QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1731

Artificial Intelligence for Government Services Training Course

ARTIFICIAL INTELLIGENCE IN GOVERNMENT
GOVERNMENT & PUBLIC SECTOR

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Artificial Intelligence for Government Services Training Course provides a strategic and practical framework for understanding and applying artificial intelligence to the design, delivery, and continuous improvement of government services. The course is designed to help ministries, government entities, and public-sector organizations use AI to enhance citizen and stakeholder experiences, improve service efficiency, accelerate processes, support decision-making, and strengthen the quality and responsiveness of public services.

Government services are increasingly moving toward digital and intelligent delivery models. Artificial intelligence creates significant opportunities to analyze citizen needs, automate repetitive activities, personalize services, improve communication channels, identify patterns, classify requests, and support employees in handling inquiries and service transactions. However, achieving sustainable value requires organizations to select appropriate use cases and design AI solutions around service needs, organizational capabilities, data availability, and public-sector requirements.

The program explores key applications of AI in government services, including intelligent assistants, data analytics, Natural Language Processing, Generative AI, predictive analytics, service automation, information extraction, request classification, employee support, and citizen experience optimization. Participants will also learn how to assess service, data, technology, and process readiness before introducing AI-enabled solutions.

Particular emphasis is placed on responsible AI-enabled government service design, including privacy, information security, transparency, fairness, human oversight, output validation, and risk management. The course also addresses change management, workforce capability development, service performance measurement, and approaches for evaluating the organizational and public value generated through AI adoption.

Through case studies, practical exercises, service analysis, AI use-case design, citizen journey mapping, intelligent workflow development, risk assessment, and performance measurement, participants will develop the practical capabilities required to identify AI opportunities and design implementable solutions that support more efficient, responsive, accessible, and citizen-centered government services.

Objectives

- Analyze the strategic role of artificial intelligence in developing and improving government services.
- Assess the readiness of government services for AI adoption across processes, data, technology, and workforce capabilities.
- Identify and evaluate practical AI use cases across public services and government operations.
- Apply citizen and stakeholder needs analysis to identify AI-enabled service improvement opportunities.
- Design intelligent government services focused on user needs and service experience.
- Apply appropriate AI technologies to improve service delivery and automate selected processes.
- Evaluate data, technology, integration, and infrastructure requirements for AI-enabled government services.
- Design appropriate human oversight and validation mechanisms for AI-generated outputs and AI-supported decisions.
- Assess privacy, cybersecurity, bias, transparency, accuracy, and operational risks associated with AI-enabled services.
- Develop performance indicators for measuring AI's impact on service quality, efficiency, accessibility, and user experience.
- Design change management and workforce capability initiatives to support AI-enabled government services.
- Develop practical implementation roadmaps for deploying and scaling AI solutions across government services.

Who Should Attend

This training course is designed for government executives, public-sector leaders, government service managers, digital transformation managers, innovation leaders, information technology managers, data professionals, service development professionals, customer and citizen experience specialists, process improvement professionals, and transformation program managers.

It is particularly relevant to ministries, government authorities, and public-sector organizations responsible for designing, developing, operating, or improving public services, including digital services, service centers, communication channels, administrative processes, and citizen- and

business-facing services.

The program will also benefit business analysts, data and AI professionals, service designers, digital product managers, customer experience teams, governance and risk specialists, and decision makers involved in evaluating, approving, implementing, or overseeing artificial intelligence initiatives within government services.

Learning Outcomes

- Explain key applications of artificial intelligence in government service development and improvement.
- Assess the readiness of a government service for AI adoption across processes, data, and technology.
- Identify and prioritize AI use cases according to value, feasibility, impact, and risk.
- Analyze citizen and stakeholder needs and identify service improvement opportunities suitable for AI.
- Design an improved government service journey supported by intelligent solutions.
- Apply Generative AI, Natural Language Processing, predictive analytics, and intelligent automation to appropriate service scenarios.
- Design intelligent workflows for automating requests, inquiries, document processing, and administrative activities.
- Identify data, technology, integration, and infrastructure requirements for AI-enabled services.
- Apply validation, review, and human oversight mechanisms to AI outputs and AI-supported decisions.
- Assess privacy, cybersecurity, bias, transparency, accuracy, and operational risks within AI-enabled government services.
- Develop KPIs for measuring service quality, efficiency, processing speed, accessibility, and user experience.
- Develop implementation plans and transformation roadmaps for AI-enabled government services.
- Identify workforce capability and change management requirements for sustainable AI adoption.

Course Outline

DAY 01

Artificial Intelligence & the Future of Government Services

- Artificial intelligence and its role in government transformation
- Evolution of digital and intelligent government services
- Key AI applications across public services
- Generative AI and intelligent assistants in service delivery
- Understanding citizen and stakeholder needs
- Assessing government service readiness for AI adoption

> **PRACTICAL APPLICATION**
> Assess a government service and identify opportunities for AI-enabled improvement

DAY 02

AI Use Cases for Government Services

- Identifying AI use cases across public services
- Intelligent virtual assistants and conversational AI
- Natural Language Processing and analysis of citizen inquiries
- Request classification, information extraction, and document automation
- Predictive analytics and AI-supported decision-making
- Intelligent automation of government procedures and workflows

> **PRACTICAL APPLICATION**
> Design and evaluate AI use cases for selected government services

DAY 03

Designing AI-Enabled Government Services

- Principles of citizen-centered government service design
- Mapping the citizen journey and identifying pain points

DAY 03 — CONTINUED

- Redesigning service processes using artificial intelligence
- Designing intelligent workflows and human intervention points
- Integrating AI with digital platforms, government systems, and service channels
- Improving accessibility, responsiveness, and user experience

PRACTICAL APPLICATION

Redesign a government service and develop an AI-enabled service workflow

DAY 04

Responsible AI & Governance for Government Services

- Principles of responsible AI in government service delivery
- Privacy, data protection, and sensitive information management
- Information security and cybersecurity considerations
- Bias, fairness, transparency, and explainability
- AI output accuracy, validation, and information verification
- Human oversight, accountability, and AI risk management

PRACTICAL APPLICATION

Conduct a risk assessment and design governance controls for an AI-enabled government service

DAY 05

Performance Measurement & Intelligent Services Roadmap

- KPIs for AI-enabled government services
- Measuring service quality, efficiency, speed, accessibility, and user experience
- Evaluating AI initiatives and public and organizational value
- Change management and workforce capability development
- Prioritizing and scaling government AI initiatives
- Monitoring and continuous improvement of intelligent services

DAY 05 — CONTINUED

FINAL WORKSHOP

Develop an integrated Artificial Intelligence for Government Services roadmap covering readiness assessment, AI use-case identification, service design, citizen journey improvement, data and technology requirements, automation, governance, risk management, human oversight, workforce capability, KPIs, impact measurement, implementation priorities, and continuous improvement.

Register or Request More Information

Course page: https://quest-training.com/courses/artificial-intelligence-for-government-services-training-course
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