

## E GOVERNANCE

### Introduction

A multi-faceted rapid change is the new reality of India. A large part of this change is facilitated by digitization of existing transactions. Government departments are no longer insulated from such change. Transformation through digitization is one of the central theme of Digital India mission. In government departments transformation would involve increasing efficiency and citizen centricity of services. Digitization is an essential enabler for good governance. Governance using this modern day tool – Information Technology (IT) - is often termed as e-Governance. This program is specially designed to provide inputs on best management practices in the field of e-Governance. This program will also equip the participants with techniques and frameworks used to conceptualize, design, implement and manage e-Governance projects. This will help the government departments in achieving short term success and long term sustainability of respective e-Government projects. The program will draw concepts from cross functional management areas including Strategy, Operations and Information Systems. These inputs will provide a basis for adopting better project management practices. It would also facilitate improvement in effectiveness and efficiency of existing and planned e-Governance projects. The skills so acquired may be effectively utilized in individual digitization initiatives but collectively will help in attainment of our shared vision of Digital India.

### Objectives of the Program

1. To enable the participants to understand the concept of digitization of government services.
2. To motivate the participants in understanding the potential of digitization in government sector.
3. To facilitate the participants in learning the best management practices in the field of e-Governance.
4. To develop skills amongst the participants to conceptualize, design, implement and manage e-Governance projects.

### Pedagogy of the Program

The participants will learn the concepts and implications of e-Governance through class room lectures, interactive discussions and case studies. Both conceptual and practical sides will be addressed.

### Indicative Content of the Program

The following are the broad contents of the program:

1. Success/sustainability of e-Governance projects
2. E-Governance Vision & Strategy
3. E-Governance in Global Context
4. Services management concepts for Government services
5. Process re-engineering in Government services
6. Improving processes – Efficiency vs. Effectiveness
7. Social, political and technological aspects influencing e Government Measuring e Government success
8. Diffusion of Innovation theory and its implication on management of e-Governance projects
9. Making e-government work: Adopting the network approach
10. Building Competencies for e-Governance
11. Stakeholder management
12. Tools for Executing e-Governance Strategies
13. Leadership & Change Management

**Program Director: Prof. Ambuj Anand, Prof. Amit Sachan, Prof. Rohit Kumar**

**Fees (Per Candidate):Rs 43500+GST (Non Residential-In Campus),Rs 33000+GST(Online)**

**Proposed Dates:March 01 to 05,2022**