Managing Public Organizations
PUBAFRS 6050 (Section 5565)
COURSE SYLLABUS
Fall 2015

Professor: Trevor Brown
E-mail: brown.2296@osu.edu
Online Office Hours: Wednesdays 11:30-1 and by appointment

COURSE DESCRIPTION

This course provides an introduction to public management - managing public organizations and managing the public aspects of nonprofit and private sector organizations. We will build from a foundation in organizational theory, and consider management challenges facing organizations that carry out public purposes. We will focus on traditional public sector organizations, government funded bureaus and agencies that deliver public services directly to citizens, but will also consider other organizations that operate in the public sector (e.g. nonprofits, private firms under contract).

We will begin the course by examining the backbone of public management - organizations - and ways to evaluate and understand organizations. We will pull from organizational theory and practice to distill the core similarities and differences between public, nonprofit and private organizations. We will then evaluate the environment of organizations in depth, paying careful attention to identify how different environmental factors constrain and enhance the ability of managers to achieve their organization’s mission. All organizations operate in complex environments, but public sector organizations are perhaps unique in the complexity of their environmental circumstances. After examining the external environment of public sector organizations, we will then turn internally to examine organizational structures that define and direct organizational activity, including decision making processes and formal structure. We will conclude with a discussion of organizational strategy, with particular focus on efforts to reform public organizations.

This course involves a mix of readings, case analyses, online lectures, discussions, and out-of-class assignments. Assigned readings will be supplemented with pertinent articles, videos, and weekly case studies to bring theory into practice. The lectures and discussions are designed to elaborate on and clarify key concepts. The assignments are designed to provide you with an opportunity to think critically about managing organizations in a public context, and to give you experience with basic management tools (i.e. stakeholder identification and analysis).

The format for this course is online – all activities and materials will be conducted online.
COURSE OBJECTIVES

The goal of this course is for you to learn to do each of the following:

1. Explain the purpose of public sector organizations.
   a. Summarize the purpose of public sector organizations.
   b. Identify the mission, goals and objectives of a specific public sector organization.
   c. Differentiate the functions of public, nonprofit and private sector organizations.
2. Describe how public sector organizations are structured to operate.
   a. Identify the different environments in which organizations exist.
   b. Explain how an organization’s environment influences the organization’s structure.
3. Prioritize the external stakeholders of public sector organizations.
   a. Identify the external stakeholders of public sector organizations.
   b. Analyze the differences between external stakeholders for public, nonprofit and private organizations.
4. Outline challenges to organizational success.
   a. State the challenges public organizations face in achieving success.
   b. Describe the challenges public organizations face, accounting for the unique environments in which they operate.
5. Design a plan to manage performance, enhance accountability, and achieve mission.
   a. Develop a logic model for understanding organizational performance.
   b. Locate data to make informed decisions that will improve organizational performance.
   c. Choose strategies using data to promote informed decision making.

COURSE MATERIAL

There is no required textbook for the course. There are required articles and chapters from books. All reading material, PowerPoint slides, and videos will be posted to Carmen.
GRADING AND COURSE REQUIREMENTS

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Points</th>
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<tbody>
<tr>
<td>Introduce Yourself Video</td>
<td>5</td>
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<tr>
<td>Organization Selection</td>
<td>5</td>
</tr>
<tr>
<td>Case Study Responses (4 * 5 points)</td>
<td>20</td>
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<tr>
<td>Case Study Discussion (10 points)</td>
<td>10</td>
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<tr>
<td>Stakeholder Analysis</td>
<td>20</td>
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<td>Stakeholder Analysis Presentation Video</td>
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<td>Organization Chart</td>
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<td>Organization Logic Model</td>
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<td>Performance Management Plan</td>
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<td>Performance Management Plan Presentation Video</td>
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<td>TOTAL POINTS</td>
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Transformation of numerical grade to a letter grade will be according to the schedule below:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Score Range</th>
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<tbody>
<tr>
<td>A</td>
<td>93-100</td>
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<td>B+</td>
<td>87-89.9</td>
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<td>C+</td>
<td>77-79.9</td>
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<td>D+</td>
<td>67-69.9</td>
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<td>A-</td>
<td>90-92.9</td>
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<td>B</td>
<td>83-86.9</td>
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<td>C</td>
<td>73-76.9</td>
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<td>60-66.9</td>
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<td>B-</td>
<td>80-82.9</td>
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<td>C-</td>
<td>70-72.9</td>
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<td>E</td>
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Due Dates

