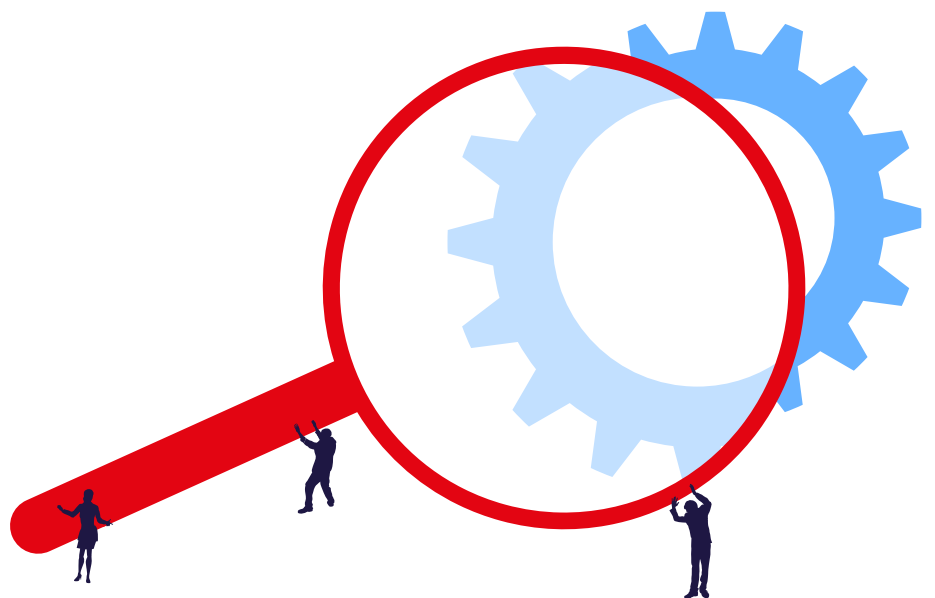




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AI Training Decision Aid for Public Sector Organizations

Developed by members of the AI Capacity
Development group of the Coordination
Committee for Data Science & AI
of Digital Public Services Switzerland



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Management Summary

This AI training decision aid supports public sector organizations in defining and prioritizing their internal training needs related to artificial intelligence (AI). This guide can be used for planning AI training measures, and is based on three core questions:

1. What are the goals of AI in your organization and of the AI training?
2. Who needs to be trained?
3. What is the trainees' experience with AI?

Instead of prescribing a single, fixed training program, the guide helps organizations to:

- Clarify their strategic goals with AI and how training contributes to them.
- Identify relevant target groups and match them with appropriate topics and formats.
- Tailor the level of training to different levels of AI experience.
- Prioritize training needs under constraints such as budget, urgency, and organizational impact.

Organizations can use this guide:

- As a starting point to design their own AI training roadmap.
- As a reference to discuss AI training priorities with management and stakeholders.
- As a checklist when selecting external training offerings or designing internal ones.

The guide deliberately focuses on principles and decision logic. It does not attempt to be an exhaustive catalogue of training options, as this would quickly become outdated. Instead, it enables organizations to formulate their own requirements and then search for or design training that fits those needs.

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1 Goals of AI training in public sector organizations

Before launching AI training initiatives, it is important to clarify what your organization aims to achieve with AI itself. The goals for AI training should follow these broader organizational goals. We distinguish three overarching goals for AI in public sector organizations. These goals strongly influence the type and content of training:



1. Ideation

- Exploring future trends in AI and digitalization.
- Generating ideas for new applications of AI in public administration.
- Fostering curiosity and collective creativity around AI.



2. Usage

- Increasing the daily productivity of employees with AI-supported tools.
- Building practical skills for using and, where relevant, developing AI-based solutions.
- Understanding, through pilots, how AI can create value in concrete processes and services.



3. Responsibility

- Understanding the ethical, social, and environmental impacts of AI use in the public sector.
- Managing risks and ensuring compliance with legal and regulatory requirements.
- Creating an organizational culture where people feel encouraged to speak up about concerns, and where critical thinking about AI use is valued.

AI training programs can be designed with one or more of these goals in mind. In practice, many trainings address more than one goal, for example combining basic usage with responsible AI aspects.

Implications for training design



- If the primary goal is **ideation**, training can focus on workshops that showcase AI capabilities, explore trends, and use group exercises to identify potential AI use cases.



- If the focus is on **usage**, training should be hands-on and closely tied to everyday tasks, emphasizing real tools, data, and workflows.



- If **responsibility** is central, training needs to cover topics such as ethics, data protection, fairness, transparency, and the specific regulatory context of the public sector.

Being explicit about the relative importance of ideation, usage, and responsibility helps align expectations and choose suitable training formats.

