

FOCUS AREAS

- Smart Government
- AI Strategy
- Governance
- Smart Infrastructure
- Enterprise Systems
- Business Excellence

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Akram Elgendy

Strategy · Innovation · Impact | 15+ years in Digital Transformation

Professional Profile



Akram Elgendy is a Digital Transformation Consultant with more than 15 years of experience advising government entities and large enterprises on smart infrastructure, AI strategy, governance frameworks, and enterprise systems. He combines strategic advisory with hands-on delivery — translating complex policy and technology decisions into measurable operational outcomes across smart cities, asset management, and citizen-centric digital services.

His work focuses on building governance-led transformation programs that remain accountable, auditable, and aligned with national digital agendas, while embedding AI and data capabilities as a sustainable operating model — not a one-off initiative.

Core Advisory Services



- **Digital Transformation Strategy** — operating model design, roadmaps, and value-realization frameworks for public and enterprise programs.
- **Smart Government & Citizen Services** — service redesign, digital channels, and integrated platforms for public sector entities.
- **Smart Infrastructure & Asset Management** — ISO 55000-aligned asset strategies, IoT/condition-based decision systems, and lifecycle optimization.
- **AI Strategy & Responsible AI Governance** — AI operating models, risk and ethics frameworks, and prioritized use-case portfolios.
- **Governance, Risk & Compliance Frameworks** — policies, RACI, KPI/OKR architectures, and assurance models for transformation programs.
- **Enterprise Systems Advisory** — ERP/EAM/CRM strategy, vendor-neutral architecture reviews, and program assurance.
- **Business Process Improvement** — process mining, redesign, and continuous-improvement governance (Lean / Six Sigma).
- **PMO & Program Governance** — portfolio structures, gating models, and benefits tracking for large transformation portfolios.

PhD Research Highlights



Research focus: Artificial Intelligence applied to Strategic Infrastructure Asset Management and Smart Government decision-making.

- AI-augmented decision frameworks for infrastructure investment prioritization and lifecycle planning.
- Governance models for responsible AI adoption in public-sector and regulated environments.
- Predictive analytics and digital-twin-enabled asset management for smart cities.
- Maturity models linking data, AI, and governance to measurable public-value outcomes.
- Translating academic findings into practical advisory tools, assessments, and reference architectures.

Selected Engagement Themes



- National and city-level digital transformation roadmaps and operating models.

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- Smart infrastructure and asset management strategies for utilities, transport, and facilities.
- AI strategy, governance, and use-case portfolios for government and enterprise clients.
- Enterprise systems modernization, ERP/EAM assurance, and post-implementation optimization.
- Establishment of PMO, governance, and performance frameworks for transformation programs.

Approach



Discover → Diagnose → Design → Deliver → Sustain. Every engagement starts with evidence — current-state diagnostics, stakeholder alignment, and a clear value case — and ends with embedded governance, capability transfer, and measurable outcomes.