

## iExec Public Sector Essentials Overview



### **Cisco Entrepreneur Institute**

Based on the experience of the iExec Education Program developed by Cisco® Internet Business Solutions Group, and on Cisco's reputation as a leader in the use of Internet business solutions, Cisco created the Cisco Entrepreneur Institute to address the competency gaps that inhibits individuals, businesses, and governments from fully participating in the global networked economy.

### **iExec Public Sector Essentials Workshop**

Governments are realizing that connectivity can radically enhance and even transform the multiple facets of 21st century governance. The iExec Public Sector Essentials workshop is a leadership and management Cisco branded course. The main objective of the workshop is to demonstrate the value of ICT solutions to non-IT managers and leaders in the public sector. The workshop is specifically designed to empower leaders and “agents of change” by equipping them with the skills and knowledge necessary to create a lasting business impact within their organization. In this workshop, public sector is defined as industries and segments that are wholly or partially funded by governments at the national, regional, or local level.

The iExec Public Sector Essentials workshop consists of online materials and facilitated classroom sessions. Group exercises, individual activities, and simulations help participants apply knowledge learned to real-life situations.

### **Expected Outcomes**

iExec Public Sector Essentials is designed to help participants examine their organization's internal and external situation, identify and prioritize opportunities, and develop business cases to support process improvements using the Internet and IT. After completing the iExec Public Sector Essentials e-learning workshop, participants will be able to meet the following objectives:

- Identify the strategic issues and global trends affecting IT today
- Identify the opportunities and challenges within organizations that are brought on by the new global IT trends

- Describe the concept of the Networked Virtual Organization (NVO) and its related components
- Determine how to apply IT governance within an organization
- Recognize the value of ICT solutions
- Perform a SWOT analysis
- Identify e-visions and opportunities
- Apply the principles of portfolio management
- Describe the concepts underlying change management that will maximize the success of an IT initiative
- Recognize when to create a business case
- Develop financial support for a business case

### **Audience**

There are two primary audiences for the iExec Public Sector Essentials workshop - the facilitators who will teach the workshop and the participants who will enroll in the workshop. Attendance to the iExec Public Sector Essentials workshop is intended for managers and leaders in public sector organizations. These managers and leaders are catalysts of change who are continuously seeking ways to improve the performance of their organizations.

The participants may have some of the following characteristics:

- They are from local government, regional government (provincial), or central government agencies, ministries, or departments.
- They are from educational institutions.
- They are from healthcare institutions.
- They are leaders who have multiple aspects to their role:
  - Responsible for business functions and process and accountable for their success
  - Plan and execute business strategies
  - Have a strong desire to improve organizational productivity and profitability
- They include middle to upper managers or department heads in all three levels of government.
- They may also include upper level public administrators:
  - Ministers
  - Vice Ministers
  - Mayors
  - Deputy Mayors

### **Hours**

The minimum workshop time is 52 hours.

## **Workshop Outline**

### **1 Strategic Imperatives**

- 1.1 Global Trends and Strategic Imperatives
- 1.2 The Internet and Organization Trends
- 1.3 ICT in the Public Sector
- 1.4 Evolution to a Web Foundation
- 1.5 Portals
- 1.6 Basic IT Infrastructure
- 1.7 IT's Effect on the Organization
- 1.8 Business Drivers and Competitiveness
- 1.9 External Integration and Business Value
- 1.10 Trends
- 1.11 Conclusion

### **2 Management Strategies**

- 2.1 Management Strategy Fundamentals
- 2.2 The Value Chain
- 2.3 Cost Advantage and Differentiation
- 2.4 Out-tasking and Outsourcing
- 2.5 Business Value Framework
- 2.6 Networked Virtual Organizations
- 2.7 Conclusion

### **3 Organizational Readiness**

- 3.1 Value of Organizational Readiness
- 3.2 Leadership and Culture
- 3.3 IT Governance and Planning
- 3.4 Moving Towards Organizational Readiness Planning
- 3.5 Organizational Readiness Planning
- 3.6 Readiness Assessment and Plan Development
- 3.7 Conclusion

### **4 ICT Solutions**

- 4.1 Technology Solutions
- 4.2 Workforce Optimization
- 4.3 Finance Solutions
- 4.4 Human Resources Solutions
- 4.5 Employee Learning and Development Solutions
- 4.6 Customer Care Solutions
- 4.7 Supply Chain Management Solutions
- 4.8 Organization-Wide Solutions

4.9 Government Solutions

4.10 Education Solutions

4.11 Healthcare Solutions

4.12 Conclusions

## 5 Strategy Development

5.1 Business Strategy

5.2 External Situation Analysis

5.3 Internal Situation Analysis

5.4 Visioning Success

5.5 Conclusion

## 6 Portfolio Management

6.1 Portfolio Management Overview

6.2 Metrics

6.3 The iValue Matrix

6.4 Identify New Opportunities

6.5 Business Process Management

6.6 Project Management

6.7 IT Project Lifecycle

6.8 Change Management and Adoption Strategies

6.9 Conclusion

## 7 Business Case

7.1 Creating a Business Case

7.2 Financial Concepts

7.3 Key Performance Indicators

7.4 Conclusion



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