Robotics Process Automation (RPA) in Government Training Course

Professional Development Training Course Outline

Category	Public Sector Innovation	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Robotics Process Automation (RPA) has emerged as a transformative technology for government institutions, enabling automation of repetitive, rule-based administrative processes while enhancing efficiency, accuracy, and transparency. The application of RPA in government sectors helps reduce operational costs, accelerate service delivery, and improve citizen engagement by automating workflows such as licensing, permits, payroll processing, and data reconciliation. Robotics Process Automation (RPA) in Government Training Course equips participants with the knowledge to implement RPA solutions, manage digital workforce integration, and evaluate the impact of automation on public sector performance.

Participants will gain hands-on expertise in RPA tools, process mapping, bot deployment, and monitoring while understanding governance, risk management, and compliance considerations. Emphasis is placed on practical applications, case studies, and real-world simulations to strengthen operational excellence. By completing this training, learners will be able to design, implement, and scale RPA initiatives that enhance government productivity, reduce errors, and improve citizen-centric service delivery across multiple departments.

Programme Curriculum

Robotics Process Automation (RPA) in Government Training Course

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Course Objectives

1. Understand the fundamentals of RPA and its relevance in government operations.
2. Identify processes suitable for automation in public sector institutions.
3. Develop skills in process mapping, documentation, and optimization.
4. Apply RPA tools and platforms to automate rule-based workflows.
5. Integrate bots into existing government IT systems securely and efficiently.
6. Monitor and manage digital workforce performance and exception handling.
7. Ensure compliance with data privacy, cybersecurity, and regulatory standards.
8. Evaluate RPA project ROI and measure operational impact.
9. Manage stakeholder engagement and change management for automation initiatives.
10. Build governance frameworks for sustainable RPA deployment.
11. Address risk management, audit, and cybersecurity considerations.
12. Apply analytics and reporting to improve process efficiency.
13. Scale RPA solutions across departments and inter-agency workflows.

Organizational Benefits

- Reduced operational costs and improved efficiency
- Increased process accuracy and minimized human error
- Accelerated service delivery and faster citizen response times
- Improved compliance and audit readiness
- Streamlined workflow management across government departments
- Better resource allocation and staff productivity
- Enhanced transparency and accountability in public sector operations
- Data-driven decision-making through automation analytics
- Reduced manual intervention in repetitive tasks
- Strengthened digital transformation initiatives within government

Target Audiences

- Government process managers and administrative staff
- IT and digital transformation teams
- Public sector project managers and coordinators
- Compliance and risk management officers
- Policy makers and regulatory authorities

- Internal audit and monitoring professionals
- Consultants supporting digital government initiatives
- Trainers and educators in public sector technology

Course Duration: 10 days

Course Modules

Module 1: Introduction to RPA in Government

- Overview of RPA and digital workforce in public sector
- Benefits of automation for efficiency and transparency
- Key RPA technologies and platforms used in government
- Understanding rule-based vs cognitive automation
- Identifying opportunities for automation
- Case Study: RPA implementation in a government licensing department

Module 2: Process Assessment and Selection

- Criteria for selecting processes for automation
- Techniques for identifying high-volume, repetitive tasks
- Evaluating complexity and automation feasibility
- Cost-benefit analysis for RPA projects
- Prioritizing automation opportunities based on impact
- Case Study: Automating payroll processing in a municipal government

Module 3: Process Mapping & Documentation

- Documenting workflows using standard tools
- Identifying process bottlenecks and inefficiencies
- Creating clear SOPs for automation
- Aligning process documentation with compliance standards
- Process standardization before RPA deployment
- Case Study: Mapping a citizen permit approval process

Module 4: RPA Tools & Platforms

- Overview of popular RPA platforms (UiPath, Automation Anywhere, Blue Prism)
- Installation and configuration basics
- Bot design and development concepts
- Workflow automation features and best practices
- Evaluating platform suitability for government needs
- Case Study: Choosing an RPA platform for tax administration

Module 5: Bot Development & Configuration

- Building bots for simple administrative tasks
- Configuring triggers and schedules
- Handling exceptions and errors
- Testing and validating bot functionality
- Security considerations in bot design
- Case Study: Automating document verification in a government agency

Module 6: Data Security & Compliance

- Ensuring data privacy in automated workflows
- Secure access and authentication for bots
- Regulatory compliance for sensitive government data
- Audit trails and logging in automated processes
- Cybersecurity best practices for RPA
- Case Study: Compliance challenges in automating citizen records

Module 7: Change Management & Stakeholder Engagement

- Preparing staff for digital workforce adoption
- Communication strategies for successful implementation
- Managing resistance to automation
- Training and reskilling impacted employees
- Promoting a culture of digital transformation
- Case Study: Government agency adoption of RPA for service desks

Module 8: RPA Governance & Policy Frameworks

- Establishing RPA governance structures
- Defining roles and responsibilities for bot management
- Standard operating procedures for automation lifecycle
- Monitoring and auditing RPA initiatives
- Compliance reporting and accountability frameworks
- Case Study: Governance model for multi-department RPA deployment

Module 9: RPA Analytics & Performance Measurement

- Key performance indicators for RPA success
- Using dashboards to track bot performance
- Measuring operational efficiency gains

- Analyzing error rates and exceptions
- Reporting RPA ROI to management
- Case Study: Analytics dashboard for automated citizen services

Module 10: Scaling RPA Across Departments

- Strategies for multi-department RPA deployment
- Standardizing automation practices
- Managing cross-functional workflows
- Integrating RPA with legacy systems
- Resource planning for scaling bots
- Case Study: Nationwide automation of public records

Module 11: Cognitive Automation & AI Integration

- Introduction to AI-enhanced RPA
- Intelligent document processing and natural language recognition
- Workflow augmentation with machine learning
- Automating complex decision-making tasks
- Evaluating cognitive automation for government use cases
- Case Study: AI-based automation in tax return processing

Module 12: Exception Handling & Continuous Improvement

- Identifying exceptions and manual intervention points
- Designing escalation procedures
- Continuous monitoring of automated workflows
- Implementing process improvements based on RPA insights
- Feedback loops for optimization
- Case Study: Exception handling in automated social benefits distribution

Module 13: RPA Risk Management

- Identifying operational, compliance, and cybersecurity risks
- Risk assessment frameworks for RPA projects
- Mitigation strategies and controls
- Disaster recovery planning for bots
- Contingency planning and governance
- Case Study: Risk mitigation in automated licensing system

Module 14: Integration with Digital Government Initiatives

- Aligning RPA with e-Government strategies
- Integrating bots with ERP, CRM, and public service platforms
- Leveraging APIs for seamless automation
- Data interoperability and reporting standards
- Coordinating across multiple digital platforms
- Case Study: Integrating RPA in national identity verification workflow

Module 15: Future Trends & Emerging Opportunities

- RPA trends in public sector innovation
- Intelligent automation and hyperautomation concepts
- Policy implications and ethical considerations
- Preparing government staff for AI-driven automation
- Identifying emerging opportunities for RPA deployment
- Case Study: Smart city RPA implementation strategy

Training Methodology

- Instructor-led sessions with real-world RPA demonstrations
- Hands-on exercises and bot development workshops
- Process mapping and automation simulations
- Case study discussions and scenario-based problem solving
- Peer collaboration and group activities
- Continuous feedback, assessments, and practical assignments

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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