

Registration information
GovStack Workflow Building Block

Organized by:



Initiative



Training details

Modality: Online self-paced

Dates: Open

Training fees: \$0.00

Language: English

Registration deadline: 31 Dec 2026

Training code: 25OS500386MUL-E-D

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Training description

This self-paced course offers a comprehensive introduction to the Workflow Building Block, designed for individuals engaged in advancing digital transformation and enhancing efficiency in government services. Focused on the principles of process automation, service integration, and information flow management, the course highlights the critical role of workflow mechanisms in enabling streamlined, citizen-centric digital services within digital public infrastructure (DPI).

Through 7 interactive modules, participants explore key concepts, tools, and practical methodologies needed to design, implement, and manage the Workflow Building Block. The course emphasizes the importance of workflow creation, execution, monitoring, and optimization across government services.

Participants will develop essential skills to integrate workflow mechanisms into cross-government systems, enabling seamless coordination between multiple services and stakeholders. Learners will also gain insights into workflow data structures, interoperability through service APIs, and performance standards required for scalable and secure implementation in distributed environments.

By mastering the core principles of the Workflow Building Block, participants are empowered to drive efficient-first digital transformation and build transparent, responsive, and citizen-focused service delivery systems. This course supports the realization of sustainable, accessible, and interoperable digital ecosystems, contributing to the achievement of the UN Sustainable Development Goals (SDGs), particularly those related to digital innovation, service efficiency, and responsible governance.

For more information about the training objectives, target population, entry requirements, methodology, evaluation and content, consult the page [here](#).

How to register

In order to register for the training, participants should:

1. Create an ITU Academy account [here](#)
2. Register for the course [here](#)



The [ITU Academy](#) is the International Telecommunication Union leading platform for capacity development initiatives.

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