

Online training "Digital Transformation of Public Administration"

**Vice Ministers' level Programme
Kazakhstan**

17.06-16.07.2021

**Introduction
webinar****15:00 – 17:00***(12:00 – 14:00) (Estonia)*

Welcoming by Mr. **Taavi Aas**, Minister, Ministry of Economic Affairs and Communications of the Republic of Estonia

Welcoming by Mr. **Bagdat Mussin**, Minister of Digital development, Innovations and Aerospace industry of the Republic of Kazakhstan

Welcoming by Mr. **Alikhan Baimenov**, Chairman of the Steering Committee of the Astana Civil Service Hub

Welcoming by Mr. **Hannes Astok**, Executive Director, Chairman of the Management Board, e-Governance Academy

Current situation of e-government development in Kazakhstan
Mr. **Arman Abdrasilov**, Chairman of the Board, "Zerde" Holding JSC .

Overview of the e-course programme
Ms. **Anneli Piirat**, Project Manager of e-Governance Trainings, e-Governance Academy

Presentation: Digital transformation in the government

This intro session will be held to explain the general approach which processes should be planned for digitization and sharing international experiences in different e-government projects that eGA has coordinated;

Mr. **Arvo Ott**, Director of e-Government Technologies, Member of the Management Board, e-Governance Academy

Use-case of Estonia

Thematic Live session_1

15:00 – 17:00

(12:00 – 14:00) (Estonia)

Government CIO level intro

Mr. **Siim Sikkut**, Government CIO of Estonia, Ministry of Economic Affairs and Communications

During the session will explain the role of government CIO in e-government planning and coordination and also how to guarantee sustainability in e-government implementation.

User-oriented e-services in modern society.

The session concentrates on demonstration of various services in practice, explaining the processes what should be done to provide secure and quality service and how to organise awareness on e-services availability.

Mrs. **Annela Kiirats**, Programme Director, e-Governance Academy

ACTIVITY 2

June 21 – 25, 2021

Pre-recorded video-material on e-government with Russian sub-titles.
Individual access to e-learning content granted to each participant via e-mail (From: e-Governance Academy Training training@ega.ee)

Introduction

Explaining the course content

Delegates will receive a self-analysis questionnaire that includes general questions about e-government planning and implementation, as well as additional questions to evaluate the current status of e-government in your country.

Between presentations there are quizzes, tests, etc to test participants in understanding the materials.

Duration
10 minutes

Introduction by Ms **Annela Kiirats**, Programme Director of e-Governance Training

Topic 1

Estonian e-government architecture – key building blocks Digital elements of e-government

Overview of the preconditions and digital enablers of e-government and the development of e-services

- E-government enablers
- Closer look at the digital elements of e-government
- Secure data exchange: governmental interoperability
- Strong digital identity
- Portal & citizen applications
- How & by whom are government online services developed

Duration
45 minutes

Presentation by Mr **Hannes Astok**, Senior Expert and Development Director, e-Governance Academy

Topic 2

ICT coordination and policy planning Analog elements of e-government

Overview of coordination of digital transformation processes, organisational setup and legal framework of e-government

- Analog elements of e-government: organisational aspects
- General models and strategic decisions
- Organisational set-up and planning
- Legal regulations and standards
- Financial framework and motivation of users

Duration
30 minutes

Presentation by Dr **Arvo Ott**, Executive Director, e-Governance Academy (Former Head of State Information System's Department, Ministry of Economic Affairs and Communications)

Topic 3

Partnership models for digital transformation

Cooperation between the private and the public sector is crucial for digital government. This presentation explains the models for cooperation and how to choose the right one.

- Partnership models in digital transformation process
- Examples from Estonia

Duration **15 minutes**

Presentation by Mr **Linnar Viik**, Senior Expert and Programme Director of Smart Governance, e-Governance Academy

Topic 4

Cyber security in the government

Explanation of the importance of cyber security as a parallel process when implementing e-government.

Presentation by Ms **Epp Maaten**, Senior Expert and Programme Director of Cyber Security, e-Governance Academy

Duration
30 minutes

Topic 5

Legal framework of digital government

Regulatory framework for the digital society is an horizontal part in e-government implementation and is adjustable for both, physical governance and digitally.

