

Cloud, Blockchain, and IoT in Public Service Delivery

COURSE OVERVIEW

This course focuses on how next-generation technologies can modernize government services, improve efficiency, and build citizen trust. The curriculum examines the role of cloud platforms in scalability, blockchain in transparency and security, and IoT in real-time data collection for smarter decision-making. Participants will also study how these technologies align with international framework such as OECD digital government guidelines, and ISO standards, ensuring technology adoption supports accountable, secure, and inclusive governance.

WHO SHOULD ATTEND?

This course is designed public administrators, government IT leaders, policymakers, urban planners, digital governance professionals, and smart city innovators. It is equally valuable for consultants, civic tech experts, and development practitioners working on public sector digital transformation projects.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Understand the foundational principles of cloud, blockchain, and IoT technologies.
- Evaluate their respective roles in transforming service delivery.
- Identify suitable uses cases in government operations.
- Apply technology solutions to improve transparency, efficiency, and trust.
- Align digital service delivery with UN SDGs, OECD, and ISO standards.
- Build scalable, secure, and citizen-focused service delivery systems.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- The role of blockchain in ensuring transparency, tamperproof records and trust in transactions such as land registries, digital identities and public procurements.
- The practical tools for secure data management and smart service models.
- Evaluation of ROI and the impact of digital infrastructural projects on citizens.
- Data governance, privacy and security considerations in the use of clouds, blockchain and IoT.
- Strategies for integrating tech-driven efficiency with accountability.
- Executive insights into the future of digital-first public services.

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.