



Government AI Strategies for Public-Sector Innovation

13 – 17 June 2027
Kuala Lumpur (Malaysia)



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Ref: 121704_1043637 **Date:** 13 – 17 June 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4900 Euro

Introduction

Artificial intelligence is rapidly reshaping how governments design policies, deliver services, and engage with citizens in the digital era. This Government AI Strategies for Public-Sector Innovation course explores how to integrate AI into public-sector transformation initiatives strategically. It focuses on building intelligent governance models that enhance efficiency, transparency, and data-driven decision-making across government institutions. Participants will examine the foundations of AI adoption in public administration and its role in enabling smart government ecosystems. The program explores ethical considerations, governance frameworks, and regulatory requirements that ensure responsible AI deployment. It equips learners with the strategic mindset to lead innovation in modern public-sector environments.

Targeted Groups

This Government AI Strategies for Public-Sector Innovation training targets professionals seeking knowledge and skills:

- Government policymakers work on digital transformation initiatives.
- Public-sector managers leading innovation and service delivery programs.
- IT and data officers in government institutions.
- Smart city planners and e-government specialists.
- Strategy consultants supporting public administration reform.
- Researchers in AI governance and public policy innovation.

Course Objectives

Participants will achieve the following objectives by completing the Government AI Strategies for Public-Sector Innovation course:

- Develop a deep understanding of AI applications in government operations and public service transformation, including AI-driven decision-making models.
- Analyze strategic frameworks for implementing artificial intelligence in public-sector institutions while ensuring alignment with national digital transformation goals.
- Evaluate the impact of AI on governance efficiency, transparency, citizen engagement, and policy development processes.
- Design AI-based solutions for smart government services, focusing on automation, predictive analytics, and intelligent workflows.
- Understand ethical, legal, and regulatory considerations surrounding AI governance and data protection in public administration.
- Build capabilities to assess risks, manage AI adoption challenges, and support innovation strategies in complex governmental environments.

Targeted Competencies

Participants will gain the following competencies during the Government AI Strategies for Public-Sector Innovation program:

- Design AI governance frameworks supporting digital transformation in public institutions.
- Analyze public-sector data to inform evidence-based policy decisions.
- Evaluate AI tools for improving service delivery and operational efficiency.
- Understand smart government architecture and AI integration models.
- Assess ethical implications and compliance in AI deployment.
- Apply strategic planning to AI-driven public-sector innovation initiatives.

Studying Scenarios

In this Government AI Strategies for Public-Sector Innovation training, participants develop skills through the following scenarios:

- Designing AI-based citizen service platforms to improve government responsiveness and accessibility.
- Evaluating smart city projects that integrate AI for traffic management, utilities, and urban planning.
- Analyzing real policy cases where AI supports predictive decision-making in public safety and healthcare systems.
- Developing governance frameworks for ethical AI deployment in ministries and public agencies.
- Assessing digital transformation strategies that integrate AI into e-government service delivery models.

Course Content

Unit 1: Foundations of AI in Government Transformation

- Introduction to government AI strategy and the evolution of digital governance.
- Understanding AI fundamentals in public-sector applications.
- Exploring smart government and e-government transformation models.
- The role of data-driven governance in modern public institutions.
- Key drivers of AI adoption in public administration systems.
- Barriers and enablers of AI integration in government structures.
- Global trends in public-sector innovation and AI transformation.

Unit 2: Strategic Frameworks for Public-Sector AI

- Building national AI strategies for government innovation programs.
- Aligning AI initiatives with digital transformation roadmaps.
- Developing AI policy frameworks for sustainable governance.
- Strategic planning models for smart government implementation.
- Public value creation through AI-driven administrative systems.
- Cross-sector collaboration for AI-enabled governance ecosystems.
- Measuring the impact of AI strategies in public service delivery.

Unit 3: AI Applications in Public Service Delivery

- AI-powered citizen engagement platforms and service automation.
- Predictive analytics for public safety and emergency response systems.
- Intelligent document processing in government workflows.
- AI applications in healthcare, education, and transportation services.
- Chatbots and virtual assistants for government communication.
- Smart identity management and digital authentication systems.
- Enhancing operational efficiency through AI-driven automation.

Unit 4: AI Governance, Ethics, and Regulation

- Ethical principles for AI use in public-sector environments.
- Data privacy, security, and protection in government systems.
- Legal frameworks governing AI deployment in public institutions.
- Transparency and accountability in algorithmic decision-making.
- Risk management approaches for AI-driven governance models.
- Bias detection and fairness in public-sector AI systems.
- Regulatory compliance in digital government transformation.

Unit 5: Implementation and Innovation in Smart Government

- Designing AI implementation roadmaps for government institutions.
- Change management strategies for digital transformation adoption.
- Building AI-ready organizational structures in the public sector.
- Innovation labs and experimentation in government environments.
- Scaling AI solutions across ministries and public agencies.
- Monitoring and evaluating AI project performance and outcomes.
- Future trends in smart government and the evolution of AI-driven governance.

Final Insights & Key Takeaways

Artificial intelligence is a cornerstone of modern public-sector innovation, enabling smarter, faster, and more transparent governance systems. Strategic adoption of AI in government requires a balance between technological advancement, ethical responsibility, and sustainable policy frameworks.