



Are you a civil servant in the Middle East and Northern Africa (MENA) region? If so, please register for a professional development training course on

Development of E-government

Who is the course for?

We invite civil servants who are ambitious about professionalising their public services in E-government to register for this training course. This is a unique opportunity to share your knowledge and skills with other participants and be inspired by colleagues abroad.

This training course is for civil servants in the target countries of Algeria, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Oman, Palestinian Territories and Tunisia.



To register, you must have between 5 to 10 years of relevant work experience in E-government. Since this is a once in a lifetime experience, you can only participate in a Shiraka training once, and only if you have not previously participated in another Shiraka training programme.

Since we value diversity among our participants, we encourage women to take part.

This training programme is part of the 'Shiraka' training programme, an initiative of the Ministry of Foreign Affairs. Shiraka aims to strengthen and improve bilateral relations between the Netherlands and the MENA region in the public sector and offers an opportunity to improve public services through reciprocal inspiration.

Training course goals

The E-government professional development course will help you to:

- get a better understanding of the importance of e-government;
- get increased knowledge and insight on how e-government can lead to improved governance and better service delivery;
- get better insight on the roles of the various stakeholders during the digital transition and its management;
- share your knowledge and skills in your home country by developing an action plan;
- acquire skills to effectively perform the participants' role as a 'change agent';
- develop a valuable network of peers in your region, country and in the Netherlands;
- strengthen your connections with the Netherlands and stakeholders in the Dutch E-government sector.

Training course topics

The training course covers the following topics:

- Interoperability (including standard registration)
- Data-driven decision making
- Inclusive public service delivery
- Digital security and safeguarding privacy

Training course details

- Since all the sessions are in English, we recommend an intermediate level of English.
- Live interpretation during meetings and sessions into Arabic and/or French is available.
- We can offer the training course to 25 people. We will allocate these places to the participating countries based on the quality of the applications.
- The entire training course will last for 2 weeks (10 working days). We expect you to attend all sessions.
- Study visits and social activities are part of the training course.
- You will receive a certificate of participation upon completing the course.

Training course itinerary

The training course will be in 2 parts, and held at 2 locations:

	Dates	City	Country
Part 1	3-7 July 2023	The Hague	The Netherlands
Part 2	13-17 November 2023	Tunis	Tunisia

Part of the course may take the form of blended learning (partly online, partly offline).

If international health and travel restrictions make it impossible to hold a training session in the Netherlands, an alternative will be offered. This may be an online training.

If the training is held online, we expect participants to have good computer skills, access to an adequate computer with a recent operating system and a good internet connection (participants must be able to use Zoom, Word, PowerPoint etc.).

For all participants



- You must organise and pay for your journey to the airport in your home country.
- You are responsible for organising your visa and PCR tests in your home country.
- You must follow the COVID-19 travel precautions and the regulations of the Dutch Government during your journey to and your stay in the Netherlands. For more information in English, see [Coronavirus COVID-19 | Government.nl](#).

Costs for participants from countries on the [OECD-DAC list](#)



- The Dutch government will cover all relevant costs. This includes international travel, accommodation, meals during training days, visa and insurance, PCR tests and tuition fees.
- If you travel from an international airport outside your home country, you will need to cover local travel costs yourself. You will receive compensation for the international leg of your journey.

Costs for participants from countries not on the [OECD-DAC list](#)



- You must organise and pay for your own international travel and visa.
- The Dutch government will cover the cost of accommodation, insurance, PCR tests and tuition fees.

No-show or cancellation costs



- If you cannot attend or cancel your participation within 4 weeks prior to the training course, the organisation has the right to claim all the associated costs from your employer.

How to apply

- The closing date for registration is **7 April 2023**.
- Visit our [Shiraka training courses overview](#) and select the course of your choice by clicking on 'apply'.
- [Log in](#) or create an account using the '[register](#)' button.

More information

IO@rvo.nl (for questions concerning your application and the database)
info@thehagueacademy.com (for questions concerning the course)

The Shiraka Training Programme is an initiative of the Ministry of Foreign Affairs of the Kingdom of the Netherlands. The Department for International Entrepreneurship of the Netherlands Enterprise Agency implements the Shiraka Training Programme. The E-government professional development course will be organised by The Hague Academy for Local Governance.

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