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COURSE BROCHURE

# E-Government Digital Service Roadmaps Training Course

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Rome

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Registered in the United Kingdom and Saudi Arabia

# E-Government Digital Service Roadmaps Training Course

**Ref:** 773_29203 **Date:** 14 – 18 June 2027 **Location:** Rome **Fees:** 6200 GBP

E-Government Digital Service Roadmaps is a 1-week training course for digital government leads, service owners and IT managers in public bodies who must move citizen and business services online, and who leave with a digital service roadmap. Citizens now expect to apply, pay and track requests from a phone, and agencies are judged on how simply that works. Jupiter Prime Training delivers this course on E-Government Digital Service Roadmaps.

## Why E-Government Digital Service Roadmaps Matters Now

Three forces shape online public services today: citizens who compare government journeys with banking and retail apps, finance teams that expect each digital investment to retire paper forms and counters, and agencies that hold overlapping records about the same person or company. A public body that designs around life events and reuses trusted records cuts queues; one that digitises old forms simply moves the frustration online. The course rests on widely used practice, including service design, the once-only principle, user research and published service standards.

## Who Gains Most from E-Government Digital Service Roadmaps

- Service owners accountable for an online licence, permit or benefit journey from application to decision
- Digital leads who set the sequence of services an agency moves online
- IT managers who run identity platforms, integration layers and shared registers
- Data officers who agree record exchanges with other agencies
- Performance staff who measure take-up, completion and channel shift

A public body gains most when a service owner, an IT manager and a data officer from the same service attend together and draft one roadmap.

## E-Government Digital Service Roadmaps Capabilities

Participants practise turning scattered online forms into a sequenced set of citizen journeys backed by shared identity and records.

- Map a citizen journey across agencies around a life event — which steps an online service removes
- Assess a service against a published service standard — whether it is ready for public launch
- Specify digital identity assurance levels for each transaction — security officers and service owners
- Design an interagency data exchange agreement — data officers in both agencies
- Calculate take-up, completion and cost per transaction — finance sponsors weighing further investment
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Build a sequenced digital service roadmap — the digital board approving the next releases

## Key E-Government Digital Service Roadmaps Terms

- Life event — a moment such as starting a business or having a child that triggers several government services at once.
- Once-only principle — the idea that citizens give information to government a single time and agencies reuse it securely.
- Assurance level — the degree of confidence a service needs that a person online is who they claim to be.
- Service standard — a published set of criteria a public online service must meet before and after it goes live.
- Channel shift — the movement of transactions from counters, post and phone to online self-service.
- Minimum viable service — the smallest version of an online service that real users can complete end to end.

## E-Government Digital Service Roadmaps Day by Day

## Day 1: Citizen Expectations and the Digital Public Estate

- Service Inventory of an Agency — Which Transactions Move Online First
- Life Event Mapping — Grouping Services Around Citizen Moments
- Maturity Stages of Online Government — Where an Agency Stands Today
- Counter, Phone and Paper Volumes — Sizing the Channel Shift Opportunity
- Digital Inclusion and Assisted Channels — Who Still Needs Human Help

## Day 2: Designing Online Public Services

- User Research With Applicants — Evidence Behind Each Service Decision
- Journey Mapping Across Agencies — Removing Duplicate Steps and Documents
- Plain Language Form Design — Fewer Errors and Rejected Applications
- Prototyping a Minimum Viable Service — Testing Before Full Build
- Accessibility Checks for Public Websites — Serving Every Citizen Group

## Day 3: Digital Identity and Shared Registers

- Digital Identity Assurance Levels — Matching Verification to Transaction Sensitivity
- Single Sign-On for Citizens and Businesses — One Login Across Agencies
- Base Registers for People, Companies and Property — Authoritative Record Sources
- Interagency Data Exchange Agreements — Purpose, Consent and Access Rules
- Application Programming Interfaces Between Agencies — Reusing Records Instead of Uploads

## Day 4: Service Standards and Take-Up Measures

- Service Standard Assessments — Readiness Gates Before Public Launch
- Take-Up, Completion and Satisfaction Indicators — Judging Online Service Health
- Cost per Transaction by Channel — Building the Investment Case
- Promotion and Assisted Digital Support — Moving Citizens From Counters
- Release Cycles and Continuous Improvement — Funding Live Services Beyond Launch

## Day 5: Practising the Digital Service Roadmap

- Prioritising Services by Volume and Pain — Applying the Day 1 Inventory
- Sequencing Identity and Register Dependencies — Applying Day 3 Foundations
- Setting Launch Gates and Indicators — Applying Day 4 Measures
- Peer Challenge of Draft Releases — Testing Assumptions With Other Agencies
- Completing the Digital Service Roadmap — Releases, Owners and Measures Agreed

## Applying E-Government Digital Service Roadmaps After the Course

- Run a life event mapping session with two partner agencies and list the documents citizens no longer need to upload.
- Assess one live online service against a published service standard and present the gaps to its owner.

## E-Government Digital Service Roadmaps Questions FAQ

### What is E-Government Digital Service Roadmaps and why does it matter now?

It is the practice of sequencing which public services move online, in what order and on which shared foundations. It matters now because citizens expect phone-based services and agencies must justify every digital investment with real take-up.

### Which roles gain most from E-Government Digital Service Roadmaps?

Service owners, digital leads, IT managers, data officers and performance staff gain most. Each controls part of the online journey.

### How does E-Government Digital Service Roadmaps differ from a general digital transformation course?

It concentrates on citizen-facing public services, shared identity and interagency records rather than enterprise technology change in general.

### What do you bring back from E-Government Digital Service Roadmaps?

You bring back a digital service roadmap: prioritised services, identity and register dependencies, launch gates and take-up indicators with named owners for your agency.

## E-Government Digital Service Roadmaps: The Way Forward

The digital service roadmap first informs which citizen journey is rebuilt online next and which shared foundation it needs. Digital boards, service owners and IT managers use it to approve releases, in a municipal licensing office or a social benefits agency. After the first release, revisit the take-up indicators, since assisted channels often carry demand longer than expected.