

# UTILIZING E-GOVERNMENT TO IMPROVE GOVERNMENT SERVICE DELIVERY AND INCREASE TRANSPARENCY

## A TRAINING COURSE

Washington, DC  
November 6 - 17, 2006



**ALL COURSE PARTICIPANTS RECEIVE A LAPTOP COMPUTER!**

### COURSE HIGHLIGHTS:

- Learn how e-government programs increase transparency and accountability
- Prepare and conduct an e-government assessment of your agency
- Learn how to identify and create e-government projects at all levels of government
- Learn the value of data and how to utilize it for your own advantage
- Learn how to use electronic means to communicate with stakeholders
- Learn to build a powerful website/portal for your agency
- Create a strategic e-government and IT *Action Plan* for your organization
- Network and build professional relationships with your fellow participants and leading IT and e-government specialists and managers

### REGISTER ONLINE!

[www.ip3.org](http://www.ip3.org)

*“Integrating IT and E-Government solutions has revolutionized the efficiencies and effectiveness of organizations worldwide. Attend this course to gain the strategies and tools necessary to enhance your organization or team.”*

*Tommy White*  
CEO  
IP3

Course Sponsor



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# COURSE LEARNING OBJECTIVES

Information technology has made an explosive impact on the daily lives of people around the globe. There is now a real opportunity to deploy IT and E-government strategies throughout all levels of the organization that can realize “ten-fold” efficiency gains. In this course, participants will learn to carry out effective “e-government and IT” assessments, integrate IT solutions into the various business units and departments, utilize data more effectively, and incorporate web-based e-commerce solutions into service delivery practices.

This course contains six modules that will be covered over a two-week period. Participants will be responsible for attending all lectures and site visits, actively participate in discussions, case studies and group exercises, and complete a strategic action plan to directly facilitate changes within their organization, department, and/or team.

## COURSE CONTENT

### Module I: Strategic Planning for E-Government Systems Development

- Conducting an e-government assessment: key elements and output requirements
- Understanding how e-government solutions increase transparency and accountability to the organization
- Integrating e-government use and functions into overall planning
- Determining the desired outputs/outcomes of an e-government system
- Understanding data storage, flow patterns, and access
- Identifying hardware and software requirements for e-government systems: architectures and life cycle planning

### Module II: Aligning E-Government Strategies Throughout All Organization Levels

- Determining the e-government needs of each department
- Creating a cost-justification process for IT and e-government project initiatives
- Determining the role of various technologies and applications to each department
- Budgeting for e-government technologies and conducting return on investment analysis
- Planning for support: supply/value chain management, customer relationship management, and resource planning
- Using competitive bidding to get best value from consultants, hardware and software vendors

### Module III: Integrating Web-Enabled Solutions for More Transparent Government Service Delivery

- Identifying Internet-based solutions: customer relationship and service programs, billing/collection, project tracking, and financial tracking
- Developing a powerful and effective website or portal for information sourcing and stakeholder communications
- Strategies for internal management communications: e-mail and web-based audio and video conferencing

### Module IV: Management and Staff Training on E-Government Programs

- Developing human capital through technology
- Identifying and building the management and operational teams
- Understanding the requirements and value of staff training
- Developing training courses: classroom and online training modules options

### Module V: Site Visits to Government Agencies

### Module VI: Action Planning

## WHO SHOULD ATTEND

### Board Members and Senior Managers

Managers responsible for information technology and/or e-government programming and data management

Managers responsible for customer service and stakeholder communications

Ministry and State and Local Officials responsible for government services and activities

Project Officers from Bilateral and Multilateral Institutions providing assistance in IT

## DATE, LOCATION & COST

**DATES:** NOVEMBER 6-17, 2006

**LOCATION:** WASHINGTON, DC

**TUITION:** \$4,450

**COURSE CODE:** 1627-WA

**CEUs EARNED:** 6.0 CEUs

## TECHNOLOGY AND LEARNING AT IP3

Since our founding, IP3 has proudly recognized the importance of technology in our capacity building programs. We have provided thousands of participants with laptop computers and relevant software packages which have been integrated into computer-based problem/case study solving exercises; simulated financial, economic, and legal modeling sessions; Internet-based research activities; communication tools; and Action Planning programming. In this course, each participant will receive a new mobile Intel® Pentium® 4 or Celeron® laptop computer to take advantage of this integration of learning technologies offered during the course and after their return to the office.

## INSTITUTE FOR PUBLIC-PRIVATE PARTNERSHIPS (IP3)

The Institute for Public-Private Partnerships, Inc. (IP3) is an international training and consulting firm that focuses on advancing public-private partnership programs and opportunities, regulation operations and management initiatives, and competitive utility management reform in the environmental (waste/sanitation and solid waste), energy, transportation, technology, municipal service, health, and education sectors. Since 1994, we have trained over 12,000 professionals from over 175 countries worldwide.

### For More Information and to Register:

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Register Online at: [www.ip3.org](http://www.ip3.org)

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