

KPIs and Analytics for Monitoring Public Sector Reforms

COURSE OVERVIEW

This course offers a basic framework for designing, tracking, and evaluating key performance indicators (KPIs) to monitor reform outcomes in government institutions. The curriculum explores the role of analytics dashboards, real-time monitoring systems, and digital scorecards in strengthening accountability and measuring impact. Through a combination of data analytics, KPI design, and governance case studies, participants will learn how to translate strategic objectives into measurable outcomes, track reform progress, and foster accountability using data-driven insights.

WHO SHOULD ATTEND?

This course is designed for policymakers, senior civil servants, auditors, compliance officers, reform leaders, administrators, planning officers in ministries, departments and agencies responsible for evaluating government transformation initiatives. It is also valuable for monitoring and evaluation (M&E) specialists, public finance, budget, and performance management professionals, regulators, civic tech professionals, consultants and leaders in digital transformation and smart governance.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Design KPIs to measure public sector transformation.
- Apply analytics tools to monitor reform implementation.
- Apply data visualization for policy insight and transparency.
- Link institutional objectives with measurable impact indicators.
- Integrate AI and automation for performance tracking and forecasting.
- Strengthen accountability and transparency in reforms.
- Use data-driven insights to drive continuous improvement.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- How to design SMART KPIs tailored for public reform objectives.
- The principles of data-driven governance and policy evaluation.
- Practical tools for dashboards, scorecards, and monitoring.
- The connection between KPI management and accountability frameworks.
- Approaches for benchmarking reform success across departments.
- Case studies on digital monitoring of public transformation initiatives.
- Frameworks for OECD, UN, and World Bank indicators.

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.