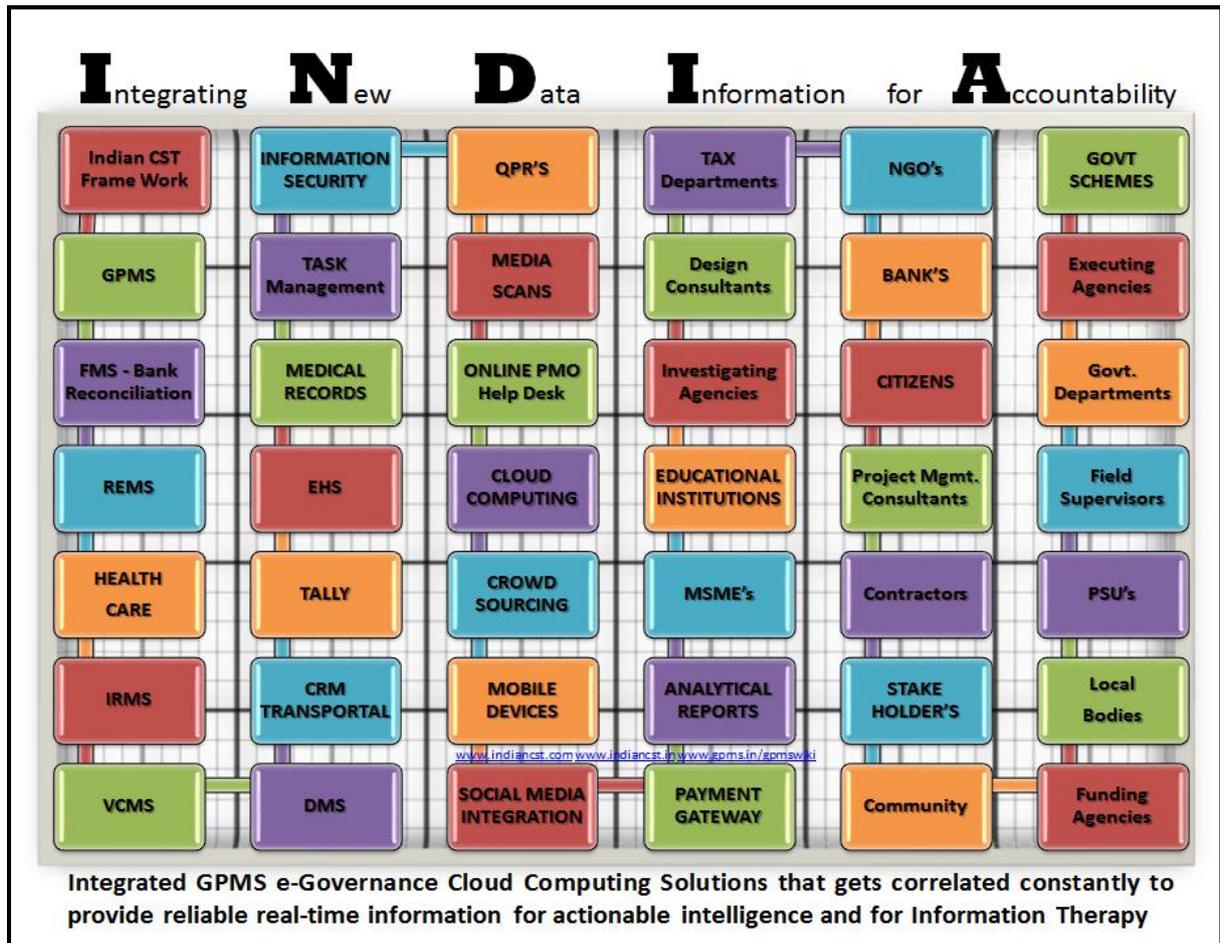


## Integrating New Data Information for Accountability (INDIA)



IT products and services have become increasingly a major part of our lives today, thus necessitating the need to enhance competencies in every sphere of Information Technology. In today's modern world a widespread access to information, communications and resources is the only solution to remove the insurmountable barriers to education, democratization process and overall economic growth.

