IJMA3 Newsletter

MENA ICT WEEK SPECIAL EDITION

Dear Friends and Colleagues,

The ICT Sector in Jordan is as the fastest growing sector in Jordan's economy (avg. 25% growth year on year) with more than 84,000 jobs in total (direct/indirect/induced) and contributing approximately 14.1% to GDP (9.5% direct, 4.6% indirect), exporting to more than 45 countries and on the ground international companies (Cisco, Microsoft, Oracle, HP, Yahoo, Intel, Motorola, Ericsson) as of end of 2010, and more than 40% internet penetration as of the 1st quarter in 2011.

The Information Technology Association of Jordan (int@j) was founded in the year 2000 as an industry-support association for Jordan's ICT sector. Building on the nation's core asset of highly educated and skilled human resources, our sector vision is for Jordan to become a major regional ICT leader and an internationally recognized exporter of ICT products & services, capitalizing on its core human capital advantage.

int@j's mission is to provide members with a platform of products & services that support their continuous growth, expansion, and prosperity toward a mature sector that substantially contributes to the national economy and provides quality jobs for Jordanians.

The association realizes its mission through positively influencing policy and legislation, offering capacity building programs, carrying out local and regional marketing activities, and providing members with value-added services that help them grow and prosper.

Over the years, int@j expanded its mandate to include ICT Enabled Services (ICTES), thus extending its support to organizations that largely base their business model on technology and communications. This strategic expansion came as a natural outcome of the ICT sector's success; following an initial period of developing core technologies, entrepreneurs seized valuable business opportunities that became gradually available, and launched enterprises that create additional jobs, generate exports, and attract investments. To name a few, Call Centers, Support Desks, and other Business Process Outsourcing (BPO) models are amongst those enterprises that have been integrated within int@j's circle of constituents.

int@j's multi-tier membership packages are open to all organizations that have a vested interest in the ICT and ICTES sectors. The association's members today include more than 200 companies in IT, Telecom, BPO, Gaming, and Digital Content. The list of int@j's services continuously expands as each member organization is served to satisfy its specific needs.

In 2011, int@j as the representative of the private ICT sector, has successfully led a number of ICT export trade missions to Oman, India, Syria, UAE, USA, and export coaching program for its members, and reviewed procurement laws, e-Transactions law, Cyber Crimes law, and the Intellectual property law as part of its advocacy program.

The Association has also successfully continued the CMMI and SPOT certification programs for IT companies and call centers respectively, and conducted a number of training programs in iPhone, Blackberry, and Windows Mobile 7 Applications development as a new trend and opportunity for Jordan to tap into.

Further to its mandate, int@j will be working on further programs to support the ICT sector growth in Jordan and its members and building on the National ICT Sector Strategy 2007-2011, int@j is developing

Abed Shamlawi
Chief Executive Officer
ICT Association of Jordan – Int@j

MAJOR EVENTS

For the third year, MENA ICT WEEK attracted the largest gathering of key public and private sector ICT stake-holders in MENA region

The Arab ICT Organization (IJMA3), along with its Syrian member the Syrian Computer Society (SCS), recently hosted the third annual MENA ICT Week 2011 in Damascus. This event, the premier ICT event in the Arab world, Middle East, and North Africa, provides an annual platform to bring together key industry players to discuss pan-Arab strategies toward sustainable ICT development. MENA ICT Week 2011 hosted a series of panels during which leading international ICT figures debated and discussed key issues of concern to the international ICT sector, including issues related to financing ICT, ICT for community development, emerging e-government appli-

MENA ICT WEEK 2011 was held in Damascus – Syria , between March 25 and 29, 2011, under the Patronage of H.E. Muhammad Naji Al Otari Prime Minister of the Syrian Arab Republic, and in the presence of Arab Ministers of Information and Communication Technology and their assistants, the Presidents of Arab ICT associations, members of the Arab ICT Organization (IJMA3), in addition to numerous regional and international industry experts, and key representatives of international NGOs, CSOs and private ICT corporations from:, Jordan, Syria, Iraq, Iran, Morocco, Sudan, Egypt, UAE, Lebanon, USA, Lithuania, Australia, Mexico, and England.

