Course title	eGovernment
Course code	
Type of course	Optional
Level of course	Undergraduate
Year of study	Third (3^d)
Semester	Sixth (6th)
ECTS credits	5
Name of lecturer(s)	Ioannis Stamatiou, Associate Professor
Aim of the course	This course discusses the use of new technologies in public administrations combined with organizational changes and new skills towards improving public services and strengthening democratic processes for the benefit of the citizen, in conjunction with the European, national, and international policies. Also, the course examines the details of implementation and operation of some of the most important eGovernment systems for supporting electronic voting (eVoting), electronic health (eHealth) and electronic justice (eJustice). Finally, the course discusses the main security and privacy issues that arise for citizens from the use of eGovernment systems.
Learning outcomes	At the end of this course the student should be able to: 1. Understand the benefits of new technologies towards offering better public services to citizens, 2. List and discuss the required skills of the operators of these technologies, 3. Indicate the improvements in public services through the use of new technologies both at national and international level, 4. Discuss the advantages and disadvantages of the technologies supporting eVoting, eHealth, and eJustice. 5. To state the main security risks and privacy breaches from the use of e-government systems.
Competences	At the end of the course the student will have further developed the following skills/competences: 1. Understanding the advantages and disadvantages of e-government systems, 2. Understanding the main security risks and breaches of privacy through the use of eGovernment services, 3. Understanding the organizational changes which are necessary in the public sector in order to maximize the benefits of eGovernment services.
Prerequisites	There are no prerequisite courses.

Course contents	1. Basic concepts and purpose of the course, 2. Facets of the operation of the public sector that are targeted by eGovernment services 3. Benefits from the use of eGovernment services 4. Security risks and privacy breaches from the use of eGovernment services, Preconditions for the success of eGovernment. Case studies with eVoting, eHealth, and eJustice.
Recommended reading	1. Eric E. Otenyo and Nancy S. Lind, "e-Government: The Use of Information and Communication Technologies in Administration", Teneo Press, 2011. 2. J. Ramon Gil-Garcia, "E-Government Success Factors and Measure: Theories, Concepts, and Methodologies", IGI Global, 2013.
Teaching and learning methods	Lectures – Tutorials – Case studies
Assessment and grading methods	The grade is calculated as the weighted average of the final written exam and an assignment. Greek grading scale: 1 to 10. Minimum passing grade: 5.
Language of instruction	English.