e-Government Principles

J Satyanarayana
Agenda

• What is e-Government?
• Why e-Government?
• Issues in e-Government
• 7 Principles of e-Government
Essence of Good Governance

Least Governance
- Deregulation
- Right-Sizing
- Partnership

Customer-centric Governance
- Service-centricity
- Efficiency
- Joined-up Government

Participative Governance
- Inclusion
- Communication
- Consultation
What is e-government?

It is the transformation of government to provide Efficient, Convenient & Transparent Services to the Citizens & Businesses through Information & Communication Technologies.
What is NOT e-Government?

- e-Government is not about ‘e’
  - but about government!

- e-Government is not about computers & websites
  - but about citizens & businesses!

- e-Government is not about translating processes
  - but about transforming processes!
Where does Kz stand in eGOv?

### The Leaders

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**World Average**

0.4267

*e-Government Index on a scale of 0-1; UNPAN Survey 2005*
What do leading nations aim in eGov?

- Interactive Public Services
- Public Procurement
- Public Internet Access Points
- Broadband Connectivity
- Interoperability
- Culture & Tourism
- Secure G2G Communications
Is e-Gov always based on Internet?

NO!

The following forms are also e-Government:

- Telephone, Fax, Mobile
- CCTV, Tracking Systems, RFID, Biometrics
- Smartcards
- Non-online e-Voting
- TV & Radio-based delivery of public services
e-Government & e-Governance

• e-Government
  – Transformation of Government
  – Modernization of processes & functions
  – Better delivery mechanisms
  – Citizens are recipients

• e-Governance
  – A decisional process
  – Use of ICT for wider participation of citizens
  – Citizens are participants
Examples of e-Services – G2C

- School Admission
- Scholarships
- e-Learning
- Examination Results
- Birth Certificate
- Health Care
- Employment Services
- Vehicle Registration
- Driver’s License
- Passport/Visa
- Agriculture
- Land Record
- Property Registration
- Marriage Certificates
- Taxes
- Utility Services
- Municipality Services
- Pensions
- Insurance
- Health Care
- Death Certificate
Examples of e-Services – G2B

- Approvals
- Permissions
- Returns
- Taxes
- Permits
- Compliance
- Project Profiles
- Infrastructure
- State Support
- Approvals
- Compliance
- Operate
- Start-up
- Explore Opportunities
- Expand
- Close
Benefits of e-Government
Benefits to Government

• Law & Policy-making
  – e-Government can be a catalyst for legal reform
  – Wider & faster dissemination of laws
  – Faster & better formulation of policies

• Better Regulation
  – Registration & Licensing - speedier
  – Taxation – better revenues
  – Environmental Regulations – better compliance
  – Transportation & Police – more transparency

• More efficient Services to Citizens & Businesses
  – Better Image
  – Cost-cutting
  – Better targeting of benefits
  – Control of corruption
Benefits to Business

• Increased velocity of business
  – E.g Tradenet of Singapore

• Ease of doing business with Government
  – e-Procurement

• Better Investment climate

• Transparency
Benefits to Citizens

- Cost and time-savings
- Certainty in getting services
- Better quality of life
- Ease of access of information
- Added convenience – multiple delivery channels
- Possibility of self-service
Seven Principles of e-Government
Principle # 1

e-Government is about Transformation
Proportion of PPT in a computerization project

- Process: 60%
- People: 25%
- Technology: 15%
Proportion of PPT(L!) in an e-government project

- Process: 40%
- People: 20%
- Technology: 35%
- Luck: 5%

Legend:

- Process
- People
- Technology
- Luck
Ingredients of Transformation

Department Centric Approach

Process Orientation

Output-Based Assessment

Departmental View

Customer Centric Approach

Service Orientation

Outcome-based Assessment

Integrated View
Issues in Transformation

• Degree of Transformation
• Change Management
• External motivation
  – Following Best Practice
  – Engaging Consultants
• Top Management Support
• Awareness & Communication
Principle # 2

e-Government requires
A Holistic Approach
7 Areas of Management

- Program Management
- Change Management
- Knowledge Management
- Technology Management
- Procurement Management
- Resource Management
- Process Reform Management
The Four Pillars of eGov

- People
- Process
- Technology
- Resources
6C Model of Implementation

- Connectivity
- Capital
- Citizen Interface
- Cyberlaw
- Content
- Capacity
Front-end Vs. Backend

