

Two-week
**CHIEF INFORMATION OFFICER
Training Programme, CB Phase II**

at IIM Ahmedabad and London, UK

November 14-28, 2016



Executive Education

Indian Institute of Management, Ahmedabad



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e-Governance is being seen as one of the important tools for Governance reform. India had launched a National e-Governance Programme (NeGP) in 2006 with a large outlay for expanding e-services for citizens and businesses. More recently Digital India Programme has been launched to significantly enhance connection up to village level and further strengthening of e-Governance. NeGP is being implemented in a public-private-partnership mode. Programme managers have laid significant emphasis on capacity building.

IIMA has been a pioneer in the field of e-Governance in India. The Centre for e-Governance (CEG) was set up at the Indian Institute of Management Ahmedabad (IIMA) in October 1999 with the objective of promoting the practice of e-Governance in India through research, consultancy and capacity building. Faculty from the CEG have carried out a large number of Impact Assessment Studies funded by the World Bank and Department of IT, Government of India. Amongst others, the CEG has also conducted a number of 8-12 week residential Programmes on Planning and Implementation of Information Systems for e-Governance for the Government of Andhra Pradesh.

NeGD, in partnership with IIMA is involved in the delivery of a two week Programme - Chief Information Officers' (CIOs') Training Programme - to be delivered for senior level government functionaries to build the knowledge and skills of selected officers who are leading, managing and implementing e-Governance Mission Mode Projects (MMPs) under NeGP and other e-Governance projects in the Central Ministries/Departments or States/UTs. The broad contours of the Programme are given below.

Programme Objectives

The Programme is intended to provide an understanding of the entire life cycle of an e-Governance project so as to prepare the participants to play a leadership role in conceptualizing and implementing e-Governance projects in Government agencies through a PPP model. The objectives of the Programme are to:

- Highlight the potential role of ICT in improving the process of delivering government services and quality of governance to different stakeholders.

- Provide a framework for choosing an application portfolio which aligns the potential benefits from e-Governance applications to the purpose and objectives of a Government agency.
- Provide an overview of tasks involved in conceptualizing designing and implementing e-Governance applications.
- Provide an understanding of the critical success factors in implementing e-Governance applications through PPP at a project and country level.
- Expose the participants to the technology infrastructure available to build e-Governance applications and the process of evaluating technology architecture.
- Expose the participants to international practices in e-Governance implementation which are relevant to the Indian context.

Programme Structure, Content and Pedagogy

The Programme will be conducted in three modules. The first module will be conducted over 4 days at IIMA. Class sessions would be conducted in a discussion mode on topics relevant to achieving the above objectives. The sessions would consist of presentation by the faculty, case discussions lead by the faculty and group work and presentation by the participants. Participants will be provided conceptual papers, case studies as background reading in preparation for the class discussion. Participants will be required to put in 2-3 hours of work every day after the class sessions to prepare for the next day's classes.

The second Module will consist of a one week study tour in UK. The objective of the study tour is to expose the participants to international practices in e-Governance implementation which are relevant to the Indian context. The study tour will consist of organized meetings with senior functionaries of e-Governance project teams. Typically the functionaries will make a presentation about the broad details of project and the manner in which it was implemented. Perspective of private service providers through selected case studies and presentations from them will also be provided. In follow up discussions, the participants will have an opportunity to seek clarification and information on issues of interest to them.

The third module will be conducted as a workshop for one day after the participants return from their study tour. This will include debriefing session where participants will present the learning from their study tour and IIMA faculty will wrap up the learning from the entire Programme.

Nearly 25 session of 75 minute duration will be conducted in modules one and three over six days. The topics covered will include:

- Understanding the Evolution of e-Governance in the Indian and Global Context
- Developing a strategic perspective on E-Governance
- An assessment of the National e-Governance Plan (NeGP) and Digital India Initiative in terms of impact on the stake holders. Review of the current Technology infrastructure for e-Governance
- Life Cycle of an e-Government Project: Issues in Developing DPR, RFP, Master Contracts
- Government Process Reengineering (GPR)
- Critical Success Factors in implementing e-Governance
- Business models and Public Private Partnership for e-Governance Project
- Managing a e-Governance project from conceptualization to implementation
- Project Management
- Change Management and Capacity Building for e-Governance
- Challenges in expanding e-Service Delivery to Rural Areas, UID as a game changer in e-Delivery of services
- Citizen Engagement using social media
- Information Security Management, issues of privacy of data
- Technology architecture for e-Governance - Enterprise Applications and Open Source for e-Governance
- Regulatory framework for e-Governance (IT Act and Contract Management)

