

EGovernment – improvement of processes within governmental authorities and between government, business and citizen

duration: 2 hours

audience: max 50 persons

type of presentation: lecture and exercise

required equipment: notebook, beamer, flipchart

overview: EGovernment includes all governmental measures at all levels for qualitative improvements in citizen's different spheres of life, improvements for businesses and for optimization of business processes within the administration itself.

This tutorial gives an overview about how to improve processes within governmental authorities and how to improve processes between government, business and citizen.

Structure (lecture):

Overview about eGovernment in general

Introduction in 'Business Process Management'

How to use modern information and communication technologies within eGovernment

Business processes within governmental authorities

Business processes triangle: government-business-citizen

Optimisation possibilities for eGovernment services

Structure (exercise):

Practical use of lecture knowledge

Exercise on 'how to optimise business processes within governmental authorities'

Exercise on 'how to optimise business processes between government and citizens/businesses'