



AI and IoT for Digital Government Services Training Course

5 – 9 July 2027
Kuala Lumpur

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Overview

AI and IoT for Digital Government Services Training Course is a five-day advanced course for public-sector transformation leaders, digital government managers, service designers, technology professionals, and policy teams who leave with a Digital Government Service Blueprint. The course connects AI-enabled public services, connected public assets, data-driven decision-making, service design, governance, privacy, cybersecurity, performance measures, and implementation planning. Agile Leaders Training Center delivers this course on AI and IoT for digital government.

Who Should Attend

- Transformation functions responsible for digital-government portfolios and service outcomes
- Service-design functions responsible for user journeys and channel integration
- Technology functions responsible for IoT architecture, platforms, and interoperability
- Data functions responsible for analytics, AI use cases, and information stewardship
- Governance functions responsible for privacy, cybersecurity, risk, and oversight
- Policy implementation functions responsible for operational adoption and performance

The course assumes participants manage public-service initiatives or enabling technologies and leaves out introductory AI theory, device engineering, and software coding.

Departments and Industries

The course supports connected service transformation across government, public utilities, transport, healthcare, education, and municipal operations.

- Digital transformation, strategy, and service-design departments
- Technology, data, architecture, and cybersecurity departments
- Public utilities and infrastructure service organizations
- Transport, mobility, and municipal service organizations
- Healthcare and education service organizations

Learning Objectives

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



- Analyze public-service journeys for AI and IoT opportunities
- Prioritize use cases by value, feasibility, data, and risk
- Build connected-service data and interoperability maps
- Apply AI governance, privacy, and cybersecurity controls
- Evaluate digital-government performance through outcome measures
- Build an implementation roadmap with owners and review points

Course Agenda

Day 1: Digital Government Service Context

- OECD Digital Government Policy Framework Map
- Public-Service Journey and Outcome Canvas
- Government-as-a-Platform Capability Model
- AI and IoT Opportunity Discovery Matrix
- Stakeholder Needs and Inclusion Map

Day 2: AI-Enabled Service Decisions

- AI Use Case Value Feasibility Risk Scorecard
- Service Demand and Decision Flow Model
- Data Quality and Readiness Assessment
- Human Oversight and Escalation Design
- AI Service Experiment Evidence Log

Day 3: Connected Assets and Operations

- IoT Device-to-Service Architecture Map
- Sensor Data Lifecycle and Stewardship Matrix
- Interoperability and API Dependency Map
- Connected Asset Operations Dashboard
- Edge Cloud and Platform Choice Matrix

Day 4: Governance Risk and Performance

- NIST AI RMF Governance Alignment Map
- Privacy Impact and Data Minimization Checklist
- IoT Cybersecurity Threat and Control Matrix
- U4SSC Outcome and KPI Selection Canvas
- Benefits Assumptions and Review Register



Day 5: Digital Government Integration Practice

- Suggested Exercise: Service Journey Opportunity Review
- Suggested Exercise: AI Use Case Prioritization Simulation
- Suggested Exercise: Connected Asset Architecture Challenge
- Suggested Exercise: Governance and KPI Review
- Capstone Exercise: Digital Government Service Blueprint

Practical Exercises

The course uses suggested activities to turn public-service needs into governed AI and IoT implementation decisions.

- Suggested activity: diagnose a service journey and identify decision, data, and connected-asset opportunities.
- Suggested activity: prioritize AI-enabled public services using value, feasibility, readiness, and risk evidence.
- Suggested activity: map an IoT-enabled operating flow with interoperability, privacy, and cybersecurity controls.
- Suggested activity: present a Digital Government Service Blueprint with outcomes, owners, measures, and roadmap decisions.

FAQs

Who suits AI and IoT for digital government training and what does it assume?

Public-sector transformation, service, technology, data, governance, and policy teams suit the training; it assumes responsibility for service initiatives, operations, or enabling systems.

How does AI and IoT for digital government differ from digital transformation fundamentals?

AI and IoT training focuses on use-case decisions, connected assets, data flows, controls, and measurable service outcomes, while fundamentals training introduces broad transformation concepts and terminology.

How can AI-enabled public services retain human oversight?

Human oversight starts with defined decision rights, review thresholds, escalation paths, evidence records, monitoring measures, and a clear route for staff to question or override system outputs.

What should a connected public asset architecture include?

A connected public asset architecture should show devices, data flows, edge or cloud components, interfaces, ownership, access controls, service dependencies, monitoring, and failure-response responsibilities.



How should digital-government performance be measured?

Digital-government performance should connect user outcomes, service access, operational measures, data quality, inclusion, risk, adoption, and benefits assumptions to accountable owners and review decisions.

Conclusion

Participants leave with a Digital Government Service Blueprint linking service outcomes, AI use cases, IoT architecture, data stewardship, governance, performance measures, and implementation priorities. The blueprint makes dependencies, risks, ownership, and review points visible across public-service teams. It supports informed decisions about sequencing, experimentation, deployment, and adaptation.