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FOUNDED BY POLITECNICO DI MILANO

Education

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AI4GOV

SPECIALIZING MASTER IN

ARTIFICIAL INTELLIGENCE FOR PUBLIC SERVICES

V EDITION - SEPTEMBER 2025

MASTER

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A Specializing Master for those who aim to acquire methods and tools to design, implement, and manage AI in public services. A training path for graduates and professionals in humanities, polytechnic and managerial disciplines.

POLI.design Specializing Masters

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POLI.design Specializing Masters combine academic rigor and business-oriented training. These educational post-graduate paths include face-to-face lectures, seminars, and workshops that provide theoretical knowledge and practical/ operational tools. They aim to equip students with all the skills required to enter the world of work.

DESIGNING AND MANAGING AI FOR THE PA

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Artificial intelligence is coming to play a relevant part in everyday life. Public Administration (PA) must adapt to this technological shift, ensuring services remain accessible, effective, and aligned with citizens' rights.
The **Master in Artificial Intelligence for Public Services** is an international program designed to equip participants with the skills to design, implement, and manage AI in PA with a human-centric approach.

Developed through a collaboration between the **Universidad Politécnica de Madrid and the Politecnico di Milano,** and managed by **POLI.design**, the program provides the tools to shape the future of public institutions.
The Master aims to train **AI Functional Specialists** such as Digital Innovation Specialists, AI Services Managers, AI Governance Experts, and Digital Transformation Managers. The curriculum combines online lectures, in-person events, AI4Gov Dialogues with leading experts, and hands-on projects to prepare professionals for roles in organizations like **UNESCO**, the **OECD**, the **Joint Research Centre** (**JRC**), and the **European Commission**.

TRAINING OBJECTIVES

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The Master in Artificial Intelligence for Public Services provides theoretical and practical skills.
* Understand the potential of data to design efficient public services and evaluate their social and ethical impacts
* Identify what AI can achieve in various application areas, with a specific focus on governance
* Acquire methods and tools to propose human-centric AI projects for public services
* Evaluate and procure AI-based systems from third-party companies, manage innovation in public procurement, and foster public-private partnerships
* Formulate informed and critical judgments on AI in public services

TRAINING MODULES

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The program spans **twelve months** and awards a total of **60 ECTS** credits. Students engage in four theoretical modules, four project works, and a **final project**.

AI in/for the Public Sector: Introduction to AI in the public sector and its applications that foster digital transformation in public administration; focus on the steps required to design and implement AI-powered public services. Analysis of case studies and user-centered public service design.

Basic Concepts and Techniques in AI: Overview of techniques for developing and implementing AI-based services for the PA. Focus on the differences between types of knowledge, knowledge representation techniques, and goals of knowledge representation techniques. Insights of data visualization techniques and creative approaches.

Service Design for Human-Centric AI: Introduction to service design and the co-creation of AI-driven public services. Overview of the design cycle (from problem analysis to new concept, prototyping and testing). Focus on user research and service prototyping.

AI and Ethics: Study of the most relevant ethical and legal aspects of introducing AI into public services. Overview of general concepts and the legal framework for AI in Europe, with particular attention to "privacy and data protection.". Analysis of case studies related to GDPR and other rules and procedures.

Hands-On Project: Four individual and group project experiences (multidisciplinary and multicultural); focus on AI for public procurement, Design of AI-based services and interactions, AI for active listening and citizen participation, AI for improved governance of data and knowledge.

TITLE RELEASED

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University Master's Diploma in Artificial Intelligence for Public Services jointly awarded by **Politecnico di Milano** and **Universidad Politécnica de Madrid**.

EMPLOYMENT OPPORTUNITIES

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- Digital Innovation Specialist
- AI Services Manager
- AI Governance Expert
- Digital Transformation Manager
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40 students

1500 hours

12 months

€12.000 cost

REQUIREMENTS

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The university Master's program is open to candidates holding a Bachelor's or Master's degree (or equivalent) in the following fields: Architecture; Civil Engineering-Architecture; Design; Information and Publishing Systems; Civil Engineering; Automation Engineering; Safety Engineering; Telecommunications Engineering; Electronic Engineering; Management Engineering; Computer Engineering; Urban and Environmental Planning; Economics; Public, Business, and Advertising Communication; Political Science; Public Administration Studies; Business Economics; Statistics; Techniques and Methods for the Information Society; Communication Theories. The Master's Scientific Committee reserves the right to evaluate candidates with different academic backgrounds if their educational and professional experience aligns with the program's objectives.

MASTER BOARD

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Founder, former Executive Director from 2021 to 2024 – Head of Scientific Committee:
Gianluca Misuraca
Founder, former Scientific Director from 2021 to 2024 International relationships Coordinator:
Claudio Feijóo

DEADLINES

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To participate in the selection process, candidates must complete the online application form by the following deadlines:

* Italian citizens/foreign nationals with a qualification obtained in Italy and Italian/EU citizens with a qualification obtained abroad: **July 25, 2025**.
* Non-EU citizens with a qualification obtained abroad: **June 25, 2025**.

PRICE

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The cost of the Specializing Master is **12.000 €** (11.500 € participation fee + 500 € registration fee at Politecnico di Milano). Exempt from VAT under Article 10 of DPR 633/72.

Promo at LINK

FACULTY

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Scientific Director	Francesca Rizzo
Academic Director at POLIMI, Service Design Area:	Marzia Mortati
Academic Director at UPM, AI Area:	Oscar Corcho
Administrative Assistant	Camilla Roveri

CONTACTS
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