

RESPONSE OF THE HASHEMITE KINGDOM OF JORDAN

**ON THE IMPLEMENTATION OF THE
*RECOMMENDATION CONCERNING THE PROMOTION
AND USE OF MULTILINGUALISM AND UNIVERSAL ACCESS TO
CYBERSPACE***

JANUARY 2011

The Ministry of Information and Communications Technology (MoICT)

I. INTRODUCTION

The 2005 UNESCO General Conference decided by resolution 33C/Resolution 54 that Member States should submit every 4 years a report on the current state of the implementation of *the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace*. This document is the report of the Hashemite Kingdom of Jordan.

It should be noted that this is Jordan's first attempt at drafting the report and while the activities and measures mentioned are not explicitly intended to give effect to the *Recommendation Concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace*, several of them contribute directly or indirectly to its implementation.

Please find below a narrative on the enabling legal environment giving effect to the aforementioned recommendation.

II. DEVELOPMENT OF MULTILINGUAL CONTENT AND SYSTEMS

A. Content Regulation

- 1) MoICT is in the process of revising amendments to the Electronic Transaction Law of 2001 and it is now under revision with the Legislation and Opinion Bureau.
- 2) *Information Systems Crime Law*, this Law was approved by the Cabinet on August 4th, 2010 and later received royal ratification by HM King Abdullah II and was published in the official gazette on September 16th.
- 3) *Licensing, Accreditation and Regulation of Certification Authorities Bylaw*: A draft bylaw was prepared by the Ministry of Information and Communications technology in cooperation with the Telecommunications Regulatory Commission (TRC) to provide the appropriate legislative environment for licensing private sector companies for signature authentication. The bylaw is to be revised & approved by the cabinet after approving the amendments to the e-transaction law.

Telecommunications Law: the existing Telecommunications law is being revised to address within the context of existing laws and legislations major sector issues such as convergence and effective in line with global developments and changes. A draft of a new telecommunication law and amendments to existing legislations will be proposed to enable the convergence of the IT, Telecom and Media sectors. It is expected to be ready in the first half of 2011.

4) *Copyrights legislation.*

Jordan's Copyright law No (22) of 1992 as revised in the Copyright law (9) in 1995 includes software provisions as follows:

1. Article 3 P.8 stipulates that all computer softwares are protected by Copyrights including "object code" and it can only begin when there is a physical expression of the work.
2. Article (8) the author has only the right to:
 - a. Put his/her name on all copies of the product that is distributed to the public.
 - b. Release his/her product to the public and determine the time and means for distribution.
 - c. Make changes to the product.
 - d. Defend any product against any attack that might jeopardize the reputation of the author
 - e. Withdraw the product from the market if good reasons require that and provided that the Author must compensate financially any person who purchased the right of hi/her product exploitation.
3. Article (9) stipulates that the Author has the only right to financial benefit and exploitation of his/her product by any means he/she desires, unless he sold the rights to somebody else.
4. Article (30) stipulates that the exclusivity duration is up to (50) years after the death of the author starting from January of the year of death.
5. Article (45) stipulates that the author is protected even if the computer software was not registered at the Jordan National library.
6. Article (56) stipulates that Jordanians and non-Jordanians are equal under this law.

Jordan's Labor Law No (8) of 1996 as revised in Jordan's Labor Law No (12) for the year 1997 includes provisions as follow:

1. Article (20) a) stipulates that; Insofar as the employee utilizes the experience and expertise of the business owner (employer), his/her equipment, raw materials, tools and information, the rights to an invention or intellectual property are identified in writing and in agreement between the two parties.
2. Article (20) b) stipulates that; The employee is automatically granted rights to an intellectual property upon the discovery of a new invention that falls outside the work scope of the employer unless a written agreement stating otherwise was issued to that effect . However, the employer is granted the priority to purchase the invention from the employer if he so desired.

