

Course No. 1719

Digital Government Transformation Training Course

GOVERNMENT TRANSFORMATION & CHANGE MANAGEMENT
GOVERNMENT & PUBLIC SECTOR

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Digital Government Transformation Training Course provides a strategic and practical framework for planning, leading, and executing digital transformation initiatives across government entities and public-sector organizations. The course focuses on how organizations can use digital technologies, data, integrated platforms, and redesigned operating models to improve government services, operational efficiency, decision-making, and public value.

Digital government transformation extends beyond converting traditional services into digital formats. It involves fundamentally rethinking how government organizations operate, interact with citizens and businesses, manage information, collaborate across entities, and deliver services. Successful transformation requires alignment between digital strategy, organizational capabilities, processes, technology, governance, data, and workforce readiness.

The program covers the major components of digital government transformation, including digital strategy, transformation roadmaps, service redesign, process transformation, digital operating models, data-driven government, technology adoption, interoperability, cybersecurity considerations, digital governance, and performance management. Participants will learn how to translate digital ambitions into structured and achievable transformation initiatives.

A strong emphasis is placed on citizen-centric digital services, cross-government integration, data utilization, emerging technologies, organizational change, and transformation governance. The course addresses practical challenges such as legacy systems, fragmented services, resistance to change, capability gaps, data silos, technology dependencies, and the need to maintain alignment between digital initiatives and government priorities.

Through practical exercises, government case studies, digital maturity assessments, transformation planning, service redesign activities, technology evaluation, and an integrated final workshop, participants will develop the capabilities required to design and execute effective digital government transformation programs while improving service quality, institutional performance, agility, and long-term digital readiness.

Objectives

- Analyze the principles, drivers, and strategic dimensions of digital government transformation.
- Assess organizational digital maturity and identify critical transformation priorities.
- Develop digital transformation strategies aligned with government objectives and institutional priorities.
- Design practical digital transformation roadmaps with clear initiatives, milestones, responsibilities, and outcomes.
- Apply citizen- and customer-centric approaches to redesign government services and digital experiences.
- Evaluate opportunities for process automation, digitalization, data integration, and technology adoption.
- Develop approaches for improving interoperability and collaboration across government entities and systems.
- Strengthen digital governance, accountability, decision-making, and transformation oversight.
- Assess organizational, technological, workforce, and operational risks associated with digital transformation.
- Apply change management and capability development approaches to support digital adoption.
- Develop performance indicators for measuring digital transformation progress, service quality, and organizational impact.
- Design sustainable approaches for continuous digital improvement and long-term government digital readiness.

Who Should Attend

This training course is designed for Government Digital Transformation Leaders, Chief Digital Officers, Digital Strategy Managers, Transformation Managers, IT and Technology Managers, Government Service Development Managers, Process Improvement Professionals, Data and Analytics Specialists, and Digital Government Program and Project Managers.

It is particularly relevant to professionals working in ministries, government authorities, municipalities, public-sector organizations, and entities responsible for digital services, technology modernization, institutional transformation, data management, and public service delivery. The program is also suitable for professionals involved in strategy, operations, customer experience,

innovation, cybersecurity, information management, and organizational development.

The course will benefit executives, department heads, transformation sponsors, digital leaders, and decision makers responsible for establishing digital priorities, allocating transformation resources, overseeing technology-enabled initiatives, and ensuring that digital investments contribute to measurable improvements in government services, operational performance, and organizational outcomes.

Learning Outcomes

- Assess the digital maturity of a government organization using structured assessment approaches.
- Identify strategic priorities and capability gaps that should be addressed through digital transformation.
- Develop a digital government transformation strategy aligned with organizational and government objectives.
- Build a transformation roadmap with initiatives, milestones, dependencies, resources, and measurable outcomes.
- Redesign government services around citizen, resident, business, and stakeholder needs.
- Identify opportunities for process automation, digitalization, and service integration.
- Evaluate the role of data, analytics, cloud technologies, artificial intelligence, and other emerging technologies in government transformation.
- Develop approaches for interoperability and information sharing across government systems and entities.
- Establish digital governance structures, decision-making mechanisms, and accountability frameworks.
- Identify transformation risks related to technology, processes, people, data, cybersecurity, and organizational readiness.
- Develop performance indicators and dashboards for monitoring digital transformation progress and impact.
- Design change management and capability-building initiatives that support sustainable digital adoption.
- Establish continuous improvement mechanisms to maintain digital service quality and organizational readiness.

Course Outline

DAY 01

Digital Government Transformation Strategy & Maturity

- Principles and evolution of digital government transformation
- Digital government versus traditional e-government approaches
- Drivers and strategic priorities of government digital transformation
- Assessing digital maturity, capabilities, and transformation readiness
- Digital strategy alignment with government objectives and institutional priorities
- Identifying transformation gaps, opportunities, and priorities

PRACTICAL APPLICATION

Conduct a digital maturity assessment and identify priority transformation areas

DAY 02

Digital Government Services & Process Transformation

- Principles of citizen- and customer-centric digital government services
- Redesigning government services and digital customer journeys
- Business process transformation and service simplification
- Digitalization and automation of government processes
- Integrated and seamless service delivery across government entities
- Improving accessibility, efficiency, responsiveness, and service quality

PRACTICAL APPLICATION

Redesign a government service and develop a future-state digital service model

DAY 03

Digital Platforms, Data & Emerging Technologies

- Digital government platforms and technology-enabled operating models
- Data governance and data-driven government decision-making

DAY 03 — CONTINUED

- Interoperability and integration across government systems
- Cloud computing and modern digital infrastructure
- Artificial intelligence, analytics, automation, and emerging technologies in government
- Technology assessment, prioritization, and implementation considerations

PRACTICAL APPLICATION

Evaluate technology opportunities and develop a digital enablement plan for a government initiative

DAY 04

Digital Governance, Cybersecurity & Transformation Execution

- Digital governance structures and transformation accountability
- Digital policies, standards, and decision-making frameworks
- Cybersecurity, privacy, data protection, and digital trust considerations
- Managing legacy systems, technology dependencies, and integration challenges
- Digital transformation risks, issues, and implementation barriers
- Change management, workforce readiness, and digital capability development

PRACTICAL APPLICATION

Develop a digital transformation governance and risk management framework

DAY 05

Digital Transformation Performance, Leadership & Sustainability

- Leading large-scale digital government transformation
- Developing digital transformation roadmaps and implementation priorities
- Digital performance indicators and transformation dashboards
- Measuring service outcomes, operational efficiency, adoption, and organizational impact
- Continuous improvement and digital service optimization

DAY 05 — CONTINUED

- Building sustainable digital capabilities and long-term government readiness

FINAL WORKSHOP

Develop an integrated Digital Government Transformation framework covering digital maturity, strategy, service redesign, process transformation, technology enablement, data, interoperability, governance, cybersecurity, change management, capability development, performance measurement, implementation, and continuous improvement

Register or Request More Information

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

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