

Report of the
Victoria University of Wellington
Chair in e-Government
2011 - 2014





*Professor Miriam Lips
Chair of e-Government*

From 2011 – 2014 the Chair in e-Government has been generously sponsored by the following organisations:



Te Tari Taiwhenua



Victoria University of Wellington Chair in e-Government Objectives

In accordance with the Memorandum of Understanding between Victoria University of Wellington and the Chair's sponsors, the objectives of the Chair are to:

- (i) Provide thought leadership.
- (ii) Lead and undertake research, teaching and development, based on a programme which will be updated annually.
- (iii) Provide leadership and co-ordination for other academics working at Victoria University, universities in New Zealand and internationally in the broader, multidisciplinary field of e-Government.
- (iv) Act as a first point of contact between external parties and academics working in e-Government and related disciplines at Victoria University and other universities in New Zealand and overseas.
- (v) Provide PhD supervision and contribute to teaching programmes which generate understanding of e-Government, in the Schools of Government and of Information Management at Victoria University,
- (vi) Attract further external funding for specific projects and events undertaken under the auspices of the Chair.

Research

The following research projects were conducted between 2011 and 2014:

‘Kiwis Managing their Online Identity Information’

Project Summary

This research project looks at the behaviours of New Zealanders in managing their online identity information in a variety of relationships. It aims to meet an important knowledge gap untouched by other existing research initiatives thus far, such as the Kiwis Count Survey organised by the State Services Commission, and follows from a 2010 study ‘Public Attitudes to the Sharing of Personal Information in the Course of Online Public Service Provision’ which focused on the *attitudes* of people towards sharing their identity information online with government agencies, and not their actual *behaviours* in a variety of e-relationships. The research started in April 2013.

Research Objectives

- To get a deeper understanding of the online identity information behaviours of New Zealanders in varying e-relationships enabled by different online channels and/or devices;
- To get a deeper understanding of the actual experiences of New Zealanders with forms of cybercrime or cyber-enabled crime, and their responses; and
- Identify effective solutions for the New Zealand government in managing risks around the observed online identity information behaviours and people’s experiences with cybercrime or cyber-enabled crime.

Interim Report, *Kiwis Managing their Online identity Information: Interim Report – Survey Findings*, March 2014, Victoria University of Wellington, Wellington, available at:

<http://www.victoria.ac.nz/sog/researchcentres/egovt/research-projects#koi>

‘The Use of Social Media for Effective Public Engagement’

Project Summary

This research activity explores criteria for *effective* online public engagement using social networking tools, such as Twitter, Facebook and blogs. Based on an extensive literature and document study, the project aims to develop an evaluation framework for effective e-engagement between government agencies and individuals. The

developed evaluation framework will be applied to multiple e-engagement cases in operation across the New Zealand public sector. The project has been re-scoped to include more New Zealand-based case-study research in order to test and further develop the draft evaluation framework for effective e-engagement in the New Zealand public sector.

Eppel, E.A. & A.M.B. Lips, *How to evaluate the use of social media in public engagement*, Victoria University of Wellington, Wellington, *forthcoming*

‘The Use of New Media in Managing Natural Disasters

Project Summary

There is an increasing awareness that new media, such as the Internet, SMS, Twitter and Facebook, can enable new forms of collaborative action, or even collaborative governance, in managing natural disasters. The two recent Christchurch earthquake experiences offer New Zealand-based opportunities to empirically explore the role of new media in information sharing and collaborative action in dealing with a major natural disaster in the various phases of emergency management, as acknowledged by the New Zealand Ministry of Civil Defence and Emergency Management. Furthermore, an international web-based study will be conducted to explore experiences with ICT-enabled forms of collaboration and information sharing in managing a variety of major natural disasters, such as the Haiti Earthquake, Chile Earthquake, the Queensland floods, and most recently, the earthquake and tsunami in Japan. As there is not much theory available on the role of new media in information sharing and collaborative action in managing natural disasters, this research activity will take an inductive, qualitative research approach. A third stream of work will be focused on what New Zealand-based public sector agencies, businesses and NGOs could learn from the research findings.

Lips, A.M.B., E.B. Pacheco, H. Gong, E.A. Eppel, A. Cunningham, *Managing natural disasters in New Zealand: digital media as critical enablers of network governance*, Victoria University of Wellington, Wellington, *forthcoming*

‘Improving Benefits Realisation from Information Communications Technology enabled Projects through Identifying and Promoting Good Practice from Selected Public Entity Case Studies’

Background

The Office of the Auditor-General (OAG) commissioned the e-Government Chair to conduct a case study-based research project in order to better understand good practice in benefits realisation and maximisation in successful public sector ICT-enabled projects. The purpose of the project is to improve benefits realisation in ICT-enabled projects through identifying and promoting good practice. The work resulted in a discussion paper identifying factors to consider when planning to realise benefits through information and communication technology through six case study projects. The report was presented to Parliament on 27 June 2012 and is available at <http://www.oag.govt.nz/2012/realising-benefits>

The research findings were discussed in a seminar titled ‘Realising the Benefits from ICE-enabled Business Change’ with the Auditor-General, her staff and invited guests at Te Wharewaka o Poneke, Wellington, 31 October 2012.

