

2009 – 2010  
תוכנית מוסמכים

ממשל מקוון  
סליבוס

ד"ר דיוויד שוררין  
אוניברסיטת בר-אילן

אימוצן של יוזמות על ידי ממשלות, המשיקות לעולם האינטרנט וישומן, הינו בעל פוטנציאל השפעה ליתורל ושיפור רמות השירותים ושינויים מנהלתיים. אולם, הדבר כרוך בסיכונים ואי ודאויות בהיבטים המעים מהשפעות חברתיות שליליות ועד לשינויי ליבה בתהליך הדמוקרטי עצמו.

הקורס הר"מ יציג ראייה רב-תחומית של ממשל מקוון בישראל ובעולם ויכלול נושאי מדיניות, ניהול וטכנולוגיה. אילו פונקציות ממשלתיות ראוי שיושמו באמצעות ממשל מקוון? מהן ההשלכות הפוליטיות-חברתיות של שינוי כזה? כיצד אנו מאוונים בין מתן שירות והצורך בפרטיות ובין בטחון אישי ותקשורת? זהו קורס טוב השאלות שנדון שידונו בכיתה.

Governmental adoption and implementation of Internet-related initiatives has tremendous potential to introduce efficiencies, improvement in service levels, and procedural change. Yet it is fraught with risks and uncertainties in aspects ranging from adverse social impacts to core changes to the democratic process itself.

This course takes a multidisciplinary view of e-Government in both Israel and around the world, introducing policy, management, and technology issues. What Governmental functions are best implemented through e-Government methods? What are the socio-political implications of such change? How do we trade-off service and privacy or security and communication? These are but a few of the questions that will be at the centre of our discussions in this course.

## Lecture Topics and readings

1. **Introduction:** What is e-Government about? Goals, Missions, Dreams, Fantasies.

**Required Reading:** S. Ruth and S. Doh, Is E-Government Ready for Prime Time?, *IEEE Internet Computing*, Vol. 11, No. 2, pp 80-82, 2007.

**Required Reading:** J. Astrom, Should Democracy Online be Quick, Strong, or Thin?, *Communications of the ACM*, January 2001, Vol. 44, No. 1, pp 1-3, 2001.

**Reference Reading:** D.M. West, *Improving Technology Utilization in Electronic Government around the World*, 2008, Brookings Institute.

2. **From e-Business to e-Democracy:** Can we get there from here?

**Required Reading:** B. Stahl, The Ethical Problem of Framing e-Government in Terms of e-Commerce, *The Electronic Journal of e-Government*, Volume 3 Issue 2, pp 77-86, available online at

3. **Social Return on Investment (ROI) and ERP:** The Case of Israel's Merkava Project

**Required Reading:** Z. Ebrahim and Z. Irani, E-government adoption: architecture & barriers, *Business Process Management Journal*, Vol. 11, No. 5, pp 589-611, 2005.

**Reading:** Merkava background documents and ROI - TBA

4. **Ontology for Knowledge Management and Transfer in eGovernance:** Risks, Barriers, and Potential

**Required Reading:** J.S. Wallack and R. Srinivasan, Local-Global: Reconciling Mismatched Ontologies in Development Information Systems, in *Proceedings of the 42nd Hawaii International Conference on System Sciences*, 2009.

**Required Reading:** Chin Pang Cheng, Gloria T. Lau, Kincho H. Law, Jiayi Pan and Albert Jones, Improving access to and understanding of regulations through taxonomies, *Government Information Quarterly*, Volume 26, Issue 2, April 2009, Pages 238-245.

5. **e-voting Risks and Rewards:** The Case of Markham, Ontario, Canada; The case of Geneva, Switzerland.

**Required Reading:** H.M. Kim and S. Nevo, Development and application of a framework for evaluating multi-mode voting risks, *Internet Research*, Vol. 18, No. 1, pp 121-135, 2008.

**Required Reading:** M. Chevallier, Internet Voting, Turnout and Deliberation: A Study, *Electronic Journal of e-Government*, Volume 7, Issue 1, 2009, pp. 29 - 44, available online at [www.ejeg.com](http://www.ejeg.com)

6. **Digital Divide:** Is e-Government expanding or contracting social service gaps?

