PAD 305: Public Administration and Information Technologies
Fall 2015

Class Number: 10426
Date/Time: Thursday, 5:45 – 8:35 PM
Room: BB B002

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Office Hours: 4:45 PM on Thursday in BB B002
or by appointment

Course Overview
The course is designed to introduce students to the ways that information technology affects governmental functions, democratic processes, and public programs. Topics covered include e-democracy, e-governance, e-government, e-procurement, and information security and privacy.

Course Objectives
The purpose of the course is to familiarize students with current and emerging issues in the use of computer and information technologies in the public sector. By the end of the semester, students will

1. Develop a basic knowledge of the impact of information technology on public administration as well as public policy decision-making
2. Understand the interaction of four core components of the public sector information environment: policy, management, data, and technology
3. Synthesize and apply knowledge to discover new opportunities and to manage and eliminate threats of using advanced computer and information technologies in order to solve public policy and management problems

Readings

Most required course readings other than the textbook are found on Blackboard. The additional readings may include selected news stories, articles from scholarly and trade publications, material from professional associations, and case studies.
Grading

This course has no regular test. Instead, your work will be evaluated throughout the semester on pop quizzes, case study assignments, blogging activities on blackboard, and course participation, and class attendance. Grading will be assigned to the A — E system. Grading is based on the following weights:

- Pop Quizzes 15%
- Blog Posts and Comments 20%
- PMST Analysis 20%
- Final Project 30%
- Course Participation 10%
- Class Attendance 5%

Assignments

Assignments include readings in the required texts, a case study analysis, blog posts and comments, as well as a final project. The case study and final project assignments should be printed out and handed in as well as submitted on Blackboard. The due dates are shown in the detailed course schedule, and will be posted on Blackboard too. The assignments are a place to develop understandings, critical thinking, as well as written and verbal communication skills, which are necessary for most professional jobs in both the public and private sectors. Please take each assignment seriously!

PMST Analysis

PMST is an acronym for Political (-Legal), Managerial, Social (-Cultural), and Technological factors that can affect government programs and initiatives. This is originally from the term, PEST (E: Economic) that market analysts use to assess the market for a business or private organizational unit. To complete this assignment, you must select a case that you want to study in depth through the semester, and analyze factors in the four dimensions which have a potential or actual impact on the case in a short paper (maximum 4 pages, double-spaced). The case selected must be relevant to one of the course topics.

Course Blog

We will maintain a blog on Blackboard together to share ideas about the course topics. To complete this assignment, you must upload at least “three original blog posts” and provide at least “five comments” on other students’ blog posts. The blog posts and comments could be about any topics you are interested in. But please keep the six rules below in mind to get the full grade for this assignment:

- The topic must pertain to the course.
- Each blog should be long enough to make sense on its own.
- The blog should have an informative title.
- The author of the blog should be responsive to comments on her or his blog.
- Your comments on others’ blog posts should be substantive (informative) in order to count toward the required five comments.
- Multiple comments on the same blog will be counted as one.
You can include texts, images, videos, and links in your blog post or comment in order to make your point. This blog is internal to the course. If you have never blogged before, remember that you are just among colleagues, so don’t be intimidated by posting your opinions and arguments.

Final Project
The final project assignment is to submit a consulting paper for the case that you selected before for the PMST analysis. In this paper, you should 1) provide a short introduction of the case, 2) analyze PMST of the case in depth, 3) diagnose problems or limitations, and 4) propose solutions or discuss key considerations. To get a good grade on this assignment, you must check the below first before submitting the paper.

- Is the topic of the paper relevant to any of the course topics?
- Is the paper well-organized?
- Is the argument(s) in the paper clearly communicated with readers?
- Does the paper provide the evidence that supports the argument(s)?
- Is the evidence clear and convincing?
- Is the reasoning in the paper rigorous?
- Is there any grammatical error in the paper?

You can change the case of selected for the PMST analysis later, but must discuss with you instructor first before working with a new case.

Course Policies
Students’ Participation
This semester we will do diverse activities, including case discussions, group exercises, and blogging, together in and outside the classroom. All the activities will provide good chances to test your ideas, learn new knowledge, and build communication skills, and thus help you learn through knowledge sharing and collaboration. To achieve the learning goal together, I strongly urge you to actively participate in the classroom activities, and cooperate, rather than compete, with your colleagues. Many empirical studies in diverse areas have demonstrated that people become more creative and productive in a harmonious and trustful environment. Given that, many prestigious government agencies and private companies are looking for values, such as collaboration and teamwork, from their current and future employees. By doing the activities you will be able to learn how to share knowledge and collaborate with others who may have very different (educational and cultural) backgrounds, points of view, and interests. Here are some tips for effective knowledge sharing and collaboration in the classroom:

- Be well prepared for the discussions by reading the reading assignments and organizing your ideas and opinions on them before coming to class. By asking some questions, you can think critically and deepen your understanding of the course topics: “What is the main argument (lesson) of the paper?”; “How does the author develop her argument?” (What is her reasoning?); if applicable, “What model and principle does the author apply to the context?”; if applicable, “What solution does the author suggest?”; and “What are the advantages and disadvantages of the solution?”
- Be a good listener. This is more than being polite and quiet while others speak; it means really hearing what they are saying and actively responding to their ideas and arguments.
- Make points that are relevant to the discussion and link them to the comments of others.
• Test your ideas. Don’t simply restate what others said or mention facts without saying anything about what you think and why.
• Use the class discussion to clarify and confirm your understanding course concepts and topics.
• Above all, respect your colleagues and their ideas. Show how you are intelligent and elegant by being polite to each other.