Backend Systems + BPR

Infrastructure

People

Internet

Service Centre

Right balance between Front-end & Backend

Foundation

Results
Issues in adopting a holistic approach

• Lack of appreciation of the need for holistic approach
• Complexity in Project Development
• Time-taking
• 5-8% additionality in overall project costs
• Lack of expertise in adopting holistic approach
• Lack of patience
Principle # 3

e-Government requires us to overcome
A Number of Challenges
The Challenges

1. PROCESS
   • Lack of Process Models
   • Status Quo-ism
   • Poor Legal Frameworks
   • Complex Procurement

2. PEOPLE
   • Lack of Political Will
   • Official Apathy
   • Shortage of Champions
   • Lack of Skills in Govt

3. TECHNOLOGY
   • Lack of Architectures
   • Lack of Standards
   • Poor Communication Infrastructure
   • Hardware-approach

4. RESOURCES
   • Budget Constraints
   • Disinterest of Pvt Sector
   • Lack Project Mgt Skills
Principle # 4

e-Government needs
A Systematic Approach through EGRM
Failing to Plan means…

Planning to Fail!
What is an eGov Roadmap?

• A set of comprehensive documents that:
  • provide a vision
  • indicate a direction
  • set a pace
  • create a set of methodologies
  • lay down priorities
  • enable resource mobilization
  • facilitate adoption of holistic approach

... in implementing e-Government
Why should we develop EGRM?

1. To align e-Gov efforts along the development priorities of the State

2. To ensure systematic approach in implementation

3. To ensure optimal utilization of scarce resources

4. To move away from champion-led approach to an institutionalized approach in e-Gov
   - Projects don’t happen by ACCIDENT any longer, but by design

5. To achieve a high success rate
The e-Governance Roadmap…
Example of EGRM for a State

**Core Policies**
- Security
- Standards
- Capacity Building
- PPP
- Service Delivery
- Language

**Core Infrastructure**
- SWAN
- Data Centre
- Gateway
- e-Payment
- Call Centre

**Core Applications**
- HRMS
- IFMS
- e-Procurement
- GIS
- Workflow
- Portal +RTI
- Citizen ID

**Rural CSCs**
- G2B Single Window
- Welfare
- AgriPortal
- Rural Devpt

**Urban CSCs**
- Works Management
- Project Management
- Land Online
- Health
- Urban Devpt

**Service Delivery Infrastructure**
- Urban CSCs
- Rural CSCs

**Group Applications**
- EduSat
- EduPortal
- e-Learning

**Examples of EGRM for a State**
- Mining
- CT
- Env & Forest
- Health
Principle # 5

e-Government necessitates Change Management
What is Change Management?

Change Management is about managing people in a changing environment so that business changes are successful and the desired business results are realized.
7 guiding principles of Chg Mgt

1. Senders & Receivers of communications must be in Sync
2. Assess the levels of resistance & comfort
3. Authority for change must be sufficient & continuous
4. Value systems in the organization should support Chg Mgt
5. Change should be of right quantum
6. The ‘right’ answer is not enough
7. Change is a process and not an event.
The ADKAR Model

1. **Awareness** of Change

2. **Desire** to Change

3. **Knowledge** of Skills

4. **Ability** to apply Knowledge

5. **Reinforcement** to Sustain Change
Principle # 6

e-Government necessitates Capacity Building
Hierarchy of Capacity Needs

Leadership & Vision
- Policy Formulation
- Committing Resources
- Taking hard decisions

Program Development
- Preparing Roadmaps
- Prioritization
- Frameworks, Guidelines

Program Management
- Monitoring Progress
- Inter-agency Collaboration
- Funds Management
- Capacity Management

Project Development
- Conceptualization
- Architecture
- Definition (RFP, SLA…)

Project Management
- Bid Process Management
- Project Monitoring
- Quality Assurance
Principle # 7

e-Government needs
Top Level Sponsorship
Role of Leadership

1. Becoming Champions of e-Government
   • to achieve change of mindset
   • to create an environment for innovation
   • to provide adequate resources

2. Removing Barriers
   • to overcome employee resistance
   • to achieve cross-agency coordination
   • to create confidence in private sector to partner government

3. Taking Hard Decisions
   • to take the risks inherent in e-Government
   • to achieve effective Government Process Re-engineering

4. Articulating the needs of citizens & businesses
Value of Zero!!

Leadership & vision

Management  HRD  Infrastructure

Technology  GPR  Partnership

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Thank You

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