



## Government-Recognized AI Systems and Public Sector Use

21 - 25 Feb 2027  
Amman (Jordan)



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## Introduction

Artificial intelligence is reshaping how governments design services, manage information, and support public decision-making. This Government-Recognized AI Systems and Public Sector Use course provides an understanding of government-recognized AI systems and their role in modern public sector use. Participants explore how AI supports efficiency, service quality, transparency, compliance, and policy execution across public institutions. The program examines the practical boundaries of AI adoption, including governance, accountability, data protection, and ethical use. It will improve the realities of public administration, where trust, fairness, and legal alignment are essential. Participants will have a clear conceptual foundation for applying AI responsibly in government contexts.

## Targeted Groups

This Government-Recognized AI Systems and Public Sector Use training targets professionals seeking knowledge and skills:

- Public sector managers.
- Government planners.
- Policy and strategy staff.
- Digital transformation teams.
- Administrative decision-makers.
- AI governance officers.
- Data and information specialists.
- Public service improvement teams.

## Course Objectives

Participants will achieve the following objectives by completing the Government-Recognized AI Systems and Public Sector Use course:

- Understand the role of AI in public administration and service delivery.
- Identify approved AI system types used in government environments.
- Explain core principles of AI governance, transparency, and accountability.
- Recognize the link between AI adoption, efficiency, and citizen experience.
- Distinguish between automation, decision support, and predictive public services.
- Assess practical risks related to bias, privacy, compliance, and misuse.
- Interpret the requirements for the ethical and responsible implementation of AI.
- Build a clear framework for evaluating AI use in public sector operations.

## Targeted Competencies

Participants will gain the following competencies during the Government-Recognized AI Systems and Public Sector Use program:

- AI literacy for government operations.
- Public sector digital decision awareness.
- Policy-aligned technology evaluation.
- Ethical judgment in AI-enabled processes.
- Data governance and compliance understanding.
- Service improvement and process mapping skills.
- Risk recognition in automated public systems.
- Communication for responsible AI adoption.

## Studying Scenarios

In this Government-Recognized AI Systems and Public Sector Use training, participants develop skills through the following scenarios:

- Reviewing how AI improves permit processing and citizen response times.
- Analyzing a public service chatbot for accuracy and fairness.
- Evaluating AI use in case prioritization and administrative support.
- Examining bias risks in data-driven public decision systems.
- Studying how AI assists in forecasting demand for public services.
- Assessing governance steps for introducing AI into a ministry workflow.

## Course Content

### Unit 1: Foundations of AI Systems in Government

- Define AI in government operations.
- Explain machine learning and automation in public work.
- Distinguish operational and strategic AI applications.
- Understand approved government AI systems.
- Identify AI value across public institutions.
- Differentiate efficiency and public value.
- Explore AI in digital transformation.
- Recognize legal and human decision limits.

### Unit 2: Public Sector Use Cases and Service Delivery

- Review AI in citizen services and support centers.
- Understand AI for faster service delivery.
- Examine document and records automation.
- Explore predictive analytics for planning.
- Analyze AI in fraud detection and monitoring.
- Study chatbots in public communication.
- Identify service access improvements.
- Evaluate citizen satisfaction outcomes.

### Unit 3: Governance, Ethics, and Compliance

- Understand responsible AI principles.
- Review transparency and accountability standards.
- Identify legal and policy requirements.
- Examine privacy and data protection rules.
- Study governance and oversight structures.



- Analyze risks of bias and discrimination.
- Explore trust in AI-driven services.
- Understand compliance for safe AI use.

## **Unit 4: Data, Risk, and Decision Support**

- Identify key public sector data types.
- Understand the impact of data quality.
- Review risks from weak or incomplete data.
- Explore AI-supported decision-making.
- Study AI risk assessment methods.
- Analyze model errors and misuse risks.
- Understand data governance practices.
- Examine human-reviewed decision support.

## **Unit 5: Implementation, Monitoring, and Public Value**

- Outline AI implementation stages.
- Review stakeholder and readiness planning.
- Understand AI procurement processes.
- Study pilot testing and controlled rollout.
- Examine performance measurement indicators.
- Explore monitoring and improvement methods.
- Understand training for sustainable adoption.
- Connect AI use to public value outcomes.

## **Final Insights & Key Takeaways**

Government-recognized AI systems can strengthen public-sector performance when they are governed with care, aligned with the law, and used to support—not replace—human responsibility. The most successful AI adoption in government is built on trust, data quality, clear accountability, and a strong commitment to fair public service.



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