Strategic IT Leadership and Public Sector Digital Transformation Training Course



09 - 13 Nov 2026

Baku

5100 € (Per Person)

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Course Introduction / Overview:

The public sector faces a distinct set of challenges in a world driven by technology, including the need to balance security with citizen access and innovation with strict budget constraints. This Strategic IT Leadership and Public Sector Digital Transformation Training Course is designed to equip IT professionals with the specialized skills needed to navigate this environment. The course goes beyond basic IT administration, focusing on how technology can enhance public services, improve government transparency, and build a more efficient and effective public sector. We will delve into critical topics like modernizing legacy systems, implementing secure cloud solutions, and leveraging data analytics for better policy-making. Participants will learn how to lead large-scale digital transformation projects while ensuring compliance with government regulations and public trust. The course also draws on academic insights, including the principles outlined in "The Digital Government: A Managerial Perspective" by J. Ramon Gil-Garcia, which provides a roadmap for effective e-government. BIG BEN Training Center is committed to providing a curriculum that prepares IT leaders to drive change and innovation within their organizations.

Target Audience / This training course is suitable for:

- Chief Information Officers (CIOs) in government.
- IT Directors and Managers in public sector agencies.
- Government administrators and project managers.
- Compliance and legal officers.
- Cybersecurity professionals.
- Data analysts and business intelligence specialists.

Target Sectors and Industries:

- Federal, state, and local government agencies.
- Public service and administrative bodies.
- Defense and security organizations.
- Public education and healthcare systems.
- International development agencies.
- Non-governmental organizations (NGOs) and their equivalents.

Target Organizations Departments:

- Information Technology.
- Public Administration and Services.
- Finance and Budgeting.
- Data and Analytics.
- Compliance and Legal.
- Human Resources.

Course Offerings:

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

- Develop a strategic IT roadmap for public sector organizations.
- Lead digital transformation projects to modernize public services.
- Implement robust cybersecurity frameworks to protect citizen data.
- Navigate complex government procurement and regulatory processes.
- Cloud computing to improve efficiency and reduce costs.
- Utilize data analytics for data-driven policy and decision-making.
- Build and manage secure e-government platforms.

Course Methodology:

The training methodology for this course at BIG BEN Training Center is a dynamic blend of theoretical knowledge and practical, real-world application. We use detailed case studies of digital transformation initiatives in government to illustrate successful strategies and common pitfalls. Participants will engage in collaborative problem-solving exercises, simulating scenarios like modernizing a legacy system or responding to a cybersecurity threat. Interactive sessions and group discussions will encourage the sharing of best practices and solutions to the unique challenges of the public sector. The course also includes structured feedback sessions, allowing instructors to provide personalized guidance. Our approach is designed to be highly practical, ensuring that participants can confidently apply the principles of strategic IT leadership in their professional roles. We believe that this blend of methods provides a superior learning experience, preparing attendees to drive change and innovation within their organizations.

Course Agenda (Course Units):

Unit One: The Strategic Role of IT in the Public Sector.

- Defining the mission of government IT.
- Aligning technology strategy with public policy.
- Understanding the digital government ecosystem.
- The role of IT in citizen services and transparency.
- Managing IT governance and public accountability.
- Budgeting and financial management in government IT.
- Future trends in public sector technology.

Unit Two: Public Sector Cybersecurity and Data Privacy.

- Implementing a robust cybersecurity framework.
- Protecting sensitive citizen data.
- Ensuring compliance with government regulations and mandates.
- Managing data breaches and security incidents.
- Developing a culture of security awareness.
- Securing public-facing websites and applications.
- The role of IT in national security.

Unit Three: Modernizing Legacy Systems and Infrastructure.

- Developing a strategy for legacy system modernization.
- Evaluating cloud computing for government use.
- Managing the migration to the cloud.
- Implementing data center consolidation and virtualization.
- The role of hybrid and multi-cloud environments.
- Ensuring system scalability and resilience.
- Cost-benefit analysis of modernization projects.

Unit Four: E-Government and Citizen Services.

- Designing and implementing e-government platforms.
- Improving citizen services through technology.
- Leveraging mobile platforms and applications.
- Ensuring digital accessibility for all citizens.
- Managing digital identity and authentication.
- The role of user experience (UX) in government portals.
- Public-private partnerships in technology.

Unit Five: Data-Driven Decision-Making and Analytics.

- Leveraging data analytics for public policy.
- Implementing a government-wide data strategy.
- Data governance and data quality standards.
- Using open data to improve transparency.
- The role of artificial intelligence in government.
- Building a data-driven culture.
- Ethical considerations in data use.

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 IT leaders balance the public's demand for innovative, user-friendly digital services with the critical need to maintain absolute data security and transparency?

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

This training course is specifically designed to meet the unique and complex needs of the public sector. While generic IT management courses may touch on some of these topics, they do not address the distinct challenges of government, such as bureaucratic processes, complex procurement regulations, and the paramount importance of public trust and security. The curriculum provides a deep dive into topics like modernizing legacy systems, ensuring compliance with government mandates, and using technology to improve citizen services. This course is for professionals who want to be effective agents of change in government, not just IT administrators. It moves beyond theory to provide practical, actionable strategies for leading successful digital transformation projects in a public service context. BIG BEN Training Center's approach is to equip participants with the knowledge and confidence to drive real change, making them invaluable assets to their organizations.