Module III: ICT Services

"Utilizing ICT for Organizational Productivity"
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I. Module Description:

The module aims to present an overview of information & communications technology (ICT) concepts and how these concepts relate to e-government and organizational productivity. This module will focus on how managers/decision makers can best utilize ICT, using an e-government service delivery framework. Lastly, the module will discuss ethical and legal considerations related to ICT use and e-government implementation.

II. Module Objectives:

The specific learning objectives of this module are as follows:
   a) Provide a venue for participants to learn and explore the potentials of ICT
   b) Identify the avenues for ICT utilization in organizations
   c) Discuss the roles of the participants as organizational sponsors/champions for ICT

III. Learning Techniques:

- Classroom discussions/case analysis
- On-line learning
- Reading assignments
- Video presentations

IV. Module Outline

➢ **Day 1:**

Time	Description/Content	References
1000-1200H	**Integration of ICT Services in E-Government** • Facets of E-Government in Developing Countries • Need for a service delivery model • Case Analysis: E-Procurement Application	**Bhatnagar (2004)** **Huang, et al (2005)**
1200-1330H	**Lunch Break/Case Analysis**	
1330-1500H	**Information Systems and the Enterprise** • Evolution of the Information Age • Functions & opportunities for IT • Organizational structure & IS types • Strategic role of IT	**Senn (2004)**
1500-1530H	**PM Snacks**	
1530-1700H	**Productivity Solutions for Managers** • Managerial Presentation tools • Decision Support tools • Communication & Collaboration tools	**Senn (2004)** **O'Brien (2005)**

➢ **Day 2:**

Time	Description/Content	References
0800-0930H	**Launching IT Application projects** • Project Origins • Development Lifecycle Approach • Basics of Web-enabled applications	**Senn (2004)** **O'Brien (2005)**

0930-1000H	**AM Snacks**	
1000-1200H	**Ethical/legal Issues in IT** • Security • Intellectual property, Privacy & Piracy • Case Analysis	**Senn (2004)** **O'Brien (2005)**

References:

Bhatnagar, S. (2004): "e-Government: From vision to implementation". SAGE Publications, New Delhi, India.

Huang, W., Siau, K. & Wei, K. (2005): "Electronic Government Strategies & Implementation". Idea Group Publishing. USA

O'Brien, J. (2005): "Introduction to Information Systems". Mc Graw Hill Publications, USA

Senn, J. (2004): "Information Technology: Principles, Practices, Opportunities 3rd Edition". Prentice Hall, USA