

School of Government

MMPM 507 INFORMATION SYSTEMS IN THE PUBLIC SECTOR (E-GOVERNMENT IN NEW ZEALAND¹)

(15 Points)

Trimester Two 2006

COURSE OUTLINE

Contact Details

Course Co-ordinators:

Rose O'Neill

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Associate Professor Bill Ryan

Room RH 801, Level 8, Rutherford House, Pipitea Campus

Telephone: (04) 463-5848

Fax: (04) 463-5454

Email: bill.ryan@vuw.ac.nz

Because Rose O'Neill is a consultant and is not usually in the School of Government, regard Bill Ryan as your first point of contact.

Administrator:

Darren Morgan

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Telephone: (04) 463-5458

Fax: (04) 463-5454

Email: darren.morgan@vuw.ac.nz

Course Dates, Times and Location

This is an **intensive** course. It runs from Tuesday 5 to Friday 8 September 2006 (inclusive). Classes start at 9.00am and finish at 5.00pm each day.

The course will be held on the Pipitea Campus of Victoria University of Wellington. You will be advised of your classroom one week prior to the course by email.

¹ This course is presently being formally renamed as 'e-Government in New Zealand'.

Course Objectives

By completion of this course, candidates will have:

- A significantly increased understanding of the manner in which e-government initiatives might enable the future development of public management and public policy in countries like New Zealand with liberal-democratic polities;
- A detailed understanding of the stage of development of the digital strategy in New Zealand, what agencies are required to do today and tomorrow and selected case studies of how particular agencies are using the new capabilities offered by information and communication technologies to improve their efficiency and effectiveness;
- Opportunities with their peers and colleagues to brainstorm, sketch and/or develop new ideas in 21st century public management that are applicable in their agency, and an action plan to realise those visions.

Course Content

Day One: Reflection on the Context and Issues

<p>The first two sessions are designed to open up discussion about many aspects of e-government and the new information and communication technologies. In particular, it will focus on the current state of play in New Zealand agencies, especially in relation to culture, work practices and personal and professional motivations.</p>	
<p>Session 1: What does ‘e-government’ mean to you?</p>	<ul style="list-style-type: none"> • What's it all about? What does it mean to you? What interests/bore you? Are you an ‘early adopter’ or a ‘follower’? Does it feel to you that there's something about e-government that's critical for the future but that's it's all too hard (and far too much the preserve of geeks)? Much of the current talk sees e-government as an ‘enabler’ of new developments – is this the way it seems to you? • What has been your experience of cell phones, messages, attachments, laptops, pocket PCs or PDAs, downloadable documents, on-line applications, call centres, 24/7 service provision, electronic document clearance, shared data bases, video-conferencing, discussion groups, groupwork software, shared workspaces and so on...?
<p>Session 2: What is the relevance of ‘e-government’ to your organisation and the wider public/state sector?</p>	<p>How might e-government contribute to:</p> <ul style="list-style-type: none"> • breaking down silos and managing for shared outcomes, including planning and reporting? • consulting and collaborating with multitudes of clients and stakeholders and communicating across widely-distributed policy and management networks? • providing services in the form, time and place where different types of clients can access them? • checking access, authenticity, eligibility and entitlement of clients across a range of services? • knowing how to be in several places at adjacent times? <p>What kinds of initiatives are occurring in your workplaces that have proved useful? What were the main lessons you learned that you’ll carry into the future?</p>

Session 3: Strategic directions and the future	<ul style="list-style-type: none"> • Current e-govt initiatives and the strategic context in the state sector • E-government - vision, mission, goals – <ul style="list-style-type: none"> ○ Key messages... ○ ... and their relevance and meaning to everyday management and practice • The digital strategy: content and implications for public management <ul style="list-style-type: none"> ○ Content, connectivity, connection ○ Ways and means of managing
Session 4: E-government as part of the State Sector Development Goals	<ul style="list-style-type: none"> • Networked state services • Coordinated agencies • Accessibility

Day Two: Requirements of e-Government for Agencies, Managers and Practice

This day is given over to collective exploration of key aspects of e-government in New Zealand.	
Session 1: Mandatory e-government requirements	<ul style="list-style-type: none"> • What are they? • Clarifications, expectations and implications • What does this mean for public managers?
Session 2: Discretionary e-government initiatives	<ul style="list-style-type: none"> • What are they? • Clarifications, expectations and implications • What are the possibilities they introduce? • What does this mean for public managers?
Sessions 3: The different faces of e-government	<ul style="list-style-type: none"> • E-business • E-participation • E-democracy • E-services • E-government
Session 4: Futures thinking	<ul style="list-style-type: none"> • Will the public face of government change as a consequence of e-government? If so, in what ways?

