XCELERATE TRAINING INSTITUTE

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PUBLIC SECTOR MANAGEMENT

AI in Government and Public Services Training Course

Delivering Better, Faster and Trusted Public Services with AI

DURATION	LANGUAGE	FORMAT	COURSE CODE
5 days	English or Arabic	Classroom / Online	PSM-101

Upcoming dates

Dates	Venue	Format	Fee
4 – 8 Jan 2027	Geneva	Classroom	€4,800
8 – 12 Mar 2027	Istanbul	Classroom	€3,800
17 – 21 May 2027	Kuala Lumpur	Classroom	€5,500
26 – 30 Jul 2027	London	Classroom	€4,800
6 – 10 Sep 2027	Madrid	Classroom	€4,800
8 – 12 Nov 2027	Manama	Classroom	€3,800

Register or ask a question

Online: x8ti.com/course/ai-in-government-and-public-services-training-course/

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AI in Government and Public Services Training Course

Introduction

Governments in the Gulf and worldwide are using AI to answer citizen enquiries, process applications, detect fraud and improve policy decisions. Done well, AI can make public services faster, more personal and more efficient; done poorly, it can damage public trust.

This course equips public sector leaders and professionals to identify valuable AI applications, manage procurement and risk, and implement AI in line with national strategies, ethics principles and data protection rules.

Learning Objectives

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

- Understand AI opportunities across government services
- Align AI initiatives with national AI strategies and ethics principles
- Design citizen-centred AI services
- Manage data, privacy and security in public sector AI
- Procure and evaluate AI solutions
- Lead change and measure public value

Training Methodology

This course combines short expert presentations with practical exercises, case studies from the Gulf and international organisations, group discussions and work with real templates and tools. Participants are encouraged to bring examples from their own work so that the learning can be applied immediately.

Participants analyse government AI case studies and design an AI-enabled service for their own entity.

Benefits for Your Organisation

- Faster, more accessible public services
- Better use of public data for decisions
- Trusted, ethical and transparent AI use
- Improved efficiency and cost savings
- Alignment with national digital goals

Benefits for You

- Understanding of AI in the public sector context
- Tools to assess and prioritise AI projects
- Knowledge of AI ethics and regulation
- Confidence working with technology vendors
- Leadership skills for digital government

Who Should Attend

This course is designed for:

- Government directors and department heads
- Digital transformation and innovation teams
- Policy and strategy officers
- Customer service and service design managers
- Public sector IT and data leaders

Course Outline

Day 1: AI and Digital Government

- AI concepts for public sector leaders
- National AI strategies in the Gulf
- Global examples of AI in government
- Public value and citizen expectations
- Readiness assessment for your entity

Day 2: AI-Enabled Public Services

- Citizen service chatbots and virtual assistants
- Automating applications and permits
- Fraud detection and compliance monitoring
- AI for policy analysis and forecasting
- Designing citizen-centred AI services

Day 3: Data, Ethics and Trust

- Government data governance and sharing
- Personal data protection requirements
- Bias, fairness and explainability
- Transparency and accountability to the public
- Cybersecurity for AI systems

Day 4: Procurement and Implementation

- Defining requirements and outcomes
- Procuring AI solutions and partnerships
- Pilots, evaluation and scaling
- Skills and capability building in government
- Managing change with employees and citizens

Day 5: Measuring Impact

- Key performance indicators for AI services
- Monitoring and continuous improvement
- Reporting results to leadership
- Building a sustainable AI programme

- Action plan for your entity

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Registration Form

AI in Government and Public Services Training Course

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

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Register online
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