

DIGITAL GOVERNANCE & PLATFORM RISK MANAGEMENT



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TRAINING CENTER



Introduction

Digital Governance & Platform Risk Management Training Course prepares leaders and digital professionals to govern platforms and control the risks they create. Participants work through digital governance principles and operating models, platform architecture types and ecosystem dynamics, platform risk categories including concentration, dependency, and conduct risk, the EU Digital Services Act and Digital Markets Act obligations, data, algorithm, and content governance on platforms, and platform controls, monitoring, incident response, and assurance reporting as one connected discipline. The programme links the platforms an organisation runs or depends on with the governance and risk discipline that keeps them safe, fair, and resilient. As a result, learners gain a practical command of digital governance and platform risk. Furthermore, the course strengthens governance judgement, platform risk literacy, and oversight discipline.

Digital Governance & Platform Risk Management Course Objectives

- Explain digital governance principles and operating models.
- Apply platform architecture types and ecosystem role analysis.
- Apply platform risk taxonomy: concentration, dependency, conduct, and security.
- Apply the EU Digital Services Act and Digital Markets Act obligations.
- Apply data governance, algorithm governance, and content moderation oversight.
- Apply interoperability, access, and fair dealing requirements.
- Apply platform resilience, dependency mapping, and exit planning.
- Apply third-party platform due diligence and contractual controls.
- Apply platform monitoring, incident response, and regulatory reporting.
- Apply platform governance reporting, assurance, and maturity assessment.



Course Methodology

- Interactive sessions built on platform governance and risk cases.
- Workshops on governance models, risk taxonomy, and control mapping.
- Group exercises on DSA and DMA obligations, dependency, and exit planning.
- Hands-on practice with risk registers, control matrices, and platform dashboards.
- Simulation of a platform governance review and a regulator enquiry.
- Facilitator coaching and peer review on personal platform governance plans.

Who Should Take This Course

- Digital governance and platform governance leaders.
- Chief digital, technology, and information officers.
- Digital risk, compliance, and regulatory affairs professionals.
- Product, platform, and marketplace managers.
- Internal auditors covering digital and platform risk.
- Consultants advising on platform governance and regulation.

Digital Governance & Platform Risk Management Course Outlines

Day 1: Digital Governance Foundations

- Digital governance concepts, scope, and business drivers.
- Digital governance operating models: centralised, federated, hybrid.
- Roles, councils, and decision rights for digital oversight.
- Digital policy architecture and delegation of authority.

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- Platform versus product versus channel governance.
- Common digital governance failures and warning signs.
- Case discussion: a platform launched with no governance owner.

Day 2: Platform Models, Ecosystems, and Risk Taxonomy

- Platform types: transactional, innovation, integration, and data platforms.
- Two-sided and multi-sided market dynamics.
- Ecosystem roles: operator, provider, complementor, and user.
- Platform risk taxonomy: concentration, dependency, conduct, security, regulatory.
- Network effects, lock-in, and switching cost risk.
- Dependency mapping across critical platform providers.
- Workshop: building a platform risk taxonomy and register.

Day 3: Regulatory Obligations and Compliance

- The EU Digital Services Act: obligations and risk assessment duties.
- The Digital Markets Act: gatekeeper obligations and fair dealing.
- Interoperability, access, and data portability requirements.
- Notice and action, transparency reporting, and terms enforcement.
- Content moderation, complaint handling, and appeals.
- Sector regulation and supervisory authority coordination.
- Exercise: mapping DSA and DMA obligations to platform practice.

Day 4: Data, Algorithm, and Content Governance

- Data governance on platforms: ownership, use, and sharing.



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- Algorithmic governance, transparency, and auditability.
- Recommendation system risk and user protection duties.
- Content moderation standards, escalation, and integrity controls.
- Advertising, targeting, and dark pattern oversight.
- User rights, redress, and complaint resolution design.
- Simulation: running a platform governance and content review.

