

Course No. 1701

Digital Government & Smart Public Services Training Course

**PUBLIC SECTOR INNOVATION & FUTURE GOVERNMENT
GOVERNMENT & PUBLIC SECTOR**

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Digital Government & Smart Public Services Training Course provides a comprehensive and practical framework for understanding and advancing digital transformation across government organizations, with a strong focus on designing citizen-centric, intelligent, accessible, and high-performing public services.

Government organizations are rapidly transitioning toward digital and smart operating models driven by Artificial Intelligence, data analytics, cloud computing, automation, Internet of Things technologies, and integrated digital platforms. Successful digital government, however, requires more than digitizing existing processes. It requires redesigning services, processes, data flows, and organizational models to create seamless and efficient public-service experiences.

The program explores the core principles of digital government and smart public services, including digital transformation strategies, digital maturity, service design, citizen experience, platform and data integration, automation, digital channels, digital identity, and emerging technologies. Participants will learn how digital technologies and data can be strategically applied to improve government services and support evidence-based decision-making.

The course also addresses digital governance, data management, privacy, cybersecurity, organizational change, and institutional capability development. Participants will learn how to assess digital readiness, identify technology and organizational gaps, prioritize digital initiatives, and establish performance measures that demonstrate the value and impact of digital transformation.

Through government-focused case studies, digital service design workshops, digital maturity assessments, transformation exercises, and roadmap development, participants will develop the capability to design and implement practical digital government initiatives. The course is suitable for ministries, government authorities, municipalities, regulatory bodies, public institutions, and organizations responsible for delivering and developing public services.

Objectives

- Analyze the principles of digital government and smart public services and their role in improving government performance.
- Assess digital maturity and organizational readiness for government digital transformation.
- Develop digital transformation strategies aligned with government and institutional priorities.
- Redesign public services based on citizen and stakeholder needs and digital experience.
- Apply digital service design principles to improve service journeys across multiple channels.
- Evaluate opportunities for automation, Artificial Intelligence, data analytics, and emerging technologies in government services.
- Strengthen integration between government platforms, systems, and data to support seamless public services.
- Apply digital governance, data management, privacy, and cybersecurity principles within digital government environments.
- Prioritize digital initiatives and projects based on value, impact, feasibility, and implementation capacity.
- Develop performance indicators for measuring digital service quality, citizen experience, and transformation outcomes.
- Strengthen change management and institutional capabilities required for successful digital transformation.
- Develop an integrated Digital Government & Smart Public Services roadmap by the end of the course.

Who Should Attend

This training course is designed for government executives, senior leaders, digital transformation directors, IT managers, public service managers, innovation leaders, organizational development managers, and professionals involved in digital government and smart public services.

The course is particularly relevant to professionals working in ministries, government authorities, municipalities, regulatory bodies, public institutions, and organizations responsible for designing, operating, and improving public services. It is also suitable for specialists in digital strategy, data management, Artificial Intelligence, cybersecurity, program and project management, citizen experience, service design, and institutional development.

The program will benefit decision makers and members of digital transformation, innovation, and public service committees who need to understand the strategic, operational, and technological requirements for building intelligent and citizen-centric government services. Participants will gain practical tools for prioritizing digital initiatives, improving service experiences, managing transformation risks, and measuring digital impact.

Learning Outcomes

- Explain the fundamental principles and components of digital government and smart public services.
- Assess digital maturity and organizational readiness for transformation.
- Identify technological, organizational, operational, and capability gaps affecting digital transformation.
- Develop digital transformation strategies aligned with government objectives and priorities.
- Design citizen-centric digital services based on user needs and service journeys.
- Redesign government processes to leverage automation and digital technologies.
- Identify suitable applications of Artificial Intelligence, data analytics, and emerging technologies in public services.
- Develop approaches for integrating government platforms, systems, and data.
- Apply digital governance, data management, privacy, and cybersecurity principles.
- Prioritize digital initiatives according to value, impact, feasibility, and organizational capacity.
- Develop performance indicators for measuring digital service quality, citizen experience, and transformation results.
- Prepare a practical roadmap for building sustainable digital government and smart public services.

Course Outline

DAY 01

Digital Government & Smart Government Foundations

- The concept and evolution of digital government and smart public services
- Digitalization vs. digital transformation and service redesign
- Key pillars and enablers of digital government transformation
- Digital maturity and organizational readiness assessment
- Global trends shaping digital government and public services

PRACTICAL APPLICATION

Assess the digital maturity of a government organization and identify priority transformation areas

DAY 02

Smart Public Service Design & Citizen Experience

- Principles of digital public service design
- Understanding citizen needs and service journeys
- Simplifying procedures and redesigning government processes
- Designing integrated and multi-channel public services
- Improving accessibility, user experience, and service quality

PRACTICAL APPLICATION

Redesign a government service journey into an integrated digital service experience

DAY 03

Digital Technologies & Data for Government Services

- Automation and intelligent transformation of government processes
- Applications of Artificial Intelligence in public services
- Data analytics for improving government decisions and services

DAY 03 — CONTINUED

- Cloud computing, digital platforms, and emerging technologies
- Government data, systems, and platform integration

PRACTICAL APPLICATION

Identify opportunities to apply digital technologies and Artificial Intelligence to improve a public service

DAY 04

Digital Governance & Transformation Risk Management

- Principles of digital governance and technology decision-making
- Data management, data quality, sharing, and utilization
- Privacy, data protection, and cybersecurity in digital services
- Digital risk management and service continuity
- Change management and digital capability development

PRACTICAL APPLICATION

Develop a governance and risk framework for a government digital transformation initiative

DAY 05

Digital Government Strategy & Impact Measurement

- Prioritizing digital initiatives and transformation projects
- Aligning digital investment with government strategy, budgets, and objectives
- Performance indicators for digital services and citizen experience
- Measuring value, impact, and benefits of digital transformation initiatives
- Building institutional capabilities and sustaining scalable digital services

FINAL WORKSHOP

Develop an integrated Digital Government & Smart Public Services roadmap covering digital maturity, priorities, target services, technologies, data, governance, risks, change management, KPIs, implementation phases, and impact measurement.



Register or Request More Information

Course page: <https://quest-training.com/courses/digital-government-smart-public-services-training-course>

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