2 Identifying target groups and training needs

There are several key target groups in a public sector context, each with their own responsibilities, questions, and therefore training needs. We distinguish four broad categories:

- Management roles,
- IT and data specialists,
- Domain specialists, and
- Generalists and frontline staff.

Within each category, more specific roles can be defined.

2.1 Management



Managers and Leaders



"I am responsible for strategy, operations, or teams. I want to make my area future proof and understand how to optimize processes with AI." These roles are responsible for strategy, resource allocation, and the direction of AI related projects.

Suggested topics:

- Strategic AI opportunities and risks in government organizations.
- Organizational change and leadership in the context of AI.
- Ethical and governance frameworks for AI.

Suggested formats:

- In person workshops with other managers to foster exchange and joint reflection.
- Condensed webinars with time for questions and answers.
- Short e learning series which can be consumed flexibly.

For this group, training should emphasize strategic orientation, cross organizational impact, and leadership responsibilities in AI use.

2.2 IT and data specialists



IT Project and Product Managers



"I lead digital or data driven projects. I want to understand where and how to integrate AI and manage implementation risks."

Suggested topics:

- Scoping and managing AI projects, including realistic expectations of what AI can and cannot do.
- Evaluation of vendors and AI solutions, including criteria for selection.
- Risk management for AI integration into existing systems and processes.

Suggested formats:

- AI project case study workshops with other project managers, to learn from concrete examples.
- Self paced online training about the capabilities and limitations of AI.
- Hackathons where project managers coordinate the implementation team and see AI solutions emerge in practice.

Training for project/product managers should build their ability to structure, evaluate, and steer AI projects across their lifecycle.



Data Analysts and Data Scientists



"I analyze data and develop or validate machine learning models. I want best practices for developing and securely deploying AI in public sector settings." These roles work directly with data, AI models, and the underlying infrastructure.

Suggested topics:

- Machine learning applications relevant to the public sector.
- Secure model development and deployment in a public administration environment.
- Model explainability and transparency techniques.

Suggested formats:

- Bootcamps or hackathons to prototype AI use cases.
- Coding labs with expert demonstrations of AI use case implementations.
- Access to an online learning platform to expand technical knowledge and stay up to date with best practices.
- Building a "community of practice" where data professionals can exchange experience.

Training for this group focuses on technical depth, secure and responsible operation, and peer learning.



IT Security Experts



"I secure our IT landscape. I need to assess risks and defenses as we roll out AI solutions."

Suggested topics:

- AI specific cyber threats.
- Security auditing for AI models and AI enabled systems.
- AI compliance and regulation from a security perspective.

Suggested formats:

- Certification courses for AI security frameworks.
- Scenario based workshops that practice responses to AI related threats.
- Interactive webinars with case studies of AI safety solutions.

Training here should connect AI technology to the broader security and compliance landscape.

2.3 Domain Specialists



Legal / Compliance / Procurement Officers



"I evaluate technology or oversee legal protocols. I need help on assessing AI solutions, understanding regulatory risks, and vendor compliance."

Suggested topics:

- Legal and ethical assessment of AI solutions.
- Data protection and GDPR (or equivalent) considerations for AI use.
- Best practices in AI vendor assessment and contract design.

Suggested formats:

- Practical seminars given by industry or subject matter experts.
- E learning modules with reusable checklists and templates.
- Panel discussions and round tables with experts from other government institutions.

Training for this group focuses on interpretability of AI offers, risk assessment, and integration of AI into existing legal and procurement frameworks.



Communications and PR Professionals



"I handle public communications. I want to know how to use AI responsibly for content creation, and what ethics/legal guidelines apply."

Suggested topics:

- Responsible AI content generation (e.g. AI assisted content creation).
- Managing misinformation and deepfakes in a public communication context.
- Transparency about AI usage in public messaging.

Suggested formats:

- Creative content workshops where participants try out and critique AI tools.
- Webinars on ethics of AI content generation.
- Round tables on strategy for communication with AI, including crisis scenarios.

Training here connects AI tools with reputational risk, transparency, and public trust.

2.4 Generalists and Frontline Staff



Service and Front Desk Staff



"I interact daily with citizens. I want to learn if AI tools (like chatbots) can help, and how to use them safely within regulations."

Suggested topics:

- Using chatbots or AI assistants correctly in interactions with citizens.
- Handling difficult cases and escalation when AI cannot or should not provide an answer.
- Privacy in citizen interactions when AI tools are used.

Suggested formats:

- Simulation labs or role play workshops that rehearse realistic interaction scenarios.
- Short video tutorials with step by step guides.
- Practical demonstration sessions, e.g. "lunch & learn", where tools are shown live.

Training for frontline staff should be highly practical, with a strong focus on compliance and respectful human machine interaction.



General Administration Staff



"I handle documents, data entry, or routines. I want to use AI to save time on repetitive tasks while protecting sensitive data."

