MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

ICT and Security Management

e-Governance and Government Portal Management

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2831	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course

View Online Course Page

Course Overview

Magna Skills offers the **e-Governance and Government Portal Management** course to equip government professionals, IT specialists, and policymakers with the knowledge and skills required to effectively design, manage, and sustain e-Governance portals. This course focuses on the integration of technology into government functions, offering insights into the management of online platforms, data security, digital services delivery, and public engagement. Participants will learn to streamline government operations and enhance transparency through digital platforms.

Course Outcomes

Upon completing this course, participants will:

1. Understand the principles of e-Governance and its impact on public service delivery.
2. Develop skills to design and manage government portals for enhanced citizen engagement.
3. Learn strategies for implementing secure and efficient e-Governance systems.
4. Gain knowledge of regulatory and policy frameworks guiding e-Governance and digital service management.
5. Apply data analytics and digital tools to optimize government services and decision-making

Course Outline / Curriculum

Module 1: Introduction to e-Governance

- Definition and scope of e-Governance.
- Key components of e-Governance frameworks.
- Benefits and challenges of adopting e-Governance.

Module 2: Government Portal Design and Development

- Principles of user-centered design for government portals.
- Website usability, accessibility, and navigation best practices.
- Tools and technologies for building government portals.

Module 3: Digital Service Delivery in e-Governance

- Streamlining government services through online platforms.
- Strategies for ensuring efficient service delivery and customer satisfaction.
- Case studies of successful e-Governance systems globally.

Module 4: Data Security and Privacy in Government Portals

- Cybersecurity fundamentals for e-Governance.
- Managing personal data and ensuring compliance with data protection laws.
- Risk assessment and mitigation strategies in government portals.

Module 5: Public Participation and Citizen Engagement

- Using e-Governance platforms for improved citizen participation.
- Methods for integrating feedback loops and improving communication.
- Building trust and transparency through digital governance.

Module 6: Regulatory Frameworks for e-Governance

- Legal and policy considerations for e-Governance.
- Understanding international and national standards for government portals.
- Intellectual property rights and digital content management.

Module 7: Data Analytics for Decision-Making

- Leveraging data from e-Governance portals to inform public policy.
- Introduction to data visualization tools for government services.
- Performance tracking and reporting on digital service efficiency.

Module 8: Managing Government Portal Operations

- Day-to-day management of government websites and platforms.
- Service-level agreements, uptime, and portal performance monitoring.
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Outsourcing and partnerships for sustainable e-Governance solutions.

Module 9: Cloud Computing and Digital Infrastructure

- The role of cloud services in e-Governance.
- Infrastructure considerations for hosting government portals.
- Using emerging technologies like AI and blockchain for e-Governance.

Module 10: Future Trends in e-Governance

- Emerging trends such as digital IDs, smart cities, and AI in governance.
- Preparing for the digital future and addressing evolving citizen needs.
- Exploring global best practices and technological innovations.

Who Can Attend:

- Government IT managers and policymakers.
- E-Governance and public administration professionals.
- Portal developers and digital service managers.
- Consultants and contractors working on public sector digital projects.

This **e-Governance and Government Portal Management** course by Magna Skills provides participants with the expertise to design, implement, and manage digital solutions for government services. Through interactive discussions, case studies, and hands-on exercises, participants will gain the knowledge needed to drive digital transformation in public service delivery.

Target Audience

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairob
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	e-Governance and Government Portal Management
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____