

# **Consulting in e-Governance: From Vision to Implementation 2015-16**

## **Course Instructor**

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## **Introduction**

In recent years, Information and Communication Technology (ICT) has been used by Government agencies for delivering services and sharing information with a wide variety of stakeholders. Independent assessments of these projects have reported moderate improvements in lowering the cost of access for clients. There has been some reduction in corruption and has been modestly enhanced transparency. e-Governance is being seen as one of the important tools for Governance reform. India had launched a National e-Governance Program (NeGP) in 2006 with a large outlay for expanding e-services for citizens and businesses. More recently Digital India program has been launched to significantly enhance connection upto village level and further strengthening of e-Governance. NeGP is being implemented in a public-private-partnership mode. The course is intended to provide an understanding of the entire life cycle of an e-Governance project so as to prepare the participants to provide consultancy services for strategy and implementation of an e-Governance program.

## **Course Objectives**

- To highlight the potential role of information and communication technologies in improving the process of delivering government services and quality of governance in the public sector.
- To provide an overview of tasks involved in conceptualizing designing and implementing e-Governance applications
- To provide an understanding of the critical success factors in implementing e-Governance applications at a project and country level.
- To understand the role of the private sector in managing and execution of e-Governance projects and country wide program.

## **Course Credit: One Unit**

## **Evaluation**

Participants will be evaluated on the basis of class participation (20%), assignments and presentation (30%), project work, presentation and viva (50%).

## **Text Book**

1. Subhash Bhatnagar, Unlocking e-Government Potential: Concepts, Cases and Practical Insights, Sage Publications India Pvt. Ltd.

Session	Topics	
<b>1</b>  <i>Sep-08</i>	<b>Topic</b>	<b>Understanding e-Government/e-Governance</b>
	Scope	<ol style="list-style-type: none"> <li>1. What is e-Government?</li> <li>2. Nature of Clients Served and the Service Delivery Process</li> <li>3. e-Government: Different Stages of Evolution</li> <li>4. e-Government versus e-Governance</li> </ol>
	Reading	Chapter 1: e-Government: Definition and Scope (Pages 1-10)
<b>2</b>  <i>Sep-09</i>	<b>Topic</b>	<b>Impact of e-Governance Projects on Citizens and Businesses in India.</b>
	Scope	<ol style="list-style-type: none"> <li>1. Potential Benefits of e-Government for Citizens, Businesses, and Agencies Implementing e-Governance Applications</li> <li>2. Results from an impact assessment study of 40 state and national projects in India</li> </ol>
	Readings	Chapter 3: Potential Benefits of e-Government for Key Stakeholders (Pages 29 – 48) Chapter 4: Impact of e-Government on Transparency and Corruption (Pages 49-65)
<b>3</b>  <i>Sep-14</i>	<b>Topic</b>	<b>Life Cycle of an e-Government Project</b>
	Scope	<ol style="list-style-type: none"> <li>1. Tasks involved in conceptualization, design and implementation of an e-Governance project.</li> </ol>
	Reading	Chapter 5.1 Life Cycle of an e-Government Project ( Pages 66 – 74)
<b>4</b> <i>Sep-15</i>	<b>Topic</b>	<b>Discussion of Project work</b>
<b>5</b>  <i>Sep-16</i>	<b>Topic</b>	<b>e-Government: Critical Success Factors</b>
	Scope	<ol style="list-style-type: none"> <li>1. Designing a Citizen-Centric Service Delivery Mechanism</li> <li>2. Effective strategies for implementation</li> <li>3. Capacity to Manage Change</li> <li>4. Strong Internal Leadership and Project Management</li> </ol>
	Readings	Chapter 5: Guidelines for Implementing Projects Successfully (Pages 66 - 93) Case Study Chapter 9.1 Computerization of Land records in Karnataka (Pages 160 – 174)
<b>6</b>  <i>Sep-21</i>	<b>Topic</b>	<b>Review of National e-Governance Plan (NeGP) and Digital India Initiative</b>
	Scope	<ol style="list-style-type: none"> <li>1. Key Pillars of NeGP</li> <li>2. Status of Mission Mode Projects</li> <li>3. Governance Structure of NeGP</li> <li>4. Proposed Architecture for service delivery</li> </ol>
	Readings	Participants should visit the Department of Electronics and Information Technology (DeiTY) Websites

<b>7</b>  <i>Sep-22</i>	<b>Topic</b>	<b>Technology infrastructure for e-Governance</b>
	Scope	Technology concepts of Data Centre, WAN, Cloud with reference to Gujarat, including issues of security and privacy of data
<b>8</b>  <i>Sep-23</i>	<b>Topic</b>	<b>Developing and Managing Public Private Partnerships</b>
	Scope	1. Need for outsourcing and partnerships 2. Different forms of Public–Private Partnerships
	Reading	Chapter 9.4: e-Seva – Electronic Delivery of Citizen Services in Andhra Pradesh (Pages 200 – 220)
<b>9</b> <b>Sept 28</b>	<b>Topic</b>	Discussion of Project Proposal
<b>10 &amp; 11</b>  <i>Sep-29</i>	<b>Topic</b>	<b>Managing a project from conceptualization to implementation</b> Guest Speaker: Mr. Rajeev Chawla, IAS (Karnataka)
	Scope	1. Define project vision and mission, conducting an as-is study, understanding best practices, design of a solution, and stake holder consultation process. 2. Preparation of a Detailed Project Report 3. Preparing RFPs for outsourcing implementation tasks 4. Selection of vendors 5. Preparing Service Level Agreements 6. Implementation
<b>12 &amp; 13</b>  <i>Sep-30</i> <i>Oct-05</i>	<b>Topic</b>	<b>Expanding e-Service Delivery to Rural Areas</b>
	Scope	1. How Can ICT Use and e-Governance Help the Poor? 2. Challenges in Building Pro-Poor e-Governance 3. How Can Telecentres be Made Viable? 4. Examples of Pro Poor e-Governance Applications
	Readings	Chapter 7: Making e-Government Work for Rural Citizens (Pages 113 - 132). Case Study: The ITC eChoupal Initiative, By David Upton & Virginia A.Fuller
<b>14</b>  <i>Oct-06</i>	<b>Topic</b>	<b>UID is a game changer in e-Delivery of services</b>
	Scope	An assessment of how is UID created & used in service delivery
<b>15</b>  <i>Oct-07</i>	<b>Topic</b>	<b>Citizen Engagement using social media</b>
	Scope	Use of social media for inputs for policy making, feedback on services, fighting corruption and mobilizing opinion.
	Readings	e-Governance: A Potent tool for fighting corruption (given in case-mat)
<b>16</b>	<b>Topic</b>	<b>M-Governance</b>

<b>Oct-12</b>	Scope	1. Why m-Governance? 2. Potential Role of Mobiles in Government service delivery 3. Case Study of m-Governance
	Reading	Exploring Conditions for Delivery of Successful m-Government Services to the Bottom of the Pyramid (BOP) in India by Subhash Bhatnagar
<b>17</b> <b>Oct 13</b>	<b>Topic</b>	Panel Discussion on Challenges in Consulting for eGovernance Panelist: Representatives of Private Sector Consulting Firms
<b>18</b> <b>Oct-14</b>	<b>Topic</b>	Emerging topics in eGovernance
<b>19</b> <b>Oct-17</b>	<b>Topic</b>	Review of Projects
<b>20 &amp; 21</b> <b>Nov-02</b> <b>Nov-03</b>	<b>Topic</b>	Project Presentations
<b>22</b> <b>Nov-04</b>	<b>Topic</b>	Course Review and Road Ahead for eGovernance in India