

School of Information Management

## **MMIM 580 E-GOVERNMENT**

Trimester One 2008

### **COURSE OUTLINE**

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**Course Coordinator: Professor Miriam Lips**

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Room RH 210, Rutherford House, Pipitea Campus, Wellington, Ph: 04-463 5507;

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*Note: Because I have two offices and need to move between both on a daily basis, the most effective way to contact me is via email. If you would like to meet with me, the simplest approach is to arrange a time and place via email first. Use can also be made of Blackboard for communications with both me as well as other members of the class.*

**Class Times and Room Numbers**

Classes will be held during term times on Wednesdays between 5.40 and 8.30pm, in RWW 415. As this course will be block-taught, a more detailed schedule of classes will be posted to the Blackboard website once students have been consulted about suitable class dates and times. The modules and activities described under Course Content below are indicative only.

The course is internally assessed and there will be no final examination.

**Course Objectives**

Students successfully completing this course will be able to:

1. Demonstrate a familiarity with the emerging literature on E-Government;
2. Demonstrate an increased understanding of the potential impact of information and communication technologies on government agencies and their external relationships;
3. Demonstrate an increased understanding of the topics and implications related to E-Government initiatives;
4. Demonstrate a detailed understanding of e-government related strategies in New Zealand;
5. Explain how government agencies can develop a comprehensive managerial strategy for an e-government initiative.

## Assessments

The achievement of course objectives will be tested in the assessment items described below. All assignments will contribute to the course mark of each student, according to the following assessment ratio:

• Case study based take home exam (course objectives 2,3,4,5)	40%
• Group PowerPoint presentation (course objectives 1,2,3,4,5)	10%
• Written essay (course objectives 1,2,3,4)	50%
<b>Total</b>	<b>100%</b>

## Course Content

As this course will be block-taught, a final schedule of classes will be posted to the Blackboard website once students have been consulted about suitable class dates and times. The modules and activities described below are indicative only. ***Please note a suggested change of class topics and activities on the 5<sup>th</sup> of March and the 12<sup>th</sup> of March respectively.***

Date	Time	Activities
27th February	5.40pm-8.30pm  3 hours	Course introduction - Discussion of the course layout, structure, objectives, and assignments.  Introduction to E-Government: – What does E-Government mean to you and your organisation? – Historical development of E-Government – Defining E-Government and its managerial, social, and political environment
<b>5<sup>th</sup> March</b>	5.40pm-8.30pm  3 hours	International E-Government strategies and developments - E-infrastructures - E-inclusion - Benchmarking of E-Government developments
<b>12<sup>th</sup> March</b>	5.40pm-8.30pm  3 hours	National E-Government strategies and developments - New Zealand's E-Government Strategy - New Zealand's Digital Strategy  <b><i>Guest lecturer: Laura Sommer, State Services Commission</i></b>
19 <sup>th</sup> March	5.40pm-8.30pm  3 hours	E-service provision
2 <sup>nd</sup> April	5.40pm-8.30pm  3 hours	Joined-up government and cross-agency collaboration

9 <sup>th</sup> April	5.40pm- 8.30pm  3 hours	Management of E-Government initiatives  <i>Case study based take home exam</i>
		<b>Mid-trimester break</b>
7 <sup>th</sup> May	5.40pm- 8.30pm  3 hours	E-administration
14 <sup>th</sup> May	5.40pm- 8.30pm  3 hours	E-participation
21 <sup>st</sup> May	5.40pm- 8.30pm  3 hours	Transforming government  <i>Group presentations</i>
4 <sup>th</sup> June		<i>Essay submission</i>

### Expected Workload

Each student is expected to do:

- Approximately 3 hours of reading prior to each class meeting during the course (it is important that you do this preparation work in order to gain the most from your participation in the course);
- Attend and actively participate in the 27 hours of class contact time;
- Approximately 50 hours in preparing the required items of assessment.

### Assessment Requirements

#### 1) *Case study based take-home exam*

A case study based take-home exam designed to assess the student's knowledge of management issues related to New Zealand-based E-Government initiatives. This assessment will require each student to write approximately 2000 words.

The take-home exam will be handed out by the Course coordinator on the 9<sup>th</sup> of April.

**Due date: 6<sup>th</sup> May 2008: 4.00pm**

## **2) Essay**

This assessment item is designed to test the student's ability to apply the theory, concepts, practical knowledge and discussions covered in this course as well as the emerging literature in the field of E-Government in a forward-looking manner to a particular government agency or institution.

Each student will need to write an essay providing a critical analysis on the way(s) and extent to which the implementation and use of ICTs might transform the student's own organisation or one core NZ government institution: 1) Parliament; 2) Treasury; 3) Labour Party; 4) National Party; 5) Maori Party; 6) Wellington City government; 7) Ministry of Fisheries; 8) Ministry for Culture & Heritage; or 9) Ministry of Youth Development.

At least 5 scientific E-Government resources (e.g. journal articles, book chapters) will need to be used, and appropriately referred to, in preparing the essay.

This assessment will require each student to write approximately 4000 words.

**Due date: 4<sup>th</sup> of June: 4.00pm**

## **3) Group PowerPoint Presentation**

Groups will prepare a PowerPoint presentation in which they analyse the change processes required to successfully implement an E-Government initiative in a New Zealand based government agency. Individual group assignments will be handed out by the Course coordinator at the start of the third class meeting scheduled for the 12<sup>th</sup> of March. Groups are expected to meet approximately 3 hours in total beyond scheduled class time in order to discuss and prepare their joint presentation. Group presentations are expected to take c20 minutes each and will be scheduled for the class meeting on Transforming government planned for the 21<sup>st</sup> of May.

