



Smart Government & E-Services Masterclass

Government, Legal & Public Sector

QGT-GOV-158 | Masterclass | 5 or 10 days | Online, classroom, in-house

Course overview

Smart Government & E-Services Masterclass is a senior-level masterclass on strategy and performance in Smart Government & E-Services. It covers the principles, the requirements of international public-sector frameworks and GCC regulations, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Smart Government & E-Services
- Apply the relevant requirements of international public-sector frameworks and GCC regulations
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Build a business case and roadmap their leadership team can act on

Who should attend

Designed for government officials, legal advisors, compliance officers and policy teams in senior and leadership roles.

Course outline (5 days)

Day 1: Strategic view of Smart Government & E-Services

Trends, regulation and what leading companies do differently

Day 2: Benchmarking and performance

KPIs, maturity models and gap analysis

Day 3: Lessons from major incidents and projects

Decision points that changed outcomes

Day 4: Leading the change

Building the business case, budget and team capability

Day 5: Masterclass forum

Expert panel, peer exchange and personal roadmap

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
28 Feb – 4 Mar 2027	Riyadh	Classroom	5 days	\$5,500
17–28 May 2027	Baku	Classroom	10 days	\$9,900
9–13 Aug 2027	Beirut	Classroom	5 days	\$5,500
20 Sep – 1 Oct 2027	Zurich	Classroom	10 days	\$9,900
25–29 Oct 2027	Online (live)	Online (live)	5 days	\$3,000
16–20 Jan 2028	Jeddah	Classroom	5 days	\$5,500
20–31 Mar 2028	Paris	Classroom	10 days	\$9,900
27–31 Mar 2028	Nairobi	Classroom	5 days	\$5,500
4–15 Sep 2028	Berlin	Classroom	10 days	\$9,900
2–6 Oct 2028	Online (live)	Online (live)	5 days	\$3,000
2–6 Jul 2029	Lagos	Classroom	5 days	\$5,500
6–17 Aug 2029	Nairobi	Classroom	10 days	\$9,900
13–17 Aug 2029	Milan	Classroom	5 days	\$5,500
3–14 Sep 2029	Amsterdam	Classroom	10 days	\$9,900
26–30 Nov 2029	Online (live)	Online (live)	5 days	\$3,000
21–25 Jan 2030	Tbilisi	Classroom	5 days	\$5,500
5–16 Aug 2030	Vienna	Classroom	10 days	\$9,900
2–6 Sep 2030	Houston	Classroom	5 days	\$5,500
7–18 Oct 2030	Frankfurt	Classroom	10 days	\$9,900
18–22 Nov 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/smart-government-and-e-services-masterclass/>

WhatsApp: +971 50 697 0908

Email: training@qimmatrainig.com

