Information Technology Innovation in the Public Sector

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Course Purpose and Overview
This course introduces students to the complexities of public sector information technology decision making and to a set of analytical tools and techniques for identifying and managing those complexities. The course provides an overview of the management, policy and technology challenges faced by organizations engaging in information technology innovation and introduces a formal methodology for making IT investment decisions. The methodology includes tools and techniques for problem definition, stakeholder analysis, process analysis, best and current practices research, technology awareness, and business case development. Students will also be exposed to current relevant digital government research. Students will engage in a field project with a government partner and produce a business analysis of a selected information or information technology problem.

Course Organization
Classroom sessions will initially focus on the complexities of information technology decision making in the public sector. The format of these sessions will include lectures, exercises and case discussions about strategies for managing IT decision making in government. A number of guest lecturers will provide overviews of specific tools as well as provide other perspectives about information technology in government.

Class assignments and readings will generally be posted on the class site. However, sometimes readings, handouts, or slides will be posted to the electronic reserves service at the University Library (due to size constraints). A number of short assignments will be given to orient students to the various discussions in both the academic and practitioner publications related to information technology investment decision making.

The primary assignment for the course is the semester long field project. The project is introduced during the early weeks of class. Interim reports of activity on the project, group presentations, a final written report and an individual final paper will be required during the semester.

Student Evaluation and Grading
Grading will be based on the course components as follows:

- Class preparation and participation in class 20%
- Various short assignments 20%
- All activities related to project including a 360 review 50%
- Final individual paper 10%

Course Policies
Teamwork is essential to the success of the semester project. A successful project depends on each member of the team being responsible to their teammates and available for team activities and on each
member of the team assuming their “fair share” of the work and responsibility. Each team must work to identify what that means given their particular project and their mix of interests and skill sets. The instructor is available for advice in this regard.

All teams experience some conflict. In this course conflict tends to come from differences in understanding of the problem, the environment, how tools can be employed, and the best way to present findings. Some conflict also emerges when individual team members do not carry their weight. It also sometimes occurs when team members assume too much responsibility and authority. Any team finding that a member is erring in either direction unwilling to assume an appropriate and equitable amount of responsibility or assuming too much should let the instructor know as soon as possible. Success depends on the ability to commit as individuals to the development of the highest quality team product. Students will be graded on their teamwork, on the various interim products and on the final products related to the semester team project.

Plagiarism or cheating will result in a failing grade for the whole course. In addition, as instructor, I will pursue further disciplinary action at the University level. For the purposes of this course, the following are taken as evidence of plagiarism or cheating:

- Material reproduced from another source without any or adequate citation.
- Evidence of collaboration between students on an in-class or take-home assignment that was intended to reflect individual effort.

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 need.

**Required Reading**

Additional readings will be assigned as the course progresses.

**Recommended Reading**
- Will be available on BB. Currently not yet live.