VICTORIA
UNIVERSITY OF WELLINGTON

School of Government

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

Trimester 2 / 2012

COURSE OUTLINE

Names and Contact Details

Course Coordinator:	**Professor Miriam Lips** Room RH 806, Level 8, Rutherford House, Pipitea Campus Telephone: (04) 463 7411 Email: miriam.lips@vuw.ac.nz
Administrator:	**Darren Morgan** Room RH 821, Level 8, Rutherford House, Pipitea Campus Telephone: (04) 463 5458 Fax: (04) 463 5454 Email: darren.morgan@vuw.ac.nz
School Office Hours:	8.30am to 5.00pm, Monday to Friday

Trimester Dates

From Monday 16 July to Friday 9 November 2012

Withdrawal from Course

Formal notice of withdrawal must be in writing on a Course Add/Drop form (available from either of the Faculty's Student Customer Service Desks) or emailed to the course Administrator. Not paying your fees, ceasing to attend lectures or verbally advising a member of staff will NOT be accepted as a formal notice of withdrawal.

1. Your fees will be refunded if you withdraw from this course on or before **Friday 27 July 2012**.

2. The standard last date for withdrawal from this course is **Friday 28 September 2012**. 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: Wednesdays, 5.40pm – 7.30pm

Dates: Starting 18 July (first class) to 22 August 2012
                          Mid-trimester break (no classes) = 29 August and 5 September 2012
                          Resuming 12 September to 17 October 2012 (final class)

Location: Room RWW 413, Level 4, Railway West Wing, Pipitea Campus. The timetable is also available to view on the Victoria University website (www.victoria.ac.nz/timetables/).

NOTE: This course is delivered in a weekly format over the whole trimester.

Course Content

The following topics will be covered:

- Week 1 (Wednesday 18 July) –   Introduction: what is 'e-Government'?
- Week 2 (Wednesday 25 July) –   Theoretical perspectives on e-Government
- Week 3 (Wednesday 1 August) –   Service transformation
- Week 4 (Wednesday 8 August) –   Access to government and e-Government uptake
- Week 5 (Wednesday 15 August) –   Multi-agency collaboration
- Week 6 (Wednesday 22 August) –   Managing e-Government good practice

- *Week 7 and 8: Mid Trimester break –   No classes*

- Week 9 (Wednesday 12 September) –   e-Government benefits realisation and evaluation
- Week 10 (Wednesday 19 September) –   Managing citizen identity information and privacy
- Week 11 (Wednesday 26 September) –   e-Records management
- Week 12 (Wednesday 3 October) –   Digital engagement
- Week 13 (Wednesday 10 October) –   e-Democracy and e-Politics
- Week 14 (Wednesday 17 October) –   Institutional change and public sector reform

Course Learning Objectives

Students successfully completing this course will be able to:

1. Demonstrate a familiarity with the scholarly literature on, or related to, 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 and complexities related to the management of e-Government initiatives;
4. Demonstrate an understanding of e-Government-related strategies, information policies and legal frameworks in New Zealand;
5. Demonstrate an understanding of e-Government practice in New Zealand, and the enabling factors.

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 also necessary between classes (students who leave everything to the last moment rarely achieve at a high level).

In accordance with University guidelines, one point should equate to approximately 10 hours of work (inclusive of assignments and class meetings), so the expected workload for this 15 point course is 150 hours, spread evenly throughout the trimester.

Class contact time:	24 hours
Class preparation time:	36 hours
Assignments:	90 hours

Total average time commitment: 150 hours

Readings

There is no textbook for this course. Readings are selected from the following resources and will be provided in electronic form through Blackboard (see below):

