



ReSPA

Regional School
of Public Administration

Seminar on eGovernment: Strategic Planning and Implementing e-Government Projects

02-04 JULY 2014

Danilovgrad, Montenegro

Background

The overall objective of the three day seminar devoted to e-Government is to investigate possible solutions for moving e-Government initiatives from WHY to WHAT to HOW. It will emphasize how efficiency and effectiveness, as the overall desired aim in the domain of services, including e-services, can be obtained in order to launch exciting e-Government products, sustainable, flexible and fast.

This ReSPA seminar will provide participants with in-depth understanding of the possibilities of a holistic approach to e-Government by introducing different and innovative solutions as responses to current problems in public administration, highlighting the innovative and collaborative design dimension, sustainability, interoperability and corruption prevention.

The present level of eGovernment and mGovernment development in most of the Western Balkan countries (*as identified and confirmed in the [ReSPA regional eGovernment comparative study](#)*) is generally below that of the European average, which means that more emphasis on G2G, G2C and G2B complexity reduction is needed. Participants will be challenged through group work to think and discuss the realization of common and specific e-Government services.

Having in mind global trends and the current situation (financial crises, reduction of all resources, etc.), there is a necessity to consolidate costs reduction, green IT introduction (the sustainability concept) and the use of cloud computing.

Sector wide approaches will ensure that the seminar outputs are not only seen in terms of knowledge and skills acquisition, but also in producing recommendations for the follow up, especially focusing on how the framework of the ReSPA regional eGovernment study may be used for further developments and improvements of e-Government systems in the Western Balkans.

Objectives

The seminar programme is designed to achieve the following objectives:

- To enable participants to get an insight on possible channels of e-services delivery and to identify milestones of e-Government service maturity;
- To enable participants to obtain insight into best case innovative solutions for citizens/customers common problems. E-Government and e-Participation by example;

- To increase awareness of participants in the fight against corruptions by creating a culture of openness and transparency in designing and implementing e-Government services;
- To find answers to the question on how to reduce information asymmetries in collaboration between government and citizens so that the latter finds it easier to assert his or her rights without corruption interfering;
- To demonstrate the unique leadership role of a e-Government project manager and provide hands-on practice with thinking and collaboration tools and practices in moving and shaping an e-Government service vision;
- To brainstorm with respected participants upon the overall topic of the seminar and formulate recommendations for the follow up initiatives.

Content

The seminar program will elaborate themes focused on:

- Innovative e-Government solutions and its benefits;
- Setting up the organizational design for ICT in PA (mission/vision/strategy/action plan);
- Preparing overall and specific objectives in ICT strategy development;
- E-Government service design;
- Methodologies for implementing e-government projects;
- Choosing optimal framework to increase efficiency and effectiveness of services delivery and contribute to corruption reduction;
- Understanding of ICT anti–corruption strategy principles.

Target Group

This 3 day seminar session is designed for practitioners in:

- Central Government Institutions for the development and delivery of their services to citizens/businesses electronically;
- Central Government Institution responsible for e-Government and/or Information society development;

Participants should have at least 3 years of experience of working in the field of e-Government services design and development, preferably in the role of project manager, and/or they should be involved in the preparation and implementation or development of related national sectoral policies or strategies (organization, law and ICT).

Participants should also have a good understanding of electronic services in PA, anti-corruption, work on services and procedures in PA, etc., and who preferably have good English language skills.

Workshop Trainers

PhD. Mr. Srdan Nogo, Senior Program Officer and head of department for international cooperation, Agency for identification documents, registers and data exchange B&H- IDDEEA, Sarajevo. Mr. Nogo is currently responsible for leading a team of ICT Specialists in the IDDEEA who are engaged in the design and delivery of a range of HR seminar and consultancy projects in the area of eGovernment. He is also the lead Senior Program Officer of the IDDEEA and an accredited Certificate eGovernment trainer for public administrations. He is a member of the Supervisory Team in the eGovernment area for implementation of the Revised Action plan for Public Administration Reform in B&H. He worked previously as a lead Senior Program officer for the project web portal which will provide web services for government institutions (G2G), citizens (G2C) and the business community (G2B) in B&H. He is also engaged as a Professor at the Faculty for Electrical Engineering in East Sarajevo, Department for computer sciences and information technology. He has published 16 papers (as author or co-author) at scientific journal and professional conferences throughout B&H and South East European countries. In addition he has a particular interest and expertise in research, analysis, evaluation and integration of the existing practices related to data exchange used in public administration in the Balkan region and has excellent expertise and knowledge in the fight against corruption.