Presentation by Ms **Katrin Nyman-Metcalf**, Senior Expert on Legal Framework, Professor of Law and Technology

Duration
30 minutes

Topic 6

E-democracy and its tools for participation in decision-making

How to involve citizens in decision-making and support the process.

Presentation by Ms **Kristina Reinsalu**, Senior Expert and Programme Director of e-Democracy

Duration
35 minutes

ACTIVITY 3 – live sessions

July 1, 2021

Use-case of Estonia

Thematic Live session_2

15:00 – 17:00

(12:00 – 14:00) (Estonia)

e-Government architecture and its mandatory components; Business processes´ re-engineering -modelling and optimization.

It is important to understand, which are relevant components in e-government architecture to organise information sharing in secure and legitimate manner. Will explain what should be the logic of re-designing public processes in building information society.

Mr. **Arvo Ott**, Member of the Management Board, eGA / First Government CIO of Estonia

July 2, 2021

**Thematic
Live session_3**

15:00 – 16:30

(12:00 – 13:30) (Estonia)

Meeting with State Information System Authority

e-Government implementing agency under the ministry of Economic Affairs and Communications.

Overview of the role of the Authority: administration of X-road, eID and Cyber Security

Mr. **Margus Noormaa**, Director General, RIA

Mr. **Andres Klemm**, Head of Critical Information Infrastructure Protection Department, RIA

Mr. **Andrei Kargin**, Product Owner, eID Department, RIA

July 8, 2021

**Thematic
Live session_4**

15:00 – 17:00

(12:00 – 14:00) (Estonia)

Information security in e-government concept

First to give a helicopter view on the information security concept and requirements on national and international level. How should cyber security strategy be implemented in a full scale and highlight the importance of coordination.

Mr. **Raul Rikk**, Director of Cyber Security, Ministry of Economic Affairs and Communications

CCDCOE

July 9th, 2021

**Thematic
Live session_5**

15:00 – 17:00

(12:00 – 14:00) (Estonia)

Public service processes´ re-engineering

The session is explaining methodology how provision of public services is changed when transforming public services into electronic form. Also discussing matters on cost efficiency and quality improvement of public services via process re-engineering.

Mr. **Janek Rozov**, Strategy Director at Information Technology and Development Centre of The Ministry of Interior / Former Government CTO

July 14th, 2021

**Thematic
Live session_6**

15:00 – 16:30

(12:00 – 13:30) (Estonia)

Practices on agile project management in the government

As very often e-government projects are taken as stand-alone activities and not combining processes with other parallel tasks, there might be too complicated planning, issues with budgeting and planning of human resources, or any other problems. The session will focus on agile project management and proper planning via central coordination.

Mr. **Margus Püüa**, e-government expert / Second Government CIO of Estonia

July 15th, 2021

**Thematic
Live session_6,7,8**

13:00 – 14:00

(15:00 – 16:00) (Singapore)

(10:00 – 11:00) (Estonia)

Use-case of Singapore - TBC

High-level meeting with Government Technology Agency of Singapore to talk about e-government concept and implementation

Short break

14:15 – 15:15

(09:15 – 10:15 UK)

(11:15 – 12:15) (Estonia)

Use-case of U.K. - TBC

High level meeting to talk about importance of sustainability and high level support on e-government planning and implementation.

Short break

15:30 – 16:30

(11:30 – 12:30 Denmark)

(12:30 – 13:30) (Estonia)

Use-case of Denmark - TBC

Experiences of Denmark – Agency of Digitization, Ministry of Finance

**Discussion
webinar****14:00 – 15:30***(11:00 – 12:30) (Estonia)***Interactive discussion****Brainstorming session on main challenges of CDO-s in their work and try to get answers how to solve those.**

Experiences and best practices from CIO programme in Estonia.

*Short break***15:45 – 16:30***(12:45 – 13:30) (Estonia)***Conclusions**Summarising the course, highlights from the sessions
Feedback from participants (short presentations)**About us:****e-Governance Academy**

ega.ee

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