

Chapter XVI

Enterprise Architecture as an Enabler for E–Governance: An Indian Perspective

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ABSTRACT

E-governance in India is different from those in developed countries due to the peculiarities in administrative structure, geo-political and organizational culture, and process management. U.S., UK, and Denmark have effectively used enterprise architecture frameworks for e-governance implementation. In this chapter, we analyze how enterprise architecture concepts and methodology can be used to implement an efficient and effective e-governance system for citizen services administration by the Government of India. There are several enterprise architecture frameworks like Zachman framework, FEA CRM, TOGAF, DODAF, etc. We have based our analysis on the Zachman framework due to its simplicity and since most of the other frameworks have either been guided by or derived from it. We develop a framework to be applicable to the Indian initiatives and identify how it can guide the e-governance implementation in India and facilitate solving the traditional problems associated with the governance system in India through better processes.

INTRODUCTION

Following the global tradition, India has undertaken pioneering initiatives in governance domain. As a consequence, there have been several e-governance initiatives in India. An

analysis of the different projects of e-governance undertaken in India indicates that they are more of islands of attempts rather than an integrating one. There have been two levels of attempts, first at the central government level and second at the state government level. There have been

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no initiatives taken by the local authorities—the municipalities on their own. While the efforts of the central government projects have attempted some amount of integration, all the efforts at the state government level have been more of e-government rather than e-governance (i.e., the attempts have been to automate the existing government services using ICT especially the Internet and Web-related technologies and not focused on process reengineering). Vincent and Mahesh (2005) state that “Though administrative improvements brought about through the use of technology are welcome, the real goal should be enhanced governance.”

The other aspects of these initiatives have been the following:

- There were no national level directives for e-government or e-governance.
- There has been no overall goal for achievement of deliverables.
- All the processes in any department, where the initiatives are undertaken, have not been automated.
- The efforts have taken more of a low hanging fruit approach keeping in view funds avail-

ability, acceptance within the department, protection of turf, and preserving the status quo in mind.

Overall, no comprehensive framework has been used for e-governance in India.

While the success of the implementations will need effective legislation (e.g., citizen charters and the right to information act and other enablers), there is a strong need for an integrative framework for the isolated attempts to be holistic.

This chapter attempts at the following:

- Analyzing the present situation in India in terms of e-governance initiatives.
- Identifying the needs felt for the progress of the initiatives.
- Role of enterprise architecture in fulfilling the needs.
- Various enterprise architecture frameworks existing at present.
- A suggested approach for using enterprise architecture for e-governance in Indian context.

Figure 1. Some of the e-governance initiatives in India

- National E-Governance Action Plan (NeGAP)
- Centre for E-Governance (CEG)
- Bhoomi
- Stamps Registration and Archiving (SARITA)
- VOICE
- e-Seva
- Gyandoot
- e-Choupal
- VidyaVahini
- Aarakshi
- Web based Citizen -IT Interface (WebCITI)
- Drishtee
- New Agent of Information – District level Integrated Services of Haryana for All (NAIDISHA)
- Saukaryam
- Akshaya
- GramSampark
- Dairy Information Services Kiosk (DISK)
- Community Information Center

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