



Introduction to Digital Government Service Design



: 14 5 2025

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Workshop

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Web-based

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15 5 2025

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2 Hours

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Decentralize Cooperation Programme

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<https://digitalgovernment.world/academy/training/webinars/>

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UNCTAD



Digital Government Academy. UNCTAD-UNITAR. Project "Introduction to Digital Government Service Design".



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. Our learning initiatives address 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.



Webinar participants will:

- 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



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



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



Civil servants, government service delivery and digital transformation.



Participants will receive:

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