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>Introduce Yourself Video</td>
<td>9/2/15</td>
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<tr>
<td>Organization Selection</td>
<td>9/2/15</td>
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<tr>
<td>Case Study Responses (only 4 of 8 required)</td>
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<tr>
<td>Hurricane Katrina</td>
<td>9/16/15</td>
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<tr>
<td>Michelle Rhee and DC Public Schools</td>
<td>9/23/15</td>
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<tr>
<td>Managing a Press Feeding Frenzy</td>
<td>9/30/15</td>
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<td>Missouri v. Jenkins</td>
<td>10/7/15</td>
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<td>Cambridge Hospital</td>
<td>10/14/15</td>
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<td>SomerStat</td>
<td>10/28/15</td>
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<tr>
<td>Last Flight of Space Shuttle Challenger</td>
<td>11/18/15</td>
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<td>Deepwater</td>
<td>12/2/15</td>
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<tr>
<td>Stakeholder Analysis</td>
<td>10/21/15</td>
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<td>Stakeholder Analysis Presentation Video</td>
<td>10/21/15</td>
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<td>Organization Chart</td>
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<td>Organization Logic Model</td>
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<td>Performance Management Plan</td>
<td>12/9/15</td>
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<tr>
<td>Performance Management Plan Presentation Video</td>
<td>12/9/15</td>
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All assignments are due to Carmen by 11:59 PM on the day they are due (always a Wednesday). I hold virtual office hours from 11:30 AM to 1:00 PM on Wednesdays. On the days that office hours are held I will be online to answer any questions you have about your assignments.
Introduce Yourself Video (5 points)

By Wednesday, September 2, post a short video bio introducing yourself to the other members of the class. You can use a device as simple as your cell phone camera. Let me know if you don’t have access to a video camera and we’ll see if we can make arrangements. Your introductory video should be short, no more than 1-2 minutes.

Here’s what I’d like you to include in the video:

- Your name, professional and educational background
- Your prior management experience, if any – whether you currently work in the field or you’re new to it
- Your goals for what you currently plan to do when you complete whatever degree program you are in

To post the video, I will send you a link inviting you to a dropbox site where you can upload the video. I will then post all the videos to the course website on Carmen.

Organization Selection Post (5 points)

By Wednesday, September 2, identify a “public” organization that is of interest to you. It does not have to be a traditional public agency or organization. It could be a nonprofit organization or a private sector organization that is involved in “public” work. In identifying your organization, explain why and what you are specifically interested to learn about how it operates. Your response should be between 150-200 words. You can post your response directly to the Carmen site in the designated assignment box.

Organization Chart (5 points)

By Wednesday, November 4 produce an organizational chart for the organization you selected at the beginning of the course. This chart should fit on a single page. The chart should identify the primary divisions of the organization and reporting lines. Even if your organization has posted an organization chart online, I want you to develop your own version of the chart – do not simply cut and paste. You can post your chart directly to the Carmen site in the designated assignment box.

Organization Logic Model (5 points)

By Wednesday, November 4 produce a logic model for the program or initiative you selected for your organization. The logic model should specify inputs, activities, outputs and outcomes for the program in a formal diagram. The diagram should fit on a single page. As with the organization chart, even if your organization has posted a logic model for the program or initiative online, I want you to develop your own version of the chart – do not simply cut and paste. You can post your chart directly to the Carmen site in the designated assignment box.

Both the organization chart and logic model will be useful for your performance measurement plan.
Stakeholder Analysis (20 points)

At the beginning of the semester, you will identify a public, nonprofit, or private organization and a specific program or initiative within the organization for the course assignments (stakeholder analysis and performance management plan).

In stakeholder analysis assignment, you will first describe the **context of a selected program or initiative within your organization**, including brief background about your organization (incorporating statutes or authority, public purpose, and key activities), and a brief description of the program or initiative you have selected. You will also make the case for why a stakeholder analysis is important and potentially beneficial for this particular program or initiative. This section should about one page (single spaced, 12 point font).

