The Management Development Institute (MDI) was established in 1973 with the active support of IFCI following an initial grant received from KFW, West Germany. The Institute soon established itself as one of the earliest centers for continuing education in India.

As an endorsement of its front runner position in the field of Post Graduate Education in Management in India, MDI’s PGPM (a two-year full-time MBA equivalent program) has been awarded “A” Grade by the National Board of Accreditation of All India Council for Technical Education (AICTE). Various surveys have ranked MDI among the top B-schools of the Country. The MDI is the Indian B-school with Global accreditation AMBA-Association of MBAs, UK. The education programs comprise of two-year full-time PGPM, PGP-HR, PGP-IM, 15-month Executive PGDBM, three-year Executive Management Program, Doctoral level FPM 1 FEPM, Post Graduate Program in Energy Management, and PG Diploma in Public Policy and Management. In addition to its academic programs, MDI has been a pioneer as well as a market leader in the area of continuing education in management. With over 35 years in this field, MDI conducts nearly 200 weeks of intensive short-term training programs each year, aimed at executives and managers from industry. Over 3000 managers participate in these programs each year. These include open programs, as well as customized organization specific training modules. The approach integrates latest knowledge with best practices through integrated business school activities enabling organizations in pursuit of excellence.

MDI offers consulting services in the different functional areas of management. The driving force at MDI is a dedicated team of distinguished faculty who has extensive experience and expertise in diverse fields. Over the years, there has been distinctive shift in emphasis from helping design and implement policies, systems and processes in functional domains to cross-functional domains. The institute is recognized by the industry (public and private). Central and State governments, and NGOs and is known for providing quality services to its clients. MDI always strives to provide high quality, cost-effective and timely services to the clients. It has remained contemporary through its primary focus on research, adapting to change and developing innovative strategies to facilitate the process of change in the dynamic business environment. The institute’s clients say that it has been able to add value to them by bringing in a strong cross-functional emphasis in their approach to carry out business.

As part of its strong research focus, MDI supports the following research initiatives:
- Centre for Supply Chain Management
- Centre for Excellence in Information Management
- Centre for Entrepreneurship
- Centre for Transformational Leadership
- Centre for Corporate Governance
- Centre for Positive Scholarship

MDI maintains high level of academic excellence in management. It has over 80 full-time faculties who have several years of experience having worked at senior positions in the industry. The faculty is thus able to deliver a healthy mix of practical insights and academic rigor in the classroom. MDI also has strong links with leading international B-schools. This aids in delivering a globalized management curriculum. As part of the global initiatives, student and faculty exchanges go on regularly. Joint research projects are also undertaken. Above all, MDI has a well-developed state-of-the-art infrastructure, which includes a library with a collection of over 60,000 volumes, and online access to international journals, a computer center with over 500 PCs, air-conditioned lecture halls and syndicate rooms, besides a host of other recreational facilities.

MDI’s International Partners

MDI has active linkages with McGill University, Canada, University of Waterloo, Waterloo, School of Public Policy, George Mason University, USA, University of Connecticut, USA, Cambridge College, Massachusetts, USA, DeGroote School of Business, McMaster University, Canada, Robert H. Smith School of Business, University of Maryland, USA, Marquette University, Wisconsin, USA, Bentley College, USA, The University of North Carolina, Kenan-Flagler Business School, Chapel Hill, USA, North Carolina State University, Raleigh, North Carolina, USA, ESCP-EAP, France, EDHEC Business School, France, The Institute d’Etudes Politiques de Paris (Sciences-Po), IAEA-Ien Provence, France, Total Professors Association (TPA), Paris, Grenoble Ecole de Management, Grenoble, Bergische Universitat Wuppertal, Wuppertal, HHS, Leipzig Graduate School of Management, Leipzig, International University in Germany, Brusel.

European Business School - Oestrich-Winkel, Frankfurt School of Finance & Management, Frankfurt, Vienna University of Eco. & Business Administration, Austria, Copenhagen Business School, Denmark, Aarhus School of Business, Denmark, Solvay Business School, Brussels, The Faculty of Applied Economics, University of Antwerp, Belgium, BI Norwegian School of Management, Norway, Universus Carlo Cattaneo (ULIC), Italy, Bocconi University, Milano, Warsaw School of Economics, Poland, Graduate School of Business Economics, Higher School of International Commerce and Finance (WSIFFM), Warsaw, Middlesex University, London, UK, School of Management, Asian Institute of Technology, Thailand, Queensland University of Technology, Brisbane, University of the Free State, Bloemfontein, University of Otago, Dunedin, Leon Recanati Graduate School of Business Administration, Lahav Executive Education Centre, Faculty of Management, Tel-Aviv University, Tel-Aviv, Israel, University of Tampere, Finland, Lahore University of Management Sciences (WMS), Pakistan, RSM Erasmus University, Rotterdam, Athens University of Economics and Business, Athens, Moscow International Higher Business School “MIRKIS”, Moscow, Huazhong University of Science and Technology (HUST), School of Management, China. These linkages operate in the domains of exchange of students, faculty and knowledge. Some executive education programs are co-designed and delivered along with our partners. MDI now has developed a new niche market for foreign institutions in conducting international executive development programs at MDI campus.

