


QFO-AP-FI-002	اسم النموذج: <b>Course Syllabus</b>	جامعة فيلادلفيا
رقم الاصدار: 2 <b>Revision 2</b>	الجهة المصدرة: كلية تكنولوجيا المعلومات	 <b>Philadelphia University</b>
التاريخ: 2018/11/10	الجهة المدققة: عمادة التطوير والجودة	
عدد صفحات النموذج: 7		

<b><u>Course Syllabus</u></b>	
<b>Course Title: Fundamentals of E-Government</b>	<b>Course code: 0780220</b>
<b>Course Level: Second Year</b>	<b>Course prerequisite (s) and/or co requisite (s): 0780111</b>
<b>Lecture Time:</b>	<b>Credit hours: 3</b>

<b><u>Academic Staff</u></b>				
<b><u>Specifics</u></b>				
<b>Name</b>	<b>Rank</b>	<b>Office Number and Location</b>	<b>Office Hours</b>	<b>E-mail Address</b>

### **Course module description:**

This course enables students to understand the basic concepts of e-government, e-government business model, e-government services. Furthermore, this course introduces e-government strategy concepts as well as strategic advice for successfully implementing and maintaining e-government systems.

### **Course module objectives:**

1. To teach e-government concept and importance.
2. To demonstrate User-driven Relationship Management.
3. To demonstrate the concept and Strategy of E-Government.
4. To introduce E-Government Business Models.
5. To clarify the E-Government Services.
6. To demonstrate the analysis and design of E-Government System.

## Course/ module components

### • Text book:

- E-Government Strategy Process Instruments, Bernd W. Wirtz Peter Daiser, 2015.
- Implementing and Managing eGovernment: An International Text First Edition, by Richard Heek, 2006.

### Homework guide.

Homework is an essential part of the educational process. The homework in this course will reinforce the material covered in the classroom and provide time for practice. Students will earn points for each homework assignment completed. Homework assignments will be graded based on completion.

### Teaching methods:

- Duration: 16 weeks in the first semester, 48 hours in total
- Lectures: 48 hours, 3 per week (including two 1-hour for first and second exams)

### Learning outcomes:

After successful completion of this course, students are expected to achieve the following :

#### A: Knowledge and understanding

A2) Define and explain the basic topics of e-Government concept, e-Government Development, e-Government in Practice, Services (G2B).

A3) Describe and Identify System Lifecycle, Project Assessment, and Activities. when preparing and developing e-Government System.

A6) Identify and explain the role of the key computing and non-computing fields in e-Government business model.

A7) Identify and explain the role and the impact of the e-Government on services.

#### B: Intellectual and cognitive skills

B1) Analyze E-government system using different methods of analysis and design a New e-Government System.

B3) Evaluate and select appropriate e-Government strategy when implementing an e-Government phase.

B6) Apply critical thinking skills in implementing e-Government system.

C: Practical skills

C1) Test and recognize successful e-government services.

D: Transferable skills

D2) Work in multidisciplinary teams structure and communicate with people inside and outside the organization.

D4) Plan and manage team projects using available support tools.

D5) Retrieve relevant information using search engines, browsers, and catalogs.

D6) Organize activities when conducting projects and case studies analysis.

**Learning outcomes achievement**

Development: A2, A3, A6, A7, B1, B3, B6, C1, D2, D4, D5, D6 are developed through the lectures.

A2, B3, C1 are developed through Tutorials.

Assessment: A2, A3, A6, A7, B1, C1, D5, D6: are assessed through • Quizzes and written exams

B1, B3, B6, C1: are assessed through homework.

D2, D4: is assessed through an in-class presentation.

**Assessment instruments**

- Short reports and/ or presentations, and/ or Short research projects
- Quizzes.
- Home works

<b>Assessment Instruments</b>	
<b>Assessment Instruments</b>	<b>Mark</b>
First examination	<b>20%</b>
Second examination	<b>20%</b>
Final Exam (written unseen exam)	<b>40%</b>
Reports, Assignments, Quizzes, Homework's	<b>20%</b>

Total	100%
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\* *Make-up exams will be offered for valid reasons only with the consent of the Dean. Make-up exams may be different from regular exams in content and format.*

### **Documentation and Academic Honesty**

Submit your homework covered with a sheet containing your name, number, course title and number, and type and number of the homework (e.g. tutorial, assignment, and project).

Any completed homework must be handed into my office by 15:00 on the due date. After the deadline, “zero” will be awarded. You must keep a duplicate copy of your work because it may be needed while the original is being marked.