M.Sc. Mr Kemal Bajramovic, Head of IT group in Civil Service Agency of BiH. Managing ICT projects for more than 10 years. He is experienced in successfully initiating and implementing information systems in public administration as well as building capacities for e-Government, in projects funded by international and local organizations and institutions. He is currently in the role of project manager in development of e-Learning system and Training management system for state-level civil servants and development of e-Recruitment system - online employment service for citizens applying for civil service jobs. He's expert in mainstream agile approach for information systems development (Scrum) and he holds Certified Scrum Master and Certified Scrum Product Owner credentials in this field. He has more than 7 years of

experience in lecturing on topics of public sector ICT procurements, e-Government, e-Procurement and Agile software development, both in academia and professionals' seminars and conferences. More info: <http://www.linkedin.com/in/kemal>

M.Sc. Ms Rozalinda Stojova - Head of unit for certification and licensing at the Ministry of Information Society and Administration in the Republic of Macedonia, Skopje. Ms. Stojova is responsible for projects in the field of eGovernment (G2G, G2C), eEducation and measures within the state Public Administration Reform. She is a member of teams for developing eGovernment strategies, policies and bylaws. She is one of the internal trainers for inter-ministerial seminar on eGovernment topics. She has worked as a programme coordinator and seminar manager in donor funded projects, eSchool and Computer for Every Child Project Support and managing seminar programmes for teachers, principals, government officials. Conducting classes at the state Faculty of Economy, as a guest professor and practitioner, at the department of E-Business is additional academic activity in her portfolio. She began her professional career working as a teacher in one of the reputable high schools, and for her work she was awarded with national and international awards. During her career she was author and reviewer of a few textbooks. One-stop-shop, single point of contact and mGovernment are the areas of her interest and engagements, including supporting legislatures, all towards better government for more satisfied citizens.

M.Sc. Igor Todoroski - Assistant Minister at the Ministry of Justice and Public Administration, Department of Electronic Government in the Republic of Serbia, Belgrade. Mr. Todoroski is currently responsible for the Department of eGovernment. His main duties are participation in proposing policies, laws, regulations and developing strategies and action plans in the field of eGovernance. Igor has extensive experience in International cooperation in the field of eGovernance. He participated in the preparation and implementation of numerous strategic projects related to the establishment of official electronic records of citizens (Civil Registry, Single electoral list, Citizens certificates, etc). He is focused on the application of information and communication technologies in order to improve the organization, performance and development of eGovernance in government held administration bodies exercising delegated tasks of the state administration and judicial bodies. Mr. Todoroski strives to promote cost efficient ICT development as part of the overall Justice Reform Strategy, in order to enable the best ICT contribution to the Ministry judicial business objectives. This will lead to allocation of both budget-related and donor-initiated funding enabling resources for the judicial modernisation.

Methodology

The seminar will be delivered by utilizing a variety of seminar methods:

- Brainstorming

- Presentations and short lectures (PowerPoint presentations, web performance, video input etc.).
- Participants will be provided with supporting handout material and details of further reading and references.
- Structured group discussion and practical exercises (work in groups or one-to-one role-play)
- Review of case studies, Group assignments,
- Individual assignments for preparation of short presentations,
- Feedback on participants' performance (attitude, voice, gesture, time frame etc.)

Planned follow-up

There is an increasing demand of public institutions for innovative IT services for their work. Innovative IT solutions, like custom-made software and cloud services, offer many possibilities for improving efficiency and quality of their work and reduce in administrative burden. However, such solutions are often complex, cost-intensive and hard to plan in details up-front. Better practices and more knowledge and skills are needed to design and develop e-Government service that will be of the best value for both internal and external customers. This knowledge, skills and practices should be learned from teams who are building successful, world class services. Government needs to place users at the heart of service design, incorporating their feedback at every step of the way.

Following questions needs to be answered:

- How to discover users' needs and design e-Government service as well as how to specify it so that all stakeholders involved have a clear mutual understanding of system requirements?
- How to plan, prepare and conduct a sound ICT procurement process, how to define smart evaluation criteria and how to minimize risks and avoid irregularities in such procedures for custom-made service development?
- How to manage actual e-Government service development, by delivering service faster, at a lower cost and with lower risk while continually validating project milestones against business objectives?

ReSPA intends to shed more light on these topics in a dedicated seminar planned for September 2014. Seminar will be accompanied by a separate assignment on developing guidelines for e-Government services design and development to help e-Government service project managers and digital delivery teams across government to make services so good that people prefer to use them over traditional channels of delivery.

