



Indian Institute of Management Indore

Executive Post Graduate Program in E-GOVERNANCE

2013-14

Title of the Course: M-GOVERNANCE

Credits: 4

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COURSE DESCRIPTION

The course covers m-Governance concept including m-Government and the role and limitations of m-Governance in overall governance and citizen services delivery framework. It covers the ever expanding mobile scenario in India and the world and what it means in terms of expanding the development and governance network. It covers cost-benefit analysis of mobile governance technology, structure and delivery in the overall strategy to improve service delivery until the last mile. It focuses on the operation, management and deployment challenges of m-Governance in terms of infrastructure bottlenecks, technology selection and process engineering, content and services, platform and devices, affordability and accessibility, legality and regulatory issues. It covers strategy for deployment of m-Governance including citizen centric model, public-private partnership, legal and economic framework. Finally, it highlights m-Governance projects as case practice examples, highlight the success and failure indicators and lessons to be learnt.

COURSE OBJECTIVES

The course aims at helping participants understand the emerging mobile governance scenario in India and the world which facilitates to improve development and governance challenges in information and services delivery efficiently and economically. Specific objectives of the course are:

- To understand the meaning of m-Governance, m-Government and related concepts
- To understand drivers of m-Governance growth and its growing prospects in India
- To examine the factors that limits or restricts m-Governance promotion and solutions to address the same including policy and regulatory matters
- To examine the strategies and learning in m-Governance including the life cycle of m-Governance programme from select case studies (national and international).

PEDAGOGY

The pedagogy will be majorly lectures and classroom discussions. Applications of theory and case studies are discussed to reinforce understanding of concepts.

EVALUATION

Classroom participation: 20%

Quiz: 20%

Project assignment: 20%

End Term: 40%

SCHEDULE OF SESSIONS:

Module 1: m-Governance concept, scope & limitations

Module objective: To understand the concept in various context scenarios; the emerging mobile scenario and its relevance and scope in development, governance including citizen services delivery; limitations in pursuing the m-Governance agenda; strategy and factors in adopting sustainable m-Governance agenda.

Sessions 1: m-Governance & Government: Definition & Scope

Reading: Lecture notes of instructor
A Theoretical Framework of Knowledge Management in M-Government, Srikanth Kesavarapu and Choi Mun-Kee Int. Journal of Computer and Communication Technology , Vol. 1, No. 1, 2009
Romit Pandey and KS Vijaya Sekhar: From e-Governance to m-Governance: The way forward paper, ICEG-2011
M-Government, Naveed Somani, 2012, commonwealthgovernance.org
M-Government: Mobile Technologies for Responsive Governments and Connected Societies - ITU, OECD, 2011

Session 2: Benefits and Impact of m-Governance

Reading: Lecture notes of instructor
Benefits and outcomes of m-government, ITU, OECD 2011
M-Governance: Leveraging Mobile Technology to extend the reach of e-Governance Rameesh Kailasam, mGovworld.org, 2011

Session 3: Challenges & Limitations of m-Governance

Reading: Lecture notes of instructor
Mobile phones for good governance – challenges and way forward, Draft discussion paper, Johan Hellström, Stockholm University / UPGRAID, 2008,
Implications of mobile communication technologies (MCT) in m-government: challenges, technology and applications, VR Salkute, SR Kolhe and Ambedkar Veedhi , Journal of Research in International Business and Management Vol. 1(3), pp. 062-067, May 2011
M-Government: Mobile Technologies for Responsive Governments and Connected Societies - ITU, OECD, 2011

Session 4: Projects Strategy for m-Governance

Reading: Lecture notes of instructor
Exploring Conditions for Delivery of Successful M-Government Services to the Bottom of the Pyramid (BOP) in India, Subhash Bhatnagar, Lirneasia.net, 2008
Innovation and M-Governance: The Kerala Mobile Governance Experience and Road-Map for a Comprehensive M-Governance Strategy. Vijayakumar, Sanjay, K. Sabarish, and Gokul Krishnan. 2010, MobME Wireless Solutions, Cochin, India
M-Government: Mobile Technologies for Responsive Governments and Connected Societies - ITU, OECD, 2011

Module 2: The m-Infrastructure

Module objective: To examine the core infrastructure factors, issues in m-Governance strategy; discuss technology selection, applications, devices including hardware and software; process engineering; focus on content and services include MVAS; partnership and collaboration models in m-governance.

Session 1: Mobile infrastructure in m-Governance

Reading: Framework for Mobile Governance, January 2012, Government of India, Ministry of Communications & Information Technology, Department of Information Technology, January 2012

Session 2: Technology applications, selection and adoption

Reading: Implications of mobile communication technologies (MCT) in m-government: challenges, technology and applications, VR Salkute, SR Kolhe and Ambedkar Veedhi, Journal of Research in International Business and Management Vol. 1(3), pp. 062-067, May 2011

Session 3: Content and Services

Reading: M-Governance for Municipal Services, Indiagovernance.gov.in, 2012
Mobile governance: With increased reach, it can become a tool of effective public-service delivery, *Economic Times*, Jun 16, 2012

Session 4: Partnership & collaboration

Reading: Understanding m-government adoption, Mobile Technologies for Responsive Governments and Connected Societies - ITU, OECD, 2011

Module 3: m-Governance in India

Module objective: Discuss the background to m-Governance in India; existing governance and development challenges; scope of technology in scaling up performance; role and scope of mobile to strengthen governance, service delivery, performance, accountability; discuss models of electronic service delivery in India.