- 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, in: *International Institute of Administrative Sciences*, Vol. 73(2), 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.
- Chadwick, Andrew & Philip N. Howard (eds.) (2009). *The Routledge Handbook of Internet Politics*, London and New York: Routledge
- 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 & Shaun Goldfinch (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.
- Kraemer, Kenneth & John L. King (2006). Information Technology and Administrative Reform: Will E-Government be Different? In: *International Journal of Electronic Government Research*, 2(1), 1-20
- Lips, A.M.B, E.A. Eppel, A. Cunningham & V. Hopkins-Burns (2010). *Public Attitudes to the Sharing of Personal Information in the Course of Online Public Service Provision*, Final Research Report, August 2010, Wellington: Victoria University of Wellington, available at http://e-government.vuw.ac.nz/summary_IRD.aspx
- Lips, A.M.B., & A. Rapson, `Effective Electronic Records Management in 21st Century Government' – Part 2, November 2009, Victoria University of Wellington, available at http://e-government.vuw.ac.nz/research_projects_2009/Emerging_Records_%20Management_Pt2.pdf
- Loader, Brian D. & Dan Mercea (eds.) (2012). *Social Media and Democracy. Innovations in participatory politics*, London and New York: Routledge
- New Zealand Government (2011). *Better Public Services Advisory Group Report*, November 2011, available for download at:
  www.dpmc.govt.nz/sites/all/files/bps/bps-report-nov11.pdf
- Nixon, Paul G. & Vassiliki N. Koutrakou (eds.) (2007). *E-Government in Europe. Re-booting the state*, London and New York: Routledge
- Noveck, Beth S. (2009). *Wiki Government. How technology can make government better, democracy stronger, and citizens more powerful*, Washington D.C.: Brookings Institution Press
- 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)
- Snellen, Ignace Th.M. & Wim B.H.J. van de Donk (eds.) (1998). *Public Administration in an Information Age*. A Handbook, Amsterdam: IOS Press
- The Economist (2008). *Special Report on Technology and Government*, February 16th 2008
- UN e-Government Survey 2012, available for download at: http://www2.unpan.org/egovkb/global_reports/12report.htm
- Webster, Frank (ed.) (2004). *The Information Society Reader*, London and New York: Routledge
- Weerakkody, Vishanth, Marijn Janssen & Yogesh 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 (v7.5) can be accessed via links presented on the website of the Digital Government Society of North America (DGSNA): http://dgsna.org/

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" section displays the courses you have access to – select the appropriate link to access the course-specific Blackboard site. Please note that only courses that are actually using Blackboard and have been made available to students by their respective course coordinator will be displayed.

You are recommended to ensure that your computer access to Victoria University's computer facilities, such as myVictoria and Blackboard, 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.

Materials and Equipment

Students should be aware that – befitting a course on this topic – they will need to use the internet to access downloadable documents, relevant websites and other course-related content. If individuals prefer to do 'detailed reading' from hard copy, access to a printer is also required. Additional expenses may be involved in the printing of course-related materials (although free printing is available in the Post-Experience Computer Lab – contact the Administrator for more information).

Group Work

Students will be required to work individually and contribute to group discussions. Class participation 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.

Mandatory Course Requirements

Students should actively participate and submit all pieces of assessment required for this course.

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)   10%
2. Take-home test 2 (course learning objectives 1,2,3,4,5)   30%
3. Case study assignment (course learning objectives 1,2,3,4,5) 20%
4. Written essay (course learning objectives 1,2,3,4,5)   40%

   Total   100%

1. Take-home test 1 [10% course assessment]

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

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 Wednesday 1 August 2012 (week 3).

Submission date: 5.00pm, Wednesday 15 August 2012

2. Take-home test 2 [30% 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 1,500 and 2,000 words.

The take-home test will be handed out by the Course Coordinator at the end of class on Wednesday 22 August 2012 (week 6).

Submission date: 5.00pm, Wednesday 19 September 2012

3. Case study assignment [20% course assessment]

This assessment item is designed to test the student's ability to apply the theory, concepts, practice and knowledge covered in this course to an e-Government initiative.

This assessment will require each student to write between 1,000 and 1,500 words

The assignment will be handed out by the Course Coordinator at the end of class on Wednesday 26 September 2012 (week 11).

Submission date: 5.00pm, Wednesday 17 October 2012

4. Written essay [40% course assessment]

This assessment item is designed to test the student's ability to apply the theory, concepts, practice, available research and discussions covered in this course to a particular public management function, role, concept, theme or issue.

Each student will need to write an essay providing a critical analysis on the ways and extent to which the use of Information and Communication Technologies (ICTs) has fundamentally changed a particular public management function, role, concept, theme or issue in a New Zealand public sector agency, the New Zealand public management system as a whole, or in government agencies or public management systems elsewhere. The analysis should also describe and explain the implications of the change outcome(s).

Examples of public management functions, roles, themes and issues include 1) public service provision; 2) managing for outcomes; 3) performance management; 4) the role of the Chief Executive; 5) the role of the Chief Information Officer; 6) the role of a front-line staff member; 7) cross-agency collaboration; 8) governance; 9) accountability; 10) leadership; 11) transparency; 12) public engagement; 13) public records management; 14) organisational culture; and 15) knowledge management.

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

This assessment will require each student to write between 2,500 and 3,000 words, including references.

Submission date: 2.00pm, Friday 9 November 2012

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 6140.

Assignments that are submitted in person should be placed in the secure box at the 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.

Quality Assurance 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 FCom 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.

Communication of Additional Information

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

NOTE: Information emailed to you via Blackboard can only be sent to your @myvuw.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 @myvuw.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_Forward 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 Office
www.victoria.ac.nz/fcom/studenthelp/

Te Putahi Atawhai
Maori and Pacific Mentoring Programme
www.victoria.ac.nz/tpa/