Singapore/Commonwealth Third Country Training Programme

Developing e-Government Strategies

Singapore eGovernment Leadership Centre, Institute of Systems Science, National University of Singapore

25 – 29 June 2012

We are pleased to announce the above training programme which is to be held in Singapore between 25 and 29 June 2012. The programme is jointly sponsored by the Commonwealth Fund for Technical Co-operation (CFTC) of the Commonwealth Secretariat and the Singapore Cooperation Programme of the Singapore Ministry of Foreign Affairs. The programme will be organised and conducted by the Singapore e-Government Leadership Centre, Institute of Systems Science, National University of Singapore. We would like to invite nominations from your country, and should be grateful if your office can kindly distribute this announcement to relevant ministries/organisations.

BACKGROUND

To better respond to the new challenges and opportunities in the digital age, many public sector organisations are embracing the concept of e-Government. With new technologies and the explosive growth of the Internet, governments can provide public services and information in a much more consistent, streamlined and personalised way. By accessing services online rather than in-line, citizen and businesses do not have to be pushed from one queue to the next just to perform a simple transaction. Rather than trek across town to visit an office with inconvenient opening hours, people can quickly and simply conduct their businesses over the Internet 24 hours a day, 7 days a week. But more than that, e-Government is about restructuring the way government conducts its business operations and how it interacts with citizens and businesses. Rather than simply automating existing processes, e-government provides the opportunity for government agencies to entirely change the way that it conducts business. Rather than government web sites mirroring the bureaucracy, organisational structures can reflect government's citizen-centric online presence. The shift to the digital age forces a fundamental rethink of the government's role and structure in the same way that the transformation to the industrial society did.

PROGRAMME OBJECTIVES

The training course will equip senior public sector managers from the Commonwealth developing countries working on public sector initiatives pertaining to national ICT planning or implementation, or on the introduction of e-Government in their respective countries, with a range of emerging practices and examples of how e-Government services can be undertaken by public sector organisations to strategically plan and transform their organisation. The course will:

Provide an understanding of e-Government and its evolution

➢ Share the Singapore e-Government experience – master-planning, institutional frameworks, initiatives and critical success factors

- ➢ Enable participants to learn frameworks on e-Government strategic planning and implementation, governance and business process re-engineering
- ➢ Reinforce learning of e-Government best practices through workshops, case studies and site visits

- ➢ Provide an opportunity for participants to share their country's experience on e-Government, highlighting the challenges, successes and failures in implementation, or in developing an e-Government action plan to introduce e-Government in their countries

COURSE DATES

The one week course will be conducted from **25 to 29 June 2012**.

PROGRAMME OUTLINE (PROVISIONAL)

Introduction and ICT Programme in the Commonwealth Secretariat

National ICT Strategies and Strategic IT Planning Framework

e-Government Framework

Legislative, Regulatory and Policy to Support Government

Capacity Building Strategies

Business Process Re-engineering

Change Management

IT Governance and Outsourcing

e-Government Business Case Studies

FACULTY AND METHODOLOGY

The course will be conducted in English and will comprise classroom lectures, case studies, conceptual discussions, group work, presentations and field visits to relevant institutions. Trainers in the programme will primarily be senior instructors of a Singapore training agency. Senior officials and practitioners in government and public agencies may also be invited to share their experiences with participants in formal and informal settings. In addition, adviser(s) of the Commonwealth Secretariat will also lead relevant training sessions.

Class size will be limited to facilitate and encourage both formal and informal interaction among participants, and between participants, trainers and key resource person(s).

DEVELOPMENT OF AN ACTION PLAN

As a pre-requisite for attendance, participants are required to submit an 'ICT status report' (maximum 10 pages) of the situation in their respective country. This report should have details of their country's national ICT plan including its objectives and strategies, and should include their assessment of the current state of implementation. Within this context, the participants would be required to include in the same report, details of their ministry/division/department's e-government initiatives. Some level of investigation and analysis would be expected, so that participants are adequately prepared for participation in discussions and workshop sessions. Participants may be asked by the Commonwealth Secretariat to complete a simple ICT readiness questionnaire as part of the preparation for attendance. The report and completed questionnaire will need to be submitted at least one (1) week prior to the start of the workshop (in Microsoft Word format).

