

UNIVERSITY OF SOUTHERN CALIFORNIA
USC PRICE SCHOOL OF PUBLIC POLICY
COURSE SYLLABUS: PPD 654
INFORMATION TECHNOLOGY MANAGEMENT IN THE PUBLIC SECTOR
Spring 2014

Instructor: Ali Farahani, Ph.D., farahani@usc.edu

Classroom: VKC 154; Office: RGL 107

Office Hours: 5:00-6:00 p.m. Mondays

Class Time/Day: 6:00-9:20 p.m. Mondays

REQUIRED TEXTBOOK:

- Reading materials will be provided online by the instructor.
- Lectures will also be made available to students via iTunesU.

COURSE DESCRIPTION:

The course is designed for graduate level students in the Price School of Public Policy to provide a scholarly and practical introduction to the application of information technology in the public sector. We will use the Electronic Government (E-Government) framework to cover various aspects of information technology including E-Services, E-Democracy, and E-Management.

COURSE OBJECTIVES:

This course is intended to familiarize participants with the significant role of information and computer technology in modern organizations in general and government agencies in particular. Emphasis is placed on the practical application of computer and information technology to real-world problems and decision environments. This course is designed to assist the student to:

- focus on information technology as an enabler of business strategies and initiatives
- gain a policy and organizational perspective on Information Technology and its relationship to strategic planning
- gain a basic understanding of new technologies including digital government, cloud computing, open data, data analytics, and service oriented architecture and how they impact government operation and structure
- study the changing models of government service delivery and concepts and practices of e-government
- align information systems with people and policies consistent with business objectives of governmental entities

COURSE REQUIREMENTS AND EXPECTATIONS

Class Participation:

Student participation in classroom discussions is an important basis of learning in this course. It is also important to the student's personal growth and for building presentation skills, both of which are very important in a successful professional career. This class provides plenty of opportunity to learn through participation.

E-Government Project/Paper:

Each student will conduct a research project that explores a particular topic in managing information technology in government. Projects must be based on field research – talking to people involved in information systems as developers, managers, end-users, or vendors. The project topic must be approved in advance by the instructor. Students will select one of the major topics of the course as the basis for their projects. This has to be a major information technology issue for a local, state, or federal government.

There are three deliverables for the project:

1. project plan due six weeks before the presentation
2. a 15-minute in-class PowerPoint presentation on project findings
3. a 15-20 page project report, due at the time of project presentation

CLASS SCHEDULE:

	Date	Topic	Reading	Assign- ment
1		Introduction to the Course; What are the 10 questions this course will cover? Information Technology and Administrative Reform; the Promise of E-Government		
2		How Information Technology and the Internet Have Changed the World; Governance in a Connected World	<ul style="list-style-type: none">• 2013 Digital Future Report;• The Internet and the 2012 Election;• Internet 2013 in numbers	
3		Data Driven Organizations and Electronic Government; A Framework for	<ul style="list-style-type: none">• Using the E-Government Assessment	

		E-Government: E-Services, E-Democracy, E-Management; Strategic Planning and E-Government	Questionnaire; <ul style="list-style-type: none"> • Gartner's Open Government Maturity Model; • E-Government Overview 	
4		A Review of the Scholarly Literature on E-Government; Open Government and Open Data	<ul style="list-style-type: none"> • Analyzing E-Government Research Paper • EU E-Government Research 	
5		Building a Business Case for Information Technology Projects; Return on Investment (ROI) Analysis; Measuring the Value of Information Technology; Strategic Business Planning and Information Technology	<ul style="list-style-type: none"> • Creating a Business Case for Master Data Management; • Metrics: Improving IT Value, Justifying IT Investment 	
6		How IT can Improve the Efficiency and Effectiveness of Government Organizations: The Four Phases of E-Government	<ul style="list-style-type: none"> • Gartner: Four Phases of E-Government; • IT Metrics: Measuring IT's Business Value 	
7		Focusing on Government's Core Competencies; PaaS; SaaS; Cloud Computing	<ul style="list-style-type: none"> • Cloud Computing: Transforming IT; • Moving Out: The Externalization of IT; • Above the Cloud 	Project outline due
8		Information Security and Privacy: How Transparency and Trust Impact Online Government		
9		Democracy Online: Citizen Participation and Civic Engagement; Social Networks		
10		Government Transactions: from Inline to Online; Managing Digital Identity	PDF article	
11		Citizen-Centric	PDF article	

		E-Government: System Integration and Organizational Barriers		
12		Managing IT Projects; People, Technology, and Organizational Change; the Politics of Information Technology	PDF article	
13		E-Services: Case Studies in Municipal Websites; What Works and What Does Not; E-Government for an Inclusive Society; the Digital Divide		
14		Information Management; Data Governance; Big Data; Knowledge Management and Business Intelligence: Technology and Management Issues	PDF article	Project report due
		Spring semester classes end		

Any Student requesting academic accommodations based on a disability is required to register with Disability Services and Programs (DSP) each semester. A letter of verification for approved accommodations can be obtained from DSP. Please be sure the letter is delivered to me as early in the semester as possible. DSP is located in STU 301 and is open 8:30 a.m. - 5:00 p.m., Monday through Friday. The telephone number for DSP is (213) 740-0776.