Second, you will **identify and categorize organizational stakeholders** for the program or initiative that you have selected (e.g. clients and service recipients, legislators, regulators, competitors). Identification of the stakeholders will likely be relatively straightforward – stakeholders are any organization, individual or group who are either impacted by or impact the organization. The more challenging activity will be to categorize stakeholders based on the **degree** to which they affect or are affected by the organization (relative power and interest), and their potential influence over the program or initiative. Some stakeholders are more important than others. Your task will be to sort through the list of stakeholders you have identified and determine which are more important than the others (and provide explanations as to why). In class, we will examine a particular framework for categorizing stakeholders in order to assist you in this process.

In addition to identifying and categorizing stakeholders, you will also be expected to identify the preferences or expectations that key stakeholders have for the organization you have selected. Here you will identify what it is that key stakeholders want from your organization (e.g. higher performance, resources) and what criteria these key stakeholders use to judge the organization’s performance (e.g. efficiency, effectiveness, equality). We will also discuss these elements in class.

The total length of your stakeholder analysis assignment should be no more than 6 pages, single spaced, 12 point Times New Roman font. A final Reference List or End Notes will not count towards the 6 page limit for this assignment. You are welcome and encouraged to include tables or figures.

We will discuss this assignment in detail on Monday, September 21. In addition to office hours on the day the assignment is due (Wednesday, October 21), I will hold a session online (carmenconnect.osu.edu/pa6050) on Monday, October 19 from 9:30-11:30 AM to answer any questions you have about the assignment. The assignment is due by 11:59 PM on Wednesday, October 21 in the assignment dropbox on Carmen.
Stakeholder Analysis Presentation/Video (5 Points)

On the same day that Stakeholder Analysis assignment is due, you will also post a video presentation of the highlights of your assignment. Your presentation should include the following elements:

- Brief description of the organization
- Brief identification of the criteria used to sort stakeholders (e.g. power and interest)
- Categorization of stakeholders
- Identification of the preferences key stakeholders

The video should be five minutes or less. You are welcome to use visuals in your video. To post the video, I will send you a link inviting you to a dropbox site where you can upload the video. I will then post all the videos to the course website on Carmen.

Performance Management Plan (20 points)

Building from your stakeholder analysis, you will design a performance management plan for the specific program or initiative within your organization. The performance management plan consists of two components: (1) a clearly developed logic model and specific performance measures, and (2) an implementation plan for collecting, monitoring, and disseminating performance information to key stakeholders.

First, you will develop a logic model for your selected program or initiative, including a formal diagram and a summary of each component. The logic model summary should clearly categorize specific measures for inputs, activities, outputs and outcomes, including the type of indicator and specific data to be used to derive the indicator. A compelling case for the indicators collected should be provided, including an assessment of the strengths and limitations of the specific indicators. This section should be about 4 pages (including the diagram).

Second, you will design an implementation plan to collect, monitor and disseminate the performance data collected. Technology that can be used to collect performance data should be described. The uses of the performance data for internal monitoring and management, as well as external reporting, should be described. In discussing external reporting, it is important to link specific performance measures to key stakeholders, with a discussion of how the information will be shared with the key stakeholders.

The total length of your performance management plan should be no more than 8 pages, single spaced, 12 point Times New Roman font. A final Reference List or End Notes will not count towards the 8 page limit for this assignment. You are welcome and encouraged to include tables or figures.

We will discuss this assignment in detail on Monday, October 26. We will devote class on Monday, December 7 to answer any questions you have about the assignment before it is due. This session will take place on the CarmenConnect site (carmenconnect.osu.edu/pa6050). The assignment is due by the beginning of class (9:30 AM) on Wednesday, December 9 in the assignment dropbox on Carmen.
I will discuss this assignment in detail on Monday, October 26. In addition to office hours on the day the assignment is due (Wednesday, December 9), I will hold a session online (carmenconnect.osu.edu/pa6050) on Monday, December 7 from 9:30-11:30 AM to answer any questions you have about the assignment. The assignment is due by 11:59 PM on Wednesday, December 9 in the assignment dropbox on Carmen.

**Performance Management Plan Presentation/Video (5 Points)**

On the same day that Performance Management Plan assignment is due, you will also post a video presentation of the highlights of your assignment. Your presentation should include the following elements:

- Brief description of the organization
- Brief overview of the logic model components (e.g. inputs, activities, outputs, outcomes)
- Identification of the specific logic model components for your organization
- Identification of the most important performance measures for the logic model components

The video should be five minutes or less. You are welcome to use visuals in your video. To post the video, I will send you a link inviting you to a dropbox site where you can upload the video. I will then post all the videos to the course website on Carmen.