B. Maintaining Cultural Identity

- 1) *Developing Arabic Search Engine*: ARABI (عربي) is the first global Arabic search engine that was developed by Jordanians in Jordan.
www.arabi.com
- 2) *Digital library*: The National Jordanian Library for Arab Heritage Committee under the directives of the Arab League and under the auspices of the Ministry of Culture in Jordan is working toward filing, indexing, documenting and publishing a wide range of online Arabic content and thought across different time series in all fields of interest: the Scientific, the cultural, historic heritage, and literature.

Its aim is to provide researchers in the Arab community with a comprehensive online information database on a wide range of subjects in the Arabic language to enhance the collaborative sharing of knowledge of Arabic content and protect Intellectual Copyright works as well as stimulate research among researchers via an online database:
<http://www.dhakhira.jo>.

- 3) *Cultural and Recreational Portals*: Local companies emerged as vehicles for ICT growth to provide Arabic content that is recreational for local users. For example, Intel invested in two Jordanian firms the first of which is www.Jeeran.com, an online community with over one million users and (25) million monthly page views which has expansion plans to include

launching a French-language version of the Maghreb and purchasing Jordan's start-up Talasim.com, the region's first comedy community. The second is: Shoofee TV, an online aggregator.

- Maktoub is now the most popular Arabic-language online portal with 16.5 million users. Yahoo's purchase of the portal was based on forecasts that spending on online advertisements in the MENA region would increase by up to 40% in 2010. www.maktoub.com
- Time Warner with Jordanian animation company Rubicon to produce shows in Arabic for children.
- Ministry of Tourism Portal and the Jordan Tourism board: <http://www.visitjordan.com/>

III. FACILITATING ACCESS TO NETWORKS AND SERVICES

A. Community Knowledge Stations. <http://www.ks.gov.jo>

Jordan's Information Technology Centers initiative targets the Jordanian population at large with the objective of creating a national information network.

The actual initiative was entrusted to a project management unit (PMU) established within the domain of the National Information Technology Center. Four guiding criteria were used to assess the number of knowledge station that need to be set up around the kingdom. These include: population density, national coverage, available infrastructure, and the presence of a capable host organization. There are now (178) Knowledge Stations scattered across the kingdom

B. The development of domain names in languages other than English

The Hashemite Kingdom of Jordan submitted an application on Dec 12, 2009 to the ICANN for permission to develop IDN ccTLD top level domain name in Arabic. This was approved on April 19, 2010 and ICANN and IANA have successfully implemented and tested the system on our servers. The service is

now up and running for those utilizing the DNS servers. Many challenges were faced due to Arabic script which, unlike the English language, consists of many variables, prefixes and suffixes. Below, please find Jordan's up and running IDN ccTLD utilizing DNS servers.

<http://موقع مركز تكنولوجيا جيا-المعلومات-الوطني.الاردن/>

<http://موقع مئمو.الاردن/>

<http://موقع وزارة-الاتصالات-وتكنولوجيا جيا-المعلومات.الاردن/>

<http://موقع وزارة-الاتصالات.الاردن/>

C. E-government Portal

(<http://www.jordan.gov.jo/wps/portal/MyArabicPortal>)

The Ministry of Information and Communications Technology (MoICT) is currently undertaking structural adjustments that confine it to policy and strategy development, thereby, assigning the executive tasks to an independent entity: the National Information Technology Center (NITC) of which the e-government program will become a key component of.

Nevertheless, e-government has admittedly registered some progress over the past years by launching (56) horizontal and vertical services online via Jordan's e-government portal, some of which include: filing income tax returns online, registering companies online, issuing vehicle licenses. It also launched the first e-payment gateway for the Ministry of Finance (MoF).

The government's portal, which is the official website that encompasses all ministries and government corporations today presents integrated information on a large number of governmental services, approximately 1800 of them, and this includes description of procedures, required steps, websites, fees and required documents to execute these services.

