MERCURY

Automation & AI in Public Services

11 – 15 April 2027
Dubai (UAE)



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Ref: 16415_1019735 **Date:** 11 – 15 April 2027 **Location:** Dubai (UAE) **Fees:** 4900 Euro

Introduction:

The integration of automation and artificial intelligence AI into public services is revolutionizing governance, enhancing efficiency, and improving citizen engagement. This Automation and AI in Public Services course delves into the transformative potential of AI technologies within the public sector, equipping professionals with the knowledge to harness these tools effectively. Participants will explore the ethical considerations, regulatory frameworks, and practical applications of AI in various public service domains.

Through case studies and real-world scenarios, the Automation and AI in Public Services program emphasizes the importance of responsible AI deployment to ensure transparency and accountability. By the end of the program, learners will lead AI initiatives that align with public sector goals and societal values. This curriculum is for professionals aiming to drive digital transformation in public administration.

Targeted Groups:

This Automation and AI in Public Services training targets professionals seeking specialized knowledge and skills:

- Government officials and policymakers are involved in digital transformation.
- Public sector IT and data management professionals.
- Legal and compliance officers oversee AI implementations.
- Project managers leading AI-driven public service initiatives.
- Consultants advising on AI adoption in public institutions.
- Academics and researchers focusing on public administration and AI.
- Civic tech innovators are developing AI solutions for public services.
- Ethics and governance specialists in AI policy development.

Course Objectives:

Participants will achieve the following objectives by completing the Automation and AI in Public Services course:

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- Understand the foundational concepts of AI and its relevance to public services.
- Identify key areas within public administration where AI is effective.
- Evaluate the ethical implications and societal impacts of AI technologies.
- Develop strategies for integrating AI solutions into existing public service frameworks.
- Assess the regulatory and compliance requirements associated with AI deployment.
- Design and implement AI projects that enhance operational efficiency and service delivery.
- Monitor and evaluate the performance and outcomes of AI initiatives.
- Foster a culture of innovation and continuous improvement within public institutions.

Targeted Competencies:

Participants will gain the following competencies during the Automation and AI in Public Services program:

- Proficiency in AI technologies applicable to public sector operations.
- Ability to identify and prioritize AI use cases within public services.
- Skills in ethical analysis and risk assessment related to AI implementations.
- Knowledge of regulatory frameworks governing AI in public administration.
- Competence in project management for AI-driven initiatives.
- Capability to design and conduct evaluations of AI projects.
- Understanding of change management principles in the context of AI adoption.
- Expertise in fostering stakeholder engagement and public trust in AI applications.

Studying Scenarios:

In this Automation and AI in Public Services training, participants will develop their skills through the analysis of the following scenarios:

- Implementing AI chatbots for citizen service inquiries.
- Utilizing predictive analytics for resource allocation in public health.
- Deploying AI-driven fraud detection systems in social welfare programs.
- Integrating machine learning algorithms for traffic management optimization.
- Adopting natural language processing for automated public records analysis.
- Applying AI tools for environmental monitoring and policy enforcement.
- Developing AI-based platforms for public feedback and engagement.
- Establishing ethical guidelines for AI use in public decision-making.

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Course Content:

Unit 1: Introduction to AI in Public Services:

- Defining AI and its significance in the public sector.
- Historical overview of AI applications in government.
- Key AI technologies: machine learning, NLP, robotics, and automation.
- Benefits and Challenges of AI Adoption in Public Services.
- Global perspectives on AI integration in government operations.
- Case studies of successful AI implementations in public institutions.
- Understanding the digital transformation journey in public administration.
- The role of AI in enhancing transparency and accountability.

Unit 2: Ethical and Regulatory Considerations:

- Ethical principles in AI deployment: fairness, accountability, and transparency.
- Privacy concerns and data protection laws.
- Bias and discrimination in AI algorithms.
- Regulatory frameworks governing AI in the public sector.
- International standards and best practices.
- Public trust and legitimacy in AI applications.
- Developing ethical guidelines for AI use in government.
- Strategies for mitigating risks and ensuring compliance.

Unit 3: AI Implementation Strategies:

- Identifying AI opportunities within public services.
- Designing AI solutions aligned with organizational goals.
- Project management methodologies for AI initiatives.
- Resource Allocation and Budgeting for AI Projects.
- Stakeholder engagement and communication plans.
- Procurement and vendor management for AI technologies.
- Pilot testing and scaling AI solutions.
- Monitoring and evaluating AI project outcomes.

Unit 4: AI Tools and Technologies in Practice:

- Overview of AI tools suitable for public sector applications.
- Hands-on sessions with AI software and platforms.
- Data collection, cleaning, and preprocessing techniques.
- Developing machine learning models for predictive analytics.
- Implementing natural language processing for text analysis.
- Robotic process automation for administrative tasks.
- Integrating AI tools into existing IT infrastructures.
- Ensuring cybersecurity and data integrity in AI systems.

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Unit 5: Future Trends and Innovations:

- Emerging AI technologies and their potential impact.
- The future of work in AI-enhanced public services.
- Continuous learning and adaptation in AI systems.
- Global Trends in AI Governance and Policy.
- Building an AI-ready organizational culture.
- Collaboration between the public and private sectors in AI development.
- Funding and Investment Opportunities for AI Projects.
- Preparing for the ethical challenges of future AI applications.

Final Insights & Key Takeaways:

The integration of AI into public services offers transformative potential for enhancing efficiency and citizen engagement. However, it is imperative to approach AI adoption with a focus on ethical considerations, regulatory compliance, and continuous evaluation to ensure positive societal outcomes.