‘e-Campaigning in the 2011 and 2014 General Elections

Project Summary

This research activity is a follow-up study on the project ‘The use of new media by political parties in the 2008 national election’ (with Hugo Gong). The current project empirically explores how, to what extent, and why political parties use new media during the 2011 New Zealand general election. Furthermore, conducting similar studies on e-campaigning in two consecutive national elections provides an interesting opportunity to compare and explore more longitudinal developments in this emerging field for New Zealand. The current study focuses on e-campaigning activities from the announcement of the 2011 election date by Prime Minister John Key on 2 February 2011, until the day of the general election on 26 November 2011.

Research supervision

The Chair was the primary supervisor of the following PhD and DGov research projects:

- ❖ PhD Research Project: ‘An investigation into organisational learning by public officials creating and maintaining multi-channel service delivery information systems in the New Zealand public sector’—Allan Sylvester (Victoria University School of Information Management) successfully completed his PhD thesis in September 2012. The thesis can be downloaded at: <http://victoria.lconz.ac.nz/vwebv/search?searchType=7&searchId=6026&maxResultsPerPage=25&recCount=25&recPointer=0&resultPointer=0&>
- ❖ PhD Research Project: ‘E-Campaigning: An Empirical Study of the Utilisation of ICT’s for Political Election Campaigning in New Zealand’—Hugo Gong (Victoria University School of Information Management)
- ❖ PhD Research Project: ‘E-Record Keeping Behaviours of New Zealand Government Employees’—Anita Rapson (Victoria University School of Government)
- ❖ PhD Research Project: ‘Visual impairment and the transition to university education: the role of ICTs’—Edgar Pacheco (Victoria University School of Information Management).
- ❖ DGov Research Project ‘The possible influence and implications of a psychological contract on the behaviours of public servants in the New Zealand State Sector’ - Paul de Wijze (Victoria University School of Government)
- ❖ DGov Research Project ‘How has Governance influenced Public Sector ICT Shared Services in New Zealand?’ - Richard Williams (Victoria University School of Government)

In addition, the Chair was an External Examiner for several PhD and Master-by-thesis projects submitted at New Zealand and Australian universities.

The Chair also supervised the following Master’s research projects:

- ❖ MAPP575 Research Project ‘Bureaucracy 2.0: how is Government using Web 2.0 tools and what impact do these tools have on government? – Ashlin Chand (Victoria University, School of Government); successfully completed in May 2013

- ❖ MMIM592 Research Project 'Towards a framework for characterising open government data initiatives' – Selena Smeaton (Victoria University School of Information Management); successfully completed in June 2013
- ❖ MMPM553 Research Project 'The Influence of Governance on Public Sector ICT Shared Services' - Richard Williams (Victoria University School of Government); successfully completed in November 2011.
- ❖ MMIM592 Research Project 'Public Sector Information Sharing Practices in the Maldives - Shunan Latheef (Victoria University School of Information Management); successfully completed in April 2011.
- ❖ In 2011, the Chair supervised an ANZSOG Work-based Project team exploring the factors that influence the implementation of ICT shared services in the public sector and the implications for implementing ICT shared services within the New Zealand public sector.

Summer Research scholarships

- ❖ In 2014, the Chair will co-supervise, together with Allan Sylvester, two Victoria Business School Summer Research Scholars, on the topic 'Cyber-resilience', in a research partnership with Ministry of Social Development. The scholarship holders are Anna Fraser and Harley Radford.
- ❖ In 2012, the Chair supervised a Victoria Business School Summer Research Scholar on the topic 'Official Information Legislation in the Digital Age', in a research partnership with the Department of Internal Affairs. The scholarship holder was James Beaumont.

The Official Information Act 1982 (OIA) is based on the principle that if information is requested from public agencies, the information must be disclosed unless a good reason for withholding can be established. However, the context has changed dramatically since 1982, with information much more readily available as a result of technological developments. This has led to increased public expectations of openness and the possibility of proactive release of information. In July 2012, the Law Commission published its review of the OIA, which included the recommendation to create a new oversight function in relation to official information legislation.

This research project helped to inform the preparation of the Government's response to the Law Commission's review of the OIA by exploring how public agencies nowadays manage official information; assist individuals with making OIA requests; have adopted pro-active information release policies; compile operational statistics; and charge for information provision.

