

E-GOVERNANCE, E- MANAGEMENT & DIGITAL INNOVATION



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TRAINING CENTER



Introduction

E-Governance, E-Management & Digital Innovation Training Course prepares public sector and institutional professionals to run digital government and digital service delivery with purpose. Participants work through e-governance concepts, maturity models, and digital service design, e-management practices for digital operations and governance, digital public infrastructure, interoperability, and shared platforms, data governance, digital identity, and cybersecurity in public services, and digital innovation methods, change adoption, and digital service measurement as one connected discipline. The programme links the services a government or institution delivers with the digital operating model that makes them accessible, efficient, and trusted. As a result, learners gain a practical command of e-governance and digital innovation. Furthermore, the course strengthens digital governance judgement, service design skill, and change leadership.

E-Governance, E-Management & Digital Innovation Course Objectives

- Explain e-governance concepts, models, and maturity levels.
- Apply e-government maturity models and digital service design principles.
- Apply e-management practices for digital operations and governance.
- Apply digital public infrastructure and shared platform concepts.
- Apply interoperability, open data, and API-first design practice.
- Apply data governance, digital identity, and privacy in public services.
- Apply cybersecurity and resilience requirements for digital services.
- Apply digital innovation methods: design thinking, agile, and co-creation.
- Apply digital service measurement, usage analytics, and user satisfaction.
- Apply digital change adoption, capability building, and transformation governance.



Course Methodology

- Interactive sessions built on e-government and digital service cases.
- Workshops on maturity assessment, service design, and operating models.
- Group exercises on interoperability, identity, and digital service journeys.
- Hands-on practice with service blueprints, maturity models, and dashboards.
- Simulation of a digital service design review and a governance board.
- Facilitator coaching and peer review on personal digital transformation plans.

Who Should Take This Course

- Government digital and e-government leaders.
- Public sector CIOs, CDOs, and digital service managers.
- e-Governance and digital transformation officers.
- Service design, product, and platform managers.
- Data, identity, and cybersecurity officers in public bodies.
- Consultants advising on digital government and public sector innovation.

E-Governance, E-Management & Digital Innovation Course Outlines

Day 1: e-Governance Foundations and Maturity

- e-Governance concepts, scope, and public value.
- e-Government maturity models and stage progression.
- Digital service delivery models: portal, platform, once-only.
- Citizen-centric design, inclusion, and accessibility.

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- Governance structures for digital government programmes.
- Legal and policy frameworks for digital public services.
- Case discussion: a flagship portal nobody could complete.

Day 2: e-Management Practices and Digital Operations

- e-Management concepts for digital operations and services.
- Digital service ownership, product management, and service levels.
- Digital operating models and shared service centres.
- Digital workforce skills and capability planning.
- Digital procurement, vendor, and contract management.
- Service continuity, incident handling, and digital support.
- Workshop: designing a digital service operating model.

Day 3: Infrastructure, Interoperability, and Data

- Digital public infrastructure and shared platform concepts.
- Interoperability frameworks, standards, and API-first design.
- Once-only principle and data exchange between agencies.
- Open data, transparency, and reuse practice.
- Data governance, quality, and data sharing agreements.
- Digital identity, authentication, and trust services.
- Exercise: mapping an interoperable service journey.

Day 4: Trust, Security, and Digital Innovation

- Cybersecurity requirements for digital public services.
- Privacy, consent, and lawful data use in e-services.



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- Resilience, availability, and critical service protection.
- Digital innovation methods: design thinking, agile, and co-creation.
- Innovation labs, pilots, and scaling practice.
- Digital ethics, inclusion, and responsible innovation.
- Simulation: running a digital service design and innovation review.

Day 5: Measurement, Adoption, and Transformation

- Digital service measurement and usage analytics.
- User satisfaction, accessibility, and inclusion metrics.
- Digital transformation governance and portfolio oversight.
- Change adoption, communication, and capability building.
- Maturity assessment and transformation roadmap.
- Continuous improvement and digital service innovation culture.
- Capstone: presenting an e-governance and digital innovation programme.

Conclusion

By successfully completing E-Governance, E-Management & Digital Innovation, participants will gain a practical command of e-governance models and maturity, e-management practices for digital operations, digital infrastructure, interoperability and data governance, trust, security and digital innovation methods, and measurement, adoption and transformation governance. They will acquire skills in digital service design, operating model design, interoperability planning, and transformation governance that improve public digital services. Gentex Training Center designs the programme to help professionals lead e-governance and digital innovation with confidence.





FAQs for the E-Governance, E-Management & Digital Innovation course

Q1 What is the "E-Governance, E-Management & Digital Innovation" course about?

It prepares public sector and institutional professionals to run digital government and digital service delivery with purpose. The course spans e-governance foundations and maturity, e-management practices and digital operations, infrastructure, interoperability and data, trust, security and digital innovation, and measurement, adoption and transformation.

Q2 What are the key benefits of the "E-Governance, E-Management & Digital Innovation" course?

You gain a practical command of e-governance and digital innovation that links the services a government or institution delivers with the digital operating model that makes them accessible, efficient, and trusted. The course improves maturity assessment and service design, strengthens interoperability and data governance, sharpens security and innovation practice, and gives you measurement and change adoption practice that makes transformation deliver.

Q3 What skills will I gain from the "E-Governance, E-Management & Digital Innovation" course?



You will develop four core skills: e-governance maturity assessment and digital service design, digital operating model and e-management practice, interoperability, data governance and digital identity planning, and digital innovation with measurement and transformation governance.

Q4 What tools, methods, or standards are covered in the "E-Governance, E-Management & Digital Innovation" course?

The course covers e-governance concepts, scope and public value, e-government maturity models and stage progression, digital service delivery models of portal, platform and once-only, citizen-centric design, inclusion and accessibility, governance structures for digital government programmes, e-management concepts for digital operations, digital service ownership, product management and service levels, digital operating models and shared service centres, digital workforce skills and capability planning, digital procurement, vendor and contract management, service continuity and incident handling, digital public infrastructure and shared platform concepts, interoperability frameworks, standards and API-first design, the once-only principle and data exchange between agencies, open data, transparency and reuse, data governance, quality and data sharing agreements, digital identity, authentication and trust services, cybersecurity requirements for digital public services, privacy, consent and lawful data use, resilience, availability and critical service protection, digital innovation methods of design thinking, agile and co-creation, innovation labs, pilots and scaling practice, digital ethics, inclusion and responsible innovation, digital service measurement and usage analytics, user satisfaction, accessibility and inclusion metrics, digital transformation governance and portfolio oversight, change adoption, communication and capability building, and maturity assessment and transformation roadmapping.



Q5 How is the "E-Governance, E-Management & Digital Innovation" course applied in real-world practice?

Participants apply it to real work such as assessing e-government maturity, designing a digital service operating model, mapping an interoperable service journey, planning a once-only data exchange, designing digital identity and consent for a service, running a digital service design review, setting service usage and satisfaction metrics, and presenting a digital transformation roadmap. The same methods support service continuity planning and digital adoption programmes.