

UČNI NAČRT PREDMETA/COURSE SYLLABUS

Predmet: DIGITALNE DELOVNE VEŠČINE

Course title: DIGITAL WORK SKILLS

Študijski programi in stopnja	Študijska smer	Letnik	Semestri
Upravljanje javnega sektorja, prva stopnja, univerzitetni	Upravljanje javnega sektorja (študijski program)	3. letnik	Zimski

Univerzitetna koda predmeta/University course code:

1816

Predavanja	Seminar	Vaje	Klinične vaje	Druge oblike študija	Samostojno delo	ECTS
45		30		15	90	6

Nosilec predmeta/Lecturer:

Mitja Dečman, Tina Jukić

Vrsta predmeta/Course type:

OBVEZNI/CORE

Jeziki/Languages:

Predavanja/Lectures:

Slovenščina, Angleščina

Vaje/Tutorial:

Slovenščina, Angleščina

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

/

Prerequisites:

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Vsebina:

Content (Syllabus outline):

1. Pojemovno-teoretska izhodišča
2. Življenjski cikel razvoja informacijskih sistemov
3. Metode in tehnike za zajem uporabniških zahtev
4. Pristopi k modeliranju poslovnih procesov
5. Ključni dejavniki uspeha pri informatizaciji poslovanja
6. Razumevanje in analiza podatkov
7. Odprti podatki in masovni podatki
8. Upravljanje informacij in sistemi za upravljanje vsebin
9. Računalništvo v oblaku in storitve
10. Računalniško razmišljanje in kodiranje
11. Internet stvari in umetna inteligenca
12. Družbeni mediji in javne politike

1. Conceptual and theoretical framework
2. Information system life cycle
3. User requirements gathering methods and techniques
4. Approaches to process modelling
5. Key success factors in business informatisation
6. Data analysis and understanding
7. Open and Big data
8. Information governance and content management systems
9. Service design and IT tools
10. Cloud computing and services
11. Computer thinking and coding
12. Internet of things and artificial intelligence
13. Social media and public policies

Temeljna literatura in viri/Readings:

- Kovačič A., Bosilj-Vukšič V.(2005). Management poslovnih procesov. Ljubljana: GV Založba. Izbrana poglavja.
- Sharp, A., McDermott, P. (2009). Workflow Modeling: Tools for Process Improvement and Application Development, 2nd Edition. Norwood, MA: Artech House, Inc. Izbrana poglavja.
- Boorsma, B. (2017). A NEW DIGITAL DEAL: Beyond Smart Cities. How to Best Leverage Digitalization for the Benefit of our Communities. Nizozemska: Boekscout BV. Izbrana poglavja.
- Gurin, J. (2014). Open data now: the secret to hot startups, smart investing, savvy marketing, and fast innovation. New York: McGraw-Hill Education. Izbrana poglavja.
- Lowman, M. (2017). A Practical Guide to Analytics for Governments: Using Big Data for Good. Hoboken, New Jersey: Wiley. Izbrana poglavja.
- Vsebine v e-učilnici.

Cilji in kompetence:**Cilji:**

- študent se izobrazí s koncepti, tehnikami in metodami analize, načrtovanja, gradnje in uvajanja informacijskih sistemov
- študent se izobrazí za razumevanje vloge poslovnih procesov v upravnem poslovanju in njihovega pomena za učinkovitost le-tega
- študent pozna in razume podatke in informacije upravnega okolja in jih zna uporabiti za doseganje poslovnih ciljev ob uporabi ustreznih informacijskih orodij
- študenta usposobimo za analizo izzivov v svojem poslovnem okolju, načrtovanje storitev, ki te izzive rešujejo, in uporabo informacijskih orodij za reševanje izzivov in kot rešitev le-teh

Kompetence:

- razumevanje analize poslovnih procesov ter njihove informatizacije
- sposobnost opredelitve uporabniških zahtev ter njihovo modeliranje
- kompetentno fizično in virtualno sodelovanje pri projektih informatizacije poslovnih procesov
- prepoznavanje informacij v podatkih, filtriranje informacij in prepoznavanje ključnega ob uporabi ustreznih informacijskih orodij
- prepozna in razume vzorce v procesih in podatkih in jih opredeli s pomočjo informacijskih orodij
- sposoben kritično ovrednotiti in razviti vsebino, ki vključuje različne nove medije, komunikacijske kanale in informacijska orodja, jih uporabiti za prepričljivo predstavljanje in komunikacijo.

Objectives and competences:**Objectives:**

- graduate is educated about concepts, techniques and methods of information systems design and implementation
- graduate is educated about the role of business processes in administrative operation and their meaning for the efficiency of administrative operation
- graduate knows and understands data and information of business environment and uses them to achieve business goals by using appropriate information tools.
- graduate is trained to analyse business challenges, designs services that address them by using IT tools as problem solving tools and possible solutions

Competences:

- understanding of business processes analysis and their informatisation
- definition of users' information requirements and their modelling
- physical and virtual collaboration at projects of informatisation of business processes
- recognition of information from different data, information filtering in detection of by using suitable IT tools
- detects and understands different patterns in processes and data describes them by using different IT tools
- is capable to critically assess and develop content that uses new media forms and communication channels and IT tools, and to leverage these media for persuasive presentation and communication.

