

E-Governance – Government Process Re-engineering

Two Days Programme Architecture

Venue:APHRDI-Bapatla

8 & 9 August 2017

Topic		
Time	DAY-1	DAY-2
9.00-10.30	Governance, Good Governance and e-Governance <ul style="list-style-type: none">➤ Defining Governance➤ Good Governance – Citizen Centric Administration & Citizen Charter➤ e-Governance – key objectives, benefits & implementation➤ Challenges in e-Governance➤ Need for transformation in government	Government Process Analysis and Optimization of Processes <ul style="list-style-type: none">➤ Classification of activities into Value Added (VA) & Non Value Added (NVA)➤ Identifying process complexity➤ The Seven wastes➤ Hands on time, Turn around-time➤ Cause & Effect analysis in a Government Process environment➤ Five Whys➤ Identification of key metrics & VA/NVA of a chosen process➤ Defining a Desired or 'To-Be' State➤ Process redesign considerations➤ Examples of process re-design
10.30-11.00	Tea Break	
11.00-12.30	Understanding Government Processes, Service Quality and GPR <ul style="list-style-type: none">➤ Government Processes➤ Defining Service Quality➤ Exercise on identifying Service Quality Components➤ GPR & e-Governance➤ e-Governance Project Life Cycle & Role of GPR➤ Overview and approach to GPR	Process Re-work & Self-service, Outsourcing & Automation <ul style="list-style-type: none">➤ Reworking the process➤ Using the concept of self-services➤ Standardizing work processes➤ Outsourcing of certain activities➤ Automation of Processes
12.30-01.30	Lunch Break	
01.30-03.00	Government Service Identification and Prioritization <ul style="list-style-type: none">➤ Government service delivery framework/model➤ Identification, categorization and definition of services➤ Service value analysis and prioritization framework➤ Prioritization of Services➤ Preparation of services implementation roadmap➤ Exercise	Legal & Policy Framework for GPR <ul style="list-style-type: none">➤ Need for regulatory for GPR & e-Governance IT Act 2000, its amendments and related provisions Impact of e-Governance on existing legislations and acts
03.00-03.30	Tea Break	
03.30-05.00	Identification of problem in the process and vision for GPR <ul style="list-style-type: none">➤ Problem in Government Services➤ Methods of Problem Identification➤ What is a vision?➤ Why vision?➤ Framing a vision	Leveraging Consultant for GPR Engagements <ul style="list-style-type: none">➤ Definition of expected deliverables➤ Selection of appropriate consultants➤ Definition of Responsibilities of both parties➤ Managing the project smoothly

	<ul style="list-style-type: none"> ➤ Common pitfalls in deciding vision ➤ Vision for GPR ➤ Key consideration for GPR vision ➤ Objectives for GPR ➤ Exercise 	
05.00-06.00	<p>Process Maps – their preparation</p> <ul style="list-style-type: none"> ➤ Why is data required for GPR? ➤ Understand the types of data relevant to the process ➤ Learn how to identify which data to collect ➤ Understand sampling and other data collection techniques ➤ What is a Government Process ➤ What is Process mapping ➤ High level Process mapping ➤ Flow – chartings/Activity level Process mapping ➤ Identifying problem/improvement areas ➤ Process mapping workshop 	<p>Change Management for Implementation of GPR</p> <ul style="list-style-type: none"> ➤ Essential ‘People’ components of Change Management ➤ Overall Change Management framework