By the end the course, participants would have developed and presented individually on their country's experience on e-Government, or an "Action Plan" for introducing e-Government when they return to their home country. If further inputs from the Commonwealth Fund for Technical Co-operation (CFTC) by way of meeting the training needs of senior managers, or the design and development of an in-country programme are required, appropriate submission should be made through the offices of the respective Points of Contact (POC) for consideration by the CFTC. It is proposed that all participants and institutions will eventually be linked to a Commonwealth Training Programme Alumni Website for dissemination of information, follow-up and networking.

PARTICIPANTS' PROFILE

Applicants should be **senior public sector managers from Commonwealth countries** who are:

(i)   embarking or have implemented e-Government initiatives,

(ii)   developing National ICT strategies,

(iii)   involved with large modernising or re-engineering initiatives, and/or

(iv)   champions of improving public services to the citizens.

Applicants must be nominated by their respective Governments, proficient in both spoken and written English as the course will be conducted fully in English without translation, and in good health and medically fit to attend the course.

In keeping with the objectives of the Commonwealth Plan of Action for Gender and Development, qualified and experienced female candidates are highly encouraged to apply.

Member Governments are also requested not to nominate officials who do not have a reasonable period of years left in service to contribute to their home country after attending the training course.

TERMS OF THE AWARD

Selected applicants will receive training awards sponsored by the Singapore Cooperation Programme (SCP) administered by the Singapore Ministry of Foreign Affairs, and the CFTC, under the auspices of the Singapore-Commonwealth Third Country Training Programme. The terms of award include training fees, hotel accommodation expenses (room and breakfast) while on the course, a daily training allowance of Thirty Singapore Dollars (S$30) on training days, transportation to the course venue and site visits, and medical insurance to cover accident and hospitalisation expenses in Singapore in accordance with the policies of a Singapore insurance company. Participants are to note that out-patient medical and dental treatment expenses will not be covered under the medical insurance scheme.

The nominating government/organisation is normally responsible for meeting the participant's cost of return air travel. However, the SCP and the CFTC will consider meeting the participant's air travel cost (Economy-class) on a case-by-case and need basis. If financial assistance for airfares is required, please indicate this distinctly in the GID/1 nomination (Part II, question 4).

Participants are advised to carry some money for miscellaneous expenses that might be incurred prior to receiving their training allowance. Participants will also be fully responsible for the costs arising from any loss or theft of personal belongings.

NOMINATIONS AND ENQUIRIES

Applicants need to be nominated through the GIDD Point of Contact (POC) in their own country, and have to complete the GID/1 form available from the POC or enclosed with this brochure. GID/1 forms should be sent to:

Ms Alice Cheung

Programme Officer

Governance and Institutional Development Division (GIDD)

Commonwealth Secretariat

Marlborough House, Pall Mall

London SW1Y 5HX, United Kingdom

Tel: (44) 20 7747 6347

Fax: (44) 20 7747 6335/6515

Email: a.cheung@commonwealth.int

Thank you for your kind attention and we look forward to receiving your nominations

CLOSING DATE FOR NOMINATIONS : 18 May 2012

Yours sincerely
Alice Cheung
Governance and Institutional Development Division
Commonwealth Secretariat, London
Attachments:

1) Programme brochure

2) GID/1 nomination form

Alice Cheung
Programme Officer
Governance & Institutional Development Division

Commonwealth Secretariat • Marlborough House • Pall Mall • London SW1Y 5HX • United Kingdom
Tel: +44 (0) 20 7747 6347   • Fax: Direct +44 (0) 20 7004 3630 General: +44 (0) 20 7747 6335 • **www.thecommonwealth.org**

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No.12040/36/2012-FTC (Trg.)
Government of India
Ministry of Personnel, P.G and Pensions
Department of Personnel and Training
Training Division

Block-4, Old JNU Campus
New Mehrauli Road, New Delhi-67
Dated 20th April, 2012

TRAINING CIRCULAR

Subject: Singapore/Commonwealth Third Country Training Programme on Developing e-Government Strategies to be held in Singapore from 25th to 29th June, 2012.