- i) The primary objective of the Research and Development programmes initiated by Indian CST is to facilitate absorption of emerging technologies in the IT sector, facilitate capacity building, creating the right infrastructure and making the existing technologies, affordable and easily absorbable to the citizens of the country. The user friendliness of the IT products promoted by Indian CST, has already started developing a world market for its products.
- ii) Since its inception in 2009, Indian CST has been engaged in research and development in areas concerning complex public problems that defy easy solutions like e-governance solutions for various Public Utilities, Municipalities, Universities, and others.

- iii) Indian CST [www.indiancst.in](http://www.indiancst.in) started with a small office in Bengaluru with a handful of committed IT specialists and managers and hired most of its IT infrastructure /server requirements from various vendors. In its effort to find world class cost effective solutions, Indian CST has developed several e-tools and cloud based models which will enhance technologies for processing of E Governance big data are under different stages of testing/ deployment.
- iv) In its first major breakthrough, Indian CST developed a basic version of a web enabled Global Project Monitoring System using indigenous technology for Bruhat Bengaluru Mahanagar Palike (BBMP). The System is currently in use at BBMP (<http://www.bbmp.gov.in/> (click on ward wise detailed information) since 2011 helping the organisation monitor online over 92,000 projects besides managing their daily collections.
- v) Using this system, the citizens are able to participate and provide meaningful feed back on myriad public funded projects.
- vi) All the R&D activity of the Indian CST has so far been funded by its own funds and other private sources.

**Based on the successes of the initiatives** the current focus of Indian CST is to undertake research activities by various Communication technologies including Cloud Computing to innovate and develop ICT tools and products for the industry to benefit the end users rather than only the optimisation of computing infrastructure for the IT Vendors and service providers. This research is to make complex problem solving through Crowd Sourcing a reality and promote for this purpose the concept of a networked TEAM (Transparency, Efficiency, Accountability and Mutual Sharing).

- vii) “INDIA” is an enabling IT platform that has been conceived by Indian CST. It would facilitate and help to acquire, compile and store data, analyse and interpret the same for actionable intelligence, and communicate alerts to facilitate appropriate interventions. It is intended to responsibly share ideas and exchange information among all the participating stakeholders. A truly networked data and information exchange platform is the expected outcome. There is a need for a Scalable, customizable cloud computing application suite with 24x7 uptime
- viii) In order to take our research to the next level in the pursuit of our new concept of a “INDIA”, we now like to upgrade/expand our infrastructure facilities, and to improve our capacity to train intended users e.g. IT professionals, technocrats, scientists, entrepreneurs, managers etc. We also intend to disseminate and propagate the benefits of cloud based ICT to various sections of the Society. For this purpose Indian CST is looking out for funds from agencies which support such research and capacity building activities.

- ix) Indian CST has been working in R&D space for the past 3 years using its own limited funds for its activities. Indian CST has been attempting to develop e-tools using indigenous technology and for commercial application of such technology, or adapting such technology to wider domestic applications. The need for a common Portal which can be used by various agencies for exchange of data/information has been felt in our country time and again. In India, while various organisations have individually accumulated expertise as well as lot of data, the same is not available in the public domain or even shared at the time of need. Thus the need for a common infrastructure or a mega “INDIA” platform for use by all is a must in our country.
- x) One of the ideal situations when the proposed “INDIA” would be of immense utility, is a disaster management situation like the recent one in Uttarakhand and the Current NPA accounts of PSU banks under the scanner of Govt. of India .
- xi) Our proposed program will help address some of the gaps in the system in regard to the need for e-tools and bring all stakeholders and citizens on a common platform for collaborative working and learning. This will also achieve the objectives of the Trust in meeting the aspirations of citizens.
- xii) The Government of India has recently come out with a GI Cloud Strategic Direction Paper in April 2013 which gives its vision and policy towards cloud computing, the ways and means to leverage the benefits of cloud computing. Our research centre will provide opportunity for exploring the various options of Cloud computing technologies, as the Paper also invites private cloud providers to set up dedicated government cloud for providing services to Government employees, citizens, businesses and others. (For more details refer to Government of India’s Department of Electronics and Information Technology (Deity) site and [http://deity.gov.in/sites/upload\\_files/dit/files/GICloud%20Strategic%20Direction%20Report\(1\).pdf](http://deity.gov.in/sites/upload_files/dit/files/GICloud%20Strategic%20Direction%20Report(1).pdf)).
- xiii) The National Data Sharing and Accessibility Policy-2012 (NDSAP) of the Government of India, coupled with the Rights to Information Act, (RTI) has opened the flood gates to all citizens to access a plethora of data collected by all agencies using public funds.
- xiv) Thus there is immediate need for appropriate IT products and services, e-tools and systems enabling access to these huge data and to make use of the same in a meaningful manner by all concerned. Timely Analysis of such large data and correct interpretation by experts facilitates research based interventions and course corrections to anticipate risks and mitigate damages, cost escalations and time over runs in various projects & activities.

