

School of Information Management

MMIM 580 E-GOVERNMENT SERVICE DELIVERY AND TECHNOLOGY DRIVEN CHANGE

Trimester 2 2006

COURSE OUTLINE

Course coordinator:

Associate Professor Rowena Cullen, EA 221, Kelburn campus. Ph 463 5788. Email: Rowena.cullen@vuw.ac.nz. I do not keep 'office hours' but may be contacted by phone or email, and can meet with student on the Kelburn campus, or by arrangement at the Pipitea campus.

Class Times and Room Numbers

Classes will be held during term times on Mondays between 5.40 and 7.30pm, in RWLY 129. The course is internally assessed and there will be no final examination.

Course Objectives

Students successfully completing this course will able to:

- demonstrate a familiarity with the emerging literature on e-government;
- explain how governments can develop realistic goals, policies, and strategies for an e-government programme;
- demonstrate how agencies can successfully implement these e-government goals through applying appropriate technologies and management techniques;
- relate these themes to e-government at the local government level;
- discuss key issues related to e-participation and e-democracy, and legal and ethical issues;
- outline a range of methods for evaluating the success of an e-government project.

The assessment for this course will require demonstration of the achievement of these goals in relation to either national or local e-government.

Course Content

	Course Schedule
Week 1	Introduction/overview: defining e-government; the philosophy of e-government, dimensions, and stages of e-government, global e-government readiness indexes.
Week 2	National strategies for e-government: policy frameworks,

	identifying e-government goals and benefits, implementation, and making a business case.
Week 3	The technology framework for e-government: security and interoperability, authentication, open sourceware, standards
Week 4	The semantic framework: portals, taxonomies, ontologies, the NZGLS
Week 5	Accessibility: the digital divide, web guidelines, service delivery, channel strategies
Week 6	Managing e-government: project management, knowledge management, records management, risk management, change management.
	Mid-trimester break
Week 7	Transforming government: e-governance, ‘Joined-up government’, collaboration tools, (e.g. shared workspace, e-procurement, e-tendering), managing inter-agency projects.
Week 8	Local government: services, issues, benefits, developmental stages etc.
Week 9	e-Participation and e-democracy: social justice and inclusion, community empowerment, trust.
Week 10	Globalization and other issues: including legal and ethical issues , social justice and inclusion, e-government in developing countries
Week 11	Metrics: measuring and evaluating e-government, quantifying benefits, research methodologies for e-government
Week 12	The future of e-government: trends/challenges/visions etc.

Readings

There is no textbook for this course; readings are selected from the following resources:

- Chadwick, Andrew. 2006. Internet Politics: states, citizens, and the new communications. New York: Oxford University Press.
- Fountain, Jane E. 2001. Building the virtual state: information technology and institutional change. Washington, D.C: Brookings Institution Press.
- Gronlund, Ake.2002. Electronic government: design, applications, & management. Hershey: Idea Publishing.
- Heeks, Richard. 2006. Implementing and managing eGovernment: an international text. London : SAGE, 2006.
- Hernon, Peter, Rowena Cullen and Harold Relyea. Eds. 2006. Comparative perspectives on e-government: serving today and building for tomorrow. Lanham, MD: Scarecrow Press.
- Holmes, Douglas. 2001. E.gov: e-business strategies for government. London: Nicholas Brealey.
- Khosrow-Pour, Mehdi (ed.). 2005. Practicing e-government: a global perspective. Hershey: Idea Group Publishing.
- Pavlichev, Alexei and G.David Garson. (eds). 2004. Digital government: principles and best practices. Hershey: Idea group publishing.
- West, Darrell M. 2005. Digital government: technology and public sector performance. Princeton: Princeton University Press.

Assessment Requirements

There are two pieces of assessed work required for this course, worth 50% each, an essay, and a case study.

Penalties

A 10% penalty will be imposed for work submitted after the due date (and time), and up to one week after that date, unless an extension has been granted. Extensions will only be granted, in advance of the submission date, on the basis of a serious medical or personal problem. Over-length work will incur a 5% penalty.

Mandatory Course Requirements

Attendance at 75% of classes, submission of both assignments, and the achievement of a 50% overall grade is required to pass this course.

Communication of Additional Information

Additional information about the course, and the assessment, readings, lectures and presentation, as well as student discussion boards are accessible on the University's e-learning web site, Blackboard, to all students enrolled in the course.

Faculty of Commerce and Administration Offices

Railway West Wing (RWW) - FCA Student and Academic Services Office

The Faculty's Student and Academic Services Office is located on the ground and first floors of the Railway West Wing. The ground floor counter is the first point of contact for general enquiries and FCA forms. Student Administration Advisers are available to discuss course status and give further advice about FCA qualifications. To check for opening hours call the Student and Academic Services Office on (04) 463 5376.

Easterfield (EA) - FCA/Education/Law Kelburn Office

The Kelburn Campus Office for the Faculties of Commerce and Administration, Education and Law is situated in the Easterfield Building - it includes the ground floor reception desk (EA005) and offices 125a to 131 (Level 1). The office is available for the following:

- Duty tutors for student contact and advice.
- Information concerning administrative and academic matters.
- Forms for FCA Student and Academic Services (e.g. application for academic transcripts, requests for degree audit, COP requests).
- Examinations-related information during the examination period.

