informatech



GOVERNMENT AND PUBLIC SECTOR | GPS-005

Effective Public Service Delivery: Innovations and Best Practices

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Course content

Why Attend

Delivering quality public services is fundamental to meeting the needs of citizens and driving societal progress. This course provides participants with the knowledge and tools to design, implement, and improve public service delivery systems. By exploring innovative practices and real-world case studies, participants will learn how to overcome challenges, enhance efficiency, and ensure equitable access to services.

Course Methodology

The course employs a practical and collaborative approach, including:

- Expert-led discussions on key concepts and frameworks.
- Case studies showcasing innovative public service delivery models.
- Interactive workshops to design and refine service delivery processes.
- Group exercises to foster collaboration and idea sharing.
- Action planning to implement improvements in participants' organizations.

Course Objectives

By the end of this course, participants will be able to:

- Understand the principles of effective public service delivery.
- Identify and address barriers to efficient and equitable service delivery.
- Leverage technology and innovation to improve public services.
- Design citizen-centric service delivery models.
- Monitor and evaluate service delivery performance.
- Foster partnerships and stakeholder engagement for better outcomes.

Target Audience



Course content

Target Audience

This course is ideal for:

• Government officials and public service managers.

• Leaders in local, regional, and national administration.

• Policy and program designers in public service delivery.

• Professionals involved in service delivery improvement initiatives.

• Consultants and advisors in public administration.

Target Competencies

Participants will develop competencies in:

• Service design and delivery optimization

• Problem-solving and innovation in public services

• Citizen engagement and satisfaction measurement

• Performance monitoring and evaluation

• Cross-sector collaboration and partnership building

• Strategic thinking and resource management

Course outline

Day 1: Foundations of Public Service Delivery

• Overview of public service delivery systems

• Key principles of effective and equitable service delivery

• Challenges in public service delivery: Case studies and discussions

• The role of governance and leadership in improving services

Day 2: Designing Citizen-Centric Services



Course content

Course outline

- Understanding citizen needs and expectations
- Tools for co-creating services with citizens
- Equity and inclusivity in service delivery
- Real-world examples of citizen-centric service innovations

Day 3: Leveraging Technology and Innovation

- The role of digital transformation in public services
- Adopting e-governance and smart technologies
- Examples of innovative service delivery models
- Overcoming barriers to technology adoption in public services

Day 4: Performance Monitoring and Continuous Improvement

- Setting benchmarks and key performance indicators (KPIs)
- Monitoring and evaluating service delivery outcomes
- Feedback mechanisms for continuous improvement
- Case studies: Learning from high-performing service delivery models

Day 5: Building Partnerships and Driving Change

- Collaborating with private sector and non-governmental organizations
- Fostering public-private partnerships (PPPs) for service improvement
- Strategies for managing change in service delivery systems
- Developing an action plan for service delivery enhancement



Seminar dates

Available seminar dates

Live dates and pricing for Effective Public Service Delivery: Innovations and Best Practices generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
11 - 15 January 2027	Barcelona - Spain	Classroom	**€3,080.-**
8 - 12 February 2027	Cape Town - South Africa	Classroom	**€2,272.-**
8 - 12 March 2027	Frankfurt - Germany	Classroom	**€2,600.-**
12 - 16 April 2027	Barcelona - Spain	Classroom	**€3,080.-**
10 - 14 May 2027	Frankfurt - Germany	Classroom	**€2,600.-**
14 - 18 June 2027	Rome - Italy	Classroom	**€3,400.-**
12 - 16 July 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
9 - 13 August 2027	Barcelona - Spain	Classroom	**€3,080.-**
13 - 17 September 2027	Paris - France	Classroom	**€3,600.-**
11 - 15 October 2027	Frankfurt - Germany	Classroom	**€2,600.-**
8 - 12 November 2027	Barcelona - Spain	Classroom	**€3,080.-**
13 - 17 December 2027	Frankfurt - Germany	Classroom	**€2,600.-**

Live online option	Online delivery is available at €1,850.-.