



# Digital Governance and Technology Management, PADP 7130 Syllabus, Spring Session 2022, Athens Main Campus

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**Office Hours:** Thursdays and 5:00 to 6:00 PM  
(Baldwin Hall Location)

**Course:** Digital Governance & Information Technology  
**Class Days/Times:** Thurs 7:00 PM to 9:50 PM  
Face-To Face

**Term:** Spring 2022  
**Class Location:** Baldwin Hall, Room 101D Athens, GA 30601

## Course Description

This course will provide broad exposure to governance frameworks, tools and methodologies used to manage technology in the government/public sector. Though efficient government remains the goal of many states, counties, cities, and municipalities, many barriers to perfectly functioning “government” exist today. This course will evaluate how public policy, practices, and investments in technology decisions “digital” can be configured and governed to obtain strategic citizen and policy and business outcomes. It will also examine ways to improve government operations, service delivery or policy making to overcome structural and institutional obstacles to change. The information covered in this course will prepare MPA students in understanding impact of technology on public policy considerations.

## Course Goals/Student Learning Objectives

- Obtain a working understanding of Digital Governance and Technology Management and its impact on government business operations.
- Obtain a knowledge and practical application of the benefits Digital Governance in Government.
- Be provided different challenges of establishing Governance and approaches to overcome the resistance to Governance

## Student Learning Outcomes (SLO)

### Upon successful completion of this course, students will be able to:

- Outline the components of government digital systems and make distinctions around them and how they are used.
- Apply Governance (practices, processes and tools) to more effectively deploy technologies to improve government services while highlighting public policy considerations.
- Deploy methodologies and frameworks to assist public servants to be more focused on “citizens as consumers” of government services and their needs.
- Identify opportunities to use data to solve real world government problems and anticipate the practical challenges they will face when doing so.
- Understand how to use data to inform decisions, design and run services, and create public value inside and outside government.

## Required/Suggested Reading Materials:

As outlined in course syllabus per class i.e., journals, articles, presentations, case studies etc.

**Campus Computer Access:** Available on Campus

Course Schedule

Date	Unit	Required/Suggested Class Pre-Reading Assignments
13 Jan	Class 1: What is Digital Era Government	<a href="#">New Public Management Is Dead—Long Live Digital-Era Governance</a> (2005), Patrick Dunleavy, Helen Margetts, Simon Bastow & Jane Tinkler <a href="#">Digital Government Units: Origins, Orthodoxy and Critical Considerations for Public Management Theory and Practice</a> (2017), Amanda Clark <a href="#">Defining digital transformation: Results from expert interviews</a> (2019), Ines Mergel, Noella Edelmann & Nathalie Haug
20 Jan	Class 2: Components of Digital Systems ( <i>Part 1</i> )	<a href="#">Wardley Mapping, Chapter 2: Finding a Path</a> (2016), Simon Wardley <a href="#">Do we still need systems integrators?</a> (2020), Steve Kelman and David Eaves
27 Jan	Class 3: Components of Digital Systems ( <i>Part 2</i> )	<a href="#">Government Digital Services Playbook</a> by Ad Hoc
3 Feb	Class 4: IT Project Management and Iteration ( <i>Part 1</i> )	<a href="#">DIB Guide: Detecting Agile BS</a> (2018), US DOD <a href="#">The Winter Getaway That Turned the Software World Upside Down</a> (2017), Caroline Mimbs Nyce <a href="#">The Agile manifesto</a> (2001), Martin Fowler et al <a href="#">Building product management capacity in government part 1 – Our coaching philosophy</a> (2019), Nikki Lee & Kara Reinsel
10 Feb	Class 5: IT Project Management and Iteration ( <i>Part 2</i> )	<a href="#">The Agile manifesto</a> (2001), Martin Fowler et al <a href="#">Building product management capacity in government part 1 – Our coaching philosophy</a> (2019), Nikki Lee & Kara Reinsel
17 Feb	Class 6: User-Center & Design ( <i>Part 1</i> )	Designing good Government Service: an introduction (2018) by Government Digital Services <a href="#">Design Tweak Yields 18 Percent Rise in Snap Enrollment</a> (2019), Article by Zack Quaintance for Government Technology <a href="#">Veterans Appeal Process</a> (2016), US Department of Veterans Affairs
24 Feb	Class 7: User-Center & Design ( <i>Part 2</i> )	<a href="#">The Essential Components of Digital Transformation (hbr.org) 2021</a>
3 Mar	<b>Class 8 (Mid-Course Exam)</b>	Students will be required to apply knowledge and learning from Classes 1 -7 to scenarios-based exercises
10 Mar	Class 9: Cybersecurity Impact on the Business of Government	<a href="#">What is Cyber Security? – Introduction Video</a> <a href="http://www.gta.georgia.gov/cybersecurity-1">www.gta.georgia.gov/cybersecurity-1</a> Compliance, Business Rick & Governance 2018
17 Mar	Class 10: Data Uses & Opportunities ( <i>Part 1</i> )	<a href="#">Ten Great Ways Data Can Make Government Better</a> (2017) by Janes Wiseman & Stephen Goldsmith. <a href="#">Using data to improve your service: an introduction (2016)</a> , Government Digital Service
24 Mar	Class 11: Data Harmful Use ( <i>Part 2</i> )	<a href="#">Four Ethical Issues of the Information Age</a> (1986), Richard O Mason <a href="#">Surveillance self-defense: Your Security Plan</a> (2019), by the Electronic Frontier Foundation (EFF) <a href="#">Fitness tracking app Strava gives away location of secret US army bases</a> (2018), by Alex Hern

