Ryerson University

The Chang School of Continuing Education

CVUP 110: Digital Government and Civic Tech

Modern technology enables government services that are more responsive and resident-focused. In order to deliver these new tech-enabled services, governments need a strong understanding of the tools and processes of both tech and design.

CVUP 110: Digital Government and Civic Tech will introduce public servants to these concepts to prepare them to lead digital transformation in the public sector. With a strong focus on case studies and practical applications, the course will cover emerging best practices in digital government, including prototyping, agile project management and human-centred design. By the end of the course, students will be familiar with the tools, methods, and processes of digital government, and be able to identify opportunities to apply them to their own work.

Wednesdays, 6:30 p.m. - 9:30 p.m.
March 8 - April 19, 2017

Ryerson University's G. Raymond Chang School of Continuing Education

Instructor: Gabe Sawhney
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CODE for CANADA

Week 1: Introduction

Students will leave with an understanding of the course's perspective, will meet one another, and will become familiar with some compelling "before and after" case studies that demonstrate what is possible.

Topics
- Definitions and context
- "Government as a platform"
- Toronto and Ontario in the national and international context
- *Activities: Introductions, get familiar with Slack*

Week 2: Start with user needs

Learning how designers conduct user research, and how their processes differ from public consultation methods typically used in government.

Topics
- The human-centred design process
- User research
- Challenging our assumptions
- *Activities: Interviews*

Week 3: Lower the barriers to experimentation

What are agile and lean processes, and how can we apply them to our own work?

Topics
- Design: Prototyping
- Business: Lean
- Software development: Agile

Week 4: Join the open ecosystem

Learning how open source software and open standards can make systems more secure and spark innovation.

Topics
- Open source software
- Open data
- Open government
- *Activities: Data dive, intro to GitHub*

Week 5: Build great interfaces

An introduction to UI and UX design principles and language, and how to use data to make design decisions.

Topics
- User experience and user interface design
- Web accessibility
- User testing
- Measurement and analytics
- *Activities: Design critique*

Week 6: Working across silos

How can we break out of our silos, and work better within and across governments? Students will become familiar with experiments in breaking down silos in other jurisdictions.

Topics
- Co-design
- Incubators and innovation labs
- Activities: *Discussion groups*

Week 7: Expert AMA

Students will have an opportunity to talk with a panel of experts about their experiences making change in government.

Topics
- Answering questions we haven't covered elsewhere in the course
- Getting buy-in, managing up, building communities of practice

ENROL: ryerson.ca/ce/cvup110