

e-GovWorld
South Asia
2006

South Asia e-Government Summit



Department of IT, Govt. of India
Official Hosting Partner

26-28 October, 2006 **THE GRAND** Vasant Kunj, New Delhi



Government@24/7

Overcoming Contextual & Cultural Challenges

Key Speakers



Parallel Event

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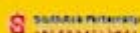
Innovation Spaces



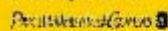
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Report and Recommendations on “egovWorld 2006 – South Asia e-Government Summit” New Delhi, India October 26-28,2006

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Contents

- 1 Executive Summary**
- 2 e-Government in South Asia Region – Present Status**
 - a. evolution and present status of e-Government in South Asia
 - b. Global Experiences
 - c. Need for institutional mechanisms for cooperation
- 3 The Purpose of the Summit**
 - a. Timing and role of Summit
 - b. Summit Aims and Objectives
 - c. Summit Themes and Goals
 - d. Summit Structure
 - e. Organizers' Background
- 4 Summit Tracks**

Day 1 (Session No.)	Session Description	Page No.
1	Vision, Formulating National and State Level e-Government Policies/Strategies	4
2	Standards and Enterprise Architecture Framework for eGovernance	7
Day 2 (Session No.)		
1	MDGs and pro poor Governance (UNDP & UNCRD)	7
2	Sharing of Learning Practices – Global Experiences	11
3	Infrastructure for delivering eGovernment services to the last mile	13
4	Secured e-Gov Infrastructure & e-Procurement	15
Day 2 (Parallel Session No.)		
1	Vision (Asia OSPA Forum)	17

2	Interoperability & Open Standards for e-Government Services	19
3	Public Procurement Strategies in Open Solutions	21
4	Capacity Building & Awareness Strategies for Open solution Deployment and Case Studies	23
Day 3 (Session No.)		
1	Innovative e-Government Strategies in m-Government	25
2	Institutional Mechanisms for inter state and intrastate cooperation on e-government services and common applications	27

Executive summary

e-Government in the recent years has emerged as one of the key initiatives to enhance the efficiency and reduce corruption in the public sector besides providing state of the art services to citizens and businesses. The investment in any country now a days is linked to the e-Government readiness index of the country.

Keeping pace with the global trends, Governments across the South Asian region are in the process of charting out comprehensive e-Government strategies as per their national priorities. However, e-Government is a resource intensive activity and governments, particularly in developing and underdeveloped world, having limited resources need to share their knowledge and experiences to enhance the possibility of success of eGovernment projects.

e-Gov World is an initiative to accelerate the e-Government initiatives while simultaneously enhancing the chances of success of the initiatives by facilitating the creation of institutional mechanisms for multistakeholder cooperation framework among the South Asian countries . “**e-GovWorld 2006 – South Asia e-Government Summit**” was first in the series of regional conferences aimed at building a strong communication among the community of eGovernment practitioners, government officers , researchers and academia for sharing of learning practices on the international level. The summit took place successfully from October 26-28,2006 at New Delhi , the capital of India.

A parallel event titled **Asia OSPA Forum** was organized during eGovWorld 2006. The mission of Asia OSPA (Open Solutions for Public Administrations) Forum is to work towards analyzing, and supporting the use of Open Solutions for eGovernment and Public Administration in the Asia Pacific region. Open Solution is defined as use of Open Source, Open data Standards and Open content to ensure interoperable applications for Public Administration.

The workshop was jointly organized by The Society for Promotion of eGovernance in India and the Danish Technological Institute. The inauguration of the workshop was performed by His Excellency Justice O. P. Verma, Governor of Punjab State and Chief Administrator of Chandigarh. The keynote address was delivered by Mr. Krishna Giri, Government Sector Leader, ASEAN/South Asia, IBM. Distinguished Indian speakers came from DARPG (Department of Administrative Reforms and Public Grievance), MIT (Ministry of Information Technology, the Government of India), the Governments of Punjab, Haryana and Tamilnadu States, and the Chandigarh Administration. Six European Speakers delivered presentations on the status and future prospects of eGovernment in their own countries as well as at the European level.