D. National Broadband Network (NBN)

(http://www.moict.gov.jo/MoICT_NBN.aspx)

The National Broadband Network is an open access network established by the government of Jordan to support the growth of traffic demand as the pace of technology diffusion accelerates. It has, since its establishment, connected (612) schools, (56) government entities and (45) healthcare institutions (74 healthcare institutions have been provided by fiber connection only) , including (8) Universities at 10 sites and (22) Knowledge Stations around the kingdom with a fiber-optic network based on IP/ethernet technologies, which is now being deployed across the kingdom with a capacity of (100 Mbps) per site in a bid to provide a high speed broadband platform for Jordanian to improve both educational system and healthcare system as well as increase access to under-served areas, future plans are being studied to utilize the network to support the business sector in Jordan

E. Open Source Software.

The government of Jordan is taking active measures to promote the adoption of open source software in Jordan and the region with the final aim of becoming a regional open source hub. Efforts to increase awareness and create a general understanding among government agency leaders about the value of open source software are currently underway in cooperation with international providers as Ingres.

MoICT will be enhancing local expertise and competence around open source software and this is manifested in the establishment of an open source laboratory in a Jordanian University along with free trainings to certify individuals and government staff in open source software taking into consideration the Arabic language in the training of individuals.

It is also assessing the possibility of open source software as an alternative in government software purchasing decisions to cut costs and enhance innovation.

F. Cloud Computing

The Ministry of Information and Communications Technology is researching and exploring ways of utilizing and leveraging cloud computing Services in economic and social development, notably in areas of education and enterprise development in a bid to increase ICT diffusion in the Kingdom.

G. Deployment of new technologies: 3G +

Jordan Telecom Group (Orange) purchased the license to provide the 3rd Generation services (3G +) from the Jordan Telecommunication Regulatory Commission (TRC). It has, as a result, received a one year exclusivity period to develop the technology without a license being granted to any competitor. A WiMax license was also granted to (5) ISPs to increase internet access, especially in under-served and remote communities.

4th Generation Services (4 G +)

An undisclosed private telecommunications company is expected to purchase the license of (4G+) from the Jordan Telecommunication Regulatory Commission (TRC) in the second quarter of 2011.

H. Incentives

Jordan is providing several incentives to the private sector by means of tax exemptions and tax breaks for ICT companies establishing a commercial presence in Development Zones across the kingdom. Another is the establishment of a one stop shop for those seeking to establish investments in the country allowing for a 100% ownership of FDI in line with Jordan's liberalization policy and its commitments to the WTO. The Ministry of Information and Communications Technology has also provided Jordan telecom/ORANGE custom-free duties on equipment for 3 G + technologies.

Furthermore, Companies providing WiMAX services have been exempted from custom duties and charges on a range of wireless communication technologies

going into infrastructure development and services production. They have also been exempted from annual frequency fees conditional upon lowering access costs and increasing internet coverage area as well as penetration rates in underserved areas. ICT exporting companies also have been exempted from income taxes to increase bilateral and multi-lateral export trade in ICT. Within the context of technology-neutral services, sales taxes have also been unified across all internet services to 8%.

IV. REAFFIRMING THE EQUITABLE BALANCE BETWEEN THE INTERESTS OF RIGHTS-HOLDERS AND THE PUBLIC INTEREST.

Pursuant to section II point 4 of this report on Jordan's Copyright Law (22) of 1992 as amended by Law (9) in 1995, Copyrights are exclusive to the author in the exception of fair use such as the use of the product for purposes such as criticism, comment, news, reporting, teaching, scholarships or research. The aforementioned uses are not infringement of copyright. In general, and as things now stand, public interests weigh heavier in the balance.

Please indicate what are the actions planned to give consideration to the development of technological innovations and their potential impact on access to information.

The Hashemite Kingdom of Jordan is taking a progressive stance and concrete measures to elaborate and implement an Enterprise Innovation Policy and R&D in accordance with the Euro-Mediterranean Charter for Enterprise.

This is demonstrated, among other measures, through the following:

1. The R&D policy which sets out specific targets to be achieved, one of which is the establishment of the R&D fund.
2. The contribution of \$ 10 Million dollars by HM King Abdullah II to the Science and Technology Youth Fund in the 2008 Conference for Nobel Laureates.
3. The Royal Scientific Society (RSS) which has made significant contributions to the development of Science and Technological research by making advancements

in nanotechnology, biotechnology, in addition to establishing the iPARK, Jordan's first IT incubator.

