DALHOUSIE
UNIVERSITY
Inspiring Minds

PUAD 6555 (Winter 2010)

E-Government

- Wed. 2:30pm to 5:30pm, Rowe Management Building Room 1020 -

Instructor:	**Jeffrey Roy**
Office:	**3022 Kenneth C. Rowe Management Building**
Telephone:	**494-2752**
E-mail:	**roy@dal.ca**
Office Hours:	**Mon. 3-5pm (other times by appointment)**

Overview & Objectives

The rise of *electronic governance (e-governance) denotes* new processes of coordination made possible or even necessary by the advent of information and communication technologies – and the spreading of online activities in particular. Within such a context e-governance is distinguishable from e-government in that the former comprises a more fundamental sharing and reorganizing of power across all sectors (including the public at large), whereas the latter is more focused on modernizing existing state processes to improve performance with respect to service delivery and policy-making.

The primary focus of this seminar is on the public sector – and the inter-related agendas of e-government and e-governance. Nonetheless, the growing set of interdependencies among public, private and civic organizations lies at the heart of these challenges and it is quite necessary to examine the impacts of digital technologies on government internally (considering roles and relations among politicians, public servants and the public) and externally (across all stakeholders).

In order to be more precise on the scope of e-government adopted for this course, it is useful to turn to one definition adopted by many governments as of late – namely, the *continuous innovation in the delivery of services, citizen participation, and governance through the transformation of external and internal relationships by the use of information technology, especially the Internet.* This broad starting point is, in turn, supported by other groups such as the OECD now often referring to e-government as fundamentally about achieving good government (in a modern day context). This perspective underscores the widening canvass of e-government as digital technologies and online activities permeate most all aspects of government activity.

Following an introduction into the course and the broad parameters of the preceding debates, four main dimensions of e-government are examined throughout the course: i) online service delivery and the consequences and opportunities for incorporating portals and integrative service mechanisms in government to citizen service relations; ii) security mechanisms and policies tied to online services but also the shift to more seamless governance to combat crime and terrorism via new digital platforms both within and across government organizations; iii) rising pressures for transparency in government (and all institutions) and the implications for public sector management and accountability; and iv) shifting notions and levels of trust as determined by public support, participation and engagement in a more digitally wired and inter-connected polity.

At times, these dimensions may overlap: they may also conflict with one another. For example, service delivery and security strategies both feature more citizen centric governance processes, but the implications of each one on relations between citizens and governments can differ dramatically. Similarly, rising transparency, at times imposed on governments more than engineered by them, may not automatically lead to rising public trust: this inter-relationship is complex and bound to be more so.

Within this context, the main objectives of this course are to provide participants with:

- An appreciation of the growing importance of digital technologies in underpinning attempts to modernize government operations in terms of both delivering services and programs and formulating policies;

- An understanding of the strategic and organizational choices confronting governments as they invest in new technological systems and attempt to align them with managerial and governance processes both within departments and agencies and across government;

- An ability to distinguish between online mechanisms for communication and consultation in terms of both purpose and design as citizen engagement and online political activity expands;

- A working knowledge of how governments in Canada – and elsewhere, are responding to these new challenges in terms of both strategies and results; and

- A forward-looking capacity to anticipate the managerial and governance implications for both policy-making and service delivery stemming from a more digitally connected and interdependent era.

There is much debate within the literature on e-government as to whether digital technologies and the Internet are new tools to be mainly deployed within current structures and tradition or whether they are inherently more transformational in driving the need for more holistic changes to our systems of democratic governance. Both views have merit – governments today, and their managers within them must work incrementally in adapting public sector organizations to new technological realities. Accordingly, a significant component of this seminar will be an applied examination of a thematic set of issues to a specific public sector organization. How these organizations balance incremental innovation and performance improvement on the hand, and more radical notions of transformation on the other hand is thus an important learning objective.

Readings & Resources

All seminar readings will be made available electronically. Shorter readings assigned for each session should be reviewed prior and in preparation for class discussion. Important reference documents include:

UN Global E-Government Survey 2008:
http://unpan1.un.org/intradoc/groups/public/documents/un/unpan028607.pdf
Cisco Report on Connected Republic:
http://www.cisco.com/web/about/ac79/docs/wp/The_Connected_Republic.pdf
Langford and Roy, Integrated Service Delivery across Jurisdictions:
http://www.businessofgovernment.org/pdfs/RoyLangfordReport.pdf
Accenture – Web 2.0 and Next Generation of Public Service:
http://www.accenture.com/NR/rdonlyres/C70B1B86-E876-4A20-9CF1-5121ABB2668A/0/Accenture_Public_Service_Web_2_dot_0_in_Public_Service_3.pdf
Wyld, D.C. (2008) Government in 3D: How Public Leaders Can Draw on Virtual World:
http://www.businessofgovernment.org/pdfs/Wyld3dReport.pdf

While these reports need not be read fully and in detail, they will be referred to throughout the term and will serve as important foundational pieces for assignments, seminars, and the final exam. Segments of these resources will also be assigned for specific sessions.

Background Readings (both executive summaries and recommended prior to course):

OECD *(E-Government Imperative):*
www.oecd.org/dataoecd/60/60/2502539.pdf
OECD (*Hidden Threat to E-Government*)
http://www.oecd.org/dataoecd/19/12/1901677.pdf

The individual assignment includes two options based in part on the following two reports:

Wyld, D.C. (2009) Moving to the Cloud: An Introduction to Cloud Computing:
http://www.businessofgovernment.org/pdfs/WyldCloudReport.pdf

Finland's Committee for the Future (2007) – Democracy in the Turmoil of the Future:
http://web.eduskunta.fi/Resource.phx/parliament/committees/future.htx

Evaluation

A) Assignment	20%
B) Seminar Participation	20%
C) Midterm Exam	20%
C) Group Seminar	20%
D) Final Exam	20%

Details of each of these evaluation components will be discussed during the first session.