Among the delegates were government representatives from a number of different Indian States, Chief Information Officers, faculty and students from Punjab Engineering College, IIITM Gwalior and many other distinguished eGovernance experts.

The workshop was sponsored by IBM India and Quark India; supported by STPI (Software Technology Parks of India), Punjab Engineering College, Chandigarh IT Club and the SUS college of Engineering Mohali.

Planning and all arrangements for the workshop were carried out as a cooperative and combined task between Vikas Kanungo of the Society for the Promotion of EGovernment in India, and Jeremy Millard of the Danish Technological Institute in Europe. The organisation of the workshop was made possible through the special support of Mr. Vivek Atray, Director IT, Chandigarh Administration, Dr. Sanjay Tyagi, Director, Software Technology Parks of India,

Mohali & Chandigarh, Prof. V. Rihani , HOD Electronics, Punjab Engineering College, Director Antoinette Mousalli of Euromax Solution (Europe) Limited and Mr. Parminder Sehgal , MD , Quark India Limited who went out of their way to provide necessary infrastructure, local support in Chandigarh and travel assistance to the speakers and delegates. The workshop was a great success and revealed the remarkable similarity of basic issues and concerns across all the areas of eGovernance shared by India and Europe, for example:

The need for clear policy, strategic and IT frameworks, including regulatory and legal aspects. The related issue of both national/state level and continent-wide interoperability, including technical, legal, regulatory, institutional, organisational and cultural interoperability as well as in relation to civil servant and decision-makers mindsets. The as yet unmet challenge of meeting user needs and making government and the services it provides user-centric, whether end users are citizens or businesses.

Related to this is the underdeveloped potential for eDemocracy and eParticipation in both Europe and India. The important issue of the digital divide is again linked to this, in terms both of access and the skills needed. The technology building blocks underlying eGovernment remain a prime challenge in both Europe and India. Security and privacy are critical issues in Europe and are moving fast up the agenda in India The need for political will and clear long-term change management strategies at the very top of policy and decision-making structures is apparent in both continents, but sometimes difficult to achieve in a world where other issues crowd out agendas and concerns A critical issue is the need for continuing and increasing the focus on funding, finance and the cost-benefits of eGovernment.

Last but not least, both India and Europe are still learning about learning in eGovernment, i.e. how to learn from and be inspired by the rich experiences of others, without falling into the trap of thinking one size fits all or that a solution which works well in one place, time and context can be transferred elsewhere, as is, and achieve similar success.

The resounding success of the workshop is illustrated by the fact that it clearly identified and articulated each of these overarching issues, as well as many others of importance. It became, already on its first day, a forum for the discussion and sharing of both visionary and practical ideas, lessons and solutions between all the participants, regardless of their geographic background and area of interest.

Both India and Europe are epitomised by their long history, internal diversity, rich experiences and the possession of large reservoirs of creative talent and potential. The workshop showed beyond doubt that the time is now ripe to vigorously pursue joint initiatives in all areas of eGovernment and that the ultimate success of the workshop will depend upon whether or not it can assist in launching and strengthening such activities for the mutual benefit of both continents. These include:

1. Setting up a joint Indo EU eGovernment resource centre in India which will be designed to act as an hub for exchange of practices between India and Europe and also as a research hub for European-Asian ICT initiatives.
2. Design and launch of an eGovernment knowledge management tool (KMT) for eGovernment learning practices in India and Asia, based on the functionalities and experience of the Beep (Best eEurope Practices) project, funded by the EC Fifth Framework IST Programme coordinated by the Danish Technological Institute, and the eEurope Awards Programme coordinated by the European Institute of Public Administration.
3. Making e-GovIndia an annual event organised jointly by India-EU participation, and incorporation of the event in the Indian, Asian, EU and European events calendars.
4. Establishing an eAwards initiative for Asian eGovernment projects along the lines of the eEurope Awards for eGovernment and eHealth coordinated by the European Institute of Public Administration.
5. Enhanced participation of Indian government agencies and academic institutions in association with EU partners in calls for proposals issued by the EC and its various international cooperation and EU-India Strategic Partnership programmes.