- xv) The 'INDIA' platform will help not only in the collection of data using any device from multiple sources but also in seamlessly moving it through different systems across boundaries/enterprises and make it available for the user depending upon his maturity level.
- xvi) At present, industry believes that security is a bottleneck for the growth of cloud computing technology. For this reason, CIOs prefer own data centres incurring considerable costs for setting up and maintenance.
- xvii) Indian CST's innovative research is aimed at making the Cloud based IT platform affordable and secured as well as device independent. (BYOD) Focussing on Citizen as a Service seeker (CaaS) , Indian CST offers the benefits of IaaS, PaaS and SaaS with BYOD from a Secured Public cloud.
- xviii) The R & D activity by Indian CST will help in translating the above policy pronouncements of the Government of India.

### **Project Information**

Strengthening Democracy through Project / Program Management Support for Active Civic Engagement

**Project Location:** Local - India villages and towns in India, India Study of strategies for replicating results across India, rest of the world)

### **Project Summary:**

Project/Program Management supports continuous process improvements, and effective stakeholder enablement and engagement. Federal administration of USA uses Project/Program Management effectively, which is also induced to the Indian industry through the global industry. Inability of centralized administration of India to leverage project / program management methodologies lead to administrative intractability, and resultant symptoms of exclusion of various stakeholder groups from the opportunities in the global economy. Currently India analyzes the symptoms of exclusion and executes remedial measures as a liability through centralized administration. This project proposes to catalyze inclusive society through effective usage of project / program management for analysis of exclusion and catalysis of solutions, which in turn is expected to adoption of project / program management for improving the transparency of execution, monitoring and evaluation of all government projects.

**Main feature of the project:** Democratic dialogue and support for constitutional processes

**Gender considerations:** Addressing gender inequality is a key objective of the project

This program educates women how family support services can be executed as projects, which enable the working women with reliable delegation and part – time careers for housewives, and build household, community and democratic leadership competencies among all women. Strengthens the intelligence network for anti-human trafficking, and builds democratic consciousness among rural self help groups of women. Addressing the needs of marginalized or vulnerable groups is a key objective of the project.

India currently manages caste based discrimination through centralized administration of caste based reservations, which requires the registration of the caste for relief effort, which in turn leads to discrimination. Given several causes leading to the poor performance, existing solution aims to alter the outcome of underperformance, while this initiative complements the existing relief effort through decentralized on demand delivery of support services aimed at alleviating each of the causes.

Problem being addressed: In his recent visit to India, American President Obama inspired the Indian youth to look at the global economy through the eyes of opportunity and not eyes of fear. The state of Andhra Pradesh, India is currently gripped in a political crisis, where exclusion demoralized the students and citizens of a region to demand for a separate state. Converting this perplexing crisis into a global opportunity to catalyze inclusive society and strengthening democracy through project/ program management.

