

➤ Welcoming MSc E-Government Students at University Koblenz

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<https://www.uni-koblenz.de/agvinf>

Who we are ...



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Paulina Duruye

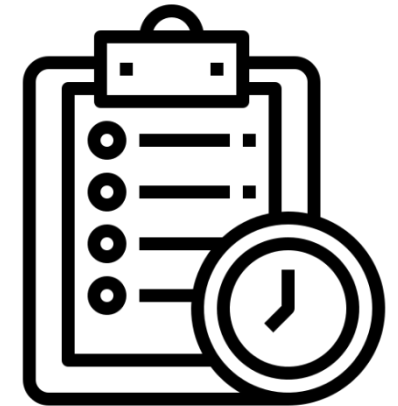
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And who are you?



Agenda

- ❖ Research Group E-Government
- ❖ Curriculum Master E-Government
- ❖ Do's and Don'ts
- ❖ Organisational issues



Research Group E-Government

Head of Research Group Electronic Government

- Prof. Dr. Maria A. Wimmer



Part of Faculty 4: Computer Science

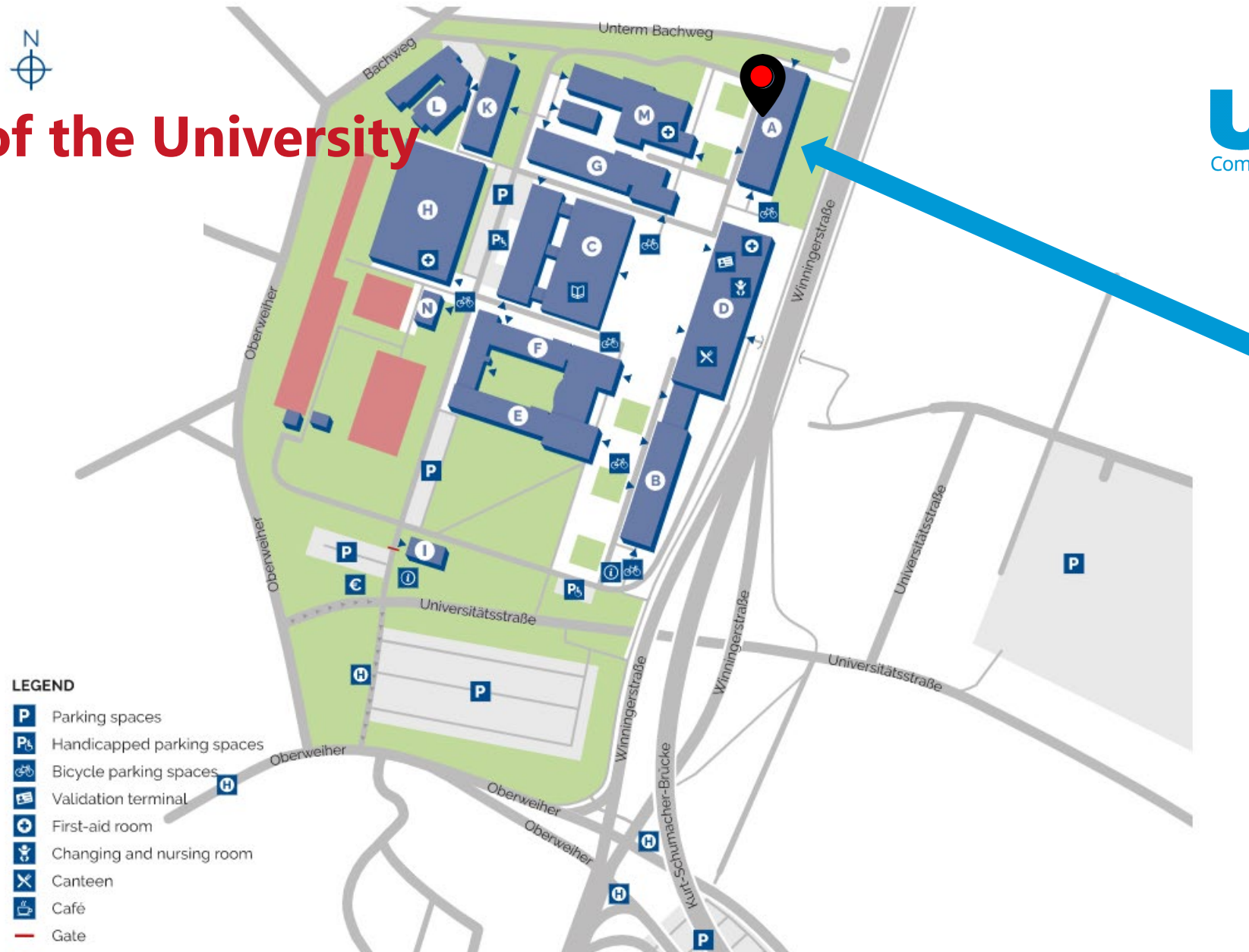


Part of Institute for Information Systems Research

- Research Group Process Science (Prof. Dr. Delfmann)
- Research Group IT-Security and Data Security (Prof. Dr. Mauthe)
- Research Group Information Systems and Smart Data (JProf. Dr. Riehle)
- Research Group Business Software (Prof. Dr. Schubert)
- Research Group Electronic (E-) Government (Prof. Dr. Wimmer)



Map of the University



You will find our offices here!

You want / need to talk to us? Note that we do not have fixed consultation hours. Drop us an e-mail for an appointment.

