E-Government and Public Sector Digital Transformation Training Course

19 - 23 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #DM7719_91543

Course Introduction / Overview:

The global shift towards digital governance is reshaping how public institutions serve their citizens. This course provides a comprehensive roadmap for navigating the complexities of public sector data digitization and the implementation of robust e-government frameworks. It moves beyond theoretical concepts to offer practical strategies for transforming traditional bureaucratic processes into efficient, transparent, and citizen-centric digital services. Drawing upon the foundational principles articulated by scholars like Jane Fountain in her work, "Building the Virtual State: Information Technology and Institutional Change," this program explores the profound institutional shifts required for successful digital adoption. Participants will delve into creating secure data ecosystems, designing user-friendly digital services, and fostering a culture of innovation within public organizations. At BIG BEN Training Center, we have designed this curriculum to empower public sector professionals with the skills to lead digital transformation initiatives, ensuring that technology serves as a catalyst for improved governance, enhanced public trust, and sustainable socio-economic development. This journey is about leveraging technology to build a more responsive, accessible, and effective government for the 21st century.

Target Audience / This training course is suitable for:

- Public Sector Managers and Directors.
- Government IT Professionals and CIOs.
- Policy Makers and Advisors.
- Digital Transformation Project Managers.
- Public Service Delivery Managers.
- Data Analysts and Information Officers in Government.
- Compliance and Risk Management Officers.
- Municipal and Local Government Leaders.
- Officials involved in public sector reform.

Target Sectors and Industries:

- Federal and National Government Agencies.
- State, Provincial, and Regional Government Bodies.
- Municipal and Local Government Authorities.
- Public Utilities and State-Owned Enterprises.
- Public Healthcare and Hospital Administration.
- Public Education Institutions.
- Law Enforcement and Public Safety Agencies.
- Non-Profit and Non-Governmental Organizations working with government.

Target Organizations Departments:

- Information Technology and Digital Services.
- Strategy and Planning.
- Citizen Services and Public Engagement.
- Operations and Administration.
- Human Resources and Change Management.
- Finance and Procurement.
- Legal and Compliance.
- Communications and Public Relations.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a comprehensive digital transformation strategy for a public sector organization.
- Master the principles of data digitization, management, and governance.
- Design and implement citizen-centric e-government services.
- Evaluate and select appropriate technologies for public service delivery.
- Establish robust cybersecurity and data privacy frameworks for public data.
- Lead change management initiatives to foster a digital-first culture.
- Analyze and apply international best practices in e-governance.
- Measure the impact and performance of digital government initiatives.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical. We believe that adult learning is most effective when it connects theory to real-world application. Therefore, this course moves beyond traditional lectures to a dynamic workshop environment. Participants will engage in a series of case study analyses of successful e-government implementations from around the world, dissecting both their triumphs and challenges. Interactive group discussions and brainstorming sessions will encourage peer-to-peer learning and the sharing of diverse perspectives. A significant portion of the course is dedicated to hands-on exercises, including mapping existing public services for digitization, developing a draft digital transformation roadmap, and simulating a cybersecurity incident response. Our expert facilitators guide participants through each stage, providing personalized feedback and fostering a collaborative atmosphere. The methodology emphasizes problem-solving and critical thinking, ensuring that attendees leave not just with new knowledge, but with the confidence and practical skills to initiate and manage digital transformation projects within their own organizations.

Course Agenda (Course Units):

Unit One: Foundations of Digital Government

- Introduction to E-Government and Digital Transformation.
- The Evolution of Public Administration in the Digital Age.
- Key Drivers and Benefits of Public Sector Digitization.
- Understanding the Core Components of a Digital Government Ecosystem.
- Global Trends and Benchmarks in E-Governance.
- The Role of Policy and Leadership in Driving Change.
- Distinguishing Between E-Government and E-Governance.

Unit Two: Strategic Planning for Digital Transformation

- Conducting a Digital Readiness and Maturity Assessment.
- Formulating a Vision and Mission for Digital Government.
- Developing a Strategic Digital Transformation Roadmap.
- Aligning Digital Initiatives with Public Sector Goals.
- Legal and Regulatory Frameworks for Digital Services.
- Budgeting and Resource Allocation for Digital Projects.
- Stakeholder Engagement and Communication Planning.

Unit Three: Technology Infrastructure and Interoperability

- Core Technology Enablers: Cloud Computing, Big Data, and AI.
- Building a Secure and Scalable IT Infrastructure.
- Principles of Government Interoperability Frameworks.
- Digital Identity and Authentication Systems for Citizens.
- Managing Government Data Centers and Networks.
- Mobile Government (M-Government) Strategies and Applications.
- Selecting and Procuring GovTech Solutions.

Unit Four: Citizen-Centric Service Delivery and Data Management

- Principles of User-Centered Design for Public Services.
- Mapping the Citizen Journey and Identifying Digital Touchpoints.
- Developing and Managing Online Portals and Service Platforms.
- Open Government Data Principles and Implementation.
- Data Governance, Quality, and Lifecycle Management.
- Ensuring Data Privacy and Compliance with Regulations.
- Strategies for Digital Inclusion and Bridging the Digital Divide.

Unit Five: Implementation, Security, and Future Trends

- Managing Change and Overcoming Resistance in the Public Sector.
- Agile Project Management for Government IT Projects.
- Fundamentals of Cybersecurity for Public Sector Organizations.
- Developing a Cyber Resilience and Incident Response Plan.
- Measuring Performance and Impact of Digital Services.
- Emerging Technologies: Blockchain, IoT, and their Government Applications.
- The Future of Governance and Building a Smart Government.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can public sector organizations balance the drive for data-driven efficiency with the ethical imperative to protect citizen privacy and prevent algorithmic bias?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic, strategy-first approach to digital transformation, rather than focusing narrowly on technology procurement. We posit that successful e-government is fundamentally an exercise in institutional and cultural change, where technology is an enabler, not the end goal. Unlike programs that may overemphasize specific software or platforms, our curriculum prioritizes the development of strategic thinking, policy formulation, and leadership skills essential for navigating the complexities of public sector reform. The content is deeply rooted in academic principles of public administration and governance, yet it is delivered through a highly practical lens, utilizing real-world case studies of both successes and failures in global e-governance. A key differentiator is our significant focus on the human element of change management—a critical factor often overlooked but central to any transformation's success. Participants will learn not just what to do, but how to build consensus, manage stakeholder expectations, and foster a culture of continuous innovation within a traditionally risk-averse environment. The course provides a comprehensive framework for building a truly citizen-centric government, ensuring that digital initiatives deliver tangible public value.