The event was included numerous complementary events and activities designed to highlight and discuss the latest ICT trends, create new business linkages, honor outstanding achievements, and explore future strategies for growth in the regional ICT sector. Sessions during the event delved into the following topics:

- Health and Well-being in a Digital Age
- How to get the best digital infrastructure at the right cost
- Education and Inclusion
- Key Infrastructure and Data Security
- Better and Cheaper Government
- Jobs, People, and Skills
- Stimulating Green Growth
- Money: Access to Funding and Finance

H.E Dr. Charbel Nahas Lebanese Minister of Telecommunication

In addition, a special session to develop "Arab Internet Manifesto" looked at the importance of the enabling role that the internet plays in successfully functioning societies. The session aimed developed a common platform for issues related internet adoption to be adopted by all Arab countries in order to fulfill the internet's promise for community development.

First Press Conference of the MENA ICT Week held on the 27th of March, 2011

IJMA3's annual Board Meeting is held annually on the sidelines of MENA ICT WEEK. This year's meeting addressed the latest ICT sector development in the MENA region, and gathered together IJMA3 member associations as well as the Secretary General of WITSA, Dr. James Poisant.

Arab Internet Manifesto to improve internet services in the Arab World

During the MENA ICT Conference held by the Arab ICT Organization – IJMA3 last month in Damascus, Syria, Arab leaders gathered to discuss a new framework for access to, and use of the Internet across the Arab region. The resulting document – called the Arab Internet Manifesto – was signed by key representatives from regional governments, ICT Associations, NGOs, regulatory agencies, and others, and signals a strategic shift by the region's leaders in the development of a unified policy that is designed to harness the rising Arab use of the internet for overall regional growth. The Manifesto tackles issues of special importance to the Arab region such as the "universal, affordable, and availability of internet", "evolution and expansion of the cyber space", "privacy and data security", "nurturing Arab content", among others.

2011 Arab GoldenChip Awards Winners

MENA ICT WEEK 2011 concluded with the most prestigious award ceremony honoring outstanding people working in the field of ICT in Middle East and North Africa, the Arab Golden Chip Awards. This award highlight great achievements by recognizing leading figures driving ICT change and innovation around the region. The distribution of the awards was a great end to a successful MENA ICT WEEK.   This year's winners are:

For Best software for export – TACME, for "TACSOFT" from the UAE.

For Best Innovative ICT Project – Matrix TRC for "Triple One" from Lebanon and Elixir for Intelligent Software for "Elixir Framework" from Syria.

For Best Arabic Content Project - Multimedia Content Network for "Website & database of legislative process & controls the government" from Morocco.

For Best Mobile application/Solution – Enma for advanced Software Solutions for "eQuest" form Syria

For Best Web 2.0 Social Media – iSpicePhotos for "iSpicePhotos" from Lebanon and NuServ Ltd for "Monaqasat.com" from UAE and Global Information technologies for "HCSR-Portal" from Syria.

For Best Location-Based GIS Application Solution – Ibdaa for intelligent solutions for "I-Distributor" from Syria.

The CFE brings out "the leader" in their trainees

IJMA3 and PWHO organized a session on Leadership at the Center for Excellence on February the 8th, 2011. The session endeavored to raise awareness on how to develop values and goals to match individual capacity. Its mains goal was to communicate the importance of building leaders throughout the various levels of the social context. It stressed the relationship of leadership skills with the way of life and behavior of an individual and their significance during the personal engagement in respectful conversations.

Success Story

Loula is a 19-year old divorced Lebanese who lives in the Burj Barajneh camp. She is one of eight children of a mixed marriage. The father is Lebanese and the mother Palestinian. Loula has been distinguished for her performance at school. However the continuous movement of the family from one place to another, as her father was looking for work to feed the large family, affected the continuity of her study. Despite all the problems, Loula was able to finish school with a distinction which provided her with a scholarship to the United States for graduate studies. The conservative parents refused to let her travel abroad. Instead, they obliged her to marry her cousin, Rabih. The forced marriage ended after four months with Loula being seriously mistreated. Following this failure in her life, she fell into a depression and as she admits she could not think correctly. She started isolating herself while everything was looking gloomy. Unable to bear her situation anymore, she decided to make a change by looking again for opportunities to learn.