Team of the Research Group E-Government



Chair: Prof. Dr. Maria A. Wimmer

Secretariat: Nicole Heinzen

Hon.-Prof.: Dr. habil Andreas Engel

Student staff:

Asel Albalkhi
Elaheh Aminlou
Leon Catak
Anchal Dua
Jonas Gräf
Riya Lenz

Pankaj Sheokand
Ali Siahi
Jan Zimmermann
Lemeana Zupcevic

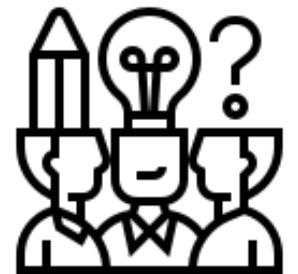
Scientific staff:

David Acev (till Nov 2025)
Kim Ballmes
Matthias Hartmann
Wojciech Kwasnik
Dr. Ulf Lotzmann
Richard Luks
Cedric Pauken

Technical staff:

Behruz Valizoda

Dr. Radomir Pestow
Philipp Räder
Florian Rieder
Andreas Schmitz
Daniel Schneider
Jessica Schumacher
Dr. Vera Spitzer



Research in the RG E-Government

www.uni-koblenz.de/agvinf

**Digitalization and
Digital Transformation in the public sector:**
E-Government, E-Participation,
Open Government, Policy Modelling and
Good Governance from different perspectives
using design science research
and empirical research



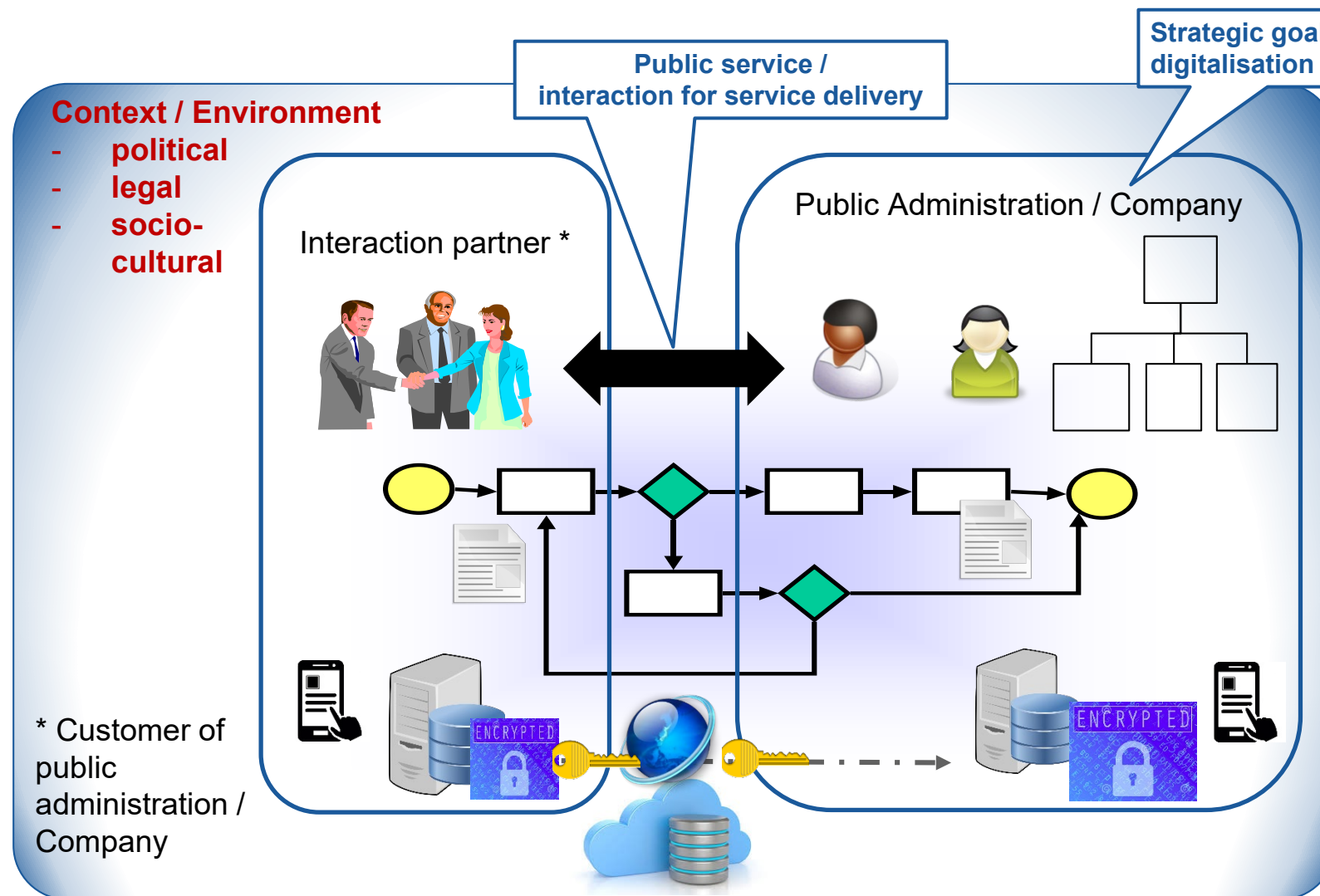
© http://www.smartcitiesworld.net/AcuCustom/Sitenam/DAM/013/digital_government_Adobe_rt.jpg

Main Topics of Research and Teaching

- ❖ Digital transformation of the public sector based on holistic view:
e-government, e-participation, open government, public procurement online,
policy modelling, trust and e-governance studied from various perspectives of design
science research, technology developments and empirical research
 - Use of Internet technologies and of disruptive technologies in order to transform the
public sector into modern, innovative, effective and efficient public service actors
 - Stakeholder engagement, co-creation and co-production, citizen-driven
 - Enterprise architecture, information and process management in networked
governments
 - Interoperability and standardization
 - Organisational innovation and effective governance structures
 - Strategic change and strategy roadmapping
 - Evaluation and impact analysis



Holistic view on public sector information systems



Holistic view:

Humans & Organisation

Processes

Data / Information

Secure ICT and communication networks

(Wimmer 2021)

Considerable number of funded research projects



Current and past research projects



COVID and AI



Registermodernisierung



Studies for ISA²



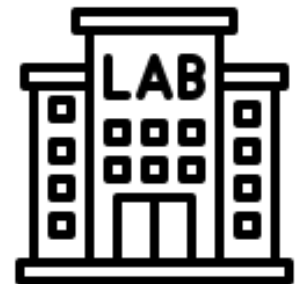
SWIA-Taxco



COVID and AI



- ❖ Environment for experimenting e-government and e-participation developments
- ❖ Collaborative space for students, research and collaboration partners from governments and industry
- ❖ Different tools for the experimentation
- ❖ Testing, experimenting and developments of new technologies and tools for specific application areas