**Objectives/Purpose:**

- xix) Promoting project / program management as a tool useful for enabling and engaging the stakeholders of a democracy
- xx) Creating democratic consciousness among the professionals
- xxi) Creating awareness among the leaders about the usefulness of professional services for avoiding and managing crises

**Key Activities:**

- i) Delivery of affordable project management trainings in return for quantified voluntary effort, which in turn used to promote objectives of the project
- ii) Helping individuals and organizations assess their ability to generate revenues from each of the identified opportunities in liberalized global economy
- iii) Developing bodies of knowledge, and devising certification mechanisms
- iv) Catalyzing inclusion through collaborative platform that helps the service providers, service aspirants and facility coordinators publish their schedules of availability dynamically, help them translate their idle time into capability enhancement reserve, by volunteering their services to enhance the capability of other members
- v) Inducting service providers, service aspirants and organizations interested in sharing their facilities for negotiated reward and recognition
- vi) Creating democratic consciousness among the citizens, communities, organizations and organizational consortiums

### **Outputs/Deliverable Products:**

- i) Exposition draft on the design specification of 'Technological knowledge democratization cloud', which supports decentralized reconciliation of needs, expectations and aspirations of professionals, professional communities, organizations and organizational consortiums, and on demand delivery of knowledge through effective usage of state of the art technologies such as object oriented analysis and designing, Internet, social networks, project / program management methodologies, virtual forums and cloud computing.
- ii) Functional prototype of collaborating platform
- iii) Decentralized online and on-ground collaborations of vulnerable groups of interest such as farmers, women, and marginalized communities.
- iv) Decentralized diffusion of prevailing political crisis in Andhra Pradesh, India through on demand delivery of project / program management and leadership competencies, and progress tracking for an extremely large number of inspired leadership aspirants

### **Results / Outcomes:**

- i) Policy support and technology support enabling farmers, women, and marginalized communities in liberalized global economy
- ii) Upgrading the existing global value chain that improves the productivity of organizations in developed nations such as USA and generates employment in developing nations such as India bidirectional
- iii) Improvement in measured satisfaction of individual and institutional stakeholders about the optimality of application of technology for promoting democratic dialogue

**Monitoring and Evaluation:** Indian Centre for Social Transformation ([www.indiancst.in](http://www.indiancst.in)) serves as the Executing Agency & hosts project progress details at their website. devises processes; Technical institutions & professional bodies validate the results, processes and optimal usage of technology for promoting transparency, negotiates quantified voluntary effort from the beneficiaries of affordable project management trainings. Builds a solution for bridging industry – academia gap, build democratic self empowering regulatory networks of leaders using affiliated facilities and volunteers

**Sustainability:** This program has inbuilt sustainable business model where the aspirants of careers in the global industry receive affordable trainings, and the application of technologies for societal transformation and for strengthening the practice of democracy are catalyzed through their project works.

## World Bank Case Study

### Global Project Monitoring System (GPMS), Indian CST, India

**Background:** Indian CST has developed a distinctive online Project Management platform called GPMS ([www.indiancst.in](http://www.indiancst.in)) in 2009 for programme and project monitoring. Majority of the users are from public sector.

#### Features at a Glance

- ✓ Remote monitoring process for ongoing projects at multiple locations
- ✓ In-built escalation mechanism where superiors can quickly identify non-conformances and initiate interventions leading preventive delays
- ✓ Allows graphical information exchange including videos and photographs
- ✓ Conversion of unstructured data to structured data, while maintaining their integrity
- ✓ Real time communication and information sharing
- ✓ Accessibility from anytime, anywhere

#### System Outcome:

- ✓ Improve monitoring and performance management of projects
- ✓ Acts as a useful decision support system based on information from the field
- ✓ Improve transparency and accountability of projects undertaken

#### Strategic Development Decisions:

- ✓ Global Project Management Solution is offered as a management tool that will introduce high end technological platforms like cloud computing and crowd sourcing.

#### Impact:

- ✓ Used across a range of stakeholders including Ministries, Departments and District Municipalities
- ✓ Transparency and accountability through field data capture
- ✓ Improve the efficacy of the delivery of projects and eliminate corruption

The core strength of the GPMS is the online availability of real-time data that gets correlated constantly to provide reliable information and actionable intelligence. The GPMS-enabled remote monitoring process for ongoing projects at multiple locations leaves little scope for inefficiency or mishandling of projects and the funds associated with them, irrespective of the position in the government administrative hierarchy.

