TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI

VICTORIA
UNIVERSITY OF WELLINGTON

School of Government / School of Information Management

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

Trimester One / 2010

COURSE OUTLINE

Names and Contact Details

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

Masters 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

Trimester Dates: Monday 1 March – Wednesday 30 June 2010
Teaching Period: Friday 26 February – Monday 21 June 2010

Class Times and Room Numbers

Module One:	Friday 26 February 2010	8.30am – 6.00pm
Module Two:	Friday 16 April 2010	8.30am – 6.00pm
Module Three:	Friday 11 June 2010	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 and via Blackboard.

Withdrawal Dates

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.

Students giving notice of withdrawal from this course after **Thursday 11 March 2010** will NOT receive a refund of fees.

Associate Dean (Students)'s approval required for withdrawal from this course after **Monday 17 May 2010**.

See more information available via:

- **Withdrawal dates: Late withdrawals with Associate Dean (Students) permission (See Section 8: Withdrawals – from the Personal Courses of Study Statute)**
  http://policy.vuw.ac.nz/Amphora!~~policy.vuw.ac.nz~POLICY~000000001743.pdf
- **Withdrawal dates: Refunds:**
  www.victoria.ac.nz/home/admisenrol/payments/withdrawlsrefunds.aspx

Course Content

Topics to be covered:

Module One: The Theoretical and Strategic Context of E-Government in New Zealand
- Defining and conceptualising 'e-Government'
- Theoretical perspectives on the impact of e-Government
- International e-Government strategies, trends and developments
- New Zealand Government strategies, information policies and legal frameworks in the field of e-Government
- What does e-Government mean for individual government agencies?

Module Two: Managing E-Government
- Trends, developments and issues in e-Government service provision
- Identity Management
- Electronic public records management
- E-Government project management
- How to measure and evaluate e-Government?

Module Three: E-Government in External Relationships
- Interoperability, multi-agency collaboration and information sharing
- Citizen-centric government
- E-democracy, e-participation and e-engagement

Course Learning Objectives

Students successfully completing this course will be able to:

1. Demonstrate a familiarity with the available scholarly and professional literature on e-Government;
2. Demonstrate an increased understanding of the impact of e-Government on public sector agencies and their external relationships, and the implications;
3. Demonstrate an increased understanding of the issues related to the management of e-Government initiatives;
4. Demonstrate a detailed understanding of e-Government related strategies, information policies and legal frameworks in New Zealand

Course Delivery

This course will be delivered in three face-to-face, intensive modules. It is expected that students actively participate in the three modules and come well-prepared to all sessions.

Expected Workload

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

Students 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 student 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/ or via the myVictoria student web portal):

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

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

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

OECD (2009) *Rethinking e-Government Services: User-centred Approaches*, Paris: Organisation for Economic Co-operation and Development

Public Management Review (2009), Special Issue on E-Government and Institutional Change, Vol. 11 (6)

State Services Commission   *E-government Strategy;*
                                 Development Goals for the State Services and
                                 The Digital Strategy: Creating Our Digital Future
                                 Accessible at www.e.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, journals and a very useful e-Government reference library (v6.0) available in Endnotes can be accessed through the North American Digital Government Society (DG.O) Library, available at: www.dgsociety.org/library.php

Materials and Equipment

Students should be aware that – befitting a course on this topic – they will need to know how to use the internet to access downloadable documents and other course-related content. If individuals prefer to do 'detailed reading' from hard copy, access to a reasonably fast printer is also required. Additional expenses may be involved in the printing of course-related materials.

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 learning objectives 1,2,3,4)   40%
- Written essay (course learning 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 developments and initiatives.

    This assessment will require each student to write approximately 2,500 to 3,000 words.

    The take-home test will be handed out by the Course Coordinator at the end of Module 1 of the course, Friday 26 February 2010.

    Submission date: 5.00pm, Monday 22 March 2010

2. **Written essay [60% course assessment]**

    This assessment item is designed to test the student's ability to apply the theory, concepts, empirical knowledge and discussions covered in this course as well as the emerging literature in the field of e-Government to a particular public sector 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) fundamentally change the student's own organisation or a New Zealand public sector agency or institution, and what the implications are of this transformation. Examples of New Zealand public sector agencies and institutions include 1)

Parliament; 2) Treasury; 3) State Services Commission; 4) Ministry of Economic Development; 5) Archives New Zealand; 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; and 12) Ministry of Agriculture & Forestry.

