Developing e-Government Strategies and Policies

استراتيجيات وتطبيقات تطوير الحكومة الالكترونية

17 – 21 June 2019

Kuala Lumpur/ Malaysia

Introduction

Electronic Governance (e-Governance) seeks to transform public service delivery and citizens' participation in government decision processes for both social and economic benefits.

Objectives

- This course familiarizes the participants with the concept of e-Governance
- This course aims to provide a basic understanding of e-governance strategies
- This course teaches how an effective strategic plan can be developed through a process
- Conceptualization of ideas and development of service delivery models for improving the quality of service to citizen
- Teaches how to develop the vision, goals and objectives for e-governance

Who Should Attend?

This course is designed for government administrators and officials, ICT professionals and administrators working on e-government projects and concerned citizens with adequate education.

Course Outline

Day One

BASICS OF E-GOVERNANCE
- e-Governance: Policies, Strategies and Frameworks
- Information Society Concepts and Principles
- Introduction to ICT and e-Governance
- Technology and Society
- The State and Governance
- Development Policies and Globalization
- Business Information Systems
- Government Process Re-engineering
- Towards good governance through E-governance

Day Two

E-GOVERNANCE ARCHITECTURE
- Planning and Implementing e-Governance
- Legal Framework of e-Governance
- Enterprise Business Architecture Development
- Public Management and Administration
- Business Models for Implementation of e-Governance
- Change Management and Capacity Building in e-Governance Projects
- Data System Infrastructural preparedness
- Infrastructural preparedness: Legal, Human, Institutional, Technological
- Leadership and Strategic Planning

Day Three

E-GOVERNANCE TECHNOLOGIES
- Usability of Virtual Environments
- Information Management and Digital Archiving
- Design and development of Data Exchange Layer for Government Information Systems
- Technology and Individual: Ethics of Law and Technology
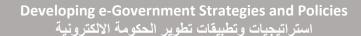- Security and Privacy in a Networked World

<u>**Day Four**</u>

- Internet of Things: Smart Devices, Processes and Services
- Legal Aspects of Software and Database Protection
- Introduction to Development in Cloud
- Technical Change and Techno-economic Paradigms

<u>**Day Five**</u>

Comparative Study of E-Governance Portals around the Globe
- Study of e-Governance models of different countries
- Finding the gaps in each model
- E-Governance Maturity Model
- Case Studies of e-Governance

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation
- slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:
- Technical Session   08.30-10.00 am
- Coffee Break   10.00-10.15 am
- Technical Session   10.15-12.15 noon
- Coffee Break   12.15-12.45 pm
- Technical Session   12.45-02.30 pm
- Course Ends   02.30 pm

Course Fees*

- **3,200USD**
  VAT is Excluded If Applicable

مقدمة

تسعى الإدارة الإلكترونية (الحوكمة الإلكترونية) إلى تحويل تقديم الخدمات العامة ومشاركة المواطنين في عمليات اتخاذ القرارات الحكومية لتحقيق منافع اجتماعية واقتصادية.

الاهداف

- تعريف المشاركين بمفهوم الحوكمة الإلكترونية
- تهدف هذه الدورة إلى توفير فهم أساسي لاستراتيجيات الحوكمة الإلكترونية
- تعلم هذه الدورة في كيفية تطوير خطة استراتيجية فعالة من خلال سير العمليات
- تضع تصور للأفكار وتطوير نماذج تقديم الخدمات لتحسين جودة الخدمة للمواطن
- تعلم كيفية تطوير الرؤية والأهداف للحوكمة الإلكترونية

الحضور

تم تصميم هذه الدورة للإداريين الحكوميين والمسؤولين، ومحترفي تكنولوجيا المعلومات والاتصالات والإداريين العاملين في مشاريع الحكومة الإلكترونية والمواطنين المعنيين بالتعليم الملائم.