Publications

Academic journal articles

Lips, A.M.B. 'How to create public value through data governance in environmental policy processes', in: *Current Opinion in Environmental Sustainability*, Special Issue on 'Informational Governance', *forthcoming*

Lips, A.M.B (2013). 'Reconstructing, attributing and fixating citizen identities in digital-era government', *Media, Culture and Society*, 35:1, pp. 61-71.

Lips, A.M.B (2012). 'E-government is dead: long live Public Administration 2.0', *Information Polity*, 17:3-4, pp. 239-250.

Lips, A.M.B., O'Neill, R.R., & Eppel, E.A. (2011). Cross-Agency Collaboration in New Zealand: An Empirical Study of Information Sharing Practices, Enablers, and Barriers in Managing for Shared Social Outcomes. *International Journal of Public Administration*, 34:4, pp.255-266

Book chapters

Lips, A.M.B. (2014), 'Transforming Government – by Default?', in: W.H. Dutton and M. Graham (eds.) *Society and the Internet: How networks of information are changing our lives*, Oxford: Oxford University Press, pp. 179-194

Eppel, E.A., Gill, D.J., Lips, A. M.B, and Ryan, W.M. (2013) 'The cross-organisational collaboration solution? Conditions, roles and dynamics in New Zealand', in J. O'Flynn, D. Blackman & J. Halligan (eds), *Crossing boundaries in public management and policy: The international experience*. Routledge: Abingdon, UK, pp. 47-63

Lips, A.M.B. (2011) 'E-Government is dead – Long live networked governance': Fixing System Errors in the New Zealand Public Management System, in B. Ryan and D. Gill (eds.), *Future State: Directions for Public Management in New Zealand*, Victoria University Press, pp. 248-261

Lips, A.M.B., Rapson, A., Hooper (2011), 'The Police Act Review wiki - an innovative way to capture public views on what a new policing act might look like', in D. Kroenke and Hooper, T. (eds), *Using MIS*, Pearson: Auckland, NZ

Conference papers

Lips, A.M.B., E.A. Eppel, E.B. Pacheco, A. Cunningham (2013) 'Managing natural disasters in New Zealand: Using ICTs to enable new forms of network governance', paper presented at the 17th *International*

Research Society for Public Management Conference, Prague, 10-12 April 2013

Eppel, E.A., A.M.B. Lips & A. Sylvester (2013) 'Innovation in the New Zealand Public Sector through political leadership, strategic vision and collaborative governance', paper presented at the 17th *International Research Society for Public Management Conference, Prague, 10-12 April 2013*

Lips, A.M.B., & K. Löfgren (2013) 'Comparing public attitudes in New Zealand and Scandinavian countries to personal information-sharing and privacy in e-Government service relationships', paper presented at the EU Cost Action Living in Surveillance Societies (LISS) Working Group 4 Meeting, Warsaw, 8-9 April 2013

Gong, H., A.M.B. Lips, and M. Tate, 'Understanding and Comparing e-Campaigning Utilisation in the 2008 New Zealand General Election', *Proceedings of the 45th Hawaii International Conference on System Sciences (HICSS-45)*, IEEE Computer Society, January 2012

Gong, H., A.M.B. Lips, and M. Tate, 'Revisiting the conceptualisation of e-Campaigning: Putting campaign back in e-Campaigning research', paper presented at the *Third IFIP WG 8.5 International Conference, ePart 2011*, E. Tambouris, A. Macintosh, and H. de Bruijn, Editors. 2011, Springer: Delft, The Netherlands. p. 192-203.

Lips, A.M.B., Eppel, E.A., & Cunningham, A. 'Attitudes of New Zealanders to Information Sharing and Privacy in the Course of Online Public Service Provision', paper presented at the *15th International Research Society for Public Management Conference, 11-13 April 2011, Dublin*.

Research Reports

Lips, A.M.B., E.A. Eppel & L. Barlow, *Kiwis Managing their Online identity Information: Final Report – Qualitative Research Findings*, commissioned by the Department of Internal Affairs. Final report, Victoria University of Wellington, Wellington, *forthcoming*

Eppel, E.A. & A.M.B. Lips, *How to evaluate the use of social media in public engagement*, Victoria University of Wellington, Wellington, *forthcoming*

Lips, A.M.B., E.B. Pacheco, H. Gong, E.A. Eppel, A. Cunningham, *Managing natural disasters in New Zealand: digital media as critical enablers of network governance*, Victoria University of Wellington, Wellington, *forthcoming*

Lips, A.M.B., E.A. Eppel, D. Sim, L. Barlow & K. Löfgren, K. (2014). *Kiwis Managing their Online identity Information: Interim Report – Survey Findings*, commissioned by the Department of Internal Affairs. Interim Report, March 2014, Victoria University of Wellington, Wellington, available at:
<http://www.victoria.ac.nz/sog/researchcentres/egovt/research-projects#koi>

