The University of Jordan

Accreditation & Quality Assurance Center

COURSE Syllabus

1	**Course title**	E-Government
2	**Course number**	**1904357**
3	Credit hours (theory, practical)	3 theory
	Contact hours (theory, practical)	3 theory
4	Prerequisites/corequisites	1904353
5	Programtitle	Business Information Technology
6	Programcode	4
7	Awarding institution	The university of Jordan
8	Faculty	King Abdullah II School for Information Technology
9	Department	Business Information Technology Department
10	Level of course	third year
11	Year of study andsemester (s)	Any
12	Final Qualification	Bachelor(Bsc)
13	Other department(s) involved in teaching the course	None
14	Language of Instruction	English
15	Date of production/revision	production : 3-Oct-2015
16	Required/ Elective	Elective

17. Course Coordinator:

Malak Al-Hassan
Tel: 22625
M_alhassan@ju.edu.jo

18.Other instructors:

None

19. Course Description:

This course introduces the ways in which internet technologies are affecting how people interact with government, and how governments, in turn, are using and managing these technologies to better provide information and services to the public. It also emphasizes the benefits of adopting IT in e-government for all stockholders. It introduces the technology of e-government with an in-depth examination of current government development models and management challenges in the delivery of services and information, electronically. Furthermore, it will explore the skills and concepts needed to effectively manage e-government projects. Lastly, some successful practices of e-government projects will be addressed to emphasize the importance of implementing e-government.

20. Course aims and objectives

I.   Aims:

The main goal of this course is to enable students to gain knowledge and skills of the role ofInformation Technology in supportingthe internal process of governmental agencies to better serve public.

Enable students to:

1.   Understand the concept of e-government technology, importance and its impact.

2.   Understand the current development models of e-government services.

3.   Understand the benefits of adopting e-governments for all key stockholders.

4.   Understand the main technologies and mechanisms that enable governments to deliver online services.

5.   Understand the main challenges that may hinder or limit the delivery of e-government services.

6.   Understand how to implement and manage effective e-government projects, through addressing some successful projects.

7.   Understand how e-government can be effective and efficient through a case study in Jordan.

II- Intended Learning Outcomes (ILOs):

Successful completion of this course should lead to the following learning outcomes:

A.   Knowledge and Understanding: Students should:
A1. Understand the concept of e-government technology, importance and its impact.   A2. Understand and compare between the main models of development of e-government services.   A3. Understand the benefits of e-governments for Citizens, businesses and agencies.   A4. Understand the main technologies and mechanisms of developing online government services.   A5. Understand the main challenges to develop online government services.   A6. Understand the implementation of effective e-government projects

B.   Intellectual Skills: students should be able to:
B1. Analyze and compare between development models of e-government services.   B2. Recognize the benefits of implementing e-government services.   B3. Analyze and compare between the technologies and mechanisms to develop e-government services.   B4. Recognize the challenges that may hinder the development of e-government services.   B5. Analyze the main components to develop effective and efficient e-government projects.

C.   Subject Specific Skills: students should be able to:
C1. Analyze and recognize successful e-government services.   C2. Analyze and recognize mechanisms to enable governments to avoid possible challenges that may hinder the developments of online services.

D.   Transferable Skills: students should be able to:

D1. Work in groups to help understand and analyze the current practices of the requested project of e-government services -- through a case study in Jordan.

D2. Work in a group to analyze the main challenges of a requested project of e-government and the possible mechanisms and technologies to make more developments.

D3. Present their projects and make a demo

21. Topic Outline and Schedule:

Topic	Week	Instructor	Achieved ILOs	Evaluation Methods	Reference
Introduction to e-Government: definition, services and models - E-government concept - Types of clients served and the service delivery process - Different stages of evolution of e-Government services (models of e-government service delivery) - E-Government versus E-Governance	1	All	A1 A2 B1	**T**: Lecture **L**: Reading lecture notes&chapter 1 **A**: In class questions	. Chapter 1 (Text book)
Potential Benefits of E-Government for Key Stakeholders - Benefits for Citizens, businesses and agencies - Examples of e-government benefits	2-3	All	A1 A3 B2	**T**: Lecture & presentation **L**: Reading lecture notes &chapter 3 **A**: In class questions	Chapter 3 (Textbook)
Impact of E-Government on Transparency and Corruption - Improvement in Transparency and Dealing with Corruption Through E-Government and some case studies	4		A3 B2	**T**: Lecture& presentation **L**: Reading lecture notes &chapter 4 **A:** Homework assignments	Chapter 4 (Textbook)
Guidelines for Implementing Projects Successfully - Life Cycle of an E-Government Project - Conceptualizing Project Definition and Scope: Starting Small Process - Re-Engineering Designing aCitizen-Centric Service	5,6&7		A4 A5 A6 B4 B5 C1	**T**: Lecture & Presentation: Reading lecture notes &chapter5 **A**: Homework assignments	Chapter 5 (Text book)

