

# e-Governance Academy

## KEY AREAS OF EXPERTISE

- Digital Governance Strategy, Roadmaps, Legal Frameworks and Change Management
- Digital Engagement
- Digital Identity and Interoperability
- Data Management and Public Services
- Cybersecurity
- Capacity Building and Training

## Want to know more?

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## BUSINESS OVERVIEW



The e-Governance Academy (eGA) is a centre of excellence helping governments worldwide advance secure, effective, and citizen-centric digital transformation. eGA's consultancy is tailored to your country's objectives, institutional context, and reform ambitions. From strategic planning to policy and framework development, we guide partners through every step of designing citizen-focused, sustainable service delivery models.

eGA's strength lies in its highly skilled team of over 100 professionals, complemented by a global network of experts from government agencies, academia, and private industry. We maintain ISO 9001:2015-certified quality management and are a trusted partner for large-scale EU-supported digital projects.

Whether you're starting from scratch or advancing existing public administration efforts, eGA can help assess your digital landscape, co-design impactful services, and build lasting capacity.

### What you gain from working with the eGA

**Proven expertise:** Extensive experience in public service design and digitalisation, with results in diverse institutional and geographic contexts.

**Tailored to your needs:** Every solution is customised to reflect your country's institutional setup, service delivery goals, and reform ambitions.

**Collaborative partnership:** We work alongside your leadership and teams, ensuring alignment, engagement, and shared ownership throughout the process.

**End-to-end support:** From roadmap creation to implementation oversight, our experts are there at each step to support smooth delivery and sustainable outcomes.

**Policy and framework alignment:** We help ensure that new digital services are embedded within a coherent legal and organisational framework.

**Capacity building and knowledge transfer:** We equip your team with the skills and tools to manage, maintain, and expand digital transformation independently.

### Global reach

Since 2002, eGA's experts have worked with over 300 organisations in 145 countries to build more open, prosperous, and resilient digital societies. eGA activities are supported by donors such as the European Union, NATO, the World Bank, GIZ, SIDA, and ESTDEV.

Together with our partners, we have achieved the following:

- **Belgium:** Digitisation of evidence management in judicial proceedings
- **Djibouti:** Development of the interoperability framework and implementation of metadata management
- **Georgia:** Enhancement of digital skills for citizens in rural areas; development of training-of-trainers programmes
- **Kyrgyzstan:** Implementation of the Tunduk data exchange platform
- **Moldova:** Establishment of the national cybersecurity agency and development of cybersecurity legal frameworks
- **Ukraine:** Implementation of the Trembita and Trembita 2.0 data exchange platforms; development of 50+ digital public services; support for the country's digital integration with the EU; assistance in developing Diia.Signature to ensure compatibility with the eIDAS infrastructure; modernisation of public registers

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