

# Specialized Training for e-Governance Programme

Government Process Re-Engineering  
(3-Days Training program)

Dates: 30<sup>th</sup> January to 1<sup>st</sup> Feb, 2017

Location: APHRDI, Bapatla, Andhra Pradesh

## Day-Wise Agenda

Day, Date and Time	Topic	Speaker
<b>Day 1, 30<sup>th</sup> January 2017</b>		
09.30 – 10.00	Registration	
10.00 – 11.00	<b>Session 1 : Introduction to Training Course</b> <ul style="list-style-type: none"><li>➤ Setting Expectations</li><li>➤ Participants' Introduction</li><li>➤ Introduction to the Training Objective</li><li>➤ Synopsis of the Training Program</li></ul>	<b>Krishna Mohan</b>
11.00 – 11.15	<b>TEA BREAK</b>	
11.15 – 12:30	<b>Session 2: Governance, Good Governance and e-Governance</b> <ul style="list-style-type: none"><li>➤ Defining Governance</li><li>➤ Good Governance – Citizen Centric Administration &amp; Citizen Charter</li><li>➤ e-Governance – key objectives, benefits &amp; implementation</li><li>➤ Challenges in e-Governance</li><li>➤ Need for transformation in government</li></ul>	<b>Krishna Mohan</b>
12.30 – 01.30	<b>Session:3 Introduction to e-Governance Project Lifecycle</b> <ul style="list-style-type: none"><li>➤ Key challenges and learning from past experience in e-Governance projects</li><li>➤ Need for a holistic approach</li><li>➤ e-Governance Project Development lifecycle</li><li>➤ Key outputs at each phase of life cycle</li><li>➤ Place &amp; importance of GPR in eGLC</li></ul>	<b>Sunil</b>
01.30 – 02.30	<b>LUNCH BREAK</b>	
02.30 – 03.30	<b>Session:4 Understanding Government Processes, Service Quality and GPR</b> <ul style="list-style-type: none"><li>➤ Government Processes</li><li>➤ Defining Service Quality</li><li>➤ GPR &amp; e-Governance</li><li>➤ e-Governance Project Life Cycle &amp; Role of GPR</li><li>➤ Overview and approach to GPR</li><li>➤ Exercise on identifying Service Quality Components</li></ul>	<b>Krishna Mohan</b>
03.30 – 03.45	<b>TEA BREAK</b>	

03.45 – 04.45	<b>Session 5: Government Service Identification and Prioritization</b> <ul style="list-style-type: none"> <li>➤ Government service delivery framework/model</li> <li>➤ Identification, categorization and definition of services</li> <li>➤ Service value analysis and prioritization framework</li> <li>➤ Prioritization of Services</li> <li>➤ Preparation of services implementation roadmap</li> </ul>	<b>Sunil</b>
4.45-5.30	Exercise on Government Service Identification and Prioritization	<b>Krishna Mohan &amp; Sunil</b>
<b>Day 2, 31<sup>st</sup> January 2017</b>		
09.30 – 10.00	<b>Recap of Previous Days' Session</b>	<b>Krishna Mohan</b>
10.00 – 11.00	<b>Session 1: Identification of problem in the process and vision for GPR</b> <ul style="list-style-type: none"> <li>➤ Problem in Government Services</li> <li>➤ Methods of Problem Identification</li> <li>➤ How to Define a problem statement</li> <li>➤ Elements of a good Problem Statement</li> <li>➤ What is a vision?</li> <li>➤ Defining the vision for GPR</li> <li>➤ Why vision?</li> <li>➤ Framing a vision</li> <li>➤ Common pitfalls in deciding vision</li> <li>➤ Key consideration for GPR vision</li> <li>➤ Objectives for GPR</li> <li>➤ Major components of GPR</li> <li>➤ Constraints in GPR execution</li> <li>➤ Impact of existing Laws and Rules on the project</li> <li>➤ Exercise on Defining the problem statement and the vision</li> </ul>	<b>Krishna Mohan</b>
11.00 – 11.15	<b>TEA BREAK</b>	
11.15 – 12.15	<b>Session 2: Collecting Data for Process Mapping</b> <ul style="list-style-type: none"> <li>➤ Why is data required for GPR?</li> <li>➤ Understand the types of data relevant to the process</li> <li>➤ Learn how to identify which data to collect</li> <li>➤ Understand sampling and other data collection techniques</li> </ul>	<b>Sunil</b>
12.15 – 01.30	<b>Session 3: Process Maps – their preparation</b> <ul style="list-style-type: none"> <li>➤ What is a Government Process</li> <li>➤ What is Process mapping</li> <li>➤ High level Process mapping</li> <li>➤ Flow – chartings/Activity level Process mapping</li> <li>➤ Identifying problem/improvement areas</li> </ul>	<b>Krishna Mohan</b>
01.30 – 02.30	<b>LUNCH BREAK</b>	
02.30 – 03.30	<b>Session 4: Process Mapping Workshop</b> <ul style="list-style-type: none"> <li>➤ Process mapping at activity level</li> <li>➤ Identification of problem/improvement areas</li> </ul>	<b>Krishna Mohan &amp; Sunil</b>

