eGovernance

Outsourcing and future

August 16, 2012

Government is not Business

| Government	Business
Government organisations have a diverging idea i.e. **social welfare – public good**	Business enterprises have one converging idea i.e. Profit – **make it maximize it**
Government envisages measurement as an extra requirement	Business envisages measurement as an essential need
Government builds systems to automate and sustain productivity	Business builds systems to optimize productivity
Government thrives on expenditure and fund utilisation	Business thrives on cost control and expenditure prevention

If government has Confederated structures with different control centers, the businesses have enterprise architectures with typically singular control

Fundamental Challenges for Government's Information technology leaders are different from business

► Heterogeneous structures of Government (Central and State Government)

► Inter and Intra-Department integration and automation

► Leadership commitment to change

► Aligning IT to Government's role can happen when the metrics of governance are defined and ingrained into behaviors of Government

► People capacity

► Reach and connectivity of computing infrastructure up-to the last mile

Governance objectives and the pillars of Governance

- ► INCLUSIVE GROWTH
- ► SOCIAL EQUITY & DEVELOPMENT
- ► SECURITY & WELFARE
- ► TRANSPARENCY & ACCOUNTABILITY
- ► PARTICIPATIVE DECISION MAKING
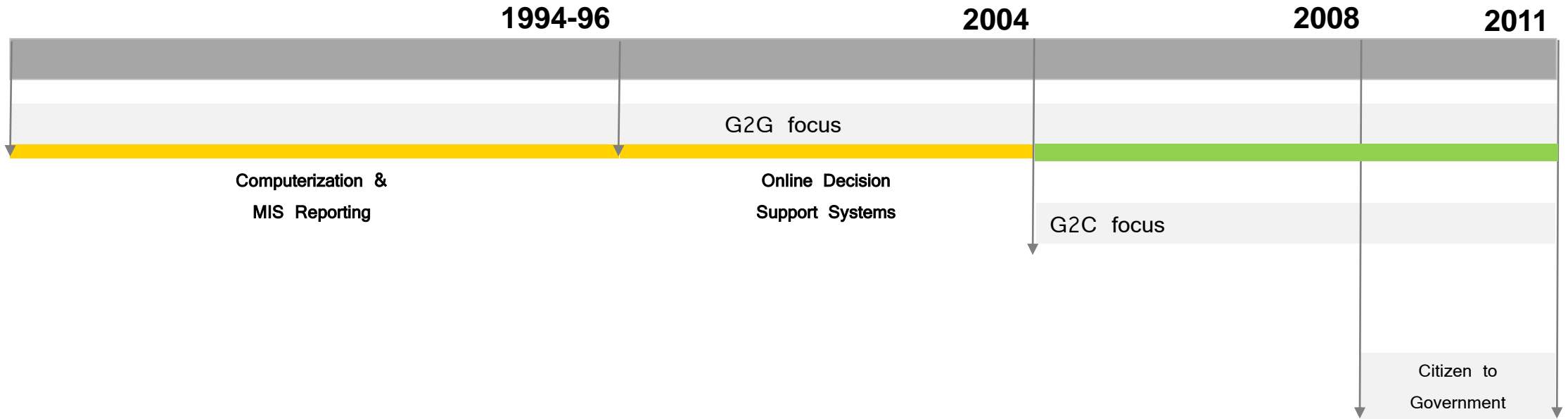- ► IMPROVED GOVERNANCE

