MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

AI for NGO, Government and Business

AI for Public Sector Service Delivery and Digital Government

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSDI	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course **View Online Course Page**

Course Overview

Governments and public institutions are under pressure to deliver faster, more transparent and more citizen-focused services. AI can help improve administrative efficiency, policy implementation, communication, records management and digital service delivery.

This Magna Skills course is designed for public sector professionals seeking to understand how AI can support digital government, smart administration and improved public service outcomes.

Participants will explore practical use cases such as citizen communication, automated support, policy analysis, document processing, service performance monitoring and responsible AI governance in the public sector.

Course Outcomes

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1. Understand how AI can improve public administration and digital government services.
2. Apply AI tools to strengthen citizen communication, records management and reporting.
3. Use AI-supported insights for policy analysis, planning and performance monitoring.
4. Improve administrative productivity, service delivery and institutional responsiveness.
5. Promote ethical, transparent and accountable AI adoption in public institutions.

Course Outline / Curriculum

Course Outline

Module 1: AI and digital government transformation

- Key concepts, practical examples and sector-based discussion.
- Workplace application activity, templates and implementation considerations.

Module 2: AI for public administration and service delivery

- Key concepts, practical examples and sector-based discussion.
- Workplace application activity, templates and implementation considerations.

Module 3: Citizen engagement, chatbots and digital communication

- Key concepts, practical examples and sector-based discussion.
- Workplace application activity, templates and implementation considerations.

Module 4: Document management and administrative automation

- Key concepts, practical examples and sector-based discussion.
- Workplace application activity, templates and implementation considerations.

Module 5: Policy research, analysis and decision support

- Key concepts, practical examples and sector-based discussion.
- Workplace application activity, templates and implementation considerations.

Module 6: AI for records, reporting and institutional memory

- Key concepts, practical examples and sector-based discussion.
- Workplace application activity, templates and implementation considerations.

Module 7: Service delivery performance monitoring

- Key concepts, practical examples and sector-based discussion.
- Workplace application activity, templates and implementation considerations.

Module 8: Privacy, transparency and accountability in government AI

- Key concepts, practical examples and sector-based discussion.
- Workplace application activity, templates and implementation considerations.

Module 9: Change management for public sector AI adoption

- Key concepts, practical examples and sector-based discussion.
- Workplace application activity, templates and implementation considerations.

Module 10: Developing a public sector AI implementation roadmap

- Key concepts, practical examples and sector-based discussion.
- Workplace application activity, templates and implementation considerations.

Target Audience

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Government officials, municipal officers, public administrators, regulators, policy officers, digital transformation teams, records managers, service delivery professionals, call centre teams, planning officers, compliance officials, executives and public sector reform teams.

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairobi,
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flex

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	AI for Public Sector Service Delivery and Digital Government
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____