eGov 2.0

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NON-PAYMENT SPOILS SOCIETY AND INVITES, EXTORTIONS, ETC.
NO PAYMENT NO GOVERNMENT.
WE ARE DEMANDING FOR WHAT IS OURS.
STOP FOOLING THE POOR PUBLIC.
“IMPLEMENT COMMITMENT TO CONTRACTORS TWIST IT”.
PEOPLE NEED HONEST GOVERNMENT, NOT A MINISTER.
WE STIR FOR OUR RIGHTS.
CONTRACTORS’ AND SUPPLIERS’ ARE EQUALLY HUM.
STOP STEP-MOTHERLY TREATMENT.

NAGALAND CONTRACTORS’ & SUPPLIERS’ UNION, NCSU
What is eGov 1.0?

- Essentially transplanting the “Brick and Mortar” government into a “computerized” government
- Continued limited/indirect participation of the citizens
- Absence of Pure-play e-Governance solutions
- No significant cross-departmental solution
- Limited process re-engineering that does not necessarily leverage the full power of the newer tools of information technology
- Devoid of Web 2.0 technologies
What are the challenges?

- Demand for Participatory Governance
- Numerous stakeholders
- Multiple agencies involved
- Political issues
- Cultural issues
- Micro-communities
- Demand for further devolution of power
- Domestic government pressures
Therefore need for new models.

- Business Models
- Financial Models
- Operational Models
- Technology Models

Participative Governance
Emergence of eGov 2.0

- eGov 2.0 is an evolutionary step towards a more efficient, inclusive and participative government through adoption of a set of new trends in business models, operational models, financial models and technological models
“Webolution” of Business Models is happening..

Smart Mobs
Co-Creation
Wikis
Blogosphere
Tags
Social Networks
The Long Tail

Business Models
Financial Models
Operational Models
Technological Models
Web 2.0 Business Examples
eGov Business models

- Direct participation of Citizens
- Revenue from e-Public Services
  > Property Exchange, Vehicle Exchange, Number Portability etc
- Marketplaces need trust
  > Government driven e-Marketplaces
  > e-Emporiums
- Community creation and facilitation
- Creation of Market linkages
- Microfinance/ Micro-insurance enablement
- Trusted Labour Arbitrage systems
- Linkages to Capacity Building
eGov 2.0 and Capacity Building

- Participative Content Generation
- Online peer interaction
- Blogs and Wikis
- Curriki
- Culturally sensitive
eGov Operational Models

- **Outcome driven Models**
  > SLA should be number of children graduating rather than number of PC's installed

- **Regulatory support**
  > Who is responsible for violations in eGov2.0
  > Privacy

- **Capacity Building**
  > Citizens and other stakeholders

- **GPPP – Government and Public, Private Partnership**
eGov Financial Models

- Citizen-Investor in PPP
- Fractional share ownership for every transaction or
- Increase in capital based on the margin for every transaction
- Reserving a portion of the stocks to be put up to retail investors
- Advertisement driven models
Breaking Every Rule in the B-School Book

- Giving away services
- Trusting consumers / citizens
- No license fee
- Sharing intellectual property
- Tiny transactions

2.0 Phenomenon

Breaking Every Rule in the B-School Book

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2.0 Phenomenon
eGov Technology Models

- Democratization of Technology
- Need for Technological Sovereignty and independence from Vendor lock-ins
- Open Standards that are Royalty free
- Web 2.0 Technologies
- Digital Infrastructure Implications
### What’s Old, is New Again

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<th>eGov 1.0</th>
<th>eGov 2.0</th>
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<td>Targeted</td>
<td>Self Organising</td>
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Long Tail – New Economic model of Web 2.0

Similarly there are many communities that do not get served by the traditional Governance mechanisms.

Walmart carries 4,500 CDs

Amazon carries 800,000 CDs
Next-Generation eGov

Turning conventional wisdom on its head

Web technologies
Open standards
Open-source
Pushe ned the envelope

Ajax, Ruby on Rails, etc.
MySQL, OpenSolaris, NetBeans, Linux etc.
ODF, etc.
Wikis, Blogs, etc.
Impact on Government Organizational Models

- Impact of Aggregation of Demand and Supply
  > Fringe communities get served or get a tool to self-governance
- Impact on democratic institutions
  > Indirect vs direct democracy
- Impact of dis-intermediation
- Skills mix and competition for HR with private sector
Food for thought..

6.4 million PC’s sold in India last year..
THANK YOU

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Challenges for emerging economies

- Low Govt Revenue
- Low profits
- Low infrastructure
- Low investment formation
- Low wages
- Low consumption
- Low employment
- Low motivation
- Low productivity
E-Governance for Good Governance

- Enhance Revenue / Reduce cost
- Enhance Citizen’s Quality of Life
- Enhance Security (Internal and External)
Joined-up Government

Citizen Portal

Government Composite Application Platform

Agriculture  Treasury  Police  Tourism
E-Governance Magic Equation..

OO + NT = EOO

Old Organization + New Technology = Expensive Old Organization
What is Web 2.0?

- “New Architecture defined by easier, faster and contextual organization of and access to information, expertise and business contacts whether co-workers, partners or customers with a degree of personalization.” Informationweek 02-26-07

- “Refers to a diverse set of technology and approaches designed to capture our collective intelligence through online, two-way dialogue. It offers new ways of doing business: one the encompasses new technologies, business models, and processes that allow organizations to collaborate and to streamline and accelerate business processes between customers, employees and partners. “Accelerating your Business at Web Speed” - Sun White paper.

- The change from passive online experience to active participation is truly a paradigm shift, with significant consequences for business strategies,” “Accelerating your Business at Web Speed” - Sun White paper.

Japanese Proverb – “None of us are as smart as all of us.”
Is Web 2.0 just a Passing Fad?

**Social Computing:** Easy connections brought about by cheap devices, modular content, and shared computing resources are creating new ways for people to share information.

- **4%** CIO's who think Web 2.0 is a passing fad
- **70%** CIO's who adopted Web 2.0 for business efficiency
- **74%** Enterprises that prefer Web 2.0 suites
- **50%** Percentage of financial services consumers who read blogs and listen to podcasts above national average
- **13%** Enterprise executives disappointed with Web 2.0 investments
- **185% - 443%** ROI range for Rich Internet Applications (RIAs)
Impact of ODF on Exchequer

- Study by IIM Ahmedabad shows that Government of Delhi can potentially save 78% of their software expenditure by adopting ODF