Day Three: Ideas and Innovations - Recent Developments in Selected Agencies

This day will focus on a selection of e-government initiatives currently being introduced into a selection of NZ public sector agencies. Case studies will be presented, followed by Q&A and a period of reflection regarding the lessons and implications to be drawn. Time and space will also be available for groups to work on particular applications.	
Case studies	<ul style="list-style-type: none"> • NZ LandOnline, go to http://www.landonline.govt.nz/about-landonline/index.asp • Online tax services, go to http://www.ird.govt.nz/ and explore • Justice information system, go to http://www.justice.govt.nz/jsis/ and explore • Export applications online, check the Customs website, http://www.customs.govt.nz/default.htm • Courts and the recording of evidence
Throughout the day, time and space will be set aside for groupwork in relation to particular applications of interest to candidates.	

Day Four: ICTs and New Ways of Working

A day given over to exploration and development of future applications. In particular, participants will be given a detailed look at some important forthcoming developments that will shape the manner in which public sector work is conducted.

Session 1: Applications	Groupwork and discussion of applications today and tomorrow.
Sessions 2 and 3: An introduction to 'shared workspace' and the Public Service Intranet	<ul style="list-style-type: none">• For information on shared workspace go to http://www.e.govt.nz/services/workspace/• 1.30pm - 3.00pm: this session will be held at the SSC for a discussion of the Public Service Intranet. There will be a demonstration of how it works and what can be done with it.
Session 4: Wrap up	<ul style="list-style-type: none">• Revisiting the issues: what does 'e-government' mean to you now? How would you now define its relevance for today and tomorrow?• Action plans

Readings and Learning Materials

Prescribed readings and learning materials for this course are identified below. Note that it is a relatively short list: you are therefore expected to read all of the material in considerable detail and to think deeply about its contents and applications. Moreover, you should do as much of this detailed reading as possible before the contact days.

Moreover, other learning materials will be distributed at various points in the course via Blackboard and you should regard these too as prescribed learning materials. You should check Blackboard regularly before, during and immediately after the course contact days.

To access Blackboard, go to www.blackboard.vuw.ac.nz. Log in with your SCS Username (which is on your Confirmation of Study) and password (initially, your VUW Student ID number, which is on your Confirmation of Study or your VUW Student ID card). Once you have logged in, the "My Courses" section displays what courses you have access to - select "06.2.MMPM507: Info Systems in the Public Sec".

Also note that, because 'e-government' is topical, there are many publications presently entering the public domain. Feel free to explore these (although it is essential that you read them critically) and use them to extend your learning – and if you find any that seem useful, draw them to the attention of other candidates.

MED et al. (2005) *The Digital Strategy: Creating Our Digital Future*, Wellington: NZ Government, accessible from http://www.digitalstrategy.govt.nz/templates/Page_11.aspx

OECD (2003) *The e-Government Imperative*, Paris; Organisation for Economic Co-operation and Development, 'Executive Summary', pp. 12-20. To access this document, go to the MMPM 507 Blackboard website at www.blackboard.vuw.ac.nz

OECD (2005) *E-government for better government*, Paris: Organisation for Economic Co-operation and Development, 'Introduction', pp. 12-17. To access this document go to the MMPM 507 Blackboard website www.blackboard.vuw.ac.nz

SSC website *E-government Strategy* accessible at www.e-government.govt.nz. This is an extensive website with a wide range of material. You are expected to explore this site in detail to become familiar with the full range of its contents. Note also that, as a state sector employee (with an email address including the domain name .govt.nz), you may be able to register to access confidential material available through this site.

SSC (2005) *Development Goals for the State Services* accessible at <http://www.ssc.govt.nz/display/document.asp?navid=242>. The SSC has recently released a full report on the 'state of play' regarding these goals that can be accessed at <http://www.ssc.govt.nz/display/document.asp?DocID=5432>

Assessment Requirements

1. Concepts test

A take-home, short-answer test of selected terms and concepts designed to assess your knowledge of terms and concepts relevant to e-government. This test will require you to write approximately 2000 words. During the course, you will be provided with a lengthy 'learning checklist' from which this test will be drawn and you will complete the test at the conclusion of the course.