The Commonwealth Secretariat has invited applications for the above programme to be held in Singapore from to 25th to 29th June, 2012. The programme is jointly sponsored by the Commonwealth Fund for Technical Co-operation (CFTC) of the Commonwealth Secretariat and the Singapore Cooperation Programme(SCP) of the Singapore Ministry of Foreign Affairs. The programme will be organised and conducted by the Singapore e-Government Leadership Centre, Institute of Systems Science, National University of Singapore.

2.   The programme aims to equip senior public sector managers from the Commonwealth developing countries working on public sector initiatives pertaining to national ICT planning or implementation, or on the introduction of e-Government in their respective countries, with a range of emerging practices and examples of how e-Government services can be undertaken by public sector organisations to strategically plan and transform their organisation. The course will provide an understanding of e-Government and its evolution.

3.   The candidates should be senior public sector managers who are embarking or have implemented e-Government initiatives; developing National ICT strategies; involved with large modernising or re-engineering initiatives, and/or champions of improving public services to the citizens. be proficient in written and spoken English; be in good health to undergo the above training

4.   In addition to the above, the following information in respect of the nominated officers may please be furnished while furnishing the nomination:
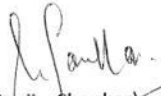
   a) Whether attended any foreign training programme in the past? If so, the duration/detail thereof?
   b) Whether clear from vigilance angle?
   c) Age;
   d) Whether working in North East State/J&K?
   e) A brief in 50-100 words justifying the nomination.

....2/-

5.   The nominating Ministry/Department/State Government will meet the participant's costs of return air travel. However, the SCP and the CFTC will consider meeting the participants' air travel cost (Economy-class) on a case-by-case and need basis. If financial assistance for airfares is enquired, the same may be indicated in the GID/1 nomination (Part II, question 4).

6.   It is requested that the nomination of the suitable candidates may please be forwarded to this Department in accordance with the eligibility criteria.

7.   The applications should reach this Department through the Administrative Ministry/State Government not later than **7th May, 2012.** Nominations received after the prescribed date will not be considered. The details of the programme may be drawn from Ministry of Personnel, Public Grievances and Pensions website **(persmin.nic.in),** which is available in "What is New" under the Department of Personnel and Training.

(Sanjiv Shankar)
Director (Training)

Copy to:

1. All Ministries/Departments of the Government of India.
2. All State Governments/Union Territories.
    (with the request to circulate it amongst the related organizations)
3. NIC with the request to post the circular along with the Commonwealth Secretariat circular and the enclosed application form on the Department's website.

The Commonwealth Secretariat

Governance and Institutional Development Division

NOMINATION

by the Government of _____

for a training course/study visit/training attachment/workshop* *(delete as applicable)*

for _____ *(name)*

Developing e-Government Strategies

between 25 and 29 June 2012 *(date if known)*

in **Singapore** *(country)*.

This form (GID/1) should be completed for <u>each</u> nominee.

Part I	is to be completed by the nominee.
Part II	is to be completed by the nominee's departmental head.

The form should then be endorsed below by an officer in the Government Ministry or Department designated as the Point of Contact (PoC) for the Governance and Institutional Development Division of the Commonwealth Secretariat, and email or fax to:

> The Director
> **(Attn: Alice Cheung email: <u>a.cheung@commonwealth.int</u>)**
> Governance and Institutional Development Division
> The Commonwealth Secretariat
> Marlborough House
> Pall Mall
> London SW1Y 5HX, UK
> Fax: 44 (0)20 7 747 6335/6515

All correspondence with GIDD about this application will be through the PoC.

