



Indian Institute of Management Indore

EXECUTIVE POST GRADUATE PROGRAM IN E-GOVERNANCE

2013-14

Title of the Course: Government Process Reengineering

Credits: 3

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COURSE DESCRIPTION

Most of the processes in Govt have been in vogue since ages without understanding why they were in place in that format. One does not apply enough thought to understand what they are doing and why they are doing that way. The environment is changing fast and these days everything is viewed with customer/citizen centric focus. These days awareness being of high order people are questioning governments actions, it is all the more relevant for the governments to understand the needs of citizens and provide what they need. To create the environment that is needed the governments also need to undergo re-engineering.

The course, therefore, enhances understanding of the requirement of process re-engineering in e-governance environment and helps participants master few skills needed to achieve success at process re-engineering in various eGovernment projects.

COURSE OBJECTIVES

This course has following objectives:

- To make participants understand the importance of GPR in eGovernment projects.
- To holistically carryout identification of Problems, Issues and Expectations.
- To provide certain skills for ease of understanding and usage.

PEDAGOGY

Lectures, Discussions, Team Activities, Role Plays, Classroom Activities and Presentations.

EVALUATION

Classroom Assignments	:	40%
Presentation	:	30%
End-term	:	30%

SCHEDULE OF SESSIONS:

Module 1(Credit-1): Overview of GPR

Module Objective(s): To set the perspective of the course and to put forward various factors that play significant role in a process re-engineering.

Sessions 1-5

Session 1	Introduction to the Course	<ul style="list-style-type: none">• Knowing the participants and there understanding about the subject
Session 2	BPR	<ul style="list-style-type: none">• Understanding BPR and GPR• Why these are required?• Can we wish away these?• How do they help organisations
Session 3	Understanding Service Quality	<ul style="list-style-type: none">• Defining quality, Service Quality• Classroom exercise on identifying Service Quality components
Session 4	Overview of process reengineering	<ul style="list-style-type: none">• Illustrative examples in GPR & benefits• Role of GPR• GPR framework
Session 5	Assessment and definition of the problem in the current Government process environment	<ul style="list-style-type: none">• Understanding present process

Readings: various As-is Studies of successful projects- available on net as well as at niscg.org

1. Total Quality Management-Poornima M Charantimath, Pearson

2.The Six Sigma Way: How GE, Motorola, and Other Top Companies are Honing Their Performance by Peter.S.Pande et al, Robert.P.Neuman, and Roland.R.Cavanagh.

Case: Railways, Banks, and others will continue throughout the modules/credits

Module 2(Credit-2): Defining GPR and its components (vision, process maps etc).

Module Objective(s): To continue the understanding further in terms of As-Is study

Session 6-10

Session 6	Definition of the vision for Process Reengineering	<ul style="list-style-type: none"> • Defining the vision for GPR • Major components of GPR • Constraints in GPR execution • Impact of existing Laws and Rules on the project •
Session 7	Preparation of process maps	<ul style="list-style-type: none"> • High Level Process mapping (30,000 feet view) • Flowcharting / activity level process mapping • Identifying problem / improvement areas •
Session 8	Collecting data needed for process reengineering	<ul style="list-style-type: none"> • Why is data required for GPR? • Understand the types of data relevant to the process • Learn how to identify which data to collect • Understand sampling and other data collection techniques •
Session 9	Process Mapping Workshop	<ul style="list-style-type: none"> • Demo of Process Mapping using a available tools • Exercise: Activity level process mapping •
Session 10	Process Mapping Workshop	<ul style="list-style-type: none"> • Process mapping at activity level continued • Identification of problem / improvement areas •

Readings: **various As-is Studies of successful projects- available on net as well as at nisg.org**
 1. Applied Statistics for Green Belt **by** Walker, Fred and Gupta, Bhisam
 2. Six Sigma the breakthrough management strategy revolutionizing the world's top corporations **Author:** Mikel Harry & Richard Schroeder

Module 3(Credit-3): Creating to-be maps and further understanding the issues in legal framework

Module Objective(s): To put the learning of the module II in practice and to develop the skill in creating as-is maps and understand what is to –be and creation of re-engineered process.

Session 11-15

Session 11	Government Process Analysis	<ul style="list-style-type: none"> • Understand the ‘Effect’ which needs to be improved and the ‘Causes’ which impact it • Tool: Cause & Effect diagram – History & Usage • Exercise: create a cause & effect diagram for an identified issue •
Session 12	Identifying solutions for the challenges in Government process environment	<ul style="list-style-type: none"> • Recap of the previous GPR stages • Understand common techniques of Group Thinking • Understand the importance of best practices • Introduction to drivers of process design •
Session 13	Process Optimization Workshop	<ul style="list-style-type: none"> • To present and discuss process design • To discuss how it addresses issues identified in the earlier sessions •
Session 14	Legal and policy framework for GPR implementations	<ul style="list-style-type: none"> • Need for regulatory framework for GPR & e-Governance • IT Act 2000, its amendments and related provisions • Impact of e-Governance on existing legislations and acts
Session 15	Conclusion & Feedback	<ul style="list-style-type: none"> • Summarizing the key elements of the course • Question & Answer Session • Feedback

Readings: 1. Six Sigma demystified by Keller, Paul
2. Handbook of GPR-STeP, NISG