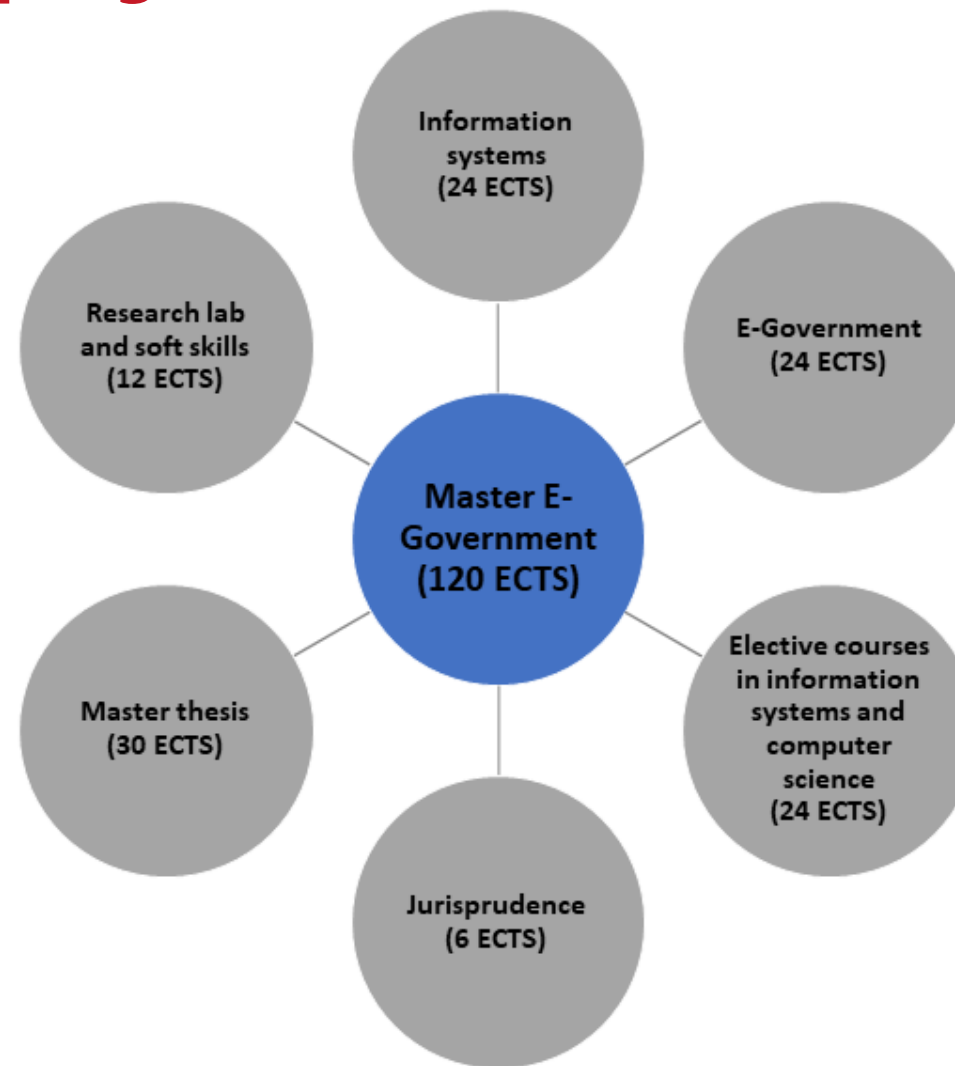


Objectives of Study Programme

- ❖ Use of information and communication technology (ICT) in the public sector
- ❖ Skills and knowledge for public sector modernization and digital transformation through holistic analysis, design and implementation of information systems in the public sector, including stakeholder engagement
- ❖ Analysis of the benefits of ICT for government and administration in the interaction with business and society
- ❖ Methods and techniques for holistic design of information systems



Structure of the programme



Curriculum (1/2)

Term	Information Systems 24 ECTS	E-Government 24 ECTS	Electives Inform. Systems & Computer Sc. 24 ECTS	Jurisprudence 6 ECTS	Research Lab & Soft Skills 12 ECTS	Master Thesis 30 ECTS	Total
1 Winter	<i>Risk Management in Distributed Environments**</i> <i>Workflow Management**</i>	<i>Public Governance and Open Government</i> <i>New Public Management (Lecture, German)²</i>	Choose first two (Internationals) or one (Germans) elective modules	<i>Introduction to E-Government⁴ (Intern)</i> <i>Media laws³ (German)</i>	<i>Scientific Working and Writing⁵</i>		32
2 Summer	<i>Enterprise Architecture*</i> <i>Research Methods*</i> <i>Business Software**</i>	<i>Applications to E-Government</i> <i>Policy Analysis and Modelling¹ (Internationals)</i> <i>NPM (Seminar, G)²</i>	Choose one elective module (internationals)	<i>International business law³ (Germans)</i>			30

* 2 Mandatory

** 2 out of 3 Mandatory

4 Mandatory

¹ for Internationals

² for German students

4 Electives

Mandatory

³ for German students

⁴ for Internationals

Mandatory

⁵ for German students Team und Führungstraining; for Internationas Scientific Writing

Curriculum (2/2)

Term	Information Systems 24 ECTS	E-Government 24 ECTS	Elective Courses Inform. Systems & Computer Science 24 ECTS	Jurisprudence 6 ECTS	Research Lab & Soft Skills 12 ECTS	Master Thesis 30 ECTS	Total ECTS
3 Winter	<i>Risk Management in distributed environments**</i> <i>Workflow Management**</i>	<u>E-Participation</u>	<i>Choose one (internationals) or two (Germans) elective module</i> (Recommendation: Independent Research paper as one module)		<u>Research lab</u>		28
4 Summer						<u>Thesis, colloquium</u>	30

** 2 out of 3
Mandatory

4 Mandatory

4 Electives

Mandatory

Elective courses Information Systems and Computer Science

- An overview ...

