**The Transition to E-Government – The Experience of Developed Countries into E-Government**



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**Course Objective**

* Gain a familiarity with the basic concepts, terminology and technology of e-commerce/e-government.
* Develop skills to critically evaluate government web sites and eservices against current “best practice” principles and standards.
* Understand the major federal and state laws and regulations impacting the evolution of e-government.
* Be able to articulate the policy and social issues facing agencies in implementing e-government initiatives.
* Be able to apply basic business case and government IT management concepts in preparing e-government proposals, plans or strategies.

**Target Audience**

* Information Technology Officers
* Governance Managers
* Information Technology Division Managers , Head of Units

**Course Outline**

* **Day1**
* Government/Non-Profit Web Site Development and Analysis
* Explanations of Sessions/Class Introductions
* Discussion of Course Reference Sites
* Overview of trends driving the development of e-government/ecommerce
* Discussion of Web Site Evaluation Assignment
* Web Site Design and Web Site Evaluation
* Citizen Centric Web Design
* Involving stakeholders in e-government site development
* Techniques for evaluating web sites
* Overview of Key E-Government Practices and Applications
* Citizen to Government
* Government to Government
* **Day2**
* Policy Issues in eGovernment
* Public Access & Government Transparency
* e-Democracy and On-line Activism
* Government efforts to encourage citizen participation
* Blogging and internet campaigns
* Presentation of Student Web Site Evaluations
* Privacy and Security Issues
* Information security management
* Computer surveillance
* Data mining
* e-Government Related Legislation
* The “Digital Divide”
* **Day 3**
* IT Planning and Management
* Information Technology for eGovernment Applications
* Communications Over the Internet: Telecommunications and Internet Protocols
* **Day 4**
* Techniques and Tools for Transactions and Data Exchange
* GIS Applications Case Study– Work Flow Analysis
* Business Case Development and IT Project Planning
* Identifying relevant criteria/process considerations
* Customers/stakeholders
* Cost-Benefit principles for IT projects
* Tracking performance of e-gov sites In class discussion

* **Day 5**
* Concepts in IT Management for Governments and Non-profits
* Organizational structures in egovernment
* State & federal e-government plans/strategies
* Introduction to enterprise architecture
* Trends in outsourcing
* Use of open source applications in government
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