Strategic AI for Public Sector Transformation Training Course



28 Dec 2026 - 01 Jan 2027

Kuala Lumpur

5200 € (Per Person)

Ref: #AI1884_174651

Course Introduction / Overview:

This course provides a comprehensive roadmap for public sector leaders aiming to harness the transformative power of Artificial Intelligence. In an era of rapid technological advancement, government agencies face increasing pressure to deliver more efficient, responsive, and citizen-centric services. This program moves beyond theoretical discussions to offer a practical framework for strategic AI implementation, addressing the unique challenges and opportunities within the public domain. We will explore how to build a robust AI strategy, from initial readiness assessments to full-scale deployment and impact measurement. Drawing on insights from thought leaders like Darrell M. West and concepts from his work on technology's societal impact, such as in "The Future of Work: Robots, AI, and Automation", participants will learn to navigate the complexities of AI adoption. BIG BEN Training Center has designed this course to empower officials with the knowledge to manage AI projects, ensure ethical governance, and foster a culture of data-driven innovation, ultimately transforming public service delivery for the 21st century. This journey covers everything from A to Z, ensuring a complete understanding of AI's role in modern governance.

Target Audience / This training course is suitable for:

- Public Sector Directors and Senior Managers.
- Government Officials and Civil Servants.
- Policy Makers and Advisors.
- Digital Transformation and Innovation Leaders.
- IT and Technology Managers in Government.
- Public Service Operations Managers.
- Strategy and Planning Professionals in the Public Sector.
- Municipal and City Government Leaders.

Target Sectors and Industries:

- Federal, State, and Local Government Agencies.
- Public Healthcare Administration and Services.
- Public Education and Higher Education Institutions.
- Law Enforcement and Public Safety Departments.
- Public Transportation and Urban Planning Authorities.
- Social and Human Services Agencies.
- Public Utilities and Energy Management.
- Regulatory and Compliance Bodies.

Target Organizations Departments:

- Information Technology and Digital Services.
- Strategy, Policy, and Planning.
- Operations and Service Delivery.
- Citizen and Customer Experience.
- Human Resources and Workforce Planning.
- Finance and Budgeting.
- Legal and Regulatory Compliance.
- Research and Development.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a comprehensive AI strategy tailored to public sector objectives.
- Conduct an AI readiness assessment for their organization.
- Identify and prioritize high-impact AI use cases for public services.
- Navigate the AI procurement process for government agencies.
- Establish robust frameworks for ethical AI governance and risk management.
- Lead change management initiatives to foster AI adoption.
- Mitigate algorithmic bias and ensure fairness in AI applications.
- Measure the return on investment and social impact of AI projects.
- Communicate the value and risks of AI to diverse stakeholders.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and directly applicable to the participant's work environment. We move beyond traditional lectures to create an immersive learning experience that fosters deep understanding and skill development. The course is built upon a foundation of real-world government case studies, allowing participants to analyze successful AI implementations and learn from the challenges faced by other public sector organizations. A significant portion of the training is dedicated to hands-on workshops and collaborative group exercises where participants will work on developing AI strategy components, identifying use cases, and creating ethical guidelines for their own contexts. Expert-led sessions provide cutting-edge insights, while facilitated discussions encourage peer-to-peer learning and the sharing of diverse perspectives. Continuous feedback is integrated throughout the program, ensuring participants can refine their understanding and apply new concepts with confidence. This blended approach ensures that attendees leave not just with knowledge, but with the practical tools and strategic mindset needed to lead AI transformation in their agencies.

Course Agenda (Course Units):

Unit One: Foundations of AI in the Public Sector

- Introduction to Artificial Intelligence, Machine Learning, and Data Science.
- The unique context of AI adoption in government versus the private sector.
- Global trends and case studies of AI in public service delivery.
- Understanding the potential of AI to enhance efficiency and citizen services.
- Key opportunities for AI in healthcare, education, and public safety.
- Identifying the primary challenges and barriers to AI implementation.
- Defining a common language for AI across government departments.

Unit Two: Developing a Public Sector AI Strategy

- Conducting an organizational AI readiness and maturity assessment.
- Aligning AI initiatives with strategic public policy goals.
- Building a multi-year AI roadmap for your agency.
- Securing executive buy-in and engaging key stakeholders.
- Defining clear objectives and key performance indicators (KPIs).
- Developing a robust data strategy to support AI initiatives.
- Budgeting and resource allocation for AI projects.

Unit Three: AI Implementation and Project Management

- A framework for identifying and prioritizing AI use cases.
- Data governance, quality, and security for public sector AI.
- Navigating the complexities of AI procurement and vendor management.
- Agile project management methodologies for AI initiatives.
- Building and managing multi-disciplinary AI teams.
- Strategies for effective change management and workforce upskilling.
- Piloting AI solutions and planning for scalability.

Unit Four: AI Governance, Ethics, and Risk Management

- Establishing an ethical framework for responsible AI in government.
- Techniques for identifying and mitigating algorithmic bias.
- Ensuring transparency, explain ability, and accountability in AI systems.
- Navigating data privacy regulations like GDPR in an AI context.
- Developing a comprehensive AI risk management framework.
- Building and maintaining public trust in government AI.
- The role of public consultation and citizen engagement in AI governance.

Unit Five: The Future of AI in Government and Capstone Project

- Exploring emerging AI trends like Generative AI and their public sector implications.
- Strategies for scaling successful AI pilots across the organization.
- Long-term impact measurement and value realization.
- Fostering a sustainable culture of innovation and data-driven decision-making.
- Capstone Project: Developing a strategic AI initiative proposal.
- Group presentations of capstone projects with peer and instructor feedback.
- Creating a personal action plan for leading AI transformation.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can public sector organizations balance the drive for AI-driven efficiency with the imperative to maintain human-centric public services and democratic accountability?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by being exclusively tailored to the nuanced environment of the public sector. Unlike generic AI courses that focus on commercial applications, our curriculum is built from the ground up to address the specific regulatory, ethical, and operational challenges faced by government agencies. We move beyond the technical "how-to" of AI algorithms to concentrate on the strategic "why" and "what for" within a public service context. The program places a profound emphasis on ethical governance, public trust, and responsible AI, which are paramount for government implementations. Our methodology prioritizes practical application through public sector-specific case studies, enabling participants to analyze real-world scenarios related to social services, urban planning, and regulatory compliance. Furthermore, the course structure is designed to foster a deep understanding of the entire AI lifecycle, from strategic planning and readiness assessment to procurement, change management, and long-term impact evaluation. It is an executive-level strategic program designed not to create data scientists, but to cultivate visionary public leaders who can confidently and ethically steer their organizations through the AI-driven transformation of government.