



EDUCATION PROGRAMMES

SYLLABUS - postgraduate studies

RESULT NUMBER O3 – NUMBER OF ACTION: O3-A2
PROJECT
E-GOVERNMENT 2.0 IN PRACTICE



CRACOW 2015

E-government 2.0 – a major of postgraduate studies

The objective of education:

The aim of the program is to educate local government human resources, focused on using modern technologies and web 2.0 tools in practice. Owing to the new generation of officials, the program will contribute to the development of e-gov 2.0 in Poland, particularly will promote efforts to increase the citizens' involvement in public affairs.

The program consists of 5 thematic blocks:

- ✓ **E-government 2.0 - basic issues** - during classes participants get acquainted with new trends in managing public sector, character of *digital era governance*, as well applications of web 2.0 in practice of social life, the participants also develop practical skills connected with social media management.
- ✓ **Modern technologies in public administration** - participants can explore the capabilities of web 2.0 tools in participation processes, as well as familiarize themselves with an IT platform, that will allow carrying out simulations of web 2.0 processes
- ✓ **E-gov 2.0 projects (e-consultations, e-valuation, e-activity)** – participants familiarize with legal aspects of e-gov projects, learn to define a problem in a e-gov 2.0, as well as map and manage e-participatory processes.
- ✓ **Activating local communities** – participants go through the entire process of planning public consultations; learn about methods and tools used by a moderator of public consultations, they also learn to activate local communities, they prepare to solve conflicts.
- ✓ **E-consultations in practice** – participants implement 2.0 projects in own selected areas.

**LEARNING OUTCOMES IMPLEMENTED IN THE PROGRAMME****in terms of knowledge:**

- The familiarity with key projects in the area of e-government, including IT solutions created or produced as part of these projects
- The familiarity with IT systems used for supporting the work of public administration
- The understanding of changes connected with the development of gov 2.0
- Getting acquainted with the possibilities and different uses of WordPress
- Characterizing the main principles of effective communication
- Indicating some basic, analog and on-line methods as well as tools for conducting public consultations.
- Indicating some basic techniques and tools for moderating workshops / meetings as part of the public consultation.
- Indicating some basic techniques and tools for resolving conflicts in contentious situations, methods of negotiation and mediation
- Identifying the key stages of a project, proper identification of target groups, proper determining objectives, activities, outcomes and execution indicators of the project
- Identifying stakeholders and analyzing them in the planning process of public consultation

**in terms of skills:**

- The ability to use basic, central IT systems of e-government
- The ability to plan a project in e-gov 2.0
- The ability to design, create and manage a website using WordPress
- The ability to create web pages that meet the requirements in terms of accessibility, integrity and code correctness without infringing the copyrights of third parties
- The ability to define a consultation problem
- The ability to design basic tools of public consultation
- The ability to effectively moderate the workshops / meetings during the public consultation process
- The ability to make choices relevant to the issue of civic participation processes methods and techniques for public consultation
- The ability to apply the acquired knowledge in the field of e-gov by means of creating the concept of a project and its implementation
- The ability to apply knowledge in the area of project management for the implementation of e-gov projects

in terms of social competence:

- Communicating effectively and adapting communication technology to an objective / problem as well as audience
- The effective moderation of workshops / meetings concerning the public consultation process
- The effective resolution of conflicts in contentious situations, using appropriate methods of negotiation and mediation
- Using communication skills for effective coordination and moderation of public consultation
- The effective teamwork and cooperation in the implementation of a project
- The awareness of the importance of including citizens in the process of participation, transparency of the process of public consultation
- Presenting an open attitude and willingness to understand the objectives, needs and expectations of different stakeholders involved in the process of civic participation
- Effective use of e-gov 2.0 in social life



How to check the outcome of teaching:

In order to obtain a postgraduate diploma one needs:

- to plan a process of social consultation;
- to conduct the process of public consultations using web 2.0 tools;
- to prepare evaluation of the carried public consultations

The profile of a student:

Studies are dedicated to people who deal with widely understood processes of civic participation:

- **directors, managers and employees** of local government units – i.e. people responsible for communication between an authority and a citizen, as well as planning and conducting public dialogue;
- **coaches, advisers and consultants** – people, who wish to support local government units as well as other organizations involved in public dialogue
- **non-governmental organizations** interested in the development of local governmental and public affairs.

Rules for selecting candidates:

- Students are required to have a diploma of second cycle studies
- The condition for being accepted is the positive result of an interview