

## New E-service Sets Government Services at New Level

*Optimiza develops the service of issuing and renewing of vocational licenses electronically for the "Greater Amman Municipality (GAM)*

Amman, November 2007 - Optimiza (Al-Faris National/ (ASE:CEBC), a regional technology solutions and management consulting services company, and the Ministry of Information & Communications Technology (MoICT) / the e-Government program recently announced the signing of an agreement that stipulates the development of an electronic service that facilitates the issuance and renewal of vocational licenses in the country. The development comes as part of the e-government initiative launched by the MoICT in line with HM King Abdullah II's directives.

This new service will enable the public to receive the necessary approvals to obtain the vocational license electronically from other related entities which include the Greater Amman Municipality, the Ministry of Trade & Industry, the Companies Control Department, Amman Chamber of Commerce and the Amman Chamber of Industry. The e-Service is promising to dramatically improve the service provided to the public by reducing the required time for licensing, simplifying processes and procedures and improving the overall quality of service provided by the government.

Eng. Basem Rousan, Minister of Information and Communications Technology said: "This project will contribute to improving the efficiency and quality of service delivery in the public sector, as well as offer citizens more

channel choices, both main objectives of the customer-centric e-Government programme.

Omar Ma'ani, Mayor of Amman, commented: "We are extremely pleased with this partnership. Optimiza provides us with a total technology solution to improve the quality of service that GAM provides both the citizens of Amman and the investors.

Hazem Malhas, CEO of Optimiza, reiterated Optimiza's commitment in providing the best solutions to its clients by saying: "We are very proud that the government of Jordan has chosen Optimiza as its partner in this pioneering project. This service will definitely add value to the services the government offers to the general public and will assist in enhancing the performance of the Jordanian business sector. Optimiza will dedicate all its knowledge & experience in developing electronic systems that serve the ever changing demands of the growing sectors."

From his side, Mr. Hassan Hourani, e-Government Project Manager said, "This project comes as part of the government's MoICT initiative in developing the services offered to the public through the e-government project. It will be accessible to the public and will be supported by government employees who will receive the appropriate training to help the public utilize this service to its maximum."

Optimiza will be working on developing this service by means of a signed agreement with the MoICT dated last August. The service will need 11 months to be fully operational.

**-ENDS-**