Core Competency Addressed in this Class:

Managing Work

Evaluate and recommend the use of technology including performance impacts and potential of new technology.

Objective:

Technology enables the delivery of services and information. It can be the means for efficient and effective government. Misunderstood and mismanaged, technology has been a source of waste and frustration. Learn a program manager’s role and responsibilities in navigating within the constantly changing landscape of technology. Receive an overview of technology issues and capabilities that can have an immediate impact upon government services.

The purpose of this class is to acquaint participants with the need for proactive management of information technology and to introduce key issues and exemplar approaches.

Desired Learning Outcomes:

By the end of this class, participants should be able to:

1. Discuss the importance of proactive information technology resource management.
2. Describe the roles and responsibilities of program managers regarding the management of technology.
3. Describe the elements of a successful Chief Information Officer/IT Director and program director partnership.
4. Identify key information technology elements in a program management plan.
5. Describe current technologies with potential impact to the delivery of government services.
6. Describe two key technology issues a program manager must never lose sight of and manage proactively.

Instructor:

Maytee Aspuro (BBA, MS-Management, UW-Milwaukee; MA-Religious Studies, Edgewood College; Masters Certificate in Project Management, UW-Madison) had a distinguished career with the State of Wisconsin retiring as Chief Information Officer/Information Technology Director of the Department of Children & Families in 2013. Owner of AyG Management Consulting, she offers management consulting and training services throughout the state.