MODULE 1
e-Government Framework, Policy Direction and Strategic Planning
Prepared by: Noriel Christopher C. Tiglao, nctiglao@gmail.com

I. Module Description

This module aims to present concepts and issues related to e-Government. The module presents the government's existing policy directions related to the Information and Communications Technology (ICT). Finally, the module presents methods and techniques in strategic planning of e-Government initiatives.

II. Module Objectives

At the end of the module, the participants are expected to:

a. Develop a practical understanding of the positive impacts of e-Government on efficiency, service quality, and customer service;

b. Appreciate and identify the potential benefits of e-Government in their respective agency processes and procedures; and

c. Develop basic skills in strategic planning of e-Government initiatives

III. Module Methodology

The module will combine lectures and case analysis and discussion. Reading materials to supplement the lecture presentations will be provided.

IV. Module Outline

Topics	Duration	Contents
e-Government Definition and Delivery Framework	1.0 hour	• e-Government Definition • e-Government frameworks (Customer relationship management, Organizational capability, Enterprise architecture, Security and privacy)
Enabling Laws and Implementing Policies	0.5 hour	• e-Commerce Act • e-Procurement Act
e-Government Strategic Planning Process	2.0 hours	• Organizational analysis • e-Government issues (Leadership, Legal, Ethical, Governance, Technology) • e-Readiness concepts • IT Strategic Planning Techniques • Life-cycle project management