**Case Study Responses (5 points * 4 cases = 20 points)**

The class relies heavily on cases to provide insight into real-world challenges faced by managers in the public sector. The cases presented generally contain background information on the objective of the activity, the people involved, and a series of events and administrative difficulties that confront the manager. The problem may or may not be clearly defined. Frequently a significant part of your job will be to determine and define the management problem. The aim of the case is to present the facts that were known or available to parties in the case situation and which formed the basis for their analysis and decision. The decision is sometimes described in the case, other times not. If a decision is indicated in the case, the discussion often focuses upon an analysis of the validity of the decision.

Each case study response should include the following elements:

- Summary of important details of the case
- Identification of the key decision maker/makers and the basic decision she/he has to make
- Identification of the fundamental management challenge the decision maker faces
- Answers to the specific case study response questions for that week

For the weeks in which a case study is assigned, a set of case study response questions is posted on Carmen to guide your reading and help you prepare for online class discussion. The questions are designed to reinforce key concepts from the reading materials, and to
engage critical thinking about how the materials relate to contemporary public management. The questions, by design, are open-ended, requiring critical thinking and individualized responses. There is no one right answer, but there are insufficient and incorrect responses.

The Case Study Response is your opportunity to apply each week’s course materials, and demonstrate your critical thinking and grasp of concepts – not only to summarize the case study.

Your case study responses should be no longer than 2 pages, single spaced, 12 point Times New Roman font. You are welcome and encouraged to include tables or figures.

There are eight opportunities to turn in case study responses throughout the semester. You are only required to turn in four. If you turn in more than four, only the four with the highest grades will count towards your point total.

Your responses will be evaluated based on the following criteria:

- Understanding of course materials, as indicated by the accuracy of your response from assigned course readings for that week
- Critical thinking, as demonstrated by your own evolving assessment of the particular issue presented in the case study
- Writing quality and organization, logic, etc.

**Case Study Discussion (10 Points)**

For the week in which a case study is assigned, you are expected to participate in online discussion about the case. A discussion link will be open from Monday at 12:01 AM until Wednesday at 1:00 PM. Whether or not you turn in a case study response in any given week, you are required to actively engage in discussion online about the case. You are required to make three substantive posts during the week regarding the case. These can be posts where you initiate discussion or posts where you respond to someone else’s post. Posts can incorporate questions, but should demonstrate an understanding of the case and its details. Exceptional posts will apply the course content for the week to the case discussion.

I will monitor the discussion throughout the week and occasionally post my own questions and responses. I will not respond to every post.

You start with 2 points for this assignment. You gain an additional point when you post three times each week a case study assignment is due. You can receive a total of ten points for this assignment. If you NEVER, EVER, EVER post you lose the 2 points you started with.
COURSE POLICIES

Academic and personal misconduct are defined and dealt with according to the procedures in the Code of Student Conduct (http://studentaffairs.osu.edu/resource_csc.asp). Your work should be original. Quotation and paraphrasing of other’s work without citation will not be accepted. If you have any questions about the policy or what constitutes academic misconduct in this course, please contact me.

The Ohio State University and the Committee on Academic Misconduct (COAM) expect that all students have read and understand the University’s Code of Student Conduct, and that all students will complete all academic and scholarly assignments with fairness and honesty. Failure to follow the rules and guidelines established in the University’s Code of Student Conduct may constitute “Academic Misconduct.” Sanctions for the misconduct could include a failing grade in this course and suspension or dismissal from the University.

In the Ohio State University’s Code of Student Conduct, Section 3335-23-04 defines academic misconduct as: “Any activity that tends to compromise the academic integrity of the University, or subvert the educational process.” Examples of academic misconduct include (but are not limited to) plagiarism, collusion (unauthorized collaboration), copying the work of another student, and possession of unauthorized materials during an examination. Ignorance of the University’s Code of Student Conduct is never considered an “excuse” for academic misconduct.

All work is to be submitted through Carmen, as a word document, as I grade and provide feedback for all assignments electronically. If you cannot deliver an assignment through Carmen, you are responsible for submitting assigned material to me through some other means (email a Microsoft Word attachment to brown.2296@osu.edu.) Informing me of your intention to be absent does not waive your obligation to submit assigned work. Late work will be accepted with a one-third-letter grade penalty each day that it is late (e.g. A- to B+).