4. The El-Hassan Scientific City initiative of establishing an "Intellectual Property and Commercialization Center (IPCO)" in cooperation with the European Union will be staffed with commercialization professionals who are ready to help universities and research centers and industrial enterprises identify, evaluate and commercialize research outputs.
5. The establishment of (8) incubators in different parts of the kingdom to leverage innovative start-ups and projects with commercial potential. They will reach (12) by early 2011.
6. Oasis 500 is Jordan's premier ICT Venture Capital Company. It provides prospective young entrepreneurs the opportunity to turn their business idea into a business reality by means of extending guidance and support, education Capital funds to open up and start their business.
7. Jordan is a member of the EUMEDCONNECT 2, a project that connects over (180) Mediterranean Universities to a network of about 3, 500 institutions in Europe to engage in collaborative research work on a range of issues as: health, environment, content and culture.

However, much is still required in the areas of strategizing, capacity-building and R&D legislation.

Final Comments

What efforts has your Government made to establish a system of continuing monitoring of the implementation of decisions taken at the World Summit on the Information Society and what time-related goals and benchmarks has your government set in this respect?

Jordan's National Agenda of 2005 set out the guiding framework for national programs and strategies across a diverse range of sectors, one of which is the information technology and telecommunication sector services.

The National Agenda subcommittee on ICT provided the foundation and direction for the regulatory environment and ICT policy and subsequent strategies in line with the recommendations of the WSIS, .

A catalyst in the implementation of the decisions taken at the WSIS is, however, the National ICT Strategy 2007-2011, which over the past three years encapsulated the concerted and ambitious efforts of the public and private sectors in converting the 2007 Policy goals into actionable targets with concrete results.

The National ICT Strategy (NIS) is currently managed by four mutually-reinforcing and inter-related pillars : a) the Connectivity Pillar, b) Trade and Investment c) Education d) Research and Development and identifies three strategic targets to be achieved by the end of 2011. These include:

- 1- Increasing internet user penetration by 50%
- 2- Increasing ICT income revenues to \$ 3 billion dollars.
- 3- Increasing ICT employment to 30,000 jobs.

Each strategic target is comprised of strategic objectives and anticipated outcomes with corresponding actions that need to be implemented within clearly defined interrelated frameworks of programs, projects and initiatives. Efforts have been executed to develop a proper monitoring and evaluation framework and methodologies for the Strategy. NIS includes within its structure a set of key performance indicators (KPIs) to help assess the progress in the strategy performance.. Such assessment of the impact needs to be conducted via the utilization of diverse economic concepts and methodologies as: economic modeling, forecasting and time-series analysis, including market analysis to contribute to policy and strategy reformulation processes. This kind of expertise is not easily available in Jordan.

The Ministry of Information and Communications Technology (MoICT) is currently undertaking a review of the National ICT strategy in a bid to realign efforts and address policy gaps in implementation to identify the best way forward.

What are, according to your government, the main issues and new challenges that need to be further addressed for promoting multilingualism and universal access to cyberspace?

Jordan's primary challenge is to achieve universal service/access to cyberspace. This poses significant constraints due to the lack of capital investment required to expand ICT into rural and under-served areas. However, the government is exploring innovative ways to financing and managing projects as fostering the development of Public-Private

Partnerships (PPP) to achieve universal access, build National Broadband Network (NBN), and provide e-services.

Another challenge is the slow uptake of ICT among Jordanian enterprises, which is a matter of concern that requires further awareness-raising on the vital importance of utilizing ICT for enterprise development and efficiency.

At issue is the misconceived fear and perception that the internet is an unsafe environment, which limits uptake of ICT, *with the exception of mobile phones in which penetration rates stand at 101% in Jordan*, and internet usage by some segments of society who are living in remote areas.