At least 5 scholarly 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 6,000 words, including references.

Submission date: 5.00pm, Monday 21 June 2010

Please submit ALL assignments IN ELECTRONIC COPY <u>AND</u> IN HARD COPY:

IN ELECTRONIC COPY (in Word or rtf-format) to the Course Coordinator at miriam.lips@vuw.ac.nz

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, Pipitea Campus) during office hours of 8.30am to 5.00pm, Monday to Friday. The assignment box is cleared daily, and assignments will be date stamped.

Note: Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and audit purposes. The findings may be used to inform changes aimed at improving the quality of FCA programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

Students should keep a copy of all submitted work.

Class Attendance

The School expects you to attend all three modules for the course. If, before enrolment for a course, you are aware that you will not be able to attend a module, you must notify the Director of Master's Programmes when you enrol explaining why you will not be able to attend. The Director of Master's Programmes will consult with the relevant course coordinator. In such circumstances, you may be declined entry into a course.

If you become aware after a course starts that you will be unable to attend a module or a significant part of a module (i.e. more than two hours in any given day), you must advise the course coordinator before the module explaining why you will be unable to attend. The course coordinator may excuse you from attendance and may also require you to complete compensatory work relating to the course content covered during your absence.

Deadlines and Failure to Meet Due Dates

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 per cent for every day by which the assignment is late and no assignments will be accepted after five working days beyond the date they are due. For example, if you get 65% for an assignment, but you handed it in on Monday when it was due the previous Friday, you will get a mark of 50%.

If ill-health, family bereavement or other personal circumstances beyond your control 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. You should let your course coordinator know as soon as possible in advance of the deadline (if circumstances permit) if you are seeking an extension. Where an extension is sought, evidence, by way of a medical certificate or similar, may be required by the course coordinator.

Mandatory Course Requirements

Submit or participate in all pieces of assessment required for this course.

Communication of Additional Information

Course materials, information on changes, and any additional information will be posted on the MMPM 507 / MMIM 580 Blackboard website. Students should check this site regularly.

Academic Integrity, Plagiarism, and the Use of Turnitin

Plagiarism is presenting someone else's work as if it were your own, whether you mean to or not.

'Someone else's work' means anything that is not your own idea. Even if it is presented in your own style, you must still acknowledge your sources fully and appropriately. This includes:

- material from books, journals or any other printed source
- the work of other students or staff
- information from the Internet
- software programs and other electronic material
- designs and ideas
- the organisation or structuring of any such material.

Acknowledgement is required for all material in any work submitted for assessment unless it is a 'fact' that is well-known in the context (such as "Wellington is the capital of New Zealand") or your own ideas in your own words. Everything else that derives from one of the sources above and ends up in your work – whether it is directly quoted, paraphrased, or put into a table or figure, needs to be acknowledged with a reference that is sufficient for your reader to locate the original source.

Plagiarism undermines academic integrity simply because it is a form of lying, stealing and mistreating others. Plagiarism involves stealing other people's intellectual property and lying about whose work it is. This is why plagiarism is prohibited at Victoria.

If you are found guilty of plagiarism, you may be penalised under the Statute on Student Conduct. You should be aware of your obligations under the Statute, which can be downloaded from the policy website (www.victoria.ac.nz/home/about/policy/students.aspx). You could fail your course or even be suspended from the University.

Plagiarism is easy to detect. The University has systems in place to identify it.

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 compares submitted work with a very large database of existing material. At the discretion of the Head of School, handwritten work may be copy-typed by the School and subject to checking by Turnitin. 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.

There is guidance available to students on how to avoid plagiarism by way of sound study skills and the proper and consistent use of a recognised referencing system. This guidance may be found at the following website: www.victoria.ac.nz/home/study/plagiarism.aspx.

If in doubt, seek the advice of your course coordinator.

Plagiarism is simply not worth the risk.

Other Information

For the following important information, follow the links provided:

- **Academic Integrity and Plagiarism**
  www.victoria.ac.nz/home/study/plagiarism.aspx
- **General University Policies and Statutes**
  www.victoria.ac.nz/home/about/policy
- **AVC (Academic) Website: information including Conduct, Academic Grievances, Students with Impairments, Student Support**
  www.victoria.ac.nz/home/about_victoria/avcacademic/Publications.aspx
- **Faculty of Commerce and Administration Offices**
  www.victoria.ac.nz/fca/studenthelp/
- **Manaaki Pihipihinga Programme**
  www.victoria.ac.nz/st_services/mentoring/