Predvideni študijski rezultati:

- Študent je sposoben analizirati poslovne procese v organizaciji, opredeliti njihove informacijske potrebe in kompetentno sodelovati v projektih vsebinske zasnove oziroma specifikacije IS v upravi.
- Študent je sposoben prepoznati in analizirati pomembne poslovne podatke, jih upravljati z ustreznimi informacijskimi orodji in uporabiti za doseganje poslovnih ciljev.
- V okviru upravnih in poslovnih procesov pozna, razume, ustrezno uporabi podatke in informacijska orodja poslovnih okolij.

Intended learning outcomes:

- Student is capable of business processes analysis; definition of their information requirements; collaborate at projects of content design or specification of IS in public administration.
- Student can recognize and analyse important business data, manage them by appropriate IT tools and use them to achieve business goals.
- In the context of administrative and business processes, student recognizes, understands and uses suitable data and IT tools.

Metode poučevanja in učenja:

1. priprava na predavanja (obvezno)
2. predavanje (obvezno)
3. študija primera
4. problemsko učenje

Learning and teaching methods:

1. preparations for lectures
2. lecture
3. case study
4. problem based learning

Načini ocenjevanja:**Delež/Weight****Assessment:**

1. Pisni izpit in/ali ustni izpit (pogoj: pozitivna ocena izpita)	60,00 %	1. Written (and/or oral) examination (condition: positive evaluation of the exam)
2. Aktivno sodelovanje (samostojno in/ali skupinsko delo, e-učenje, test, esej), skupinsko delo in poročilo (poročilo projektne naloge, zagovor projektne naloge) Pri oblikovanju ocene predmeta se upoštevajo rezultati tistih delnih obveznosti, ki jih študent pridobi do roka, za katerega je razpisana časovna obveznost (pisni ali ustni izpit).	40,00 %	1. Written (and/or oral) examination (condition: positive evaluation of the exam) 2. Active participation (individual and/or group work, e-learning, test, essay) group work and report (report of project work, oral presentation of project work) Final assessment of the course is the sum of the time commitments (oral exam, written exam) and other partial estimates of commitments for this period.

Reference nosilca/Lecturer's references:

- DEČMAN, Mitja. Understanding technology acceptance of government information systems from employees' perspective. International journal of electronic government research, ISSN 1548-3894. [Spletna izd.], 2015, vol. 11, issue 4, str. 69-88, ilustr.
- DEČMAN, Mitja. The role of government portals : an evaluation of the new Slovenian government portal. V: DEČMAN, Mitja (ur.), JUKIČ, Tina (ur.). Proceedings of the 16th European Conference on e-Government, Ljubljana, 16.-17. June 2016 : ECEG 2016. Reading: Academic Conferences and Publishing International, 2016, str. 45-53, ilustr.
- DEČMAN, Mitja. Modeling the acceptance of e-learning in mandatory environments of higher education: the influence of previous education and gender. Computers in human behavior, ISSN 0747-5632. [Print ed.], Aug. 2015, vol. 49, str. [272]-281
- DEČMAN, Mitja, VINTAR, Mirko. A possible solution for digital preservation of e-government: a centralized repository within a cloud computing framework. Aslib proceedings, ISSN 0001-253X, 2013, vol. 65, no. 4, str. 406-424, ilustr., doi: 10.1108/AP-05-2012-0049.
- DEČMAN, Mitja, KLUN, Maja. Efficiency and usability of information systems: e-recovery system in Slovenia. V: ADAMS, Carl (ur.). Proceedings of the 15th European Conference on eGovernment,

University of Portsmouth, UK, 18-19 June 2015. Reading: Academic Conferences and Publishing International Limited, 2015, str. 79-86, ilustr.

- LEBEN, Anamarija, JUKIĆ, Tina. Metode in tehnike za podporo procesni usmerjenosti organizacij. V: DEČMAN, Mitja (ur.). Javna uprava kot gonilo družbe : e-zbornik člankov. 1. izd. Ljubljana: Fakulteta za upravo. 2017, ilustr. http://www.fu.uni-lj.si/fileadmin/user-files/Zalozba/DSU2017_E-zbornik_clankov.pdf. [COBISS.SI-ID [5100206](#)]
- JUKIĆ, Tina, BENČINA, Jože, VINTAR, Mirko. Multi-attribute evaluation of e-government projects : Slovenian approach. International journal of information communication technologies and human development, ISSN 1935-5661, jan.-mar. 2012, vol. 4, no. 1, str. 82-92. [COBISS.SI-ID [3790510](#)]
- JUKIĆ, Tina, VINTAR, Mirko, BENČINA, Jože. Ex-ante evaluation : towards an assessment model of its impact on the success of e-government projects. Information polity, ISSN 1570-1255, 2013, vol. 18, no. 4, str. 343-361, ilustr. [COBISS.SI-ID [4279726](#)]