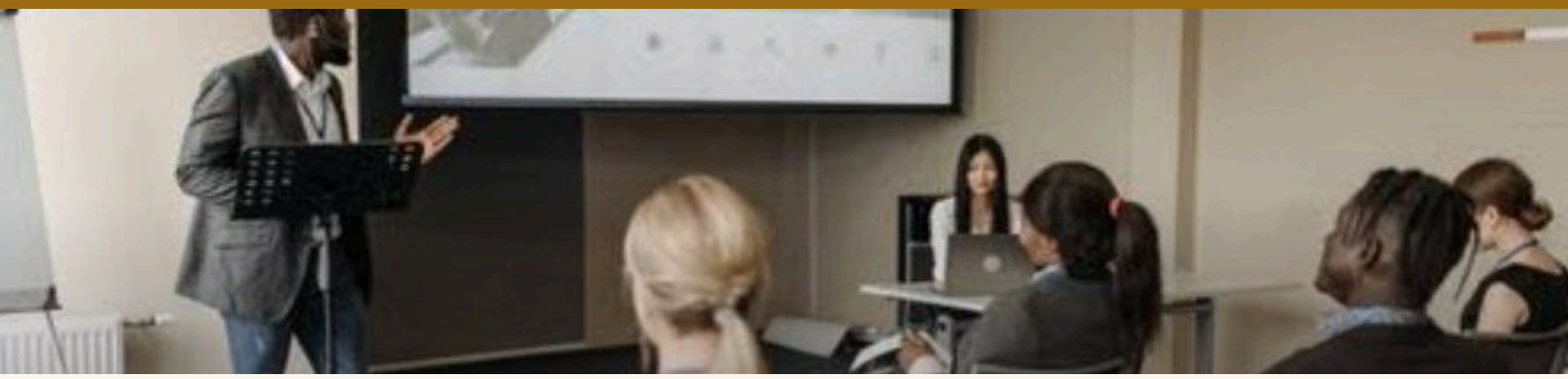


SEYA CAPITAL
INSIGHT.STRATEGY.GROWTH

INFORMATION & COMMUNICATION TECHNOLOGY

Digital and AI Transformation in ICT in the Public Sector Professional Certificate Programme

Driving Digital Government Innovation Through Artificial Intelligence, Emerging Technologies and ICT Transformation

SECTOR	AVAILABILITY	DELIVERY
Information & Communication Technology	On request	Open or in-house

OVERVIEW

About this course

Governments and public institutions across the world are embracing digital transformation to improve service delivery, enhance operational efficiency, strengthen citizen engagement, and support evidence-based decision-making. Artificial Intelligence (AI), data analytics, cloud computing, automation, and emerging digital technologies are becoming critical enablers of modern public sector transformation.

The Seya Capital Digital and AI Transformation in ICT in the Public Sector Professional Certificate Programme equips ICT professionals, digital transformation leaders, and government practitioners with the knowledge, frameworks, tools, and practical strategies required to plan, implement, manage, and sustain digital and AI transformation initiatives within public sector organisations.

The programme covers digital transformation strategies, AI adoption, digital government frameworks, smart public services, data-driven decision-making, cloud technologies, cybersecurity, digital governance, innovation management, change leadership, and future technology trends shaping the public sector.

Participants will develop the competencies required to lead and support transformational initiatives that improve government effectiveness, enhance citizen experiences, and strengthen institutional performance.

SCHEDULE

Dates, venues & fees

Dates and fees for this programme are available on request. It can be scheduled as open enrolment or delivered in-house for your team. Contact info@seyacapital.com.

HIGHLIGHTS

What you will learn

- Digital transformation strategies and frameworks
- Artificial Intelligence applications in government
- Digital government and smart service delivery models
- Data-driven decision-making and analytics
- AI readiness and implementation planning
- Digital innovation and emerging technologies
- Cloud computing and digital infrastructure transformation
- Cybersecurity in digital government environments
- Digital governance and regulatory frameworks
- Change management and organisational transformation
- Citizen-centric digital services design
- Future trends in AI and digital government
- Participants will explore practical applications including:
- Digital Transformation Readiness Assessments
- AI Adoption Strategy Development
- Government Service Digitalisation Planning
- Smart Citizen Engagement Solutions
- ICT Transformation Roadmap Development
- Cloud Migration Planning
- Data Governance Framework Design
- Cybersecurity Risk Assessment
- Digital Innovation Programme Development
- AI Policy and Governance Frameworks
- Change Management Strategy Development
- Public Sector Digital Maturity Assessments
- AI-Driven Government Transformation
- AI adoption strategies
- Intelligent public services
- AI-powered decision-making
- Government innovation frameworks
- Digital Government and Service Innovation
- Citizen-centric service design
- Digital service delivery models
- Government process automation
- Smart government ecosystems
- ICT Modernisation and Cloud Transformation
- ICT infrastructure modernisation
- Cloud adoption frameworks
- Enterprise integration strategies
- Digital platforms and shared services
- Digital Governance and Transformation Leadership
- Governance and compliance frameworks
- Digital risk management
- Transformation leadership
- Organisational change management