Executive   **Legislature**   **Judiciary**
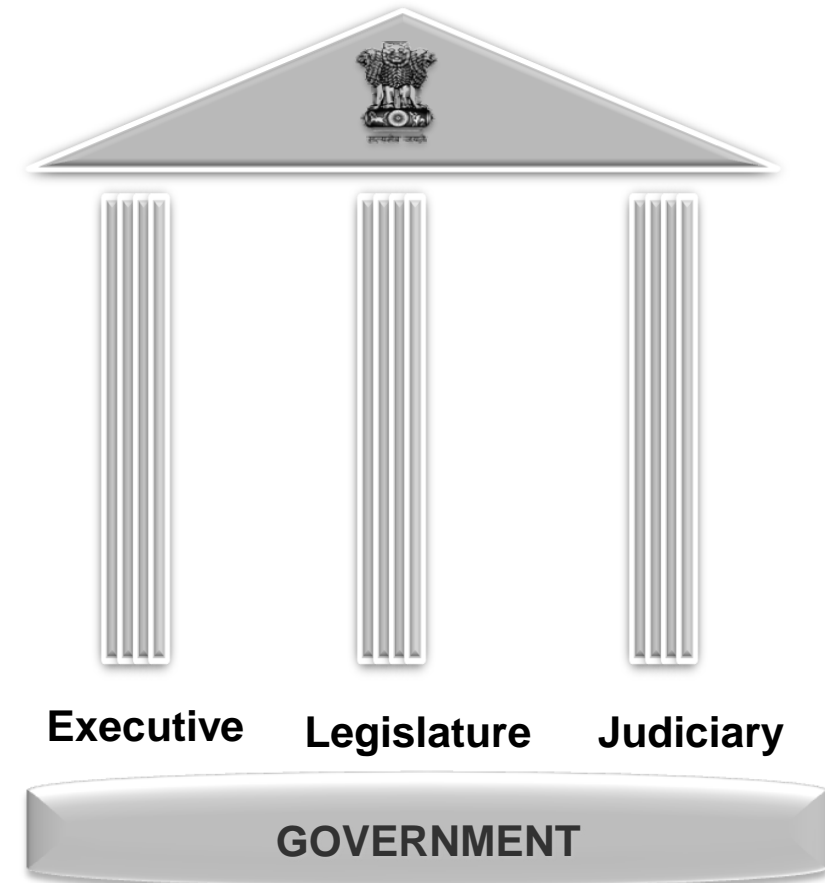
GOVERNMENT

There have been islands of IT development which have been driven by Departments

Various projects and examples

Citizen

Gov. Developers

Private Developers

Networks   Datacenters   Portals and applications
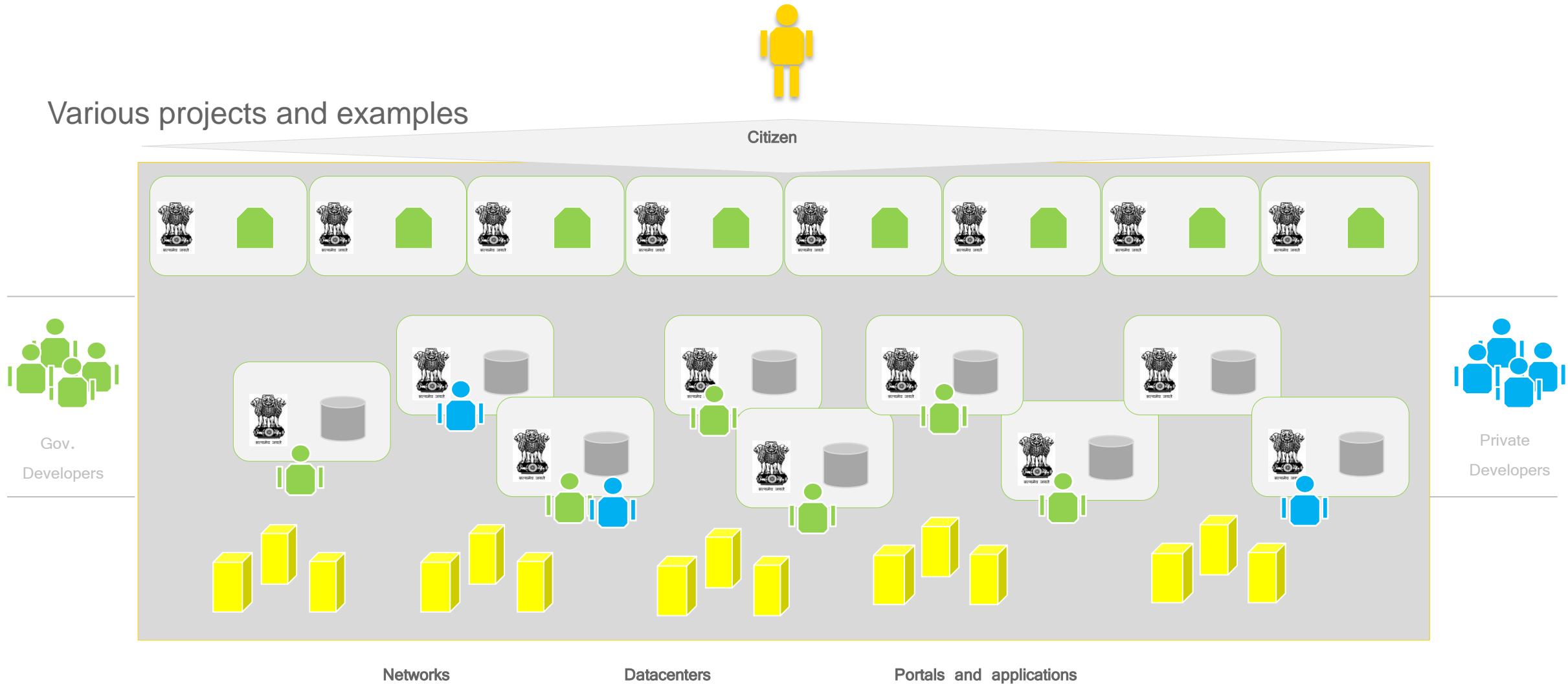
eGovernance management is changing too measure outcomes which drive governance

