

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

DCC5383 (2 Credits)
Public Management Information Systems
Spring 2017

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. Email your answer to me by 18:00 Thursday, June 15th.

When coping 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. 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 of IUJ's policy and course policy regarding cheating. The penalties include sanctions up to and including expulsion from IUJ.

Question 1. (40 points) Suppose you become the senior manager in charge of computer software acquisition of your government that does not have any intellectual property rights (copyright) related law. Suppose more than 90 percent of government employees are using pirated Microsoft Windows and Office Suites in their office. One day Microsoft CEO and his/her lawyers visit your office and, overbearingly, ask you to have intellectual property right laws enacted immediately and investigate all "illegal" use of Microsoft products in the public and private sectors comprehensively. How would you respond to the arrogant CEO properly using Chang (2007)'s arguments? How would you negotiate with him/her strategically to acquire genuine Microsoft products for civil servants?

Question 2. (30 points) Explain pros and cons of four information system implementation approaches (start-up strategies) and then tell me reasons why the direct approach is least favored over other three strategies in government. If you are the senior IT public manager in your organization, which approach would you like to take? Explain why (you need to describe your organization's mission, task environment, and others first).

Question 3. (30 points) IT education and training are often underrated, if not ignored, in the public sector. Some governments even ask end users to learn how to use information system services at their own expense. Explain the role and importance of education and training in client-centered e-government. As a senior IT public manager or CIO, tell me your strategies to improve IT education and training in your home country (First, describe such IT environment as Internet penetration rate and IT competency of employees). You might need to mention your opinions about formal/informal, periodical/aperiodical, online and off-line, peer-to-peer or computer gurus' support, and others. What is your priority of the policy?

The end of the final exam