

# E-GOVERNMENT



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TRAINING CENTER



## Introduction

E-Government explains how public institutions redesign services around digital delivery rather than paper processes. Citizens now expect to complete transactions online, and governments that deliver them gain efficiency, transparency, and public trust. This E-Government Training Course covers the full transformation cycle, from digital strategy and service design to interoperability, identity management, and data governance. Participants work with recognised frameworks, including the OECD Digital Government Policy Framework, the UN E-Government Development Index, and the Gartner e-government maturity model. Furthermore, the course covers open data, cybersecurity, digital inclusion, and change management in the public sector. As a result, participants leave able to plan and deliver digital government services that citizens actually use.

## E-Government Course Objectives

- Develop an e-government strategy aligned with national and institutional priorities.
- Apply digital government maturity models to assess current capability.
- Design citizen-centric digital services using service design and journey mapping.
- Understand interoperability frameworks and government enterprise architecture.
- Apply digital identity and authentication models for public services.
- Build data governance, open data, and data-sharing practices.
- Apply the OECD Digital Government Policy Framework and UN E-GDI measures.
- Manage cybersecurity, privacy, and resilience in public digital services.
- Address digital inclusion and accessibility for all citizen groups.
- Lead digital change, procurement, and capability building in government.

## Course Methodology

The course applies interactive, practice-based methods:

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- Facilitated workshops on live government service problems.
- Case studies from national, municipal, and agency digital programmes.
- Hands-on service design and process digitisation exercises.
- Simulation of digital investment and prioritisation decisions.
- Group work on interoperability and data governance plans.
- Action planning that converts each framework into a delivery commitment.

## Who Should Take This Course

- Government digital transformation leaders and officers.
- Public sector CIOs and IT managers.
- E-government program and project managers.
- Service design and citizen experience specialists.
- Policy advisers covering digital and regulatory affairs.
- Consultants supporting government digital programmes.

## E-Government Course Outlines

### Day 1: Foundations of E-Government

- Defining e-government, digital government, and open government.
- Reviewing e-government maturity models and development stages.
- Understanding the UN E-Government Development Index and its measures.
- Applying the OECD Digital Government Policy Framework.
- Mapping the legal and institutional environment for digital services.
- Assessing your institution's digital maturity.
- Reviewing past digital initiatives and lessons learned.





## Day 2: Digital Strategy and Service Design

- Building an e-government strategy with clear priorities.
- Applying service design and citizen journey mapping.
- Conducting user research and citizen needs assessment.
- Redesigning services end-to-end rather than digitising forms.
- Prioritising services by volume, value, and feasibility.
- Applying design thinking to public service delivery.
- Drafting a digital service roadmap.

## Day 3: Interoperability, Architecture, and Identity

- Understanding government enterprise architecture.
- Applying interoperability frameworks and data standards.
- Using APIs and shared platforms across agencies.
- Applying digital identity and authentication models.
- Managing registries, consent, and identity assurance levels.
- Applying once-only principles in citizen data handling.
- Designing an interoperability plan.

## Day 4: Data Governance, Open Data, and Cybersecurity

- Building data governance and data-sharing frameworks.
- Applying open data principles and publication practices.
- Managing privacy, consent, and data protection obligations.
- Applying cybersecurity controls in public digital services.

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- Managing digital resilience and business continuity.
- Addressing digital inclusion and accessibility standards such as WCAG.
- Building a data governance and security plan.

## Day 5: Delivery, Change, and Measuring Impact

- Managing digital procurement and vendor relationships.
- Applying agile delivery in public sector constraints.
- Leading change and building digital skills in the civil service.
- Measuring e-government performance with adoption and satisfaction indicators.
- Communicating results to ministers, citizens, and oversight bodies.
- Sustaining improvement through governance and service reviews.
- Finalizing a personal e-government action plan.

## Conclusion

By successfully completing E-Government, participants will have acquired practical knowledge of digital government strategy, service design, interoperability, digital identity, data governance, cybersecurity, and public sector change. They will have gained skills in e-government strategy formulation, citizen-centric service design, interoperability and identity management, and digital governance with inclusion practice, plus a personal action plan. Gentex Training Center designed this program to help institutions deliver digital services citizens value.

## FAQs





## Q1 What is the "E-Government" course about?

It covers how public institutions move services online and redesign them around citizens. Participants study e-government maturity, digital strategy, service design, interoperability, digital identity, data governance, open data, cybersecurity, and digital inclusion.

## Q2 What are the key benefits of the "E-Government" course?

Participants gain a clearer digital roadmap, better-designed services, and stronger governance of public data. Institutions also reduce processing cost and waiting time, improve citizen satisfaction and transparency, and coordinate digital work across agencies more effectively.

## Q3 What skills will I gain from the "E-Government" course?

You will develop four core skills: e-government strategy and digital maturity assessment, citizen-centric service design and digitisation, interoperability and digital identity management, and data governance with cybersecurity and inclusion practice.

## Q4 What tools, methods, or standards are covered in the "E-Government" course?

The course covers the OECD Digital Government Policy Framework, the UN E-Government Development Index, e-government maturity models, government enterprise architecture, interoperability frameworks and APIs, once-only and digital identity principles, open data practices, WCAG accessibility standards, agile public sector delivery, and adoption and satisfaction measurement.



## Q5 How is the "E-Government" course applied in real-world practice?

Participants apply the methods to live public sector tasks, such as assessing digital maturity, redesigning a service journey, planning interoperability between agencies, publishing an open dataset, and measuring service adoption. Each module ends with an action commitment, so learning transfers directly into government digital work.