

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 Administrators:	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

Monday 28 February to Thursday 23 June 2011

Withdrawal from Course

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.

1. Your fees will be refunded if you withdraw from this course on or before **Friday 11 March 2011**.
2. The standard last date for withdrawal from this course is **Friday 13 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: Thursdays, 5.40pm – 7.30pm

Dates: Starting 3 March (first class) to 14 April 2011
Mid-trimester break (no classes) = 21 and 28 April 2011
Resuming 5 May to 2 June 2011 (final class)

Location: Room RWW 413, level 4, Railway West Wing, Pipitea Campus

Students should regard all weekly sessions as required attendance.

Course Content

The following topics will be covered:

Week	Date	Topic
1	Thursday 3 March 2011	Introduction to e-Government
2	Thursday 10 March 2011	Theoretical perspectives of e-Government
3	Thursday 17 March 2011	e-Government and public sector reform
4	Thursday 24 March 2011	New Zealand Directions and Priorities for Government ICT - Guest lecture by Dr Rose O'Neill
5	Thursday 31 March 2011	Managing e-Government
6	Thursday 7 April 2011	Multi-agency collaboration and management
7	Thursday 14 April 2011	Working on Take Home Test - No class
	Thursday 21 and 28 April 2011	Mid-Trimester Break - No classes
8	Thursday 5 May 2011	Identity Management, Privacy and Security
9	Thursday 12 May 2011	e-Records Management and Access to Government

10	Thursday 19 May 2011	e-Government Uptake
11	Thursday 26 May 2011	e-Democracy: e-Campaigning in New Zealand - Guest lecture by Hugo Gong, PhD candidate at VUW
12	Thursday 2 June 2011	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 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 (accessed through the MyVictoria student web portal: www.myvictoria.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, Sanford, 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: 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: 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: 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: 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:

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

The take-home test will be handed out by the Course Coordinator at the end of class on Thursday 10 March 2011 (week 2).

Submission date: 5.00pm, Thursday 17 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 (week 6).

Submission date: 5.00pm, Monday 2 May 2011

3. Written essay [50% 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 Microsoft 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.

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

Students should regard all weekly sessions as required attendance.

If you are unable to attend a significant part of the course, you must advise the Course Coordinator immediately explaining why you will be unable to attend. The Course Coordinator may require you to complete compensatory work relating to the course content covered during your absence. Evidence, by way of a medical certificate or similar, may also be required by the Course Coordinator.

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 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 and 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.

Blackboard is Victoria University's online environment that supports teaching and learning by making course information, materials and other learning activities available via the internet through the MyVictoria student web portal.

To access the Blackboard site for this course:

1. Open a web browser and go to www.myvictoria.ac.nz.
2. Log into MyVictoria using your ITS Username (on your Confirmation of Study) and password (if you've never used the Victoria University computer facilities before, your initial password is your student ID number, on your Confirmation of Study, Fees Assessment or student ID card – you may be asked to change it when you log in for the first time).
3. Once you've logged into MyVictoria, select Blackboard (from the options along the top of the page) to go to your Blackboard homepage.
4. The "My Courses" box displays the courses you have access to (please note that only courses that are actually using Blackboard will be displayed), so select "11.1.MMPM507-MMIM580: e-Government in New Zealand" for the course-specific Blackboard site.

Information emailed to you via Blackboard can only be sent to your @myvu.ac.nz email address (the free email address created for you when you enrol and accessed via the MyVictoria student web portal). If you want to receive these emails at your preferred email address (e.g. your home or work email address), it is **essential** that you activate your @myvu.ac.nz email address before the

start of the course and you modify the settings so all emails sent to it are automatically forwarded to your preferred email address. Please go to www.victoria.ac.nz/its/student-services/FAQs.aspx#Email_Foward for more information.

You are recommended to ensure that your computer access to Victoria University's computer facilities, such as MyVictoria, Blackboard and email, is working BEFORE your course starts.

If you have any problems, you should contact the ITS Helpdesk on (04) 463 5050 or its-service@vuw.ac.nz, or visit the Helpdesk on level 2 of the Railway West Wing, Pipitea Campus. See www.victoria.ac.nz/its/student-services/ for more information.

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.

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

- 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.aspx
- 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.aspx (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

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/