

Introduction to e-government

Sample of a tailor-made e-course

Introduction to e-government

eGA e-courses are the easiest and fastest way to understand how to enhance administrative capacity and develop sustainable public service delivery in your country. Through the collaboration of all participating delegates and eGA experts, your team will gain multi-layered insights to help streamline your country's future plans. After completing the e-course, participants are able to understand, shape and influence e-government policies and processes.

The e-course consists of:

Presentations on various e-governance related topics such as the key elements of e-government, e-government coordination and policy-making, the role of the private sector in digital transformation, regulatory framework for e-government implementation, cyber security, etc.. Presentations are either recorded for you, or delivered via online sessions.

Internal discussion with your colleagues (eGA moderation optional) to discuss the materials and answer our questionnaire about the current state of e-governance, as well as the challenges of digital transformation in your country. Such teamwork helps you analyse your needs for improving your administrative processes.

Webinars with Estonian e-government experts

- Introductory webinar to get insights on Estonian e-governance solutions.
- Discussion webinar to get more detailed explanations on any specific aspect, ask questions, discuss further activities, seek feedback on completed activities, etc.
- Conclusion webinar can be conducted upon request. Expert feedback can also be shared as a written memo.

Our e-course is organised as teamwork, all participants are encouraged to take responsibility for their individual learning process when working with the presentations (Activity 2). All activities are guided by the eGA training team.

The overall duration of the e-course is up to 8 weeks. The final duration of the course will be agreed upon.

Contact us to set up a tailor-made e-course for your group!

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Sample program

ACTIVITY 1 – Introductory webinar		TIMEFRAME: 1 WEEK
Mapping the situation of e-government in your country	<p>Understanding the background of the country's e-government situation, getting to know the participants and their fields of responsibilities and explaining the essence of the training.</p> <p>We expect strong involvement of the partner organisation/contact to select participants, coordinate webinar attendance, provide requested documents, etc.</p>	Webinar 1,5 hour
ACTIVITY 2 – Working through the presentations in the e-course portal		TIMEFRAME: 1-3 WEEK*
*time depends on the number of chosen topics		
Introduction Explaining the course content	<p>Delegates will receive a self-analysis questionnaire that includes general questions about e-government planning and implementation, as well as additional questions to evaluate the current status of e-government in your country.</p> <p>Introduction by Ms Annela Kiirats, Programme Director of e-Governance Training</p>	Introduction 10 minutes
Topic 1 Estonian e-government architecture – key building blocks Digital elements of e-government	<p>Overview of the preconditions and digital enablers of e-government and the development of e-services</p> <ul style="list-style-type: none"> • E-government enablers • Closer look at the digital elements of e-government • Secure data exchange: governmental interoperability • Strong digital identity • Portal & citizen applications • How & by whom are government online services developed? <p>Presentation by Mr Hannes Astok, Senior Expert and Development Director, e-Governance Academy</p>	Presentation 45 minutes
Topic 2 ICT coordination and policy planning Analog elements of e-government	<p>Overview of coordination of digital transformation processes, organisational setup and legal framework of e-government</p> <ul style="list-style-type: none"> • Analog elements of e-government: organisational aspects • General models and strategic decisions • Organisational set-up and planning • Legal regulations and standards • Financial framework and motivation of users <p>Presentation by Dr Arvo Ott, Executive Director, e-Governance Academy (Former Head of State Information System's Department, Ministry of Economic Affairs and Communications)</p>	Presentation 30 minutes
Topic 3 Partnership models for digital transformation	<p>Cooperation between the private and the public sector is crucial for digital government. This presentation explains the models for cooperation and how to choose the right one.</p> <ul style="list-style-type: none"> • Partnership models in digital transformation process • Examples from Estonia <p>Presentation by Mr Linnar Viik, Senior Expert and Programme Director of Smart Governance, e-Governance Academy</p>	Presentation 15 minutes
Topic 4 Secure data exchange and interoperability solutions	<p>Technical solution for data transfer, interoperability and information security</p> <p>Data ownership, requirements, etc.</p> <p>Presentation by a Senior Expert</p>	Presentation 30 minutes

Topic 5 Digital identity for citizens	A detailed look into digital identity management, explaining the PKI solution, responsibilities of different actors in digital identity management and security, identity tokens in use, etc. Presentation by a Senior Expert	Presentation 30 minutes
Topic 6 Cyber security in the government	Cyber Security Presentation by Ms Epp Maaten, Senior Expert and Programme Director of Cyber Security, e-Governance Academy	Presentation 30 minutes
Topic 7 E-democracy and its tools for participation in decision-making	Introduction to e-Democracy Presentation by Ms Kristina Reinsalu, Senior Expert and Programme Director of e-Democracy, e-Governance Academy	Presentation 30 minutes
Topic 8 Legal framework of digital government	Presentation by Ms Katrin Nyman-Metcalf, Senior Expert on Legal Framework, Professor of Law and Technology	Presentation 30 minutes
<i>Samples of additional live presentations</i>		
E-citizen in a digital society	Presentation by Ms Annela Kiirats, Expert and Programme Director of e-Governance Training, e-Governance Academy	Live presentation 1 hour
Population data management in a digital society	Presentation by a senior official of the Estonian Ministry of the Interior	Live presentation 1 hour
Etc.	Additional presentations according to your needs (topics and time of additional presentations prior arrangement)	Live presentation

ACTIVITY 3

TIMEFRAME: WITHIN 2 WEEKS AFTER COMPLETING ACTIVITY 2

Internal meeting of the beneficiary country officials

We recommend that the beneficiary country selects a group of representatives who will lead the further digital transformation planning in the country and organises an internal meeting within 3 days after going through the presentations.

The aim of the internal meeting is to reflect on the e-course materials, answer the self-analysis questionnaire about the current state of e-governance and challenges of digital transformation in their country, and collect questions for Estonian experts.

Such teamwork is important to agree on the most important issues and jointly prepare for the discussion webinar. Active coordination and event moderation is expected from the main contact of the beneficiary country.

ACTIVITY 4

TIMEFRAME: 1 WEEK AFTER ACTIVITY 3

Discussion webinar

Webinar with 2 Estonian experts to discuss the materials from activity 2, answer questions of participants. The experts involved will be selected, based on the output from Activity 3.

Webinar
3 hours

ACTIVITY 5

TIMEFRAME: 1 WEEK AFTER ACTIVITY 4

Conclusions and brainstorming on possible next steps

The team of representatives in charge of further activities are expected to share their thoughts about the next steps. Reflection on the fresh ideas as well as challenges of implementing new e-government initiatives.

In a pre-agreed
format (webinar or
a written memo)

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