



Implementing e-Government

.. Strategies for Effectiveness







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Why do we need a strategic approach?

- e-Government is not an off-the-shelf product
- e-Government is about transformation
 - Involving extensive re-engineering
- e-Government involves extensive Change Management
- Prolonged/ delayed implementations can defeat the objectives
- Impact and sustainability are critical

6 Strategies for Effective implementation

1. Achieve clarity on "WHAT", "HOW", "WHO" and "WITH WHAT". 
2. Be sure you can measure Success. 
3. Establish metrics for Quality of Service 
4. Design appropriate business models 
5. Build capacity 
6. Create environment for speedy decisions 



Thank You

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Architecting e-Government

4 Questions to address in Project Development

Q#1 ➡ **WHAT** do we want to *Achieve* ?

Objectives, Services, Service Levels, Outcomes

Q#2 ➡ **HOW** do we want to *Implement* ?

Technology, Process, Delivery Channels

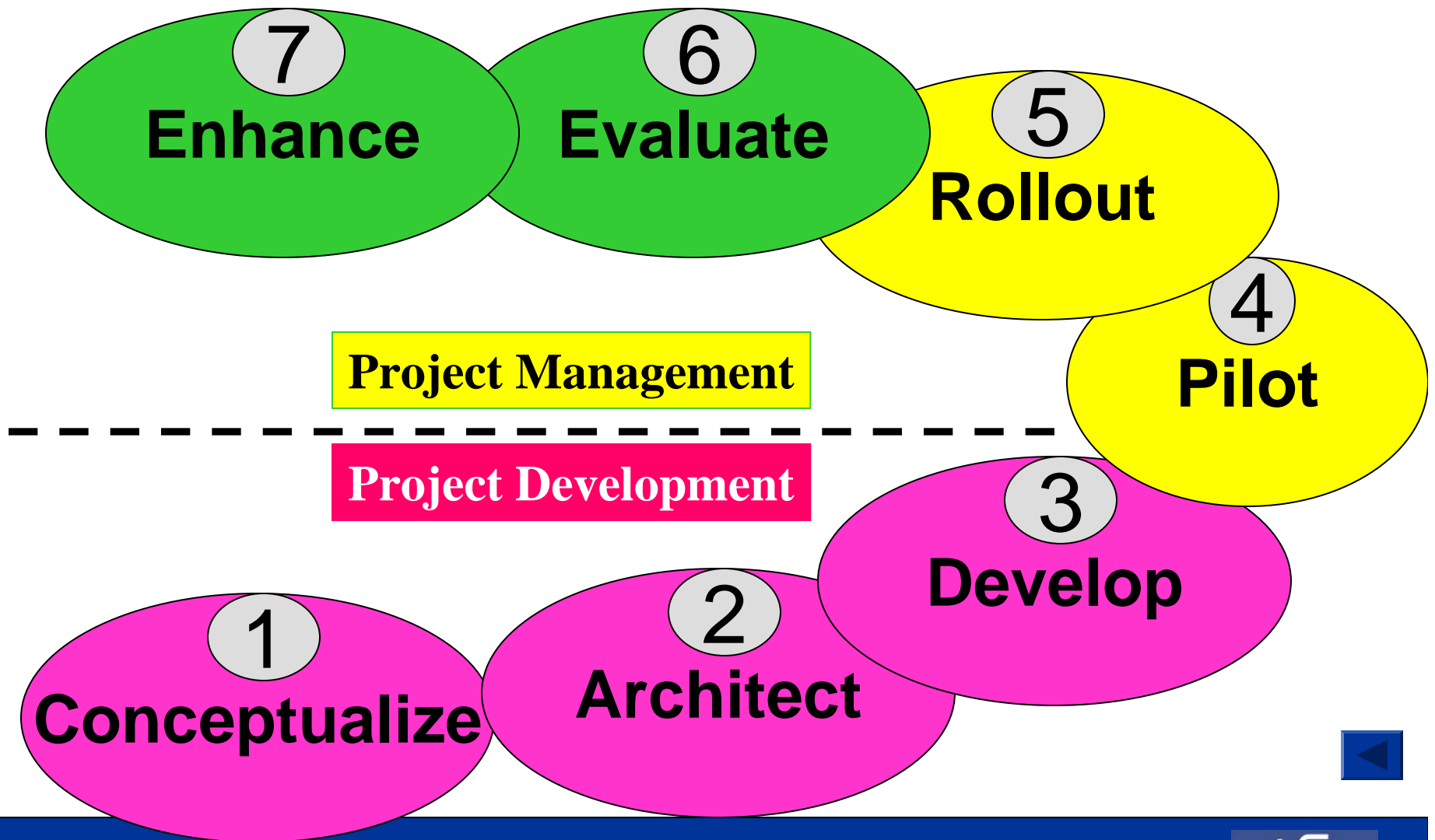
Q#3 ➡ **WHO** will be responsible ?

