



EMERGING TECHNOLOGIES TRAINING

Digital Government and Public Service Delivery

3 day course

Classroom, online or in-house

Course overview

Government digitisation frequently produces an online version of a process that was already difficult, adding a portal on top of the queue rather than removing it. This course covers doing it properly. Delegates work through service design starting from the citizen's journey rather than the department's structure, the identity and payment building blocks that most services depend on, and interoperability between systems that were never built to speak to each other. Legal and procedural change is treated as part of the work, since a rule requiring a physical signature defeats any portal. Inclusion is addressed directly: people without smartphones, connectivity or literacy. The course closes on procurement, capability and the reasons digitisation projects fail.

What you will learn

- Design a service from the citizen's journey rather than the org chart
- Use identity and payment building blocks across services
- Achieve interoperability between systems not built to connect
- Change the legal and procedural rules that defeat a digital service
- Design for people without smartphones, connectivity or literacy
- Procure digital services and build internal capability
- Recognise the failure patterns in government digitisation

Who should attend

- Government digital and service delivery staff
- Public sector IT and project managers
- Policy officers reforming administrative processes
- Development agency staff supporting digitisation
- Suppliers delivering public sector systems

Course outline

- 01 A portal on top of the queue
- 02 Service design from the citizen journey
- 03 Identity and payment building blocks
- 04 Interoperability and data exchange
- 05 Legal and procedural change
- 06 Inclusion and assisted channels
- 07 Procurement and internal capability
- 08 Why digitisation projects fail

Upcoming dates

Dates	Venue	Format	Fee per delegate
2 to 4 November 2026	Online	Online	R6,500
23 to 25 November 2026	Maseru, Lesotho	Classroom	R14,950
14 to 16 December 2026	Nairobi, Kenya	Classroom	USD 995
28 to 30 December 2026	Kampala, Uganda	Classroom	USD 995



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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