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

DCC5383 (2 Credits)
Public Management Information Systems
Spring 2018

Final Exam (100 points)

Instruction: This is a take-home, open-book, and open-notebook exam. Download the memo template. Do not write longer than 4 pages. When coping or paraphrasing a part of a book or paper, you MUST provide an appropriate source of the citation in order to avoid plagiarism. Email your answer to the instructor by 23:00 Saturday, June 9.

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 the course policy. The penalties include sanctions up to and including expulsion from the university.

Question 1 (30 points) Chang's (2007) *Bad Samaritans* criticizes neo-liberalism on the basis of evidences from economic history. (1) Explain bad Samaritans' logic to argue for strong software copyright (intellectual property right). (2) Explain Chang's (2007) main arguments against neo-liberalism in software copyright. (3) Explain how the success of open source software (OSS) weakens neo-liberalism in software copyright. Finally, (4) tell me your stance (opinion) on the software copyright.

Question 2 (30 points) World Wide Web Consortium'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 why government should comply with Web standards and Web accessibility guidelines like WCAG and the U.S. Section 508. (2) Explain what cross-platform/cross-browser accessibility and device independence are (try to take some examples), and (3) Describe the most serious Web accessibility problem of your government Web sites (Look at guidelines/checklists of WCAG and Section 508) and explain why.

Question 3 (40 points) Outsourcing (contracting out) of e-government projects is expected to bring about efficiency gain and flexibility but involves risk and uncertainty. Government does not know exactly the characteristics of contract vendors (e.g., capacity, equipment, and experience) and their behaviors (maximizing their profits at the expense of quality of public services). (1) Tell me (types of) IT tasks that can benefit best from outsourcing, (2) Tell me (types of) IT tasks that should not be outsourced, (3) Explain circumstances (conditions like competitive market) under which outsourcing e-government project work well. (4) Tell me your strategy to deal with uncertainty (behaviors) of contractors. Finally, (5) Explain why government should have IT officers even when most e-government projects are outsourced.

The end of the final exam