

Information Technology Directorate Digital Transformation Project: Achievements and Work Components

Upon the directives of H.E. Assem Haddad the President of Audit Bureau on the necessity to enhance AB's work, and to move towards Digital Transformation of all procedures conducted by AB staff, and in accordance with the Strategic Plan of AB for the years 2021–2023, the IT Directorate worked and continues to work on the following components :

First component: Preparation of Infrastructure and Hardware

1. Upgraded the Oracle Applications and Databases to a newer version (10g to 12 C) and moved the production environment to the Governmental Oracle Cloud, indeed, prepared a similar environment for testing and development purposes on–primises.
2. Provided AB (headquarter and all 31 external offices) with modern computers and their peripherals(Cameras, Scanners,Printers) additional to the pre–existing devices, and will continue to provide audit offices and engineering groups with all required devices and state–of–the–art equipments to keep up with latest developments.
3. Preparing the infrastructure to link AB headquarter with the external auditing offices via eFax and IP telephone.
4. Working on connecting all external offices to headquarter via fiber, VPN and MPLS lines, afterwhich the working applications at headquarter will be run in parallel at external offices.
5. Implemented a biometric time attendance system(face recognition–based) at headquarter and developed it in a way to cover external offices attendance digitaly via web and mobile application, automate daily leaves

and annual vacations, and integrate it with our in-house HR system and employee vacation balance.

Furthermore provided The Directorate of Administrative Affairs with the staff ID cards system and devices.

6. Provided AB with the required devices to conduct virtual meetings and prepared the infrastructure to enable the work-from-home of the staff using official computers disbursed in their custody during the ongoing COVID-19 crisis.
7. Upgraded the AB Camera Surveillance System to include the external circumference and all floors 24/7.
8. Working on equipping the main meeting room, the President's office and the external offices with a state-of-the-art audio-visual system.

□ Second component: Software and Capacity Building

1. Working on automating the audit process procedures and the computerized audit methodology file at both levels: headquarter and external units , by providing auditors who currently have no PCs with modern laptops and purchasing Teammate and Teammate Analytics licences, in addition to training them on the new required procedures.
2. Working on implementing a full DMS (Document Management System) -ZAJEL DMS- for internal communications and workflows , and to integrate it with Tarasul1 governmental system and our acquired OmniDocs archiving system. This will be in two phases : headquarter at first phase, and external offices at second phase.
3. Provided AB with Microsoft Office 2019 licence.
4. Conducted a Data cleansing of archived audit inquiries files, and trained managers and other employees on paperless work and how to view archived files using OmniDocs archiving system.

5. Applied tenders and projects system at the Engineering Directorate and trained engineers on the system. Nowadays, working on link it to the governmental tenders department and the governmental procurement department, in order to facilitate project tracking by engineering groups
6. Designed ,developed and implemented the annual evaluation system of Internal Control Units, and trained relevant staff .
7. Re-engineered The system of custody / disbursed supplies of the employee, in order to enable each employee to follow up with items disbursed in their custody and any changes made to them.
8. Re-developed and improved the internal website "Employee Portal" to cover more staff services.
9. Renewed the AB's website and updated its content ,indeed,provided it with SSL Certificate.

Created a verified YouTube channel for AB, in addition, improved AB pages on all social media platforms.

10. Provided headquarter and external offices with Qestas and Adalah systems which are systems that cover Jordanian legislations including Constitution, laws, regulations, instructions, annexes, decisions, orders, communications, and announcements, be they in force, amended and cancelled before the establishment of the Jordanian Government and till date.
11. Performed a gap analysis for all AB active and inactive applications and identified the As-is status and the To-be status.
12. Working on improving the Tracking System of Government Vehicles with GCE –the company that developed the system – by separating the violations module apart from other modules that are administered by ministry of transport ,in order to be fully administered by AB staff, and moving this module to the Governmental Cloud.

13. Preparing the business continuity plan and the risk matrix for AB in collaboration with the Directorate for Institutional Performance Development and Quality Assurance.
14. Working on the new hierarchy of AB 2021. The new organizational structure has been studied for the year 2021, and reflected on working units at the AB.
15. Participating in cooperation with the Ministry of Digital Economy and Entrepreneurship in a committee to develop governmental data classification and management policy; and participating in the process of review and classification of AB open data which were published on the e-government platform www.jordan.gov.jo

□ Third component: IT Audit

1. Reviewed and analyzed the GFMIS, to import governmental financial data and classify it, in order to utilize it in AB audit procedures; and this process is considered the core for handling Big DATA.
2. Reviewing the monetary support system and analyzing its data to prepare a report to the World Bank which indicates the verification of payments completion to beneficiaries during the first three stages of the year 2020.
3. Signed a memorandum of understanding in coordination with the Governor of Central Bank and MadfoatCom company to grant AB the necessary authorities to audit financial payments and revenues for all Eservices of the auditees.
4. Providing mentoring and support for auditors of headquarter and external offices on how to use IDEA software for analyzing audit data.

❑ Fourth component: Training

1. Nominated 3 employees for CTFL training, which was conducted at the Royal Scientific Society, to keep AB SDLC aligned with the STLC and latest changes. The nominated employees have successfully passed the certificate exam, which makes the number of certified employees at the IT Directorate 5 employees in total.
2. Formed A work team of 10 TOT employees, from the IT Directorate and auditors, to perform as a continuous support team for the implementation of Teammate and coordinate business activities with “Component 3” work team of the Polish Twinning Project.
3. Trained auditors on using the Governmental Vehicles Violations System, and created user accounts with required privileges to create and follow up with the violations under their jurisdiction electronically and in coordination with relevant parties to pay them via the system.
4. Conducting Training sessions on a regular basis, for working applications (audit inquiries, OmniDocs and E-capture archiving system , GPS Tracking System for Government Vehicles, and other systems) as needed.
5. Conducting a Comprehensive Introductory Training In collaboration with the Study and Training Directorate, for AB staff (Computer basics, Microsoft, Outlook).
6. Trained 18 employees as TOTs on Zajel DMS, in order to train the rest of the AB staff on the system upon its activation.