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Registration information

GovStack Workflow Building Block

Organized by:

Federal Ministry
for Economic Cooperation
and Development

Initiative

GovStack

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Republic of Estonia
Ministry of Foreign Affairs

estDev
From the people of Estonia

Training details

Modality: Online self-paced
Dates: Open
Training fees: $0.00
Language: English
Registration deadline: 31 Dec 2026
Training code: 25OS500386MUL-E-D
Contact: ayush.shukla@itu.int

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

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