Garnet
Garnet Global Training Center

GGT-SM-105

Smart Cities & Urban Management

Municipal Services Excellence

التميز في الخدمات البلدية

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Participants in Municipal Services Excellence practise the methods, tools and standards they need to perform reliably and solve problems on the job. Plan, run and digitalise cities and municipal services for residents and investors. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Apply the methods and standards of Municipal Services Excellence to real tasks.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.

Who should attend

Municipal managers, urban planners, smart city teams and city service operators. Practitioners with one to five years of experience benefit most.

Key topics

- Urban strategy and governance
- Municipal services
- Digital city platforms
- Mobility and infrastructure
- Resident experience
- Data and performance

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

WhatsApp: +971 56 674 7382

Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Municipal Services Excellence: principles and standards

- Urban strategy and governance
- Regional and international case studies

Day 2 Methods and tools in practice

- Municipal services
- Digital city platforms

Day 3 Diagnosis and problem solving

- Mobility and infrastructure
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Resident experience
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Data and performance
- Measurement and reporting

10-day outline

Day 1 Municipal Services Excellence: principles and standards

- Urban strategy and governance
- Regional and international case studies

Day 2 Methods and tools in practice

- Municipal services
- Digital city platforms

Day 3 Diagnosis and problem solving

- Mobility and infrastructure
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Resident experience
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Data and performance
- Measurement and reporting

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Hands-on workshop on a workplace challenge

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Common mistakes and how to avoid them

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
17–28 Jan 2027	10-day classroom	Riyadh	English	8,950
5–9 Jul 2027	5-day online	Live online	English	2,950
18–22 Oct 2027	5-day classroom	Abu Dhabi	Arabic	4,750
20–24 Dec 2027	5-day classroom	London	English	4,750
17–28 Apr 2028	10-day online	Live online	Arabic	5,450
20–24 Aug 2028	5-day classroom	Doha	English	4,750
16–20 Oct 2028	5-day classroom	Dubai	Arabic	4,750
20 Nov – 1 Dec 2028	10-day classroom	Istanbul	English	8,950
15–19 Jan 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
3–7 Jun 2029	5-day classroom	Riyadh	Arabic	4,750
20–24 Aug 2029	5-day classroom	Dubai	Arabic	4,750
1–12 Oct 2029	10-day classroom	Casablanca	English	8,950
14–25 Apr 2030	10-day classroom	Jeddah	Arabic	8,950
10–21 Jun 2030	10-day online	Live online	Arabic	5,450
8–12 Jul 2030	5-day classroom	Abu Dhabi	English	4,750
16–20 Sep 2030	5-day classroom	Vienna	English	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/