OBJECTIVES

By the end of the course

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

- Understand digital and AI transformation concepts within public sector environments.
- Assess organisational readiness for digital transformation initiatives.
- Identify opportunities for AI adoption and service innovation.
- Develop digital transformation strategies aligned with government priorities.
- Apply AI technologies to improve public service delivery.
- Strengthen data governance and digital decision-making capabilities.
- Implement digital innovation frameworks within public institutions.
- Manage risks associated with digital transformation programmes.
- Support organisational change and transformation initiatives.
- Build sustainable and future-ready public sector ICT ecosystems.

WHO SHOULD ATTEND

Designed for

ICT Directors and Managers | Chief Information Officers (CIOs) | ICT Officers and Systems Administrators | Digital Transformation Leaders | E-Government Specialists | Enterprise Architects | Technology Project Managers | Policy and Strategy Professionals | Data and Information Management Professionals | ICT Governance and Compliance Officers | Innovation and Transformation Teams | Government Technology Consultants | Public Sector Executives responsible for ICT modernisation | Professionals leading digital government initiatives

PROGRAMME

Course outline

Day 1: Foundations of Digital and AI Transformation in Government

- Understanding Digital Transformation Concepts
- Evolution of Digital Government
- Fundamentals of Artificial Intelligence
- Drivers of Public Sector Transformation
- Digital Government Maturity Models
- Role of ICT in National Development
- Global Trends in Government Transformation

Day 2: AI Technologies and Smart Government Services

- Artificial Intelligence Applications in Government
- Generative AI and Public Sector Productivity
- Intelligent Process Automation
- Smart Citizen Service Platforms
- AI-Enabled Decision Support Systems
- Digital Service Innovation Models
- Public Sector AI Use Cases

Day 3: Digital Infrastructure, Data and Cloud Transformation

- Digital Infrastructure Modernisation
- Cloud Computing in Government
- Data Governance and Digital Assets Management
- Big Data and Government Analytics
- Interoperability and Systems Integration
- Digital Platforms and Shared Services
- Data-Driven Policymaking

Day 4: Digital Governance, Cybersecurity and Change Management

- Digital Governance Frameworks
- ICT Governance and Risk Management
- Cybersecurity in Digital Government Ecosystems
- Privacy and Data Protection Requirements
- Responsible and Ethical AI
- Organisational Change Management
- Building a Culture of Innovation

Day 5: Transformation Leadership, Innovation and Capstone Project

- Developing Digital Transformation Roadmaps
- AI Adoption and Scaling Strategies
- Innovation Management in Government
- Performance Measurement and Digital KPIs
- Future Technologies and Government Readiness
- Building Sustainable Transformation Programmes
- Capstone Digital and AI Transformation Project

METHODOLOGY

How you will learn

This highly interactive programme combines:

- Expert-led presentations
- Digital transformation workshops
- AI demonstrations and practical sessions
- Government technology case studies
- Strategic planning exercises
- ICT transformation simulations

- Innovation and design thinking workshops
- Group discussions and collaborative learning
- Public sector transformation assessments
- Capstone digital transformation project

Participants will gain practical exposure to digital transformation frameworks and AI-enabled public sector solutions.

IMPACT

The return on learning

For your organisation

- Accelerate digital government transformation initiatives
- Improve ICT governance and strategic alignment
- Enhance citizen engagement and service delivery
- Improve organisational agility and innovation capacity
- Strengthen data-driven decision-making processes
- Increase operational efficiency through automation
- Improve digital service accessibility and effectiveness
- Strengthen cybersecurity and digital resilience
- Support adoption of emerging technologies
- Build future-ready ICT capabilities and digital workforce competencies

For you

- Develop expertise in digital and AI transformation strategies
- Strengthen leadership capabilities in technology transformation initiatives
- Improve understanding of emerging technologies and innovation frameworks
- Gain practical exposure to AI-driven government solutions
- Strengthen strategic planning and ICT management skills
- Improve change management and transformation leadership capabilities
- Enhance professional relevance in modern public sector environments
- Build competencies required for future digital leadership roles

CERTIFICATION

Seya Capital certificate

Upon successful completion of the programme, participants will be awarded the prestigious:

Seya Capital Professional Certificate in Digital and AI Transformation in ICT in the Public Sector

Recognising professional competence in digital transformation strategy, Artificial Intelligence adoption, digital government frameworks, ICT modernisation, cloud transformation, data governance, cybersecurity, digital

innovation, organisational change management, public sector technology leadership, and the successful implementation of AI-enabled digital transformation initiatives.

Register or enquire: info@seyacapital.com · www.seyacapital.com