

E- Governance and Digital Services

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Spring 2018
Monday 5:30 – 8:10pm
Classroom: HIL 204

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Office Hours: **By Appointment only**

Course Description

This course will provide an in-depth examination of the latest trends and best practices in E-Government and Digital Service delivery that includes government to government, citizen to government and government to citizen services.

Course Objectives

1. Understand how e-government works and how it has transformed government in the 21st century.
2. Understand and apply the tools that are available to public managers.
3. Develop a deeper understanding of the role of e-government and e-governance and social media in modern society and in public organizations.
4. Develop an understanding of the possibilities and challenges of technology applications within public organizations.
5. Understand how information technology and digital government can be managed through various governance models.

Course Materials

Book(s)

E-Government for Public Managers: Administering the Virtual Public Sphere Reprint Edition
by [Robert A. Cropf](#) (Author)

Case Studies/ Articles

E-Government and Digital Services is an evolving system that is still taking its shape in Government. As a result, students will be asked to read case studies each week and submit a position paper of no less than 500 words. Selected case studies will be posted in electronic form on Blackboard or distributed in class. The professor will upload case studies weekly to blackboard.

Course Requirements

In general, all assignments (unless otherwise stated) must be:

- Submitted in Word format, no PDFs.
- Your name should appear as part of the filename.
- Each assignment must have a cover page with your name, date, and the assignment.
- Do not use the “#” symbol in your file name, as Blackboard does not recognize it and I will not be able to grade your assignment.
- All assignments must be submitted through Blackboard – not through email attachments.
- You should also know that papers will be spot-checked against Turnitin (see www.turnitin.com) which is a database of previously used papers and guards against plagiarism.

Course Assignments

1. **Class Participation/Attendance** (35% of grade)

Participation is very important in this class and I will be tracking how each student participates and interacts among the class and myself. **The course meets only once a week so attendance is also critical to the overall grade.** If you are unable to attend one class, please check with me (via e-mail) for any changes to the syllabus or announcements that you may have missed during class.

You participate by asking a question, responding to a question or making a comment or observation. Therefore, it is critical to be prepared for class by reading the assigned chapters or articles in advance and be familiar with their main points.

2. **Weekly Position Paper** (15% of grade)

You will be required to read a case study and write a weekly position paper which should include a summary of the case study and your position on the article (research question, methods, findings and conclusions. You should then critique how well the author(s) made their points, and your position to the topic. Your position paper should be no less than 500 words and use Chicago style for any quotes etc. Also include a cover page with the course name, semester, your name and date and Assignment number. Number all pages of your assignment and include your last name on the file when electronically submitted!

3. **Team Project** (15% of grade)

Teams will be assigned (dependent on class size) that will develop a business case and strategy for developing an agencies comprehensive communication and citizen engagement plan. Instructions will be distributed in class. Each Team will prepare a written report and share in presenting to the class.

4. ***Final Paper*** (20% of grade is paper and 15% of it graded as an oral presentation in class)
 A final paper will be due at the end of the semester that focuses on a particular aspect of e- Government and digital services. You might consider technology applications (or plans) in a governmental department, office, or nonprofit organization. This paper should be between 12 to and 15 pages (not counting a cover sheet and references).

Student Learning Outcomes

By the end of this seminar, students will be able to achieve the following student learning outcomes:

- To be able to lead and manage in public governance.
- To participate in and contribute to the public policy process.
- To analyze, synthesize, think critically, solve problems, and make decisions.
- To articulate and apply a public service perspective.
- To communicate and interact productively with a diverse and changing workforce and citizenship.

Grading Criteria

All written assignments shall be evaluated based content, English and format. Content means did you fully complete all required parts of the assignment? English refers to proper spelling and grammar, readability. Format refers to the proper page length, inclusion of cover page, overall organization of assignment, use of proper citation format (Chicago Style) and inclusion of

Weekly Position Papers	15%
Assignment 1: Team Project	15%
Assignment 2: Final Paper	35%
Class participation and attendance	35%

Grading

Final grades in this course will be assessed using the following breakdown:

Letter Grade	Definition	Numerical Equivalent
A	Outstanding	89.5 – 100
B+	Very Good	84.5 – 89.49
B	Good	79.5 – 84.49
C+	Intermediate	74.5-79.49
C	Satisfactory	69.5 - 74.49
F	Failing	< 69.5

Course Calendar: Class Schedule and Assignments

DATE	Topic of discussion	Reading(s)/ Case Study	Position Paper
Week 1	Understanding E-Government		
Week 2	Government 2.0 ICT to Improve Service Delivery		
Week 3	Citizen Engagement		
Week 4	Big Data & Open Data		
Week 5	Government website technologies- best practices		
Week 6	Government Apps		
Week 7	Government's Use of Social Media		
Week 8	E- Government and Federalism		
Spring Break	N/A	N/A	N/A
Week 10	Understanding online petitions		
Week 11	E- Budgeting		
Week 12	Role of Public Administrators and Digital Governance		
Week 13	The emerging role of video		
Week 14	The future of E-Government		
Week 15	Final	Paper	Presentation

Course Policies

Blackboard: First, in order to have access to Blackboard and all of the course materials, you must be officially registered with Rutgers for this course. Once you have registered, it takes between 24 and 48 hours for you to have access to Blackboard. <https://blackboard.newark.rutgers.edu> Second, you also need to sign in with your Rutgers Net ID. All assignments will be administered through Blackboard and submissions will be posted through Blackboard. Grades will also be available through Blackboard for each assignment. All readings such as articles that are outside of the two required textbooks are available through Blackboard and are organized by week.

Class Ground Rules

Turn off all cell phones and other electronic equipment before entering the classroom. If you must take/make a call, please leave the classroom before doing so!

- Please try to eat before class or during the break although drinks in class are okay.
- All questions, perspectives and opinions are important and valuable, you are encouraged to share and discuss.
- You are responsible for learning how to use Blackboard to participate in the class (find readings, check grades, upload assignments etc.). There is an online tutorial or workshops available.
- All assignments must be uploaded through the Assignments folder in Blackboard according to specifications.

Syllabus Content and Schedule Changes

The syllabus schedule and content may change at the discretion of the instructor. Such changes will be clearly announced in class and posted to Blackboard.

Support for Students with Disabilities:

Rutgers University welcomes students with disabilities into all of the University's educational programs. In order to receive consideration for reasonable accommodations, a student with a disability must contact the appropriate disability services office at the campus where you are officially enrolled, participate in an intake interview, and provide documentation:
<https://ods.rutgers.edu/students/documentation-guidelines> .

If the documentation supports your request for reasonable accommodations, your campus's disability services office will provide you with a Letter of Accommodations. Please share this letter with your instructors and discuss the accommodations with them as early in your courses as possible. To begin this process, please complete the Registration form on the ODS web site at:
<https://ods.rutgers.edu/students/registration-form> .

For more information, please contact Kate Torres at (973) 353-5375 or in the Office of Disability Services in the Paul Robeson Campus Center, on the 2nd Floor or by contacting odsnewark@rutgers.edu.

Academic Integrity:

The University's Honor Code is in effect at all times. For more information, please visit:
<http://academicintegrity.rutgers.edu>