

Course No. 1736

# Digital Government Strategy & Transformation Training Course

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

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DURATION

**5 Days**

DELIVERY

**Classroom**



## Course Overview

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The Digital Government Strategy & Transformation Training Course provides a strategic and practical framework for government entities, ministries, and public-sector organizations seeking to develop, execute, and sustain digital government transformation. The course focuses on translating national and institutional priorities into clear digital strategies, transformation programs, measurable outcomes, and integrated initiatives that improve government performance and public service delivery.

Digital government transformation is not simply the introduction of new technologies. It requires a fundamental review of how government organizations operate, deliver services, manage information, collaborate across institutions, and create value for citizens, businesses, and other stakeholders. A successful transformation strategy therefore requires alignment between leadership, operating models, digital capabilities, processes, data, technology, workforce, governance, and organizational priorities.

The program addresses the essential components of digital government strategy, including strategic assessment, digital maturity, transformation vision, strategic objectives, operating models, service transformation, process redesign, data and technology capabilities, digital platforms, interoperability, emerging technologies, and investment prioritization. Participants will learn how to connect digital initiatives to measurable institutional and public-sector outcomes rather than treating them as isolated technology projects.

Particular emphasis is placed on transformation execution and governance. The course explores portfolio prioritization, transformation roadmaps, performance indicators, stakeholder alignment, change management, workforce readiness, risk management, governance structures, and mechanisms for monitoring implementation. Participants will also examine how to manage transformation complexity and maintain strategic alignment as government priorities, technologies, and stakeholder expectations evolve.

Through practical assessments, strategic analysis, transformation case studies, maturity evaluations, initiative prioritization, roadmap development, KPI design, and implementation workshops, participants will develop the capabilities required to formulate and execute a comprehensive Digital Government Strategy that supports sustainable transformation, stronger institutional performance, and improved digital public services.

## Objectives

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- Analyze the strategic principles, drivers, and dimensions of digital government transformation.
- Assess organizational digital maturity across leadership, governance, services, processes, data, technology, and workforce capabilities.
- Develop a clear digital government vision aligned with institutional priorities and public-sector objectives.
- Define strategic digital transformation objectives, priorities, and measurable outcomes.
- Evaluate existing government services and operating models to identify transformation opportunities.
- Apply process redesign and service transformation principles to improve government operations and public services.
- Assess digital platforms, data capabilities, interoperability, and technology requirements supporting transformation.
- Evaluate emerging technologies and determine their relevance to strategic government use cases.
- Develop transformation portfolios and prioritize initiatives according to value, feasibility, impact, risk, and organizational readiness.
- Design governance structures and performance management mechanisms for digital transformation programs.
- Strengthen organizational readiness through stakeholder engagement, change management, and workforce capability development.
- Develop an actionable digital government transformation roadmap with defined priorities, milestones, responsibilities, and performance measures.

## Who Should Attend

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This training course is designed for government executives, senior public-sector leaders, digital transformation directors, strategy and planning managers, government modernization leaders, information technology executives, digital service managers, innovation leaders, and transformation program and portfolio managers.

It is particularly relevant to ministries, government authorities, municipalities, public agencies, and organizations responsible for developing or executing digital government strategies, modernizing

public services, improving operational models, integrating government platforms, and coordinating cross-functional transformation initiatives.

The program will also benefit business transformation professionals, enterprise architects, data and analytics leaders, process improvement specialists, service designers, project and program managers, governance and risk professionals, change management teams, and decision makers responsible for evaluating investments, setting transformation priorities, monitoring strategic performance, and ensuring successful execution.

## Learning Outcomes

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- Explain the strategic principles and operating dimensions of digital government transformation.
- Assess an organization's digital maturity and identify critical capability gaps.
- Develop a digital government vision aligned with institutional and public-sector priorities.
- Translate strategic priorities into measurable digital transformation objectives.
- Analyze government services and operating models to identify high-value transformation opportunities.
- Redesign selected government processes and services using digital transformation principles.
- Evaluate data, technology, digital platform, and interoperability requirements.
- Assess emerging technology opportunities and align them with appropriate government use cases.
- Develop and prioritize a portfolio of digital transformation initiatives.
- Establish governance structures, responsibilities, decision mechanisms, and performance measures for transformation programs.
- Develop stakeholder engagement, change management, and workforce capability approaches.
- Monitor transformation progress using appropriate KPIs and strategic performance indicators.
- Identify transformation risks, dependencies, implementation barriers, and mitigation actions.
- Develop an integrated digital government transformation roadmap with practical implementation priorities.

## Course Outline

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### DAY 01

## Digital Government Strategy & Transformation Foundations

- Evolution of e-government and digital government
- Strategic drivers of government digital transformation
- Digital government operating models and transformation principles
- Leadership and governance in digital transformation
- Digital maturity assessment frameworks and capability dimensions
- Identifying strategic gaps and transformation opportunities

#### PRACTICAL APPLICATION

Conduct a digital maturity assessment for a selected government organization

### DAY 02

## Digital Strategy Development & Service Transformation

- Developing a digital government vision and strategic direction
- Translating institutional priorities into digital transformation objectives
- Strategic analysis of government services and operating models
- Citizen and stakeholder-centered digital service transformation
- Process redesign, simplification, and digitalization
- Developing strategic digital capabilities

#### PRACTICAL APPLICATION

Develop a digital transformation strategy framework for a selected government entity

### DAY 03

## Digital Platforms, Data & Technology Enablement

- Digital government platforms and service ecosystems
- Data as a strategic asset for government transformation

## DAY 03 — CONTINUED

- Data governance, analytics, and evidence-based decision-making
- Interoperability and integration across government systems
- Digital identity and connected government services
- Cloud computing, artificial intelligence, automation, and emerging technologies

**PRACTICAL APPLICATION**

Evaluate technology and digital capability requirements for priority transformation initiatives

## DAY 04

## Transformation Portfolio, Governance & Change Management

- Identifying and structuring digital transformation initiatives
- Portfolio prioritization based on value, feasibility, impact, and risk
- Transformation governance and decision-making structures
- Stakeholder engagement and cross-government collaboration
- Organizational change management and workforce readiness
- Transformation risks, dependencies, barriers, and mitigation strategies

**PRACTICAL APPLICATION**

Build and prioritize a digital transformation initiative portfolio

## DAY 05

## Transformation Roadmap, Performance & Execution

- Developing digital government transformation roadmaps
- Defining milestones, responsibilities, resources, and implementation phases
- KPIs and performance measurement for digital transformation
- Monitoring strategic outcomes and transformation benefits
- Continuous improvement and transformation sustainability
- Executive reporting and strategic decision support

## DAY 05 — CONTINUED

**FINAL WORKSHOP**

Develop an integrated Digital Government Strategy & Transformation roadmap covering digital maturity, strategic vision, objectives, service transformation, process redesign, digital capabilities, platforms, data, interoperability, emerging technologies, initiative prioritization, governance, change management, workforce readiness, performance measurement, risk management, implementation milestones, and continuous improvement.

## Register or Request More Information

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

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