

**Full Course Title:** NYC Mayor's Office of Operations: Analysis and Evaluation of City Data Operational Improvement Opportunities

**Course Title for Registration System:** NYC Mayor's Office of Operations

**Course Number:** SIPAU9000.025

**Faculty Advisor:** Joe Versace, Olle Folke

**Columbia Email Address:** joe.versace@gmail.com, of2152@columbia.edu

**Meeting Date/Times:** Wednesdays 12:00P – 1:50P

**Location:** IAB 326

**Office Hours:** By appointment

**Credits:** 3

**Course Overview:**

**Brief description of client:**

The Citywide Data Analytic Center (DAC) is being developed to enable the City to learn from the vast amount of data collected and to leverage the data to make smarter, strategic and operational decisions. The DAC is a partnership between the Department of Information Technology and the Mayor's Office of Operations and will rely heavily on input and information from each agency; there are three areas of focus:

- Accountability
- Problem Investigation
- Operational Management

**Summary of project:**

In Spring 2011 and Fall 2011, Capstone groups focused on making recommendations for the implementation of the DAC, and explored an initial analysis, focused on preventing catch basin clogging. This group will build on the recommendations, and methodology developed in the Spring to conduct a larger analysis of a topic of interest to the City and will make recommendations about how the City can change its operations in the selected area to improve its efficiency and effectiveness.

**Tasks to include:**

Data assessment

Identify an approach to tackle the objectives

Meet with relevant Agencies or subject matter experts as necessary

Conduct an analysis

Document Findings

Make recommendations for operational improvements

Document guidance for reproducing the analysis for different topics

Present findings to the City

**Deliverables to client:**

Project Kick-off :

Scope of Work Plan Finalized:

Mid-term check in: presentation of findings:

Report review:

Presentation to Mayor's Office of Operations:

**The ideal team will have:**

An affinity for data analysis

A desire to problem solve and perform root cause analysis

An appetite for determining how NYC can better serve its citizens through 311

An interest in the cross section of public policy, administration and quality of life issues

A desire/ability to translate numbers into policies, procedures and programs that better serve the City

**Dates for meetings with client, if already scheduled: TBD**

**Field component:** No travel outside of New York is anticipated though students will travel to city hall and other municipal buildings within the city.

**Student selection:** [All eligible students may apply for up to five workshops through a special online application process from October 15<sup>th</sup> until October 31<sup>st</sup>. Assignment of students will be coordinated by the Office of Academic Affairs, and relevant faculty will be consulted about team membership for their workshop(s).]

**Grading (students receive an individual grade):**

Grades for the workshop will be based on the following criteria:

Quality of individual written work (10%)

Quality of participation in class, Peer review (20%)

Feedback from the client (20%)

Overall professionalism, including timeliness, ability to work with team, etc. (20%)

Quality of team's final report and briefing (30%)

**Readings:**

Angrist & Pischke (2009). Mostly Harmless Econometrics

**\*Academic Integrity Statement\*:**

The School of International & Public Affairs does not tolerate cheating and/or plagiarism in any form. Those students who violate the Code of Academic & Professional Conduct will be subject to the Dean's Disciplinary Procedures. Cut and paste the following link into your browser to view the Code of Academic & Professional Conduct online.

[http://sipa.columbia.edu/resources\\_services/student\\_affairs/academic\\_policies/deans\\_discipline\\_policy.html](http://sipa.columbia.edu/resources_services/student_affairs/academic_policies/deans_discipline_policy.html)

Please familiarize yourself with the proper methods of citation and attribution. The School provides some useful resources online; we strongly encourage you to familiarize yourself with these various styles before conducting your research:

[http://sipa.columbia.edu/resources\\_services/student\\_affairs/academic\\_policies/code\\_of\\_conduct.html](http://sipa.columbia.edu/resources_services/student_affairs/academic_policies/code_of_conduct.html)

Violations of the Code of Academic & Professional Conduct should be reported to the Associate Dean for Student Affairs.