Procurement, Training, Change Management

Q#4 ➡ **WITH WHAT** resources ?

Business Model, Service Charges, PPP

7 Steps in Implementation



Measuring Success

- Service-Orientation

- Efficiency
- User-Convenience
- Citizen-Centricity

- Technology

- Architecture & Standards
- Security
- Scalability
- Reliability

- Sustainability

- Organizational
- Commercial
- Legal

- Cost-effectiveness

- Replicability

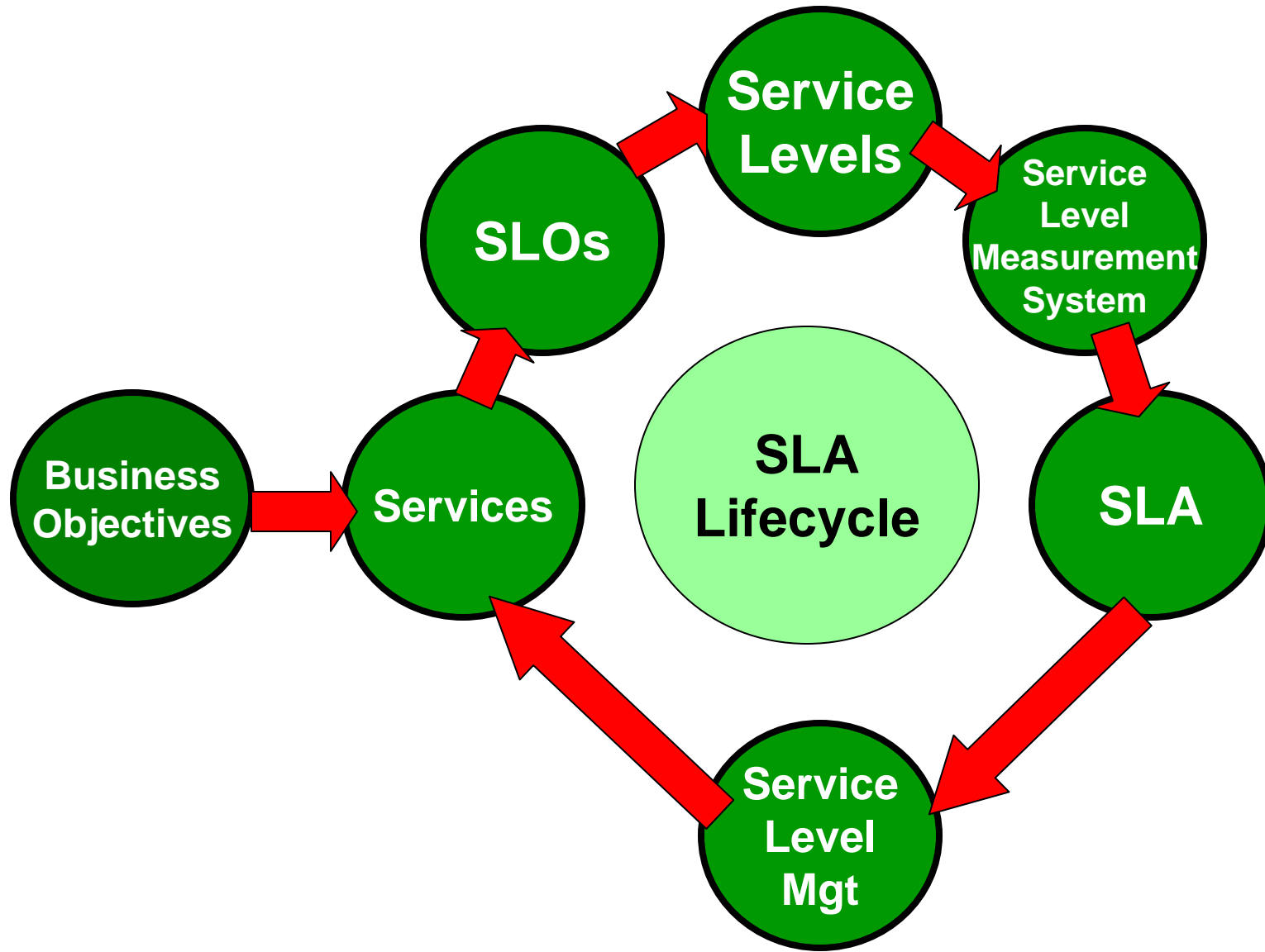
- Functional
- Technological
- Commercial