Day 5: Resilience, Monitoring, and Assurance

- Platform resilience, availability, and concentration risk controls.
- Third-party due diligence and contractual platform controls.
- Exit planning, portability, and provider substitution strategy.
- Platform monitoring, metrics, and early warning indicators.
- Incident response, escalation, and regulatory reporting.
- Assurance, audit, and platform governance reporting to boards.
- Capstone: presenting a digital governance and platform risk framework.

Conclusion

By successfully completing Digital Governance & Platform Risk Management, participants will gain a practical command of digital governance principles and operating models, platform ecosystem and risk taxonomy, DSA and DMA regulatory obligations, data, algorithm and content governance, and resilience, monitoring, assurance and reporting practice. They will acquire skills in platform governance design, platform risk assessment, regulatory compliance mapping, and platform assurance reporting that keep platforms safe, fair, and resilient. Gentex Training Center designs the programme to help professionals govern platforms and manage their risk with confidence.





FAQs for the Digital Governance & Platform Risk Management course

Q1 What is the "Digital Governance & Platform Risk Management" course about?

It prepares leaders and digital professionals to govern platforms and control the risks they create. The course spans digital governance foundations, platform models, ecosystems and risk taxonomy, regulatory obligations and compliance, data, algorithm and content governance, and resilience, monitoring and assurance.

Q2 What are the key benefits of the "Digital Governance & Platform Risk Management" course?

You gain a practical command of digital governance and platform risk that links the platforms an organisation runs or depends on with the governance and risk discipline that keeps them safe, fair, and resilient. The course improves governance model design and risk taxonomy practice, strengthens regulatory compliance mapping under the DSA and DMA, sharpens data, algorithm and content oversight, and gives you resilience and assurance reporting that stands up to regulators and boards.

Q3 What skills will I gain from the "Digital Governance & Platform Risk Management" course?

You will develop four core skills: digital governance operating model and platform oversight design, platform risk assessment with dependency and concentration analysis, DSA and DMA regulatory obligation mapping with compliance practice, and data, algorithm and content governance with platform assurance reporting.



Q4 What tools, methods, or standards are covered in the "Digital Governance & Platform Risk Management" course?

The course covers digital governance concepts, scope and business drivers, digital governance operating models of centralised, federated and hybrid, roles, councils and decision rights for digital oversight, digital policy architecture and delegation of authority, platform versus product versus channel governance, platform types of transactional, innovation, integration and data platforms, two-sided and multi-sided market dynamics, ecosystem roles of operator, provider, complementor and user, the platform risk taxonomy across concentration, dependency, conduct, security and regulatory risk, network effects, lock-in and switching cost risk, dependency mapping across critical platform providers, the EU Digital Services Act obligations and risk assessment duties, the Digital Markets Act gatekeeper obligations and fair dealing, interoperability, access and data portability requirements, notice and action, transparency reporting and terms enforcement, content moderation, complaint handling and appeals, sector regulation and supervisory authority coordination, data governance on platforms across ownership, use and sharing, algorithmic governance, transparency and auditability, recommendation system risk and user protection duties, content moderation standards, escalation and integrity controls, advertising, targeting and dark pattern oversight, user rights, redress and complaint resolution design, platform resilience, availability and concentration risk controls, third-party due diligence and contractual platform controls, exit planning, portability and provider substitution strategy, platform monitoring, metrics and early warning indicators, incident response, escalation and regulatory reporting, and assurance, audit and platform governance reporting to boards.



Q5 How is the "Digital Governance & Platform Risk Management" course applied in real-world practice?

Participants apply it to real work such as designing a digital governance operating model, building a platform risk taxonomy and register, mapping DSA and DMA obligations to platform practice, assessing algorithmic transparency and content moderation controls, running third-party platform due diligence, planning an exit and portability strategy, preparing platform governance reporting for the board, and presenting a platform risk framework. The same methods support regulator enquiry response and platform maturity improvement.