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DIGITAL INNOVATION AND TRANSFORMATION | DIT-004

# Digital Transformation in the Public Sector: Leveraging Technology for Better Governance

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# Course content

## Why Attend

Digital transformation is reshaping how governments deliver services, engage with citizens, and drive economic and social progress. This course equips public sector professionals with the skills and strategies to adopt and integrate technology into governance processes. Participants will learn how to overcome challenges, optimize operations, and create innovative, citizen-centric solutions through technology.

## Course Methodology

The course employs a blend of theory and practical applications, including:

- Expert-led lectures to explain digital transformation frameworks and trends.
- Case studies of successful digital transformation initiatives.
- Interactive workshops to design and refine digital strategies.
- Group exercises to solve real-world challenges collaboratively.
- Action planning to develop personalized digital transformation roadmaps.

## Course Objectives

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

- Understand the role of digital transformation in improving governance and service delivery.
- Identify key technologies driving digital transformation in the public sector.
- Develop strategies for implementing digital initiatives effectively.
- Address challenges such as resistance to change, cybersecurity, and data management.
- Foster a culture of innovation within their organizations.
- Engage citizens through digital tools and enhance transparency and accountability.

## Target Audience

This course is ideal for:

# Course content

## Target Audience

• Government leaders and decision-makers.

• Public sector managers overseeing digital initiatives.

• IT professionals and digital transformation officers in government.

• Policymakers involved in technology and governance.

• Consultants and advisors on public sector modernization.

## Target Competencies

Participants will develop competencies in:

• Strategic planning for digital transformation

• Technology adoption and change management

• Citizen engagement through digital platforms

• Cybersecurity and data protection in governance

• Leveraging emerging technologies for service delivery

• Measuring and sustaining digital transformation outcomes

## Course outline

### Day 1: Introduction to Digital Transformation in Governance

• Defining digital transformation and its significance in the public sector

• Trends and drivers of digital transformation

• Key challenges and opportunities in digital governance

• Case studies: Global examples of successful digital transformation

### Day 2: Technologies Shaping Digital Governance

• Overview of key technologies: AI, IoT, blockchain, cloud computing

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- The role of data analytics in decision-making
- E-governance platforms for service delivery
- Integrating technology into existing systems

**Day 3: Strategy Development and Implementation**

- Creating a digital transformation roadmap
- Aligning digital strategies with organizational goals
- Managing resources and budgets for technology initiatives
- Addressing resistance to change and fostering buy-in

**Day 4: Citizen Engagement and Transparency**

- Enhancing citizen participation through digital tools
- Using technology to improve accountability and transparency
- Social media and digital communication strategies for governments
- Real-world examples of citizen-centric digital solutions

**Day 5: Sustainability, Cybersecurity, and Future Trends**

- Ensuring cybersecurity and data privacy in public sector operations
- Monitoring and evaluating digital transformation outcomes
- Building a culture of continuous innovation
- Preparing for future trends in digital governance

# Seminar dates

## Available seminar dates

Live dates and pricing for Digital Transformation in the Public Sector: Leveraging Technology for Better Governance generated from the course details page.

| Date | Location | Format | Fee |
|---|---|---|---|
| 10 - 14 August 2026 | Rome - Italy | Classroom | **€4,250.-** |
| 14 - 18 September 2026 | Munich - Germany | Classroom | **€3,450.-** |
| 5 - 9 October 2026 | Amsterdam - Netherlands | Classroom | **€4,250.-** |
| 16 - 20 November 2026 | London - U.K | Classroom | **€4,200.-** |
| 7 - 11 December 2026 | Istanbul - Turkey | Classroom | **€2,850.-** |

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