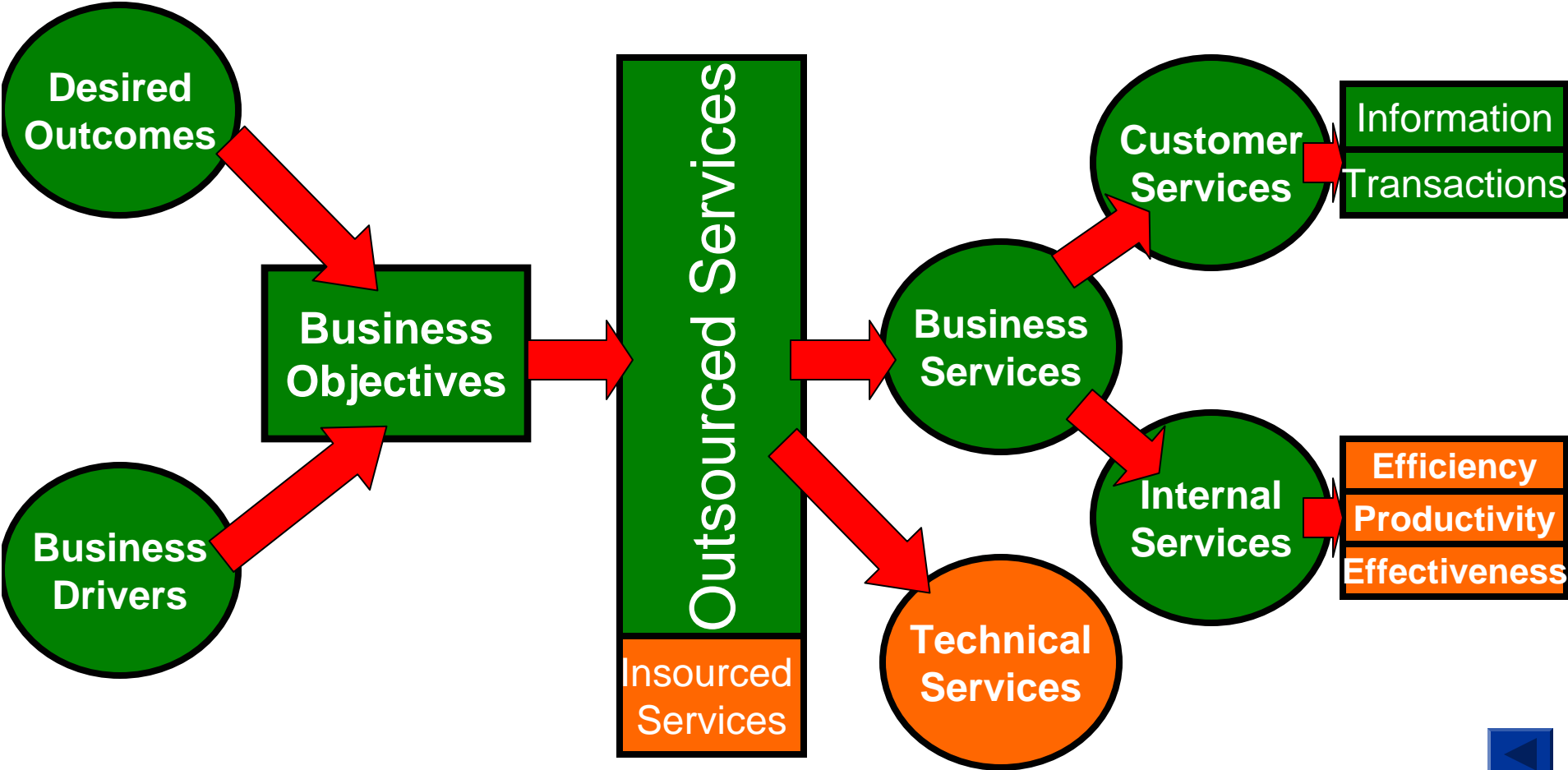
Measuring Quality of Service - SLA

- Service Level Agreement
- Justification for SLA
 - Govt is buying *services* not *hardware, software & networks*
- Specifies quantity & quality of services