Lips, A.M.B., E.A. Eppel, A.J. Sylvester, E. Pacheco & A. Cunningham (2012). *Improving Benefits Realisation from ICT-enabled projects through identifying and promoting good practice from selected public entity case studies*, Final Research Report, commissioned by the Office of the Auditor-General, June 2012, Wellington: Victoria University of Wellington

Keynotes, conferences, seminars, workshops

2014

- ❖ Invited panelist at the 2014 Net Hui Conference in Auckland, for the plenary panel 'Privacy Online: Challenges of a Digital Paradigm', chaired by Judge David Harvey. 11 July 2014.
- ❖ Invited panelist for 'Making our cities and our citizens smart' session for the track Sensing Cities and the Internet of Everything at Korean Australia New Zealand (KANZ) Technology Summit in Auckland, 9 July 2014.
- ❖ Invited roundtable leader for six Interactive Roundtable Discussions, and panel member on 'Open Government' at the FutureGov Forum in Sydney with senior Australian public officials, 5 June 2014
- ❖ Invited keynote speaker presenting 'Going digital – the 'e'-citizen perspective', at the Tax Administration in the 21st Century Conference, Wellington 16-17 June 2014
- ❖ Presented a public seminar, 'New Zealander's online privacy behaviours in the age of Big Data', Victoria University of Wellington, 13 May 2014
- ❖ Keynote speaker at the Annual Privacy Forum, with presentation entitled 'Better public service intelligence through privacy-friendly data-sharing in New Zealand', organised by the Office of the Privacy Commissioner during Privacy Week in Wellington, 7 May 2014
- ❖ Invited to deliver the annual Gibbons Lecture at the University of Auckland, on 'What does privacy mean to New Zealanders in the Internet age?', 1 May 2014
- ❖ Invited keynote speaker presenting 'Better public service intelligence through privacy-friendly data-sharing in New Zealand', at the Cash and Hidden Economy IR Conference in Auckland, 8 April 2014
- ❖ Invited guest public lecture on 'Delivering Open Government in New Zealand: Challenges and Opportunities for Public Sector Reform', at the University of Indonesia, Jakarta, 4 April 2014
- ❖ Invited guest public lecture on 'Delivering Open Government in New Zealand: Challenges and Opportunities for Public Sector Reform', at the University of Indonesia, Jakarta, 4 April 2014
- ❖ Invited guest public lecture on 'The Role of ICTs in Promoting Transparency and Accountability in Relationships with Citizens: Lessons from New Zealand' at Paramadina University, Jakarta, 3 April 2014.

2013

- ❖ The Chair provided briefing documents and led a Datacom Discussion Programme on 'Effective Business Leadership in Government IT', on 25 November 2013, Wellington.
- ❖ The Chair was an invited roundtable leader for interactive discussion on 'Identity Management' at the FutureGov Forum

conference for senior Australian government officials in Brisbane, 17 September 2013, Queensland.

- ❖ Delivered a presentation on 'E-Government and administrative reform in New Zealand' to the Indonesian Minister of State Apparatus and Administrative Reform, the Indonesian Vice Minister of Administrative Reform and other Indonesian officials and NZ embassy officials, on 23 August 2013, Jakarta.
- ❖ Delivered a presentation on 'E-Government and administrative reform in New Zealand' to Indonesian public officials from UK4P, the Indonesian President's Delivery Unit for Development Monitoring and Oversight, other Indonesian officials and NZ embassy officials, on 23 August 2013, Jakarta
- ❖ Invited Keynote speaker presenting paper entitled 'Better public services, trust of the public and the risk of privacy breaches', at Digital Identity and Security Conference, hosted by Conferenz, 21 – 22 August 2013, St James Theatre, Wellington.
- ❖ Presented an academic conference paper (together with Edgar Pacheco, Elizabeth Eppel and Amanda Cunningham) 'Managing natural disaster response in New Zealand: Using ICTs to enable new forms of network governance' at the 17th International Research for Public Management Conference, Prague, Czech Republic, 11 April 2013
- ❖ The Chair was an invited academic expert from New Zealand to the EU COST Living in Surveillance Societies (LiSS) research programme's Working Group 4 meeting in Warsaw, 8 - 9 April 2013
- ❖ Paper presentation, with Dr Karl Löfgren (SoG), entitled 'Comparing public attitudes in New Zealand and Scandinavian countries to the sharing of personal information and privacy in e-Government service relationships' to the LiSS Working Group 4 Meeting in Warsaw, 8-9 April 2013

