

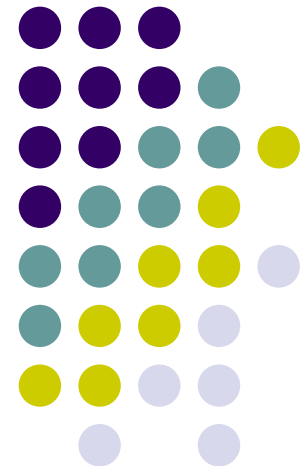
# e-Government foresight for the next decade

## Key Policy, Implementation and Research challenges for India

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# Agenda



- NEGP – The driver for change
- Emerging trends
- Foresight for next decade
- e-Government implementation challenges
- e-Government specific research challenges



*Saying, "my business is different," is the best excuse for not learning. What you want to do is to learn from everyone. Your business isn't so special that you can't learn from anyone you meet.*

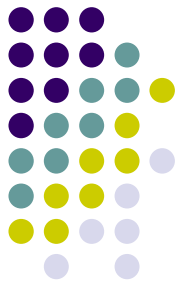
- **Phil Condit**



# Introcution

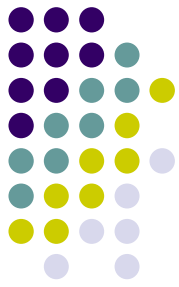
- e-Government for public sector reforms
- National e-Governance plan of India
- Emerging Trends

# Foresight for e-Government in next decade



- e-Government as enabler for better government and increased public value
- Knowledge Based e-Government
- User centric e-Government
  - Empowering the citizens and addressing their needs
    - Needs related to service provision
    - Needs related to service delivery
    - Needs related to access
  - Addressing the needs of business for cost reduction and increased competitiveness

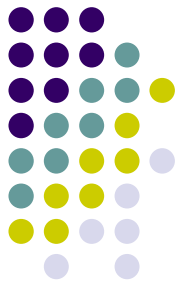
Contd...



# Foresight for EPS contd...

- Distributed e-Government: The increasing role of intermediaries
  - Shaping and communicating citizen needs (CSOs)
  - Enhancing the working conditions of government employees in the face of new technologies (Civil Servants Unions)
  - Future virtual and physical intermediaries for e-Government delivery ( Kiosks operators and portal operators)
  - Financial participation through PPP models (Corporate and SME players)
- Networked e-Government: Transforming the hierarchical structures of public administrations into networked structures.

# e-Government implementation challenges



- Political and strategical challenges
- Structural Challenges
- Social Challenges
- Interoperability and standardization challenges
- Technological challenges
- Legal and regulatory challenges

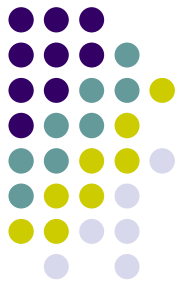
# e-Government specific research challenges



- Access technologies and infrastructure to ensure access for all
- Specific technologies for knowledge based and networked e-Government
- New models for harmonization
- Tools for e-Government application development
- Quality monitoring tools



# Economic and social research challenges



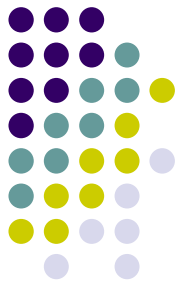
- New models of service provision and delivery
- The role of Intermediaries in service delivery
- Social Research Challenges
  - Understanding user needs
  - Tools for ensuring trust and security
  - Dealing with resistance to change

# Country level challenges



- Interoperability
- Creation of public value
- Strengthening e-democracy

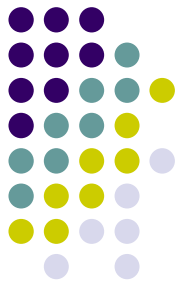
# Conclusion and Suggestions



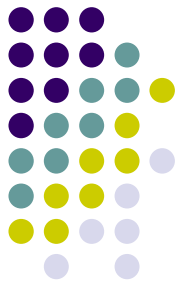
- Validation of NEGP with the involvement of all stakeholders
- Inclusion of future needs of the citizens and businesses in addition to their current needs
- Integration of strategies to strengthen democracy in e-government plan

# Thank You

- Vikas Kanungo
  - [Vikas@csdms.in](mailto:Vikas@csdms.in)
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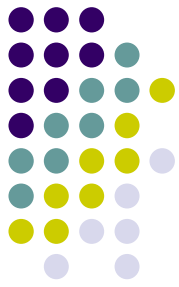


# Maldives



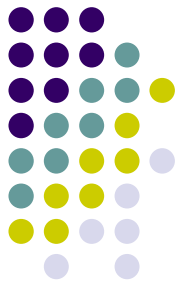
- Plans for eGovernment implementation
- Status of deployment of e-Government services
- Existence of country egovernment portals

# Nepal



- National e-government strategy and action plan
- Key e-government initiatives

# Nepal



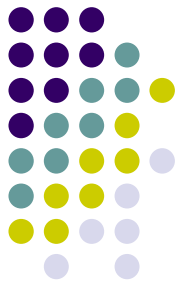
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# Pakistan



- National egovernment strategy and action plan
- Key e-government initiatives





# Pakistan

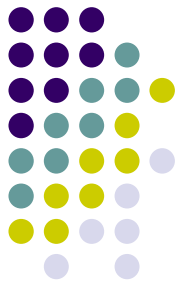
- Plans for eGovernment implementation
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# Sri Lanka



- National egovernment strategy and action plan
- Key e-government initiatives

# Sri Lanka



- Plans for eGovernment implementation
- Status of deployment of e-Government services
- Existence of country egovernment portals



# Observations

- Comprehensive action plan missing though strategy exists
- Financial Constraints
- Need for capacity building
- Infrastructure bottlenecks
- Need of building partnership with successful initiatives
- Scaling up of existing successful initiatives