Challenges in Mgovernance

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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 feedback 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