COURSE SYLLABUS

AI for Organizational & Program Performance in Government Course (Self-Paced)

Throughout government, two performance systems operate in tandem: one following individual employees and another powering the agency's wider mission, programs, and operations. This interactive course readies federal leaders to apply AI to that organizational layer, strengthening efficiency, decisions, and mission outcomes while remaining within current federal policy, and wraps up with a hands-on capstone that delivers an executive-ready roadmap for their agency's top priorities.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/ai-for-organizational-program-performance-in-government-self-paced



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Course Outline

Module 1 — From Appraisals to Mission: the Organizational Performance System

- The two performance systems: employee appraisal vs. organizational/program performance
- GPRA Modernization Act, Evidence Act, and PMIAA: strategic plans, Agency Priority Goals, performance.gov, and quarterly data-driven reviews
- Who owns organizational performance: COO, Performance Improvement Officer, Chief Data Officer, Evaluation Officer
- Where AI fits: the federal AI landscape and the Chief AI Officer role

Module 2 — AI Use Cases Across the Organization

- Mission and program analytics and forecasting (caseloads, backlogs, demand)
- Operational productivity (generative-AI drafting and summarization, knowledge management, process automation)
- Decision support and resource allocation
- Customer experience and service delivery (contact centers, constituent services)
- Program integrity (improper-payment and fraud detection — with due-process safeguards)
- Evidence-building and program evaluation (Evidence Act learning agendas)
- Public input at scale (analyzing regulatory and public comments)

Module 3 — Governing and Leading Enterprise AI

- Federal AI governance: NIST AI RMF and the GAO AI Accountability Framework
- Current policy: Executive Order 14179 and OMB M-25-21 — AI governance boards, use-case inventories, and risk management for high-

impact AI

- Portfolio governance and proportional human oversight at enterprise scale
- Change leadership and stakeholder engagement for AI adoption