Ministry of Foreign Affairs

Are you a civil servant in the Middle East and Northern Africa (MENA) region, or do you work for a semi-public organisation in that region? If so, please register for a professional development training course on

Digitalisation of Governments

Who is the course for?

We invite professionals[1] who are ambitious about professionalising their public services in Digitalisation of Governments 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 and employees of semi-public organisations in the target countries of Algeria, Libya, Morocco, and Tunisia.

To register, you must have between 5 to 10 years of relevant work experience in digitalisation of governments. 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

---

[1] Civil servants are the main target group. However, a limited number of places are available for participants from semi-public organisations. We welcome participants from organisations that are closely linked with public actors in the relevant field, play a direct or active role in the value chain, or are directly affected by policy development and therefore have a good reason to be involved.

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. For more information on the Shiraka Training Programme please watch this [video](#).

Training course goals

The Digitalisation of Governments training will help you:
- Understand the principles and benefits of digital transformation in the public sector;
- Identify key technologies and tools used for government digitalisation;
- Understand the legal and regulatory frameworks relevant to digital government initiatives;
- Get increased knowledge and insight on how digital channels can lead to improved governance and better service delivery;
- Gain insight into data security and privacy measures for government digital projects;
- Share your knowledge and skills in your home country;
- 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 digital government sector.

Training course topics

The training course covers the following topics:
- Interoperability (including standard registration)
- Digital Maturity Mapping
- Transparency and citizen participation digital tools
- 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	8–12 June 2026	Tunis	Tunisia
Part 2	26–30 October 2026	The Hague	The Netherlands

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 in your home country.

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 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 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

- Applications should be made online before 24 March 2026.
- 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.
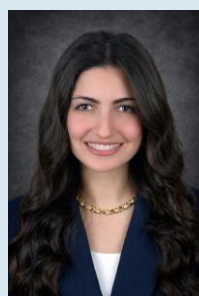
Experts

Experts who are involved in this training course

Dr. Dara Sherwani is an international expert and trainer in e-governance and digital transformation, with extensive experience designing and delivering capacity-building programmes for government officials. His expertise covers key areas of digital government, including digital maturity mapping, interoperability, open data, and building citizen trust through digital services

Shahenda ElNaggar is a Programme Manager and trainer in Digital Transformation specialised in designing and delivering capacity-building programmes for governments and public institutions. She is highly experienced in digital transformation of the public sector, and change management, with a strong focus on data-driven decision-making, and institutional reform

Study visits

During the training course the following study visits may be organised subject to availability

Municipality of The Hague – Smart City The Hague (The Netherlands)

Municipality of The Hague advances e-governance through digital public services, data-driven policymaking, and innovative governance models that strengthen transparency, efficiency, and citizen engagement at the local government level

Ministry of Infrastructure and Water Management (The Netherlands)

The Ministry applies digital tools and platforms to enable citizen participation in policymaking, offering practical insights into participatory e-governance and digital government transformation

National Agency for Computer Security (ANSI) – (Tunisia)

The National Agency for Computer Security (ANSI) plays a key role in securing government information systems, developing cybersecurity policies and standards, and enhancing resilience against cyber threats.

Back Home Action Plan

During your participation in the training course you will work on a Back Home Action Plan (BHAPs). Hereunder you find a few examples of the BHAPs participants worked on in the past.

To transform social protection delivery through integrated digital systems that enable coordinated management of leave-related payments across ministries. By streamlining data flows between employers and social protection funds, it strengthens transparency, accuracy, and continuity of benefits for employees

To reshape how farmers interact with public services by leveraging digital tools that make administrative and agricultural support easier to access and use. By prioritising usability, local languages, and gradual uptake, it aims to modernise service provision while ensuring inclusiveness for rural communities

To strengthen service delivery within the Municipality by improving horizontal coordination between departments through modern communication practices, shared objectives, and digital workflows. By enabling closer collaboration and more integrated internal processes to support more efficient, responsive, and data-informed municipal services

"I had a great experience with the Shiraka Digitalisation of Governments training, which significantly enriched my work and perspective. It deepened my insights while equipping me with practical knowledge and skills that I can confidently apply, the training added real value to my professional growth."

Tamara Jaafreh – Shiraka Digitalisation of Governments Alumni 2022
Senior Project Manager and Transformation Lead, Ministry of Digital Economy and Entrepreneurship, Jordan