

## SUBJECT TEACHING GUIDE

### 882 - Electronic Management

#### Master's Degree in Business and Information Technologies

Academic year 2023-2024

1. IDENTIFYING DATA					
Degree	Master's Degree in Business and Information Technologies			Type and Year	Optional. Year 1
Faculty	Faculty of Economics and Business Studies				
Discipline	Professional Orientation Subjects				
Course unit title and code	882 - Electronic Management				
Number of ECTS credits allocated	2,5	Term	Semester based (2)		
Web					
Language of instruction	Spanish	English Friendly	No	Mode of delivery	Face-to-face

Department	DPTO. ADMINISTRACION DE EMPRESAS
Name of lecturer	JAVIER GUNDELFINGER CASAR
E-mail	javier.gundelfinger@unican.es
Office	Edificio de las Facultades de Derecho y Ciencias Económicas y Empresariales. Planta: + 2. DESPACHO (E207)
Other lecturers	

### 3.1 LEARNING OUTCOMES

- Know the basic regulation rules of e-Government.
- Know how to identify the strengths and weaknesses of electronic headquarters of different agencies and public institutions , as well as the services offered to citizens.
- Understand the basic architecture of e-government services.
- Identify the benefits of e-Administration services for citizens and companies.
- Knowledge for a heuristic evaluation of aspects of usability and accessibility of electronic offices.
- Know the basic principles of interoperability in eGovernment.

#### 4. OBJECTIVES

Know the state of development of the provision of administrative services to support the information and communications technology (ICT).
Learn the basic principles of the rules governing the use of ICT in relations with eGovernment.
Understand the basic architecture of e-government services.
Analyze and evaluate the implementation of e-government services, from social, economic and technical points of view.

#### 6. COURSE ORGANIZATION

CONTENTS	
1	Implementation of e-Government and Citizen Services. The Public Model and e-Government.
2	Implementation of e-Government. Background, current situation, developments and projections.
3	Security, Control, Data Protection; Experiences and Cases Study.
4	Electronic headquarters. The General Access point. The citizen's folder.
5	Interoperability in public administration.
6	Experiences, cases and applications of e-government.

#### 7. ASSESSMENT METHODS AND CRITERIA

Description	Type	Final Eval.	Reassessn	%
Team work about e-government issue	Work	No	Yes	40,00
Content evaluation test	Written exam	Yes	Yes	60,00
TOTAL				100,00
Observations				
Retake of the subject will be done by individual task and/or exam. The work must be submitted on the dates established in the extraordinary call				
Observations for part-time students				
Part-time students must take the assessment test content and a unique individual work proposed by teachers and weighing 50% of the mark.				

#### 8. BIBLIOGRAPHY AND TEACHING MATERIALS

##### BASIC

De la Nuez, E.; Tarín, C. y Rivera, R. (2015). Los servicios en línea como derecho ciudadano: El caso de España. Innovaciones en la prestación de servicios públicos. Número 2

Cardoso de Miranda, E. y Muñoz-Cañavate, A. (2015). Los sitios Web como servicios de información al ciudadano . Anales de Documentación, 2015, vol. 18, nº 1

Rocha, R. Cobo. A., Alonso. M.(2011). Administración electrónica en las universidades públicas españolas. Rev. Esp. Doc. Científicos, 34, 4, 545-562

Kushchu, I,. (2007): Mobile government: an emerging direction in e-government . Hershey PA: Idea Group Pub, 2007.