Session 1: People, Democracy, Governance and the scope of mobile

Reading: From e-Government to m-Government, ICTD, NISG, 2007

Session 2: Politics, Bureaucracy & Accountability

Reading: Lecture notes of instructor

Session 3: Democracy, Governance & Sound Administration

Reading: Innovation and M-Governance: The Kerala Mobile Governance Experience and Road-Map for a Comprehensive M-Governance Strategy. Vijayakumar, Sanjay, K. Sabarish, and Gokul Krishnan. 2010, MobME Wireless Solutions, Cochin, India

Session 4: Different delivery models for electronic services
Reading: Framework for Mobile Governance, January 2012, Government of India, Ministry of Communications & Information Technology, Department of Information Technology, January 2012
Innovation and M-Governance: The Kerala Mobile Governance Experience and Road-Map for a Comprehensive M-Governance Strategy. Vijayakumar, Sanjay; K. Sabarish, and Gokul Krishnan. 2010, MobME Wireless Solutions, Cochin, India
E-Governance Using Mobile Platform, Subhash Bhatnagar, lirneasia.net, 2010

Module 4: Programme, Policy & Regulatory framework and m-Governance Future

Module objective: Discuss the content, issues and factors in programme design in m-governance; policy factors in advancing or limiting m-governance; regulatory issues to sustain a growing mobile sector with accountability and regulation; future of m-governance in a knowledge society and economy.

Session 1: Programme design and development in m-Governance
Reading: Mobile Government: 2010 and Beyond, White paper, January 2010 Mobi Solutions Ltd

Session 2: Policies and regulation in m-Governance
Reading: Framework for Mobile Governance, January 2012, Government of India, Ministry of Communications & Information Technology, Department of Information Technology, January 2012

Session 3: Key steps relevant in m-Governance
Reading: Lecture notes of instructor

Session 4: The Future of m-Governance
Reading: m-Governance future in Indian context, Khairiyyah Binti Mohd Noor (Malaysia), R K Bagga and K S Vijaya Sekhar, csi-sigegov.org, 2011
From E-government to M-government: Facing the Inevitable, Ibrahim Kushchu and M. Halid Kuscu, Mobile Government Lab (mGovLab) 2004
Mobile Government: 2010 and Beyond, White paper, January 2010 Mobi Solutions Ltd

Module 5: m-Governance in practice: Learning from Case Studies

Module objective: Discuss various m-governance practices / case studies from India and world; focus on background of projects, success and failure factors; community response and engagement; community needs and services; sustainable model and business scope; social enterprise model versus profit motive; improvisation and scalability factors of practices.

Session 1: m-Governance: Government driven
Reading: WSA-mobile Catalogue 2012, World Summit Award
WSA-mobile Catalogue 2010, World Summit Award
Mobile for Masses: South Asia's Best Mobile Innovations, 2010, The mBillionth Award

mPowering Billions: South Asia's best telecom & mobile innovations, 2011, The mBillionth Award

Connecting Masses: South Asia's best telecom & mobile innovations, 2012, The mBillionth Award

Session 2: m-Governance: Industry driven

Reading: WSA-mobile Catalogue 2012, World Summit Award

WSA-mobile Catalogue 2010, World Summit Award

Mobile for Masses: South Asia's Best Mobile Innovations, 2010, The mBillionth Award

mPowering Billions: South Asia's best telecom & mobile innovations, 2011, The mBillionth Award

Connecting Masses: South Asia's best telecom & mobile innovations, 2012, The mBillionth Award

Session 3: m-Governance: Social sector / bilateral agency driven

Reading: WSA-mobile Catalogue 2012, World Summit Award

WSA-mobile Catalogue 2010, World Summit Award

Mobile for Masses: South Asia's Best Mobile Innovations, 2010, The mBillionth Award

mPowering Billions: South Asia's best telecom & mobile innovations, 2011, The mBillionth Award

Connecting Masses: South Asia's best telecom & mobile innovations, 2012, The mBillionth Award

Empowering women through Mobile, 2011, Mobiles for Good, Digital Empowerment Foundation

Mobiles for Social Impact, India 2012, Mobiles for Good, Digital Empowerment Foundation

Session 4: Learning & Consolidation

Reading: Lecture note of instructors

Reference of books/material

1. Mobile Technologies and empowerment: enhancing human development through participation and innovation, UNDP, 2012
2. M-Government: Mobile Technologies for Responsive Governments and Connected Societies, ITU, OECD, 2011