While Jordan's literacy rate is high, rising unemployment rates together with the high cost of new technologies in addition to the lack of practical experience and exposure to disruptive technologies is limiting people from spanning their boundaries and accessing the rich and numerous resources available on the internet. Also, the paucity of informative Arabic content in critical fields of interest as healthcare, management and sciences is another important barrier that needs to be addressed.

NATIONAL INFORMATION TECHNOLOGY CENTER (NITC)

**Second Report By Member State on Measures Taken to Implement
the Recommendation Concerning the Promotion and use of
Multilingualism and Universal Access to Cyberspace**

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11/7/2010

Second Report By Member State on Measures Taken to Implement the Recommendation Concerning the Promotion and use of Multilingualism and Universal Access to Cyberspace

Introduction:

The National Information Technology Centre (NITC) was established in 2003 in accordance with the temporary law No. (81) for 2003 entitled "Deployment of Information Technology Resources in Government Organization Law ". The main objective of the Centre is to participate in implementing the national strategy plans and programs, that are related to the deployment establish and manage an integrated information technology resources in government organizations, and establishing a comprehensive information system at the national level by linking the various organizations in the public sector to a national network. The network will coordinate efforts to facilitate the provision and accessibility to socio-economic and technological information produced by the public sector to users in both the public and private sectors.

Main Achievements of NITC in Facilitating Access to Network and Services

Bridging the digital divide

Digital divide is lack of computers, access and training. It also refers to the gap between individuals, households, businesses and geographic areas at different socio-economic levels with regards to opportunities to access Information and Communications Technologies (ICT) and use of internet for wide variety of ICT activities. Income is an important determinant of PC penetration and access, as are gender, level of education, geography, and ethnic background. Low-level income groups, rural communities and women are less likely to have access to ICT. An initiative to ensure that every Jordanian has access to Information and Communications Technology has begun; significantly, these efforts are targeted towards those communities who, under ordinary circumstances, would not be able to

experience ICT easily. The majority of these communities reside in the rural and remote areas of Jordan, where access to ICT is difficult to obtain. The establishment Knowledge Stations (KS) was launched in 2001. This initiative is intended to implement IT in local communities in remote areas in preparation for the E-government process. Number of KS around 180 are scattered all over Jordan.

Capacity Building

NITC conduct training courses for trainers. Other training courses should be tailored towards specific group needs. IT training at the Knowledge Stations fulfilled the following aims:

- Community service development
- Decrease the digital divide between the city and the rural community
- Empower the rural community with IT know-how
- Facilitate access of information to rural areas
- Facilitate democratization of remote societies
- Increase knowledge and awareness in the National Information System (NIS)
- Improve professional skills
- Increase usage of the Internet and its facilities

In adopting a tailored approach, aimed at harmonizing the tasks of the KSs with the communities basic needs and pursuits, the Knowledge Stations have classified their activities under different inter – linked categories:

- ICT capacity building and skill enhancement, International Computer Driving License (ICDL), number of beneficiaries, Certified, from 2007 to 2010 is 3538
- Community development and awareness services, Like Internet use, number of beneficiaries from 2001 to 2010 is 681580.
- E-Learning activities (English Language),
- Women's Empowerment Typing Training courses for both men and women, number of beneficiaries from 2001 to 2010 is 289953

National Information System NIS; <http://www.nis.gov.jo>

The National Information System (NIS), is a national Wide Area Network (WAN) that links homogenous information generating centers operating together. Sub-networks are connected together forming a sectorial information where information is retrieved and exchanged. The different sub-networks are connected to form the National Information System (NIS) as the main referral point.

The national information system was established in 1993, and under the new law of the center in 2003, which is one of its duties, article 7 – b; "building an integrated information system and management at the national level, so that links between governmental institutions within the national network through which, in coordination with each other to provide information and knowledge of economic, social and technological new and more inclusive, so as to ensure smooth flow This information to beneficiaries in the public and private sectors. Never the less, the governmental institutions are committed in collaboration with the National Information Technology Centre for building such a system".

