COURSE SYLLABUS
(Training level: Undergraduate)

Vietnamese Course Title: Dịch vụ công trực tuyến

English Course Title: Online Public Services

Course Code: PSO231

Major: Office Administration

Version: 2021

1. General Information

- Number of credits: 03 (Theory: 03; Practice: 0)

- Types of Knowledge:

General Education		Basic core courses		Major core courses		Concentration courses		Others
Required ☐	Optional ☐	Required ☐	Optional ☐	Required ☐	Optional ☐	Required ☒	Optional ☐	Alternative Course of Graduation Thesis ☐

- Required course: None

- Pre-requisite: None

- Co-requisite: None

2. Time Allocated

Total: 54 Periods	Theory: 33 periods
	Discussion/ Group Presentation: 18/0
	Assignment/ Essay/ Practice: 0/0/0.
	Number of Tests: 3 Number of Theory Tests: 2 Periods: 2 Discussion: Number of Tests: 1 Periods: 1
	Self-Study: 105 hours Other Activities: 0 hours

3. Departments in Charge: Department of Office Administration- Faculty of Economic Information

4. Lecturer's Information

No.	Lecturer name	Phone number	Address	Note
1	MSc. La Thi Quynh Mai	0372655712	ltqmai@ictu.edu.vn	Leader
2	Ph.D. Vu Xuan Nam	0943299688	vxnam@ ictu.edu.vn	Member
3	MSc. Ha Van Vuong	0963818299	hvvuong@ictu.edu.vn	Member
4	MSc. Bui Quynh Trang	0972316426	bqtrang@ictu.edu.vn	Member
5	MSc. Do Thi Dieu Thu	0356091799	dtdthu@ictu.edu.vn	Member

5. Facility Requirements: Having a projector in the classroom.

6. Course Description:

The course provides students with basic knowledge about public services, public administrative services, thus understanding online public services, specifically: the concept of public services, public services, the concept of online public service, the levels of online public service, the role of online public service and the authority to implement online public services; results of online public service implementation in Viet Nam and lessons learned from countries around the world; solutions to improve the quality of online public services to effectively provide online public services to meet the requirements of citizens and society.

7. Objectives

Objectives	Description	PLOs	Competency Level
G1	Apply the knowledge of public services, administrative services and online public services to carry out tasks in practice.	1.5.3	3
G2	Operate the tasks related to online public services to ensure they are scientific and modern.	2.1.2	3
G3	Conduct personal work planning	3.1.1	3
G4	Apply state regulations of the state on administrative services, online public services	4.2.2.	3

8. Learning Outcomes

Objectives	CLOs	Description of CLOs	PLOs	Proficiency level
G1	G1.1	Apply knowledge of public services and administrative services to perform related tasks in practice.	1.5.3	3
	G1.2	Apply knowledge of online public services to perform related tasks in practice.	1.5.3	3
	G1.3	Apply knowledge of the current state of online public services implementation in countries around the world and in Viet Nam to propose solutions to improve the implementation of online public services in Viet Nam	1.5.3	3

Objectives	CLOs	Description of CLOs	PLOs	Proficiency level
	G1.4	Apply knowledge of the online public service system to perform related tasks in practice.	1.5.3	3
G2	G2.1	Use online public service software to carry out administrative procedures.	2.1.2	3
G3	G3.1	Conduct personal work planning	3.1.1	3
G4	G4.1	Update legal documents and apply regulations on administrative procedures and online public services in practice.	4.2.2	3

9. Scientific Ethics

Actively attend theoretical classes in class, do exercises assigned by the lecturer, fully participate in discussion hours in the spirit of improving self-discipline, self-control and completing regular tests. All acts of cheating in learning and assessment will be according to regulations.

10. Detailed Contents

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
1,2,3	**Chapter 1. The theory of public services and public administration services**					
	A/ Classroom learning content: 1.1. Public services	[1] [2]	G1.1	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ **Self-study:** Review the knowledge content of section 1.1 Preview the knowledge content of section 1.2	[1] [2]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
4,5,6	**Chapter 1. The theory of public services and public administration services (Continued)**					
	A/ Classroom learning content: 1.2. Public administration services	[1] [2]	G1.1	3	Present; Raise and solve problems	Judging by comments; diligence

