VICTORIA
UNIVERSITY OF WELLINGTON

School of Government

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

EGOV 502
E-GOVERNMENT, PUBLIC SECTOR REFORM AND GOOD GOVERNANCE
(15 Points)

Trimester 2 / 2014

COURSE OUTLINE

Names and Contact Details

Course Coordinator:	**Professor Miriam Lips**
	Room RH 806, Level 8, Rutherford House, Pipitea Campus
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Administrator:	**Darren Morgan**
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School Office Hours:	8.30am to 5.00pm, Monday to Friday

Trimester Dates

Monday 14 July – Monday 3 November 2014

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 from 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 25 July 2014**.

2. The standard last date for withdrawal from this course is **Friday 26 September 2014**. 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

This course is delivered in a modular format.

Module One:	Thursday 17 July 2014	8.30am – 6.00pm
Module Two:	Thursday 4 September 2014	8.30am – 6.00pm
Module Three:	Thursday 23 October 2014	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. The timetable is also available to view on the Victoria University website at www.victoria.ac.nz/students/study/timetables .

Attendance is <u>required</u> at all teaching days

Course Delivery

This course is delivered in a modular format, which includes a minimum of 24 hours contact. The 24 hours are broken up into three separate days of eight hours each (a 'module'). There are three modules in the course with approximately six weeks between each module. **Attendance is <u>required</u> at all teaching days (8.30am – 6.00pm).**

It is expected that students actively participate in the three modules and come well-prepared to all sessions.

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.

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 day of the course and regular learning is also necessary (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 over the following activities:

Class contact time:	24 hours
Class preparation time:	12 hours
Assignments (incl. preparation):	114 hours
Total average time commitment:	150 hours

Prescription

This course examines theories, principles, models and strategies for using transformational e-Government initiatives to establish good governance, drawing on international and New Zealand experience.

Course Learning Objectives

Students who pass this course will be able to:

1. Understand the conditions and requirements for achieving good governance through ICT-enabled public sector reform and communicate these to a variety of internal and external stakeholders;
2. Apply theories, principles, models and strategies for using transformational e-Government initiatives to establish good governance;
3. Understand and apply e-Government concepts, strategies, regulatory frameworks, policies and practice contributing to ICT-enabled public sector reform and good governance;
4. Critically analyse good governance outcomes of ICT-enabled public sector reform internationally and in New Zealand;
5. Understand and apply benefits realisation methods and techniques to transformational e-Government initiatives in the context of establishing good governance; and
6. Evaluate transformational e-Government initiatives from a good governance perspective.

Course Content

Topics to be covered:

Module One: e-Government and public sector reform
- The role of ICTs in public sector reform: international trends and developments
- ICTs and institutional change
- Defining and conceptualising 'good governance' in ICT-enabled public sector reform
- Citizen-centric government and governance
- ICT-enabled Public sector reform in the New Zealand health sector: guest lecture by Graeme Osborne, Director National Health IT Board

Module Two: ICT-enabled public sector reform and good governance
- Open government, transparency and accountability
- New Zealand Data Futures Forum: the use of 'big data' and data analytics
- Surveillance Society vs. Service State
- Transparency vs. secrecy: lessons from Wikileaks & Edward Snowden/NSA

Module Three: Achieving good governance in transformational e-Government
- Governance in the New Zealand public sector: the New Zealand Government ICT Strategy and Action Plan to 2017
- Good governance and benefits realisation in transformational e-Government
- Achieving good governance: lessons from the Novopay case
- Managing and evaluating good governance in transformational e-Government

Readings

There is no textbook for this course. All required readings will be made available via Blackboard.

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 Service Desk on (04) 463 5050 or its-service@vuw.ac.nz . 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 resources, 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).

Assessment

From Trimester 1, 2014, a revised Assessment Handbook will apply to all VUW courses: see www.victoria.ac.nz/documents/policy/staff-policy/assessment-handbook.pdf .

In particular, there will be a new grade scheme, in which the A+ range will be 90-100% and 50-54% will be a C-.

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 (course learning objectives 1,2,3,4)   30%
2. Case study assignment (course learning objectives 1,2,3,4,6)   30%
3. Ministerial briefing paper (course learning objectives 1,2,3,4,5,6)   40%

   Total   100%

1. Take-home test [30% course assessment]

A take-home test with open questions designed to assess the student's understanding of concepts, theory, strategies, frameworks, policies, knowledge and practice around e-Government, public sector reform and good governance.

