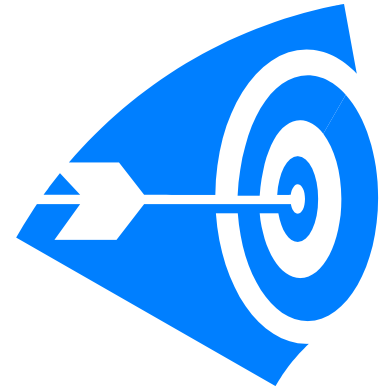# Course:
Government Process Re-engineering

Day 1

Session 1: Introduction to the Training Course

Agenda

➢ Welcome & Introduction

➢ Synopsis of the training programme

Welcome & Introduction

Sponsors, Facilitators and Participants

Expectations from the course

What are your expectations from the course?

Synopsis of training programme

What does the training programme contain?

Need for the course

The training course will equip the participants with a range of practices and examples of how government process reengineering, optimization and application of ICT in an optimized process environment can be undertaken by government/public sector organizations to:

- Enhance operational efficiency in administration and service delivery

- Improve citizen focus and experience,

- Minimize process complexity, cost and service delivery time

- Increase transparency levels and reduce administrative burden

Course Objectives

- Services & Process Identification for GPR

- Process categorization into core/support, information/transactions, G2B/G2C/G2G

- Process maps reading & validation

- Identification of redundancies and bottlenecks in the processes

- Define scope of consultant deliverables in a GPR engagement

- Definition of approach for implementation of process changes

- Recognize the need for customer focus

- Recognize the need for change management and capacity building in the context of GPR

- Recognize the need for transformation in e-Governance than translation

A Typical day during the training…

- Five sessions per day

  ➢ Three sessions pre-lunch

  ➢ Two sessions post -lunch

- Each session is for approximately 60 minutes

- Each session can be a:

  ➢ Theoretical or conceptual discussion

  ➢ Discussion on real life examples (successful e-Governance initiatives..)

  ➢ Classroom exercise on application of concepts learned during the training

  ➢ Presentation or discussion on the findings from the classroom exercise

Course Outline

Day	Sessions	
Day 1	Session 1:	Introduction to the Training Course
	Session 2:	Governance, Good Governance and e-Governance
	Session 3:	Introduction to e-Governance Project Lifecycle
	Session 4:	Understanding Government Processes, Service Quality and GPR
	Session 5:	Government Service Identification and Prioritization
	Session 6:	Exercise on Government Service Identification and Prioritization
Day 2	Session 1:	Identification of problem in the process and vision for GPR
	Session 2:	Collecting Data for Process Mapping
	Session 3:	Process Maps – their preparation
	Session 4:	Process Mapping Workshop
	Session 5:	Government Process Analysis
	Session 6:	Process Analysis Workshop

Course Outline – contd..

Day	Sessions
Day 3	Session 1: Identifying solutions for the challenges in Government Process Environment and Optimization of the Processes
	Session 2: Optimization of the Process - Process Re-work & Self-service, Outsourcing & Automation
	Session 3: Process Optimization Workshop
	Session 4: Legal & Policy Framework for GPR
	Session 5: Change Management for Implementation of GPR
	Session 6: Key Learning, Feedback and Training course wrap-up

Thank You !