

AI-Powered Public Sector Efficiency and Reform

COURSE OVERVIEW

This course provides a comprehensive framework that equips participants with the knowledge to harness artificial intelligence in reshaping service delivery, improving efficiency, and advancing institutional reforms. The curriculum explores AI-driven automation, decision analytics, predictive service models, and risk monitoring, while addressing ethical governance, transparency, and accountability. Delegates will also examine how AI-enabled reforms align with OECD AI Principles, UN e-Government frameworks, and World Bank governance guidelines to ensure reforms are globally benchmarked, sustainable, and citizen-centric.

WHO SHOULD ATTEND?

This course is designed for policymakers, government officials, compliance officers, digital transformation leaders, and governance professionals driving institutional reforms. It is equally valuable for consultants, regulators, and civic technology specialists focused on AI-driven governance strategies.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Understand the role of AI in driving public sector reform and efficiency.
- Apply AI solutions to streamline service delivery and policy oversight.
- Use data-driven insights to enhance policy formulation and service delivery.
- Align reform strategies with OECD, UN, and World Bank benchmarks.
- Manage ethical risks while enhancing citizen trust in digital governance.
- Build resilient, transparent, and technology-enabled public institutions.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- AI applications in efficiency and reform.
- The practical tools for automation, predictive modeling, and decision analytics.
- Management approaches to overcome resistance and build AI readiness.
- Strategies for embedding ethical and accountable AI in governance.
- AI's transformative role in public sector reform.
- The future trends shaping AI-driven public sector reforms.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate.
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded.