

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

Society is becoming increasingly tech-savvy and with it rises the need for e-governance.

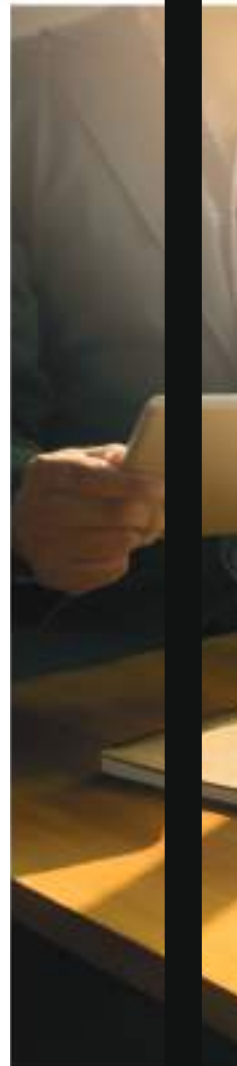
E-government, also known as electronic government, is one that primarily uses information and communication technologies to improve activities of public sector organisations.

E-government offers online services through digitisation and uses technology for economic development. With the private sector advancing rapidly in the use of technology to get all transactions and interactions online, the public sector is left with little time to wait to implement these. Against the common belief, e-governance is not restricted to website, email or online transactions; these are part of the activities and functions of e-government. Service provision to the public 24/7, digital democracy through email, teleconferencing facilities and other updated technologies and economic development by increasing the quality of service delivery through technology are the three broad categories addressed when implementing e-governance.

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Introducing e-governance into a public sector organisation is not an easy task and hence needs to be done carefully to ensure success. As a result, public sector organisations need to devise strategies, re-engineer their processes and systems to support digitisation and modernisation and then implement e-government initiatives.

This training course presented by ZOE will empower you with end-to-end knowledge and experience of e-governance. Since the style of management and governance in each organisation differs depending on various factors, this course will give you the necessary perspective to strategise and focus on the correct aspects of your organisation in order to successfully implement and manage e-governance.



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At the end of this Turkey Trainings course, you will benefit from:

- In-depth understanding of e-governance and the necessary experience to ensure successful implementation of the same
- Increased confidence to drive change and operate online management through e-governance within your organisation
- Increased knowledge of the latest technologies used for digitisation and modernisation
- A more secure career by introducing the newest form of governance within the organisation, in turn, building one's competency and competitiveness with market standards
- Greater agility and responsiveness to additional roles and responsibilities, and thus faster growth and progression within the organisation
- Providing faster and more convenient services to citizens

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Who should attend?

- Senior members of an organisation (Directors, Board Members, etc.) – to thoroughly understand all important aspects of e-governance to be able to successfully implement and sustain the same within the organisation
- Investors and shareholders who are part of or want to be part of a firm's delivery and function
- Members of human resource departments of an organisation responsible for creating a positive, performance-driven, technologically skilled work culture for better results in terms of efficiency, quality and innovation.
- Auditors and other members responsible for ensuring transparency and integrity of information during and after the process of digitisation
- Any other personnel of public services who would be part of the functioning of e-governance once introduced within a public sector organisation
- Any non-public sector professional interested in e-governance and digitisation of services for better quality, faster delivery and more convenience.

MODULE 01 Overview of E-Governance

- Definition of e-governance
- Necessity of e-governance
- Components of an e-government

MODULE 02 Types of E-Governance

- Government to citizen
- Government to business
- Government to employee
- Government to government

MODULE 03 Importance of E-Governance

- Address problems and challenges due to outdated technologies and systems
- Increased involvement of local governments through reforms and change management
- Increased transparency and accountability because of citizen involvement and access to information
- Lesser risk of corruption and other fraudulent activities
- Increased efficiency and quality of services
- Enhanced economic competitiveness



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MODULE 04 Components of a Strategy to Set Up an E-Government

- Definition of key areas to be addressed and customers to be identified
- Vision explaining the organisation's plan and concept for e-governance
- Specific and measurable goals and objectives
- Identification of policies necessary for successful implementation of e-governance
- Defined methodology to assess organisational readiness
- Process for identifying and prioritising e-government initiatives
- Robust business model to sustain e-government initiatives.

MODULE 05 Criteria for Determining Priority of Initiatives to Implement E-Governance

- Funding availability
- Return on investment
- Organisational readiness
- Customer demand

MODULE 06 Steps to Building an Effective Strategy for E-Governance Implementation

- Review organisation function and determine the most apt form of e-governance
- Identify gaps in current technologies and processes
- Decide relevant processes and technologies to be introduced as part of e-governance
- Devise a time-bound plan for implementation
- Identify a method to prioritise steps and initiatives
- Train and prepare employees for change
- Implement initiatives as per priority defined
- Keep a check on return on investment

MODULE 07 Success Factors of Implementation of E-Governance

- Involvement of state and local governments
- A good relationship between central and local governments
- Cooperative leadership and taskforce
- Advanced technology
- Highly skilled workforce and customer-oriented work culture
- Support and involvement of citizens.



MODULE 08 Indicators of Implementation Success

- Infrastructure
- Increased connectivity and data processing capacity
- Governance
- E-government management framework
- Policy and regulatory framework
- Institutional capacity
- The geographical reach of public services
- Training imparted successfully
- Business processes re-engineered
- Customer satisfaction with public services
- Opinion surveys
- Online feedback forms
- Accessibility by the rural population
- Regular and efficient data sharing and transparency

MODULE 09 Challenges to Implementation of E-Governance

- Reluctant local governments
- Resistance to change by employees and other associated organisations
- Lack of leadership support and cooperation
- Poor change management
- Untrained, technologically challenged employees
- Lack of accountability and transparency
- High costs
- Political pressure and external interference



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