31 Mar	Class 12: Working in the Open (Open and Transparent Government)	<a href="#">Why we code in the open</a> (2017), Dave Rogers and Steve Marshall <a href="#">The New Ambiguity of 'Open Government'</a> (2014) by Harlan Yu and David G. Robinson <a href="#">Taiwan: Public Participation Methods on the Cyberpunk Frontier of Democracy</a> <a href="#">Open government research over a decade: A systematic review</a> (\$) by Kuang-Ting Tai <a href="#">Taiwan: Public Participation Methods on the Cyberpunk Frontier of Democracy</a> (2016), Liz Barry
7 Apr	Class 13: Overcoming Legal, Financial & Organizational Barriers (Part 1)	<a href="#">A Civic Technologist's Practice Guide</a> (2020), chapters 6 and 12, by Cyd Harrell <a href="#">Digital Service Teams: Challenges and Recommendations for Government</a> (2017), pages 8-11, Report by Ines Mergel for the IBM Center for The Business of Government
14 Apr	Class 14: Overcoming Legal, Financial & Organizational Barriers (Part 2)	<a href="#">Unfreezing change as three steps: Rethinking Kurt Lewin's legacy for change management</a> (2015), Todd Bridgman, Kenneth G Brown
21 Apr	Class 15: Change Management and Digital Transformation	<a href="http://www.andchange.com/adkar-change-management-model/">www.andchange.com/adkar-change-management-model/</a> 2019 <a href="http://www.luc.edu/its/aboutits/itspoliciesguidelines/changemanagementpolicy">www.luc.edu/its/aboutits/itspoliciesguidelines/changemanagementpolicy</a> 2021
28 Apr	Class 16: Applications of Digital Era Competencies 1-4	<a href="http://www.teachingpublicservice.digital/en/competencies">www.teachingpublicservice.digital/en/competencies</a> 2020
5 May	Class 17: Application of Digital Era Competencies 5-8	<a href="http://www.teachingpublicservice.digital/en/competencies">www.teachingpublicservice.digital/en/competencies</a> 2020
11 May	<b>Final Class (End-Course Exam)</b>	Students will be required to apply knowledge and learning from Classes 8 -16 to scenarios-based exercises

**Course Grading Policies and Requirements**

**Evaluation Method (example)**

Assignment	Weight
First Exam	35%
Final Exam	35%
Class Participation & Assignments	20%
Attendance	10%

**Course Grading Scale (example)**

Letter Grade	Points	Description
A	4.0	Excellent
A-	3.7	Excellent
B+	3.3	Good
B	3.0	Good
B-	2.7	Good
C+	2.3	Satisfactory
C	2.0	Satisfactory
C-	1-7	*See note
D	1.0	Passing

Letter Grade	Points	Description
F	0	Failure

Note: C- will not satisfy requirements that require a C (2.0) or better

**Class Participation and Assignments:**

- Students will be evaluated on their participation both in individual and group exercises during the class session.

The primary means of Make-up procedures for Exams and Assignments.

- The student is responsible for coordinating with the instructor for all make-up of exams and assignments.

**Communication:**

The primary means of communication and correspondence between instructor and student will be email [mike.curtis@UGA.edu](mailto:mike.curtis@UGA.edu). Responses for all emails received will be within 48 hrs. Virtual One-on-one's sessions can be scheduled if needed via, using Zoom meeting or phone call 770-722-5072; a request for a meeting can be submitted to the instructor via email.

**Academic Honesty:**

UGA Student Honor Code: "I will be academically honest in all of my academic work and will not tolerate academic dishonesty of others." A Culture of Honesty, the University's policy and procedures for handling cases of suspected dishonesty, can be found at [www.uga.edu/ovpi](http://www.uga.edu/ovpi)

**Accommodations for Disabilities:**

If you plan to request accommodations for a disability, please register with the Disability Resource Center. They can be reached by visiting Clark Howell Hall, calling 706-542-8719 (voice) or 706-542-8778 (TTY), or by visiting <http://drc.uga.edu>.) See [https://drc.uga.edu/content\\_page/sample-access-statements](https://drc.uga.edu/content_page/sample-access-statements) for additional examples.

**Privacy:**

FERPA Notice grants student's certain information privacy rights. See the registrar's explanation at [reg.uga.edu/general-information/ferpa/](http://reg.uga.edu/general-information/ferpa/). FERPA allows disclosure of directory information (name, address, telephone, email, date of birth, place of birth, major, activities, degrees, awards, prior schools), unless requested in a written letter to the registrar.)

**Mental Health and Wellness Resources:** If you or someone you know needs assistance, you are encouraged to contact Student Care and Outreach in the Division of Student Affairs at 706-542-7774 or visit <https://sco.uga.edu/>. They will help you navigate any difficult circumstances you may be facing by connecting you with the appropriate resources or services. • UGA has several resources for a student seeking mental health services (<https://www.uhs.uga.edu/bewelluga/bewelluga>) or crisis support (<https://www.uhs.uga.edu/info/emergencies>). • If you need help managing stress anxiety, relationships, etc., please visit BeWellUGA (<https://www.uhs.uga.edu/bewelluga/bewelluga>) for a list of FREE workshops, classes, mentoring, and health coaching led by licensed clinicians and health educators in the University Health Center. • Additional resources can be accessed through the UGA App.