



“Developing value added e-Government services for citizens”

Introduction and Aim:

Tanzania Global Development Learning Centre (TGDLC) in collaboration with Institute of Finance Management (IFM) has organized a Workshop on developing value added for e-government services for citizens.

The workshop offers a unique opportunity for developing competences for steering structural changes taking place in public services and thus creating a mind set of e-government related to the utilization of ICTs to transform and enhance the relationship between the public sector and its clients through improved and quality service.

Objectives:

Designing electronic services is an important step towards useful and usable e-Government for citizens. Therefore, managers of e-Government service 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 managers.

Contents:

- Planning and managing choices in development of e-Government services;
- Identifying and profiling users of organizational e-Government services;
- Construction, implementation, and maintenance, and evaluation of e-Government services;
- Approaches for citizen involvement and
- Experience sharing in development of e-Government services

Who should attend:

ICT Directors, Managers, Senior officers and executive leaders and those being groomed to assume ICT related leadership roles.

Fees:

USD 3,800/= to cover workshop material, health breaks and excludes travel, accommodation and any incidental costs. Absentees will be charged the full course fees.

Venue and Dates

Malaysia : Dated **26th—30th March 2012**

Contacts:

For more information please contact:-

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