

E-Government Strategies for Digital Inclusion and Citizen Engagement

COURSE OVERVIEW

This course provides a comprehensive framework that equips participants with the skills to design and implement inclusive e-government systems that strengthen citizen participation and trust. The curriculum explores how digital platforms, mobile technologies, and open data can be leveraged to improve access to public services, reduce inequality, and foster transparent, participatory governance. Delegates will learn to align e-government strategies with international benchmarks to ensure inclusion and accountability.

WHO SHOULD ATTEND?

This course is designed for government officials, policymakers, public administrators, regulators, e-government program managers, and digital transformation leaders in the public sector. It is equally valuable for consultants, civic technology experts, researchers and international development professionals working on inclusive digital governance and citizen-centered reforms.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Understand the key principles and components of effective e-government.
- Identify and design strategies for citizen engagement through digital platforms.
- Align digital inclusion efforts with UN, OECD, and SDG benchmarks.
- Foster inter-agency and multi-stakeholder collaboration.
- Strengthen transparency, accountability, and trust in public institutions.
- Build citizen-focused, participatory e-government ecosystems.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- The evolution of e-government and its role in modern public administration.
- Case studies on global best practices in digital governance.
- Practical tools for open data, mobile access, and digital participation.
- The importance of multilingual content and culturally relevant digital interfaces.
- Legal, ethical and privacy considerations in digital engagement.
- Executive insights into the future of citizen-centric digital governance.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate.
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded.