



RUTGERS-NEWARK

School of Public Affairs  
and Administration

## Technology and Public Administration (20:834:521:91) [3 credits]

### **Course Description**

This course provides the concepts and tools for public managers to succeed in the information age by better managing information as a resource and information technology as an enabler for governmental services. The topics include e-government/e-governance, strategic IT management and change management, information resource and knowledge management, financing IT projects, IT project and performance management, management of IT outsourcing, and business process management. Basic literacy in computing and information technology is an integral part of the course. The discussion of these topics will address the growing use of emerging information and communication technologies such as Web 2.0 and mobile devices. Moreover, this course addresses the interplay of management, technology, and policy in the context of public service organizations, including governmental and non-profit organizations.

### **Learning Objectives**

After completing this course, students will be able to:

- Lead and manage in public governance
- Participate in and contribute to the public policy process
- Analyze, synthesize, think critically, solve problems, and make decisions
- Articulate and apply a public service perspective
- Communicate and interact productively with a diverse and changing workforce and citizenship

### **Requirements**

Requirements will vary by instructor and may include:

- *Discussion Forums:* Every week we will have at least two online discussion threads. Students are asked to post at least one original post in each thread and reply to at least one post that is made by a colleague per thread.
- *Assignments:* The three assignments are short essay responses to questions posed by the instructor. Students will typically have 10 days to prepare a three-page response to the instructor's question.
- *Final Exam:* Students will have a final exam. The exam is cumulative and will address major themes that have been addressed in class and in the readings.

### **Schedule / Outline of Topics**

- Week 1: E-Government and E-Governance
- Week 2: Strategic IT Management, Politics, and Leadership
- Week 3: Business Process Management
- Week 4: Citizen-centric Electronic Services
- Week 5: IT Performance Management
- Week 6: Government Information: Resource and Policy
- Week 7: IT Project Management

*This is a sample syllabus. Students should always obtain syllabi for their current courses from their professors.*  
(v.2/29/24)



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- Week 8: IT Procurement and E-Procurement
- Week 9: Big Data
- Week 10 Open Government
- Week 11: Managing Financial Resources for Technology in Government
- Week 12: Digital Equity
- Week 13: Internet of things and Smart Government
- Week 14: Final Exam

### **Texts / Materials / Resources**

The selection of textbooks and readings will vary by instructor. Listed below are some of the possible textbooks, materials, and resources an instructor may select for this course:

- Holzer, M., Manoharan, A., & Melitski, J. (2019). *E-Government and information technology management: Concepts and best practices*. Melvin & Leigh, Publishers.
- The instructor will also provide journal articles on a weekly basis.