

INTERNATIONAL UNIVERSITY OF JAPAN
Public Management and Policy Analysis Program
Graduate School of International Relations

DCC5383 (2 Credits)
Public Management Information Systems
Spring 2016

Final Exam (100 points)

Instruction: This is an open-book and open-notebook exam. Download the homework template and write your answer down there. Do not exceed longer than 4 pages. When copying or paraphrasing a part of a book, paper, or Internet resource, you MUST provide an appropriate citation of the source in order to avoid plagiarism. Email your answer to me by 18:00 Thursday, June 16th.

You may not communicate (including written, verbal, gestural, and other forms of communication) with anyone else other than the instructor about this exam during the exam. DO NOT ASK your classmates to show their answer. DO NOT SHOW your answer to other classmates. Failure to comply with this rule will be considered academic dishonesty and misconduct. I trust each of you implicitly but you should be aware IUJ's policy and course policy. The penalties include sanctions up to and including expulsion from the university.

Question 1. (30 points) The U.S. Electronic Government Act of 2002 defines e-government as “ Use by the Government of Web-based applications and other information technologies, ...” and acknowledges that WWW is a core technological building block of e-government. World Wide Web Consortium (W3C) recommends Web standards including HTML/XHTML and CSS. As long as current e-government heavily depends on WWW for input and output functions, markup languages remain official languages to communicate between and among government (information systems) and citizens. W3C's Web Content Accessibility Guideline (WCAG) and the U.S. Section 508 of the Rehabilitation Act are to improve Web accessibility for those with and without various disabilities and aging populations. (1) Explain the rationale that government should comply with Web standards and Web accessibility guidelines like WCAG and the U.S. Section 508. Imagine a government that provides online information and services only to those who live in a particular region (e.g., metropolitan area), who use particular operating systems (e.g., Microsoft Windows 7) and Web browsers (e.g., MSIE 10), who do not have any disability, or who can use computers and Internet professionally. (2) Explain the most serious Web accessibility problem of government Web sites in your home country (Look at guidelines/checklists of WCAG and Section 508).

Question 2. (30 points) Acquiring proprietary software is a challenging issue in public information system projects. (1) Explain network license that is combined with concurrence license. (2) Compare the network license and site license with respect to basic characteristics, requirements, advantages, and disadvantages, etc. (3) Explain why and how the design of information systems influences the type of software licensing and license price. (4) Suppose you are the public manager in charge of software acquisition in your country. Choose the best license type of office suite (e.g., Microsoft Office, WordPerfect Office, Corel Office, Apache

Open Office, and LibreOffice) among multiple license, network license, site license, open source license (e.g., GNU General Public License, Apache License) and explain why.

Question 3. (40 points)

E-government projects (e.g., software development, maintenance, and technical support) are often outsourced to take advantage of efficiency and flexibility. Due to risk and uncertainty, outsourcing (contracting out) itself does not, however, guarantee success of the projects. Government does not know exactly the characteristics of contract vendors (e.g., capacity, morality, and experience), which is called “hidden characteristics” in game theories, and their behaviors to maximize their profits at the expense of quality of public services such as accountability and responsiveness (hidden actions). (1) Describe conditions (e.g., type of task, resources available, security, cost reduction, and service quality) under which outsourcing is justified. (2) Describe outsourcing conditions of your home country that are related to e-government projects. (3) As an IT public manager what would you like to specify in a contract with vendors in order to deal with hidden characteristics in your home country? (4) *Any contract is not complete.* What would you do after signing on a contract in order to deal with hidden actions in your home country? Can you explain why government should have at least the minimum IT expertise in e-government projects with respect to contracting out?

The end of the final exam