

# Challenges in Mgovernance

C Sudhakar

CEO

Raskey Software Solutions

Hyderabad

Email:[sudhakar@raskeysoft.com](mailto:sudhakar@raskeysoft.com)

# Agenda

- Dividing the life cycle and Discussing challenges at each STAGE

# Life Cycle

- Idea Generation
- Requirement Study stage and finalization
- Development Stage
- Implementation Stage (Beta Stage)
- Taking to Citizens
- Data Storage and dissemination
- Updating Stage

# Idea Generation

- Identifying the needs of citizens and pain points
- Identifying the application for conversion from EGovernance to Mgovernance
- What type of Mgovernance: is it an App or push and pull of message
- Stake holders identification
- Provision of basic infrastructure if required

# Contd....

- *Cost* :

# Requirement Study and Finalization

- Listing out the objectives of Mgovernance
- Whether the Mgovernance is going to be simple or complicated
- Is it data savvy
- Can it be codified in case of pull or push of messages and also for app

# Development

- Identifying the correct agency or the manpower capable of developing
- Are they have sufficient knowledge on all operating systems or is it interoperable
- Is it runs on all versions of operating systems identified
- Responses can be taken automatically or human intervention is required if so machinery required

# Implementation

- Identifying the people who are capable of using the app out of the people who are benefitted by the app and reporting bugs
- collecting feed back on app for improvement



# TAKING to citizens/CHALLENGES

- There is a lack of knowledge and training to the rural people about operating the mobile phones, which needs to be addressed.
- Immediately after launching responses may be heavy. How to handle responses
- Genuineness of responses
- Proper analysis of responses
- Load on systems
- If response has to be provided proper machinery is made available to respond in the stipulated time
- The trust and security of the mobile transactions needs to be maintained by the people.
- Mdivide
- *Mobile mindsets*
- Legal challenges

# Data Storage and Dissemination

- Data so received is properly stored and proper policy of archival is made
- Data so received is provided to concern to act on it
- Data overload:

# Updating stage

- When ever updating is done proper care is taken so that all the users requirements are taken care of.
- When ever a new facility is provided ensure informing all the users
- Maintenance and enhancement

# General Challenges

- concerned with change management

**THANK YOU**