



# Indian Institute of Management Indore

## *Executive Post Graduate Program in E-GOVERNANCE*

2013-14

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**Title of the Course: E-GOVERNANCE CONCEPTS**

**Credits: 2**

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### **COURSE DESCRIPTION**

E-Governance Concepts will cover the major aspects of planning and implementing e-Governance projects from conceptualization to design, implementation, and assessment. While understanding of concepts required for implementing e-Governance projects will occupy the foreground, the underlying emphasis of this course is on imparting the relevant techniques, methodologies, and practical suggestions for undertaking e-Governance projects.

Through a combination of conceptual frameworks and experiential insights the course sessions are structured into 5 learning modules, in which the class will explore the key question- "What are all the various aspects involved in an e-Governance project planning, design and implementation?". This will also lay the groundwork for further understanding of the various concepts involved in planning e-Governance and Government IT programs and also synthesize with other broad concepts in the domains of governance, public policy, and public management.

Through a pedagogical approach the sessions will cover the components of an e-Governance project implementation life-cycle including the stages of project development and project management. The pedagogy would also include a discussion on methodologies and frameworks for conceptualization of e-Governance projects, service prioritization, designing appropriate architectures for the project, developing business models and implementation models for the project implementation. The sessions will also include practical narratives of real-life e-Governance projects that have been conceptualized, designed, and implemented.

The course will also provide the participants with an overview of the ambitious National e-Governance Plan of the Government of India and will include a discussion on the various program management components and the institutional and financial structures that are necessary for implementation of large-scale e-Governance initiatives. Participants will thus have the opportunity to practical gain understanding of the various financial and human resource aspects that need to be considered before embarking on an e-Governance project implementation. The course will also look at case studies and examples of assessment frameworks that have been developed for evaluation of e-Governance program outcomes.

The teaching-learning methods in the course will primarily include lectures with discussions on topics related to e-Governance project design and implementation; also included are case discussion sessions and written analysis assignments, individual reflection papers, etc.

## COURSE OBJECTIVES

This course has following objectives:

- Obtain in-depth understanding of e-Governance concepts from a perspective of developing e-Governance strategies and designing projects for implementation
- Learn about the various steps involved in developing an e-Governance project design
- Learn about the methodologies that can be applied during e-Governance project development

## PEDAGOGY

Lectures, Discussions, Team Activities, Analysis of articles on e-Governance [global] with a focus on exploring possibilities in India.

## EVALUATION

<b>Case Assignments</b>	:	<b>40%</b>
<b>Class Participation</b>	:	<b>30%</b>
<b>End-term</b>	:	<b>30%</b>

Student teams will be required to submit written case analysis assignments of the cases before the start of the module when the cases will be discussed.

## SCHEDULE OF SESSIONS:

<b>Module 1</b>	<b>Introduction and outline of the course</b>  <b>[Sessions 1, 2]</b>	<ul style="list-style-type: none"> <li>• Objectives of the module</li> <li>• Brief outline and structure of the various topics</li> <li>• Laying the groundwork for understanding of the various concepts involved in designing e-Governance projects</li> <li>• Challenges in government service delivery model</li> <li>• Phases of e-Governance implementation</li> <li>• Challenges in e-Governance implementations</li> </ul>
<b>Readings</b>	<p>1) Bhatnagar, S C, Bhatia, D, and Tominaga, J, 'How Do Manual and E-Government Services Compare? Experiences from India', Information and Communications for Development, World Bank 2009 - <a href="http://siteresources.worldbank.org/EXTIC4D/Resources/IC4D_eGovExperiencesIndia_67_82.pdf">http://siteresources.worldbank.org/EXTIC4D/Resources/IC4D_eGovExperiencesIndia_67_82.pdf</a></p> <p>2) "The pros and cons of e-government". Economist. 2008-02-14 -</p>	

	<p><a href="http://www.economist.com/node/10638105?STORY_ID=10638105">http://www.economist.com/node/10638105?STORY_ID=10638105</a></p> <p>3) Chapters 1 and 2 - Unlocking e-Government Potential - Concepts, Cases and Practical Insights (Prof SubhashBhatnagar, IIM-A)</p>
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<b>Module2</b>	<b>e-Governance Project Development Lifecycle</b>  [Sessions 3, 4]	<ul style="list-style-type: none"> <li>• Need for a holistic approach</li> <li>• e-Governance Project Development lifecycle</li> <li>• Components of Project Development and Project Management</li> <li>• Methodology for designing e-Governance projects</li> <li>• Key outputs at each phase of life cycle</li> </ul>
<b>Readings</b>	<ol style="list-style-type: none"> <li>1. Coursey, D. and Norris, D. F. (2008), Models of E-Government: Are They Correct? An Empirical Assessment. Public Administration Review, 68: 523–536 - <a href="http://wiki.dbast.com/images/temp/2/2f/20090314050850!Models_of_E-Government-Are_They_Correct- An_Empirical_Assessment.pdf">http://wiki.dbast.com/images/temp/2/2f/20090314050850!Models_of_E-Government-Are_They_Correct- An_Empirical_Assessment.pdf</a></li> <li>2. Defragmenting e-Government in New Zealand - <a href="http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan045698.pdf">http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan045698.pdf</a></li> <li>3. Chapter 5 - Unlocking e-Government Potential - Concepts, Cases and Practical Insights (Prof SubhashBhatnagar, IIM-A)</li> </ol>	
<b>Case Study</b>	4. Defragmenting e-Government in New Zealand (HKS case CR16-07-1861.0)	