For the research report, you are required to write a report similar to a research paper. It should include:

- **Abstract:** It describes the main synopsis of your paper.
  - **Introduction:** It provides background information necessary to understand the research and getting readers interested in your subject. The introduction is where you put your problem in context and is likely where the bulk of your sources will appear.
  - **Methods (Algorithms and Implementation):** Describe your methods here. Summarize the algorithms generally, highlight features relevant to your project, and refer readers to your references for further details.
  - **Results and Discussion (Benchmarking and Analysis):** This section is the most important part of your paper. It is here that you demonstrate the work you have accomplished on this project and explain its significance. The quality of your analysis will impact your final grade more than any other component on the paper. You should, therefore, plan to spend the bulk of your project time not just gathering data, but determining what it ultimately means and deciding how best to showcase these findings.
  - **Conclusion:** The conclusion should give your reader the points to “take home” from your paper. It should state clearly what your results demonstrate about the problem you were tackling in the paper. It should also generalize your findings, putting them into a useful context that can be built upon. All generalizations should be supported by your data, however; the discussion should prove these points so that when the reader gets to the conclusion, the statements are logical and seem self-evident.
  - **Bibliography:** Refer to any reference that you used in your assignment. Citations in the body of the paper should refer to a bibliography at the end of the paper.
- **Protection by Copyright**
1. Coursework, laboratory exercises, reports, and essays submitted for assessment must be your own work, unless in the case of group projects a joint effort is expected and is indicated as such.
  2. Use of quotations or data from the work of others is entirely acceptable, and is often very valuable provided that the source of the quotation or data is given. Failure to provide a source or put quotation marks around material that is taken from elsewhere gives the appearance that the comments are ostensibly your own. When quoting word-for-word from the work of another person quotation marks or indenting (setting the quotation in from the margin) must be used and the source of the quoted material must be acknowledged.
  3. Sources of quotations used should be listed in full in a bibliography at the end of your piece of work.

• **Avoiding Plagiarism.**

1. Unacknowledged direct copying from the work of another person, or the close paraphrasing of somebody else's work, is called plagiarism and is a serious offence, equated with cheating in examinations. This applies to copy both from other students' work and from published sources such as books, reports or journal articles.
2. Paraphrasing, when the original statement is still identifiable and has no acknowledgment, is plagiarism. A close paraphrase of another person's work must have an acknowledgment to the source. It is not acceptable for you to put together unacknowledged passages from the same or from different sources linking these together with a few words or sentences of your own and changing a few words from the original text: this is regarded as over-dependence on other sources, which is a form of plagiarism.
3. Direct quotations from an earlier piece of your own work, if not attributed, suggest that your work is original, when in fact it is not. The direct copying of one's own writings qualifies as plagiarism if the fact that the work has been or is to be presented elsewhere is not acknowledged.
4. Plagiarism is a serious offence and will always result in the imposition of a penalty. In deciding upon the penalty the Department will take into account factors such as the year of study, the extent and proportion of the work that has been plagiarized, and the apparent intent of the student. The penalties that can be imposed range from a minimum of a zero mark for the work (without allowing resubmission) through caution to disciplinary measures (such as suspension or expulsion).

## Course/module academic calendar

### Module Outline:

Week	Subject
(1)	Introduction, E-Government Importance, E-Government definition,
(2)	The deployment of information and communication technology.
(3) Assignment (1)	The Information Society and its Development, E-Government Development, E-Government in Practice
(4)	The Concept and Strategy of E-Government, E-Government Value Activity System (EVAS),
(5)	Strategic Management of E-Government: E-Government Strategy Development, E-Government Stakeholders, Generic E-Government Strategies.
(6) <b>First Exam</b>	E-Government Implementation Phases, Dimensions of the E-Government Strategy Scorecard.
(7) Assignment (2)	E-Government Business model: Business Model concepts, ICTI E-Government Business Models.
(8)	E-Government Business Model Innovation, Public Business Model Innovation Process.
(9)	E-Government Services: Government-to-Citizen Services (G2C), Government-to-Business Services (G2B).
(10)	Functional E-Government Demand Factors: Use quality, System quality, and Service quality, The system quality-related e-demand factors.
(11) Assignment (3)	E-Government System Lifecycle and Project Assessment : System Lifecycle, Project Assessment, and Activities.
(12) <b>Second Exam</b>	Analysis of Current Reality: Methods of Analysis, Recording Techniques, and Activities.
(13)	Analysis of Current Reality: Recording Techniques and Activities.
(14) Assignment (4) Case Study Analysis - Team Work	Design of the New E-Government System: Setting Objectives, Information Design.
(15)	Technology Design and Process Design
(16)	Review and Seminar

**Expected workload:**

On average students need to spend 2 hours of study and preparation for each 50-minute lecture/tutorial.

**Attendance policy:**

Absence from lectures and/or tutorials shall not exceed 15%. Students who exceed the 15% limit without a medical or emergency excuse acceptable to and approved by the Dean of the relevant college/faculty shall not be allowed to take the final examination and shall receive a mark of zero for the course. If the excuse is approved by the Dean, the student shall be considered to have withdrawn from the course.

**Module references****Books:**

Students will be expected to give the same attention to these references as given to the Module textbook(s)

- Information Technology And E-Governance, N. Gopalsamy, 2009.
- Electronic government, Emrizq, Suhaib Mohammed et al, Amman, Philadelphia University, 2005.
- Electronic Government Strategies and Implementation, Huang, Wayne , Siau, Keng and Wei, Kwok Kee, Hershey: Idea Group Publishing, 2004.

**Website(s):**

<https://www.vskills.in/certification/project-management/certified-e-governance-professional>.

**Journals**

<https://www.ieee.org/index.html>

<https://www.acm.org/>

<http://www.inderscience.com/jhome.php?jcode=EG>