These groups may be less interested in technical details, but they are often the main users of AI enabled tools and services.

Suggested topics:

- Automating routine tasks with AI, such as document summarization, drafting, translation, and data entry assistance.
- Privacy and security of chatbots and AI tools in everyday administrative work.
- Navigating AI driven change: critical thinking, building confidence, and recognizing limits of AI tools.

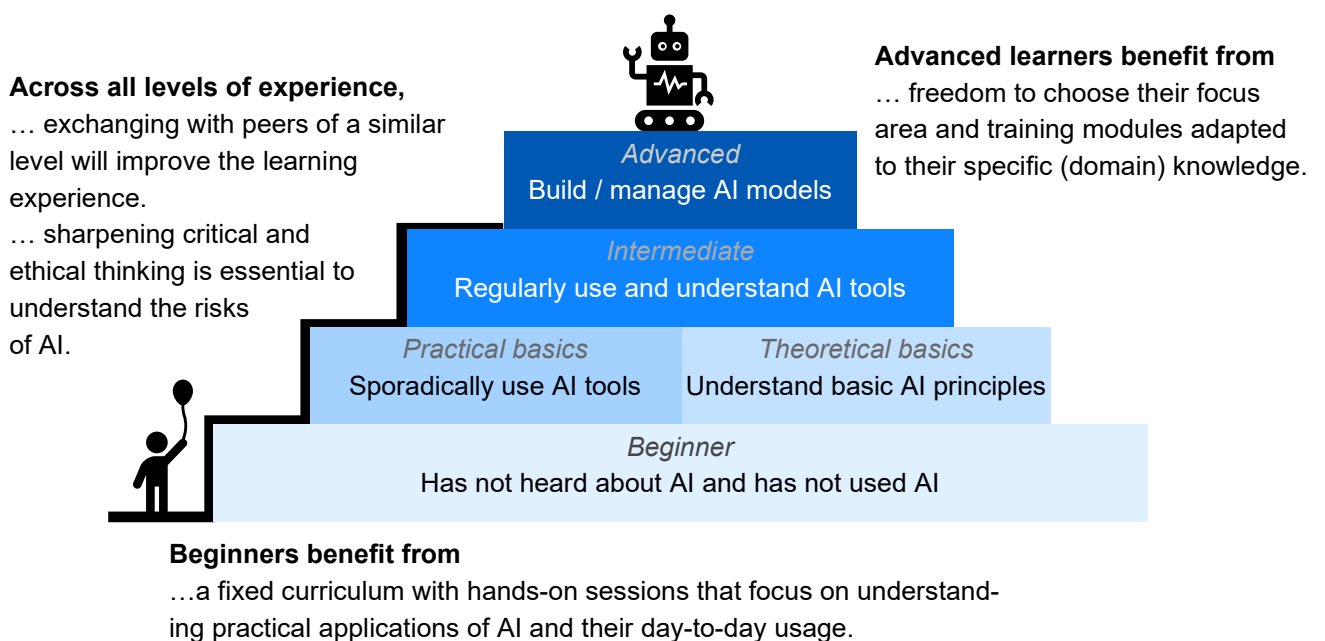
Suggested formats:

- Live demos of "how to" and best practices for chatbot usage and other AI tools.
- Interactive tutorials on threats and limitations of standard AI tools.
- Cheat sheets for writing effective prompts.
- Online training videos published alongside tool roll out.

For this group, training should show concrete productivity gains while addressing concerns about data protection and job impact.

3 Adjusting training level to AI experience

Training programs should allow for differentiation by experience. This can be achieved by offering separate tracks, elective modules, or optional advanced sessions.



4 Prioritizing your training needs

You will likely have identified multiple training needs. Ask yourself the following questions to prioritize the different needs:

1. **What is the available budget for AI training?**

If the budget is not sufficient, consider how additional funds can be requested or reallocated.

Quick win: Roll out pilot sessions using re-used material from other organizations or open-source materials. Demonstrating value with small, low-cost pilots can build a case for additional funding.

2. **Which training topics are currently most critical?**

Consider acute bottlenecks that AI training could help resolve.

Identify areas where lack of AI knowledge leads to significant inefficiencies or risks.

Quick win: Focus initially on training that addresses a pressing, visible need.

3. **For which user groups will training have the greatest impact?**

Impact may be measured in terms of productivity, compliance, risk reduction, service quality, or staff satisfaction.

Quick win: Start with a training that can be rolled out easily to a large group, thereby generating momentum and visibility.

4. **Can some user groups act as multipliers of AI knowledge?**

Multipliers, or “AI champions”, can propagate knowledge, support others, and strengthen adoption.

Quick win: Select AI champions and train them intensively so they can spread knowledge and enthusiasm in their teams.

These questions help construct a prioritized training roadmap. The priority may not always be where demand is loudest, but where organizational impact is highest.