

Course No. 1733

Digital Government Data & Analytics Training Course

**DIGITAL GOVERNMENT & SMART GOVERNMENT
GOVERNMENT & PUBLIC SECTOR**

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Digital Government Data & Analytics Training Course provides a strategic and practical framework for enabling government entities, ministries, and public-sector organizations to transform data into actionable intelligence that supports decision-making, service improvement, operational efficiency, and digital transformation. The course focuses on developing the capabilities required to manage, analyze, interpret, and use government data effectively in support of strategic priorities and evidence-based policymaking.

Data has become one of the most important strategic assets within government organizations. It provides critical insights into citizen and stakeholder needs, service performance, emerging trends, resource requirements, operational risks, and opportunities for improvement. However, creating value from data requires more than collecting large volumes of information. Organizations need effective data governance, reliable data quality, integrated information environments, analytical capabilities, and decision-making processes that connect insights to measurable outcomes.

The program covers the core principles of government data management and analytics, including data governance, data classification, data quality, data integration, data lifecycle management, data platforms, business intelligence, descriptive and diagnostic analytics, predictive analytics, dashboards, and performance indicators. Participants will explore how these capabilities can be applied to government services, operational processes, performance management, resource planning, and strategic decision-making.

Particular emphasis is placed on practical applications of government analytics, including service demand forecasting, citizen and stakeholder analysis, performance monitoring, resource optimization, risk identification, operational analysis, and evidence-based policy support. The course also addresses data privacy, information security, responsible data use, and the governance requirements necessary to ensure that government data is used appropriately and effectively.

Through case studies, practical data analysis exercises, KPI development, dashboard design, use-case identification, analytical modeling, and implementation planning, participants will develop the capabilities required to strengthen digital government data management and use analytics to generate actionable insights, improve services, and enhance organizational performance.

Objectives

- Analyze the strategic role of data and analytics in digital government transformation.
- Assess organizational data maturity and the ability to generate value from government information assets.
- Develop practical principles and frameworks for government data governance.
- Apply methodologies for improving data accuracy, completeness, consistency, and reliability.
- Evaluate data requirements and identify appropriate sources to support government decisions and services.
- Apply descriptive, diagnostic, and predictive analytics to relevant government use cases.
- Design measurable Key Performance Indicators aligned with organizational objectives and outcomes.
- Develop effective dashboards that enable executives and managers to monitor performance and trends.
- Evaluate data integration and data-sharing requirements across government systems and entities.
- Apply data privacy, security, governance, and responsible-use principles to government analytics.
- Identify high-value analytical use cases for improving services, processes, and resource allocation.
- Develop a practical roadmap for strengthening data and analytics capabilities within digital government.

Who Should Attend

This training course is designed for government executives, data and digital transformation leaders, IT managers, performance and planning managers, strategy professionals, business and data analysts, business intelligence specialists, knowledge management professionals, and government service and process improvement teams.

It is particularly relevant to ministries, government authorities, and public-sector organizations seeking to strengthen their capabilities in managing and analyzing data for strategic planning, policymaking, service improvement, performance management, operational decision-making, and evidence-based governance.

The program will also benefit digital project and program managers, governance, risk and compliance professionals, service designers, financial and operational planning teams, database and information systems professionals, and decision makers who rely on government data, reports, dashboards, and analytics to establish priorities and improve organizational performance.

Learning Outcomes

- Explain the strategic role of data and analytics in digital government.
- Assess the maturity of government data management and identify improvement opportunities.
- Develop a practical data governance framework with clearly defined roles and responsibilities.
- Apply practical methods for assessing and improving data quality.
- Identify appropriate data sources and connect them to government decision-making and service requirements.
- Apply descriptive, diagnostic, and predictive analytics to government use cases.
- Design Key Performance Indicators aligned with strategic objectives and organizational outcomes.
- Develop effective dashboards for executive and management performance monitoring.
- Analyze trends, patterns, and relationships to generate actionable insights from government data.
- Evaluate data integration and data-sharing requirements across different systems and government entities.
- Apply data privacy, cybersecurity, and responsible data-use principles to analytics activities.
- Identify opportunities to use analytics for demand forecasting, resource optimization, and service improvement.
- Develop data and analytics use cases and connect them to measurable organizational value.
- Prepare a practical roadmap for improving digital government data and analytics capabilities.

Course Outline

DAY 01

Data as a Strategic Asset in Digital Government

- The role of data in digital transformation and government decision-making
- Government data as a source of organizational and public value
- Types of government data and data sources
- Data lifecycle and information asset management
- Principles of government data management
- Assessing organizational data and analytics maturity

PRACTICAL APPLICATION

Assess the current state of data management and identify priority improvement areas

DAY 02

Data Governance, Data Quality & Data Management

- Government data governance concepts and frameworks
- Data ownership, accountability, and responsibilities
- Data classification and management of sensitive information
- Data quality, accuracy, completeness, consistency, and reliability
- Metadata management and data dictionaries
- Data integration and information sharing across government systems

PRACTICAL APPLICATION

Design a practical data governance framework and improve the quality of a selected government dataset

DAY 03

Government Analytics & Business Intelligence

- Fundamentals of analytics and its role in government decision-making
- Descriptive and diagnostic analytics
- Predictive analytics and planning support
- Trend and pattern analysis
- Business intelligence and management reporting
- Designing Key Performance Indicators aligned with government objectives

PRACTICAL APPLICATION

Analyze government data and generate actionable insights and performance indicators

DAY 04

Dashboards, Service Analytics & Decision Support

- Principles of effective government dashboard design
- Data visualization for executives and decision makers
- Selecting appropriate metrics and performance measures
- Using data to improve government services and user experience
- Analytics for resource allocation and demand forecasting
- Using data to identify risks and monitor operational performance

PRACTICAL APPLICATION

Design an executive dashboard for monitoring the performance of a government service or program

DAY 05

Data & Analytics Strategy and Implementation

- Developing a digital government data and analytics strategy
- Identifying and prioritizing analytical use cases and initiatives
- Data privacy, cybersecurity, and responsible use of analytics

DAY 05 — CONTINUED

- Building analytical capabilities and a data-driven organizational culture
- Measuring the value and impact of data and analytics initiatives
- Governance, monitoring, and continuous improvement

FINAL WORKSHOP

Develop an integrated Digital Government Data & Analytics roadmap covering data governance, data quality, classification, integration, government analytics, performance indicators, dashboards, use cases, privacy and security, workforce capabilities, value measurement, implementation priorities, and continuous improvement.

Register or Request More Information

Course page: <https://quest-training.com/courses/digital-government-data-analytics-training-course>

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