

Course No. 1728

AI Strategy & Digital Government Transformation Training Course

ARTIFICIAL INTELLIGENCE IN GOVERNMENT
GOVERNMENT & PUBLIC SECTOR

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The AI Strategy & Digital Government Transformation Training Course provides a strategic and practical framework for integrating artificial intelligence into government transformation agendas, digital strategies, public services, and institutional operating models. The course is designed to help ministries, government entities, and public-sector organizations develop responsible AI strategies that are aligned with institutional priorities, public value, service improvement, operational efficiency, and future government capabilities.

Artificial intelligence is increasingly becoming an important component of digital government transformation. However, successful adoption requires more than implementing individual AI tools. Government organizations need a clear strategic direction, prioritized use cases, appropriate data capabilities, strong governance, capable people, effective operating models, and measurable outcomes. This course addresses these requirements through an integrated approach to AI strategy and digital government transformation.

The program covers the key components of developing an AI strategy for the public sector, including strategic alignment, AI maturity assessment, use-case identification and prioritization, data and technology readiness, AI operating models, governance, risk management, workforce capabilities, and implementation planning. It also explores how AI can support citizen-centric services, government operations, policy analysis, decision-making, automation, and digital service delivery.

Particular emphasis is placed on responsible and sustainable AI adoption within government environments. Participants examine AI governance, ethics, transparency, accountability, privacy, cybersecurity, human oversight, and risk management while considering the organizational and workforce implications of AI-enabled transformation.

Through practical assessments, strategic case studies, AI use-case prioritization, maturity analysis, transformation planning, governance exercises, and executive workshops, participants will develop the capabilities required to formulate an AI strategy and translate it into a practical digital government transformation roadmap with clear priorities, capabilities, governance mechanisms, performance indicators, and implementation actions.

Objectives

- Analyze the strategic role of artificial intelligence in digital government transformation.
- Assess organizational AI maturity, digital capabilities, data readiness, and technology foundations.
- Align AI strategy with government priorities, institutional objectives, public value, and service outcomes.
- Identify and evaluate AI use cases across government services, operations, and decision-making.
- Prioritize AI initiatives based on strategic value, feasibility, impact, risk, and organizational readiness.
- Design an integrated AI strategy covering people, processes, data, technology, governance, and operating models.
- Develop responsible AI governance mechanisms covering ethics, transparency, accountability, privacy, and human oversight.
- Evaluate organizational, workforce, technology, and operational risks associated with AI adoption.
- Design capability-building and workforce development approaches to support AI-enabled transformation.
- Develop performance indicators for measuring AI initiatives and digital government transformation outcomes.
- Create practical implementation roadmaps for scaling AI capabilities across government organizations.
- Establish mechanisms for monitoring, reviewing, and continuously improving AI strategy and transformation initiatives.

Who Should Attend

This training course is designed for government executives, senior public-sector leaders, digital transformation directors, chief information and technology professionals, AI and data leaders, strategy managers, innovation leaders, public-service transformation professionals, and senior decision makers responsible for digital government initiatives.

It is particularly relevant to ministries, government authorities, public-sector organizations, and

public institutions seeking to develop or strengthen their AI strategies and integrate artificial intelligence into digital transformation programs, government services, operational processes, and institutional decision-making.

The program will also benefit IT managers, data and analytics professionals, digital service leaders, policy and strategy specialists, transformation program managers, organizational development professionals, governance and risk specialists, and professionals responsible for workforce readiness and AI capability development.

Learning Outcomes

- Assess an organization's AI maturity and digital government transformation readiness.
- Identify strategic opportunities for applying AI across government services and operations.
- Align AI initiatives with institutional strategy, government priorities, and measurable public value.
- Develop and prioritize AI use cases according to impact, feasibility, risk, and readiness.
- Evaluate data, technology, workforce, and operating-model requirements for AI adoption.
- Design an integrated AI strategy covering strategic priorities, capabilities, governance, initiatives, and implementation.
- Develop governance principles for responsible, transparent, secure, and accountable AI adoption.
- Assess AI-related operational, ethical, privacy, cybersecurity, and organizational risks.
- Design workforce development initiatives to build AI and digital transformation capabilities.
- Develop KPIs and measurement frameworks for AI initiatives and digital transformation programs.
- Create phased implementation roadmaps for AI-enabled government transformation.
- Establish mechanisms for monitoring AI performance, organizational adoption, and transformation progress.
- Apply continuous improvement approaches to evolve AI strategy and digital government capabilities.

Course Outline

DAY 01

AI Strategy Foundations & Digital Government Transformation

- The strategic role of AI in modern government
- Digital government transformation and evolving public-sector operating models
- Linking AI strategy with government priorities and institutional strategy
- Public value, citizen-centric transformation, and AI-enabled services
- AI maturity and digital transformation readiness
- Key organizational, technological, and workforce transformation drivers

PRACTICAL APPLICATION

Conduct an AI and digital government maturity assessment for a selected organization

DAY 02

AI Use Cases, Data & Technology Readiness

- Identifying AI opportunities across government services and operations
- AI use cases for citizen services, policy, administration, and decision support
- Generative AI, predictive analytics, intelligent automation, and other AI applications
- AI use-case assessment and prioritization frameworks
- Data governance, data quality, accessibility, and readiness for AI
- Technology architecture, platforms, integration, and scalability considerations

PRACTICAL APPLICATION

Develop and prioritize an AI use-case portfolio for a government organization

DAY 03

AI Governance, Ethics & Risk Management

- Principles of responsible AI in government
- AI governance structures, roles, accountability, and decision rights

DAY 03 — CONTINUED

- Transparency, explainability, fairness, and responsible AI practices
- Data privacy, information security, and cybersecurity considerations
- Human oversight and decision-making in AI-enabled government processes
- Identifying and managing AI, operational, regulatory, and organizational risks

PRACTICAL APPLICATION

Design an AI governance and risk management framework for selected government use cases

DAY 04

AI Capabilities, Workforce & Transformation Execution

- Building organizational AI capabilities and digital skills
- Workforce readiness and future skills for AI-enabled government
- AI operating models and organizational structures
- Leadership roles in AI and digital transformation
- Change management and stakeholder engagement
- Managing transformation portfolios, resources, and implementation priorities

PRACTICAL APPLICATION

Develop an AI capability and workforce transformation plan

DAY 05

AI Strategy Implementation & Digital Government Roadmap

- Developing an integrated AI strategy for government
- Establishing strategic priorities, initiatives, capabilities, and governance
- AI transformation KPIs and performance measurement
- Investment priorities, implementation sequencing, and resource planning
- Scaling AI initiatives and managing transformation dependencies
- Strategic review, monitoring, and continuous improvement

DAY 05 — CONTINUED

FINAL WORKSHOP

Develop an integrated AI Strategy & Digital Government Transformation Roadmap covering strategic alignment, maturity assessment, AI use cases, data and technology readiness, governance, responsible AI, risk management, workforce capabilities, operating models, KPIs, implementation priorities, transformation initiatives, and continuous improvement.

Register or Request More Information

Course page: <https://quest-training.com/courses/ai-strategy-digital-government-transformation-training-course>

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