

School of Government

MMPM 507
E-GOVERNMENT IN NEW ZEALAND
(15 Points)

Trimester Two 2008

COURSE OUTLINE

Names and Contact Details

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School of Government Office Hours: 8.30am to 5.00pm, Monday to Friday

Trimester Dates

Monday 7 July to Saturday 8 November 2008

Class Times and Room Numbers

Module One: Tuesday 19 August 2008 8.30am – 6.00pm

Module Two: Tuesday 14 October 2008 8.30am – 6.00pm

Module Three: Tuesday 18 November 2008 8.30am – 6.00pm

Locations: Classes will be held on the Pipitea Campus of Victoria University and you will be advised of your classroom one week prior to each module by email.

Course Content

Day One: Reflection on the Context and Issues

The first session is designed to open up discussion about e-government as an emerging force in public management, and to look at how it is currently perceived by public officials. In particular it will focus on identifying why officials should pay attention to the development of e-government and how it is likely to manifest itself in the working environment of state agencies.

The following sessions are designed to introduce students to e-government as an emerging force in public management both internationally and in New Zealand agencies.

Session 1: What does ‘e-government’ mean to you?	<ul style="list-style-type: none">• Why is e-government something that I have to pay attention to as a public official? Can I get away with ignoring it? What are the important issues behind the rhetoric? What changes can I expect in my working environment as a result of e-government initiatives? How do the things that happen in my agency link to what happens in other agencies? What are the potential impacts of this for public management in New Zealand?• What does it all mean to me on a personal basis? Do I need to enter the world 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, blogs, wikis and facebook? Am I already there?
Session 2: The international context of e-government.	<p>Presentation by Professor Miriam Lips, E-Government Chair, VUW.</p> <p>Professor Lips is the recently appointed inaugural Chair of e-Government in both the School of Government and the School of Information Management. She comes to New Zealand from Tilburg University in the Netherlands and has a wealth of international experience in e-government. In addition to her position here in Victoria University, Miriam also currently holds a position as Research Fellow with the Oxford Internet Institute, Oxford University, UK.</p> <p>This session will provide an international context from which we can assess the importance of e-government as a phenomenon on the global stage, and gain an insight into how other countries are dealing with it.</p>

<p>Session 3: The strategic context of e-government in New Zealand public management.</p>	<p>Presentation by ICT Branch, State Services Commission. Speaker to be confirmed.</p> <p>A new version of the e-government strategy was released in December 2006. In this session, the strategy will be introduced and we will discuss where it fits within the context of the State Sector Development Goals and other key government strategies e.g. ‘The New Zealand Digital Strategy’.</p> <p>This session will cover:</p> <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, and connection.
<p>Session 4: Detailed consideration of the key related strategies.</p>	<p>Given the information provided by our guest speakers, this session takes a closer look at the details behind the e-government and digital strategies and examines the implications for individual agencies and for officials.</p> <p>The session covers:</p> <ul style="list-style-type: none"> • e-government Strategy: mandatory and discretionary initiatives. • Future strategy goals – how are these going to be achieved? What are the implications for individual agencies? • Digital Strategy – what are the connecting relationships for agencies?

Day Two: Exploring different aspects of e-Government and the relevance to public management.

<p>This day will focus on the collective exploration of key aspects of e-government and how they are operating in the New Zealand context.</p>	
<p>Session 1: How e-government is applied.</p>	<p>This session will be an interactive one whereby students will be asked to use the reading material and presentations from Day One to start to de-construct the concept of e-government and demonstrate how it is being applied across a number of sphere including: e-services (social/ environmental and economic); e-information and e-knowledge management; and back office administrative functions.</p>

<p>Sessions 2: A case study of e-government in operation</p>	<p>Guest presenter from an operational agency.</p> <p>A look at how a major e-government initiative is being implemented within one state sector agency. This session will give us the opportunity to examine the opportunities and challenges that e-government poses for public officials and managers. How might this apply in your agency?</p> <p>Case studies that you could look that will give an indication of the range of things happening in the e-government space include:</p> <ul style="list-style-type: none"> • NZ LandOnline, go to www.landonline.govt.nz/about-landonline/index.asp • Online tax services, go to www.ird.govt.nz/ and explore • Justice information system, go to www.justice.govt.nz/jsis/ and explore. In particular, look for Courts and the recording of evidence initiative. Check also the Justice Information Strategy. • Export applications online, check the Customs website, www.customs.govt.nz/default.htm
<p>Session 3: e-participation</p>	<p>Presentation by ICT Branch, SSC. Speaker to be confirmed.</p> <p>The New Zealand government through the Digital Strategy is committed to increasingly the use of online technologies by its citizens. How this initiative being developed and what is its relevance for public management?</p>
<p>Session 4: Futures thinking</p>	<p>This session will be an opportunity for you to explore the potential impacts of e-government for the sector that you work in. Discussion will include, but not be restricted to, a consideration of issues such as:</p> <ul style="list-style-type: none"> • Will the public face of government change as a consequence of e-government? If so, in what ways? • What is meant by ‘transformation’ of government and what will it look like? • What is the potential for emerging communication technologies to change the relationships between stakeholder groups in your sector of influence?

