

## Executive Training Workshop on Electronic Government Provisional Agenda

Time schedule	Session Topic
9.30 – 10.15	<p style="text-align: center;"><u>Workshop opening welcome</u></p> <p>Hosting Institution – Host welcome introduction Greek Ambassador in hosting country – Greeting CeGD Director – Presentation of the Centre for eGovernance Development INA Academy Representative – Hellenic Aid Programme Presentation</p>
SESSION 1 10.15 – 11.30	<p style="text-align: center;"><u>Introduction to Electronic Government &amp; Developments in the European Union</u></p> <p>A brief introductory tutorial on electronic government: Definitions, eGov development Models, eGov service levels, eServices, Metrics, European and UN Status Reports. Key policy and initiatives at EU level (i2010, CIP/PSP, ICT/eGOV, IDABC, SEMIC, PEPPOL, STORK, Services Directive, Administrative Burden Reduction, Standard Cost Model, EIF 2.0, CEN/ISSS, ETSI, UN/CEFACT)</p>
11.30 – 11.45	<b>Coffee Break</b>
SESSION 2 11.15 – 12.15	<p style="text-align: center;"><u>eGovernment Initiatives and Lighthouse Projects in Hosting Country</u></p> <p>Local participants present the current status in eGovernment frameworks and projects (National eGovernment Framework, National Digital Strategy, eGIF, main Portals, main organizations responsible for eGOV and transformation, lighthouse projects (e.g. eTAX, eID, etc)). Discussion with the trainers.</p>
SESSION 3 12.15 – 14.00	<p style="text-align: center;"><u>eGovernment Interoperability: Standards and frameworks</u></p> <p>An overview of current standards and practices for organizational, semantic and technical interoperability. (EIF 2.0, eGIF, interoperability standards in Health, Finance, Payments). Case: the Greek eGovernment Interoperability Framework and its infrastructures.</p>
14.00 – 15.00	<b>Lunch Break</b>
SESSION 4 15.00 – 15.45	<p style="text-align: center;"><u>Managing electronic ID's: key issues and Challenges</u></p> <p>An overview of current standards and practices for national-wide electronic ID's. (Information Privacy Levels, Trust levels per type of service, types of credentials, mechanisms for single sign-on, pan-European eID strategies and systems). Discussion on national initiatives of the country.</p>
SESSION 5 15.45 – 16.30	<p style="text-align: center;"><u>eGovernment How-To: Designing and implementing key eGov projects</u></p> <p>In-depth analysis of key governmental projects. (Central National Portal, Municipal Portals, Social Security, eFinance, eHealth, eTraining, eDefense systems. Project management and risk assessment for large initiatives). Discussion on hosting country projects and funding mechanisms.</p>
16.30 – 16.45	<b>Coffee Break</b>
SESSION 6 16.45 - 17.30	<p style="text-align: center;"><u>Transforming Governmental Services for Citizens and Businesses</u></p> <p>In-depth analysis of t-Government methods and tools. (BPM tools, process redesign, Key Performance Indicators, data redesign, XML tools, service registries). Presentation of some international and EU best practices and Case Studies.</p>
17.30 - 18.00	<p style="text-align: center;"><u>Workshop conclusions - Discussion with participants</u></p>