

## e-Governance Project Life Cycle Course

### 9-11 Jan 2017

### Government of Andhra Pradesh, APHRDI, Bapatla

#### Resource Persons

Mr Amit Chakravarty, Course Director

Mr Sai Ramesh, Senior Faculty

Day 1: 9 Jan 2017		
Timings	Topics	Faculty
09:00 - 9:30	Registration	
09:30 - 10:00	Welcome & Inaugural address	Director APHRDI
10:00 - 10:30	Session 1: Introduction to the Course	Amit C
10:30 - 11:00	Tea Break	
11:00 - 12:00	<b>Session 2: Introduction to e-Governance &amp; Digital India</b> <ul style="list-style-type: none"> <li>❖ Challenges in government service delivery model</li> <li>❖ Definition of e-Government and e-Governance</li> <li>❖ Key objectives and benefits of e-Governance implementation</li> <li>❖ Challenges in e-Governance implementations</li> <li>❖ DI Vision and objectives</li> <li>❖ Central, State and Common Infrastructure MMPs</li> <li>❖ Implementation approach and institutional structures</li> </ul>	Sai Ramesh
12:00 - 13:00	<b>Session 3: e-Governance Project Development Lifecycle</b> <ul style="list-style-type: none"> <li>❖ Key challenges and learning from past experience</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> </ul>	Amit C
13:00 - 14:00	Lunch Break	
14:00 - 15:00	<b>Session 4: Services 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>❖ Preparation of services implementation roadmap</li> </ul>	Sai Ramesh
15:00 - 15:30	Tea Break	
15:30 - 17:30	Session 5: Classroom exercise on Service Prioritization	
17:30 - 18:00	Key Learning & Wrap up	

<b>Day 2 : 10 Jan 2017</b>		
<b>Timings</b>	<b>Topics</b>	<b>Faculty</b>
<b>09:00 – 09:30</b>	<b>Recap of previous day's sessions</b>	<b>Amit C</b>
<b>09:30 – 10:30</b>	<b>Session 1: Government Process Reengineering</b> <ul style="list-style-type: none"> <li>❖ Introduction to 'Quality' in Government Processes and services</li> <li>❖ Introduction to Government Process Reengineering</li> <li>❖ Approach for Government Process Reengineering</li> <li>❖ Introduction to Process Analysis &amp; Process Reengineering</li> <li>❖ Introduction to 'To Be' Process Definition</li> <li>❖ Introduction to Process implementation and validation</li> </ul>	<b>Amit C</b>
<b>10:30 – 11:00</b>	<b>Tea Break</b>	
<b>11:00 – 13:00</b>	<b>Session 2: Classroom Exercise on Government Process Re-engineering</b>	
<b>13:00 – 14:00</b>	<b>Lunch Break</b>	
<b>14:00 -15:00</b>	<b>Session 3: Understanding e-Governance Applications</b> <ul style="list-style-type: none"> <li>❖ Costs involved in e-Governance implementation (application, data, security, data centre, network, integration....)</li> <li>❖ Source Code &amp; IPR</li> <li>❖ Strategic Considerations</li> <li>❖ Commercial Off The Shelf (COTS) vs custom application development</li> <li>❖ Licensing models</li> </ul>	<b>Sai Ramesh</b>
<b>15:00 – 15:30</b>	<b>Tea Break</b>	
<b>15:30 – 17:00</b>	<b>Session 4 : Understanding Business Models</b> <ul style="list-style-type: none"> <li>❖ Business models for e-Governance implementation</li> <li>❖ Strategic considerations for evaluation of business models</li> <li>❖ e-Governance project lifecycle and cost components</li> </ul>	<b>Amit C</b>
<b>17:00 – 17:30</b>	<b>Key Learnings &amp; Wrap up</b>	

<b>Day 3 : 11 Jan 2017</b>		
<b>Timings</b>	<b>Topics</b>	<b>Faculty</b>
<b>09:00 – 09:30</b>	<b>Recap of previous day's sessions</b>	
<b>09:30 – 10:30</b>	<b>Session 1: Introduction to Public Private Partnerships (PPP)</b> <ul style="list-style-type: none"> <li>❖ Introduction to PPP models</li> <li>❖ Structuring considerations in a PPP</li> <li>❖ Risks and challenges in PPP</li> <li>❖ PPP in e-Governance implementations in India</li> </ul>	<b>Amit C</b>
<b>10:30 – 11:00</b>	<b>Tea Break</b>	
<b>11:00 – 12:00</b>	<b>Session 2: Integration service delivery &amp; common service infrastructure</b> <ul style="list-style-type: none"> <li>❖ Identity Management (Unique ID)</li> <li>❖ Digital locker, GEM, e-Procurement</li> <li>❖ E-sign and Digital Signature</li> <li>❖ Electronic payments and receipts</li> <li>❖ Significance of adhering to standards</li> </ul>	<b>Sai Ramesh</b>
<b>12:00 -13:00</b>	<b>Session 3: Approach for managing people change in e-Governance projects</b> <ul style="list-style-type: none"> <li>❖ Introduction to organizational change</li> <li>❖ Key factors leading to change in Government</li> <li>❖ People centric barriers in implementation of change programmes</li> <li>❖ Key people/HR related challenges in e-Governance implementation and need for a change management strategy</li> <li>❖ Benefits of Effective People Change Management</li> </ul>	<b>Sai Ramesh</b>
<b>13:00 – 14:00</b>	<b>Lunch Break</b>	
<b>14:00 – 15:00</b>	<b>Session 4: Preparation of Detailed Project Report (DPR) and Request for Proposal (RFP) development</b> <ul style="list-style-type: none"> <li>❖ Objectives for preparation of DPR</li> <li>❖ DIT guidelines for preparation of DPR</li> <li>❖ Service Level Management</li> <li>❖ Approach for procurement of goods and services in for e-Governance</li> <li>❖ Key elements of RFP</li> </ul>	<b>Amit C</b>
<b>15:00 – 15:30</b>	<b>Tea Break</b>	
<b>15:30 – 16:30</b>	<b>Session 4:continued...</b>	<b>Amit C</b>
<b>16:30 – 17:00</b>	<b>Session 5: Key Learning - Feedback and training course wrap up</b> <ul style="list-style-type: none"> <li>❖ Recapitulation of the learning</li> <li>❖ Feedback</li> <li>❖ Training course closure</li> </ul>	
<b>17:00 – 17:30</b>	<b>Valedictory Ceremony</b>	<b>Director HRDI</b>