

School of Government / School of Information Management

MMPM 507 / MMIM 580
E-GOVERNMENT IN NEW ZEALAND /
SPECIAL TOPIC: E-GOVERNMENT
(15 Points)

Trimester 1 / 2009

COURSE OUTLINE

Names and Contact Details

Course Coordinator: **Professor Miriam Lips**
Room EA 235, Level 2, Easterfield Building, Kelburn Campus
Telephone: (04) 463 7411
Room RH 812, Level 8, Rutherford House, Pipitea Campus
Telephone: (04) 463 5507
Email: miriam.lips@vuw.ac.nz

Other Lecturers: **Rose O'Neill**

Administrator: **Darren Morgan** (for School of Government students)
Room RH 821, Level 8, Rutherford House, Pipitea Campus
Telephone: (04) 463 5458
Fax: (04) 463 5454
Email: darren.morgan@vuw.ac.nz
Office Hours: 8.30am to 5.00pm, Monday to Friday

Tiso Ross (for School of Information Management students)
Room EA 121, Level 1, Easterfield Building, Kelburn Campus
Telephone: (04) 463 5309
Fax: (04) 463 5446
Email: tiso.ross@vuw.ac.nz

Trimester Dates

Monday 2 March to Wednesday 1 July 2009

Class Times and Room Numbers

Module One:	Friday 27 February 2009	8.30am – 6.00pm
Module Two:	Friday 24 April 2009	8.30am – 6.00pm
Module Three:	Friday 12 June 2009	8.30am – 6.00pm

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

Withdrawal Dates

Students giving notice of withdrawal from this course after **Monday 9 March 2009** will NOT receive a refund of fees.

Students giving notice of withdrawal from this course after **Monday 1 June 2009** 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.

Course Content

Topics to be covered:

Module One: The Strategic Context of E-Government in New Zealand

- Defining and conceptualising 'E-Government'
- Theoretical perspectives on relationships between technology and society
- What does E-Government mean for individual government agencies?
- International E-Government strategies, trends and developments
- New Zealand government strategies in the field of E-Government (e.g. E-Government Strategy, Digital Strategy)
- E-Government Service provision
- How to measure and evaluate E-Government? (e.g. Benchmarking of E-Government)

Module Two: Transforming Government

- Defining and conceptualising 'transformation' enabled by E-Government
- What does transformation mean for NZ government agencies?
- Transformational government strategies in NZ
- Managing transformational change
- The future of E-Government and the NZ public management system

Module Three: E-Government in external public sector relationships: current trends and issues

- Identity Management
- Electronic Records Management
- Joined-up government and cross-agency collaboration
- E-democracy and E-participation

Course Learning 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 and initiatives in New Zealand;

Expected Workload

It is expected that students have at least a basic understanding of the structure and functioning of the New Zealand government.

Each student is expected to do:

- Approximately 30 hours of reading, study and thinking prior to 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 and actively participate in the 24 hours of contact time across the 3 scheduled module days;
- Approximately 50 hours in preparing the required items of assessment.

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

There is no textbook for this course. Readings are selected from the following resources and will be provided in electronic form through Blackboard (<http://blackboard.vuw.ac.nz/>):

Avgerou, Chrisanthi, Claudio Ciborra and Frank Land (eds.) (2004) *The Social Study of Information and Communication Technology. Innovation, Actors, and Contexts*, Oxford: Oxford University Press.

Bannister, Frank (2007), *The curse of the benchmark: an assessment of the validity and value of e-government comparisons*, International Institute of Administrative Sciences, Vol 73(2), pp 171-188.

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

Gauld, R & Goldfinch, S (2006) 'Dangerous Enthusiasm: E-government Computer Failure and Information Systems Development', Otago University Press, pp 27 - 44.

Gregory, B (2007) 'Bringing back the buck: responsibility and accountability in politics and the state sector' in *Public Sector*, Vol 30, No. 2, pp 4 - 8.

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

'New Zealand E-government 2007: Progress Towards Transformation', available at www.e.govt.nz/resources/research/progress (15 think pieces by commentators on New Zealand's E-Government progress).

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

Norman, R (2003) 'Obedient Servants?: Management Freedoms & Accountabilities in the New Zealand Public Sector', Victoria University Press, pp 33 - 44

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

Scott, G (2008) 'After the Reforms: some questions about the state of the State in New Zealand' Paper presented to the After the Reforms Symposium, Wellington, February 2008.

Shick, A (2001) 'Reflection on the New Zealand Model', Guest lecture presented at the New Zealand Treasury, August (www.treasury.govt.nz)

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

The Economist (2008), Special Report on Technology and Government, February 16th 2008

UN E-Government Survey 2008, available for download at www.unpan.org/egovkb/global_reports/08report.htm

Further E-Government-related papers and journals can be accessed through the North American Digital Government Society (DG.O) Library, available at: www.dgsociety.org/library.php

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.

Assessment Requirements

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:

• Take home test (course objectives 1,2,3,4)	40%
• Written essay (course objectives 1,2,3,4)	60%
Total	100%

1. Take home test [40% course assessment]

A take-home test with open questions designed to assess the student’s understanding of E-Government related theory, concepts, policy and practice, with a specific focus on New Zealand-based E-Government strategies and initiatives.

This assessment will require each student to write approximately 2,000 words.

The take-home test will be handed out by the Course Coordinator at the end of Module 1 of the course, Friday 27 February 2009.

Submission date: 5.00pm, Friday 27 March 2009

2. Essay [60% course assessment]

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 Information and Communication Technologies (ICTs) will transform the student's own organisation or one core NZ government institution, such as: 1) Parliament; 2) Treasury; 3) SSC; 4) Labour Party; 5) National Party; 6) Ministry of Social Development; 7) Wellington City Council; 8) District Health Board; 9) Department of Internal Affairs; 10) Ministry of Education; 11) NZ Police; or 12) Ministry of Agriculture & Forestry.

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 4,000 words.

Submission date: 5.00pm, Monday 22 June 2009

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 dates;
2. Attend all modules/contact sessions of the course.

Communication of Additional Information

Course materials and any additional items will be posted on the MPPM 507 / MMIM 580 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 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 online 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 mis-referencing, misquotation, and the inclusion of unattributed material, which may be forms of cheating or plagiarism. *At the discretion of the Head of 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 University 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.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 University. 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.