

## International Best Practices In ICT Policies And Strategies

The study, evaluation and analysis of ICT policies and strategies of other countries provide an important source of ideas on their adaptability to the Jordanian ICT environment. It also allows drawing similarities and identifying differences in approach and implementation. Within a dynamic and fast changing sector like ICT, time is of the essence so there is a natural tendency to fast track the adoption and implementation of such policies and strategies. In some cases, the tight schedule set for implementation would actually lead to a situation where work is being done on the ground before any clear definition of what is needed exists.

While most countries have well defined ICT policies and strategies, their implementation is achieved through coordinated set of initiatives and projects. The broad objectives of ICT policies and strategies should be:

- Improving government services.
- Economic advancement.
- Improving the quality of life of citizens.
- Attempting to bridge the digital divide.

The digital divide is apparent in all countries. Within certain limitations, the digital divide in developing countries is usually considered as a geographical problem; while in more developed countries it is considered as a matter of education and prosperity.

A system for monitoring and evaluation of results is also necessary. Organizations charged with formulation and execution of ICT policies and strategies should be subject to such systems. Direct and active involvement by a country's leadership can have a positive contribution with Jordan being an excellent example for this case.

In conclusion, not all international practices in ICT policies and strategies can be classified as 'best practices'. Blindly copying the experiences of other countries while simultaneously attempting to outdo their performances, given country specific constraints, should be avoided as this can quickly backfire into a recipe for disaster.

What may have been successfully applied in Ireland, Dubai or Singapore may not necessarily be applicable to Jordan.