

E-Government
B.E. Sem. VIII [INFT]

(Elective – II)

EVALUATION SYSTEM

	Time	Marks
Theory Exam	3 Hrs.	100
Practical Exam	–	–
Oral Exam	–	25
Term Work	–	25

SYLLABUS

- **Prerequisite:** Web Technology and Information Technology for Management of Enterprise.
 - **Objective:** This course explains Basic concepts of e-Government, the range of information, services, and activities that comprise e-government. Good practice approaches, tools and techniques widely used for Managing e-Government, such as models e-Government, theories of evolution of e-Government, e-Government assessment models, BPRs and change management, Program management, etc. The role of ICT as an enabler for structural and process changes in government and public services organizations. The technical implementation, management, and security of e-government. The critical analysis and assessment of e-Government projects.
1. **Introduction to e-Government:** Definitions, Domains, Taxonomy, Current status – Indian and global, Conceptual Foundations, Citizen Centric e-Government, e-Government Services, Definitions, differentiation of G2C, G2B, G2G, G2E services – a broad outline.
 2. **Managing e-Government – strategy and implementation:** Management Models - centralized, decentralized, hybrid, Implementation models - Back end automation, Front end only services, holistic, Business models - Self financed, PPP, JV, differed Payment, Facilities Management outsourcing, Management of Intellectual Property.
 3. **Theories of Evolution in e-Government:** Four stages of e-Government evolution, various models and discussion on these four stages, e-Government maturity model.
 4. **Managing e-Government:** Transformational Government for value Creation, Theory and practice of BPRs, Change management, Capacity Building, roles of political leadership, Media, and citizens, Technology - components and overview, procurement strategy and challenges, Challenges and strategies for Business Continuity, Data - Building Data Quality and Data culture, Challenges and strategies for data Preparedness and Data sustenance, Additional challenges in implementation of COTS Packages and ERP Packages. Security Policy, ISMS, Challenges of protecting citizen privacy, RTI and related challenges and strategies.
 5. **E-Government Project Life Cycle and Program management:** Differences between general and e-Government Project Life cycle, Concepts behind and importance of each PLC stage, Overview of theory and practice of Program Management.
 6. **Challenges in Implementation of e-Government Project:** Universally identified challenges, Challenges facing e-Government practitioners in India.
 8. **E-Government – Performance Management:** Indian and Global assessment frameworks and variety of e-readiness indexes, and their usefulness, Outcome and Benefits management.
 9. **E-Government – Case studies:** Global and Indian Case studies of Successful and Unsuccessful Projects.

Reference Books:

1. Implementing and managing E-Government (*Richard Heeks*) Vistaar Publications, India.
2. Information Technology and E-Governance, (*N. Gopalsamy*) New Age International Publications.
3. Digital government: Technology and Public Sector performance, West, (*Darell M*) Princeton University Press.
4. Public Information Technology and e-Governance: Managing the Virtual State, (*Garson G. David, Jones and Bartlett*).
5. E-Government: From vision to Implementation, Subhash Bhatnagar, Sage Publications India Pvt. Ltd.
6. IT Experience in India: Bridging the Digital Divide, (*Kenneth Kenniston, Deepak Kumar*) Sage Publications India Pvt. Ltd.
7. E-Governance Case Studies, (*Ashok Agarwal*) University Press India.
8. Compendium of E-Governance Initiatives in India, (*Piyush Gupta, R. K. Bagga*) University Press India.
9. E-Government - The Science of the Possible, (*J Satyanarayana*) Prentice Hall.
10. Bridging the digital Divide: Gyandoot – The Model for Community Networks, (*Rajesh Rajora*)
11. Digital Divide or Digital Jumo: Beyond the IT Revolution, (*Mitshiro Kagami and Masatsugu Tsuji (ed.)*)
12. E-Governance – Concepts and Case Studies, (*C. S. R. Prabhu.*)