- Payments – part or full – are linked to performance against SLA
- Contains rewards & penalties
- Drives the partners – both public & private – to better performance

SLA Lifecycle



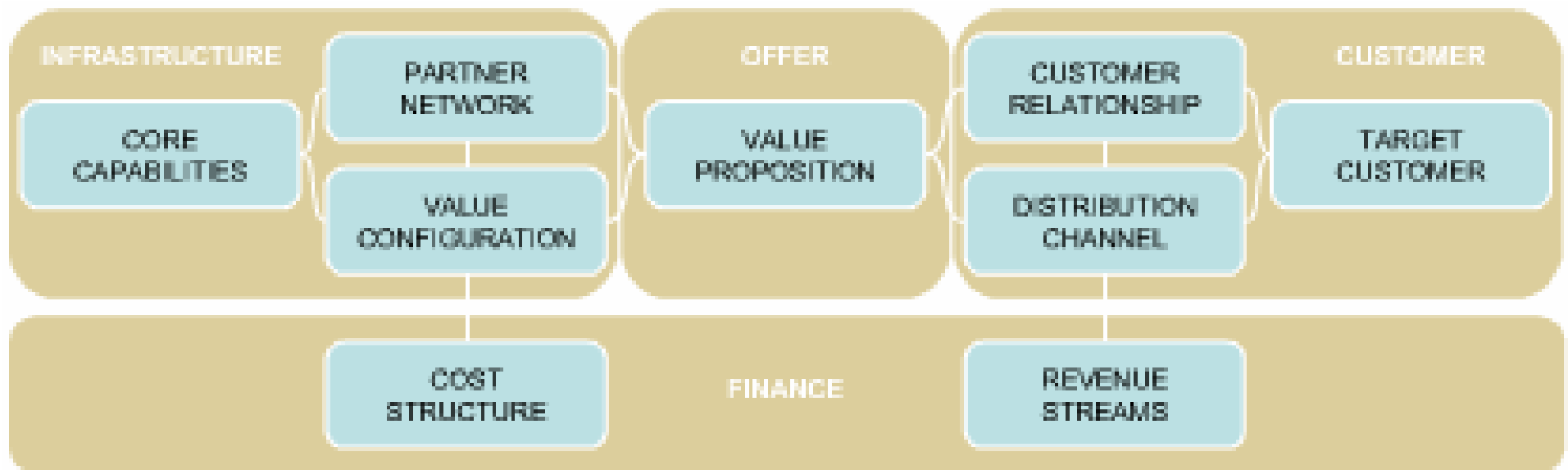
Converting Business Objectives to services



