

Course No. 1735

Smart Government & Digital Public Services Training Course

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

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Smart Government & Digital Public Services Training Course provides a strategic and practical framework for enabling government entities, ministries, and public-sector organizations to develop smarter, more integrated, efficient, and citizen-centered public services. The course focuses on how digital technologies, data, artificial intelligence, automation, and integrated platforms can be used to improve service delivery, enhance operational efficiency, strengthen decision-making, and create better experiences for citizens and stakeholders.

Smart government represents an advanced stage of digital transformation in which public services move beyond simple online delivery toward connected, intelligent, proactive, and user-centered service models. Achieving this transformation requires government organizations to rethink traditional service delivery models, simplify processes, integrate systems and data, strengthen digital infrastructure, and establish governance mechanisms that support sustainable digital innovation.

The program covers the essential concepts and capabilities of smart government and digital public services, including digital government strategy, citizen-centered service design, digital platforms, data integration, interoperability, digital identity, cloud technologies, artificial intelligence, intelligent automation, data analytics, and integrated digital channels. Participants will explore how these capabilities can be combined to create seamless and scalable government service ecosystems.

Particular emphasis is placed on developing proactive services and improving citizen experience while addressing cybersecurity, privacy, data protection, governance, risk management, and organizational readiness. The course also examines change management, workforce capabilities, service performance measurement, and approaches for evaluating the organizational and public value generated by digital and smart government initiatives.

Through case studies, practical exercises, service assessments, citizen journey mapping, smart service design, technology use-case evaluation, KPI development, and transformation planning, participants will develop the practical capabilities required to contribute to smart government programs and build more connected, responsive, efficient, and sustainable digital public services.

Objectives

- Analyze the strategic role of smart government in public-sector transformation and modernization.
- Assess the maturity of digital public services and identify opportunities for development and improvement.
- Develop practical strategies for designing integrated and connected digital public services.
- Analyze citizen, business, and stakeholder needs to create more responsive and accessible services.
- Apply citizen-centered service design principles to the development of smart government services.
- Evaluate opportunities to use artificial intelligence, intelligent automation, and data analytics in public services.
- Develop approaches for integrating government systems, data, platforms, and digital channels.
- Design proactive and integrated services that reduce effort and unnecessary processes for users.
- Assess digital identity, cybersecurity, privacy, and data protection requirements for smart services.
- Develop performance indicators for measuring the quality, efficiency, adoption, and user experience of digital public services.
- Strengthen organizational and workforce readiness for smart government transformation.
- Develop a practical roadmap for implementing and improving smart government and digital public service initiatives.

Who Should Attend

This training course is designed for government executives, senior public-sector leaders, digital transformation directors, smart government managers, digital service managers, IT managers, innovation leaders, strategy professionals, and professionals responsible for government service development, customer experience, process improvement, and digital programs.

It is particularly relevant to ministries, government authorities, municipalities, and public-sector organizations seeking to develop integrated and intelligent digital services, improve citizen and business experiences, simplify government procedures, and strengthen connectivity between

government systems, platforms, and service channels.

The program will also benefit data and analytics professionals, artificial intelligence specialists, service and user experience designers, business analysts, governance and risk professionals, cybersecurity specialists, digital product and platform managers, project and program managers, and decision makers responsible for planning, implementing, and overseeing smart government initiatives.

Learning Outcomes

- Explain the key concepts, principles, and components of smart government and digital public services.
- Assess the maturity of digital transformation and smart services within a government organization.
- Identify opportunities for transforming traditional government services into integrated digital services.
- Analyze citizen, business, and stakeholder needs and translate them into service design requirements.
- Map and evaluate citizen journeys to identify service pain points and improvement opportunities.
- Design proactive and integrated digital public services across multiple government channels.
- Identify appropriate use cases for artificial intelligence, automation, and data analytics in public services.
- Evaluate system, data, platform, and interoperability requirements for connected government services.
- Apply digital identity, privacy, data protection, and cybersecurity principles to digital service design.
- Develop KPIs for measuring digital service quality, efficiency, adoption, accessibility, and user experience.
- Identify organizational change and workforce capability requirements for smart government transformation.
- Evaluate the organizational and public value generated by digital and smart service initiatives.
- Develop a practical roadmap for implementing smart government and digital public service transformation initiatives.

Course Outline

DAY 01

Smart Government Foundations & Digital Public Service Transformation

- The concept and evolution of smart government
- Evolution from e-government to digital government and smart government
- Drivers of digital public service transformation
- Key components of a smart government ecosystem
- Government digital transformation strategies
- Assessing digital service maturity and organizational capabilities

PRACTICAL APPLICATION

Assess smart government maturity and identify transformation priorities

DAY 02

Citizen-Centered Digital Public Service Design

- Principles of citizen-centered and user-centered service design
- Understanding citizens, businesses, and stakeholder needs
- User research and digital service requirements
- Citizen journey mapping and pain-point analysis
- Government process simplification and service redesign
- Designing integrated and multi-channel digital services

PRACTICAL APPLICATION

Redesign the journey of a government service and develop an improved digital service experience

DAY 03

Smart Technologies Enabling Government Services

- Artificial intelligence in digital public services
- Intelligent automation and workflow optimization
- Data analytics and government decision support
- Digital identity, authentication, and access management
- Cloud technologies and government digital platforms
- Government system and data integration
- Interoperability and connected digital services

PRACTICAL APPLICATION

Identify and evaluate smart technology use cases for a selected government service

DAY 04

Proactive Services, Governance & Digital Security

- Designing proactive government services
- Cross-agency service integration
- Privacy and data protection in digital public services
- Cybersecurity and security-by-design principles
- Governance and risk management in smart government
- Transparency, accountability, and responsible use of smart technologies

PRACTICAL APPLICATION

Design a proactive government service and define its governance, cybersecurity, privacy, and data protection requirements

DAY 05

Performance Measurement & Smart Government Strategy

- Performance indicators for digital and smart public services
- Measuring citizen experience, service quality, and operational efficiency

DAY 05 — CONTINUED

- Measuring digital service adoption and utilization
- Change management and development of digital workforce capabilities
- Prioritizing and scaling smart government initiatives
- Governance, monitoring, and continuous improvement

FINAL WORKSHOP

Develop an integrated Smart Government & Digital Public Services roadmap covering maturity assessment, transformation strategy, service design, citizen journeys, artificial intelligence, automation, data analytics, digital identity, system and data integration, proactive services, privacy, cybersecurity, governance, change management, performance indicators, implementation priorities, and continuous improvement.

Register or Request More Information

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

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