Day Three: e-government in the workplace

This day will focus on how e-government is contributing to various aspects of public management, and what you as public officials can do to contribute to the success of the strategy.

Session 1: Key themes emerging

This session looks at some of the key themes recently emerging in public management, and how e-government will contribute to them. For example:

- How will e-government initiatives contribute to achieving the State Sector Development Goals?
- Can e-government initiatives and working practices assist the Managing for Outcomes agenda?

Session 2: Shared working practices

This session looks at the possibility that e-government may change the way that we work as public officials in carrying out the executive functions of government.

The original conceptual thinking around public sector shared workspace will be introduced and explored. For information on shared workspace go to www.e.govt.nz/services/workspace/

There will be an opportunity to discuss other areas of interest including the PSI, Identity Management and EOI, Authentication, Shared Services, Procurement, GLS and IVS.

Session 3: The operation of shared working practices

This session will include a workshop with a panel of officials from the SSC ICT Branch. There will be presentations on key e-government issues and an opportunity for questions and answers.

Please be prepared to bring issues for discussion. This is your opportunity to discuss issues in greater depth with people who are at the centre of decision-making with respect to e-government.

Session 4: Wrap-up

Revisiting the issues: what does e-government mean to you now?

How would you rate its relevance and significance for today and tomorrow?

What actions will you take within your workplace to contribute to the successful implementation of e-government strategies and initiatives?

Course Objectives

By completion of this course, candidates will have:

- an increased understanding of the manner in which e-government initiatives might change the engagement between public and government and thereby influence future development of public management in countries like New Zealand with liberal-democratic polities;
- a detailed understanding of the stage of development of e-government related strategies in New Zealand and what agencies are required to do today and tomorrow to implement them;
- knowledge, through the use of selected case studies, of how particular agencies are using the new capabilities offered by information and communication technologies to improve their efficiency and effectiveness; and
- opportunities with peers and colleagues to brainstorm, sketch and/or develop new ideas in 21st century public management that are applicable in their agency.

Expected Workload / Learning Commitment

The learning objectives set for each course are demanding and, to achieve them, candidates must make a significant commitment in time and effort to reading, studying, thinking, and completion of assessment items outside of contact time. Courses vary in design but all require preparation and learning before the first module. Regular learning is necessary between modules (students who leave everything to the last moment rarely achieve at a high level). Expressed in input terms, the time commitment required usually translates to 65-95 hours (excluding class contact time) per course.

Group Work

Candidates on this course will be required to work individually and in groups. The group work 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.

Readings

Hard copies of required readings have been sent to you. These are:

Chadwick, Andrew **Internet Politics: States, Citizens, and New Communication Technologies**, N.Y. Oxford University Press, 2006, pp 177 – 203

Fountain, Jane **Building the Virtual State: Information Technology and Institutional Change**, The Brooking Institution, 2001, pp 3 – 30

Gauld, Robin & Goldfinch, Shaun **Dangerous Enthusiasms: E-government Computer Failure and Information System Development**, Otago University Press, 2006, pp 27 – 44

Lucas, Edward 'A *Special Report on Technology and Government*' in **The Economist** February 16th 2008.

Students are encouraged to read these papers prior to the commencement of the course. Other 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, 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 the Blackboard site for this course, go to the Victoria University website at www.victoria.ac.nz and click on "Current Students" (in the 'Information For' box on the right hand side of the page). This takes you to the myVictoria student portal. Log into the portal with your SCS Username (on your Confirmation of Study) and your password (initially, your Victoria University student ID number, on your Confirmation of Study or your Victoria University student ID card). Once you have logged in, select "Blackboard" (from the options along the top of the page), which takes you to the main Blackboard page. The 'My Courses' section displays what courses you have access to (only courses that are using Blackboard will be displayed), so select "08.2.MMPM507: e-Government in New Zealand".

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 www.digitalstrategy.govt.nz/templates/Page_11.aspx

INTL: (2002) Windley, Philip, J. **eGovernment Maturity**, Office of the Governor, State of Utah.

(2006) The Australian Government Information Management Office
www.finance.gov.au

(2007) Canada: **Service Transformation** (www.tbs-sct.gc.ca/cio-dpi/transform_e.asp)

Enabling Government Transformation
(www.tbs-sct.gc.ca/pubs_pol/ciopubs/egt-ftsg_e.asp)

(2007) EU: **Towards a Knowledge-based Europe: The European Union and the Information Society** (http://europa.eu/pol/infso/index_en.htm)

i2010 Strategy and eEurope Action Plans

(http://europa.eu/pol/infso/index_en.htm)

(2007) UK: **Transformational Government**
(www.cio.gov.uk/transformational_government/index.asp)

(2008) **Global E-Government Survey 2008** (www.unpan.org)

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.*

OECD (2005) *E-government for better government*, Paris: Organisation for Economic Co-operation and Development, 'Introduction', pp. 12-17.
Also: Chapter 4: 'The Business Case for E-government', pp 97 – 113.
To access this document, go to the MMPM 507 Blackboard website.

