

ITWORX/JM

A recent movement toward revitalizing the public sector has surfaced in numerous countries. Recognizing the importance of e-government for sustainable development, governments such as the Kingdom are actively reforming their public administration. Saudi government entities such as Jeddah Municipality (JM), the local authority responsible for handling and managing public services provided to all Jeddah constituents, have now reached a new level of sophistication in regards to the use of technology. They have reformed their public administration in order to make it more practical, organized, transparent, and are leading the charge to sustainable development. JM is currently revolutionizing its operations.

With the support and expertise of ITWorx, the municipality is automating its services workflow, and developing a web portal to facilitate access to different services through a centralized location. By streamlining internal operations and boosting productivity, ITWorx Correspondence Tracking System has helped Jeddah Municipality efficiently fulfill a significantly higher number of incoming requests, all while raising citizen satisfaction with greater transparency," said Bassam Al-Warith, chief information and investments officer at JM. ITWorx, the largest software services firm in Egypt, has supported the municipality's initiative by developing a web-based process monitoring application for tracking governmental transactions.