Through her social activities, Loula started hearing about the CFE programs and the unrestricted access locals were enjoying to lessons. She started learning computers and registered for the business course as well. Her social circle be kept increasing with new acquaintances turning into friendships. In the meantime, she was working hard to get as much more she could from the trainings. In addition, Loula is giving private lessons to school children and financially supports her family. Her will to learn is still powerful and she is currently looking into scholarship opportunities to continue her studies at university. Lately, she also bought a computer using her savings and borrowing the remaining amount from a friend of hers. She is now able to teach her mother computer skills at home and assists her sisters in their homework. Loula's thirst for knowledge has gradually helped her to gain back interest for life while the CFE environment has helped her to expand her circle with Palestinian and Lebanese people who are showing her respect.

iJMA3
ICT for Development "ICT 4D"

Members Area

Special Report: EAITSM

The Egyptian Association for IT Service Management (EAITSM) actively works to achieve its mission for its membership, which includes individual professional members as well as corporate members. They have joined as a guest member in the Arab ICT Organization – The Union of Arab ICT Associations (IJMA3), and also hold a partnership agreement with the Sudanese Society for Information Technology (SSIT).

EAITSM focuses on translation activities in order to make available scientific references in the ITSM field to the Arabic community in their native language. The availability of translated Arabic materials facilitate the generation of contributions and achievements within the Arab community at the international level, in their native language. They focus on promoting international standards of IT Service Management within their membership and the larger community in order to raise their awareness and knowledge of how to benefit from these standards and best practices with the ultimate goal of benefiting their businesses and the region's national economies.

For more information, cooperation opportunities, information, suggestions, or comments about EAITSM, please refer to their website: http://www.itsmf-egypt.org.

Members Area – APEBI

We are honored to have one of our members share with us their achievements for the mid-term 2010-2011.

1. APEBI Proposal for Digital Economy – The Kingdom of Morocco launched in 2009 the great Maroc Numeric 2013 strategy which was presented to the Minister of Industry Commerce and New technologies H.E Ahmed Rida Chami.
2. Reactivation of the Technical Center of ICT-CETIC – the center's mission is to promote the cross use of ICT within Moroccan companies.
3. Relocation of headquarters to APEBI Casablanca Technopark – APEBI is now housed at Technopark of Casablanca. This is to follow their objective "Our new address, your growing space!"
4. Launch of 2010 salary survey - APEBI has now put this tool at the disposal of its affiliates to have them learn about the indicators of employment and offer more visibility through the development of a specific reference wage
5. APEBI as an effective federation – ASTEC (Association of the Technopark) has joined APEBI. A pact of Positive Commitment with AUSIM (Association of of the Information Systems Users). Finally APEBI is close to finalizing the creation of a common platform with AMRC (Association Marocaine Customer Relationship).
6. Redesign of the website of the Federation APEBI – APEBI has worked to put an ergonomic synthetic and information. APEBI 2.0 is also a new organization, more agile and effective representation bodies with strong promising initiatives.

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The Arab ICT Organization (in Arabic, Ittihad Jameyet Maaloumatiyah Arabiya; abbreviation, IJMA3), is an umbrella organization representing the interests of the ICT and communication communities in the Middle East/North Africa (MENA) region. Under this umbrella are gathered six distinct organizations, each with its own objectives, and regional and sectoral membership:

• IJMA3 ICT For Development
• IJMA3 Union of Arab Intellectual Property Associations
• IJMA3 Union of Telecom Operators in the MENA Region
• IJMA3 Union of Arab ICT Professionals
• IJMA3 Union of Arab ICT Associations for Companies
• IJMA3 Union of Arab ICT Associations for ICT Stakeholders

We're on the web!
www.ijma3.org