

Colin MacArthur

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Experience

Adjunct Professor, Universita' Bocconi

Milan, Italy • August 2021 - Present

- Developed and taught Bocconi's flagship course on cybersecurity policy for government.
- Proposed, developed and taught Bocconi's first masters-level course on managing the non-technical benefits and risks artificial intelligence, with a focus on digital services.
- Proposed, developed and taught a course on design thinking and agile methodology.
- Co-applicant and co-leader of large grant on modernizing government approaches to cybersecurity, which included:
 - Organizing dialogues with industry, government leaders and students.
 - Co-hosting podcast based on workshops.
 - Building a network of academics and industry experts in the intersection between digital government and national security.

Lecturer, Digital Media Program, Northeastern University

Boston, United States • March 2020 - July 2022

- Developed and taught several editions of online "hybrid" version of core course focusing on design thinking and entrepreneurial skills

Director of Delivery Communities, Canadian Digital Service

Ottawa, Canada • December 2019 - January 2021

- Grew and managed CDS' entire technical team, including 50+ designers, user researchers, software engineers and product managers
- Held ultimate management responsibility for staffing and people management of cross-functional teams building CDS' flagship products, including COVID Alert and COVID-19 Benefits Finder.
- Response for talent and product management practices to sustain a delivery-focused, inclusive culture, including building processes for recruiting, onboarding, assigning, mentoring, coaching and off-boarding people.
- Advised the CEO on CDS's overall stakeholder management strategic direction. Represented CDS to leaders in other government departments, and in select international meetings.

Head of Design Research, Canadian Digital Service

Ottawa, Canada • October 2018 - December 2019

- Hired and managed the one of the largest groups of dedicated design (user) researchers (10+) in the Government of Canada, at the time. Hired CDS' first quantitative researchers, and worked with them to launch quantitative evaluations on several products and programs.
- Co-founded the government-wide "design research community of practice" which hosted events welcoming design researchers from across the government of Canada, trying to improve their practice.
- Designed systems to measure the quantity and quality of CDS' quantitative and qualitative research
- Coached product teams on how to include qualitative and quantitative research in their ongoing projects.

Civic Researcher, Center for Civic Design

Boston, United States • October 2017 - August 2018

- Led the center's growing practice in designing automatic voter registration interfaces by building relationships with election managers with many American states, and offering them customized training on human-centered design.
- Facilitated workshops and training sessions with groups of government executives on practices.
- Led internal projects to develop CCD's philosophy of work and measurement tactics.

Designer + Researcher, 18F, United States Federal Government

Boston, United States • May 2015 - October 2017

- Responsible for several digital transformation engagements for the White House, NASA, Forest Service, and other key government agencies.

- Represented 18F products and work to senior leaders in client agencies
- Developed one of 18F's now longest standing client department relationships, and broadened the services provided from product development to training
- Developed a curriculum for teaching human-centered design in government departments.
- Managed and co-authored the 18F Design Method Cards, one of the U.S. federal government's most accessed design thinking toolkits.
- Co-led research and design for the U.S. Web Design System, now used by 150+ government websites and described in the Atlantic as "making the U.S. government's websites less sucky."

Almond Consultants

Berkeley, California • February 2012 - June 2015

- Ran a profit-bearing design consultancy whose clients included non-profits and government organizations.
- Built relationships with program funders to support ongoing work.

Recent speaking

- [Broader visions for state cybersecurity](#) on the Cybersecurity for Public Value podcast.
- [Building the CDS research team](#) at EPIC 2022
- [Organizing digital service teams](#) at Code for America 2022

Education

Master of Information Management and Systems

School of Information, University of California, Berkeley, California

Bachelor of Arts in Psychology

Carleton College, Northfield, Minnesota

Summa cum laude