2012

- ❖ The Chair contributed to the Open Government Panel at NetHui 2012, 11-13 July 2012, SkyCity Convention Centre, Auckland. Together with Colin MacDonald (CIO and Chief Executive DIA), Nikki Kaye (National), Clare Curran (Labour), Holly Walker (Greens), Mia Garlick (Facebook) and David Farrar (Kiwiblog), Auckland, 12 July 2012.
- ❖ The Chair was invited to participate in Identity Information Management Future State and Roadmap Workshop, facilitated by Malcolm Crompton, 6 June 2012.
- ❖ During Privacy Awareness Week the Chair gave a presentation 'Information-sharing and privacy in integrated service provision: Research findings from New Zealand' at the 2012 Privacy Forum 'Privacy in the Age of Big Data', Wellington, 2 May 2012

2011

- ❖ Invited Guest Lecture 'Information-sharing and Privacy in Integrated Public Services: Insights from Research', Not-For-Profit (NFP) CIO Forum, 9 November 2011
- ❖ The Chair participated as a forum member at the IT Women in Leadership Forum. The Forum discussed the Government's announcement around a new direction for ICT in the public sector, i.e. the Government ICT Roadmap; the impact this strategy will have on the way public sector organizations manage technology; how governance may change as a result of this new strategy; and what skills will be required for future leaders to deliver excellent technology outcomes, 31 October 2011
- ❖ Invited lecture at the China ANZSOG Leadership Program (CALP), 'Strategic leadership in e-Government: keys to success' Wellington, 25 October 2011
- ❖ The Chair provided a guest lecture 'Public attitudes to the sharing of personal information in the course of online public service provision' to the IRD National Research Unit (NaRU), 2 August 2011.
- ❖ Invited guest speaker at the inaugural 'IT Women in Leadership' forum, 12 July 2011
- ❖ Invited keynote speech, 'Navigating the fluid notion of privacy in service provision', at the 2011 New Zealand CIO Summit, Skycity Convention Centre, Auckland, 27-28 June 2011.
- ❖ The Chair organised and delivered a public lecture 'Public attitudes to the sharing of personal information in the course of online public service provision', 24 May 2011
- ❖ Presentation to senior public officials at the ANZSOG seminar 'Cross-government information sharing in New Zealand: experiences from the frontline', Wellington, 10 May 2011
- ❖ The Chair delivered an invited public lecture on 'The use of social media in managing natural disasters' at the Oxford Internet Institute, University of Oxford, 14 April 2011.
- ❖ The Chair delivered a contribution to a panel in response to a public lecture at the ANZSOG & SSC Seminar Series 'The future of joined-up public services', presented by Professor Patrick Dunleavy, London School of Economics and Political Science, 24 March 2011
- ❖ The Chair presented a conference paper with Dr Rose O'Neill and Dr Elizabeth Eppel, titled 'Improving cross agency information-sharing in New Zealand: An empirical study of enablers and barriers in managing for shared social outcomes', at the 44th Hawaii International Conference on System Sciences (HICSS-44), Hawaii, 4-7 January 2011.

Organisation of conference panel tracks and public seminars

2014

- ❖ Hosted VUW guest lecture on 'Data-driven innovation' by Joshua Feast, CE of Cogito, Boston MA, and Member of the NZ Data Futures Forum, Victoria University of Wellington, 30 April 2014
- ❖ Organised an e-Government Panel track on 'The Role of e-Government in Administrative Reform: Towards New Forms of Governance, Democracy, and Accountability?' (with Professor Tino Schuppan, Dr David Spacek, Dr Carlos Cuna and Professor Theresa Pardo) at the 18th International Research Society on Public Management (IRSPM) Annual Conference, Ottawa, Canada, 9 - 11 April 2014.
- ❖ Organised (with Dr Ramon Gil-Garcia, SUNY, and Dr Leif Flak, University of Agder) the HICSS-47 E-Government Minitrack 'Transformational Government: Strategy, Management, Organization, and Users', Hawai'i International Conference on System Sciences, 6-9 January 2014, Hawaii

2013

- ❖ Organised and chaired a panel track on 'e-Government as a response to managing financial austerity and crisis situations' at the 17th International Research for Public Management Conference, 10-12 April 2013, Prague, Czech Republic
- ❖ Organised and hosted a public seminar '2013 census engages online' presented by Dr Carol Slappendel, Statistics NZ, in Wellington, 23 September 2013
- ❖ Hosted a public seminar 'Learning from Public Entities' Use of Social Media' presented by Tom Haslam, Gary Emery and Fraser Pearce, Office of the Auditor-General, 13 August 2013
- ❖ Organised and hosted public seminar 'Scandinavian experiences with the use of social media in the public sector' presented by Dr Karl Löfgren, and launch of NZ Online Engagement Community of Practice with Department of Internal Affairs, in Wellington 13 June 2013.
- ❖ Organised and hosted a public seminar, 'Saving the world with user-centric identity and personal data' presented by Kaliya Hamlin, Executive Director, Personal Data Ecosystem Consortium, in Wellington, 12 June 2013

2012

Identity Conference 2012: Managing Digital Identity in a Networked World

Together with the Department of Internal Affairs and the Office of the Privacy Commissioner, the Chair organised and co-hosted a second international Conference on 'Managing Digital Identity in a Networked World' Identity Conference, 30 April and 1 May 2012 Te Papa, Wellington. The Conference had a similar format to the successful 2008 Identity Conference.

