



# UNLOCKING DIGITAL ADVANTAGE IN e-GOVERNMENT: ESTONIA & FINLAND SUCCESS STORY

28 Sept - 5 Oct 2025 | Tallin & Helsinki

Course Fee

**RM 55,500**

The fee includes accommodation (single room for 7 nights), training kit, and ground transportation. A certificate will be awarded by the eGA.

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# INTRODUCTION

Technology has brought about unprecedented opportunities to drive efficiencies, enable automation and change how society interacts and engages in all facets of life. The pace of change is advancing, as are citizen expectations, and globally Governments are, and need to, transform their operations to be more accessible, transparent, and accountable.

E-Government is ultimately about realizing the benefits of technology for transforming the way services are delivered to citizens and improving their experiences through e government agenda. In this regard, Estonia is a leading country in providing digital services, for instance 99% of all government services are provided via online, 98% of medical prescription are issued digitally and 99% of population has an electronic ID. With those indicators, it is not surprising that Estonia ranks first in Digital Public Services in European Union, according to the European Commission's 2021 Digital Economy and Society Index.

## Learning Outcomes

### **On completing this program, participants will;**

- Recognize the opportunities e-government can bring and identify and prioritize where technology can be best applied to drive efficiencies, enable change, and improve service delivery for Citizens.
- Understand the concept of e-Government and Citizen-Centric Public Administration.
- Develop a greater understanding of the use of Data Governance and Data Science to support Government Decision Making
- Expose to practical experiences on Innovation in Government, e-Government Strategies, Cyber Security, and Information Security
- Network with experts through field visits to relevant agencies in Estonia.

## Training Methodology

This an interactive training course using a mixture of presentations with discussion, case studies and exercises including field visits. Participants are encouraged to bring questions and examples from their own working environment.

## Who Should Attend

- Supervisors
- HR Managers / Executives
- Project Managers
- HR Practitioners
- Young Executives
- Team Leaders

# COURSE OUTLINE

## Understanding the Current Situation

### e-government development in Malaysia

Getting to know the participants and their fields of responsibilities, understanding the role of government in digitalization in Malaysia

### e-Government And Citizen-Centric

#### Public Administration

Relevant components in e-government architecture to organise information sharing in secure and legitimate manner. Demos of e-services in practice.

### Digital Transformation in Estonia

e-Government coordination and policy planning

### Field visit to Estonia Government Office

## The use of ICT in government decision-making

Introducing the e-Cabinet solution – how to organise paperless cabinet sessions

### Field visit to the Ministry of Economic Affairs and Communications

### Innovation in Government and e-Government Strategies

### Data Governance and Data Science to support Government Decision Making

Session with Chief Data Officer, Ministry of Economic Affairs and Communications

## Visit to Statistics Estonia

- Importance of quality data for better planning of new public services
- Coordination of data governance by Statistics Estonia based on the Public Information Act and the Official Statistics Act

## Interoperability solution for e-Government - X-road concept

This session will explain why X-Road type of solution is needed for public service provision. Explaining the data exchange principles and technological solution that provides it. Overview of the X-road principles, components, rights and restrictions

### Field visit to the University of Technology (TalTech)

Innovation Projects & e-Governance  
Master's Studies

## Cyber Security and Information Security in e-Governance Concept

First to give a helicopter view on the information security concept and requirements on national and international level.

## How should cyber security strategy be implemented in a full scale and highlight the importance of coordination.

## Conclusion and end of program

## Past Participant's Testimonies

*The Unlocking Digital Advantage in e-Government course was excellence and it was eye opening learning experience for me especially in Digital Transformation. It has broadened my horizons and enriched my knowledge which will be very useful and very practical for my immediate implementation in my current position in the public service.*

**Ms. Jessica Thing Fang Kho**  
Ministry of Housing and Local Government

*It was a good experience seeing the bold direction taken by Estonia Government in Digital Transformation. The transparency of the process governing through digital was a remarkable achievement on its own. The steadfastness of the executive to decide and the willingness of the whole workforce to diligently cooperate was really amazing.*

**Ms. Azian Mohamad Azman**  
Ministry of Higher Education

# HOW TO REGISTER

FILL OUT THE FORM BELOW

## PARTICIPANT DETAILS

NAME

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POSITION

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PHONE

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EMAIL

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## ADMINISTRATIVE DETAILS

ORGANISATION

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ADDRESS

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EMAIL

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APPROVING OFFICER

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- Payments can be made via Cheque, Government Order, Government Purchase Order, or Bank Draft made payable to **USAINS HOLDING SDN. BHD.** and sent to: **MTalent™ Training & Consultancy Services Sdn. Bhd., Suite 160, Level 1, Eureka Complex, Universiti Sains Malaysia, 11800 Pulau Pinang**
- **MTALENT™** reserves the right to amend schedules and program content without prior notice. Fees are subject to the terms and conditions outlined in the **MTALENT™** Registration Policy.
- A 100% charge will be imposed for any cancellations after the confirmation letter of participation is issued by the organizer.

## ANY ENQUIRIES



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