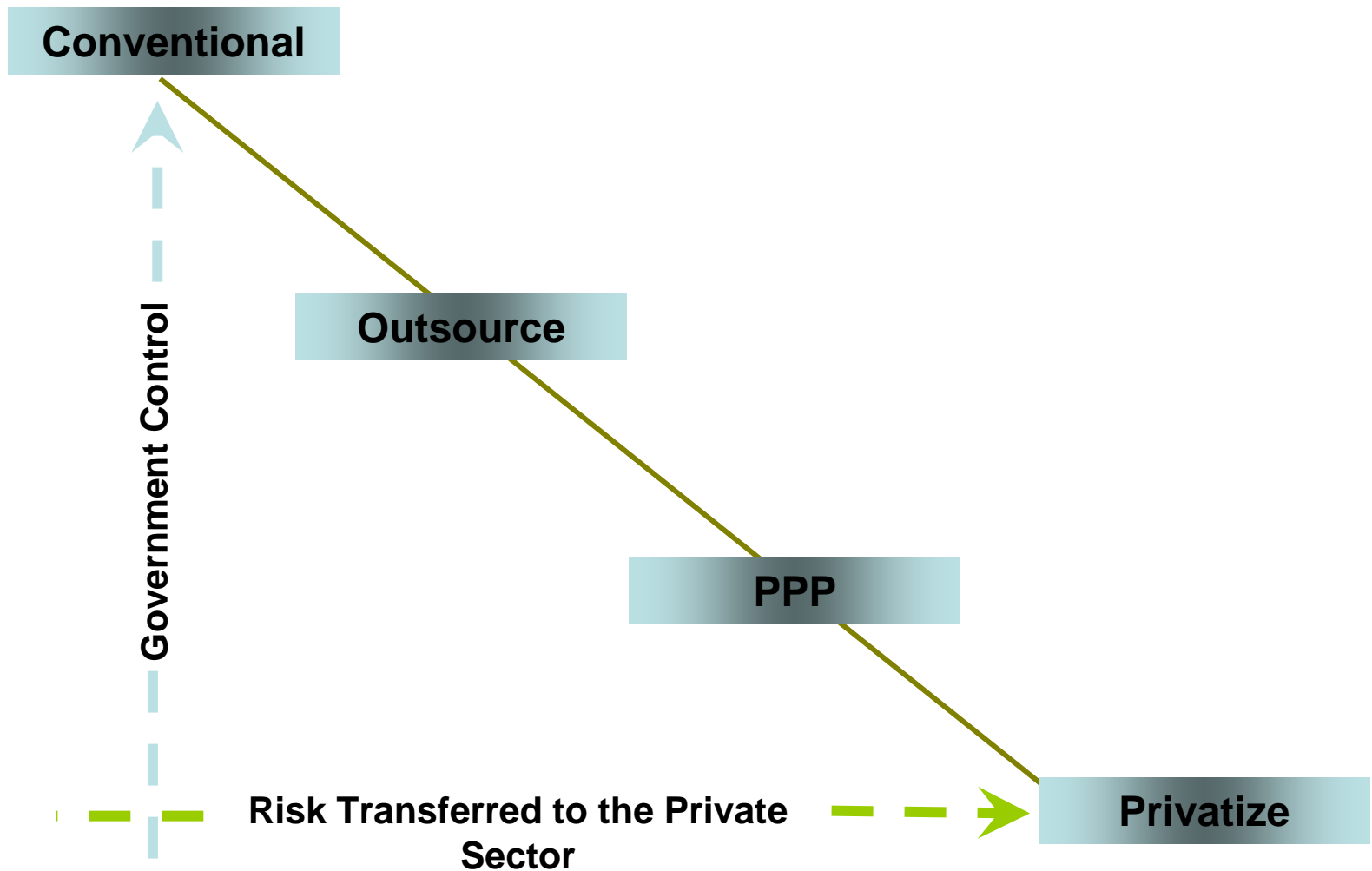
Why Business Model for eGov?