Major conference sponsors were Datacom, Google, Microsoft, TradeMe, FX Networks, InternetNZ, Oracle, KiwiBank, and TelstraClear.

Keynote speakers included: Hon Bill English, Deputy Prime Minister; Colin Macdonald, CE and CIO Department of Internal Affairs; Malcolm Crompton, Managing Director Information Integrity Solutions Pty; Mary Rundle, Identity Policy Strategist Microsoft; Marie Shroff, NZ Privacy Commissioner; Dr John Borking, International expert on privacy enhancing technologies; Alma Whitten, Director of Privacy for Product & Engineering Google; Sue Gordon, Acting CE LINZ; Bruce Schneier, Chief Security Officer BT; Graeme Osborne, Director of National Health IT Board

Topics included:

- How do we manage our identity information within and across multiple e-enabled relationships with friends, family, businesses, government agencies, NGOs, and community service providers?
- Have our concepts of personal identity and identity management changed in the social networking era, with a quarter of a billion people using Facebook on any given day?
- Who 'owns' our digitised identity information and what are the challenges and opportunities around new forms of accessing, sharing, processing, storing or tracking identity information? How can we protect our identity information against current and future security threats?
- How could businesses and government agencies build and develop trusted, authentic relationships with their customers in an online environment?
- What could be considered 'good' governance arrangements of large digitised datasets in the public or private sector?

The conference evaluation results (with a response rate of 24% of 267 participants) show that the overall satisfaction with the 2012 Identity Conference was very high (93%). Moreover, 43% of the participants considered this conference of better value compared to other conferences, and 36% of the respondents indicated that the 2012 Identity Conference had exceeded their expectations. All respondents were asked to describe the highlights of the conference for them and everyone mentioned the quality of the conference programme in some way.

Other Chair activities in 2012

- ❖ The Chair organised and chaired, with Dr Ramon Gil-Garcia and Dr Maddalena Sorrentino, the HICSS-45 E-Government Minitrack 'Transformational Government: Strategy, Management, Organization, and Users', 45th Hawaii International Conference on System Science, 4-7 January 2012, Grand Wailea, Maui, Hawaii. She also presented a paper at this conference (with Hugo Gong and Mary Tate),

‘Understanding and comparing e-Campaigning Utilization in the 2008 New Zealand General Election’, e-Government Minitrack ‘Emerging Topics’.

- ❖ Convened a panel track with Professor Tino Schuppan on ‘Public Management in volatile times: e-government as enabler of public sector reform’ at the 16th International Research Society for Public Management Annual Conference, 11-13 April 2012, Rome, Italy.
- ❖ Co-hosted a knowledge sharing event ‘Realising the benefits from IT enabled business change’ together with the Office of the Auditor General, Wellington, 31 October 2012.
- ❖ Organised and hosted a Wellington-based public seminar ‘Cyberbullying: Facts, Figures & Solutions’ presented by Professor Simone Van der Hof (Visiting Professor SoG), 15 March 2012. Co-hosted, with NetSafe and the University of Auckland, a further public seminar presented by Professor Simone Van der Hof and Dr John Fenaughty (NetSafe) on ‘Cyberbullying: Facts, Figures & Solutions’, in Auckland, 27 March 2012

2011

- ❖ The Chair organised and co-chaired, with Dr Ramon Gil-Garcia and Dr Maddalena Sorrentno, the e-Government Minitrack ‘Transformational Government: Strategy, management, organization, and users’.
- ❖ The Chair organised and convened a panel track ‘e-Government, public sector reform and innovation’ at the 15th International Research Society for Public Management Conference, Dublin, Ireland, 11-13 April 2011. At this conference she also presented a conference paper with Elizabeth Eppel and Amanda Cunningham, titled ‘Attitudes of New Zealanders to information sharing and privacy in the course of online public service provision’.
- ❖ The Chair organised and hosted a public seminar ‘Implementing shared services in the Dutch public sector: Lessons learned from a cross-government online recruitment initiative’ presented by Martijn Verhoeven, IT entrepreneur, 21 September 2011

Stakeholder engagement

The Chair engaged with stakeholders in the following ways:

