



UNITED NATIONS  
ECONOMIC COMMISSION FOR AFRICA  
SUBREGIONAL OFFICE FOR EASTERN AFRICA

ECA/SRO-EA/ICE/AEGM-ICT/2009/02(b)  
Original: English

## SRO-EA

02(b)

**13<sup>th</sup> Meeting of the Intergovernmental Committee of Experts (ICE)**  
Mahe, Seychelles, 27-29 April 2009

### **Ad Hoc Expert Group Meeting : "Harmonization of ICTs Policies and Programmes in Eastern Africa subregion and Prospects"**



## **PROVISIONAL AGENDA OF THE TRAINING COURSES (on E-government and on NICI Plan)**



## **Agenda of the Training Courses (e-Government and NICI Plan)**

1. Opening Address

2. Trainings Objectives

3. Overview of e-Government

- Defining e-Government
- Innovating Citizen Services (G2C) and Business Services (G2B)
- Innovating the Way Government Works (G2G) (Back-Office Delivery)
- Benefits of Successful ICT Implementation in Government
- Critical Success Factors
- Risk Factors in e-Government Deployment
- Future e-Government

4. e-Government Models, strategy and Roadmap

- e-Government Models
- Priority Areas for e-Government in Developing Countries
- e-Government Strategic Planning
- e-Government Implementation and Assessment
- e-Government Budget
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5. Overview of NICI Plan

6. NICI Plan, strategy and Roadmap

7. Successful NICI Plan – Today and for the Future

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