Due date: 15 September 2006, 5.00pm

2. Application/Case study

This assessment item is designed to test your ability to apply the principles and ideas covered in this course in a forward-looking manner to a particular agency or unit (3000 words). Choose one of the three following topics. If you would like to vary one of these to suit the plans of your agency, negotiate this with one of the course convenors.

(A) How might an existing initiative in e-government in NZ (or elsewhere) be applied in your agency? What would be the purpose of doing so? What would a plan for its development and implementation look like?

OR

(B) What are some of the key ideas you're starting to develop about how your agency or sector might usefully develop any of the key e-government initiatives for the future? What kind of vision of the future would you sketch? What sorts of things will you have to do now and in the future to have others in the organisation share your vision?

OR

(C) Prepare a discussion document for your SMT about applying e-government applications (e.g. 'shared workspace') for improving the way your agency carries out inter-agency collaboration around specific issues. How might this be done? What would be the risks? And what would be the benefits to the organisation?

Due date: 29 September 2006, 5.00pm

Please send / hand-in ALL assignments to:

Francine McGee,
School of Government,
Victoria University of Wellington,
Level 8 Reception,
Rutherford House,
23 Lambton Quay,
P.O. Box 600,
Wellington.

Students should keep a copy of all submitted work.

ANZSOG candidates taking this course as an elective should note that they take it for 24 points, and not 15 points. Accordingly, the learning outcomes to be achieved by ANZSOG candidates are wider and deeper than those expected for non-ANZSOG candidates. The content of those learning outcomes, and the means whereby they will be assessed, will be negotiated and confirmed with the course co-ordinator at the start of the course.

Penalties

The ability to plan for and meet deadlines is a core competency of both advanced study and public management. Failure to meet deadlines disrupts course planning and is unfair on students who do submit their work on time. It is expected therefore that you will complete and hand in assignments by the due date. Marks will be deducted at the rate of five for every working day by which the assignment is late (weekends and public holidays excluded) and no assignments will be accepted after five working days beyond the date they are due. For out of town students, two calendar days' grace is given to allow for time in the post. **Electronic versions of assignments may be submitted by email, but MUST be followed by a hard copy.**

If ill-health, family bereavement or other personal emergencies prevent you from meeting the deadline for submitting your assignments, you can apply for, and may be granted, an extension to the due date. **Note that this applies only to extreme unforeseen circumstances and is not necessarily awarded.** You should let your course co-ordinator/lecturer know as soon as possible in advance of the deadline if you are seeking an extension.

Expected Workload

You are expected to do:

- Approximately 50 hours of study and thinking prior to and during the contact time scheduled for the course (it is important that you do this preparation work in order to gain the most from your participation in the course);
- Attend the 32 hours of contact time across the 4 scheduled days;
- Approximately 30 hours in preparing the required items of assessment.

Materials and Equipment

Candidates should be aware that – befitting a course on this topic – they will need to have and know how to use the internet to read and access websites and downloadable documents. If individuals prefer to do ‘detailed reading’ from hard copy, access to a reasonably fast printer is also required.

Any site visits organised as part of this course will be within walking distance of Rutherford House or transport will be organised.

Group Work

Candidates on this course will be required to work individually and in groups. The groupwork will not itself be assessed but the type and extent of collective learning thereby achieved will significantly influence the degree to which each candidate meets the learning objectives set for the course.

Mandatory Course Requirements

Candidates on this course are required to:

- Prepare in advance for the four days of class contact by reading the set materials and thinking about the set study questions;
- Attend each of the four days, participate actively in any groupwork and attend any on-site visits;
- Complete the items of assessment.

Communication of Additional Information

Course materials and any additional items will be posted on the MMPM 507 Blackboard website. You should check this site regularly.

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 (EA 005) 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 Co-ordinators 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 Co-ordinator 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 Co-ordinators who deal with academic problems and provide support, advice and advocacy services, as well as organising class representatives and Faculty delegates. The Education Office (telephone (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: faafai.seiuli@vuw.ac.nz