Each group of students will have a collective responsibility to deliver a high quality group presentation; this arrangement requires active participation of each individual student participating in the group. The collective outcome of the group presentation assessment will be similar to the mark for each participating student. Assessment criteria are: application of written E-Government resources, E-Government topics and related course discussions; reflection of group discussions in the presentation; quality of the analysis provided; quality of the presentation.

**Due date: 21 May 2008: 5.40pm**

**Please note that electronic versions of assignments may be submitted by email but must be followed by a hard copy**

**Students should keep a copy of all submitted work**

## Readings

There is no textbook for this course. Readings are selected from the following resources and will be provided through Blackboard:

Borins, Sandford, Kenneth Kernaghan, David Brown, Nick Bontis, Perri 6 and Fred Thompson (2007) *Digital State at the leading edge*, Toronto: University of Toronto Press

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.

Gauld, Robin & Goldfinch, Shaun (2006) *Dangerous Enthusiasms: E-government Computer Failure and Information System Development*, Otago University Press

Heeks, Richard (2006) *Implementing and managing eGovernment: an international text*, London : SAGE.

Nixon, Paul G. & Vassiliki N. Koutrakou (eds.) (2007) *E-Government in Europe. Re-booting the state*, London and New York: Routledge

OECD (2005) *E-government for better government*, Paris: Organisation for Economic Co-operation and Development

SSC *E-government Strategy; Development Goals for the State Services and The Digital Strategy: Creating Our Digital Future* accessible at [www.e-government.govt.nz](http://www.e-government.govt.nz).

The Economist (2008), Special Report on Technology and Government, February 16<sup>th</sup> 2008

UN E-Government Survey 2008, available for download at [www.unpan.org/egovkb/global\\_reports/08report.htm](http://www.unpan.org/egovkb/global_reports/08report.htm)

## 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.

## Penalties

In keeping with standards of professionalism appropriate to this programme, it is expected that deadlines will be honoured. In fairness to students who complete work on time, work submitted after the due date/ time will incur penalties for lateness. The penalty is up to 5 % of the report’s grade per day (or part thereof) late. Unusual or unforeseeable circumstances (eg serious illness, family bereavement) may lead to a waiver of this penalty but need to be

discussed with the Course coordinator as soon as possible, and substantiated by documentary evidence.

### **Mandatory Course Requirements**

Students are required to:

- Attend at least 75% of classes;
- Prepare in advance for class contact meetings by reading and reflecting upon the provided reading materials and participate actively in any group work;
- Complete all items of assessment with a minimum of 45% for both the case study and the written essay;
- Submit all assessment items on time and in format required.

### **Communication of Additional Information**

Course materials and any additional items will be posted on the MMIM 580 Blackboard website. Students 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 on the ground floor (EA005). This counter is the first point of contact for :

- 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.

### **Notice of Turnitin Use**

Student work provided for assessment in this course may be checked for academic integrity by the electronic search engine <<http://www.turnitin.com>>. Turnitin is an on-line plagiarism prevention tool which identifies material that may have been copied from other sources including the Internet, books, journals, periodicals or the work of other students. Turnitin is used to assist academic staff in detecting misreferencing, misquotation, and the inclusion of unattributed material, which may be forms of cheating or plagiarism. *At the discretion of the School, handwritten work may be copy typed by the School and subject to checking by Turnitin.* You are strongly advised to check with your tutor or the course coordinator if you are uncertain about how to use and cite material from other sources. Turnitin will retain a

copy of submitted materials on behalf of the University for detection of future plagiarism, but access to the full text of submissions will not be made available to any other party.

### **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 or go to [www.victoria.ac.nz/home/about/policy/students.aspx](http://www.victoria.ac.nz/home/about/policy/students.aspx)

For information on the following topics, go to the Faculty's website [www.victoria.ac.nz/fca](http://www.victoria.ac.nz/fca) under Important Information for Students:

- Academic Grievances
- Student and Staff Conduct
- Meeting the Needs of Students with Impairments
- Student Support

### **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 students 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 penalized 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: [www.victoria.ac.nz/home/studying/plagiarism.html](http://www.victoria.ac.nz/home/studying/plagiarism.html)

### **Manaaki Pihipihinga Programme**

Manaaki Pihipihinga is an academic mentoring programme for undergraduate Māori and Pacific students in the Faculties of Commerce and Administration, and Humanities and Social Sciences. Sessions are held at the Kelburn and Pipitea Campuses in the Mentoring Rooms, 14 Kelburn Parade (back courtyard), Room 109D, and Room 210, Level 2, Railway West Wing. There is also a Pacific Support Coordinator who assists Pacific students by linking them to the services and support they need while studying at Victoria. Another feature of the programme

is a support network for Postgraduate students with links to Postgraduate workshops and activities around Campus.

For further information, or to register with the programme, email [manaaki-pihipihinga-programme@vuw.ac.nz](mailto:manaaki-pihipihinga-programme@vuw.ac.nz) or phone (04) 463 6015. To contact the Pacific Support Coordinator, email [pacific-support-coord@vuw.ac.nz](mailto:pacific-support-coord@vuw.ac.nz) or phone (04) 463 5842.