

## 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				
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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. SUBJECT PROGRAM

##### 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
<b>TOTAL</b>				<b>100,00</b>
<b>Observations</b>				
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				
<b>Observations for part-time students</b>				
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.