	<ul style="list-style-type: none"> <li>➤ Presentation on the process mapped</li> <li>➤ Explanation of problem/improvement areas identified</li> <li>➤ Discussion &amp; Feedback</li> </ul>	
03.30 – 03.45	<b>TEA BREAK</b>	
03.45 – 04.45	<b>Session 5: Government Process Analysis</b> <ul style="list-style-type: none"> <li>➤ What is process analysis</li> <li>➤ Identifying root causes</li> <li>➤ Indications of poor process</li> <li>➤ A Cause &amp; Effect diagram</li> <li>➤ Five Whys</li> <li>➤ How to draw fishbone diagram</li> <li>➤ Cause &amp; Effect analysis in a Government Process environment</li> <li>➤ Understanding the 'Effect' which needs to be improved and the causes which impact it</li> <li>➤ Tools in Cause &amp; Effect analysis – History &amp; Usage</li> <li>➤ Classification of activities into Value Added (VA) &amp; Non Value Added (NVA)</li> <li>➤ The Seven wastes</li> <li>➤ Identifying process complexity</li> <li>➤ Hands on time, Turn around-time</li> <li>➤ Identification of key metrics &amp; VA/NVA of a chosen process</li> <li>➤ Identifying Key non-time based metric to monitor</li> <li>➤ Defining a Desired or 'To-Be' State</li> </ul>	<b>Krishna Mohan</b>
04.45 – 05.30	<b>Session 6: Process Analysis Workshop</b> <ul style="list-style-type: none"> <li>➤ Exercise on Cause &amp; Effect diagram</li> <li>➤ Exercise identification of key metrics &amp; VA/NVA of the chosen process</li> </ul>	<b>Krishna Mohan &amp; Sunil</b>
<b>Day 3, 1<sup>st</sup> Feb 2017</b>		
09.30 – 10.00	<b>Recap of Previous Day's Session</b>	<b>Sunil</b>
10.00 – 11.00	<b>Session 1: Identifying solutions for the challenges in Government Process Environment and Optimization of the Processes</b> <ul style="list-style-type: none"> <li>➤ Recap of the previous GPR stages</li> <li>➤ Understand common techniques of Group Thinking</li> <li>➤ Understand the importance of best practices</li> <li>➤ Introduction to drivers of process design</li> <li>➤ Process redesign considerations</li> <li>➤ Examples of process re-design</li> </ul>	<b>Sunil</b>
11.00 – 11.15	<b>TEA BREAK</b>	
11.15 – 12.30	<b>Session 2: Optimizing the Process - Process Re-work &amp; Self-service, Outsourcing &amp; Automation</b> <ul style="list-style-type: none"> <li>➤ Process re-design consideration</li> <li>➤ Examples of Process re-design</li> <li>➤ Reworking the process</li> <li>➤ Using the concept of self-services</li> </ul>	<b>Krishna Mohan</b>

	<ul style="list-style-type: none"> <li>➤ Standardizing work processes</li> <li>➤ Outsourcing of certain activities</li> <li>➤ Automation of Processes</li> </ul>	
12.30 – 01.30	<b>Session 3: Process Optimization Workshop</b> <ul style="list-style-type: none"> <li>➤ Exercise: Process design by re-design, rework, replace, automate and outsource options</li> </ul>	<b>Krishna Mohan &amp; Sunil</b>
01.30 – 02.30	<b>LUNCH BREAK</b>	
02.30 – 03.30	<b>Session 3: Legal &amp; Policy Framework for GPR</b> <ul style="list-style-type: none"> <li>➤ Need for regulatory framework for GPR &amp; e-Governance</li> <li>➤ IT Act 2000, its amendments and related provisions Impact of e-Governance on existing legislations and acts</li> </ul>	<b>Sunil</b>
03.30 – 03.45	<b>TEA BREAK</b>	
03.45 – 04.45	<b>Session 4: Change Management for Implementation of GPR</b> <ul style="list-style-type: none"> <li>➤ Essential 'People' components of Change Management</li> <li>➤ Overall Change Management framework</li> </ul>	<b>Krishna Mohan</b>
04.45 – 05.30	<b>Session 5: Key Learning, Feedback and Training course wrap-up</b> <ul style="list-style-type: none"> <li>➤ Summarizing the key elements of the course</li> <li>➤ Question &amp; Answer Session</li> <li>➤ Exercise/Quiz on GPR</li> <li>➤ Feedback</li> </ul>	<b>Krishna Mohan &amp; Sunil</b>