Programme Faculty

- Bhatnagar, Subhash C., Faculty Co-Chair (E-mail: subhash@iima.ac.in)
- Jain, Rekha, Faculty Co-Chair (E-mail: rekha@iima.ac.in)
- Jajoo, B.H.
- Verma, Sanjay

Guest Faculty with rich experience in implementing e-Governance Programmes

Target Audience

Leadership level officers (Joint Secretaries, Mission Mode Projects Directors, Project Directors and equivalent level officers from the central government and Principal Secretary, Secretary, Head of Department, Project Directors from state governments and UTs

Programme Dates

Classes will be scheduled from morning of November 14, 2016 till Friday, 18, 2016 evening. The Study Tour in UK will be from November 21 to 25, 2016. The debriefing session will be held on November 28, 2016 and participants will be able to leave on the evening of November 28, 2016.

Module - 1 : November 14 - 18, 2016
(IIM Ahmedabad)

Module - 2 : November 21- 25, 2016
(The Study Tour, UK)

Module - 3 : November 28, 2016
(IIM Ahmedabad)

Nominations and Inquiries

Nominations should reach the Officer - Executive Education latest by **November 01, 2016**.

For nomination forms and more information, please contact:

Officer - Executive Education

Indian Institute of Management, Ahmedabad
Vastrapur, Ahmedabad 380 015.

Phone: +91-79-6632 4472 to 77 and 4462 to 69

Fax: +91-79-2630 0352 (ExEd)/2630 6896 (General)

E-mail: exed@iima.ac.in

Website: www.iima.ac.in/exed



Programme Fee

The Programme fee for the selected participants will be paid by the NeGD directly to IIMA. The fee will cover expenses for boarding and lodging in Ahmedabad for 6 days and boarding and lodging in London for 6 days. Travel expenses for Ahmedabad to London and local transportation in Ahmedabad and London relating to academic content will also be covered.

Sponsoring organizations will have to arrange for travel to Ahmedabad and any fee associated with obtaining a UK Visa. Participants will need to obtain a UK visa prior

to coming to Ahmedabad. They will be provided the necessary documents to indicate that travel is a part of training Programme sponsored by DeiTy Government of India.

Venue and Accommodation

The programme will be held at the Indian Institute of Management, Ahmedabad. Participants would get a full board and air-conditioned single room accommodation on the Institute campus for Modules 1 and 3.

IIMA norms do not allow participants to have guests stay with them during the programme.

Indian Institute of Management, Ahmedabad (IIMA)

IIMA was set up by the Government of India in collaboration with the Government of Gujarat and Indian industry as an autonomous institution in 1961. The Institute provides education, training, consulting and research facilities in management.

Major Programmes Offered by IIMA

- Two-Year Post-Graduate Programme in Management (equivalent to MBA)
- Two-Year Post-Graduate Programme in Food and Agribusiness Management (equivalent to MBA)
- Fellow Programme in Management (equivalent to Ph.D.)
- One-year Post-Graduate Programme in Management for Executives
- Executive Education Programmes (EEP) for industry, business, agricultural and rural sectors, and public systems covering education, health, transport and population
- Faculty Development Programme for teachers in universities and colleges

The Institute has about 97 faculty members working in the following management areas and sectors:

Disciplinary Areas and Groups • Business Policy • Communications • Economics • Finance and Accounting • Information Systems • Marketing • Organisational Behaviour • Human Resource Management • Production and Quantitative Methods • Public Systems Group

Interdisciplinary Centres • Centre for Innovation, Incubation and Entrepreneurship • Centre for Infrastructure Policy and Regulation • Centre for Management in Agriculture • Centre for Management of Health Services • Centre for Retailing • Gender Resource Centre • IIMA-Idea Telecom Centre of Excellence • India Gold Policy Centre • Insurance Research Centre • Ravi J. Matthai Centre for Educational Innovation

Kasturbhai Lalbhai Management Development Centre (KLMDC) located on the IIMA main campus and the **International Management Development Centre (IMDC)** located on the new campus, provide an academic and learning environment for participants of the Executive Education Programmes. All rooms at KLMDC and IMDC are air-conditioned and have internet connectivity. They have separate dining halls, a reading lounge, classrooms and auditorium (with audio-visual and computer projection facilities), syndicate rooms and computer lab. The campus is Wi-Fi enabled. Recreation facilities exist for indoor and outdoor games (badminton, basketball, billiards, carrom, chess, cricket, football, squash, TT and volleyball). Participants can also take advantage of the Institute's library.



कार्यकारी शिक्षा कार्यक्रम
भारतीय प्रबंध संस्थान, अहमदाबाद

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