<b>Module3</b>	<b>Services Identification and Prioritization</b>  [Sessions 5, 6]	<ol style="list-style-type: none"> <li>5. Government service delivery framework/model</li> <li>6. Identification, categorization and definition of services</li> <li>7. Service value analysis and prioritization framework</li> <li>8. Preparation of services implementation roadmap</li> </ol>
<b>Readings</b>	<ol style="list-style-type: none"> <li>1. West, Darrell. Improving Technology Utilization in Electronic Government Around the World. The Brookings Institution <a href="http://www.brookings.edu/~media/research/files/reports/2008/8/17%20egovernment%20west/0817_egovernment_west.pdf">http://www.brookings.edu/~media/research/files/reports/2008/8/17%20egovernment%20west/0817_egovernment_west.pdf</a></li> <li>2. Planning for e-Government – A. Service-Oriented Agency Survey. Elsa Estevez, Tomasz Janowski and AdegboyegaOjo. April 2007. UNU-IIST Report No. 361. - <a href="http://www2.iist.unu.edu/www/docs/techreports/reports/report361.pdf">http://www2.iist.unu.edu/www/docs/techreports/reports/report361.pdf</a></li> <li>3. Chapter 12 - Unlocking e-Government Potential - Concepts, Cases and Practical Insights (Prof SubhashBhatnagar, IIM-A)</li> <li>4. Data.gov: Matching Government Data with Rapid Innovation - <a href="http://hbswk.hbs.edu/item/6423.html">http://hbswk.hbs.edu/item/6423.html</a></li> </ol>	
<b>Case Study</b>	5. Data.gov (HBS case 9-610-075) - <a href="http://www.data.gov/sites/default/files/attachments/hbs_datagov_case_study.pdf">http://www.data.gov/sites/default/files/attachments/hbs_datagov_case_study.pdf</a>	

<b>Module4</b>	<b>Steps in implementing e-Governance Projects</b>  [Sessions 7, 8]	<ol style="list-style-type: none"> <li>6. Development of Project Report/ Request for Proposal (RFP) for implementation of e-Governance projects</li> <li>7. Development of business models for project implementation</li> <li>8. Miscellaneous issues involved in designing and implementing e-Governance projects</li> </ol>
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<b>Readings</b>	<ol style="list-style-type: none"> <li>1. NEGP RFP Toolkit - <a href="http://www.negp.gov.in/KnowledgeandCollaboration/rfptoolkit.aspx">http://www.negp.gov.in/KnowledgeandCollaboration/rfptoolkit.aspx</a></li> <li>2. Background Papers of National e-Governance Plan - <a href="http://deity.gov.in/sites/upload_files/dit/files/documents/12th_Nov_NAG_261110.pdf">http://deity.gov.in/sites/upload_files/dit/files/documents/12th_Nov_NAG_261110.pdf</a> <i>[skim through this document for an overview of NeGP]</i></li> <li>3. Chapter 6: Implementing e-Governance Reforms - Report of the Administrative Reforms Commission (ARC) for Promoting e-Governance - <a href="http://arc.gov.in/11threp/ARC_11thReport_Ch6.pdf">http://arc.gov.in/11threp/ARC_11thReport_Ch6.pdf</a> <i>[skim through this document for an overview of reforms and recommendations]</i></li> </ol>	
<b>Case Study</b>	<ol style="list-style-type: none"> <li>4. De, Rahul , Two Readings of a Land Records Management E-Government System: A Case Study in India (June 30, 2005) - <a href="http://www.iimb.ernet.in/research/working-papers/two-readings-land-records-management-e-government-system-case-study-india">http://www.iimb.ernet.in/research/working-papers/two-readings-land-records-management-e-government-system-case-study-india</a></li> </ol>	

<b>Module5</b>	<b>Program and Project Management</b>  <b>[Sessions 9, 10]</b>	<ol style="list-style-type: none"> <li>5. NeGP – components and implementation</li> <li>6. Financial aspects of e-Governance project implementation</li> <li>7. Human resources and capacity building structures for e-Governance implementation</li> <li>9. Need for a Programme/Project Management</li> <li>10. Role of PMU at various phases of e-Governance project lifecycle</li> <li>11. Capacities needed for a PMU</li> <li>12. Assessment framework for evaluation of e-Governance projects</li> </ol>
<b>Readings</b>	<ol style="list-style-type: none"> <li>1. Bhatnagar, S C, and Singh, N, 'Assessing the Impact of E-Government : A study of E-Government Projects in India', Information Technologies and International Development, Vol. 6, No. 2, Summer 2010, Pp. 109-127 - <a href="http://itidjournal.org/itid/article/viewFile/523/231">http://itidjournal.org/itid/article/viewFile/523/231</a></li> <li>2. Chapter 8 - Unlocking e-Government Potential - Concepts, Cases and Practical Insights (Prof SubhashBhatnagar, IIM-A)</li> </ol>	

#### Books and websites:

- Unlocking e-Government Potential - Concepts, Cases and Practical Insights (Prof SubhashBhatnagar, IIM-A)
- e-Government ...the science of the possible (J. Satyanarayana)
- Transforming Government – e-Governance initiatives in India (Piyush Gupta, R.K. Bagga)
- National e-Governance Plan of India - <http://deity.gov.in/content/e-governance;>  
<http://negp.gov.in>
- E-Governance Knowledge Exchange - <http://nisg.org/kcindex.php>
- Centre for Electronic Governance IIM Ahmedabad - <http://www.iimahd.ernet.in/egov/Papers.htm>