- ❖ Introduction to Web Science
- ❖ Machine Learning and Data Mining
- ❖ Data Visualization
- ❖ Smart Process Analytics
- ❖ Semantic Web
- ❖ Artificial Intelligence
- ❖ Business Process Management
- ❖ Special Topics: IT-Management
- ❖ Big Data
- ❖ Mining Software Repositories
- ❖ Automated Reasoning and Knowledge Representation
- ❖ ... and many more offers from the Information Systems Research and Computer Science Institutes



Please note: elective courses from Business Management/Entrepreneurship may solely be taken by interest. These **DO NOT COUNT** in the curriculum's elective part!

NEW Examination Regulations

NEW Examination regulations, Examination board and office (since October 2025)

Examination regulations have changed in October 2025. Do not rely on "insights" from students who enrolled in previous years

New examination regulation („Rahmenprüfungsordnung“): Umbrella regulations for all study programs of the University; Specific regulations for each study program (yet to be settled – currently, the attachment to the existing examination by-laws for the study program applies)

Examination board: According to the new examination by-laws („Rahmenprüfungsordnung“), joint board for all study programs of the University consisting of professors, students, academic members of staff, professional services staff

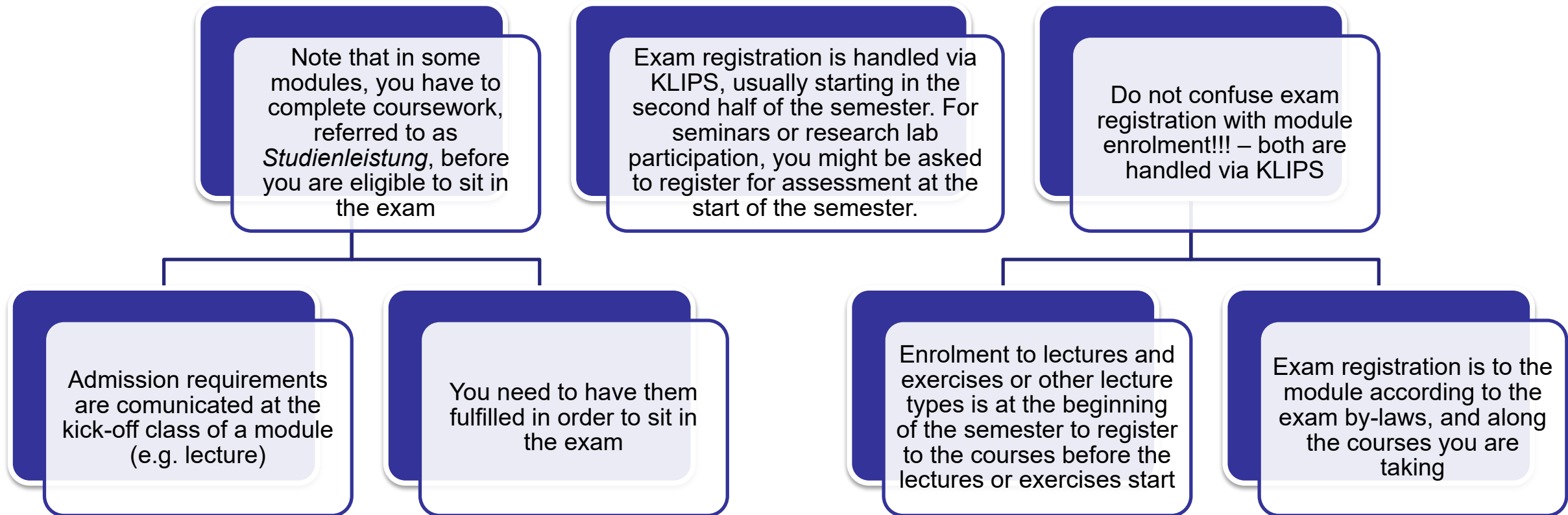
Examination office (Hochschulprüfungsamt): Your main point of contact regarding formal examination questions, reporting illness, getting approval of etc.

NEW Examination regulations

Number of trials per module

- **Repeating exams:**
 - You can repeat an exam a maximum of 2 times (i.e. you have three trials for a module)
 - After the first fail, you may request an oral supplementary examination. The grade can at max be improved to 4.0 (pass)
- **Failing an elective module:** If you fail an elective module (Wahlpflichtmodul), you can attempt completing another elective module. However, you have to inform the examination office that the examination in that elective module is a repeating assessment attempt of the elective module that you have failed before. This means that you have only two attempts to repeat the exam (including oral assessment) across the various elective modules
 - Example: in the module group „Information Systems“ you need to take two out of three modules
 - *Risk Management in Distributed Environments*
 - *Workflow Management*
 - *Business Software*
 - *If you decide to take Risk Management and Business Software, and you fail in Business Software, then decide to take Workflow Management instead, you need to declare to the examination office that you now take Workflow Management as the second mandatory module. Hence the first attempt in Business Software is transferred from Business Software to Workflow Management.*

NEW Regulations: Examination registration



Disadvantage circumstances

Such issues are any circumstances outside your control that impact your performance in an assessment (health, psychological)

These need to be evidenced by medical attestation and need to be applied to via the examination office to be formally recognized.

If formally recognised, you might benefit from:

- Extension of exam time
- Technical aids, e.g., use of computer as a writing aid
- Exam assistance
- Change of exam format, e.g., from written to oral or vice versa
- Use of a separate exam room under supervision

Consult: <https://www.studierendenwerk-koblenz.de/de/beratung/beratungsfelder1/studieren-mit-handicap>

Note on legal binding of by-laws

Please note that only the German version of the examination by-laws are formally binding. The english translations are not formally binding.