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	B/ **Self-study:** Review the knowledge content of section 1.2 Prepare the discussion topic.	[1] [2]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
7,8,9	**Discussion 1: Theoretical background of public services and administrative services**					
	A/ Classroom learning content: - Lecturer: Guide the topic on the theory of public services and administrative services. - Students: Discuss the assigned topic according to the lecturer's instructions.	[1] [2]	G1.1	3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
	B/ **Self-study:** Review the knowledge content of chapter 1 Preview the knowledge content of chapter 2	[1] [2]	G1.1	3	Guided self-study	Motivational assessment/ Combined with due diligence
10,11,12	**Chapter 2. Overview of online public services**					
	A/ Classroom learning content: 2.1. Concept of online public services 2.2. Levels of online public services and requirements for each level of online public services	[1] [3] [4] [5]	G1.2	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ **Self-study:** Review the knowledge content of section 2.1, 2.2 Preview the knowledge content of section 2.3, 2.4, 2.5	[1] [3] [4] [5]	G1.2	3	Guided self-study	Motivational assessment/ Combined with due diligence

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
13,14,15	**Chapter 2. Overview of online public services (Continued)**					
	A/ Classroom learning content: 2.3. Classification of online public services 2.4. The role of online public services 2.5. Authority to deploy online public services	[1] [3] [4] [5]	G1.2	3	Present; Raise and solve problems	Judging by comments; diligence
	Periodic Test No.1	[1] [2] [3] [4] [5]	G1.1 G1.2	3 3	Test the theory	Score test assessment.
	B/ **Self-study:** Review the knowledge content of section 2.3, 2.4, 2.5 Prepare the discussion topic	[1] [3] [4] [5]	G1.2	3	Present; Raise and solve problems	Judging by comments; diligence
16,17, 18	**Discussion 2: Online public services**					
	A/ Classroom learning content: - Lecturer: Guide the topic on the concept, level, classification, role and authority of implementing online public services. - Students: Discuss the assigned topic according to the lecturer's instructions.	[1] [3] [4] [5]	G1.2	3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
	B/ **Self-study:** Review the knowledge content of chapter 2 Preview the knowledge content of chapter 3.	[1] [3] [4] [5]	G1.2	3	Guided self-study	Motivational assessment/ Combined with due diligence
19,20, 21	**Chapter 3. Current situation of online public services in countries around the world and Viet Nam**					

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	A/ Classroom learning content: 3.1. Current situation of online public services in some countries around the world	[1] [2]	G1.3	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study: Review the knowledge content of section 3.1 Preview the knowledge next content of section 3.1	[1] [2]	G1.3	3	Guided self-study	Motivational assessment/ Combined with due diligence
22,23, 24	**Chapter 3. Current situation of online public services in countries around the world and Viet Nam (Continued)**					
	A/ Classroom learning content: 3.1. Current situation of online public services in some countries around the world	[1] [2]	G1.3	3	Present; Raise and solve problems	Judging by comments; diligence
	B/ Self-study: Review the knowledge content of section 3.1 Prepare the discussion topic	[1] [2]	G1.3	3	Guided self-study	Motivational assessment/ Combined with due diligence
25,26, 27	**Discussion 3: The current situation of online public services in countries around the world**					
	A/ Classroom learning content: - Lecturer: Guide the topic to online public services in countries around the world. - Students: Discuss the assigned topic according to the lecturer's instructions.	[1] [2]	G1.3	3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	B/ **Self-study:** Review the knowledge content of section 3.1 Preview the knowledge content of section 3.2	[1] [2]	G1.3	3	Guided self-study	Motivational assessment/ Combined with due diligence
28,29, 30	**Chapter 3. Current situation of online public services in countries around the world and Viet Nam (Continued)**					
	A/ Classroom learning content: 3.2. Current situation of online public services in Viet Nam	[1] [2] [5]	G1.3 G4.1	3 3	Present; Raise and solve problems	Judging by comments; diligence
	B/ **Self-study:** Review the knowledge content of section 3.2 Preview the knowledge next content of section 3.2	[1] [2] [5]	G1.3 G4.1	3 3	Guided self-study	Motivational assessment/ Combined with due diligence
31, 32, 33	**Chapter 3. Current situation of online public services in countries around the world and Viet Nam (Continued)**					
	A/ Classroom learning content: 3.2. Current situation of online public services in Viet Nam	[1] [2] [5]	G1.3 G4.1	3 3	Present; Raise and solve problems	Judging by comments; diligence
	B/ **Self-study:** Review the knowledge content of section 3.2 Preview the knowledge content of section 3.3	[1] [2] [5]	G1.3 G4.1	3 3	Guided self-study	Motivational assessment/ Combined with due diligence
34, 35, 36	**Chapter 3. Current situation of online public services in countries around the world and Viet Nam (Continued)**					

