

GLS UNIVERSITY
Bachelor of Computer Applications (BCA)
(Foundation Course)
Semester-IV
210302401 E-GOVERNANCE & E-COMMERCE

1. Course Objective:

- To provide basic awareness of ‘what’, ‘why’ and ‘how’ of e-governance as well as impact of e-government on different stakeholders.
- To provide Information on Communication Technology in E-governance along with the risk factors and life cycle to develop projects.
- To make the student aware about the basics of E-commerce and E-Commerce business models.
- To get knowledge about the various E-payment Systems and strengthen the business foundations underlying the E-CRM and E-SCM initiative.
- To get the knowledge about the emerging trends of e-commerce and e-governance.

2. Course Duration:

The course will have sessions which are divided into five modules. Each module consists of six sessions of 60 minutes each and carries a weightage of 20%.

3. Course Contents:

Module No.	Modules/Sub-Modules	No. of Sessions	Weightage
I	Introduction to e-Governance <ul style="list-style-type: none"> ● What is E-Governance ● What is E-Government ● E-Governance and E-Government ● Benefits / Outcomes of e-Governance ● Types of Interactions in E-Governance ● Evolution of e-Governance in India ● Pioneering e-Governance initiatives in India <ul style="list-style-type: none"> ○ Bhoomi Project (Karnataka) ○ e Seva (Andhra Pradesh) ○ Khajane (Karnataka) ○ Jan Dhan Yojana ○ Digital India ○ Jeevan Pramaan 	06	20%
II	National E-Governance Plan (NeGP) <ul style="list-style-type: none"> ● Introduction ● Implementation Strategies for NeGP ● E-Governance Infrastructure ● e-Governance Maturity Model Information Communication Technology in E-governance <ul style="list-style-type: none"> ● Role of ICT In Governance ● Life Cycle of an E-Government Project 	06	20%

	<ul style="list-style-type: none"> ● Risk Factors in Implementing E-Government Projects 		
III	Introduction to E-commerce <ul style="list-style-type: none"> ● Introduction ● Advantages and Disadvantages of E-commerce ● E-Marketing <ul style="list-style-type: none"> ○ E-Marketing Value Chain ○ Metrics Defining Internet Units of Measurement ● E-business Model <ul style="list-style-type: none"> ○ Business-to-Consumer(B2C) ○ Business-to-Business(B2B) ○ Consumer-to-Consumer(C2C) E-payment systems <ul style="list-style-type: none"> ● Working of E-payment ● Digital Payment Requirements Risk for E-payment System <ul style="list-style-type: none"> ● Credit Risk and Fraud Risk ● Operational and Transaction Risk ● Reputation Risk and Strategic Risk 	06	20%
IV	E-Supply Chain Management and Legal and Ethical Issues <ul style="list-style-type: none"> ● E-Supply Chain Management <ul style="list-style-type: none"> ○ E-SCM Benefits ○ E-Supply Chain Components ● Legal and Ethical Issues <ul style="list-style-type: none"> ○ Cyber talking ○ Cookies and Privacy ○ Phishing ○ Copyright E-Customer Relationship Management <ul style="list-style-type: none"> ● What is E-CRM? ● Ingredients of E-CRM ● Types of E-CRM Case Study <ul style="list-style-type: none"> ● E-Commerce Delivery 	06	20%
V	Emerging Technologies E-Governance (overview) <ul style="list-style-type: none"> ● AI & Analytics and Governance ● Blockchain and Governance ● IoT and Governance of a Smart City ● Cloud Computing and Governance E-Commerce (overview) <ul style="list-style-type: none"> ● Blockchain in E-commerce ● Crypto currency in E-Commerce ● Artificial Intelligence in E-Commerce ● AR VR in E-Commerce 	06	20%

4. Teaching Methods:

The following pedagogical tools will be used to teach this course:

1. Lectures and Discussions
2. E-learning
3. Assignments and Presentations

5. Evaluation:

The students will be evaluated on a continuous basis and broadly follow the scheme given below:

1.	Assignments / Presentations/ Quizzes	20% (Internal Assessment)
2.	Internal Examination	30% (Internal Assessment)
3.	External Examination	50% (External Assessment)

6. Text Books:

Sr. No	Author/s	Name of the book	Publisher	Edition
T1	P.T Joseph,S.J	E-Commerce	An Indian Perspective PHI	Latest

7. Reference Books:

Sr. No	Author/s	Name of the book	Publisher	Edition
R1	Piyush Gupta, R K Bagga, Sridevi Ayaluri	Enablers of Change: Selected e-Governance initiatives in india	The IUP publication	Latest
R2	Sowmyanarayanan Sadagopan	E-governance today	The Icfai University Press	Latest
R3	N. Gopalsamy	Information Technology and E-governance	New age international publishers	Latest
R4	Gary P. Schneider	E-Commerce Strategy, Technology and Implementation	Cengage Learning	Latest
R5	Bharat Bhasker	Electronic commerce	TMH	Latest

8. List of Journals / Periodicals / Magazines / Newspapers etc.:

Sr. No	Links
1	http://www.csi-sigegov.org/3/17_341_3.pdf
2	http://nisg.org/case-studies-on-e-governance-in-india
3	http://digitalindia.gov.in/writereaddata/files/whats_new_doc/Presentation-UNDP-26.08.2015.v5.pdf
4	http://meity.gov.in/divisions/national-e-governance-plan
5	http://indiagovernance.gov.in/files/gkc_oneworld_flood_monitoring_system.pdf
6	https://cleartax.in/s/e-governance

7	https://www.drishtiiias.com/to-the-points/Paper2/e-governance-1
8	https://www.youtube.com/watch?v=q5KkPkL3eSE
9	https://clevertap.com/blog/blockchain-in-ecommerce/
10	https://www.sciencedirect.com/science/article/pii/S1567422321000260

9. Session Plan:

Session No.	Topics/Chapters
1-6	Introduction To E-Governance
7-12	National E-Governance Plan (NEGP), Information Communication Technology in E-governance
13-18	Introduction to E-commerce, E-payment systems, Risk for E-payment System
19-24	E-Supply Chain Management and Legal and Ethical Issues, E-Customer Relationship Management
25-30	Emerging Technologies of E-commerce & E-governance

10. Learning Outcomes

Upon completion of this course students will able to:

- Understand the nature of e-government and get an overview of NeGP.
- Know about the role of Information technology in Government.
- Understand the basic related business processes like B2B, C2B & B2C involved in the area of E-Commerce.
- Get the basic knowledge of various e-payment systems.
- Get through knowledge about E-CRM and E-SCM.
- Get the overview of technologies like Blockchain, AI, IoT, Cloud Computing, Crypto currency and how they are used in E-Governance and E-Commerce.