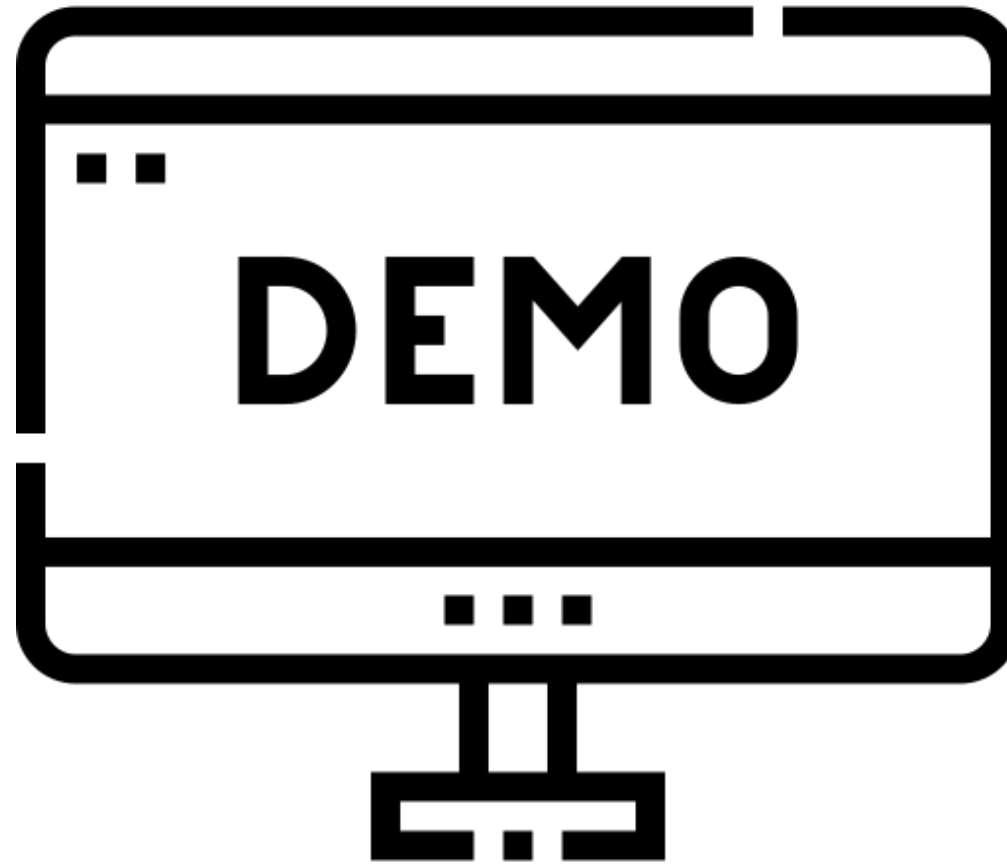
How to get the admission requirements done?

Admission requirements

What to do to fulfill the admission requirements?

- ❖ Students may have admission requirements to compensate lack of competencies from the Bachelors in particular fields (max 30 ECTS is possible)
 - Admission requirements must be fulfilled before registering the Master Thesis
- ❖ Admission requirements in RG E-Government
 - Systems Analysis -> register to the lecture
 - Appointment for information on what to study
 - Self-study of subjects
 - Oral exam
 - Proseminar – register to the module

Lectures in KLIPS available (Winter term)



Course Advices

- ❖ Please check the course requirements in KLIPS as well as detailed information on lecturers website
- ❖ You should focus to complete mandatory and elective courses in the first three semesters
- ❖ You need to register to courses via KLIPS. You also need to register to exams separately via KLIPS
- ❖ In some courses, attendance is mandatory - check that beforehand!



Examination types

- ❖ Written assignment or seminar paper with presentation
- ❖ Written exams (Klausur)
- ❖ Oral exam
- ❖ Project handbook and Presentation for research lab



Requirements and scope for each examination is explained mostly during the first lecture/exercise/seminar. We highly recommend to always attend the first classes.

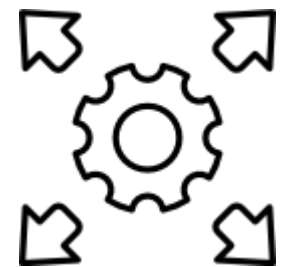
Master Thesis

- ❖ Several topics along research domain E-Government
 - With research project context
 - Linked to lectures
 - Own proposals
- ❖ 6 months full scope of work
 - Workload: approx. 900 hrs for 30 ECTS
(Thesis 27 ECTS & Colloquium 3 ECTS)



Organisational Issues

- ❖ Familiarize yourself with KLIPS, OLAT, SOGO and any other tools that may be used along teaching – e.g. connecting your laptop to the data projector or screen for presentations
- ❖ Create your study plan and register for classes
- ❖ Connect with your classmates and form groups for classes
- ❖ Required technical equipment: laptop with HDMI port



List of links

- ❖ KLIPS: <https://klips.uni-koblenz.de/qisserver/rds?state=user&type=0>
- ❖ SOGo: <https://sogo.uni-koblenz.de/SOGo/so/>
- ❖ OLAT: <https://olat.vcrp.de/dmz/>
- ❖ BBB: <https://bbb.uni-koblenz.de/b/>
- ❖ Website of the Research Group E-Government and its teaching offers:
<https://www.uni-koblenz.de/agvinf/>

➤ **Wishing you great success in your Master
Studies!!!
Any questions?**

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<https://www.uni-koblenz.de/agvinf>



Welcome To The World of E-Government

Introduction



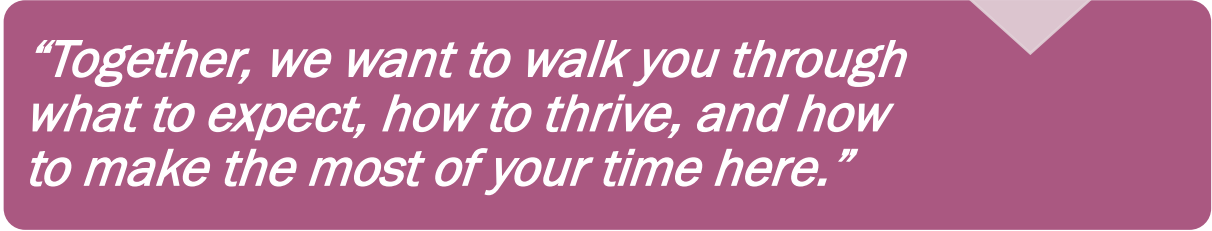
Who are we?