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	A/ Classroom learning content: 3.3. Issues to be considered in the implementation of online public services in Viet Nam	[1] [2]	G1.3 G4.1	3 3	Present; Raise and solve problems	Judging by comments; diligence
	Periodic Test No.2	[1] [2] [5]	G1.3 G4.1	3 3	Test the theory	Score test assessment.
	B/ **Self-study:** Review the knowledge content of section 3.3 Prepare the discussion topic	[1] [2]	G1.3 G4.1	3 3	Present; Raise and solve problems	Judging by comments; diligence
37, 38, 39	**Discussion 4: Online public services in Viet Nam**					
	A/ Classroom learning content: - Lecturer: Guide the topic on results, existing issues, and trends in implementing online public services in Viet Nam. - Students: Discuss the assigned topic according to the lecturer's instructions.	[1] [2]	G1.3 G4.1	3 3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
	B/ **Self-study:** Review the knowledge content of chapter 3 Preview the knowledge content of chapter 4	[1] [2]	G1.3 G4.1	3 3	Guided self-study	Motivational assessment/ Combined with due diligence
40, 41, 42	**Chapter 4. Online public service system in Viet Nam**					
	A/ Classroom learning content: 4.1. Overview of the online public service system 4.2. Overview of the online public service software	[1] [5] [6]	G1.4 G2.1	3 3	Present; Raise and solve problems	Judging by comments; diligence

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	B/ **Self-study:** Review the knowledge content of section 4.1, 4.2 Prepare the discussion topic	[1] [5] [6]	G1.4 G2.1	3 3	Guided self-study	Motivational assessment/ Combined with due diligence
43, 44, 45	**Discussion 5: The online public service system in Viet Nam**					
43, 44, 45	**A/ Classroom learning content:** - Lecturer: Guide the topic to the online public service system and the online public service software in Viet Nam. - Students: Discuss the assigned topic according to the lecturer's instructions.	[1] [5] [6]	G1.4 G2.1	3 3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
43, 44, 45	*B/* **Self-study:** Review the knowledge content of section 4.1, 4.2 Preview the knowledge content of section 4.3, 4.4	[1] [5] [6]	G1.4 G2.1	3 3	Guided self-study	Motivational assessment/ Combined with due diligence
46, 47, 48	**Chapter 4. Online public service system in Viet Nam (Continued)**					
46, 47, 48	**A/ Classroom learning content:** 4.3. Operation and use process of online public services 4.4. Principles of performing administrative procedures on online platforms	[1] [5]	G1.4 G2.1 G4.1	3 3 3	Present; Raise and solve problems	Judging by comments; diligence
46, 47, 48	*B/* **Self-study:** Review the knowledge content of section 4.3, 4.4 Preview the knowledge content of section 4.5, 4.6	[1] [5]	G1.4 G2.1 G4.1	3 3 3	Guided self-study	Motivational assessment/ Combined with due diligence
49, 50, 51	**Chapter 4. Online public service system in Viet Nam (Continued)**					

Period	Contents	References	CLOs	Proficiency level	Teaching Methodology	Assessment Methodology
	A/ Classroom learning content: 4.5. Regulations for officers in charge of processing procedures and organizations and individuals performing procedures on online platforms 4.6. Terms and conditions for using the National Public Service Portal	[1] [5] [6]	G1.4 G2.1 G4.1	3 3 3	Present; Raise and solve problems	Judging by comments; diligence
	Periodic Test No.3	[1] [5] [6]	G1.4 G2.1 G3.1 G4.1	3 3 3 3	Test the theory	Score test assessment.
	B/ Self-study: Review the knowledge content of section 4.5, 4.6 Prepare the discussion topic	[1] [5] [6]	G1.4 G2.1 G4.1	3 3 3	Present; Raise and solve problems	Judging by comments; diligence
52, 53, 54	**Discussion 6: The online public service system in Viet Nam**					
	A/ Classroom learning content: - Lecturer: + Guide the topic to the process of operating and using online public services. + Guide the topic to the use of online public service software. - Students: Discuss the assigned topic according to the lecturer's instructions.	[1] [5] [6]	G1.4 G2.1 G4.1	3 3 3	The groups present and discuss according to the plan under the supervision of the lecturer	Judging by comments; Q&A
	B/ Self-study: Review the knowledge content of chapter 1, 2, 3, 4	[1] [5] [6]	G1.4 G2.1 G4.1	3 3 3	Guided self-study	Motivational assessment/ Combined with due diligence

11. Student Assessment

Score Scale: 10.