- ❖ Member of the New Zealand Data Futures Forum from December 2013 to July 2014. This working group was tasked by the Ministers of Finance and Statistics to establish a broad and open conversation about New Zealand's data use, now and in the future. The Chair provided expert input and advice at forum meetings, stakeholder and other meetings with the Ministers, and extensive (research) contributions to the three released Discussion Papers:
 - Discussion paper One: New Zealand's Data Future
 - Discussion paper Two: Navigating the Data Future – Four Guiding Principles
 - Discussion paper Three: Harnessing the Economic and Social Power of Data, and Key recommendations and catalyst projects.
- ❖ Membership of the International Research Society of Public Management's Management Board At Large, from April 2014
- ❖ Editorial Board Member of the following Journals: Information Polity; Information, Communication and Society; and Policy and the Internet
- ❖ Co-hosting the New Zealand Community of Practice on Online Engagement, in collaboration with the Department of Internal Affairs, from 2013. In October 2014, the Online Engagement Community had approximately 395 registered members, mostly professionals working in government agencies.
- ❖ Member of the Asia-Pacific Privacy Scholar's Network, from 2014
- ❖ New Zealand Research Member of the European COST Action ISO807 'Living in Surveillance Societies' (LiSS), <http://www.liss-cost.eu/> (2009-2013)
- ❖ Programme Committee Member of the 7th International Conference on Theory and Practice of Electronic Governance (ICEGOV2013), in Seoul, Republic of Korea, 22 - 25 October 2013
- ❖ Scientific Advisory Board Member of the Study 'Pan-European survey of practices, attitudes & policy preferences as regards personal identity data management' ("eID Survey") conducted by the European Commission Joint Research Centre IPTS, in collaboration with and for the European Commission DG INFSO
- ❖ Member of the Project Advisory Group for the Study 'Integrity of the Tax System' commissioned by IRD

- ❖ Research Applications Reviewer for the European Science Foundation, the UK Economic and Social Research Council, the Netherlands Scientific Organization, and the Social Sciences and Humanities Research Council of Canada
- ❖ Reviewer for the following Academic Journals: Journal of Public Administration, Research and Theory (JPART); Public Administration; Policy & Politics; Public Management Review; Government Information Quarterly; Information Polity; Information, Communication & Society; Policy & the Internet; Public Policy & Administration; European Journal of Information Systems; International Journal of Public Sector Management
- ❖ In 2011 the Chair became a Member of the ICT Expert Group. The purpose of the ICT Expert Group is to strengthen the advice and guidance available to Chief Executives of Inland Revenue, Department of Internal Affairs and the Ministry of Social Development in relation to the direction of technology change and the opportunities this presents in terms of business strategies. Specifically the Group will: discuss ICT trends; share information about ICT needs; understand new and emerging ideas; and consider the business opportunities and risks of emerging ideas.

Visiting scholars

During April 2014 the Chair hosted Visiting Professor Elin Wihlborg, Professor in Politics at the Department of Management, Linköping University and a Marie Curie scholar (2011-14) for research on sustainable e-government. Professor Wihlborg gave a public lecture, 'Local e-Government practices in Scandinavia'

Also during April 2014 the Chair hosted Visiting Professor Dr Leif Flak, Head of Department of Information Systems at the University of Agder, Norway. Dr Flak gave a public lecture on 'Digitization in the Norwegian Government'.

From February until early April 2012 the Chair hosted Visiting Professor Simone Van der Hof, Chair in Law and Information Society at Leiden University. Professor Van der Hof's research focuses on the management and regulation of children's digital identities, with a particular interest in regulatory approaches towards the emerging phenomenon of cyber-bullying.

In April and May 2012 the Chair hosted Professor Charles Raab, University of Edinburgh, and Dr William Webster, Stirling University under a visiting scholar arrangement sponsored by the EU COST Action 'Living in Surveillance Societies'. During their visit Professor Raab and Dr Webster:

- ❖ presented at the 2012 Identity Conference 'Managing Digital Identity in a Networked World';
- ❖ presented at the 2012 Privacy Forum 'Think Big Privacy in the Age of Big Data', organised by the Office of the Privacy Commissioner
- ❖ each presented a public lecture at Victoria University of Wellington
- ❖ were invited to attend an expert discussion with senior public officials from various government departments around recent e-Government developments in Scotland, the UK, and New Zealand

New Master of e-Government programme

The Chair is the Programme Director of a new Master of e-Government (MeGov) programme which commenced at the start of 2014.

The School of Government presents a unique Master's qualification that will provide students with the opportunity to learn about how to successfully manage multidisciplinary transformational e-government initiatives, such as innovative technology-enabled forms of integrated public service provision and public engagement.

About the programme

Transformational e-government initiatives, such as digital service transformation and new online forms of public engagement, are highly complex activities aimed at fundamental changes in government organisations and their external relationships in order to achieve better government.

