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HSS 236
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PA 757: Digital Government
Syllabus Spring 2006

Course Objectives

1. Ensure each student is aware of American and international e-government and its individual components as well as barriers and supports to e-government.
2. Enhance awareness of the underlying policy context of e-government as well as the managerial structures required to sustain it in public agencies.
3. Learn how agencies can succeed with their own online endeavors and the potential as well as the drawbacks of e-government.
4. Enhance students' abilities to successfully utilize online tools to work collaboratively in a team.
5. Enhance basic team work skills.
6. Enhance students' writing and analytical skills.
7. Increase online knowledge and computer skills.

Required Books

Pavlichev, Alexei and G. David Garson, eds. (2004). Digital government: Principles and best practices. Hershey, PA: Idea Group Press. (P&G on syllabus)

West, Darrell M. (2005). Digital government: Technology and public sector performance. Princeton, NJ: Princeton University Press. (W on syllabus)

Case: C16-99-1497.0: www.business.gov: Building an Interagency Website. Kennedy School of Government CaseWeb, Harvard University <http://www.ksgcase.harvard.edu/>. Students order directly online from them, Bookstore does not need to order—just post information on card with other books.

Case: C16-91-1031.0: Blip on the Screen-or Wave of the Future? "Electronic Democracy" in Santa Monica. Kennedy School of Government CaseWeb, Harvard University <http://www.ksgcase.harvard.edu/case/win/>. This case is available free of charge—just go to this website.

Online Readings, sites listed below with links also available at our online site in iLearn, and Module "lectures" complete with links to additional resources.

Course Outline

Introduction to the Class (1 week overlapping with Module 1's first week)

1/31 7 – 9:45 PSIRUS Lab. Introductory Class.

Introduction to the Class and iLearn.

Readings:

- P&G, Ch. 1, 14.
- West Ch. 1

Module 1: Governments On the Web Today (2 weeks-- 1/30 – 2/5 2/6 – 2/12)

Readings:

- P&G, Ch. 2.
- West, Chs. 2 and 3.
- Case: C16-99-1497.0: www.business.gov: Building an Interagency Website.
- Center for Democracy and Technology and InfoDev. 2005. E-Government Handbook for Developing Countries Available at <http://www.cdt.org/egov/handbook/>
- Pew Internet and the American Life Project. How Americans Get in Touch With Government. May 24, 2004. Available at http://www.pewinternet.org/PPF/r/128/report_display.asp

Module 2: Service Delivery and E-Commerce-Using the Internet to Improve Service Delivery to Citizens (3 weeks 2/13 – 2/19 2/20 – 2/26 2/27 – 3/5)

DUE: Case Analysis of business.gov—Due by February 27th.

Readings:

- West, Chs. 4 and 5.
- P&G, Chs. 10, 11, 12, 13, 15, 16.
- Kannan, P.K. and Chang, Ai-Mei. 2003. Preparing for Wireless and Mobile Technologies in Government Center for the Business of Government. http://www.businessofgovernment.org/main/publications/grant_reports/details/index.asp?GID=118
- Moon, Jae. 2004. From E-Government to M-Government? Emerging Practices in the Use of Mobile Technology by State Governments. Center for the Business of Government. http://www.businessofgovernment.org/main/publications/grant_reports/details/index.asp?GID=165
- Moon, Jae. 2002. State Government E-Procurement in the Information Age: Issues, Practices, and Trends. Center for the Business of Government. http://www.businessofgovernment.org/main/publications/grant_reports/details/index.asp?GID=90
- Stowers, Genie. 2001. Commerce Comes to Government on the Desktop: E-Commerce Applications in the Public Sector Center for the Business of Government. http://www.businessofgovernment.org/main/publications/grant_reports/details/index.asp?GID=61
- Wyld, David. 2004. Government Garage Sales: Online Auctions as Tools for Asset Management Center for the Business of Government. http://www.businessofgovernment.org/main/publications/grant_reports/details/index.asp?GID=187

Module 3: E-Democracy and Participation (2 weeks 3/6 – 3/12 3/13 – 3/19)

Readings:

- West, Chs. 6 - 8
- P&G, Ch. 7, 20.
- Case: C16-91-1031.0: Blip on the Screen-or Wave of the Future? "Electronic Democracy" in Santa Monica. Kennedy School of Government CaseWeb, Harvard University <http://www.ksgcase.harvard.edu/case/win/>.
- Coleman, Stephen and Norris, Don. 2005. A New Agenda for E-Democracy. Available at <http://www.umbc.edu/mipar/documents/OIIE-democracyforumreport.pdf> .
- Done, Robert S. 2002. Internet Voting: Bringing Elections to the Desktop. Center for the Business of Government. http://www.businessofgovernment.org/main/publications/grant_reports/details/index.asp?GID=97
- Holzer, Marc; Melitski, James; Rho, Seung-Yong; and Schweser, James. 2004. Restoring Trust in Government: The Potential of Digital Citizen Participation. http://www.businessofgovernment.org/main/publications/grant_reports/details/index.asp?GID=157
- Pew Internet and American Life Project. The Internet and Democratic Debate October 27, 2004. Available at http://www.pewinternet.org/PPF/r/141/report_display.asp

Module 4: Digital Divide (2 weeks-- 3/20 – 3/26 3/27 – 4/2)

DUE: Case Analysis of Santa Monica Case—Due by March 27th.

