

Interactive online workshop

Learn how you can digitally transform your government

Introduction to Digital Government Service Design



Background

Governments worldwide are under increasing pressure to deliver efficient, accessible, and user-friendly digital services to citizens and businesses. However, many government entities struggle with digital transformation, often relying heavily on outsourced solutions that can be costly, inflexible, and result in loss of institutional control over critical public services.

This workshop addresses these challenges by providing civil servants with foundational knowledge and practical approaches to developing their own user-centric digital government services, maintaining ownership of the process.

Learning Objectives

- ✓ Understand key concepts and principles of digital government
- ✓ Identify essential components of effective digital government services
- ✓ Learn methods for creating functional, agile digital prototypes
- ✓ Identify ways to maintain control of service design and implementation
- ✓ Gain insights into user-centric approaches that bring government closer to citizens and businesses

Target Audience

Civil servants, government service delivery and digital transformation.

Level

This is an entry-level workshop. No prior experience in digitalisation is required. The Digital Government Academy offers courses up to the proficiency level.

Facilitators

The workshop will be led by experts with practical experience in designing and implementing digital government services, with specific focus on approaches that empower civil servants to maintain control of the process.

Key Topics

1. What makes procedures complicated?

2. How to simplify procedures?

- ✓ Simplify in practice, not in theory: know the procedures you want to simplify: map them from the user's point of view; case studies of procedure mapping for digitalization
- ✓ Remove unnecessary steps and requirements

3. Basic components of a Digital Government Service

- ✓ What is a joint service?
- ✓ Structure of a digital service
- ✓ Data exchange between the user and agencies and in between government agencies

4. Introduction to prototyping

- ✓ Benefits of in-house prototyping vs. outsourcing
- ✓ Low-code/no-code tools for government service prototyping
- ✓ Minimum viable product (MVP) approach for public services
- ✓ Moving from prototype to production while maintaining control
- ✓ Case study of successful in-house development

Format and Methodology

The workshop will combine presentations, case studies, interactive demonstrations, and opportunities for participant engagement.



Expected Outputs

Participants will leave the webinar with:

- A clear understanding of digital government service design principles
- Knowledge of tools and approaches for prototyping services in-house
- Strategies for maintaining control of digital transformation initiatives
- Practical next steps they can implement in their respective agencies

Follow-up Resources

Participants will receive:

- Presentation slides and recording
- Curated list of free resources for further learning
- Certificate of participation

Register now

English: bit.ly/150525-en

Spanish: bit.ly/150525-sp

Find out more on digitalgovernment.world/academy