The importance of the NIS comes from the fact that it attempt to remove the difficulties for the decision makers, researchers to obtain timely and accurate information. The users of such system can be categorised into two categories: content providers and content consumers. content providers are governmental institutions providing services to the public and consequently generating information in various forms.

Internet Service Provider (ISP)

The National Information Technology Center is the Governmental that provide internet Services to all Governmental organizations;

- Leased Line customers are 100 institutes.
- ADSL accounts are 430.

Information For All Program (IFAP) Committee

IFAP committee was established by UNESCO to provide a framework for international co-operation and partnership in "building information for all". UNESCO

unique focus is on the **content and the confidence (or capability) of people to access and make effective use of information.**

IFAP National Committee: a high-level Advisory Committee was formed within NITC to evaluate the level of information within all information sectors, from different representative sectors such as:

- 1- National Information Technology Center (NITC)
- 2- University of Jordan
- 3- Royal Scientific Society
- 4- Ministry of Education
- 5- Ministry of Education / National Commission for Education, Culture, And Science
- 6- Department of Statistics
- 7- Ministry of Information and Communication Technology
- 8- National Library
- 9- Media

The IFAP committee worked on the 5 National Information Policies and Knowledge Strategies as guidelines for the IFAP committee in Jordan, which was addressed in the work plane for the years 2010 & 2011 achieving the following results:

- establishing the IFAP website: <http://www.IFAP.org.jo>
- creating the necessary indicators for Socio-Economic indicators; Women, Childhood, Industry in Jordan, Education, Biodiversity, Disabled, Telecommunication, Tourism, and Cultural Heritage.
- providing a wide range of source of information used by individuals and societies, including information distribution channels such as libraries, ICTs, and Internet.

IFAP Project

Deliberately the National Information Technology Center submitted a project proposal for the Jordanian National Commission for Education, Culture and Science for submission to UNESCO for funding under the program for contributing Member States for the years 2008-2009, to achieve the following main objectives of the project

- Provide data base for the compilation and dissemination of scientific production bumper of different sectors of education deployed at home.
- Activating the role of the universities to enrich the digital content
- Definition of the local community and global diversity of the number of researchers to the Jordanians and obtaining advanced degrees in Jordanian universities
- Awareness of Jordanian society the quality and quantity of production of scientific research published on the site
- Coverage of various disciplines and areas of available scientific Jordanian universities
- Highlight the role of professors in the development of Jordanian society.
- Closer links and ties between Jordanian universities and professors, non-Jordanian universities in the long run.

The website has bilingual interfaces (Arabic and English), <http://www.ifap-fm.jo/> . We opted to make the site available in both English and Arabic. This will allow national and international experts to search the database for possible partners.

Main achievement of implementing of the project

- Enrich Arabic content
- Visibility of Jordanian researcher
- Supporting Information For All Program (IFAP)

Development of Public Domain Content

Domain Registration Under (.JO)

NITC is the only accredited registrar of domain names under (.JO), was granted this registration privilege by the **ICANN**, a body concerned with the development of Internet technology and management of domain names.

NITC basically aims at efficiently providing the DNS registration service to the public by following the worldwide ICANN's best practices by maintaining a solid operating environment that secures the customer rights and following a transparency policy of publishing the database of registered domain names under the (.JO) ccTLD.

NITC policy in domain registration under (.JO) complies with the worldwide recognized policies and Best Practices with essential modifications that accommodate with the Jordanian culture and the Jordanian Laws to protect the rights of the others

.alordon (الأردن)

Jordan applied for its IDN ccTLD in Arabic under .alordon (الأردن) on Dec 9, 2009. The proposed string .alordon (الأردن) was approved by ICANN on April 21, 2010. Delegation with IANA started on April 22, 2010, and the IDN ccTLD .alordon (الأردن) was delegated in the root on August 21, 2010.

The main goal of an Arabic Top-Level Domain under .alordon (الأردن) is to implement latest names and numbers trends on the Internet in Jordan, along with lending a helping hand in increasing Internet penetration in Jordan to 50% by the end of 2011