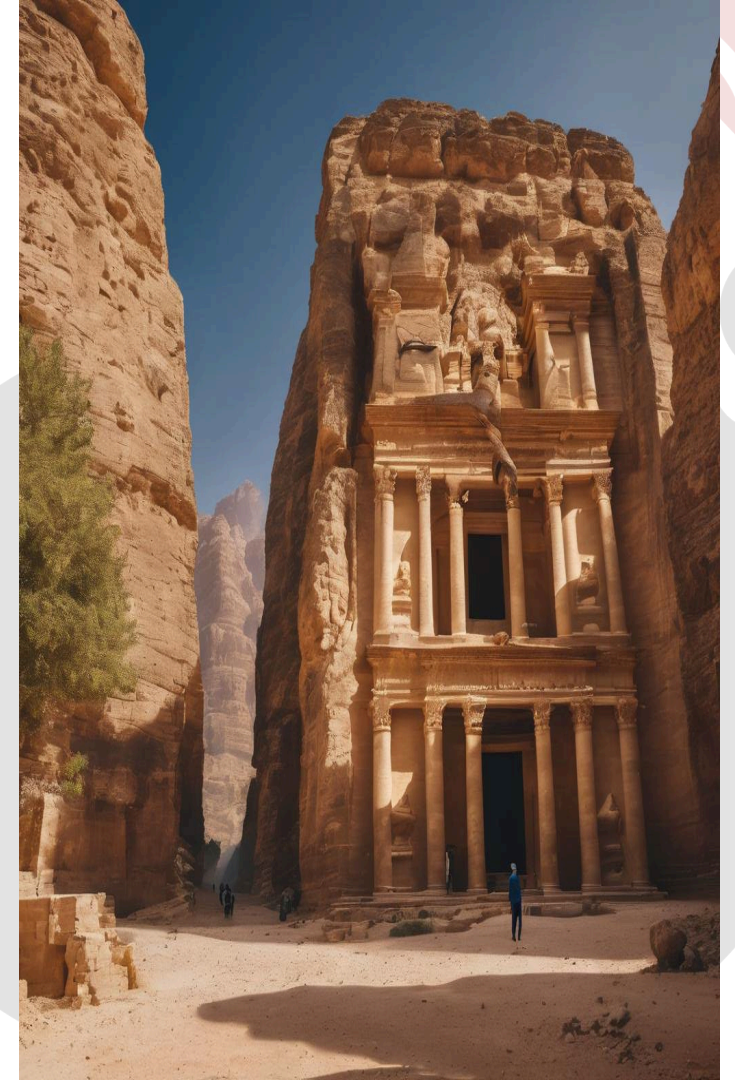
As AI continues to advance, the prospects for its role in government are vast. AI can automate routine tasks, analyze vast amounts of data for informed decision-making, and even predict potential threats or risks. However, careful consideration must be given to ethical concerns, privacy protection, and ensuring AI is used as a tool to enhance, not replace, human decision-making in the government sector.





Conclusion: Leveraging AI for Effective Governance

By leveraging AI in decision-making, governments in Jordan can enhance efficiency, improve service delivery, and streamline processes. However, it is crucial to strike a balance between embracing AI and upholding legal compliance and ethical considerations. AI should be seen as a tool to support human decision-making, ensuring transparency, fairness, and accountability while harnessing the power of technology for effective governance.





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