Late Assignments
Assignments are due at the defined times. For assignments that are not submitted on time, a grade of 0 will be assigned (this is a big penalty, so don’t submit late assignments). An extension request to the assignment due date will be accepted only in the case of medical or family emergency, or when mandated by University policy.

Course Communication
To reach me, use my e-mail address. If the class must be cancelled on short notice, the announcement will be made through the Blackboard e-mail system. Also, I will use this Blackboard e-mail for sharing common concerns and issues. Hence, you should make sure that your Blackboard e-mail is forwarded to your regular e-mail (so that you do not have to frequently check another e-mail account).

***Plagiarism and Cheating
I run the course on an honor system and therefore consider any case of academic misbehavior to be a most serious ethical issue. An incident of plagiarism will result in a failing grade for the course. I may pursue further disciplinary actions, including suspension and/or expulsion. For the purposes of this course, the following are taken as evidence of plagiarism or cheating:
• Material reproduced from another source without adequate citation.
• Identical answers being turned in by two or more students.
• A pattern of unusually similar answers being turned in by two or more students.
• Copying a computer file created by someone else (.xls, .mdl, .doc, etc) as a basis for an assignment that you claim as your own.
• Written answers or solutions that a student cannot logically explain verbally.
• Other evidence of collaboration between students on an in-class or take-home assignment that was intended to reflect individual effort.

Your work may be subject to computerized analysis to discover whether materials have been taken from on-line sources or to determine statistically whether answers are more similar than random chance would allow. Since this is such an important matter, if you have any questions about this course policy, you should ask me for any clarification that you may need.

Use of Electronic Devices in Classroom
You can use cell phones, smart phones, or laptops during class ONLY for educational purposes, such as taking a note and using for in-class activities. If you carry a portable electronic device to class, please make sure that it is turned off or silent. If you need to make a
phone call, text a message, check your e-mail, etc., please leave the class to do this so that you will not disturb others in the class. Please see me if you have any questions about this policy.

**Detailed Listing of Course Schedule**

**Session 1: August 27 – Introduction to the Course**
- Course overview
- Syllabus, nuts & bolts
- Getting connected to Blackboard
- Revisiting basic concepts and assumptions that we take for granted

**Session 2: September 3 – Public Administration, Information Technology and Multi-Dimensional Thinking**

**Textbook: Chapter 1**

**Additional Readings:**


**Case:**

**Session 3: September 10 – E-Democracy and E-Participation**

**Textbook: Chapter 2 & 3**

**Additional Readings:**

Case:

Session 4: September 17 – E-Governance and E-Government

Textbook: Chapter 4 & 6

Additional Readings:


Session 5: September 24 – Leadership, Management, and Enterprise Architecture

Textbook: Chapter 5 & 7

Additional Readings:


Session 6: October 1 – E-Procurement, E-Commerce and Online Financial Reporting

Textbook: Chapter 8

Additional Readings:


*PMST Analysis Assignment Due

Session 7: October 8 – Human Resources Information Systems

Textbook: Chapter 9

Additional Readings:


Session 8: October 15 – Information Security and Privacy

Textbook: Chapter 10

Additional Readings:


James, L. (2013). Open Data Privacy, Open Knowledge blog.

Session 9: October 22 – Open Government, Open Data, and Big Data

Readings:


https://www.whitehouse.gov/sites/default/files/docs/big_data_privacy_report_may_1_2014.pdf

Case:
*Citizen Monitoring of Public Spending
  • Promise Tracker
  • Monithon
*Predictive Policing with Big Data Technology
  • LAPD: https://www.youtube.com/watch?v=U0gX_z0V0nE

Session 10: October 29 – Social Media in Government

Readings:


**Case:**
*The Role of Social Media in the Haitian Earthquake:
Zook, Matthew; Mark Graham; Taylor Shelton; and Sean Gorman (2010). Volunteered Geographic Information and Crowdsourcing Disaster Relief: A Case Study of the Haitian Earthquake. World Medical & Health Policy, 2(2), 7-33.

**Session 11: November 5 – Mobile Government and Mobile Apps**

**Readings:**


*CIO Council (2012). Government Use of Mobile Technology - Barriers, Opportunities, and Gap Analysis


**Case:**
*http://www.usa.gov/mobileapps.shtml and similar app repositories

**November 12 – Class Cancelled (APPAM Conference: Nov 11-14)**

**Session 12: November 19 – Policy Informatics, Policy Modeling and Policy Analytics**

**Readings:**


**Class Exercise with a Simulation Model:** The CoastalProtectSIM

**November 26 – Class Suspended (Thanksgiving Break)**

**Session 13: December 3 – Course Wrap-Up**

*Final Project Due*