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Course Description: This course evaluates the challenges and opportunities to create and sustain a high-performance government organization and examines internal and external approaches towards accomplishing more accountable and cost-effective government services.

Course Goals:
Learning Objectives:

Among the proficiencies that students will demonstrate by the end of the course include the following:

- When contract services should be considered
- What provisions should be made to ensure contract services are provided cost-effectively
- How to obtain results through performance measures
- Identifying and establishing performance measures for “customers” with different objectives.
- Analyzing costs and benefits of e-commerce.
- Creating public-private partnerships
- Creating an “agile” organization

Course Requirements:

1. Attend class regularly.
2. Complete assignment readings before each class session.
3. Active involvement in classroom exercises and discussions.
4. Complete graded assignments on time.
READING ASSIGNMENT SCHEDULE

<table>
<thead>
<tr>
<th>Class Meeting</th>
<th>Assignment</th>
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<tr>
<td>May 9</td>
<td>Complete Part One of Text; Read Candy Chand-Sac Bee 3-15-09</td>
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<td>May 16</td>
<td>Complete Part Two of Text: Read Central Government’s Management of Services Contracts National Audit Office 12-17-08</td>
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<td>May 23</td>
<td>Complete Part Three of Text: Read Get Results Through Performance Management</td>
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<td>May 30</td>
<td>Read Types of Public-Private Partnerships: A guide for Local Government &amp; A primer on Public-Private Partnerships 2-22-08</td>
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<td>June 6</td>
<td>Read Questions for Public Agencies Considering Public-Private Partnerships August 2008</td>
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<td>June 13</td>
<td>Read Evolving Public-Private Partnerships: A New Model for e-government and e-Citizens</td>
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<td>June 20</td>
<td>How Governments Can Improve Public Sector Performance – London School of Economics &amp; AT Kearney</td>
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<tr>
<td>June 27</td>
<td>No Reading Assignments</td>
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The first class will devote time to a careful review and understanding of the syllabus, course expectations, and course content, along with a review and discussion of handouts. Please come prepared to exchange ideas and questions. **Students are strongly urged to purchase a binder in which to store class handouts.**

GRADING SYSTEM
Students will be graded on a 100 point scale as follows:

- Class Project: 50 points
- Weekly Oral Presentations: 20 points
- Weekly Written Papers: 20 points
- Class Participation: 10 points

The class project will consist of preparing a study of a public-private partnership or performance measurement system put in place by a local public agency. It will be graded on the basis of applying principles, techniques, and concepts outlined in the reading along with clarity, content, grammar, syntax, accuracy and reasoning. Weekly oral and written presentations will evaluate and examine the reading materials from the syllabus.