

E-Government Strategy and Digital Transformation

COURSE OVERVIEW

This is a comprehensive course designed to guide public sector professionals in leveraging digital technologies to modernize government operations and enhance service delivery to citizens. The course covers strategic planning and implementation of e-government initiatives that focus on improving accessibility, transparency, efficiency, and citizen engagement through innovative ICT solutions. Participants will explore frameworks for driving digital transformation across government agencies, aligning technology adoption with policy goals, and fostering a citizen-centric approach to public service modernization.

WHO SHOULD ATTEND?

This course is specifically designed for a broad range of public sector professionals engaged in digital transformation efforts. It is ideal for government policymakers and strategic planners responsible for shaping national and local e-government agendas. IT leaders and digital innovation officers will gain the skills needed to drive technology adoption and infrastructure modernization. Public administrators and program managers tasked with delivering citizen services will learn how to integrate digital solutions effectively. Additionally, the course benefits consultants, technology vendors, and advisors who support government agencies in implementing digital initiatives.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Understand the principles and components of e-government and digital transformation in the public sector.
- Develop and implement effective e-government strategies aligned with national development goals.
- Utilize digital tools to improve government service accessibility, transparency, and efficiency.
- Foster citizen engagement and participation through digital platforms.
- Manage challenges related to digital inclusion, data governance, cybersecurity, and privacy.
- Apply frameworks and best practices for whole-of-government digital transformation.
- Evaluate case studies of successful e-government initiatives globally.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- Foundations of e-government and digital government concepts.
- Strategic planning and governance for digital transformation in public institutions.
- Technologies driving e-government, including mobile services, cloud computing, and AI.
- Citizen-centric service design and digital inclusion strategies.
- Data governance, privacy, and cybersecurity in digital government.
- Collaboration and coordination across government agencies for integrated digital services.
- Monitoring, evaluation, and continuous improvement of e-government projects.
- Global case studies illustrating impactful digital transformation in government.

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