6. An online forum titled *governance* has been created as a follow-up of the workshop comprising of all the speakers of the workshop and additional members from various state governments In India. The group had 68 members at the end of November 2004 and is growing.

This workshop report has been written and edited by Vikas Kanungo (Chairman & Secretary General of The Society for Promotion of eGovernance) and Jeremy Millard (Danish Technological Institute). Contributions were made by Michael Blakemore (University of Durham, UK), Edwin Horlings (RAND Europe), Christine Leitner (European Institute of Public Administration), Antoinette Moussali (Euromax Solutions, UK), Graham Shelley (Euromax Solutions, UK), and Louise Thomasen (Danish Technological Institute).

Executive Summary

PricewaterhouseCoopers (PwC) as the “Knowledge Partner” was required to come up with the outcomes/ recommendations of the conference. The following report is a summary of the various issues, challenges, solutions, and experiences that were discussed throughout the three day conference. We have provided a set of general recommendations based on the need to promote cooperation in the area of eGovernance in the SAARC region.

The conference had two core sessions on Day 1, eight (parallel) sessions on Day 2 and two sessions on Day 3. This report has also been structured similarly and covers each session separately.

Day1 - Session1

Vision (eGovernment World – 2006)



Key Discussion Points:

Key Speakers

Conference Chair
Mr. R. Chandrashekar
*Additional Secretary
eGovernance, Ministry of
Communications and
Information technology,*

e-GovWorld 2006 – South Asia e-Government Summit
October 26-28, 2006 , New Delhi, India

- Very bureaucratic complexity of India makes it difficult to implement innovation ideas, but eGovernance should be a critical element of the governments reform agenda
- NeGP focuses on improving services and these service levels are not attainable through ICT alone but must be introduced with other reforms that involves the government looking at more innovative ways to improve governance.
- There is a big difference in the motivation for the adoption of eGovernance in different countries and this fundamental difference needs to be understood before looking at eGovernance in these countries for benchmarking
- NeGP and Government of India eGovernance project success is not attainable through ICT alone but must be introduced with other reforms that involve the government looking at more innovative ways to improve services and service levels
- There is no relationship between per capita government spending and reduction in child mortality which is also similar for education in a cross section of countries.
- Right to Information Act through the process of eGovernance can improve accountability
- Many providers of services are hampered because local Government agencies do not have the information for which they are responsible to the people
- In eGovernance, innovation holds the key to success and this aspect needs to be looked at for not improving technology but going further and increasing the forms and usage of technology for the betterment of the citizens
- First thing that is paramount when trying to develop an eGovernment strategy is to keep it citizen-centric...everything else is a means
 - Separate the means from the end
 - End needs to be defined clearly in terms of outcomes
 - How can we make the lives of citizens better
 - eGovernance is a subset and technology is incidental
 - Governance, outcomes are paramount

Vision

- Redefine public services towards a citizen-centric paradigm, through prioritization
- Develop good governance by using eGovernance as a tool to support improved communication between:
 - Policy makers and citizen
 - Policy makers and service provider
 - Citizen and service provider
- Define measurable outcomes
- Move beyond jurisdictional boundaries – Integrated Service Delivery

Enablers for Success

- Enforcement of Right to Information Act for the benefit of citizens
- Change in Processes & Mindset can enable concentration of managerial effort
- Monitoring & evaluation framework as a condition precedent helps focus on business benefits
- Tone at the top / Political leadership is critical
- Sustainability of e-Government initiatives can only be achieved through Capacity Building & Institutionalization
- Think Big, Start Small, Scale Fast can be a 'mantra'
- Centralized repository of information on all e-Government projects is also critical

Day 1 – Session 2

Standards and Enterprise Architecture Framework for eGovernance



Transformation from Government of today to eGovernment

- Open systems for avoiding lock ups
- Enterprise architecture
 - Align present and future IT infrastructure to the goals and the mission of the Government
 - eGovernance is pervasive in all the institutions of our democratic society
 - Enterprise Architecture at individual Governmental and Departmental levels follows the Architecture of the society itself
- Interoperability
 - Bridges and translators to solve the problem of interoperability
 - Even better if we can provide a proper model that has an integrated solution for the entire government
 - Interoperability should be addressed at the time of design of the project itself

Recommendations

- eGovernance programs based on standards and best practices can have sustainable benefits. For example there would be a need for standardization in case regional free trade zone for SAARC on Internet is envisaged
- Approach for transition to Government of tomorrow using Enterprise Architecture
 - Institutional mechanisms, Capacity Building, Architecture
- Case: National Service Delivery Gateway
 - Gateway messaging standards essential for interoperability
 - Challenges: Building viable business model, contractual and ownership issues
- Option of using Service Oriented Architecture (SOA) for service delivery transformation
- Data formats for Government data: Open Document Format and Open XML format options

Key Speakers

Conference Chair

Mr. M. Moni

*Deputy Director General,
NIC, Government of India*

Mr. Rajeev Kamnath

*Director and Program
Executive for Linux, IBM
Corporation*

Prof. Subha Rao Ghanta

*President – Institute for
Electronic Governance,
Andhra Pradesh*

Mr. Gerald Lane

*Director of Standards and
Open Source, IBM
Corporation*

Mrs. Renu Budhiraja

*Director, Department of
Information Technology*

Dr. Ramusack

*UN Technology Advisor
Microsoft*

Day 2 – Session 1

MDGs and pro poor Governance (UNDP & UNCRD)



Objectives:

The objective of this session was to discuss how eGovernance in India can be used to help the poor and needy.

Key Discussion Points

- The emphasis was laid on the United Nations 8 Millennium Development Goals (MDGs) to be achieved by 2015. The goals cover eradicating poverty, achieving universal education, promote gender equality, reducing child mortality, improving maternal health, combating HIV/ AIDS, ensuring environmental sustainability and developing global partnership for development
- There is a need to focus the initiatives on how to make technology available to poor people and how the access to back end systems sustainable
- Back end becomes extremely crucial when integration of electronic services at the front end are required
- One of the major issue is that in certain areas, awareness among people is still low and trust in the government is fundamentally not there
- Achieving the MDGs calls for a reform of service delivery in a pro-poor and open direction with information rights at the centre services
- Some of the key issues that needs to be addressed in order to improve service delivery are as follows
 - Lack of efficient basic service deliver in rural and remote areas
 - Lack of information
 - Lack of income
 - Poor quality of services
 - Time taken to access services
 - Basic services do not reach the very people that are looking to achieve those services
- Some of the potential e-governance services are: Public grievances, Public feedback, Rural e-services, Agricultural information, market prices and Employment and health services
- Most of the impact of e-government is presently being concentrated in the urban areas

Key Speakers**Session Chair:**

Dr. B.K. Gairola,
*Deputy Director General,
NIC*

Professor Subash

Bhatnagar,
*Indian Institute of
Management*

Mr. Lars H. Bestle ,
UNDP

Mr. J Satyanarana,
*CEO, National Institute for
Smart Governance*

- The key to achieving the MDGs would require rethink for service delivery, making services available, raise quality of service and through shortening the 'route' of accountability
- Poverty reduction is a hugely complex problem and cannot be done overnight
- Some of the Mission Mode Projects (MMPs) can directly impact MDGs (e.g. agriculture, insurance, employment, gram panchayat,)
- Only 4-5 are touching issues of MDGs out of 27 MMPs which is less than 20%
- There is a ICTD project with UNDP and DIT covering the following aspects
 - Integrated citizen service center
 - Governance
 - Women Empowerment
 - Improving Rural Livelihoods
 - Perfect a pilot that is replicated
 - Intensive M&E (outcome or impact based assessment...e-Krishi)
- There have been Pro Poor Initiatives in the States like
 - Ashwini
 - I-CoSC
 - Mahiti Mitra (use of ICTs by socially and economically poor women)

What are the potential eGovernance services?