For Completion by the Government Designated Point of Contact:

I certify that this nomination has the endorsement of the Government and that to the best of my knowledge the details given in the application form are correct. *(If you are nominating more than one person for this programme please indicate an order of priority.)*

Signed: _____

Name: _____

Position: _____

Department/Ministry: _____

Date: _____

Stamp of Department

FORM GID/1 Part I

The Commonwealth Secretariat
Governance and Institutional Development Division

PERSONAL DETAILS To be completed by the nominee.

Please use BLOCK CAPITALS *or typewriter*   *Circle as appropriate*

1. **Surname or family name:**

2. Forenames or personal names:

3. Title: Mr/Mrs/Miss/Ms/Dr/Other* .... 4. Male/Female*

5. Date of Birth: Place of Birth:

6. Nationality (if different from passport):

7. **Home address:**

Phone: _____   Fax/E-mail: _____

8. **Work Address:**

Phone: _____ Fax: _____ E-mail/Telex: _____

9. **Passport Details:** Nationality: _____ Number: _____

   Date/Place issued: _____ Type: _____ Expires: _____

10. Name & address of person to
    be contacted in an emergency
    (including telephone number).

    Relationship of this person to you: _____

11. Have you ever travelled abroad before?
    If YES, give details.

12. Give details of any disability, or any
    medical condition which may require
    treatment during your training, or any
    dietary restrictions.

13. Please make an assessment of your
    ability in English (Circle as appropriate).

    Reading: Excellent/Good/Average/Poor
    Writing: Excellent/Good/Average/Poor
    Speaking: Excellent/Good/Average/Poor

I.1

14. **Education Record**
If possible attach copies (NOT the originals) of your academic transcripts, etc. Include any professional attachments, short courses or workshops which you have attended. Indicate any courses currently being taken, expected date of completion, and the qualification to be obtained.

Institution	Location	Dates Attended From To	Qualifications obtained & subjects studied

15. Please give details of any other professional qualifications not mentioned above.

16. **Employment Record**
Please list current occupation first and then your 2 previous posts.

Current Employer
(and nature of business):

Job Title: Dates:

Duties of the Post:

Previous Employer
(and nature of business):

Job Title: Dates:

Duties of the Post:

I.2

Previous Employer
(and nature of business):

Job Title: Dates:

Duties of the Post:

17.   **Personal Statement**
       Please describe briefly those aspects of your present work which relate to the training requested.
       How will the training help?
       Are there other skills which the training should cover?

18.   **Undertaking**

       I _____ (name in CAPITALS)

       of _____ (Country) certify that the statements
       made by me in Part I of this form are true, complete, and correct to the best of
       my belief.

       I also fully understand that if I am granted an award it may subsequently be
       withdrawn if I fail to make adequate progress, or for other sufficient cause
       determined by GIDD, my own, or the host Government. I undertake to return to
       my country after completion of the training programme.

       Except as mentioned in 12 above, I confirm that I am in good health.

       Signature: _____   Date: _____

                              I.3

FORM GID/1   Part II

The Commonwealth Secretariat

Governance and Institutional Development Division

TRAINING REQUIREMENTS

To be completed by the employer.

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1. **Name of Nominee** _____

If others are nominated for this training please indicate their priority relative to the nominee.

Higher Priority	Equal Priority	Lower Priority
1.	1.	1.
2.	2.	2.
3.	3.	3.

2. **Training Needs**
   Please indicate the subject, nature, and level of the training requested.

   Why is this training required? (Please indicate relevance to national development.)

   Describe any particular problems which the training is intended to help solve.

   (Continue on a separate sheet if necessary)

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3. **Content & Objectives of the Training** Please specify in as much detail as possible:-
   - why the nominee was selected.

   - what post he/she will fill on return.

   - the skills you wish him/her to acquire.

   (Continue on a separate sheet if necessary)

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4. **Other Sources of Assistance or Sharing of Costs**
   Are you requesting assistance   Yes/No*
   from elsewhere? Give details.

   If partial assistance were offered   Yes/No*
   by GIDD, is your Government
   or any other source prepared to
   meet any part of the cost?
   Please give details.

II.1