SEMINAR PROGRAMME

Day 1 - 02 July 2014

- 09.00 - 09.15** Opening and welcome by ReSPA
- 09.15 - 10.00** Introduction
- Learning Objectives and Overview of the Agenda
 - Participants introductions & expectations
- 10.00 - 11.30** Understanding planning, design and maintenance of electronic registers
- Defining the purpose of introducing the eGovernment / mGovernment seminar programme
 - What is eGovernment, relationship categories, 5 stages of the eGovernment and 5 level on-line services model, measuring the progress of eGovernment, e vs m government
 - Defining registers, types of data
- Assignment:* brainstorming on systems, organizational and methodological defects in the process of planning, design and Maintenance of electronic registers
- 11.30 - 11.45** *Coffee break*
- 11.45 - 13.00** Strategic planning and design of electronic registers
- Setting the goals which meet the citizens needs
- Setting the organizational, systematic and methodological aspects in the process of planning, design and maintenance of electronic registers
 - Examining the enablers of and conditions for electronic registers, including interoperability, data exchange, data quality, data protection and security
- 13.00 - 14.30** *Lunch break*
- 14.30 - 15.15** Solutions – how to prepare and implement alternative solutions
- Use of vendor solutions (WS technology)
- Assignment:* case study analysis – example of best practice
- 15.15 - 15.30** *Coffee break*
- 15.30 - 16.00** *Wrap up – participant's exercise*
- 16.00 - 16.30** *Retrospective of day 1 – lessons learned*

Day 2 - 03 July 2014

09.00 - 09.15	Review of the first day
09.15 - 10.00	e-Government: What we are talking about? <ul style="list-style-type: none">• Key concepts, including whole-of-government, user-centricity, simplification and personalisation, new channels like mobile and social media, eParticipation, inclusion and digital divide, barriers, impacts,• Open data,• Global trends examples and results
10.00 - 11.30	E-Government and m-Government by example The importance of usage of e-/m-Government technology <ul style="list-style-type: none">• Global examples of e-Government/m-Government• What are the future challenges for e-/ m-Government? <p><u>Exercise</u>: Evaluation of e-services online maturity (sophistication) in participants' institutions, m-services</p>
11.30 - 11.45	<i>Coffee break</i>
11.45 - 13.00	<u>Assignment</u> : Drafting selected institution's e-Government and m-government Action Plan <ul style="list-style-type: none">• Conducted participants in two Teams• Group observation and debate between two groups about main expected goals of draft action plan• "Merge" the ideas, proposals into one plan together with the both groups
13.00 - 14.30	<i>Lunch break</i>
14.30 - 15.15	Cloud computing <ul style="list-style-type: none">• Current practice• Possibilities for use in PA for services improvement• Preconditions and prerequisites• Case studies in the region
15.15 - 15.30	<i>Coffee break</i>
15.30 - 16.00	E-Government tools for preventing corruption <ul style="list-style-type: none">• Key concepts• open government issues: transparency, participation, and accountability• The potential of systematic approaches in development ICTs strategies to fight against corruption global trends (World and the EU)
16.00 - 16.30	Wrap up – participant's exercise <i>Retrospective of day 2 - lessons learned</i>

Day 3 – 04 July 2014

- 09.00 - 09.15** Review of the second day
- 09.15 - 11.00** How do we develop e-Government services today?
- Why e-Government projects are partially successful or fail miserably?
 - What is a problem domain of e-Government projects?
 - Project management methodologies in software development process - most used
 - Introducing Agile service development
 - Traditional waterfall vs. Agile service development: Why Agile?
- Agile (adaptive) software development using Scrum: Developing e-Government services that customers love
- Introduction to Agile/Scrum roles, activities and artifacts
 - Principles and values behind Agile development
 - Agile e-Government project manager: Leading development of winning services in Agile projects
- 11.00 - 11.15** *Coffee break*
- 11.15 - 12.30** Exercise: Making a first step - design the future service
- How things are done in practice: Establishing future system requirements and Designing the future service, Analyzing user requirements and developing system requirements specification
 - Procuring e-Government service development in a better way
- 12.30 - 13.30** *Lunch break*
- 13.30 - 14.30** Procurement of outsourced projects
- Current practice
 - Possibilities for use in PA for services improvement
 - Best practices
- 14.30 - 15.00** *Coffee break*
- 15.00 - 16.00** Consultations 2.0
- Collaborative service design and delivery, decision making and policy making
 - Consultation tools by example
- 16.00 - 16.15** Q&A
- End of the seminar – lessons learned and formulation of ideas for the follow up*