

Course No. 1730

Generative AI for Government & Public Sector Training Course

ARTIFICIAL INTELLIGENCE IN GOVERNMENT
GOVERNMENT & PUBLIC SECTOR

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Generative AI for Government & Public Sector Training Course provides a practical and strategic framework for understanding and applying Generative AI across government entities, ministries, and public-sector organizations. The course focuses on how generative artificial intelligence can support public services, administrative operations, policy development, knowledge management, communication, data analysis, and workforce productivity while maintaining appropriate governance and human oversight.

Generative AI is creating new opportunities for public-sector organizations to improve how employees access information, prepare documents, analyze complex material, communicate with stakeholders, and deliver services. However, effective adoption requires more than familiarity with AI tools. Organizations need to understand suitable use cases, data requirements, prompt design, output validation, information security, privacy, governance, and the limitations of AI-generated content.

The program introduces participants to the foundations and practical applications of Generative AI, including large language models, AI-assisted content creation, document analysis, summarization, information extraction, research support, knowledge management, workflow assistance, and decision support. It also examines how these capabilities can be incorporated into government workflows without replacing appropriate human judgment and accountability.

Particular emphasis is placed on responsible adoption within public-sector environments. Participants explore confidentiality, privacy, security, bias, accuracy, hallucinations, intellectual property, human oversight, responsible prompting, and validation of AI-generated outputs. The course also addresses organizational readiness, workforce capability development, and practical approaches for identifying and prioritizing Generative AI opportunities.

Through hands-on exercises, government-oriented scenarios, prompt engineering activities, use-case design, workflow analysis, output evaluation, and implementation planning, participants will develop practical capabilities to use Generative AI effectively and responsibly in their professional roles and contribute to broader AI-enabled government transformation.

Objectives

- Analyze the foundations, capabilities, and limitations of Generative AI in government environments.
- Evaluate potential Generative AI applications across public services and administrative functions.
- Identify and prioritize practical Generative AI use cases based on organizational value, feasibility, and risk.
- Apply effective prompt engineering techniques to generate accurate, relevant, and structured outputs.
- Design AI-assisted workflows for document creation, research, analysis, communication, and knowledge management.
- Apply techniques for reviewing, validating, and improving AI-generated content and recommendations.
- Assess privacy, confidentiality, cybersecurity, bias, intellectual property, and information risks associated with Generative AI.
- Develop responsible-use practices that maintain appropriate human oversight and accountability.
- Apply Generative AI to improve workforce productivity and reduce repetitive knowledge-based activities.
- Design practical approaches for integrating Generative AI into existing government processes and services.
- Develop measures for evaluating the quality, efficiency, and business value of Generative AI applications.
- Prepare an implementation roadmap for responsible Generative AI adoption within a government organization.

Who Should Attend

This training course is designed for government executives, public-sector managers, digital transformation leaders, AI and technology professionals, innovation managers, policy specialists, service designers, business process professionals, communications teams, knowledge management professionals, and employees responsible for analytical or knowledge-intensive activities.

It is particularly relevant to ministries, government authorities, public-sector organizations, and

public institutions seeking to understand how Generative AI can improve public services, administrative processes, research, reporting, internal knowledge management, employee productivity, and citizen-facing communication.

The program will also benefit IT and data professionals, strategy teams, project managers, HR and learning professionals, legal and compliance specialists, governance and risk teams, and decision makers responsible for evaluating, implementing, supervising, or developing Generative AI initiatives.

Learning Outcomes

- Explain the fundamentals of Generative AI, large language models, and their practical capabilities.
- Identify suitable Generative AI applications across government services and administrative processes.
- Develop and prioritize Generative AI use cases according to value, feasibility, and risk.
- Create effective prompts for research, writing, analysis, summarization, and structured outputs.
- Use Generative AI to support document drafting, information extraction, and knowledge management.
- Apply Generative AI to improve research, analysis, reporting, and professional communication.
- Evaluate AI-generated outputs for accuracy, relevance, completeness, bias, and reliability.
- Identify privacy, confidentiality, cybersecurity, intellectual property, and information risks.
- Apply human review and validation practices to AI-assisted work and decision support.
- Design AI-assisted workflows that improve productivity while maintaining appropriate human accountability.
- Develop responsible-use guidelines for Generative AI within professional and public-sector environments.
- Measure the effectiveness and value of Generative AI applications using practical performance indicators.
- Develop a structured roadmap for responsible Generative AI adoption and organizational capability development.

Course Outline

DAY 01

Generative AI Foundations & Government Applications

- Understanding Generative AI and its role in public-sector transformation
- Large language models and how Generative AI systems produce outputs
- Capabilities, limitations, and appropriate use of Generative AI
- Government applications across services, administration, research, and knowledge management
- Generative AI opportunities for workforce productivity
- Identifying high-value public-sector use cases

PRACTICAL APPLICATION

Identify and assess Generative AI opportunities within selected government functions

DAY 02

Prompt Engineering & AI-Assisted Professional Work

- Fundamentals of effective prompt design
- Structuring prompts for accurate and relevant outputs
- Role, context, task, constraints, and output-format techniques
- Prompting for analysis, summarization, research, drafting, and reporting
- Iterative prompting and improving AI-generated responses
- Creating reusable prompt frameworks for professional workflows

PRACTICAL APPLICATION

Develop and test prompts for government reports, correspondence, analysis, and administrative tasks

DAY 03

Generative AI for Government Services, Operations & Knowledge Management

- AI-assisted public-service design and service improvement
- Document drafting, summarization, classification, and information extraction
- Research and policy analysis support
- Knowledge management and institutional knowledge access
- Communication, stakeholder engagement, and content development
- AI-assisted workflow optimization and administrative productivity

PRACTICAL APPLICATION

Design an AI-assisted workflow for a selected government process or service

DAY 04

Responsible Generative AI, Security & Governance

- Accuracy, hallucinations, reliability, and output validation
- Privacy, confidentiality, and protection of sensitive information
- Cybersecurity and secure use of Generative AI
- Bias, fairness, transparency, and responsible AI practices
- Intellectual property and appropriate use of AI-generated content
- Human oversight, accountability, and decision-making

PRACTICAL APPLICATION

Conduct a risk assessment and develop responsible-use controls for a Generative AI use case

DAY 05

Generative AI Strategy, Adoption & Transformation Roadmap

- Developing a Generative AI strategy for government organizations
- Prioritizing use cases and implementation initiatives
- Workforce readiness, AI literacy, and capability development

DAY 05 — CONTINUED

- Change management and organizational adoption
- Measuring productivity, service quality, efficiency, and AI value
- Governance, monitoring, and continuous improvement

FINAL WORKSHOP

Develop a practical Generative AI for Government adoption roadmap covering strategic priorities, use cases, workforce capabilities, prompt practices, workflow integration, data and security requirements, responsible AI controls, human oversight, performance measurement, governance, implementation priorities, and continuous improvement.

Register or Request More Information

Course page: <https://quest-training.com/courses/generative-ai-for-government-public-sector-training-course>

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