eGovernance in India

	1994-96		2004		2008	2011

G2G focus

Computerization & MIS Reporting

Online Decision Support Systems

G2C focus

Citizen to Government

Governments of the day are believing that Information can be a tool for socio-economic development

Current status – technology and governance equilibrium

► Citizen awareness and increased expectation from the elected Government

► The way businesses deliver services to its consumers (they are our citizens)

► Pace of technology obsolescence (Moore's Law!)

Governance and expectations

Pace of rapid change

Participatory Governance - Future
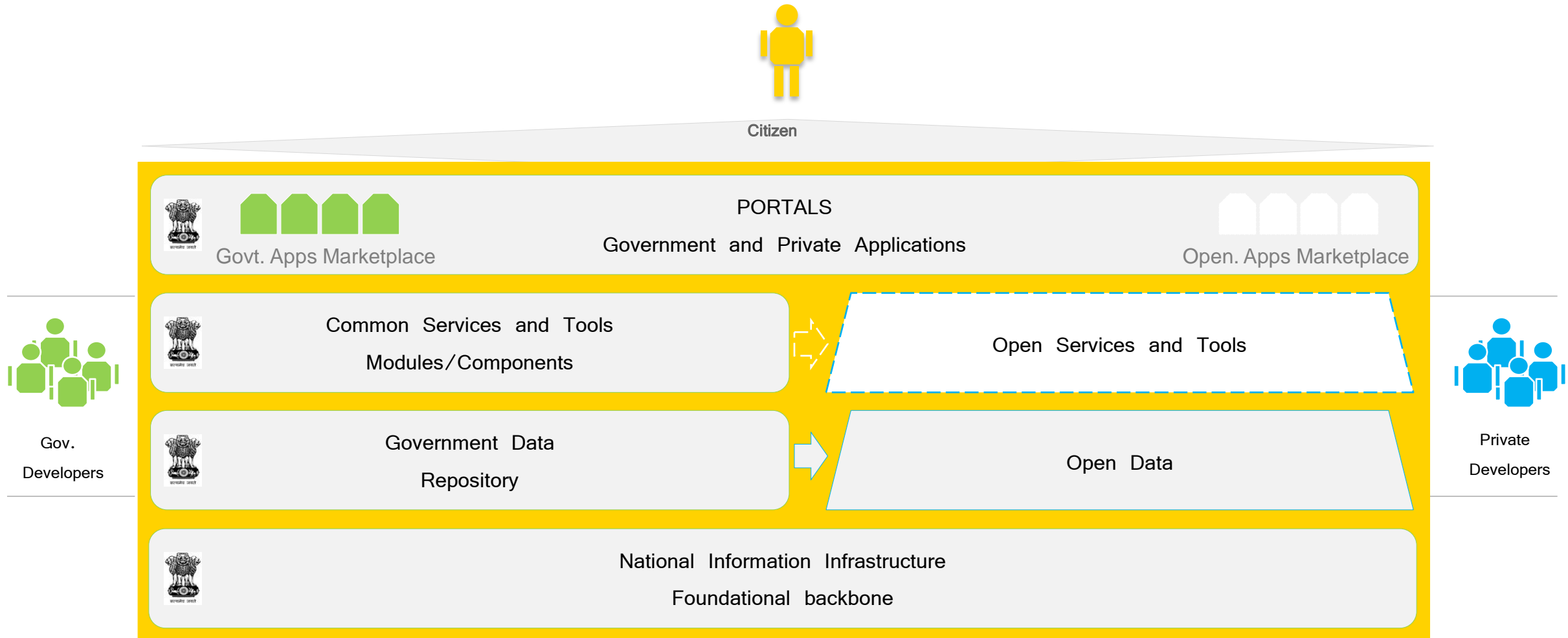
today

Time
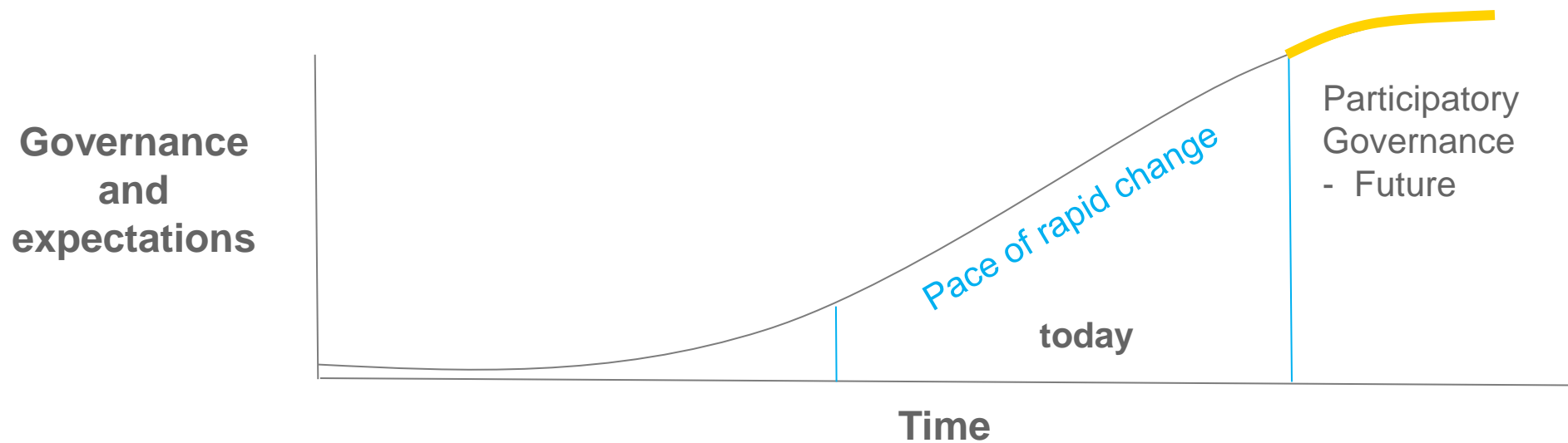
The burning need is to **'accelerate'** the pace of e-governance

We need to adopt a new Vision for effective Governance through IT

TO BUILD A UNIFORM, SECURE, STANDARDISED AND SCALABLE INFORMATION INFRASTRUCTURE AND ENSURE ELECTRONIC SERVICE DELIVERY BY ENCOURAGING PUBLIC AND PRIVATE PARTICIPATION

Framework for eGovernance

Citizen

PORTALS
Government and Private Applications

Govt. Apps Marketplace

Open. Apps Marketplace

Common Services and Tools
Modules/Components

Open Services and Tools

Government Data
Repository

Open Data

National Information Infrastructure
Foundational backbone

Gov.
Developers

Private
Developers

In the current decade it will be important to build foundations for Information as a pillar of democracy

Executive   Legislature   Judiciary   Information

FUTURE OF GOVERNANCE

Information as lever of Economic and Social Development

Information available in real time to share, manage & collaborate - accurate, reliable, timely & usable