- For reaching to the poor people, following are the potential e-governance services which every government should lay special attention to.
 - Public grievances
 - Public feedback
 - Rural e-services
 - Agricultural information, market prices
 - Employment and health services

Regional cooperation issues

- For the purpose bringing-in regional cooperation, following components needs to be addressed
 - Sharing of experiences
 - Coalition of information providers
 - Shared e-services in health and education
 - Cross-border development issues like human and drugs trafficking
 - Government interoperability

Pro-poor eGovernance Recommendations:

- Electronic service delivery blue-print should have pro-poor target segment requirements as fundamental to the design
- Make design participatory
- Stimulate demand for accountability
- Ensure systematic impact assessment & mid course correction
- Need for continuous co-operation in South-Asian region at the Policy and Operational level including prototyping

UNDP sponsored eGovernance project in SAARC region

- The objective of the project is to assist the region, enhance mechanisms for regional cooperation and follow obligations made at WSIS (2003 and 2005) and Millennium Summit (2005) in relation to MDGs
- The project would be completed in phases
- Phase 1: Needs Assessment
 - Definition of poor and vulnerable
 - Identification of challenges and potential
- Phase II: Recommendations and National Consultations
- Phase III: Pilot interventions and regional tools and guidelines (e.g. participation of the poor)
- Phase IV: Regional strategic framework for collaboration
- Expected outputs

- Region is supported in establishing citizen-centric and pro-poor e-governance
- Capacity building of stakeholders to design citizen centric pro poor initiatives with civil society participation

Thoughts on UNDP sponsored eGovernance project for SAARC

- Sri Lanka Representative
 - Major challenges are reengineering the processes and the bureaucracies
 - Sharing technology solutions that are built in one country can be made possible in other countries
- Bhutan Representative
 - Financing is a major problem in rolling out ICTs in the rural areas
 - Lack of understanding of e-government by the bureaucrats
 - Created an information center by connecting 100 household because internet is not an option when there are communities with 2-3 households
 - Communication is more important than internet in Bhutan and most of those people living in rural areas is illiterate
 - Need for minimal infrastructure
 - Total relook of the thought process not ICT driven but demand driven and process driven
 - There is a need to try to understand how we are reorienting towards the needs for the pro poor initiative and create a pull rather than a push

Day 2 – Session 2

Sharing of Learning Practices – Global Experiences



Objectives

The objective of this session was to share the global experiences gained in the field of eGovernment.

UK Experience: eGovernment to eTransformation

- Challenges faced: Joining up Government departments at different levels
- Learnings from the experience:
 - IT projects fail because they are termed and understood as 'IT projects', and not government change projects
 - Judge projects by public values, if there is no take-up of services then there will be no progress of the actual project
 - The three drivers of eGovernment failure:
 - Bad Strategy
 - Poor Delivery
 - No Management of benefits

Key Speakers

Mr. Graham Walker
Former Director of the
Central Strategy Unit in the
UK's office of the
eEnvoy

Dr. Shahni ,
CTO, ICTA Sri Lanka

Dr. Zia Saquib,
CDAC

Dr. G Narendra Kumar,
Secretary IT Government
of NCT, Delhi

Sri Lanka Experience

- **Objectives of the implementation of eGovernance**
 - Use of ICT applications for rural socio-economic development
 - Improve ICT infrastructure and provide affordable access and opportunities
 - Improve public services and governance using ICT
 - Build a strong ICT industry
 - Business process re-engineering
- **Some more important aspects for implementation in Sri Lanka**
 - Lack of clarity of the objectives
 - Focussed on Capacity building
 - ICT policy, Leadership and Institutional development

