



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

The Ministry of Information and Communications Technology (MoICT) was aiming to develop a system to automate the vocational licensing process and enable clients to apply online for the issuance and renewal of vocational licenses rendered by the Greater Amman Municipality (GAM).

The major project objectives from MoICT and GAM perspectives fall in line with the Jordan e-Government Program and its vision. Specifically the project’s objective is to improve the service to the public by:

- Reducing time to access and deliver the service
- Simplifying processes and procedures necessary to render the service
- Improving the quality, cost, accessibility, and speed of delivering the service

Optimiza has developed an e-Service system for vocational licensing (that implements the licensing process after being re-engineered by Optimiza) as a cross governmental e-service rendered mainly by GAM, and containing the following main components:

1. An internet facing site that works from both GAM's website and the e-Government portal to receive citizens' requests for issuing, renewing, modifying, and canceling licenses
2. A web application that GAM employees will use to process licenses' operations
3. Integration with e-government shared services, The e-Government shared services are:
 - Portal
 - e-Payment Gateway.
 - Notification (SMS) Gateway
4. Backbone integration with existing systems at GAM, Ministry of Industry & Trade (MoIT), Companies Control Department (CCD), Amman Chamber of Industry (ACI), Amman Chamber of Commerce (ACC) to read data from each of the existing systems for validation purposes(if needed)
5. Reporting services to aid in monitoring the system
6. User management, forms modification, workflows management and notifications control available for the administrator to configure to ensure flexibility

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.