- To define the VALUE Proposition clearly
- To bring about clarity on roles & responsibilities of Government, Stakeholders & Implementing Agencies
- To ensure sustainability

Components of Business Model

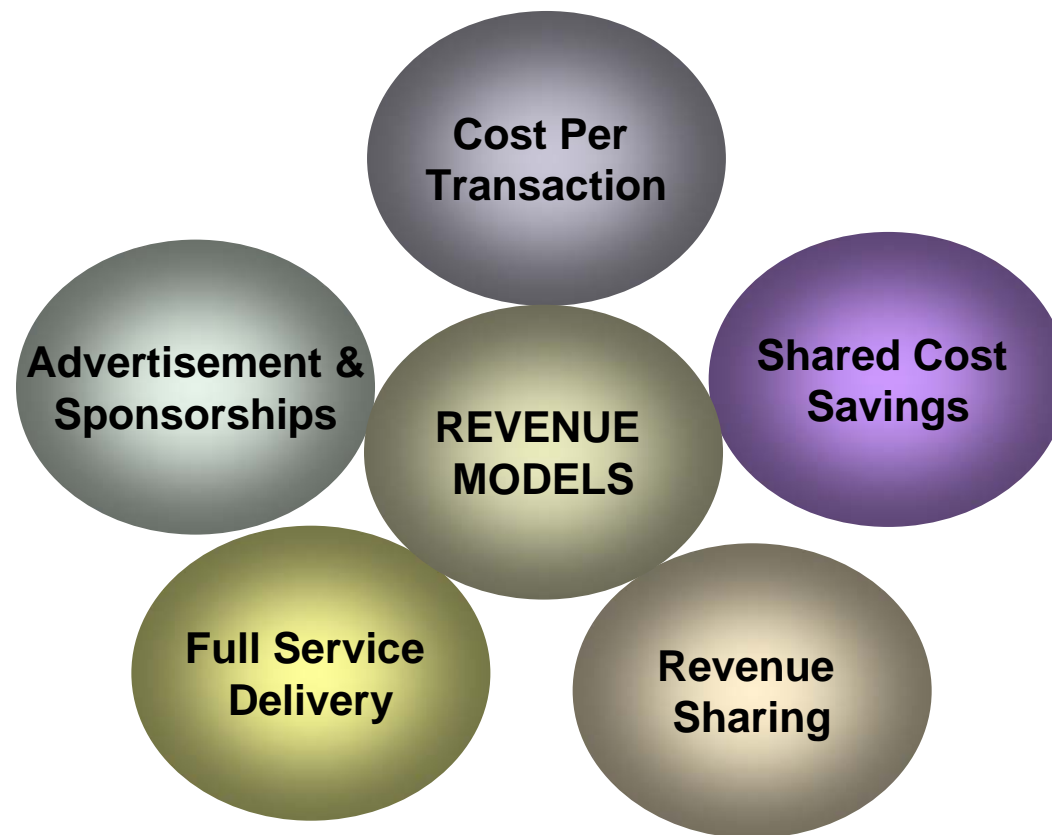


Business Model Options



Various Revenue Models for the Private Parties

A range of options exists for government to encourage private sector capital investment in e-government

