

Course No. 1734

# E-Government Platforms & Digital Service Design 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 E-Government Platforms & Digital Service Design Training Course provides a strategic and practical framework for designing, developing, and improving digital government platforms and citizen-centered electronic services. The course enables government entities, ministries, and public-sector organizations to understand how digital platforms can be structured and integrated to deliver accessible, efficient, secure, and user-focused public services.

Modern e-government platforms are becoming central to how citizens, businesses, and other stakeholders interact with public institutions. Effective platforms must go beyond digitizing existing procedures; they should simplify service journeys, integrate government capabilities, reduce unnecessary steps, improve accessibility, and provide consistent experiences across digital channels. This requires a structured approach to service design, user research, process analysis, technology integration, and performance management.

The program covers the essential components of e-government platforms and digital service ecosystems, including platform architecture, digital service models, user-centered design, service journey mapping, omnichannel delivery, digital identity, interoperability, data integration, application programming interfaces, workflow automation, and digital service governance. Participants will explore how these components work together to support scalable and sustainable government services.

Particular emphasis is placed on understanding user needs and translating them into practical digital service requirements. The course addresses service discovery, user personas, journey mapping, pain-point identification, service blueprinting, digital interaction design, accessibility, usability, and continuous service improvement. It also considers cybersecurity, privacy, data protection, and governance requirements that must be embedded into digital service design.

Through practical exercises, government service case studies, journey mapping, service blueprint development, platform assessment, process redesign, digital service prototyping, and implementation planning, participants will develop the practical capabilities required to design and improve e-government platforms and deliver seamless digital services aligned with organizational objectives and user expectations.

## Objectives

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- Analyze the strategic role of e-government platforms in digital government transformation.
- Assess existing digital platforms and services to identify usability, integration, and performance improvement opportunities.
- Apply user-centered design principles to the development of government digital services.
- Analyze citizen, business, and stakeholder needs to define appropriate digital service requirements.
- Design simplified and efficient digital service journeys across multiple channels.
- Apply service mapping and blueprinting techniques to identify process gaps and improvement opportunities.
- Evaluate interoperability, data integration, digital identity, and platform connectivity requirements.
- Design digital service workflows that reduce unnecessary steps and improve operational efficiency.
- Assess accessibility, usability, privacy, cybersecurity, and data protection requirements within digital services.
- Develop performance indicators for monitoring digital service quality, adoption, efficiency, and user experience.
- Apply prototyping and testing techniques to validate digital service concepts before implementation.
- Develop a practical roadmap for improving e-government platforms and digital service delivery.

## Who Should Attend

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This training course is designed for government executives, digital transformation leaders, e-government managers, digital service managers, IT managers, service designers, business analysts, product managers, process improvement professionals, and public-sector innovation teams.

It is particularly relevant to ministries, government authorities, municipalities, public agencies, and organizations responsible for developing, managing, integrating, or improving government portals, mobile applications, digital platforms, online services, and citizen-facing channels.

The program will also benefit user experience and customer experience professionals, enterprise

and solution architects, data and integration specialists, project and program managers, cybersecurity and privacy professionals, service operations teams, and decision makers responsible for digital government strategy, service performance, platform modernization, and user experience.

## Learning Outcomes

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- Explain the strategic components and operating models of modern e-government platforms.
- Assess digital government platforms and identify opportunities for service and user experience improvement.
- Conduct user and stakeholder analysis to define digital service requirements.
- Develop user personas and map end-to-end digital service journeys.
- Identify service pain points, process inefficiencies, and unnecessary user interactions.
- Create service blueprints connecting front-office experiences with back-office processes.
- Design integrated digital services across web, mobile, and other government channels.
- Evaluate interoperability, data integration, digital identity, and system connectivity requirements.
- Apply usability, accessibility, privacy, cybersecurity, and data protection principles to digital service design.
- Develop prototypes and testing approaches for validating digital service concepts.
- Establish KPIs for monitoring service adoption, efficiency, quality, completion rates, and user experience.
- Identify opportunities for automation and process simplification within digital services.
- Develop an implementation roadmap for improving e-government platforms and digital service ecosystems.

## Course Outline

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### DAY 01

## E-Government Platforms & Digital Service Ecosystems

- Evolution of e-government and digital government platforms
- Strategic role of digital platforms in public-sector transformation
- Components of modern e-government platform ecosystems
- Government portals, mobile services, digital channels, and service platforms

## DAY 01 — CONTINUED

- Digital service operating models and governance
- Platform scalability, integration, and sustainability

**PRACTICAL APPLICATION**

Assess an existing e-government platform and identify strategic improvement opportunities

## DAY 02

## User-Centered Digital Government Service Design

- Principles of human-centered and user-centered service design
- Understanding citizens, businesses, and stakeholder needs
- User research and service requirements
- User personas and stakeholder mapping
- End-to-end digital service journey mapping
- Identifying user pain points, barriers, and service improvement opportunities

**PRACTICAL APPLICATION**

Map the current and future journey of a selected government digital service

## DAY 03

## Service Blueprinting, Process Redesign & Digital Workflows

- Service blueprinting and front-office/back-office integration
- Analyzing government processes supporting digital services
- Process simplification and removal of unnecessary steps
- Digital workflow design and automation opportunities
- Designing seamless omnichannel government services
- Connecting digital services with internal systems and processes

**PRACTICAL APPLICATION**

Develop a service blueprint and redesigned workflow for a government service

**DAY 04**

## Platform Integration, Security & Digital Service Quality

- Interoperability and integration across government systems
- Data exchange and application programming interfaces
- Digital identity, authentication, and access management
- Privacy and data protection in digital service design
- Cybersecurity and security-by-design principles
- Usability, accessibility, reliability, and service availability

**PRACTICAL APPLICATION**

Evaluate the integration, security, privacy, and usability requirements of a digital government service

**DAY 05**

## Digital Service Prototyping, Performance & Implementation

- Digital service prototyping and validation
- User testing and feedback-driven service improvement
- Measuring digital service adoption and performance
- KPIs for service quality, efficiency, completion, accessibility, and user experience
- Digital platform governance and continuous improvement
- Prioritizing digital service modernization initiatives

**FINAL WORKSHOP**

Develop an E-Government Platforms & Digital Service Design roadmap covering platform assessment, user research, service journeys, service blueprints, process redesign, digital workflows, interoperability, data integration, digital identity, privacy, cybersecurity, accessibility, prototyping, performance measurement, governance, implementation priorities, and continuous improvement.



## **Register or Request More Information**

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Course page: <https://quest-training.com/courses/e-government-platforms-digital-service-design-training-course>

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