# Designing Ethical and Inclusive Digital Governance Systems

## COURSE OVERVIEW

This course provides a comprehensive framework for designing, evaluating, and implementing digital governance systems that are fundamentally ethical, inclusive, and equitable. Moving beyond purely technical or efficiency-driven approaches, it explores the profound societal impact of digital platforms used by governments and public institutions, from algorithmic decision-making and digital ID systems to public service portals and civic engagement tools. Participants will critically examine the real-world consequences of design choices, learning how technologies can either perpetuate bias and exclusion or foster transparency, accountability, and civic empowerment.

## WHO SHOULD ATTEND?

This course is designed for a multidisciplinary audience of professionals who are involved in or impacted by the creation and management of public-facing technology. This includes: public policy makers and government digital service leads seeking to implement responsible technology; UX/UI designers, product managers, and software engineers working in civic tech or for government contractors; NGO and advocacy group members focused on digital rights and equity; data scientists and analysts building models for public sector use; and academic researchers in fields like sociology, law, and political science studying the intersection of technology and governance.

## COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Critically analyze existing digital governance systems to identify potential ethical pitfalls, biases, and exclusionary mechanisms.
- Apply established ethical frameworks (e.g., rights-based, consequentialist, virtue ethics) and principles (e.g., FATTE—Fairness, Accountability, Transparency, Trustworthiness, Equity) to practical design scenarios.
- Design and prototype digital government services and processes using inclusive and participatory design methodologies that center marginalized communities.
- Develop practical guidelines and governance models, such as algorithmic impact assessments and ethical review boards, for public sector technology projects.
- Articulate the legal, social, and political implications of digital governance choices to diverse stakeholders, from technical teams to elected officials and the public.

## KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- Real-world case studies of digital public infrastructures and contentious systems like predictive policing algorithms.
- Participatory design methods that involve collaboration with often-excluded community groups.
- Techniques for auditing algorithms and datasets to detect bias and ensure fairness.
- How to draft ethical guidelines and procurement standards for government use.
- Insights from experts in civic technology, digital rights advocacy, and government innovation.
- How to develop and present a comprehensive, ethical, and inclusive digital governance proposal.

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