Readings:

- P&G Chs. 19.
- Digital Divisions. 2005. Pew Internet and the American Life Project. October 5, 2005. Available at http://www.pewinternet.org/PPF/r/165/report_display.asp.
- United Nations. 2005. Global E-Government Readiness Report 2005: From E-Government to E-Inclusion. Read Chapter 6: pp. 124 – 204. Available at <http://unpan1.un.org/intradoc/groups/public/documents/un/unpan021888.pdf> .

4/3 – 4/9 Spring Break

Module 5: Policy Context (2 weeks 4/10- 4/16 4/17 – 4/23)

DUE: Agency Websites Critiques—Due by April 17th.

Readings:

- P&G, Ch. 4, 9.
- Center for Democracy and Technology. Available 2005. CDT's Guide to Online Privacy. At <http://www.cdt.org/privacy/guide/table/> .
- Center for Democracy and Technology. 2000. Broadband Backgrounder: Public Policy Issues Raised by Broadband Technology. http://www.cdt.org/digi_infra/broadband/backgrounder.shtml
- Hiller, Janine and Belanger, Frances. 2001. Privacy Strategies for Electronic Government Center for the Business of Government. http://www.businessofgovernment.org/main/publications/grant_reports/details/index.asp?GID=60
- Seifert, Jeffrey W. 2004. Data Mining: An Overview. Congressional Research Service. Available at <http://www.fas.org/irp/crs/RL31798.pdf> .

Module 6: Managing E-Government (2 weeks 4/24 – 4/30 5/1 – 5/7)

Readings:

- **P&G, Ch. 5, 6, 15, 17, 18**
- Executive Office of the President of the United States. 2003. Implementing the President's Management Agenda for E-Government
- Gansler, Jacques; Lucyshen, William; and Ross, Kimberly. 2003. Digitally Integrating the Government Supply Chain: E-Procurement, E-Finance, and E-Logistics Center for the Business of Government.
http://www.businessofgovernment.org/main/publications/grant_reports/details/index.asp?GID=175
- Perry, James L. and Chen, Yu-Che. 2003. IT Outsourcing: A Primer for Public Managers Center for the Business of Government.
http://www.businessofgovernment.org/main/publications/grant_reports/details/index.asp?GID=101
- Stowers, Genie. 2004. Measuring the Performance of E-government. Center for the Business of Government.
http://www.businessofgovernment.org/main/publications/grant_reports/details/index.asp?GID=163

Module 7: Global E-Government and the Future (2 weeks 5/8 – 5/14 5/15 – 5/19)

DUE: Agency Strategies are due and should be posted online by May 8th.

Readings:

- West, Chs. 9 and 10.
- P&G, Ch. 3, 8, 21, 22.
- Pew Internet and American Life Project. 2005. The Future of the Internet. Available at http://www.pewinternet.org/PPF/r/52/presentation_display.asp read PowerPoint and pdf files.
- Telecities and DeLoitte. 2005. E-Citizenship for All: European Benchmark Report 2005. Available at <http://topics.developmentgateway.org/egovernment/rc/ItemDetail.do~1052874>

Class Presentations and Discussion: Finals Week.

- DUE: A PowerPoint presentation based upon the Final Paper should be posted online by May 22nd.
- DUE: Final papers are due May 24th after 6 p.m.

Assignments

Online Participation (including discussion leading and question development to be assigned first week of class)	10%
Case Analyses [2 individual cases (due 2/27, 3/27)]	15%
Agency Websites Critique (due 4/17)	20%
Group Project-- Agency Internet Strategy Development (due May 8 th)	25%
Paper on E-Government Topic (15-20 pages) (due May 24 th)	30%

1. *Online participation.* Each student must actively participate each week by reading the online “lectures”, completing the ongoing activities and any assignments, and participating in online discussions. Each student will be assigned at least one module (assigned the first week of class) in which they serve as Discussion leader. They will be responsible for reading the assigned readings and posting discussion questions by the end of the 3rd day of their module. Then, they will be responsible for encouraging other students to participate by monitoring the discussion area and posting questions and comments in response to those from other students.

2. *Case Analyses.* Each student will read each of the two assigned cases and write a two page memo analyzing the case. This analysis will consist of a concise summary and a list / analysis of at least 3 issues within the case (i.e., what has produced the problems or issues within the agency). Finally, at least two recommendations should be included on ways the agency or government management could attempt to resolve the issues you identified.

3. *Agency Websites Critique.* Each student should choose 4 agency websites (either because they are similar or because they are different). In this 10 page paper, summarize each of the 4 websites according to the criteria that you create. List and fully discuss the strengths and weaknesses of each site then discuss possible opportunities that each site has but is not fully utilizing.

4. *Group Project—Agency Internet Strategy Development.* A group of three students will develop an in-depth strategy for an agency of their choice. They should research the agency and its mission and programs and then find a way to utilize the online tools they select in a website. The strategy should be fully developed, with a sitemap and proposed web portal design and usability strategies.

5. *E-Government Paper.* The paper should be between 15 and 20 pages on the e-government topic of the student’s choice (which should be cleared with the instructor before beginning). The APA citation style of in-text citations should be utilized.

Course Policies

1. Online courses require discipline. Each module should be completed by end date.
2. For best participation, set aside a time each week or several days to work on the course. Check email each day and course discussions at least once every one or two days per week.
3. University regulations specify that 2-3 hours of work be spent out of class for every hour in class.
4. All assignments must be turned in on time (no later than 10 pm on due date). Points will be deducted for any and all exceptions. Students are responsible for ensuring that an assignment has been submitted directly to the instructor.
5. No work will be accepted after 6 pm on May 24th.