Paulina and Chester



“Together, we want to walk you through what to expect, how to thrive, and how to make the most of your time here.”



Agenda

Academic Success Tips (Paulina)

- Program Overview
- Autonomy & Responsibility
- Digital & Soft Skills
- Ask for Help
- Scientific writing and ethical use of AI
- Feedback & Growth

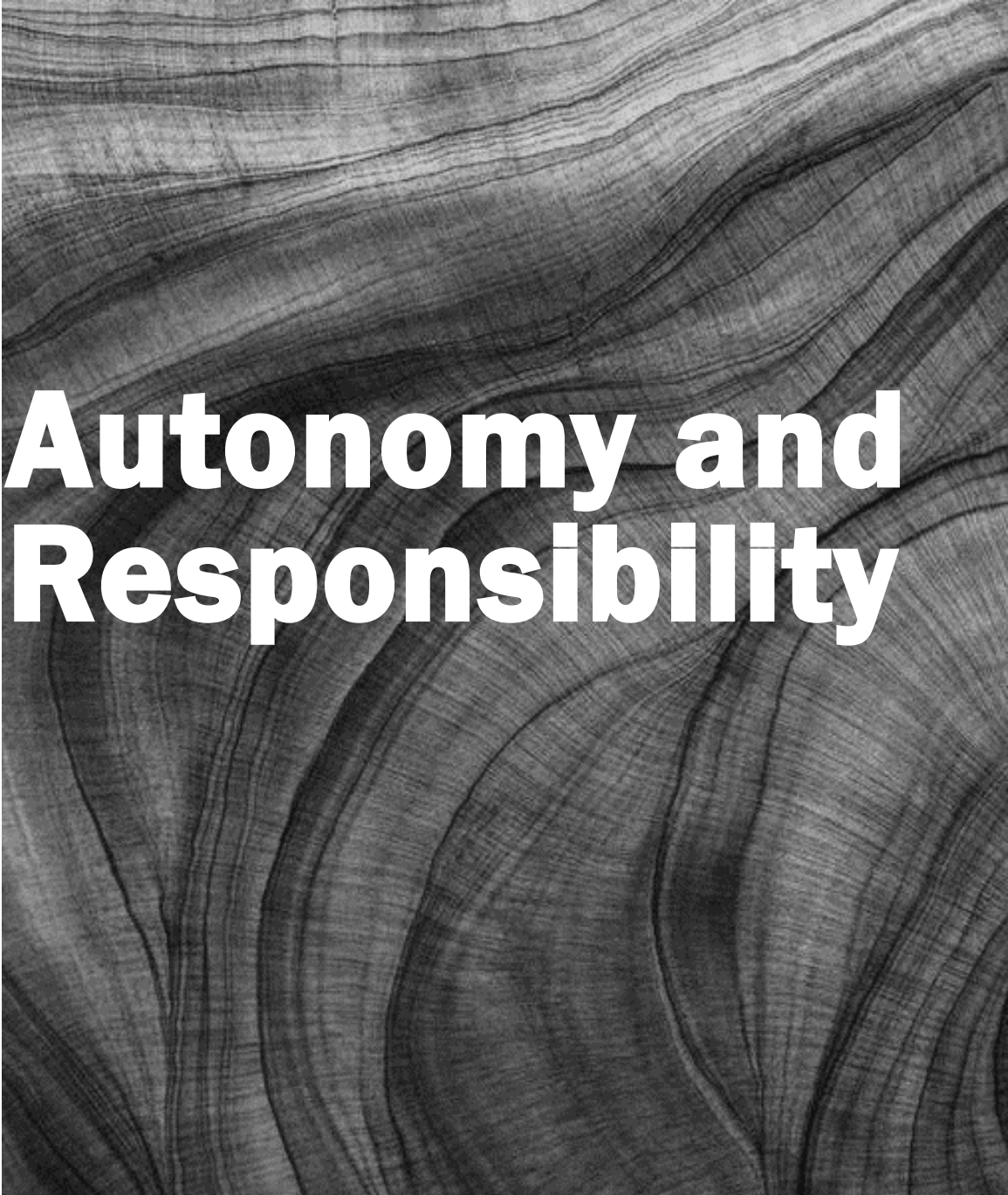
Brace Up for Impact: Strategic Mindset and Resilient Living (Chester)

- Resilience and emotional intelligence
- Strategic planning and investment mindset
- Classroom conduct and presentation ethics
- Research Ethics(Ethical Use of AI)
- Success Mindset

Program Overview

- This program will challenge and stretch your intellectual boundaries. It will be demanding, yet approach it with resilience, good time management, and an open, problem-solving mindset.

You have control over your progress, take charge of your own learning and make great academic decisions. Also be reliable, disciplined and accountable.



Autonomy and Responsibility

Digital & Soft Skills

- E government is both technical and social, learn tools and the same time, improve your communication, teamwork, critical thinking and presentation skills

Ask for Help

- Professors, teaching assistants (TAs), senior students, and even your classmates are valuable sources of support. Asking for help makes everything become clearer.

Scientific writing and Ethical use of AI

Understanding academic writing principles

Every statement you make should be supported by credible sources with reference rather than assumptions, ensuring accurate referencing to show academic honesty (Lindahl & Grace, 2018).

AI tools like ChatGPT and other generative AI platforms may be valuable aids but **MUST BE USED ETHICALLY** (Cheng et al., 2025).

See AI as a support not replacement of your critical thinking, understanding and interpretation. Always cross-checking AI outputs with credible academic sources. Over-reliance on AI and misusing these tools can severely harm your academic standing and grades as well as (Khalifa & Albadawy, 2024).

Feedback & Growth



“Critiques and feedback are part of the best tools for improvement. Reflect on them and identify what you can improve”

Understand the structure of the courses

First and Foremost Advice

“What you know before you came, throw it away and learn afresh” - David Dickson Owusu Achampong

Appreciate the course and fall in love with it.