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

The take-home test will be handed out by the Course Coordinator at the end of Module 1 on Thursday 17 July 2014.

Submission date: 5.00pm, Monday 18 August 2014

2. Case study assignment [30% 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 critically analyse and evaluate the impact and implications of a transformational e-Government initiative from a good governance perspective.

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 assignment.

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

The assignment will be handed out by the Course Coordinator at the end of Module 2 on Thursday 4 September 2014.

Submission date: 5.00pm, Monday 29 September 2014

3. **Ministerial briefing paper [40% course assessment]**

This assessment item is designed to test the student's ability to apply the theory, concepts, practice, strategies, frameworks, methods, available knowledge and discussions covered in this course to prepare a research-based briefing paper for the Minister responsible for ICT-enabled public sector reform.

At least 10 academic resources (e.g. academic journal articles, book chapters, research reports) will need to be used and appropriately referenced in preparing the assignment.

This assessment will require each student to write approximately 3,000 words, excluding references.

The assignment will be handed out by the Course Coordinator at the end of Module 1 on Thursday 17 July 2014.

Submission date: 5.00pm, Monday 3 November 2014

Please submit ALL assignments by email attachment (in Microsoft Word or rtf format – no pdf's) to sog-assignments@vuw.ac.nz .

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 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.

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.

Mandatory Course Requirements

In addition to obtaining an overall course mark of 50 or better, students must actively participate and submit all pieces of assessment required for this course.

If you cannot complete an assignment or sit a test or examination, refer to www.victoria.ac.nz/home/study/exams-and-assessments/aegrotat .

Communication of Additional Information

Additional information will be conveyed to students via Blackboard. The Course Coordinator is available to students via email, telephone or a meeting appointment.

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 Service Desk on (04) 463 5050 or its-service@vuw.ac.nz . See www.victoria.ac.nz/its/student-services/ for more information.

School of Government Service Standards

Good learning and teaching outcomes for students in School of Government courses depend on many factors, including open, transparent and accountable relationships between teaching and support staff, and students in their various activities. The following service standards indicate some of the key expectations that teaching staff and students can have of each other. In all cases, they represent what the School believes should be 'normal' practice; exceptional circumstances can and will be negotiated as required.

Please note that there are University-wide policies relating to assessment – including rights of review and appeal. Details may be found in the Assessment Handbook (which is reviewed and updated from time to time – www.victoria.ac.nz/about/governance/dvc-academic/publications).

In general terms, any concerns that a student or students may have should be raised with the course coordinator in the first instance. If that course of action is not appropriate, the School's programme support staff will direct you to the relevant Programme Director/Coordinator.

Standards relating to staff timeliness of responses to email and phone queries:

- Email or phone queries from students will be responded to in 48 hours

Standards relating to availability of course materials:

- Students on modular or intensive courses will usually have course materials at least 4 weeks before the course starts
- Students on weekly courses will usually have course materials available on the first day of the course

Standards relating to attendance:

- It is expected that students will attend all contact teaching sessions for a course. If a student is aware that they will be unable to attend part of a course prior to it commencing, they are

required to advice the course coordinator. In such a situation, the student may be declined entry into the course.

- Where a course coordinator approves some non-attendance before the class commences, the course coordinator may set additional item(s) of assessment of learning and teaching objectives for the course for students unable to attend. Advice relating to the submission and assessment of any such additional assessment will be provided by the course coordinator.

Variations to the assessment details provided in the course outline:

- Any variation to the assessment details in the course outline will be formally agreed between the course coordinator and students at the earliest possible time, preferably at the beginning of the course.

Standards relating to assignments – turnaround and feedback:

- Unless otherwise agreed between students and the course coordinator, items of assessment will be marked within 15 working days of submission.
- Comments on pieces of assessment will allow students to understand the reasons for the mark awarded, relative to the teaching and learning objectives specified in the course outline, and will usually include advice on how the student can improve their grades in future assignments.

Student Feedback

Student feedback on University courses may be found at
www.cad.vuw.ac.nz/feedback/feedback_display.php .

Link to General Information

For general information about course-related matters, go to
www.victoria.ac.nz/vbs/studenthelp/general-course-information .

Note to Students

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 academic audit. The findings may be used to inform changes aimed at improving the quality of VBS programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

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