Government control of strategic information - critical

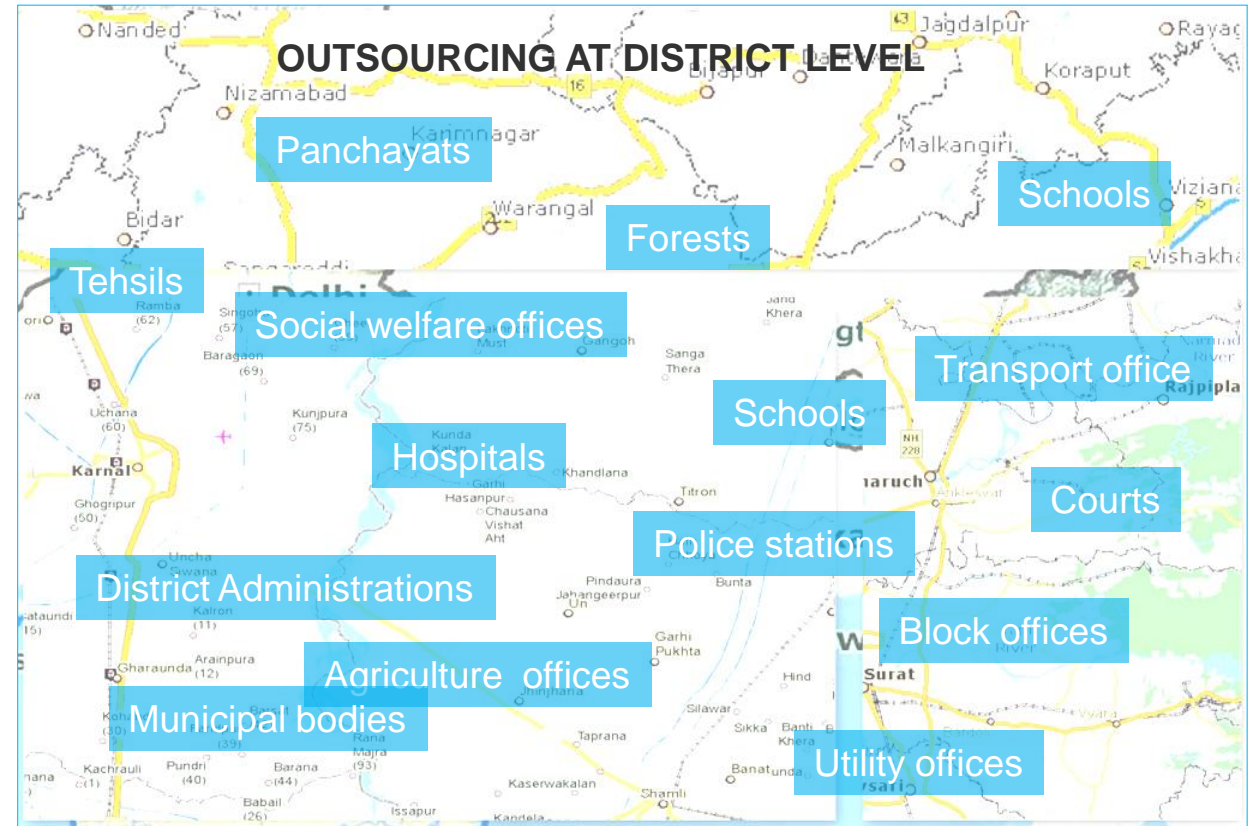SERVICE DELIVERY SUPPLY CHAIN

For Governance

Accelerated participation of businesses in Government service delivery is the way forward for good governance…

► Governments are moving towards a culture of collaboration with businesses in diverse areas

► In their attempt to bring service delivery to the grass root level they are making strategic shifts in the way they function

► From transactional relationships to long term partnerships with business

► While outsourcing of processes and products is a lever to accelerate service delivery, 'ownership and control' of policies and concepts by Govermnent is key

► Successful outsourcing models are created when Government is able to lead and ensure strategic control

Future exists in creating successful Outsourcing models for eGovernance needs which have SERVICE DELIVERY SUPPLY CHAIN

Service Delivery Supply Chain in Government is big opportunity for Businesses

▶ While Government augments eGovernance infrastructure at District and below, businesses can ensure quality service delivery – such as in deployment, operations, and maintenance

▶ Basic tenets

  ▶ Ensure Citizen centricity – customer centricity

  ▶ Make Profit – don't Maximize it at the cost of citizen

OUTSOURCING AT DISTRICT LEVEL

Panchayats, Schools, Forests, Tehsils, Social welfare offices, Transport office, Schools, Hospitals, Courts, Police stations, District Administrations, Block offices, Agriculture offices, Municipal bodies, Utility offices

For Government , the bottlenecks in service delivery supply chain are at Sub-District level – which is large opportunity for outsourcing

Thank you

Manali Trip (2009)