Delivery Mechanism - Communicating with Users - Seeking Partnerships: Avoiding Reinvention of the Wheels - Phasing Implementation - Capacity to Manage Change - Strong Internal Leadership and Project Management - Risk Factors in Implementing E-Government Projects					
Midterm Exam		All			
Making E-Government Work for Rural Citizens	8	All	A1 A3 B2	**T**: Present examples **L**: Reading lecture notes & chapter7 **A**: Homework assignments	Chapter 7 (Text book)
A Framework and Methodology for Impact Assessment - Evaluation of E-Government Projects Done in the past - Review of Literature on Impact Assessment - Proposed Measurement Framework - Measuring Impact on Clients - Measuring Impact on Agency & Society - Usefulness & Limitations	9, 10 & 11	All	A6 B5 C1 C2	**T**: Present examples **L**: Reading lecture notes & chapter7 **A**: Homework assignments	Chapter 8 (Text book)
Case Studies on Government to Citizen & business Applications in E-Government	12		D2 D3	**T**: Present examples **L**: Reading lecture notes A: Homework assignments	Report of an implemented e-government projects in developed countries
Case Studies on G2G Applications in E-Government	13		D2 D3	**T**: Present examples **L**: Reading lecture notes A: Homework assignments	Report of an implemented e-government projects in developed countries
E-government in Jordan - e-government development in-Jordan— overview - Challenges of adopting e-government in Jordan	14		D1 D2 D3	**T**: Present examples **L**: Reading lecture notes A: Homework assignments	Report of an implemented e-government projects in Jordan

Final Exam		All			

22. Teaching Methods and Assignments:

Development of ILOs is promoted through the following teaching and learning methods:

Lecture, presentation and discussion

23. Evaluation Methods and Course Requirements:

Teaching (T) Strategies
Class Contact is 3 Hoursper week. The Course will be delivered using different means like lectures, presentations, seminars, discussions and case studies.

Learning (L) Methods
Students attend classes, ask questions and participate in discussions, do the homeworks, present the assignments and demo their works. Studentswillaccess the e-learning platformfor more instruction and supported learning materials

Assessment (A) Methods
Therewillbeseveralassessmentmethods ofevaluationtheperformanceofthe students such as attending and class participation, grading of the homework, assignments;conductingtheMidterm andtheFinalExams.Everystudentisexpected to completely adhere to the assignments andprojectstrictdeadlines,absolutelyno exceptions will be given.

24. Course Policies:

A- Attendance policies:

Maximum allowable absence 15% of number of Lectures/Semester

B- Absences fromexams andhandinginassignmentson time:

It is the student's responsibility to ensure that he/she is aware of all assignments, announcements and contents of missed sessions

C- Health and safetyprocedures:

The rooms is well equipped, e.g. data show, AC, PC, etc.

D- Honesty policy regarding cheating, plagiarism, miss behaviour:

It is the student's responsibility to ensure that he/she is adhere with cheating, plagiarism, misbehaviour

E- Grading policy:

Intended (Tentative) Grading Scale:

Range	LG	الحرف	Range	LG	الحرف	Range	LG	الحرف
91 - 100	A	أ	74 – 77	B-	-ب	56 - 60	D+	د+
86 - 89	A-	أ-	70 – 73	C+	ج+	50 - 55	D	د

| 82 - 85 | B+ | +ب | 66 – 69 | C | ج | 45 - 49 | D- | -د |
| 78 - 81 | B | ب | 61 – 65 | C- | -ج | 0 - 44 | F | هـ |

Grading and Evaluation Criteria: 100 points distributed as follows:

Weight	Criteria	Comments
30%	Midterm Exam assay	TBA (in due course)
10%	Assignments/projects	TBA (in due course)
10%	Seminar & Presentation	Class participation
50%	Final Exam	

F- Available university services that support achievement in the course:

25. Required equipment:

1- Personal computers in the class

2- Data show

3. internet

26. References:

Bhatnagar, S. (2009). *Unlocking e-government potential: Concepts, cases and practical insights*. SAGE Publications.

27. Additional information:

- Tardiness and/or absenteeism will have a negative impact on the course grade.

- الامتناع المدبر عن حضور المحاضرات أو الدروس أو عن الأعمال الاخرى التي تقضي الأنظمة بالمواظبة عليها ، وكل تحريض على هذا الامتناع سوف يؤدي الى حرمان الطالب من المادة المعنية.

- في حالة التغيب عن الامتحانين الأول و الثاني لن يكون هناك امتحان تعويضي الا في حالة وجود عذر وحالة طارئة من المستشفى. على الطالب براز العذر لمدرس المادة في فتره لا تتجاوز الثلاثة ايام من تاريخ الامتحان, وللمدرس الحق في قبول او رفض العذر , وحسب التعليمات.

- Concerns or complaints should be expressed in the first instance to the module lecturer; if no resolution is forthcoming then the issue should be brought to the attention of the module coordinator (for multiple sections) who will take the concerns to the module representative meeting. Thereafter problems are dealt with by the Department Chair and if still unresolved the Dean and then ultimately the Vice President.For the final complaints, there will be a committee to review grading the final exam.

- For more details on University regulations please visit http://www.ju.edu.jo/rules/index.htm

Name of Course Coordinator: -------------------Signature: ----------------------- Date: -----------------------

Head of curriculum committee/Department: ------------------------ Signature: ---------------------------------

Head of Department: ------------------------- Signature: ---------------------------------

Head of curriculum committee/Faculty: ------------------------ Signature: ---------------------------------

Dean: -- -Signature: ---------------------------------

<u>Copy to:</u>
Head of Department
Assistant Dean for Quality Assurance
Course File