

2018

e-Government

**VICTORIA BUSINESS SCHOOL
ORAUARIKI**





WELCOME

Welcome to Victoria Business School and the School of Government. We continually strive to provide the highest quality education that keeps pace with new research and ideas around the rapidly changing global society in which we live.



Twenty-first century public managers face continual challenges in the form of working in complex environments, the arrival of new technologies, the introduction of useful concepts, the delivery of a range of services to a variety of stakeholders and the design and implementation of appropriate processes. Victoria University of Wellington's e-Government programme gives public sector professionals the competencies and skills they need for managerial roles in complex transformational e-government initiatives.

The environment in the School of Government is one in which we are all learners. The staff of the School learn a great deal from you, and you will learn a great deal from each other, as well as from those who lead courses and those who provide the course content and whose task it is to nurture and sustain that learning environment.

We look forward to welcoming you.

Ngā mihi

Professor Girol Karacaoglu

Head of School



Victoria University has been awarded five stars overall in the QS global university ratings. In addition, Victoria received five stars in each of the eight categories.



BETTER GOVERNMENT THROUGH TECHNOLOGY

E-government is a growing area. As our world becomes increasingly connected through information and communication technologies (ICT), governments need skilled professionals who understand how to manage the impact of these ever-evolving technologies.

The School of Government delivers courses and a Master's programme in e-Government designed by experts in government and ICT and taught by leading academics. Be part of a school that attracts not only local professionals but also a talented group of international students.

Learn to deliver better public services using ICT.

Learn to design and implement transformational e-government initiatives to achieve broader public value and outcomes.

Connect with experts and a global community of classmates.

Study with flexible learning options for working professionals.

MASTER OF E-GOVERNMENT

The School of Government offers a unique Master's qualification that provides students with the opportunity to learn how to successfully manage multidisciplinary transformational e-government initiatives such as innovative technology-enabled forms of integrated public service provision and public engagement.

This degree is designed for those aspiring to, or already in, management in the public and non-governmental sectors.

Students will gain the knowledge and competencies to understand, analyse, design and manage transformational e-government initiatives in different institutional environments.

Graduates will:

- translate technical, institutional, organisational and user requirements into a robust e-government design
- lead change in public sector organisations and manage the implications of change
- apply and transfer e-government knowledge across public sector environments
- communicate and collaborate effectively with a variety of internal stakeholders such as politicians and senior management, and external stakeholders, such as citizens, businesses and non-governmental organisations.

 www.victoria.ac.nz/egovernment



CATHERINE COTTER

Graduate, Master of e-Government

My previous work experience in governmental agencies and strategy and change led me to think about the gaps in my knowledge and how I might be of more value to New Zealand's public service in the future.

I had a lot of questions about the interactions between society, public governance, governments, and data and information technology, and a strong desire to research and explore some of these questions under my own steam.

While studying, I enjoyed the chance to interact with some of New Zealand's biggest academic thinkers on government, citizens and technology. It was challenging, and my organisational skills got an absolute workout. My proudest moments were always to do with being rewarded for original thinking.

Completing the Master of e-Government really lifted my sights. I have greater confidence in my ability to find and understand great ideas about, and approaches to, humanity's most pressing challenges. And I'm better at repurposing some of those ideas to suit New Zealand and whichever work assignment I have in front of me.

I've continued my association with Victoria by contributing to Victoria's Alumni as Mentors programme. Having recently transitioned from full-time study to work, I thought I'd be especially useful to someone who is doing that for the first time. It's good fun.

PROGRAMME STRUCTURE

The Master of e-Government is a 180-point programme that can be completed within one year (three trimesters) of full-time study, or two years of part-time study.

The programme consists of six mandatory core courses worth 90 points in total; four elective courses worth 60 points in total and which meet each student's needs and interests; and an applied research component worth 30 points.

Core courses

EGOV 501 Managing Service Transformation

Examines the managerial aspects and issues of ICT-enabled service transformation initiatives in the public sector.

EGOV 502 E-Government, Public Sector Reform and Good Governance

Examines theories, principles, models and strategies for using transformational government initiatives to establish good governance, drawing on international and New Zealand experience.

EGOV 503 Managing ICT-enabled Forms of Public Engagement

Examines the challenges, conditions and requirements for managing the use of social media and other ICT to achieve effective public engagement.

GOVT 518 Comparative Public Management

An introduction to the study of public management and public policy, with emphasis on contemporary developments in the Asia-Pacific region and beyond.

MMIM 510 Information Systems Management

The principles and practices of managing the information systems function within an organisation.

MMIM 513 Managing IT-related Change

The impact of information technology on an organisation and issues concerned with IT-related change.

Elective courses

Students can tailor their study to meet their goals and needs by selecting at least four elective courses from:

- courses offered in the Master of Public Management, Master of Public Policy and Master of Information Management programmes
- courses offered in other relevant postgraduate programmes at Victoria such as in the fields of computer science, development studies, finance, law, library and information studies and political science.

