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 2011

COURSE OUTLINE

Names and Contact Details

Course Coordinator: **Professor Miriam Lips**
Room RH 525, Level 5, Rutherford House, Pipitea 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

Christine King (for School of Information Management students)
Room RH 521, Level 5, Rutherford House, Pipitea Campus
Telephone: (04) 463 5875
Fax: (04) 463 5446
Email: christine.king@vuw.ac.nz

Trimester Dates

From Monday 28 February to Thursday 23 June 2011

Withdrawal from Course

1. Your fees will be refunded if you withdraw from this course on or before 11 March 2011.

2. The standard last date for withdrawal from this course is 14 May 2011. After this date, students forced to withdraw by circumstances beyond their control must apply for permission on an '*Application for Associate Dean's Permission to Withdraw Late*'

including supporting documentation. The application form is available from either of the Faculty's Student Customer Service Desks.

Class Times and Room Numbers

Class Times: Lectures on Thursdays 5.40pm- 7.30pm in Trimester 1, 2011

Mid Trimester break: Week 16 and 17 (18 April until 1 May 2011)

Location: Classes will be held on the Pipitea Campus of Victoria University of Wellington.

Course Content

The following topics will be covered:

Week 9 (Thursday 3 March) –   Introduction to e-Government

Week 10 (Thursday 10 March) -   Theoretical perspectives of e-Government

Week 11 (Thursday 17 March) -   E-Government and public sector reform

Week 12 (Thursday 24 March) -   New Zealand Directions and Priorities for Government ICT
-   Guest lecture by Dr Rose O'Neill

Week 13 (Thursday 31 March) -   Managing e-Government

Week 14 (Thursday 7 April) -   Multi-agency collaboration and management

Week 15 (Thursday 14 April) –   ***Working on Take Home Test 2: no class***

Week 16 and 17: Mid Trimester break

Week 18 (Thursday 5 May) -   Identity Management, Privacy and Security

Week 19 (Thursday 12 May) -   E-Records Management and Access to Government

Week 20 (Thursday 19 May) -   E-Government Uptake

Week 21 (Thursday 26 May) -   E-Democracy: e-campaigning in New Zealand
-   Guest lecture by Hugo Gong, PhD candidate at VUW

Week 22 (Thursday 2 June) -   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 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 weekly face-to-face, intensive sessions. It is expected that students actively participate in these classes and come well-prepared to all sessions.

Expected Workload

The learning objectives set for the 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. Classes vary in design but all require preparation and learning. Regular learning is necessary between classes (students who leave everything to the last moment rarely achieve at a high level). Expressed in input terms, the average time commitment required usually translates to approximately 150 hours, including assignments and excluding class contact time:

Class contact time:	22 hours
Class preparation time:	44 hours
Assignments:	84 hours

Total average time commitment: 150 hours

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/):

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.

Department of Internal Affairs (2010), *Directions and Priorities for Government ICT*, available at: http://www.dia.govt.nz/diawebsite.nsf/wpg_URL/About-us-Our-Organisation-Directions-and-Priorities-for-Government-ICT?OpenDocument

Dunleavy, P., H.Z. Margetts, S. Bastow & J. Tinkler (2006) New Public Management is Dead - Long live Digital Era Governance, *Journal of Public Administration Research and Theory*, 16 (3), 467-494

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.

Ministry of Economic Development, *The Digital Strategy: Creating Our Digital Future*, available at: http://www.med.govt.nz/templates/StandardSummary____43904.aspx

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 (2006), *E-government Strategy*, available for download at: http://www.e.govt.nz/library/egovt-strategy-nov-2006.pdf

State Services Commission (2007), 'New Zealand E-government 2007: Progress Towards Transformation', available at:
http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan035685.pdf
(15 think pieces by commentators on New Zealand's e-Government progress).

State Services Commission, *Development Goals for the State Services*, available for download at:
http://www.ssc.govt.nz/upload/downloadable_files/Development-Goals-diagram.pdf

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

UN E-Government Survey 2010, available for download at:
http://www2.unpan.org/egovkb/global_reports/10report.htm

Weerakkody, V., M. Janssen & Y.K. Dwivedi (eds.) (2009) *Handbook of Research on ICT-enabled Transformational Government. A Global Perspective*, Hershey, PA: IGI Global.

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 1 (course learning objectives 1,2)   15%
- Take-home test 2 (course learning objectives 1,2,3,4)   35%
- Written essay (course learning objectives 1,2,3,4)   50%

Total   100%

1. **Take home test 1 [15% course assessment]**

    A take-home test with open questions designed to assess the student's understanding of e-Government related theory, concepts and practice.

    This assessment will require each student to write between 500 and 750 words.

Submission date: 5.30pm, Thursday 17th March 2011

2. **Take home test 2 [35% 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 between 2,000 and 2,500 words.

The take-home test will be handed out by the Course Coordinator at the end of class on Thursday 7 April 2011.

Submission date: 5.00pm, Monday 2 May 2011

3. **Written essay [45% 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) has fundamentally changed the student's own organisation or a New Zealand public sector agency or institution, and what the implications have been 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) the Green Party; 6) Work & Income; 7) Wellington City Council; 8) District Health Board; 9) Department of Internal Affairs; 10) IRD; 11) Customs; and 12) Ministry of Fisheries.

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

This assessment will require each student to write between 3,500 and 4,000 words, including references.

Submission date: 5.00pm, Thursday 23 June 2011

Please submit ALL assignments IN ELECTRONIC COPY AND 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: y*our 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.

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 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, 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 and participate in all pieces of assessment required for this course.

Class Representative

A class representative will be elected in the first class, and that person's name and contact details made available to VUWSA, the Course Coordinator and the class. The class representative provides a communication channel to liaise with the Course Coordinator on behalf of students.

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.

Use of Turnitin

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 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.

 For the following important information follow the links provided:

Academic Integrity and Plagiarism
http://www.victoria.ac.nz/home/study/plagiarism.aspx

General University Policies and Statutes
Find key dates, explanations of grades and other useful information at
www.victoria.ac.nz/home/study.
Find out about academic progress and restricted enrolment at
www.victoria.ac.nz/home/study/academic-progress.
The University's statutes and policies are available at www.victoria.ac.nz/home/about/policy, except qualification statutes, which are available via the Calendar webpage at
www.victoria.ac.nz/home/study/calendar (See Section C).
Further information about the University's academic processes can be found on the website of the Assistant Vice-Chancellor (Academic) at
www.victoria.ac.nz/home/about_victoria/avcacademic/default.aspx

AVC (Academic) Website: information including: Conduct, Academic Grievances, Students with Impairments, Student Support
http://www.victoria.ac.nz/home/about_victoria/avcacademic/Publications.aspx

Faculty of Commerce and Administration Offices
http://www.victoria.ac.nz/fca/studenthelp/

Manaaki Pihipihinga Programme
http://www.victoria.ac.nz/st_services/mentoring/