E-Government
MPA, Evergreen State College
Spring 2015
May 8-10, 5-9p Fri, 9a-5p Sat/Sun
{Subject to Changes - Version: 3/3/15}
Room SEM 2 D2109

Instructor: Larry Dzieza

OVERVIEW:

This 2 credit course explores contemporary practices, challenges, and opportunities at the intersection of information technology, public administration and democratic governance. We will explore the role of information technologies in shaping, transforming, and understanding how public sector organizations deliver services and interact with citizens. The course seeks to ground discussions in current IT theories and explore evidence of the realities through readings and presentations from practitioners in public sector IT. We will explore ways in which information and information technologies have come to become a key element in the delivery of services and in some cases have become the service itself.

An objective of the course is to increase the student awareness of the historical and evolving role technology plays in delivering services in public and non-profit organizations. A key assertion of the course is that the acceleration of change driven by information technology's special properties presents unique opportunities as well as challenges for public administrators. Further, successful management now requires public administration generalists to be familiar with the language and concepts in managing IT just as they do the management of people, policies, and budgets.

REQUIRED TEXT

The course will not require you to purchase a text book and will rely upon online library access, publications and web sites. The final selection of articles and web references will be provided on the class web site beginning three weeks prior to the class. If possible, students should explore the articles and websites prior to class. In addition, the course will provide suggested readings and media to enrich your learning experience.

Chapters 1 & 7, Digital Governance: New Technologies for Improving Public Service and Participation; Milakovich, Michael E. - This will get you started for free access to the textbook. [link]

Chapter 8 - Transforming Government with Technology; Managing Information in the Public Sector, White, Jay D.(Author) [Link]

Chapter 1 - The Theory of Modern Bureaucracy and the Neglected Role of IT [Library Link]

ASSIGNMENTS
Assignment #1a: Paper due Tuesday, May 5, 2015 5:00 p.m. and posted on Canvas

Each student is required to complete a minimum 1,500 to 2,000 word review drawn from the materials set (see below). Due in Canvas by Tuesday 5:00 p.m. This review should be a concise summary of the main arguments, ideas, and organization of the material, and note its distinctive contributions to: a) the reading/materials set; and b) the themes of the course as a whole.

Assignment #1b: May 8th, Students will make a five minute presentation on their observations on the material they selected. It is not required but you are free to use PowerPoint, Prezi or other similar option. The presentation should be well argued, supported by evidence, and professionally presented.

This will be followed by class discussion making a connection between the issues/observations raised from students' presentations and the IT challenges facing the student's relevant public sector organization (i.e., where they work or participate).

Select from the following readings/media:
- Any of the assigned texts from above;
- Enacting Technology in Networked Governance – Jane Fountain;
- White House Office of E-government: http://www.whitehouse.gov/omb/e-gov; Explore and check out the "Digital Services Playbook";
- Evolution and continuing challenges of E-Governance - Sharon S. Dawes;
- Pew Internet & American Life Project - Familiarize yourself with the website's resources and interesting research;
- Tim O'Reilly - Government as a Platform Blog Post and Video and a Critic's Response; or
- Video: Geoffrey Moore at the Washington Innovation Summit - https://www.youtube.com/watch?v=umcym8XublI

Seminar and small group participation:
The course will involve in-class small-group work. These may require specific deliverables. More details on these exercises will be provided at a later time.

Beyond the submitted small group assignments, students will be evaluated on their overall contributions to class and group discussions. This is a crucial serious part of the work for the course; to be effective in it, students are expected to arrive in class having completed, thought carefully about, and ready to discuss the assigned readings and other instructional materials.

Suggested Additional Readings/Media
Resource to read: http://www.whitehouse.gov/digital/united-states-digital-service/story
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Practical tools from WSDOT: http://www.wsdot.wa.gov/Communications/WebToolKit/

http://www.innovativestate.com/talking_about_innovative_state_on_cspan
Video of Aneesh Chopra, CIO also;
http://www.innovativestate.com/blog videos and podcasts

Wiki Government: How Technology Can Make Government Better, Democracy Stronger, and Citizens More Powerful, by Beth Simone Noveck
Video Lecture (48 min) by same: http://www.youtube.com/watch?v=XC--AJrOWv8

Ries, E. (2011). The Lean Startup: How Today's Entrepreneurers Use Continuous Innovation to Create Radically Successful Businesses. Crown Business. ISBN: 978-0307887894

History of Computing and the Internet;
35 Years of the Internet: to be posted in Canvas
http://sixrevisions.com/resources/the-history-of-the-internet-in-a-nutshell/

IT Geoffrey Moore at the Washington Innovation Summit – YouTube – "Peering Into the Future" but really about seeing where IT in government enterprises came from too.
https://www.youtube.com/watch?v=x_50spOJ6EA
"Staple yourself to the user…"

Date	Syllabus (*Check Canvas for latest updates*)
5/8 Fri	Introduction and Overview of Class IT in the Context of Public Administration • Why IT knowledge has become essential for government managers
	Guest Speaker on the expectations and realities of IT
	Assignment #1 Presentation and Discussion
	Exercise: Outsourcing Model – Discuss the advantages and disadvantages
5/9 Sat	**Travel to Seattle Living Computer Museum**
	History of Computing Tour
	Lecture – Inward Organizational Challenges to Outward Facing Services
	IT Failures – Lessons from the field • Obama Care Website • California Court System • Causes and Corrections
	Guest Speakers: Web 2.0; Social Media
	Technology and organizational strategic planning • Enterprise Architecture
	Workshop – Going Viral
	Speaker on Acquiring IT: Decisions to Buy, Build, or Rent
	Lecture: Building the business case for IT investments
5/10 Sun	Guest Speaker:IT Leadership, relationships and setting expectations
	Workshop Evaluating State Websites and Recommendations
	Guest Speaker: Telling and Listening: Government Transparency and Technology Influence on the Electorate and Elected
	More Data, Better Decisions? • Internet of things, • Cameras, Sensors, and Crowds, • Big Data Analytics
	Speaker: Innovations in Government
	Over the Horizon: • Coming to a Cubicle Near You: Super-empowered FTEs • Automation and robots; • Emerging Government Issue: Private Sector Privacy