COURSE SYLLABUS

AI for Organizational & Program Performance in Government Course

Across government, two performance systems run side by side: one tracking individual employees and another driving the agency's broader mission, programs, and operations. This 4-hour interactive course prepares federal leaders to apply AI to that organizational layer, sharpening efficiency, decisions, and mission outcomes while staying within current federal policy, and closes with a hands-on capstone that yields 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



support@graduateschool.edu •
(888) 744-4723

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