E-Governance: Issues and Challenges

August 04-06, 2014

MDI Campus, Gurgaon
**Background**

E-governance which means ‘electronic governance’ has evolved as an information-age model of governance that seeks to realize processes and structures for harnessing the potentialities of ICT at various levels of government and the public sector and beyond for the purpose of enhancing good governance. If implemented strategically e-governance can not only improve efficiency, accountability and transparency of government processes, but it can also be a tool to empower citizens by enabling them to participate in the decision-making processes of governments. We are all touched by the phenomenon of e-governance in some form or the other as users, planners, implementers and managers. Therefore, an understanding of important issues, challenges and drivers of e-governance is important for all.

In spite of the worldwide diffusion of e-governance initiatives, getting the claimed benefits of e-governance has not been easy for various technological as well as organizational reasons. E-governance initiatives are challenged by the phenomenon of changing citizen requirements, shifting benchmarks, a moving goalpost and elusive outcomes like never before. Consequently there has been significant interest in planning and on developing e-governance best practices and applying them to ensure that e-governance programmes and initiatives are on the right track and are more aligned to outcomes. This programme discusses important planning, implementation and management issues for e-governance initiatives. It covers key concepts and best practices in the planning, design, requirement analysis, innovation management, process re-engineering and impact assessment of e-governance projects. The three-day program at MDI will provide a platform for meaningful interaction and deliberation on all these issues and other challenges in the area of e-governance.

**Objective**

The objective of the intensive three-day workshop is to help participants
- To develop an understanding on effective methods of planning, designing and implementing sustainable e-Governance initiatives.
- To discuss an approach for process reforms and planning in government and public services organizations.
- To discuss methods and approaches to enhance public access and service delivery using ICT.
- To discuss issues, best practices, processes for management of Innovation
- To discuss issues and challenges in building security into e-government
- To develop an understanding of critical issues in evaluation of e-governance projects.

**Contents**

The programme focuses on the unique problems in the Indian context and attempts to provide understanding of key success factors in managing e-Governance programs.

**Major topics covered are:**
- Planning for e-governance projects
- Government Process Re-engineering
- Innovations in Public Service Delivery
- Different Models for Citizen Engagement
- Evaluation/Impact assessment of e-governance projects
- Planning for security issues in e-governance projects
- Best Practices and Lessons from other E-governance projects

**Methodology**

The programme will have a proper blend of case studies, presentations, lecture cum discussions, experience sharing, group work etc. Participants are expected to bring specific problems/issues pertaining to their own e-Governance projects which would be taken up in the group project work.

**Intended Audience**

This area would be of interest to policy makers, practitioners, middle / senior level participants from Government/ PSU managers of E-governance Projects, business analysts.

**Venue & Duration**

The programme is scheduled during August 04–06, 2014 on residential basis at MDI Campus, Mehrauli Road, Sukhrali, Gurgaon. Accommodation for participants would be available at MDI campus from the noon of August 03, 2014 to the noon of August 07, 2014.

**Registration Fees**

Participants may be nominated by their organizations. The enclosed nomination form should be completed and returned to the Chief Administrative Officer (Programmes), Management Development Institute. The fee for the program is Rs. 31,500/- (Rupees Thirty One Thousand and Five hundred only) per participant which includes professional fee & all charges for lodging and boarding and supply of course material. Service Tax as applicable will be charged extra in addition to the programme fee. Payment should be made by a crossed demand draft in favour of “Management Development Institute, Gurgaon (Haryana),” and sent to the Chief Administrative Officer (Programmes), Management Development Institute, MDI Campus, Mehrauli Road, Sukhrali, Gurgaon 122 007 (Haryana), INDIA.

**Last Date**

The last date for receipt of nominations is July 21, 2014 and the last date for withdrawal of nominations is July 22, 2014. Any withdrawal received after this date will be subject to deduction as per the Institute's rules. However, substitution may be permitted.

Nominating organisations are advised to await confirmation of acceptance of nominations before sending the participants to the programme venue.

**Enquiry**

For any Additional information / enquiry, please write to:
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**Prof. Anjali Kaushik**

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Prof. Anjali Kaushik is an Associate Professor of Information Management at the Management Development Institute (MDI), Gurgaon, India. She holds a Ph.D. from Delhi University in the area of information systems planning. She has more than 20 years’ experience in teaching, training, research and consulting. She has been a consultant on several Government of India projects and assignments related to strategic planning, policy making, monitoring and impact assessment on e-Governance and cyber security. Some of these projects include the evaluation of the ‘National e-Governance Awards’; where she was a consultant for four consecutive years, the impact assessment of e-Governance projects as a ‘Knowledge Partner’ and the development of the ‘Cyber Security Best Practices Framework for the Government Sector in India’. She has participated as a speaker on various forums, and has been regularly conducting workshops and training programmes in the area of e-Governance and cyber security at MDI. She has authored five books and has more than 20 published research papers in various journals.