However, in many cases, a significant gap exists between the transformational potential of e-government and the achieved outcomes, because people lack the necessary competencies and skills to understand and manage these multidisciplinary initiatives and work within transforming organisational and institutional settings in the public sector.

One of the first such programmes worldwide, this new Master of e-Government programme aims to cater for this need by focusing predominantly on how to effectively *manage* transformational e-government initiatives, rather than on the technical aspects of e-government.

As governments around the world work within different institutional settings, the programme uses a comparative public management approach in order to understand and unpack what constitutes e-government 'good practice' in a particular institutional environment.

Comparative learning is further facilitated by using both New Zealand and international case examples of transformational e-government throughout the programme. In particular, New Zealand's experience with developing, implementing and managing transformational ICT-enabled public sector reform and other e-government initiatives will be explored and discussed.

Attributes of our graduates

Graduates will have the knowledge and competencies to understand, analyse, design and manage transformational e-government initiatives in different institutional environments; translate technical, institutional, organisational and user requirements into a robust e-government design; lead change in public sector organisations and manage the implications; apply and transfer e-government knowledge across public sector environments; and communicate and collaborate effectively with a variety of internal stakeholders, such as politicians and senior

management, and external stakeholders, such as citizens, businesses and non-governmental organisations (NGOs).

Course structure

The Master of e-Government is a 180-point programme, which can be completed within one year (three trimesters) of full-time study.

The programme consists of six mandatory 15-point core courses; four elective courses worth 60 points in total, which meet the individual student's needs and interests; and an applied research component worth 30 points.

The programme includes the following core courses:

- **Managing Service Transformation (EGOV 501)**
Examines the managerial aspects and issues of ICT-enabled service transformation initiatives in the public sector and its external relationships, drawing on available theory, models, concepts, frameworks and strategies as well as on international and New Zealand experience.
- **E-Government, Public Sector Reform and Good Governance (EGOV 502)**
Examines theories, principles, models and strategies for 1) establishing good governance around transformational e-government initiatives, and 2) using transformational e-government initiatives to establish good governance in relationships between public sector organisations and external stakeholders.
- **Managing ICT-enabled Forms of Public Engagement (EGOV 503)**
Examines the challenges, conditions and requirements for managing the use of social media and other ICTs to achieve effective public engagement, drawing on New Zealand and international experience.
- **Comparative Public Management (MMPM 521)**
An introduction to the study of public management drawing on comparative analysis of public administration and management mainly in OECD countries. The course will examine the role of public management in implementation and also ask what constitutes 'good' public management.
- **Information Systems Management (MMIM 510)**
The principles and practices of managing the information systems function within an organisation.
- **Managing IT-related Change (MMIM 513)**
The impact of information technology on an organisation and issues concerned with IT-related change.

Depending on the individual student's needs and interests, a tailor-made course of study will be offered to each student through the selection of at least four elective courses during the programme. Students have the option to select courses offered as Special Topic Courses in the Master of e-Government programme, courses offered in Victoria University's Master of Public Management, Master of Public Policy and Master of Information Management programmes, and courses offered in other relevant postgraduate programmes at Victoria University, such as in the fields of finance, development studies, computer science, political science, law, library and information studies or communications.

The Master of e-Government includes a research component of 30 points. This can comprise the 15-point *Introduction to Research in the Public Sector* course (EGOV 520), followed by the 15-point *Research Project* (EGOV 521), in which the student will need to analyse and apply e-government knowledge acquired throughout the programme. Alternatively, students who would prefer a larger research component, for instance to have the option of doing a PhD after graduation from this programme, can do the 30-point *Research Essay in Public Management* (GOVT 562).

In 2013 a Memorandum of Understanding was signed with the Indonesian Minister of State Apparatus and Administrative Reform to promote educational co-operation and capability building in e-Government in the Indonesian public sector, through the new Master of e-Government programme and other educational mechanisms.

Teaching

- ❖ Course coordinator of the new EGOV 502 course (revised from MMPM 507) taught in modular form in Trimester 2, 2014
- ❖ Course coordinator of the new EGOV 503 course, taught in Trimester 3, 2014
- ❖ Course coordinator of the revised MMPM 507 e-Government in New Zealand Course, taught in modular form in Trimester 2, 2013
- ❖ In Trimester 1, 2011 and Trimester 2, 2012 the Chair coordinated and delivered an e-Government course jointly offered by the Victoria University School of Information Management (MMIM 580) and the School of Government (MMPM 507).
- ❖ Since 2011 the Chair has presented, with Laura Sommers and Simon Wright, six offerings of the executive short course 'Using social media for effective public engagement'. The course explored the opportunities, challenges and conditions under which social media can be used by public sector agencies to achieve effective public engagement.
- ❖ The Chair also provided several guest lectures in other Victoria University courses.