

## “Support to the Civil Service Agency of Bosnia and Herzegovina for the promotion of e-Government in the public administration sector”

### e-GOVERNMENT TRAIN-THE-TRAINERS PROGRAM

10-11/06/2010, 10-16h

Thursday, June 10th		Lecturer
Day 1. Session 1. Touch base	Intro. Background. Objectives. Dynamic PPT  Brainstorming. When you design a workshop, what steps do you follow in advance?  Brainstorming. When you design a workshop, what sections, parts do you have in mind?  Brainstorming. When you design a workshop, what strategies, techniques, do you apply?	Daniel Burgos (1h)
Day 1. Session 2. Foundations	Methodology  The training chain	Daniel Burgos (1h)
Day 1. Session 3. Building a training course on eGov I	Context, scoping and objective setting. IT Governance and IT strategic planning. Technical environment (infrastructures, systems, applications, registries...) Interoperability Frameworks. Enterprise Architecture. Technology choices (e.g. web services or semantics). Examples and use cases.	Aljoša Pašić (2h)
Day 1. Session 4. Case studies about methodology and assorted settings	Use cases, learning scenarios and open debate about training methodology  Use cases about training eGov	Aljoša Pašić & Daniel Burgos (2h)

Friday, June, 11th		Lecturer
Day 2. Session 5. Summary Day 1	Lessons learnt and summary of Day 1.  Introduction to Day 2	Daniel Burgos (30')
Day 2. Session 6. Building a training course on eGov II	Institutional environment. Service delivery stages. Core versus peripheral. Transversal and transnational process automation. Coordination and maturity. Centralised versus decentralised approaches. Best practises, use of standards and open sources. Centres of Excellence, Observatories and Pooling approaches. Public Private Partnerships. Examples and Use cases.	Aljoša Pašić (2h)
Day 2. Session 7. Users and types of learning	Types of users, types of teachers Techniques and strategies for an active contribution. Online, blended learning.	Daniel Burgos (1h)
Day 2. Session 8. Building a training course on eGov III	Other issues. Procurement. Human resources. Financing. Legislation. Communication. Trends and evolution of administrative procedures.	Aljoša Pašić (2h)
Day 2. Session 9. Wrap-up	Lessons learnt and summary of the course Additional resources  Closing	Aljoša Pašić (30')