Grade Appeals
Grades on assignments are intended to reflect the overall quality of performance of the student. You may appeal your grade on an assignment if you think the grade does not reflect the quality of your performance on the assignment. To appeal a grade, submit a clear written explanation describing why you believe the assigned grade is inappropriate within one week after your work is returned. I will carefully consider all such appeals. If I re-grade the assignment, I will re-grade the entire assignment. As a result, the final grade for the re-graded assignment may be greater than, less than, or equal to the original grade.

Turnitin
When you submit items to Dropbox, Turnitin’s “OriginalityCheck” is turned on. See the OSU website: http://odee.osu.edu/resourcecenter/carmen/dropbox-turnitin-suite#overview. OriginalityCheck is a service provided that scans your entire submission and then compares your text to other works (including your own) to determine how much of your paper matches. See the following web page for best practices when writing your homework and papers: https://odee.osu.edu/resourcecenter/carmen/dropbox-turnitin-suite-students
MENTAL HEALTH ISSUES

As a student you may experience a range of issues that can cause barriers to learning, such as strained relationships, increased anxiety, alcohol/drug problems, feeling down, difficulty concentrating and/or lack of motivation. These mental health concerns or stressful events may lead to diminished academic performance or reduce a student's ability to participate in daily activities. The Ohio State University offers services to assist you with addressing these and other concerns you may be experiencing. If you or someone you know is suffering from any of the aforementioned conditions, you can learn more about the broad range of confidential mental health services available on campus via the Office of Student Life Counseling and Consultation Services (CCS) by visiting ccs.osu.edu or calling 614-292-5766. CCS is located on the 4th Floor of the Younkin Success Center and 4th Floor of the PAES Building. 24 hour emergency help is also available through the National 24/7 Prevention Hotline at 1-800-273-TALK or at suicidepreventionlifeline.org

STUDENT DISABILITY ISSUES

“Students with disabilities that have been certified by the Office for Disability Services will be appropriately accommodated, and should inform the instructor as soon as possible of their needs. The Office for Disability Services is located in 150 Pomerene Hall, 1760 Neil Avenue; telephone 292-3307, TDD 292-0901; http://www.ods.ohio-state.edu/.”
COURSE CALENDAR

This calendar provides the **suggested** dates by when you complete each of the readings and videos for the week. The calendar also provides the **required** dates for when assignments are due.

**Week 1 – Introduction and Course Overview**

*Wednesday, August 26, 2015*

**Readings**
- Course Syllabus
- Instructions for Participating in Office Hours

**Videos**
- Overview – Week 1
- Introduction to the Course

**Week 2 – Understanding Organizations**

*Monday, August 31, 2015*

**Readings**

**Videos**
- Overview – Week 2
- Organizations

*Wednesday, September 2, 2015*

**Videos**
- Learning by the Case Method

**Activities**
- Post Introduce yourself video to invited dropbox link
- Post Organization Selection to assignment dropbox on Carmen
Week 3 – Mission, Goals and Objectives

Monday, September 7, 2015

Readings

Videos
- Overview – Week 3
- Mission, Goals and Objectives
- Mission, Goals and Objectives Examples

Wednesday, September 9, 2015

Readings

Videos
- US Coast Guard – History and Mission
- US Coast Guard Sinks Japanese Ghost Ship – With Cannon Fire
- Breaking Ice on the Hudson River
- Coast Guard Video: Best Dam Rescue…

Activities
- Analysis of the U.S. Coast Guard Deepwater Case [Questions on Carmen site]

Week 4 – Public vs. Nonprofit vs. Private Organizations

Monday, September 14, 2015

Readings
**Videos**
- Overview – Week 4
- Public vs. Nonprofit vs. Private Organizations

**Wednesday, September 16, 2015**

**Readings**
- Hurricane Katrina case material

**Videos**
- Hurricane Katrina Aftermath: In the Shadow

**Activities**
- Analysis of Hurricane Katrina case [Questions on Carmen site]

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**Week 5 – Stakeholder Identification, Prioritization, and Engagement**

**Monday, September 21, 2015**

**Readings**

**Videos**
- Overview – Week 5
- Stakeholder Identification, Prioritization, and Engagement
- Stakeholder Assignment

**Wednesday, September 23, 2015**

**Readings**
- Michelle Rhee and DC Public Schools

**Video**
- Michelle Rhee in DC: Episode 1 – Pt 1
- Controversial DC Schools Chief Calls it Quits

**Activities**
- Analysis of Michelle Rhee and DC Public Schools case [Questions on Carmen site]
Week 6 – Organizational Environment: Political