Research

The Master of e-Government includes a research component of 30 points. This can comprise the 15-point **EGOV 520 Introduction to Research in the Public Sector**, followed by the 15-point **EGOV 521 Research Project**, in which students will analyse and apply e-government knowledge acquired throughout the programme.

Alternatively, students who would prefer a larger research component (for instance, to have the option of doing a PhD after graduation from this programme) can do the 30-point **GOVT 562 Research Paper**.

Entry requirements

Students should have:

- a Bachelor's degree in a discipline relevant to e-government with an average grade of B- or above
- at least two years of relevant work experience at a level acceptable to the programme director
- acceptance from the programme director as being capable of proceeding with the proposed course of study.

International students need to meet additional English proficiency requirements and should contact Victoria International for full details.

Victoria International

Phone +64-4-463 5350

Fax +64-4-463 5056

Email victoria-international@vuw.ac.nz

Website www.victoria.ac.nz/international

OTHER PROGRAMMES

Courses in e-Government are available as electives for students of the Master of Public Management and the Master of Public Policy.

Master of Public Management

This programme is designed for those aspiring to a career in management in the government and non-governmental sectors. It allows students to enhance their understanding of the theory and practice of public management, boost their performance as a manager and develop ways of improving practice in their organisations.

Master of Public Policy

This programme is designed for policy analysts and advisers engaged in policy analysis, development and evaluation in the public and non-governmental sectors. The programme helps to develop students' skills in both policy analysis and advising decision makers.



HERMIONE ESPERANZA-HIKU

Graduand, Master of e-Government

I wanted a programme that would help me understand service transformation from theoretical models to the practical tools that put this into action. The Master of e-Government at Victoria University of Wellington exceeded my expectations.

The programme covered the most relevant innovations in both public management and information management and these were delivered in a way that meant that I could take what I had learnt and hit the ground running.

There were some very practical courses where we could practise and experience some of the techniques we were learning. This was particularly useful when it came to understanding how governments can use social media to engage with citizens on a range of topics.

There are so many dots to join when you are trying to transform the public sector. The e-Government programme at Victoria Business School links up all of the aspects that need to be considered and shows how they have worked around the world. I really look forward to being able to put what I have learnt into practice, working alongside my colleagues to build services that give New Zealanders a good experience and maintain their trust.

LEADING ACADEMICS

You will be taught by internationally known scholars in this new and emerging field.



Professor Miriam Lips specialises in the governmental, managerial and democratic aspects and implications of the use of ICTs in the public sector and its external relationships. Chair of Digital Government at Victoria, Professor Lips has held positions at Oxford Internet Institute, the University of Oxford and Tilburg University.



Dr Wonhyuk Cho is an expert in public management, government communication, smart-city initiatives and e-government transformation. His works on e-government, citizen-government communication in social media and ICT-enabled public sector reforms have appeared in leading journals in the field.



Associate Professor Graham Hassall has current research interests in the Pacific Islands, e-government and global institutions and policy processes. His co-edited book (with Rowena Cullen) *Achieving Sustainable e-Government in Pacific Island States* has been published by Springer.



Associate Professor Karl Lofgren has current research interests including e-government from a policy perspective, public perceptions of data sharing, democratic audit of new forms of local democracy and changes in public sector organisations. Dr Lofgren has held academic positions at the University of Copenhagen, Malmö University and Roskilde University.



Professor Evan Berman is an internationally distinguished and award-winning scholar in the discipline. He specialises in performance, including e-government and public personnel. Professor Berman is also the Director of Internationalisation in Victoria's School of Government and researches public management practices in Asia and the United States.



Dr Elizabeth Eppel is a senior research fellow at the School of Government. She has had 12 years' experience at deputy-secretary level in the Ministry of Education. In her research, she applies concepts from complexity theory to understanding policy processes, complex implementation, joined-up government processes and the use of ICTs.

“Digital governance competencies mean mainly transformational and socio-technical competencies. The more ICT comes into the play, the more new social skills are necessary. It is good to see that the Victoria Master of e-Government offers teaching in these key socio-technical skills.”

Tino Schuppan

*University of Applied Labor Studies of the
Federal Employment Agency, Germany*

VICTORIA BUSINESS SCHOOL

Victoria Business School is among the 1 percent of business schools worldwide that hold the triple crown of international accreditations from EQUIS (European Quality Improvement System), AACSB (the Association to Advance Collegiate Schools of Business) in business and accounting and AMBA (Association of MBAs).

In 2017, the Master of Public Management and Master of Public Policy programmes within the School of Government became accredited through the Network of Schools of Public Policy, Affairs and Administration (NASPAA), the global standard in public service education.



School of Government

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International students should contact:

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Capital thinking. Globally minded.

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