E-Governance Leaders as "Next Generation of" Change Agents

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Have current e-Gov applications brought in "paradigm change"?

- Great progress in last 15 years – good energy level, enthusiasm, positivity, support, making "Digital India" as center piece

- But mostly transactional (e-seva) or for information dissemination

- What change?

  – Improving Efficiency/ Enhancing Productivity
    – paradigm change?

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Achievements

- Data now in digital form - Great Achievement
- Thru with first phase of digitization – build and throw
- Education of staff and inculcating "digital" culture
  – Led to encouraging innovative minds in govt
- Processes in place for administration / implementation
- Accessibility to info and transparency
- Some of the above can be termed as "paradigm change"

What has changed in Technology in last 40 years

- Year 1974 – How many computers I was using
- Today how many computers I use

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What has changed in Technolgy in last 40 years

- Terminal anywhere in the world (including in AIR – "mobility")
- GUI / Touch / miniaturization (+ Web 2.0 leading to "Social") – today's tea at roadside
- Scale (analytics)
- IPC (Web services) (+ VM Leading to Cloud)

Mobile

- Smart phones as computing devices and net connectivity - 3G etc

- State Govts converting their applications to suit access from mobile

- But of type "m.facebook.com" don't harness the power of current technology

- Let us look at the broad architecture of "mobile apps" and what technological change has made it possible

Broad Architecture of Mobile Apps

- Brings "Client – Server" Technology back
  - Power builder – DBMS backend
- What were the issues with this technology for it to vanish and browser becoming universal interface
  - Publishing end software for 1000's of clients with varying platforms
- Publishers for mobile apps – only two to of them
- Touch / GPS / integration with other apps (contacts) and great colorful rendering capability of smart phones
- Back end same as for what is for browsers (but HTTP)

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Leading to "SMAC"

- Scale (infrastructure as well as web services)
- Cloud (Web 2.0 + virtulization)
- What can SMAC do?
- Book a ticket on cleartrip and see the advt that you get in gmail
- Example of what I got on "Whatsapp" – Pappu

Digital Identity

- Biometric identity thru Aadhar – very powerful
- Scale and stabilization – at the level of google
- Can India do it?
- We are still having govt email ids as gmail ids!

Digital Infrastructure Needs

- Building "Digital Roads" and providing free or toll based access

- e-Gov applications as "Apps"

- Smart phones (sub 2000 or freely distributed) along with strong practical education for common man

- Most importantly "thinking thru" innovative applications which add value like what was for "pizza hut" salesman – but in a positive way without sacrificing privacy

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Thank you

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