11.1. Test Plan:

No.	Content	Time (Period)	CLOs	Proficiency level	Assessment methods	Assessment tools	Weight %
Attendance							**10**
Regular Test Score							**30**
1	Chapter 1, 2	15	G1.1 G1.2	3 3	Written	Written test	10
2	Chapter 3	36	G1.3 G4.1	3	Written	Written test	10
3	Chapter 4	51	G1.4 G2.1 G3.1 G4.1	3 3 3 3	Discussion report	Discussion report topic	10
Final exam							**60**
	Chapter 1, 2, 3, 4		G1.1 G1.2 G1.3 G1.4 G2.1 G3.1 G4.1	3 3 3 3 3 3 3	Report	Report topic	60

CLOs	Contents					Test Method			
	Periods 1-18	Periods 19-30	Periods 31-36	Periods 37-45	Periods 45-54	Written assessment I	Written assessment II	Report Assessment III	End of Course exam
G1.1	x					x			x
G1.2	x					x			x
G1.3		x	x	x			x		x
G1.4				x	x			x	x
G2.1					x			x	x
G3.1								x	x
G4.1		x	x	x	x		x	x	x

11.2 Assessment Rubrics

* Rubric 1: Attendance

Criteria assessment	Weight (%)	Very good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below average (4.0-5.4)	Poor (0-3.9)
Level of participation in classes.	70	Full class attendance	Absence from 1-9%	Absence from 10-15%	Absence from 16-20%	Absence from 20% (Banned from exams)
Activeness in lessons, self-study	30	Participate in questions, discussions very actively, Complete all the assignments	Participate in asking questions, discussion, doing exercises quite actively	Participate in asking questions, discussions, and doing exercises less actively.	Participate in asking questions, discussions, doing exercises with teachers' help.	Only take part in class, but not participate in asking questions, discussions, doing exercises in active ways.

* Rubric 2: Periodic Test no 1. *(Time: 50 minutes; Form: Written; Total questions: 02; Score: 10)*

Criteria assessment		Weight (%)	Quality level description				
Question	CLOs		Very Good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below Average (4.0-5.4)	Poor (0-3.9)
1	G1.1	40	Beautiful and clear presentation. Answers satisfy 90-100% of the requirements	Clearly presented. Answers address 70 to less than 90% of the requirements	The presentation is relatively clear. Answers address between 50 and less than 70% of the requirements	The presentation is not clear. Answers address between 40 and less than 50% of the requirements	The presentation is not clear. Answers resolve less than 40% of the requirements
2	G1.2	60	Beautiful and clear presentation. Answers satisfy 90-100% of the requirements	Clearly presented. Answers address 70 to less than 90% of the requirements	The presentation is relatively clear. Answers address between 50 and less than 70% of the requirements	The presentation is not clear. Answers address between 40 and less than 50% of the requirements	The presentation is not clear. Answers resolve less than 40% of the requirements

* Rubric 3: Periodic Test no 2. *(Time: 50 minutes; Form: Written; Total questions: 02; Score: 10)*

Criteria assessment		Weight (%)	Quality level description				
Question	CLOs		Very Good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below Average (4.0-5.4)	Poor (0-3.9)
1	G1.3	60	Beautiful and clear presentation. Answers satisfy 90-100% of the requirements	Clearly presented. Answers address 70 to less than 90% of the requirements	The presentation is relatively clear. Answers address between 50 and less than 70% of the requirements	The presentation is not clear. Answers address between 40 and less than 50% of the requirements	The presentation is not clear. Answers resolve less than 40% of the requirements
2	G4.1	40	Beautiful and clear presentation. Answers satisfy 90-100% of the requirements	Clearly presented. Answers address 70 to less than 90% of the requirements	The presentation is relatively clear. Answers address between 50 and less than 70% of the requirements	The presentation is not clear. Answers address between 40 and less than 50% of the requirements	The presentation is not clear. Answers resolve less than 40% of the requirements

* Rubric 4: Periodic Test no 3. *(Form: Discussion; Groups are assigned topics and present their results in groups)*