See the program as a project. Every project has a start and an end.



Strategic planning and investment mindset

Plan based on **consultation** and **personal goals**:

- Invest in learning, integration, and lecturer engagement

“What you sow is what you reap, but understand that what you sow goes through a process to mature for reaping”



Academic Culture & Conduct and Skills Buildup (In Class and with Groups)



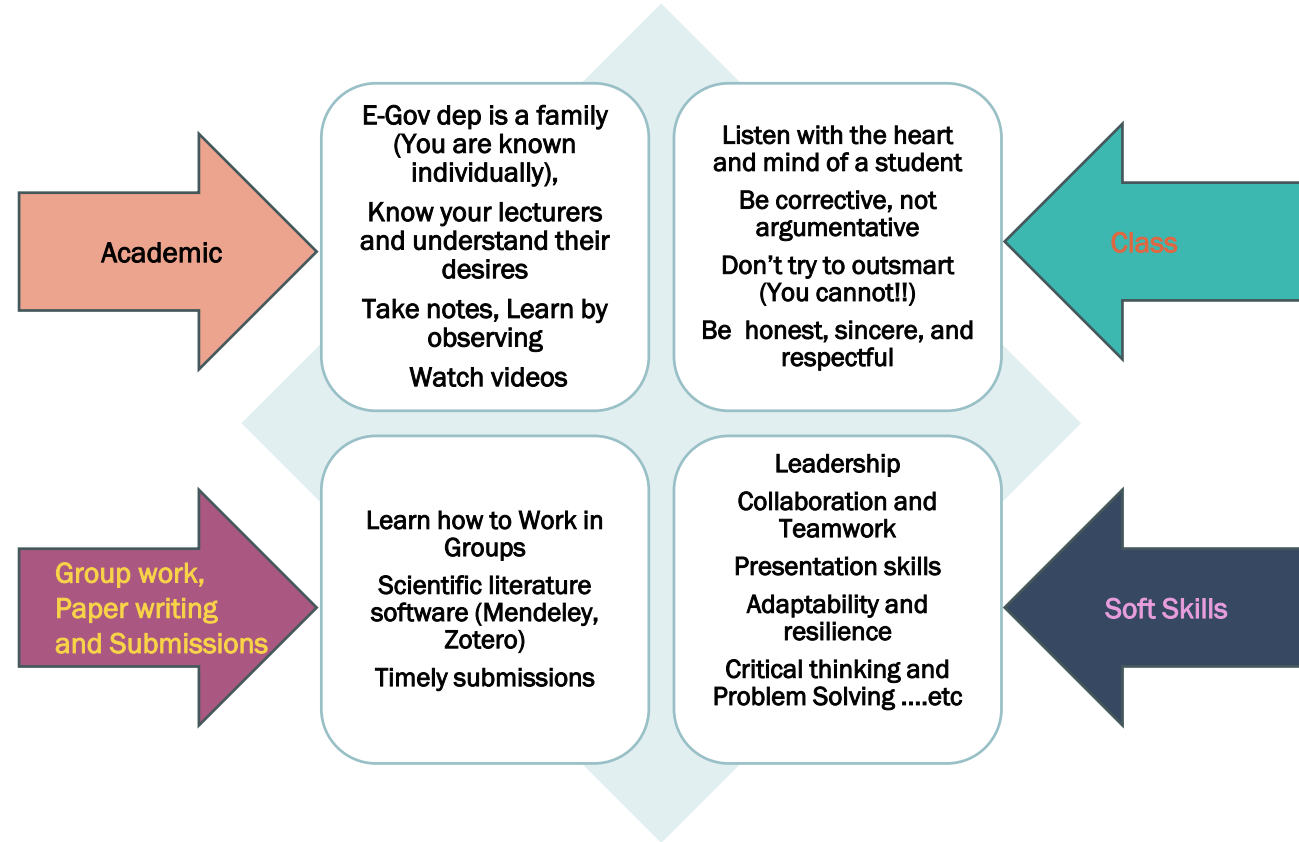
Tip:

Your best example for presentation is Prof. Wimmer and Dr. Spitzer.....

“Observe and mimic them”

Remember:

“Punctuality is key in Deutschland”

