# (GPA-203) E-Governance: Theory and Practice

**Pre-Requisites:** None

**Learning Objectives:**

The course will provide an introduction to concepts in the management and implementation of information systems in the public sector.

**Learning Outcomes:**

After completing the course, students should be able to:

- Have an understanding of eGovernment concepts and issues from the perspectives of public policy, public administration, and public management.
- Have knowledge of a eGovernance and ICT for development.
- Utilize technological tools for successful public service delivery.
- Use CT tools in order to impact the department functioning, bring change and how these changes are managed by incorporating process reengineering for the best case delivery of services to the stakeholders
- Implement and manage the e-government projects.
- Apply the e-government framework such as legal, security, financial, etc.

**Course Contents:**

The topics covered include the management of strategy and projects, data security, quality assurance, policies, political challenges and ethical challenges. Addresses implementation of eGovernment information systems including aspects such as feasibility studies, system analysis, system design, and construction with international case studies.

Further topics to be covered in this course include, monitoring and evaluation of eGovernment projects, IT workforce ,IT clusters & technology parks as incubators of innovation, concepts in bridging the digital divide, working with donors, models of public-private partnerships (PPP), application scenarios for G2G, G2B and G2C, emergence of new e-sectors such as e-Health, e-Water & e-Tourism, ICT for democracy & development (e-Municipality, e-Democracy, e-Voting), transparency & right to information, proprietary vs. open source software, e-literacy and illiteracy.

**Text Books and Software:**

1. Public Information Technology and E-governance: Managing the Virtual State By G. David Garson
2. E government: the science of the possible by J. Satyanarayana
3. E-Government from Vision to Implementation - A Practical Guide With Case Studies by Subhash Bhatnagar
4. E-governance: Concepts and Case studies by by C.S.R. Prabh