Monday, September 28, 2015

Readings
- The U.S. Constitution and Amendments

Videos
- Overview – Week 6
- Organizational Environment: Political

Wednesday, September 30, 2015

Readings
- Managing a Press ‘Feeding Frenzy’ case material

Activities
- Analysis of Managing a Press Feeding Frenzy case [Questions on Carmen site]

Week 7 – Organizational Environment: Legal

Monday, October 5, 2015

Readings

Videos
- Overview – Week 7
- Organizational Environment: Legal
Wednesday, October 7, 2015

Readings


Activities

- Analysis of Missouri v. Jenkins case [Questions on Carmen site]

Week 8 – Organizational Environment: Market

Monday, October 12, 2015

Readings


Videos

- Overview – Week 8
- Organizational Environment: Market

Wednesday, October 14, 2015

Readings

- A Public Hospital’s Strategy for Survival: The Story of Cambridge Hospital

Activities

- Analysis of Cambridge Hospital case [Questions on Carmen site]

Week 9 – Stakeholder Assignment

Monday, October 19, 2015

Activities

- Online session on CarmenConnect (carmenconnect.osu.edu/pa6050) to answer any questions about stakeholder assignment
Wednesday, October 21, 2015

Activities
- Post stakeholder assignment to assignment dropbox on Carmen
- Post stakeholder video presentation to invited dropbox link

Week 10 – Mission, Goals, and Objectives Revisited: Measuring Performance

Monday, October 26, 2015

Readings

Videos
- Overview – Week 10
- Measuring Performance
- Performance Measurement Plan Assignment

Wednesday, October 28, 2015

Readings
- SomerStat: Implementing a Performance Management System

Videos
- Somerville Board of Aldermen – SomerStat: June 15, 2010
- Can your city make you happy?

Activities
- Analysis of SomerStat case [Questions on Carmen site]

Week 11 – Organizational Design

Monday, November 2, 2015

Readings

Videos
• Overview – Week 11
• Organizational Design
• Developing a logic model

Wednesday, November 4, 2015

Videos
• Brief Introduction to Program Logic Models (outcomes models)
• Burn Your Org Chart

Activities
• Construct a logic model for your selected organization [see Carmen site for details]
• Construct an organizational chart for your selected organization [see Carmen site for details]

Week 12 – Organizational Design: Hierarchy

Monday, November 9, 2015

Readings

Videos
• Overview – Week 12
• Bureaucracy Basics: Crash Course Government and Politics #15
• Organizational Design: Hierarchy

Wednesday, November 4, 2015

NO CLASS – VETERANS DAY

Week 13 – Organizational Design: Contracts

Monday, November 16, 2015

Readings


**Videos**
- Overview – Week 13
- Organizational Design: Contracts

**Wednesday, November 18, 2015**

**Readings**
- Last Flight of the Space Shuttle Challenger case

**Videos**
- Space Shuttle Challenger Disaster: Major Malfunction | Retro Report

**Activities**
- Analysis of Last Flight of the Space Shuttle Challenger case [Questions on Carmen site]

**Week 14 – Organizational Design: Networks and Partnerships**

**Monday, November 23, 2015**

**Readings**

**Videos**
- Overview – Week 14
- Organizational Design: Networks and Partnerships

**Wednesday, November 25, 2015**

**NO CLASS – THANKSGIVING**
Week 15 – Organizational Alignment and Strategy

Monday, November 30, 2015

Readings

Videos
• Overview – Week 15
• Organizational Alignment and Strategy

Wednesday, December 2, 2015

Readings
• Contracted Versus Internal Assembly for Complex Products: From Deepwater to the Acquisition Directorate in the U.S. Coast Guard

Videos
• The Troubled Waters of “Deepwater”

Activities
• Analysis of Deepwater case [Questions on Carmen site]

Week 16 – Performance Measurement Plan Assignment

Monday, December 7, 2015

Activities
• Online session on CarmenConnect (carmenconnect.osu.edu/pa6050) to answer any questions about performance measurement plan assignment

Wednesday, December 9, 2015

Activities
• Post performance measurement plan assignment to assignment dropbox on Carmen
• Post performance measurement plan video presentation to invited dropbox link