GOVERNAÇÃO DIGITAL

Degree in Public Management

Code: 12414

Main Scientific Area: Public administration and finance

Lecturer: José Luís Correia Fonseca

Language of Instruction: Portuguese

Regime: S2

Contact Hours: 60h Total Workload: 108h

ECTS: 6,0

Objectives

This course will introduce the student to the ways in which information services, systems and technologies are affecting how people interact with government, and how governments, in turn, are using and managing these services, systems and technologies to better provide information and services to the public.

To provide the knowledge of good governance using information services, systems and technologies and case studies from different areas.

Learning Outcomes

- Gain a familiarity with the basic concepts, terminology and technology of egovernance.

- Skills to critically evaluate government eservices against current “best practice” principles and standards.

- Understand the major laws and regulations impacting the evolution of egovernment.

- Conceptualization of ideas and development of service delivery models for improving the quality of service tocitizen

- Develop the vision, goals and objectives for e-governance

Course Contents

Introduction to Digital Governance
Fundamental concepts and historical evolution of Electronic Government
Analysis of impacts and challenges: privacy, security, digital inclusion
Study of global and regional trends in Digital Governance

Models and Frameworks of Digital Governance
Theoretical models and system architectures in Digital Governance
Performance evaluation and effectiveness metrics in digital services
Discussion on governance models for digital transformation and good governance practices

Infrastructure and Technological Strategies
Preparation for digital transformation: technological, legal, and institutional infrastructure
Analysis of evolutionary stages in e-Governance

Fundamentals of Data Warehousing and Data Mining applied to digital governance

Management of Services and Information Technologies
Integration of service management practices in information systems using frameworks such as COBIT and ITIL
Process improvements and operational efficiency through IT service management

Case Studies and Strategic Initiatives
Study of international and national cases in the development of digital government
Sectoral applications and specific impacts in different government areas

Strategic Foundations for Digital Transformation
Fundamental building blocks of the digital transformation strategy in Public Administration (PA)
Interoperability, Digital Identity, Data Management
Guidelines for Accessibility and Usability in government digital platforms

Recommended Bibliography

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- Fonseca, I. C. M. (Ed.). (2021). Estudos de E. governacao, transparencia e protecao de dados. Almedina.

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- Nishimura, A., Au-Yong-Oliveira, M., Walter, C. (2021). Uma avaliação do Governo Eletrónico em Portugal sob a Ótica dos Utilizadores. Revista Ibérica de Sistemas e Tecnologias de Informação, 41.

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- European Commission. (2021b). Digital Economy and Society Index (DESI) 2021 - Thematic chapters

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- Soares, D., Amaral, L., Ferreira, L. M., Lameiras, M. (2019). Presença na Internet das Câmaras Municipais Portuguesas em 2019 - - Estudo sobre Local e-Government em Portugal. GÁVEA - Observatório da Sociedade da Informação Departamento de Sistemas de Informação

- UNITED NATIONS DEPARTMENT OF ECONOMIC AND SOCIAL AFFAIRS. (2022). UNITED NATIONS E-GOVERNMENT SURVEY 2022: the future of digital government. UNITED NATIONS.

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Learning and Teaching Methods

Introduction to Digital Governance
Student Contextualization: This section contextualizes students on the fundamental problems and opportunities within the field of Digital Governance, addressing issues like privacy, security, and digital inclusion, and establishing a solid foundation for understanding current and future needs in digital governance.

Models and Frameworks of Digital Governance
Theoretical Bases for Design and Evaluation: This section provides the essential theoretical bases for understanding models and architectures in Digital Governance. Discussing governance models and performance evaluation equips students with the necessary tools to effectively design and evaluate digital governance solutions.

Infrastructure and Technological Strategies
Preparation and Implementation of Infrastructures: This point addresses the preparation for digital transformation including technological, legal, and institutional infrastructure. Analyzing the evolutionary stages in e-Governance and the fundamentals of Data Warehousing and Data Mining provide a detailed understanding of how technologies and strategies are implemented and evolve in the context of digital governance.

Management of Services and Information Technologies
Development of IT Skills: The fourth point is crucial for providing students with the necessary skills for the effective administration and evolution of the information systems and technologies that support digital governance. Integrating frameworks like COBIT and ITIL emphasizes the importance of service management and process improvement in the digital context.

Case Studies and Strategic Initiatives
Knowledge of Initiatives and Development of Proposals: This section allows students to become familiar with important national and international initiatives and the specific impacts of digital applications in different government areas. Studying these cases helps understand the current framework and to develop own proposals of digital government for specific sectors of public administration.

Strategic Foundations for Digital Transformation

Digital Transformation Strategies in PA: This final point consolidates the knowledge gained and introduces the essential strategic elements such as interoperability, digital identity, and data management, crucial for the digital transformation strategy in Public Administration. Guidelines for accessibility and usability ensure that proposed solutions are inclusive and effective.

Each section of the program is designed to progressively align with the objectives of the course unit, ensuring that students not only understand the theoretical and practical aspects of digital governance but are also empowered to apply these insights effectively in the real world.

Assessment Methods

- Continuous evaluation.

• Works and exercices (2): 60%

• Written evaluation by exam: 40%