Experience of CDAC in implementing "SARITA"

- Successful PPP Model
- Political will

- Process Re-engineering

Day 2 – Session 3

Infrastructure for delivering eGovernment services to the last mile



Objective:

The objective of the conference was to discuss the issues, challenges and example related to Last Mile Connectivity for SWAN

Various Issues in Last mile connectivity for SWAN

Administrative Issues	Technical Issues
<ul style="list-style-type: none"> • Space for setting up SWAN, • Ownership of SWAN by departments • Availability of space for installation of equipments • Provision of stabilized uninterrupted mains power supply • Shifting of offices • Restoration after shifting • Changing mindset of the users • AMC of equipments • Issues related to BSNL/Bandwidth provide 	<ul style="list-style-type: none"> • Virus removal: State level purchase; s/w for unlimited user licenses • Tampering with IP configuration. • Dial UP configuration • User Authentication Installation: logs maintained • Bandwidth management • Security issues • Network expansion related issues

Key Speakers:**Session Chair:****Mr. Rajkumar***IT Secretary, Gujrat***Mr. Alok Bhargava,***IL&FS***Mr. Arvind Pandey,***Chief Network Officer,
Bharti AirTel***Enablers for the successful rollout of Citizen Service Centers (CSCs)**

- Customized solutions for every state are required
- Regular operational support is critical for successful rollout
- A clear and non-partisan strategy to integrate existing centers will facilitate speedier rollout and knowledge sharing
- Design of inclusive RFPs
- Service Readiness
- Investments in building local language content/solutions
- Payment gateway
- Training and capacity building
- Developing a comprehensive training content
- Resource mobilization
- Building partnerships is the key: Enable consortiums between organizations from diverse backgrounds

Day 2 – Session 4

Secured eGovernment Infrastructure and e-Procurement



Objectives

The objective of the conference was to discuss various issues and recommendations related to security of eGovernment infrastructure and e-Procurement

Issues related to e-Procurement

- One of the issues related to e-Procurement in India is that the Policy guidelines for procurement are not available from center for other state government departments. Unlike Singapore, in India diff state governments have their own purchase policies.
- Another concern is that, although the funds from World Bank and Government of India are available, there is no tight control over how they are utilized and how policies are formulated. Hence, a Central Act on Public Buying could be useful.
- Despite DGS&D, there is absence of conditional funding for states if going out of DGS&D framework

Enablers for successful e-Procurement and Secured eGovernment Infrastructure

Security Enablers

- Security design parallel to building infrastructure
- Improved regulatory framework for security
- Development of national standards & guidelines
- Collaborative Intelligence solutions

e-Procurement Enablers

- Capacity building
- Business process reengineering
- International best practice sharing (e.g. Singapore & GeBiz)
- Shift away from individualized procurement to standardization
- Phased approach vs. "Big Bang". The Government needs to follow the phased approach as at every point

Key Speakers

Session Chair:

Mr. Shashank Ojha,
*Sr. Financial Analyst,
eGovernment Practice,
Information Solutions
Group, The World Bank*

Mr. S.P. Singh

*Sr. Director eGovernance,
Department of Information
Technology*

Dr. Anurag Srivastava

*Vice President and head
eGovernance, Wipro, India*

Mr. Paul Schhaper,

Consultant, ADB

Mr. Kailash Agarwal

*Head e-Gov and GIS, NIIT,
Singapore*

Day 2 – Parallel Session 1

Vision Asia OSPA Forum



October 26-28, 2006 , New Delhi, India

Vision

- A judicious mix of Innovation and Best Benefit in the interest of users
- Think Global, Act Local
- Engage with the Industries and the vendors
- Essential to understand the difference between open standards, open solutions, open source and open protocols
- Implementation is the key...

