Syllabus

Course Description

Course Title	Information and Digitalization LAB
Course Code	27604
Course Title Additional	
Scientific-Disciplinary Sector	INFO-01/A
Language	Italian
Degree Course	Master in Public Policy and Innovative Governance
Other Degree Courses (Loaned)	
Lecturers	Dott. Mag. Andrea Molinari, Andrea.Molinari@unibz.it https://www.unibz.it/en/faculties/economics-management/academic-staff/person/3420
Teaching Assistant	
Semester	Second semester
Course Year/s	1
CP	3
Teaching Hours	30
Lab Hours	
Individual Study Hours	
Planned Office Hours	9
Contents Summary	The course provides advanced skills in the use of Information and Communication Technologies (ICT) in Public Administration, focusing on integrating digital solutions and the Italian Digital Administration Code into operational processes. Topics include digital signature and certified e-mail, digital document protocols, information security, digital infrastructure, inclusive and accessible digital services, information systems, and data protection regulations (GDPR). Students will learn to analyze and optimize administrative procedures through ICT, interact effectively with technical staff, and propose innovative solutions.

Course Topics	• Information Technology and Public Administration • New ICT laws and PA • The Digital Administration Code • Digital Signature and Certified e-Mail • Digital Document Protocol • Information Security and Public Administration • Digital infrastructure in Public Administration • Designing Inclusive and Accessible Digital Services • Information Systems and Public Administration • General Data Protection Regulation (GDPR)
Keywords	Information Technology, Public Administration, Digital Services, GDPR
Recommended Prerequisites	Level B1 in Italian to sit the exam
Propaedeutic Courses	
Teaching Format	Frontal lectures
Mandatory Attendance	Attendance is recommended, but not mandatory.
Specific Educational Objectives and Learning Outcomes	ILO (Intended Learning Outcomes) Information and Digitalization LAB ILO1 Knowledge and understanding ILO1.1 Students will acquire the legal knowledge necessary for the training of senior professionals in the public sector, capable of understanding and managing the dynamics and relationships within public bodies and local, national and supranational administrations. This knowledge is essential to enable students to successfully pass public competitions. ILO1.2 Students acquire targeted knowledge of the techniques and analytical tools necessary to understand and interpret economic and business phenomena related to public administration in a quantitative manner in order to support decision-making and management processes. Knowledge of statistical inference, linear models and related generalisations will be consolidated. Students will also acquire knowledge of the management of the main IT systems used for the analysis, interpretation, visualisation and communication of data, commonly used in public administrations. ILO1.3 Students will acquire knowledge of organisational models,

	business factors related to the organisation of public companies operating in various sectors (international organisations, central administrations, local authorities, healthcare, public enterprises) and the consequences for the community. Students will also acquire the knowledge necessary for the development, management and impact assessment of public projects, as well as knowledge useful for analysing organisational innovation processes and interpreting the tools and trends in place in relation to personnel management in public companies. ILO1.4 Students will acquire the economic theory knowledge necessary to understand and analyse economic and business phenomena in the public sector in order to support decision-making processes. Knowledge of public policy and the tools necessary for designing sustainable policies will be consolidated. Knowledge related to the labour market, education and healthcare will also be explored in depth, which is functional to the development of public policy analysis and evaluation skills. ILO2 Ability to apply knowledge and understanding ILO2.1 Students will acquire the ability to interpret market trends through the application of appropriate economic models and implement economic analysis tools, including the use of data. ILO2.2 Students will acquire the ability to apply economic models aimed at describing the behaviour of economic agents and developing sustainable economic policies in various areas of application of interest to companies and public bodies. ILO2.3 Students acquire the ability to apply and implement statistical and econometric analysis techniques, focusing on different types of datasets, including large ones. ILO2.4 Students acquire the ability to interpret results derived from statistical and econometric analyses in contexts of interest to companies and public bodies. ILO2.5 Students will acquire the ability to identify and distinguish management concepts and issues in relation to real or hypothetical situations concerning public institutions and companies, including in different contexts (e.g. different services/activities/institutions, different local or international institutional levels). ILO2.6 Students will acquire the ability to develop and manage projects from the design phase to the operational phases of

	execution, including the assessment of their impact on society, the economy and the environment. ILO3 Independent judgement ILO3.1 Students acquire the ability to apply the knowledge acquired to interpret economic and business phenomena in order to make managerial and operational decisions in the context of public administration. ILO3.2 Students acquire the ability to select data and use appropriate information to describe a problem relating to the design, implementation and evaluation of public sector projects and policies, with a view to innovating and improving processes, products and results. ILO4 Communication skills ILO4.1 Students acquire the ability to communicate effectively, both orally and in writing, the specialist content of individual disciplines, using different registers depending on the audience and the communicative and educational purposes, as well as to evaluate the educational effects of their communication. ILO5 Learning skills ILO5.1 Students acquire the ability to use information technology independently to carry out bibliographic research and surveys and for their own training and updating.
Specific Educational Objectives and Learning Outcomes (additional info.)	
Assessment	Student learning outcomes will be evaluated through written exams comprising open-ended questions. For Attending and Non-Attending students 1. Optional midterm exam. 2. Final exam. Students who chose to take the midterm exam will have a shorter final exam that excludes the material covered in the midterm.

	ILO1.3. ILO 2.2, ILO 2.5, ILO3, ILO4, ILO5 • Final grades will be calculated based on a weighted average, with the midterm exam and the final exam each contributing 50%. • For students who opt out of the midterm exam, the final exam will account for 100% of their final grade. NOTE: Project work and classroom contributions are valid for 1 academic year and cannot be carried over beyond that time-frame.
Evaluation Criteria	Evaluation criteria for the written test include clarity and precision in answers, mastery of ICT terminology within Public Administration, and the ability to critically analyze and propose solutions. Additionally, responsiveness and relevance of arguments concerning the content, the ability to synthesize information, and the effective application of concepts to real-world scenarios in the Public Sector will be evaluated.
Required Readings	Study material and bibliography provided by the teacher.
Supplementary Readings	
Further Information	Readings available at the Agency for Digital Italy (http://www.agid.gov.it/)
Sustainable Development Goals (SDGs)	Quality education, Reduced inequalities, Industry, innovation and infrastructure, Gender equality