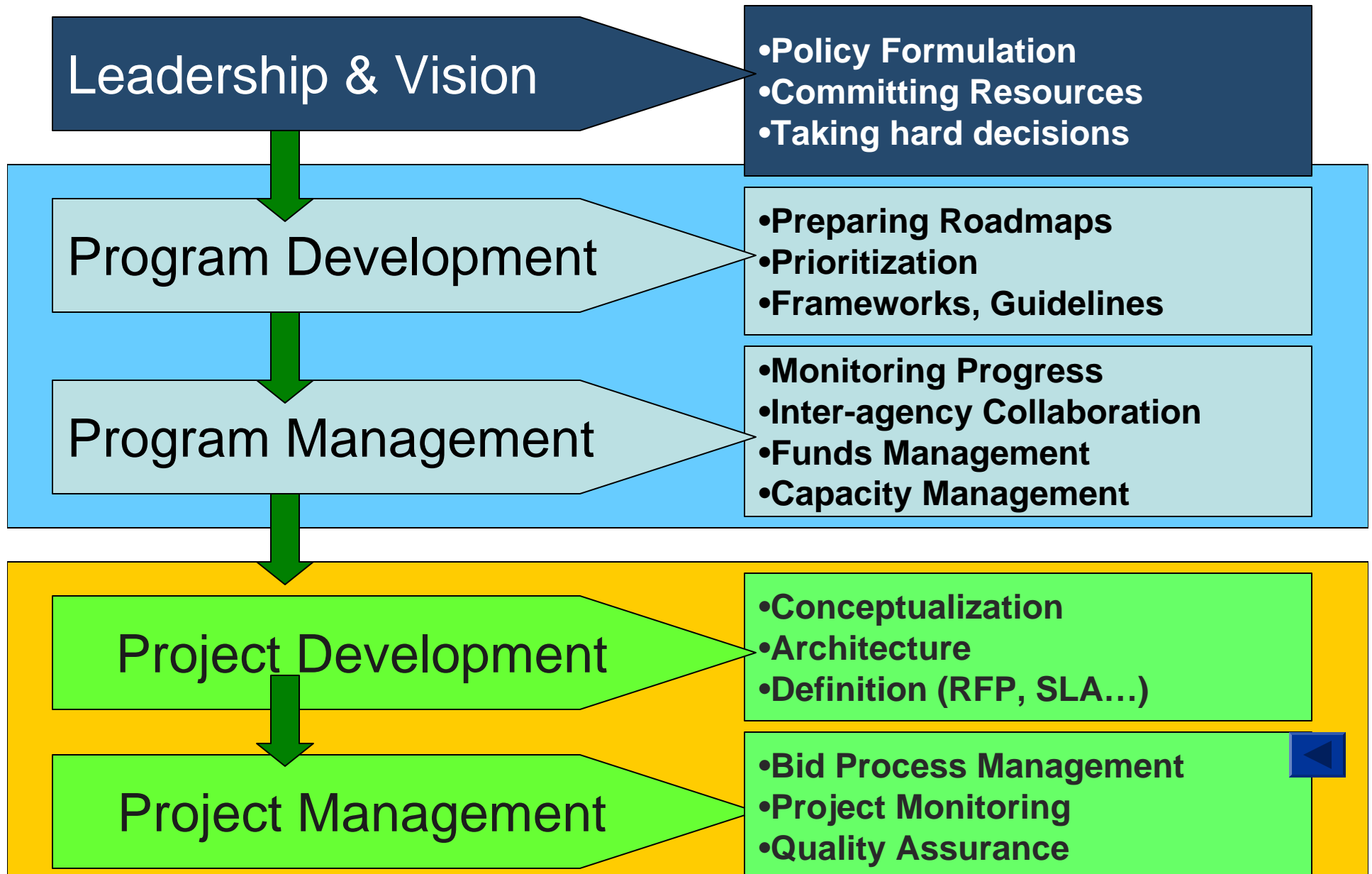


Critical Success Factors of PPP

- Involve private sector right from Conceptualization to Completion
- Design a viable Business Model
 - With right balance in sharing risk & control
- Adopt Open Standards
 - to prevent monopoly
- Formulate precise Service Level Agreements
 - both for the Public Agencies & Private Partners



Hierarchy of Capacity Needs



e-Gov delayed is efficiency denied!

- Establish Empowered Committee
 - Cut down delays in policy decisions due to file system
- Constitute Steering Committee
 - To take operational decisions
- Spare 1-hour a week at top levels
- Take support of Experts/ External Consultants