SSC (2005) *Development Goals for the State Services* accessible at
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 www.ssc.govt.nz/display/document.asp?DocID=5432

(2006) *E-government Strategy and The Digital Strategy: Creating Our Digital Future* accessible at www.e.govt.nz.

Also: Case studies of e-government initiatives (see 'Research')
Conceptual model for an Electronic Shared Workspace (see 'Archived material'
Shared Workspace: S.E.E. Workspace: Phase 3)
Shared Workspace at a Glance (Shared Workspace: Home)
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, if you are 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.

(2007) *Delivering E-government 2007: Real People, Real Stories* accessible at
www.e.govt.nz

VUW (2006) Gault, Robin *E-government: What is it and Will It Transform Government* in **Policy Quarterly**, Vol. 2, No. 2.

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.

Assessment Requirements

1. Knowledge of the field [40% course assessment]

A 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. On Day 1 of the course, you will be provided with a 'learning checklist' from which this test will be drawn.

Select 10 of the terms provided that are commonly used in literature on e-government. For each term:

- (i) Write a brief definition (with appropriate referencing)
- (ii) Indicate where and how this aspect of e-government is generally applied providing examples to demonstrate your explanation, and
- (iii) Write a short paragraph setting out (a) how you think this might benefit users; (b) how you think it might benefit the implementing government agency; and (c) any disadvantages to users or risks to agencies that may be possible.

Due date: Friday 19 September 2008: 5.00pm

2. E-government application [60% course assessment]

This assessment item is designed to test your ability to apply the principles and ideas covered in this course in a forward-looking manner with respect to a particular example of e-government (3000 words). Choose either (A) **OR** (B) below. If you would like to vary one of these to suit your agency/ experience, please negotiate this with the course coordinator prior to under-taking the assignment.

EITHER

- (A) Prepare a paper that reports on a current e-government initiative you are familiar with that contributes to improving **EITHER** information management **OR** service delivery. For the initiative you have chosen:
- Describe the potential and actual benefits of the initiative to users
 - Analyse the business value of the initiative (including costs; benefits and risks) to the agency
 - Describe how the implementation of the initiative might change the relationship between users/ agency in the future
 - Analyse any potential future developments that may need to be considered within the business as a consequence of the adoption of this initiative.

OR

- (B) Prepare a discussion document to gain executive management support for developing a specific e-government initiative that will improve citizen participant in a specific policy or operational function of your agency. In particular:

- Describe how the initiative will engage citizens and contribute to the policy or operational interests of government
- Analyse the contribution the initiative will make to the e-government strategy and the wider development goals of the state sector
- Analyse how the principles of e-participation will be met
- Analyse how the development and implementation of the initiative would potentially benefit your organisation, and assess any associated risks.

Due date: Friday 14 November 2008: 5.00pm

Please submit ALL assignments IN HARD COPY to:

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

Assignments that are submitted in person should be placed in the secure box at School of Government reception (Level 8, Rutherford House) during office hours of 8.30am to 5.00pm, Monday to Friday. The assignment box is cleared daily, and assignments will be date stamped.

Students should keep a copy of all submitted work.

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 may be deducted where assignments are submitted after the due date. For out of town students, two calendar days' grace is given to allow for time in the post.

If ill-health, family bereavement or other personal emergencies prevent you from meeting the deadline for submitting a piece of written work or from attending class to make a presentation, 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 Coordinator know as soon as possible in advance of the deadline if you are seeking an extension.

Mandatory Course Requirements

To fulfil the mandatory course requirements for this course, you are required to:

1. Submit all assignments by the due date;
2. Attend all contact sessions of the course.

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.

Withdrawal Dates

Students giving notice of withdrawal from this course after **Monday 1 September 2008** will NOT receive a refund of fees.

Students giving notice of withdrawal from this course after **Wednesday 19 November 2008** are regarded as having failed the course, unless the Associate Dean subsequently gives approval to withdraw.

Notice of withdrawal must be in writing / emailed to the Masters Administrator. Ceasing to attend or verbally advising a member of staff will NOT be accepted as a notice of withdrawal.

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 (EA 005). 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.

Use of Turnitin

Student work provided for assessment in this course may be checked for academic integrity by the electronic search engine 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

For information on the following topics, go to the Faculty's website 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: including the work of others will not be considered plagiarism as long as the work 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:

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 or telephone (04) 463 6015. To contact the Pacific Support Coordinator, email pacific-support-coord@vuw.ac.nz or telephone (04) 463 5842.