Enablers for Success

- Pressure: Global competition, faster service delivery
- Open source is the driver for open standards
- Multi-stakeholder ecosystem
- Strong Implementation Model
- Freedom from vendor lock-in
- Collaborative Processing

Innovation needs to focus on three areas

- Virtualization
- Commitment to openness
 - Level Field
 - Speed Innovation
 - Avoid vendor lock-in
 - Interoperability
- Collaborative Process

Key Speakers

Dr. S. Ramakrishnan
*Director General, CDAC,
India*

Ms. Mary Ann Fisher
*Global Government
Industry, IBM, USA*

Mr. Prakah Kumar
*Joint Secretary, Ministry of
Earth Sciences*

Dr. K. Jaykumar
*Vice Chancellor, Sikkim
Manipal University*

Day 2 – Parallel Session 2

Interoperability & Open Standards for e-Government Services



Objective

The objective of this session was to discuss about the importance of interoperability and open standards for e-Government Services.

Three Levels of interoperability

- Technical: Refers to transfer of data across operating systems
- Semantic: Refers to communication of concepts across operating systems
- Organizational: Refers to aligning of information architecture with organizational roles

Drivers for Change

- Pressure: Global Competition, Faster Service Delivery requirements, Transparency
- Need for efficient Flexible system: Better management of infrastructure
- Technology: Interoperability between information systems, Accessibility, Declining bandwidth cost, Pervasive Standards

Recommendations

- Provide Consumer choice, ease of use and value of purchase
- Governments need to focus on Semantic and Organisational Interoperability while enhancing technological architecture
- Organisational interoperability needs to be addressed at all the levels: Citizens, Private enterprise, Inter government and intra government
- Application Architects have the responsibility for interoperability and open standards

Key Speakers

Session Chair

Mr. Jermy Millard

*Head e-Government,
Danish Technology
Institute, Denmark*

Mr. Sandeep Menon

*Director Linux Business,
India and West Asia, Novell*

Mr. Ramesh Singh

*Senior Technical Director,
NIC, India*

Mr. Rajeev Kamnath

*Director and Program
Executive for Linux, IBM
Corporation*

Day 2 – Parallel Session 3

Public Procurement Strategies in Open Solutions



Objective

The objective of the session was to discuss the Public Procurement strategies in Open Solutions

Barriers to Open Source

- Bribes and Kick-backs
- Legacy Systems
- Open Systems Ecosystem
- Pirate Economy
- Tide Money
- Usability and Maturity levels of free and open source software and open standards

Recommendations

- Ensure best value for money for government
 - Effective Feedback mechanisms for vendors
 - Time bound procurement process
 - Leverage competition to enhance scope
- Facilitate business friendly environment (Technical capability Vs L1 Scenario)
 - Create standard matrix of evaluation as a function of project specific requirement
 - Focus on Quality and SLA parameters
 - Insist on timeliness of award, response and competition
- Steps to promote centres of excellence in the area of innovation, creativity and IP development
- Preference should be given to a technically sound company
- Discuss various issues with all the vendors who qualified the technical bid.

Key Speakers

Session Chair

Dr. S. Ramakrishnan

*Director General CDAC,
India*

Mr. G. Narendra Kumar

*Secretary IT, Government
of Delhi*

Mr. Sunil Abraham

UNDP – APDIP

Mr. Satish Kaushal

*Country Manager, IBM
India*

Day 2 – Parallel Session 4

Capacity Building & Awareness

Strategies for Open solution

Deployment and Case Studies



Objectives

The objective of the session was to discuss about Capacity Building and Awareness Strategies for Open Solutions Deployment.