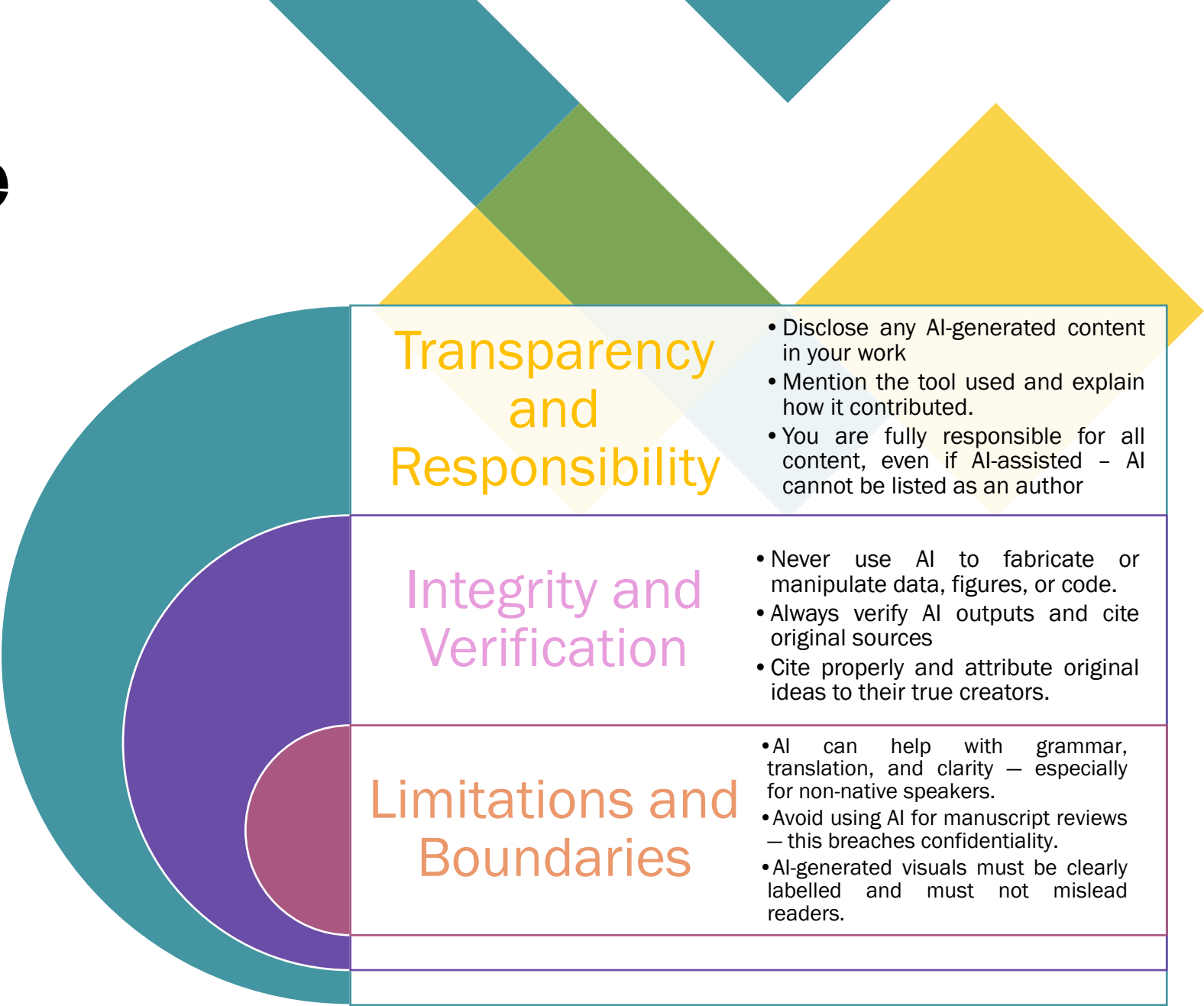


Rules On AI Usage

Generative AI tools like ChatGPT can support your writing, but you must use them ethically and transparently:

These rules follow international standards from IEEE, COPE, and ALLEA.

“Uphold them protects your academic integrity and ensures your work is credible and respected.”



Transparency and Responsibility

- Disclose any AI-generated content in your work
- Mention the tool used and explain how it contributed.
- You are fully responsible for all content, even if AI-assisted – AI cannot be listed as an author

Integrity and Verification

- Never use AI to fabricate or manipulate data, figures, or code.
- Always verify AI outputs and cite original sources
- Cite properly and attribute original ideas to their true creators.

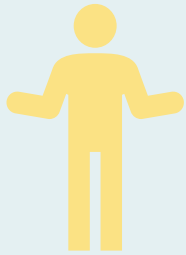
Limitations and Boundaries

- AI can help with grammar, translation, and clarity — especially for non-native speakers.
- Avoid using AI for manuscript reviews — this breaches confidentiality.
- AI-generated visuals must be clearly labelled and must not mislead readers.

Success Mindset & Personal Reflections



Don't
complain
— focus



Don't be
afraid —
be bold
and
daring



Don't
compare
— your
journey is
unique



Don't be
familiar —
be
respectful



Persevere
through
stumbling
blocks

Our experience when Prof. Wimmer and Dr. Spitzer scolded the entire class, specifically us, and our reflections.....

When Chester's laptop, which had a major presentation, broke down a few hours before the presentation.....

When our health became an issue on multiple occasions.....

“Germany is a tough land. You should take your studies really serious.” — Prof. Wimmer

Tip:

Build memories

Every day is a memory in time. Yesterday is a memory of today, today will be a memory of tomorrow. Make the best out of the moment....

“

Save some of the memories, they remind you of how time is fleeting and how life is precious.

and

”

Memories



Reference

Cheng, A., Calhoun, A., & Reedy, G. (2025). Artificial intelligence-assisted academic writing: Recommendations for ethical use. *Advances in Simulation*, 10(1), 22. <https://doi.org/10.1186/s41077-025-00350-6>

Gibreel, O., & Hong, A. (2017). A Holistic Analysis Approach to Social, Technical, and Socio-Technical Aspect of E-Government Development. *Sustainability*, 9(12), 2181. <https://doi.org/10.3390/su9122181>

Grundén, K. (2009). *A Social Perspective on Implementation of e-Government—A Longitudinal Study at the County Administration of Sweden*. 7(1).

Khalifa, M., & Albadawy, M. (2024). Using artificial intelligence in academic writing and research: An essential productivity tool. *Computer Methods and Programs in Biomedicine Update*, 5, 100145. <https://doi.org/10.1016/j.cmpbup.2024.100145>

Khan, G. F., Moon, J., Park, H. W., Swar, B., & Rho, J. J. (2011). A socio-technical perspective on e-government issues in developing countries: A scientometrics approach. *Scientometrics*, 87(2), 267–286. <https://doi.org/10.1007/s11192-010-0322-5>

Lindahl, J. F., & Grace, D. (2018). Students' and supervisors' knowledge and attitudes regarding plagiarism and referencing. *Research Integrity and Peer Review*, 3(1), 10. <https://doi.org/10.1186/s41073-018-0054-2>

A person in a green shirt and dark pants is balancing a large, heavy, brown rock on a grassy hill. The person is leaning forward, supporting the rock with their hands. The background shows a vast landscape with rolling hills and mountains under a blue sky with large, white, fluffy clouds. The scene is lit with warm, golden light, suggesting sunrise or sunset. The overall mood is one of challenge and perseverance.

**Brace Yourself for Impact.....the
Journey will not be easy!!!!**

Thank you

Q&A

Credit:

This presentation was created by Paulina Duruye (pduruye@uni-koblenz.de) and Chester Owusu-Ansah Essel (chesteressel@uni-koblenz.de) on 18 October 2025, with the kind courtesy of Dr Vera Spitzer, who invited us to support the department in welcoming the 2025 cohort of E-Government students.

Images sourced from Freepik.com