Course Schedule

Session 1   Introduction to Seminar
Jan. 6th

   Readings: OECD pre-readings as assigned above
    ▪ Roy (Chapter, Four Dimensions of E-Government, pdf)

Session 2   Service & Security
Jan. 13th

Service Canada – a case study (Roy, pdf)

State E-government Strategies: Best Practises and Applications
http://www.fas.org/sgp/crs/secrecy/RL34104.pdf

Accenture report 2007
  http://nstore.accenture.com/acn_com/PDF/2007LCSDelivPromiseFinal.pdf

Session 3   Transparency and Trust
Jan 20th

Dutton and Paltu (2007)
www.oii.ox.ac.uk/research/publications/FD9.pdf

Cisco's Connected Republic (chapter four)
http://www.oecd.org/dataoecd/9/11/35176328.pdf

Session 4   Web 2.0, Social Networking & Open Source Governance
Jan 27th

- Tapscott, Williams and Herman (pdf)

- Accenture (2009)

-City of Nanaimo case study, Municipal World (pdf)

Session 5   Cloud Computing & Democracy 2.0
Feb 3rd

 - Wyld Report (IBM Center for Business of Government, 2009):

 - Finland's Committee for the Future (Mannermaa, 2007)

- Individual assignments due

Session 6   Living, Learning & Healing in a Digital World
Feb 10th

- Living and learning in a digital age ('Is Google Making Us Stupid'?):
http://www.theatlantic.com/doc/200807/google

Ontario Privacy Commissioner – Privacy and Government 2.0
http://www.ipc.on.ca/images/Resources/priv-gov-2.0.pdf

- Living and Learning with New Media: Summary of Findings from the Digital Youth Project,
MacArthur Foundation:
http://digitalyouth.ischool.berkeley.edu/files/report/digitalyouth-WhitePaper.pdf

Session 7   Midterm Exam
Feb 17

Reading Week - Feb. 24th

Session 8   Group Seminar Preparation
Mar 3

Sessions 9-11 Group Seminars – Health, Education & Employment
Mar. 10, 17, 24

- These group-led seminar presentations and discussions will focus on various countries of
interest (allocations to be made early in term) in terms of e-government success and failure
within one of the three aforementioned thematic topics. In consultation with the course
instructor, groups will be expected to identify additional resources beyond the reference
documents above. Additional guidelines shall be forthcoming early in the term.

Session 12   Beyond Westminster Governance: What's Next?
Mar. 31st

- Roy, Canadian Public Administration (pdf)

Session 13   Integrative Discussion and Wrap-Up
April 7

    -    Distribution of final (take-home) exam (due April 14th)

Other Resources and Information

(a) Online journals:
- *International Journal of E-Government Research*
  (e-journal format available online via university library system)
- *Electronic Journal of E-Government*
  (www.ejeg.com)
- *CIO Canada*
  (www.itworldcanada.com)
- *Optimum Journal of Public Sector Management*
  (www.optimumonline.ca)

(b) A few relevant online sources:

- Accenture Consulting	(www.accenture.com)
- Australian Government Online	(www.govonline.gov.au)
- BC Government Online	(www.bconline.gov.bc.ca)
- Canada West Foundation	(www.cwf.ca)
- Center for Digital Government	(www.centerdigitalgov.com)
- Center for Technology in Government	(www.ctg.albany.edu)
- Canadian Government Executive	(www.netgov.ca)
- CIO Magazine	(www.cio.com)
- CivicInfoBC	(www.civicinfo.bc.ca)
- Crossing the Boundaries	(www.crossingboundaries.ca)
- Electronic Frontier Foundation	(www.eff.org)
- Government Technology	(www.govtech.net)
- Government of Canada	(www.canada.gc.ca)
- OECD E-Government Research	(www.oecd.org)
- IBM Center for Business of Government	(www.businessofgovernment.org)
- Institute for Citizen-Centric Governance	(iccs-isac.org)
- Journal of E-Government Research	(www.idea-group.com)
- Journal of Electronic Commerce Research	(www.jecr.org)
- Local E-Government Resources	(www.localegov.gov.uk)
- Optimum Online	(www.optimumonline.ca)
- Public Sector CIO	(www.public-cio.com)
- Smart Communities	(smartcommunities.ic.gc.ca)
- *State of Victoria E-Government Resources*	*(http://egov.uvic.gov.au)*
- Transparency International	(www.transparency.org)
- U.S. CIO Council	(http://cio.gov)
- U.S. Office of E-Government	(www.whitehouse.gov/omb/egov)
- Washington State Online	(www.access.wa.gov)
- World Bank	(worldbank.org/publicsector/)
- *Plus many, many more*	*(waiting to be found…)*

Plagiarism

At Dalhousie, plagiarism is defined as, "the presentation of the work of another author in such a way as to give one's reader reason to think it to be one's own." For more information and an online tutorial on plagiarism and how to avoid it please see:
- http://infolit.library.dal.ca/tutorials/Plagiarism

Special Services

For information on services at Dalhousie for those students with either permanent or temporary disabilities, the phone number for Student Accessibility Services is 494-2836. Any special accommodation for exams or assignments must be arranged early in the semester, following consultation with the Graduate Coordinator and the course instructor.