**Required Reading:** Natalie Helbig, J. Ramón Gil-García, Enrico Ferro, Understanding the complexity of electronic government: Implications from the digital divide literature, *Government Information Quarterly*, Vol. 26, No. 1, 2009, Pages 89-97.

7. **Municipal Services:** How can we assess a 'good' government website? A Framework for Municipal Website Assessment and Service Provision

**Required Reading:** F.J. Miranda, R. Sanguino, and T.M. Banegil, Quantitative Assessment of European Municipal Web Sites: Development and use of an evaluation tool, *Internet Research*, Vol. 19, No. 4, 2009.

**Reference Reading:** [Digital Governance in Municipalities Worldwide \(2007\)](#)  
[A Longitudinal Assessment of Municipal Websites Throughout the World](#)  
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8. **Securing Government-to-Citizen Communication and Information.** What are the main issues and approaches to security?

**Required Reading:** S. Gritzalis, A good-practice guidance on the use of PKI services in the public sector of the European Union member states, *Information Management and Computer Security*, Vol. 13, No. 5, pp. 379-398, 2009.

9. **Surveillance and Privacy.** The right to protect vs. the right to privacy.

**Video Case:** Suspect Nation – Henry Porter - Cameras, Databases, RFID and more.  
אומה של חשודים  
Mass Surveillance: [http://en.wikipedia.org/wiki/Mass\\_surveillance](http://en.wikipedia.org/wiki/Mass_surveillance)

אומה של חשודים  
התכנית עוסקת באמצעי הפיקוח והמעקב ההמוניים בבריטניה, כולל מצלמות מעקב ושכבים עם פרטים אישיים רבים שעומדים להיות מותקנים בדרכונים ותעודות זהוי. התכנית בוחנת את יתרונם ואת הסכנה הכרוכה בהם וחוסר יעילותם להילחם בטרור, הנמוק העיקרי לפיתוחם.

10. **Learning from Failure.** Failed e-Government and other public sector computing initiatives.

**Required Reading:** S. Goldfinch, Pessimism, Computer Failure, and Information Systems Development in the Public Sector, *Public Administration Review*, September/October, pp 917-929, 2007

### Assessment

- 1) Participation (20%)
- 2) Individual Topical Essay (30%)
- 3) Group Project (40%) and Presentation (10%)

## References and Resources

- Anttiroiko, A-V., Malkia, M., (2006) *Encyclopedia of Digital Government*, IGI, Hershey PA.
- Garson, G.D. (2006). *Public information technology & e-governance: Managing the virtual state*. London: Jones & Bartlett Publishers.
- Gauld, R. and S. Goldfinch. 2006. 'E-Government and Information Systems Development,' *Dangerous Enthusiasms: E-government, Computer Failure and Information System Development*, (pp. 9-26)
- Gauld, R. and S. Goldfinch. 2006. 'Lessons from computer development in the New Zealand public sector,' *Dangerous Enthusiasms E-government, Computer Failure and Information System Development*, (pp. 119-136).
- Heeks, R, *Implementing and Managing eGovernment*, Sage Publications, 2006.
- United Nations e-Government Survey 2008  
<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan028607.pdf>
- The Center for Digital Government: <http://www.centerdigitalgov.com/>
- The Digital Government Research Center: <http://www.dgrc.org/>
- The Digital Government Society: <http://www.dgsociety.org/>
- United Nations Public Administration Network: <http://www.unpan.org/>
- Electronic Journal of Electronic Government*: <http://www.ejeg.com>
- Internet Research*: <http://www.emeraldinsight.com/intr.htm>
- Transforming Government: People, Process and Policy*: <http://www.emeraldinsight.com/tg.htm>

**Term Project:**

**An e-Government Report Card**

Pick a country from the list provided. First come first served. More details will be provided at the start of the semester.

- Assess its current e-government initiatives and status based on its website and published literature
- Position it within global development
- Identify the greatest risks and challenges it faces
- Compare it's current e-gov status and initiatives with those of Israel.
- What can Israel learn from that country? What can that country learn from Israel?
- This project will be done in groups.
- You will present your findings in class during the final two weeks of the semester.