Information Systems and E-Governance

General

SCHOOL	ECONOMIC SCIENCES		
DEPARTMENT	ECONOMIC SCIENCES		
LEVEL OF STUDY	*Postgraduate*		
COURSE UNIT CODE		**SEMESTER OF STUDY**	2nd
COURSE TITLE	Information Systems and E-Governance		
COURSEWORK BREAKDOWN		**TEACHING WEEKLY HOURS**	**ECTS Credits**
	Lectures	3	10
COURSE UNIT TYPE	Scientific Area		
PREREQUISITES:	No		
LANGUAGE OF INSTRUCTION/EXAMS:	Greek		
COURSE DELIVERED TO ERASMUS STUDENTS	No		
MODULE WEB PAGE (URL)			

1. LEARNING OUTCOMES

Learning Outcomes

The course presents basic concepts of information systems related to infrastructure and their role in organizations. It analyzes the main categories of Information Systems with an emphasis on Management Information Systems and provides an analysis of Information Systems applications in Public Administration.

The course content aims to introduce students to the ways in which internet technologies influence how people interact with public administration and how governments, in turn, use and manage these technologies to provide better information and services to the public, recognizing the benefits of adopting IT in e-government for all stakeholders.

Additionally, this course will help students understand the unique characteristics of public administration services and how to address the challenges of managing them. Finally, the course will explore issues related to the implementation and execution of the e-government strategy to create a competitive advantage.

Upon successful completion of this module, the student will:

- Understand the basic concepts of information systems (IS) and their role in Public Administration (PA) to support e-Government services (e-Gov).
- Understand the key components of a Public Administration Information System (PAIS).
- Understand in-depth and be able to compare the main models for developing e-government services.
- Be able to recognize and respond to the challenges of developing e-government services.
- Design Entity-Relationship Diagrams for data modeling in e-Gov.
- Design e-Government Business Processes.
- Write documentation for e-Government Business Processes.
- Understand issues of security, access control, and privacy in an e-Government system.
- Take responsibility for developing effective and efficient e-government projects.

- Understand decision-making improvements provided by business intelligence and artificial intelligence techniques.
- Understand the development and lifecycle of an e-Government information system.
- Analyze e-Government system applications

General Skills

- *Search, analysis, and synthesis of data and information, using the necessary technologies*
- *Decision-making*
- *Independent work*
- *Teamwork*
- *Work in an interdisciplinary environment*
- *Generation of new research ideas*
- *Exercise of critical thinking and self-reflection*
- *Promotion of free, creative, and inductive thinking*

2. CONTENT

- Introduction to e-Governance: definition, services, and models
- Key concepts of e-Governance: transparency, effectiveness, empowerment
- Information Systems (IS) and support for e-Governance services (e-Gov)
- Data in an e-Gov IS: Entity-Relationship Diagrams (ERD)
- Processes (organization) in an e-Gov IS: Business Process Modeling (BPMN)
- Documentation of e-Gov processes/services via wiki environment
- Technology in an e-Gov IS: security, access control, and privacy issues
- Technology in decision-making: leveraging business intelligence and artificial intelligence techniques
- Development and life cycle of an e-Gov IS
- Benefits of e-Gov for key stakeholders
- Strategies for project implementation
- Framework and methodology for evaluating the impacts of e-Gov

TEACHING METHODS - ASSESSMENT

MODE OF DELIVERY	Distance Learning
USE OF INFORMATION AND COMMUNICATION TECHNOLOGY	Dynamic PowerPoint slides Support for the learning process via the e-class platform Communication via email and course discussion group Entity-Relationship Diagrams (ERD) Business Process Diagrams (BPD) and Business Process Modeling (BPMN)

<table>
<tr><td></td><td>Writing wiki-procedures/services</td></tr>
<tr><td>TEACHING METHODS</td><td>
<table>
<tr><th>Method description</th><th>Semester Workload</th></tr>
<tr><td>Lectures</td><td>39</td></tr>
<tr><td>Practical exercises focusing on the application of methodologies and analysis of case studies in smaller student groups.</td><td>36</td></tr>
<tr><td>Individual coursework</td><td>50</td></tr>
<tr><td>Personal study</td><td>125</td></tr>
<tr><td>Total</td><td>250</td></tr>
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<tr><td>ASSESSMENT METHODS</td><td>Individual/group work in Electronic Governance (50%)
Individual/group work in Information Systems (50%)</td></tr>
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3. RESOURCES

- ΠΟΜΠΟΡΤΣΗΣ ΑΝΔΡΕΑΣ (2017) ΕΙΣΑΓΩΓΗ ΣΤΗΝ ΗΛΕΚΤΡΟΝΙΚΗ ΔΙΑΚΥΒΕΡΝΗΣΗ (E-government) Ο ΜΕΤΑΣΧΗΜΑΤΙΣΜΟΣ ΤΩΝ ΛΕΙΤΟΥΡΓΙΩΝ ΚΑΙ ΥΠΗΡΕΣΙΩΝ ΤΗΣ ΔΗΜΟΣΙΑΣ ΔΙΟΙΚΗΣΗΣ ΣΤΗΝ ΨΗΦΙΑΚΗ ΕΠΟΧΗ, ISBN13 9789604180835, ΕΚΔΟΣΕΙΣ ΤΖΙΟΛΑΣ
- ΛΑΖΑΚΙΔΟΥ ΑΘΗΝΑ (2021) ΗΛΕΚΤΡΟΝΙΚΗ ΔΙΑΚΥΒΕΡΝΗΣΗ ΚΑΙ ΗΛΕΚΤΡΟΝΙΚΕΣ ΥΠΗΡΕΣΙΕΣ ΠΡΟΣ ΠΟΛΙΤΕΣ ΚΑΙ ΕΠΙΧΕΙΡΗΣΕΙΣ. ISBN: 978-618-202-068-5, ΔΙΣΙΓΜΑ ΕΚΔΟΣΕΙΣ
- Κεχρής Ε. (2024). Πληροφοριακά Συστήματα Επιχειρήσεων, Κριτική, ISBN: 978-960-586-496-5
- Reynolds G. W., Stair R. M. (2022). Αρχές Πληροφοριακών Συστημάτων, 14η Έκδοση, Τζιόλα, ISBN: 978-960-418-952-6
- Wallace P. (2022). Πληροφοριακά Συστήματα Διοίκησης: Άνθρωποι, τεχνολογία, διαδικασίες – 2η Έκδοση, Κριτική, ISBN: 978-960-586-422-4
- Laudon K.C. & Laudon K.P. (2021). Πληροφοριακά Συστήματα Διοίκησης, 14η Έκδοση, Κλειδάριθμος, ISBN: 978-960-645-182-9

Journals:

- Government Information Quarterly (GIQ), Elsevier, https://www.sciencedirect.com/journal/government-information-quarterly
- Information Polity, IOS Press, https://informationpolity.com/