Recommendations

- Insist on Open Standards as a matter of policy
- Avoid procurement of proprietary and non-open based solutions
- Enable Open Source Solutions on equal footing with commercial solutions: Avoid mandates or preferences based on development model
- Insist on Open file formats
- Investigate SoA based open architecture
- Additional capacity creation by introducing the open architecture based concepts at the elementary education level

Case:

- Northern State signed a contract with Sun Microsystems to change from MS office to Open Office. The objectives of the project were:
 - Prevent Vendor lock-in
 - Save License Cost
 - Prevent Software Piracy
 - Meeting the end is more important that means
- Delivering Government services using electronic media through 5 CICs on a pilot basis leading to setting up of 1000 CICs, Uttaranchal. Key features of the Project were:
 - Government, Academia, Industry Collaboration
 - Institutional Driven
 - Stakeholder involvement
 - PPP mode
 - Citizen needs Assessment (PRA, Participatory Rural Appraisal)
 - BPR
 - Public Awareness (Adequate)

Key Speakers

Session Chair

Dr. K. Jaykumar

*Vice Chancellor, Sikkim
Manipal University*

Mr. Gerald Lane

*Director of Standards and
Open Source, IBM
Corporation*

Mr. Prakash Kumar

*CMC-TBC, Choice,
Chattisgarh*

Prof. Vinay Nangia

IIT Roorkee

Day 3 – Session 1

Innovative e-Government Strategies in m-Government



Objective

The objective of the session was to discuss the various issues, challenges and recommendations related to m-Government.

m-Government Vision

“Providing government workers the ability to securely access and send critical data and information anywhere and everywhere”

It can be defined as the convergence of Wireless Technologies and e-Government. It aims at converting connectivity of mobile solutions to actual benefits to the people.

m-Government Application areas

- m-communications
- m-services
- m-democracy
- m-administration

Challenges for implementation of m-Government

- Infrastructure development suited for m-government services
- Payment infrastructure
- Privacy and security
- Application development

Benefits of m-Government

- Easy Availability of Information
- Automated key services Interactive Kiosk with pre-built service
- Notification from government and other agencies
- Improves field worker productivity

Recommendations

- Planned Migration to Internet / Mobile technologies should be fundamental to channel strategy
- Integration & interoperability
- Explore use of mobile in education / other social sectors – Business model & viability needs to be worked out

Key Speakers:

Session Chair:

Mr. Vikas Kanungo
Chairman, SPEG

Mr. Ruchir Godura
Airtel

Ms. Mary Ann Fisher,
*Global Government
Industry, IBM & Reliance*

Day 3 – Session 2

Institutional Mechanisms for interstate and intrastate cooperation



Objective

The objective of the session was to discuss the institutional mechanisms for inter state and intrastate cooperation on e-Government services and common applications.

Issues related to cooperation and collaboration

- Duplication of efforts is happening across various sectors being implemented by several agencies and work done on all the projects is starting from scratch
- There is very little sharing of experiences and best practices, also plans are not shared
- Sector units have very little capacity
- Infrastructure multiple projects are each building their own infrastructure. There is a need to build common infrastructure that can be shared
- Sharing among the intranet within government is a problem because it still cannot be done without purchasing extra documentation
- Avoiding need for reinventing wheel to comply with open procurement procedures is a major issue for governments and international organizations

Recommendations

- Collaboration and cooperation should be deeper, on different levels and in specialized areas:
 - Sharing of applications, documentation & data
 - Sharing of manpower and skills
- Need for integration of risk management frameworks in eGovernance projects
- Need for robust content management system for experience sharing in virtual mode
- Connected thinking across state level nodal agencies
- Need for specific guidelines for e-Procurement
- Use the internet for sharing documentation, such as procurement processes
- Cooperation and collaboration needs to be achieved at the multi-levels to make it meaningful & deep. It should be there at the application level.

Key Speakers:

Session Chair:

Shri R. Chandrashekhar
*Additional Secretary,
 eGovernance, Ministry of
 Urban development,
 Government of India*

Panel Members

*IT Secretaries and Nodal
 offices in line ministries
 handling mission mode
 projects.*





