PAD 635
PUBLIC INFORMATION MANAGEMENT

FALL 2007

LOCATION UR243
TIME: 6:00 – 9:50 PM MONDAY

OFFICE HOURS BY APPOINTMENT

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Course Description for PAD 635

This course will focus on developing and understanding the skills, background, and perspective an individual would need to serve as a Chief Information Officer (CIO) in the Public Sector. The course will address specific areas of concern for a CIO ranging from the structure of the CIO’s organization to understanding the various components of the environment within which a public sector CIO must work in order to become a successful Information Technology leader.

The course is will focus on prerequisites to becoming a successful CIO including the development of a CIO perspective, understanding what makes IT projects successful, and equally as important what makes IT projects fail. We will discuss the role of the CIO in today’s public sector organization and how a CIO can shape and define the future for public agencies through technological innovation.

Finally, the course content will address defining the mission of the IT organization and developing, implementing, and maintaining the systems and information that will allow the CIO to lead, to effect change, support the enterprise and its staff, and the public which it serves. Meeting these stated goals is different in the public sector than the private sector and arguably more difficult because of the bureaucracy, procedures, personnel, and budgetary constraints constantly facing public agencies.

PAD 635 considers the major practical impediments a CIO will face in developing and providing information systems and resources to the enterprise and the community it serves.
Textbook


Additional reading:

As needed in order to comply with the writing and presentation requirements

Grading:

The grading is based on class participation (10%), two class presentations relating to research papers Number One and Two (20%), two research papers each ten (10) to twelve (12) pages in length (20% each), final group project and white paper on an E-Government initiative for Cuyahoga County (30%).

*Paper Number 1 (Each student will give a 15 minute presentation on this paper)*

Identify and research a CIO in the public sector who has embraced the role of the New CIO leader as defined in the textbook and outline a key initiative that the CIO has embraced and implemented in a public sector organization. The paper should identify and define the CIO’s vision and how the CIO used technology to achieve the goal for the enterprise. Additional benchmarks will be provided in class to guide your research and assist you in identifying a public sector CIO.

*Paper Number 2 (Each student will give a 15 minute presentation on this paper)*

Identify and research a public sector IT initiative that failed to achieve its stated goals for the public agency either due to functionality of a system or because it failed to enhance and improve the organization. This paper should focus on the reasons for the IT failure and provide insight as to what could have been done by the CIO, in hindsight, to avoid the failure experienced by the public agency. Additional benchmarks will be provided in class to guide your research and assist you in identifying an IT implementation that failed in the public sector.

*Final Group Project and White Paper on E-Government Initiative with Presentation*

This group project will consist of groups comprised of 3 – 4 students who will collaborate and use the knowledge gained throughout the semester to identify an E-Government initiative that does not currently exist in Cuyahoga County’s Government. The groups will research other public websites and investigate other public agencies E-Government initiatives and identify a void that exists in Cuyahoga County’s E-Government portal.
After identifying a project, the group will draft a white paper that is designed to convince the CIO, CTO, and CFO of the Cuyahoga County Information Services Center that this is an initiative that should be adopted by their agency. The white paper should address all relevant issues to supporting their business case including but not limited to the financial considerations, the technology itself, the competition, if any, the impact on the enterprise and the community, the politics associated with implementing, the stakeholders required, and the culture of the organization you are seeking to change. In addition, the white paper should be approximately 25 pages in length not including supplemental materials that can be used to substantiate the case. The paper should describe the technology, the benefit it will provide and to whom, and critically analyze its potential for improving business processes as well as the management and implementation challenges it will present.

Each group will be required to present their white paper to the class and to the representatives from the Cuyahoga County Information Services Center who in turn will select one and include it in their budget requests in the next fiscal year for implementation. The presentations will be approximately 45 – 60 minutes. The purpose of this group project is to engage each student in formulating a business case for a specific initiative that does not exist using the knowledge gained during the semester. It also exposes the students to the world of E-Government by requiring a thorough research of other government websites and identifying improvements that can be made to the Cuyahoga County website and E-Government offering.

Although only one project will be chosen due to financial constraints, this will not have any impact on the grade that the individuals receive for their effort. Additional benchmarks will be provided in class to guide your research and assist you in identifying the E-Government initiative.

**Paper Guidelines**

Paper Length will be ten (10) to twelve (12) typed pages for Paper Number 1 and Paper Number 2. The Final Paper and Group Project shall be approximately twenty-five (25) typed pages.

Papers should have a cover page but do not need binders or any other kind of packaging.

Papers should properly cite the sources where applicable and appropriate to avoid even the appearance of impropriety as it relates to plagiarism.

Grading criteria for the papers:

- Research Content: 25%
- Meeting the Assignment Criteria: 30%
- Writing Quality: 25%
- Style and Appearance: 20%
Due Dates for Assignments

Paper Number 1  
Presentations  
September 24, 2007  
September 24, 2007  
October 1, 2007

Paper Number 2  
Presentations  
October 29, 2007  
October 29, 2007  
November 5, 2007

Final Paper and Presentations  
December 3, 2007

Holidays observed during Fall Semester

Labor Day  
September 3, 2007

Columbus Day  
October 8, 2007

Veteran’s Day  
November 12, 2007