XCELERATE TRAINING INSTITUTE

your learning & development partner

PUBLIC SECTOR MANAGEMENT

E-Government and E-Governance Digital Government in Public Service Course

DURATION	LANGUAGE	FORMAT
10 days	**English**	**Classroom / Online**

Upcoming dates

Dates	Venue	Format	Fee
1 – 12 ???? 2027	Live online	Online (live)	**€1?800**
13 – 24 ?????? 2027	Live online	Online (live)	**€1?800**
11 – 22 ?????? 2027	Amman	Classroom	**€7?200**

Register or ask a question

Online: x8ti.com/course/e-government-and-e-governance-digital-government-in-…

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E-Government and E-Governance Digital Government in Public Service Course

Introduction

This course by Xcelerate Training Institutes program provides the increasing reliance on technology in society has created a growing demand for e-governance. E-government leverages information and communication technologies to enhance public sector operations. By digitizing services and employing technology for economic growth, e-government aims to bridge the gap with the rapidly advancing private sector. Each public organization must tailor its e-governance approach to align with its employees, customers, and service goals.

Defining this approach is crucial for developing an effective e-governance strategy, as the concept can vary across organizations based on their values, objectives, and culture. Contrary to popular belief, e-government encompasses more than just websites, emails, and online transactions. It focuses on providing 24/7 public services, enabling digital democracy through technology, and stimulating economic growth by improving service quality. Implementing e-governance requires careful planning, including strategy development, process and system reengineering, and technology integration.

Organizational readiness hinges on three key factors: process optimization for digitization, employee training and up skilling, and technology assessment and implementation. As customer expectations evolve, the transition to e-government becomes imperative for public sector organizations.

Learning Objectives

This course equips public sector professionals with a comprehensive understanding of e-governance principles, processes, and implementation strategies. Participants will gain the ability to tailor e-governance approaches to their organization's culture, values, and goals, as well as develop the skills to work with cutting-edge technologies. The course addresses current challenges and empowers participants to optimize technology for organizational competitiveness and enhanced citizen services. Ultimately, the course provides the necessary skills to thrive in the dynamic public sector landscape.

Training Methodology

Xcelerate Training Institutes offers in-person training that encourages active participant engagement. The training is customizable to cater to different skill and role levels, ensuring maximum relevance and effectiveness. Through a combination of presentations, discussions, debates, role-plays, and competitions, participants gain a deeper understanding of the material. Real-world case studies enhance learning by connecting the training to practical work scenarios. The course follows the Do-Review-Learn-Apply model.

Benefits for Your Organisation

By participating in this course, organizations can benefit from:

- Innovative ideas and strategies to enhance their e-governance initiatives and gain a competitive edge.
- A highly skilled workforce capable of leading e-governance implementation with minimal risk.
- Reduced training costs due to a workforce proficient in the latest technologies.

- Lower employee turnover rates as employees gain exposure to advanced technologies.
- Reduced human error through digitization.
- Improved customer service and satisfaction.

Benefits for You

Course participants will experience:

- A deep understanding of e-governance and the expertise to implement it successfully.
- Increased confidence in driving digital transformation within their organization.
- Expanded knowledge of the latest technologies for digitization and modernization.
- Enhanced career prospects through the acquisition of cutting-edge skills and competencies.
- Improved agility and adaptability to new roles and responsibilities.
- The ability to deliver faster and more convenient services to citizens.

Who Should Attend

This course is designed for:

- Senior management responsible for overseeing e-governance implementation and sustainability.
- Investors and shareholders interested in the organization's delivery and operations.
- Human resources professionals focused on building a technologically skilled workforce.
- Auditors and compliance officers ensuring data integrity throughout the digitization process.
- Public sector employees involved in e-governance functions.
- Individuals outside the public sector interested in e-governance and service digitization.

Course Outline

This course provides a comprehensive understanding of e-governance, covering its definition, necessity, components, types, and benefits. It delves into the strategies for developing and implementing an e-government system, including identifying priorities, building an effective strategy, and measuring success. Challenges and success factors are also explored.

Introduction to E-Governance

- Defining e-governance and its significance
- Key elements of an e-government system

Types of E-Governance

- Exploring different interactions within e-governance:
- Government-citizen
- Government-business
- Government-employee
- Government-government

The Importance of E-Governance

- E-governance as a solution to outdated systems and challenges
- Enhancing local government involvement and citizen participation

- Fostering transparency, accountability, and efficiency
- Reducing corruption and fraud
- Improving service quality and economic competitiveness

Developing an E-Government Strategy

- Identifying target areas and stakeholders
- Establishing a clear vision for e-governance
- Setting specific and measurable goals
- Developing essential policies and procedures
- Assessing organizational readiness
- Prioritizing e-government initiatives
- Creating a sustainable business model

Prioritizing E-Government Initiatives

- Evaluating projects based on funding
- Return on investment
- Organizational capacity
- Customer demand

Implementing an E-Government Strategy

- Analyzing organizational functions and e-governance suitability
- Identifying technology and process gaps
- Selecting appropriate technologies and processes
- Creating a detailed implementation plan
- Prioritizing and sequencing initiatives
- Training employees for change
- Monitoring and evaluating return on investment

Keys to E-Government Success

- Collaborative efforts between central and local governments
- Strong leadership and teamwork
- Advanced technology infrastructure
- Skilled workforce and customer focus
- Citizen support and involvement

Measuring E-Government Success

- Assessing infrastructure improvements (connectivity, data processing)
- Evaluating governance frameworks (e-government management, policies)
- Measuring institutional capacity (service reach, training, process improvement)
- Assessing customer satisfaction (surveys, feedback, accessibility)
- Monitoring data sharing and transparency

E-Government Challenges

- Overcoming resistance from local governments and employees

- Ensuring leadership support and effective change management
- Addressing workforce skills gaps
- Building accountability and transparency
- Managing costs and external pressures

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Registration Form

E-Government and E-Governance Digital Government in Public Service Course

Preferred dates: ..... Venue or online: .....

Duration: 10 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

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