Criteria assessment		Weight (%)	Quality level description				
Criteria	CLOs		Very Good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below Average (4.0-5.4)	Poor (0-3.9)
Planning a report	G3.1	10	The outline plan for the progress of the discussion paper includes: identifying relevant agencies on	The outline plan for the progress of the essay includes: identifying relevant agencies on the topic, outlining the content, and	The outline plan for the progress of the essay includes: identifying relevant agencies on the topic, outlining the	The outline plan for the progress of the essay includes: identifying relevant agencies on the topic, outlining the	The outline plan for the progress of the essay includes: identifying relevant agencies on the topic, outlining the

| Criteria assessment | | Weight (%) | Quality level description | | | | |
Criteria	CLOs		Very Good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below Average (4.0-5.4)	Poor (0-3.9)
			the topic, outlining the content, and providing detailed achievement results based on a 90-100% time frame	providing detailed achievement results based on a 70 to less than 90%-time frame	content, and providing detailed achievement results based on a 50 to less than 70%-time frame	content, and providing detailed achievement results based on less than 50%-time frame	content, and providing detailed achievement results based on less than 40%-time frame.
Report content	G1.4 G2.1 G4.1	60	The presentation is well-designed and clear. It fulfills 90-100% of the content requirement, with expansion and references to supporting documents	Clear presentation. Address 70 to less than 90% of the content requirements, with some expansion, incomplete reference to the source documents.	Presented fairly clearly. Addressed from 50 to less than 70% of the content requirements	Unclear presentation. Addressing 40-50% of the content requirements	Unclear presentation. Meeting less than 40% of the requirements on content
Questions and answers	G1.4 G2.1 G4.1	30	Answered all questions correctly	Answer correctly on over 2/3 of the questions	Answer correctly to more than half of the questions	Answer correctly to more than 1/3 of the questions	Correctly answer below 1/3 of the questions

* Rubric 5: Final Examination. *(Form: Reporting; The assigned topic and the individual present their results)*

Criteria assessment		Weight (%)	Quality level description				
Criteria	CLOs		Very Good (8.5-10)	Good (7.0-8.4)	Average (5.5-6.9)	Below Average (4.0-5.4)	Poor (0-3.9)
Planning a report	G3.1	10	The outline plan for the progress of the discussion paper includes: identifying relevant agencies on the topic, outlining the content, and providing detailed achievement results based on a 90-100% time frame	The outline plan for the progress of the essay includes: identifying relevant agencies on the topic, outlining the content, and providing detailed achievement results based on a 70 to less than 90%-time frame	The outline plan for the progress of the essay includes: identifying relevant agencies on the topic, outlining the content, and providing detailed achievement results based on a 50 to less than 70%-time frame	The outline plan for the progress of the essay includes: identifying relevant agencies on the topic, outlining the content, and providing detailed achievement results based on less than 50%-time frame	The outline plan for the progress of the essay includes: identifying relevant agencies on the topic, outlining the content, and providing detailed achievement results based on less than 40%-time frame.
Report content	G1.1 G1.2 G1.3 G1.4 G2.1 G4.1	60	The presentation is well-designed and clear. It fulfills 90-100% of the content requirements, with expansion and references to supporting documents	Clear presentation. Address 70 to less than 90% of the content requirements, with some expansion, incomplete reference to the source documents.	Presented fairly clearly. Addressed from 50 to less than 70% of the content requirements	Unclear presentation. Addressing 40-50% of the content requirements	Unclear presentation. Meeting less than 40% of the requirements on content
Questions and answers	G1.1 G1.2 G1.3 G1.4 G2.1 G4.1	30	Answered all questions correctly	Answer correctly on over 2/3 of the questions	Answer correctly to more than half of the questions	Answer correctly to more than 1/3 of the questions	Correctly answer below 1/3 of the questions

12. Study materials

A. *Main Syllabus*

[1] Vu Xuan Nam, Do Thi Dieu Thu, La Thi Quynh Mai (2021), Online public service textbook, Thai Nguyen University Publishing House, Thai Nguyen.

B. *References*

[2] Do Thi Hai Ha (2006), *State management of public service supply*, Science and Technology Publishing House, Ha Noi.

[3] Nguyen Dang Hau, Nguyen Hoai Anh, Ao Thu Hoai (2010), *E-government*, Information and Communication Publishing House, Ha Noi.

[4] Government, Decree No. 43/2011/ND-CP dated June 13, 2011 on the provision of online public information and services on the electronic information page or portal of state agencies.

[5] Government, Decree No. 45/2020/ND-CP dated April 8, 2020 on the implementation of administrative procedures on the electronic environment.

C. *Web*

[6] National Online Public Service Portal: https://dichvucong.gov.vn.

13. 1st Approval Date: *September 11st, 2021*

14. Competent Authority Approval: University of Information and Communication Technology

Vice of Rector	Vice of Dean	Vice Head of Department	Composer Team
			La Thi Quynh Mai
			Vu Xuan Nam
			Ha Van Vuong
Do Dinh Cuong	Truong Tuan Linh	Dinh Thi Nguyen	Bui Quynh Trang
			Do Thi Dieu Thu