To check for opening hours call the Student and Academic Services Office on (04) 463 5376.

General University Policies and Statutes

Students should familiarise themselves with the University's policies and statutes, particularly the Assessment Statute, the Personal Courses of Study Statute, the Statute on Student Conduct and any statutes relating to the particular qualifications being studied; see the Victoria University Calendar available in hard copy or under 'About Victoria' on the VUW home page at www.vuw.ac.nz.

Student and Staff Conduct

The Statute on Student Conduct together with the Policy on Staff Conduct ensure that members of the University community are able to work, learn, study and participate in the academic and social aspects of the University's life in an atmosphere of safety and respect.

The Statute on Student Conduct contains information on what conduct is prohibited and what steps are to be taken if there is a complaint. For information about complaint procedures under the Statute on Student Conduct, contact the Facilitator and Disputes Advisor or refer to the statute on the VUW policy website at www.vuw.ac.nz/policy/studentconduct. The Policy on Staff Conduct can be found on the VUW website at www.vuw.ac.nz/policy/staffconduct.

Academic Grievances

If you have any academic problems with your course you should talk to the tutor or lecturer concerned; class representatives may be able to help you in this. If you are not satisfied with the result of that meeting, see the Head of School or the relevant Associate Dean; VUWSA Education Coordinators are available to assist in this process. If, after trying the above channels, you are still unsatisfied, formal grievance procedures can be invoked. These are set out in the Academic Grievances Policy which is published on the VUW website at www.vuw.ac.nz/policy/academicgrievances.

Academic Integrity and Plagiarism

Academic integrity is about honesty – put simply it means **no cheating**. All members of the University community are responsible for upholding academic integrity, which means staff and students are expected to behave honestly, fairly and with respect for others at all times.

Plagiarism is a form of cheating which undermines academic integrity. The University defines plagiarism as follows:

The presentation of the work of another person or other persons as if it were one's own, whether intended or not. This includes published or unpublished work, material on the Internet and the work of other student or staff.

It is still plagiarism even if you re-structure the material or present it in your own style or words.

Note: It is however, perfectly acceptable to include the work of others as long as that is acknowledged by appropriate referencing.

Plagiarism is prohibited at Victoria and is not worth the risk. Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct and may be penalised severely. Consequences of being found guilty of plagiarism can include:

- an oral or written warning
- cancellation of your mark for an assessment or a fail grade for the course
- suspension from the course or the University.

Find out more about plagiarism, and how to avoid it, on the University's website at www.vuw.ac.nz/home/studying/plagiarism.html.

Students with Impairments

The University has a policy of reasonable accommodation of the needs of students with disabilities. The policy aims to give students with disabilities the same opportunity as other students to demonstrate their abilities. If you have a disability, impairment or chronic medical condition (temporary, permanent or recurring) that may impact on your ability to

participate, learn and/or achieve in lectures and tutorials or in meeting the course requirements, please contact the Course Coordinator as early in the course as possible. Alternatively you may wish to approach a Student Adviser from Disability Support Services (DSS) to discuss your individual needs and the available options and support on a confidential basis. DSS are located on Level 1, Robert Stout Building, telephone (04) 463 6070, email disability@vuw.ac.nz. The name of your School's Disability Liaison Person is in the relevant prospectus or can be obtained from the School Office or DSS.

Student Support

Staff at Victoria want students to have positive learning experiences at the University. Each Faculty has a designated staff member who can either help you directly if your academic progress is causing you concern, or quickly put you in contact with someone who can. Assistance for specific groups is also available from the Kaiwawao Māori, Manaaki Pihipihinga or Victoria International.

In addition, the Student Services Group (email student-services@vuw.ac.nz) is available to provide a variety of support and services. Find out more at www.vuw.ac.nz/st_services/.

VUWSA employs Education Coordinators who deal with academic problems and provide support, advice and advocacy services, as well as organising class representatives and Faculty delegates. The Education Office (tel. 04 463 6983 or 04 463 6984, email education@vuwsa.org.nz) is located on the ground floor, Student Union Building.

Manaaki Pihipihinga - Maori and Pacific Mentoring Programme (Faculty of Commerce and Administration)

This is a mentoring service for Maori and Pacific students studying at all levels. Weekly one hour sessions are held at the Kelburn and Pipitea Campuses in the Mentoring Rooms, 14 Kelburn Parade, and Room 210 and 211, Level 2, Railway West Wing. Sessions cover drafting and discussing assignments, essay writing, and any questions that may arise from tutorials and/or lectures. A computer suite networked to Cyber Commons is available for student use.

To register with Manaaki Pihipihinga, please contact one of the following:

Puawai Wereta
Room 210, Level 2
Railway West Wing
Tel. (04) 463 8997
Email: Puawai.Wereta@vuw.ac.nz

Fa'afai Seiuli
Room 109 B
14 Kelburn Parade
Tel. (04) 463 5842
Email: Faafoi.Seiuli@vuw.ac.nz