

Course Outline: Strategic and operational planning for public agencies

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1. Learning objectives

Upon completion of this course students will be able to understand:

- the prerequisites and the methodologies for the planning of public agencies' activities
- the types ways and means of collecting and processing the qualitative and quantitative data necessary for handling public policies
- the methods for programmatic improvement of public services
- the current institutional planning framework in the Greek administration

2. Topics

- The new Environment of Public Action
- The characteristics of modern Public Management
- Public interest and added public value
- Expressed and derived needs
- Levels of public action
- The concept of Administrative Planning
- Planning Levels
- Institutional framework of administrative planning
- Determining the mission of public agencies
- Strategic planning: Goals and Objectives
- Operational Planning
- Implementation planning
- Performance indicators: quantitative and qualitative
- The concept and process of Benchmarking
- Administrative planning tools
- Target setting and Evaluation
- Targeting, monitoring and evaluation systems
- Recent laws and administrative planning procedures in the Greek public administration

