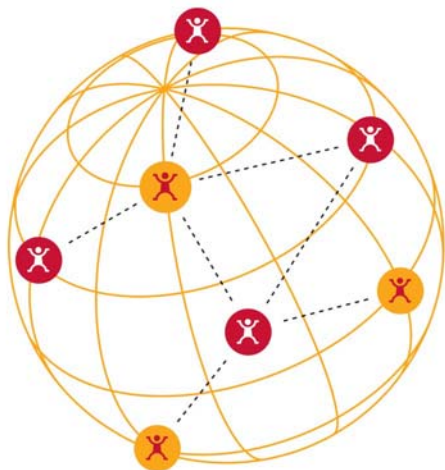


## TRAINING PROGRAM OUTLINE



### ICT-105E E-GOVERNMENT

#### DESCRIPTION

A 5-day Training Program to provide participants with an understanding of what e-government is and how to prepare and put into place an effective and workable e-government strategy and action plan that can transform the way government works and serves the public. Approaches to e-government around the world, as well as current thinking by leading e-government advocates and government administrations, will be presented. The Program will provide participants with an overview of the use of ICTs for e-government as well as the main issues and considerations relevant to planners and users of e-government services.

#### OBJECTIVES

- Provide participants with a better understanding of e-government
- Explain how to plan and implement successful e-government strategies and action plans
- Present alternative funding options for implementing e-government



- Provide the knowledge to apply the principles of Results Based Management (RBM) to the implementation and assessment of e-government plans and applications, including monitoring and evaluation
- Introduce participants to the latest thinking about e-government models and their implementation in a developing country setting
- Equip participants with the information and management tools to successfully implement e-government

## TOPICS

- Nature and characteristics of ICT and e-government projects
  - What is e-government? Relationship to e-business and e-commerce
  - Why ICTs? The reasons for automating business processes
  - Enhanced service delivery to the public
  - Types of ICT projects
  - E-government models and approaches
  - The national ICT strategy framework and other policy issues
  - Risks associated with ICT projects and how to manage these risks
  - Who is the project for? Who benefits? Who loses?
- E-government under conditions of low e-readiness: opportunities and options
  - Developing country perspectives and issues
  - Case studies and best practices
- The ICT/e-government planning cycle
  - Setting the stage: assessing needs and circumstances (e-readiness)
  - Identifying and characterizing target groups: the importance of knowing who the project will serve and how they will benefit
  - Developing a stakeholder consultation plan
  - Undertaking ICT/e-government services demand study
  - Dealing with public demand, expectations and capacity to use e-government
  - Business process efficiency and shared services
    - Definition
    - Shared services and data centres
    - Workflow and business process analysis

- Trends, current thinking and practices about shared services
    - Advantages and disadvantages of shared services
    - Business process analysis: what to automate and interoperate; why and how?
  - Determining project objectives and scope
  - Defining and measuring expectations: Results Based Management (RBM) framework
  - Managing implementation: dealing with shared services
  - Maintaining communications: developing a project communications plan and implementing it
  - Sector specific considerations: agriculture, education, health, social services, etc.
  - Case studies and best practices
- Managing implementation
    - Selecting government services to provide online – considerations
      - Determining priority services
    - Institutional and management arrangements
      - The role of the Chief Information Officer (CIO) or equivalent
    - Factors affecting implementation management: scope, scale, standards, interoperability and complexity
    - Governance and oversight
      - Which is the lead organization of the e-government process?
      - What are the options and what does international practice tell us?
    - Developing a common and standard approach to IT project management
    - The importance of leadership in e-government implementation
    - Managing the tender process: e-procurement for e-government
    - Measuring achievement and performance
    - The role of the public and other non-governmental participants
  - Reaching the people with e-government services
    - Using market studies to understand what public services people want and how they can access these services?
      - Lessons from universal access assessments and strategies
    - The special case of managing ICT and e-government projects and plans at the local and community level in emerging and developing economies
    - Designing ICT and e-government projects for people at the local and community level

- Working with local government and community level stakeholders
- Managing e-government projects for rural users
- Setting up and managing local and community access facilities
  
- Understanding and managing expectations: change management for e-government
  - Assessing perceptions and readiness for change
  - Communicating and working with the public and the public servants concerned
  - Managing institutional rivalries
  - Developing a change management plan and implementing it as part of the overall transformation process
  
- Alternative funding mechanisms for e-government
  - Current trends in financing international development
  - Developing an e-government resource mobilization strategy
  - Partnering models: Public Private Partnerships (PPPs) and related models
  - Managing the PPP relationship
  - Alternative financial mechanisms
  
- Monitoring and evaluation applied to e-government
  - Developing a RBM framework for measuring the impact of ICTs and e-government
  - Indicators of e-government performance and how to measure them
  - Log frame analysis
  - Examples from existing e-government strategies
  
- E-government strategies, plans and applications in different sectors
  - E-government strategy for government executive institutions: Office of the President, Office of the Prime Minister and/or equivalent
    - Cabinet management information system and related applications
    - Strategies and implementation
  - ICT strategy for the agriculture and rural development sector
    - E-readiness assessment of the sector
    - The role of the government in enhancing the flow of information in the agricultural sector
    - Enhancing the efficiency and reach of agricultural markets using ICTs
    - Case studies and examples
  - E-government strategy and action plan for the learning, education and research sector
  - E-government strategy for the justice sector

- E-government strategy for health sector
- E-government strategy for the environmental sector (ICTs for e-environment)
- E-government strategy for sectors of interest to participants
  - Workshop: development of an e-government strategy for other sectors

## TARGET AUDIENCE

- Government officials, planners and decision-makers, including local government officials and administrators
- Government decision-makers and planners from central and local government agencies
- Managers, analysts and program officers working in international development, including foundations and agencies looking to make donations to the benefit of the developing world
- Managers and staff in Non-Governmental Organizations (NGOs)
- Professionals working in the media: journalists, editors, publishers
- Organizations and individuals working in the public sector and at the local and community level in the developing world
- Representatives of the private sector who are interested in the opportunities to sell e-government applications in the developing world
- Professionals interested in international development looking to complement their skill-set by enhancing their understanding of e-government in the developing world

## METHODOLOGY

Our Training Programs combine expert presentations, workshops, case studies and discussions based on real-life situations faced by participants. Emphasis is placed on examining issues of local importance and looking at ways in which the material discussed during the program can be used by participants in the context of their own



realities or work situation. Complete training material is provided to all participants for future reference and follow-up action plans.

## LOCATION

Our Training Programs are held at regular intervals in selected cities around the world. Upon request, our expert trainers can lead Training Programs at the location of your choice. If interested, please contact us at [training@neotelis.com](mailto:training@neotelis.com).

## EXPERTISE

Neotelis provides consulting and training services to telecommunications organizations worldwide. Its team of experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 100 countries around the world.

