

**CESPAM Executive Programme Seminar on
“e-Government for Leadership in Change Management”
14-17th September, 2004, Golden Tulip Hotel - Dar es Salaam**

Tuesday, 14th September

5 p.m. Registration Opens

6 p.m. Opening Session

Welcome by the Government of Tanzania and organisers of the Seminar

Keynote Address

Administrative and Logistical announcements

Reception hosted by the Government of Tanzania

Wednesday, 15th September

Session One: Change-management in an e-Government Context

This session reviews the theory of change-management and also draws attention to leadership as a key success factor. It also takes an analytical look at how effective e-government stimulates process re-engineering, decentralisation of services and integration of data and information.

Session Two: Technology Opportunities in Business and Process Re-engineering

A number of case studies are used to illustrate how the new technologies are opening opportunities through, for example, mobile communications, smart cards and telecentres. The relevance of these technologies to developing countries is also discussed.

Thursday, 16th September

Session Three: Critical Success Factors

Case studies drawn from the SADC region will review lessons learnt from successful and not so successful implementations of e-Government. This will be re-inforced by delegate-input in work-groups.

Session Four: Networking

The afternoon is an opportunity for delegates to network informally with a view to encouraging the exchange of experiences and to strengthening regional networking.

Friday, 17th September

Session Five: Measuring Change

Investment in information technology and in e-Government projects as a key enabler of public service reform is mandatory but not a cheap proposition. Measuring change through a number of indicators and service levels is therefore an onerous task and discipline.

Change needs to be measured both within a country as well as relatively, within the region, using standards for benchmarking. This session provides insights and tools to this end.

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REGISTRATION FORM

SURNAME:

FIRST NAME:

TITLE:

TELEPHONE NUMBER: (Office) (Home)

FAX NUMBER:

EMAIL:

DIETARY REQUIREMENTS:

DISABILITIES:

SPONSORING ORGANISATION:

I intend booking in at the Golden Tulip Hotel - Dar es Salaam

OR

Please supply me with an alternative location

SIGNATURE OF APPLICANT:

DATE:

Registration closes 30th August, 2004. Complete application form and post or fax to:
Programme Administrator
Mrs N J Mokgwathi
CESPAM, Faculty of Social Sciences
University of Botswana
Private Bag UB 00705
GABORONE, Botswana
Telephone: +267 355-2735/9
Fax: +267 317-0706
Email: cespam@mopipi.ub.bw
Web: www.cespam.net