



Implementing e-Government services for citizens : A Video Conference Based Workshop

*A joint program by
Tanzania Global Development Learning Centre & Institute of Finance Management*



Target Groups:

It is therefore relevant to middle and operational level ICT personnel including systems analysts, programmers, web developers, systems and network administrators.

DATES

Date : 14th -18th November, 2011

&Time: (09:00– 12:00 hrs.)

VENUE: TGDLC, IFM BLOCK "A", Ground FLOOR

FEES: 620,000 TZS (US\$ 400) per person
(To cover tuition, workshop material, certification and health breaks)

CONTACT INFORMATION

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Introduction

E-Government relates to the utilization of ICTs to transform and enhance the relationship between the public sector and its clients through improved and quality service. E-Government promises improved management of public finance and human resources; access to and quality of public services, particularly for the poor people; improving investment climates, such as lowering regulatory burdens and transaction costs; and transparency and accountability of governments. However, people are one of the most critical factors which facilitate or jeopardize the success of an e-Government initiatives. Hence, successful implementation and adoption of e-Government initiatives and related services is dependent on the quality of involved human capital of the government and its partners. Unfortunately, many developing countries still lack appropriate human capacity to support e-Government. This situation may lead to poor design and implementation of e-Government initiatives. Consequently, initiatives may be costly and eventually fail. Failure of e-Government initiatives has severe consequences, such as loss of scarce resources, including taxpayers' and sponsors' money, time, and loss of citizen trust. It is therefore imperative that government human capital is equipped with appropriate knowledge, skills, awareness, and mindset that facilitate successful implementation of ICT projects in the government.

Objectives of the workshop

Service design is an important step towards useful and sustainable e-Government services for citizens. Therefore, e-Government service developers need to be equipped with adequate skills and knowledge on how to develop services that will attract adoption and satisfaction of citizens. This course has been designed to prepare e-Government service developers for this purpose.

The workshop contents includes:

- Planning and managing development of e-Government services;
- Identifying and profiling users of e-Government services;
- Development, implementation, maintenance, and evaluation of e-Government services;
- Involving users in the development of e-Government initiatives;
- Experience sharing in development of e-Government services.