



Inauguration of Center for Applied Research in Data Science (CARDS) and International Research Workshop Programme

e-Governance and Public Service Delivery: Challenges, Opportunities and Recommendations

Date: 21st August 2019

Location: CR 02, Academic Block, Indian Institute of Management Tiruchirappalli, India



Hosted by the Center for Applied Research in Data Science (CARDS)
in association with
Tamil Nadu e-Governance Agency (TNeGA) and AIS India Chapter



Workshop Schedule

From	To	Details of Event on 21st August 2019
		<i>Inauguration of CARDS and Workshop (10.00 AM to 11.15 AM)</i>
10.00 AM	10.10 AM	Inauguration of Center for Applied Research in Data Science (CARDS), followed by:
10.10 AM	10.15 AM	Invocation and Welcome Note by Dr. Sujeet K. Sharma, Associate Professor, Information Systems & Analytics, IIM Trichy
10.15 AM	10.25 AM	Address by Dr. Bhimaraya Metri, Director IIM Trichy
10.25 AM	10.30 AM	Address by Shri Santosh K Misra, IAS, Commissioner of e-Governance & CEO, Tamil Nadu e-Governance Agency, Govt of Tamil Nadu
10.30 AM	10.35 AM	Address by Dr. Santosh Babu IAS, Principal Secretary, Ministry of Information Technology, Government of Tamil Nadu
10:35 AM	10:45 AM	Address by Tmt. S.Valarmathi, Hon'ble Minister for Backward Classes and Minorities Welfare, Government of Tamil Nadu
10:45 AM	10:55 AM	Address by Thiru. Vellamandi N. Natarajan, Hon'ble Minister for Tourism, Government of Tamil Nadu
10.55 AM	11.05 AM	Address by Hon. Thiru. R.B. Udhayakumar, Hon'ble Minister for Information Technology, Government of Tamil Nadu
11.05 AM	11.08 AM	Vote of Thanks and Honoring the Guests with Memento
11.08 AM	11.10 AM	National Anthem
11.10 AM	11.45 AM	<i>High Tea Break</i>
		<i>International Research Workshop (Part 1 - 11.30PM to 12.00 Noon)</i>
11.45 AM	12.00 Noon	Challenges in e-Governance and Public Service Delivery in Tamil Nadu: An Introduction by Prof. Sujeet K Sharma and Prof. J.B. Singh
		<i>International Research Workshop (Part 2 - 12.00 Noon to 02.00 PM)</i>
12.00 PM	12.30 PM	Presentation 1 - Prof. Lemuria Carter
12.30 PM	01.00 PM	Presentation 2 - Prof. Rahul De'
01.00 PM	01.30 PM	Presentation 3 - Prof. Amany Elbanna
01.30 PM	02.00 PM	Presentation 4 - Prof. Marijn Janssen
02.00 PM	02.30 PM	<i>Lunch Break</i>
		<i>International Research Workshop (Part 3 - 02.30PM to 04.00PM)</i>
02.30 PM	03.45 PM	Panel Discussion
		Participants: Prof. Yogesh Dwivedi, Prof. Vishanth Weerakkody, Prof. Vigneswara Ilavarasan P, Prof. Uthayasankar Sivarajah, Sh. Santosh K. Misra, Prof. Priya Seetharaman, Prof. Nripendra Rana, Dr. G.P. Sahu
03.45 PM	04.00 PM	Summarisation and Concluding Remarks





<https://www.iimtrichy.ac.in/>

Welcome from the Workshop Committee

We are delighted to welcome you to the workshop on *e-Governance and Public Service Delivery: Challenges, Opportunities and Recommendations*

This pamphlet contains essential details about speakers, the workshop schedule, Internet access, and social media engagement. However, the workshop team is at your disposal for any questions you have or help you need.

We hope you enjoy and maximise everything this workshop has to offer and have a wonderful time in Tiruchirappalli!

- **Workshop Chair**

- **Professor Yogesh K. Dwivedi**, Emerging Markets Research Centre, School of Management, Swansea University, UK

- **Workshop Conveners**

- **Prof. Sujeet K. Sharma**, Information Systems & Analytics, Indian Institute of Management Tiruchirappalli, India
- **Sh. Santosh K. Misra** IAS, Commissioner, Tamil Nadu e-Governance Agency, Tamil Nadu, India
- **Prof. Jang Bahadur Singh**, Information Systems & Analytics, Indian Institute of Management Tiruchirappalli, India

- **Workshop Coordinator**

- **Vimal Kumar M**, Research Scholar, Information Systems and Analytics, Indian Institute of Management Tiruchirappalli, India,
Email: vimalkumar.f15005@iimtrichy.ac.in



Twitter Hashtag: #eGovernance; #TamilNadu; #IIMTrichy
Twitter handles: @IIMTrichy;



WiFi SSID: IIMT/GUEST



About Speakers:

Dr. Amany Elbanna



She is an Associate Professor in Information Systems at Royal Holloway, University of London. Her research revolves around two main streams: 1) platform economy and 2) Systems development, delivery and impact. She is an Associate Editor of Information Systems Journal and a member of the Editorial Board of Information & Management, Journal of the Association of Information Systems (JAIS), Information Technology & People, Scandinavian Journal of Information Systems and Journal of Enterprise Information Management. She won Reviewer's Recognition Award from the Journal of the Association of Information Systems (JAIS) in 2016 and 2018. She is also a reviewer for many top tier management journals.

Dr. Bhimaraya Metri



Dr. Bhimaraya Metri is Director at IIM Tiruchirappalli. Before this, he was Dean at L&T Institute of Project Management at Vadodara. He also served as a Professor & Dean at MDI Gurgaon, IMI, New Delhi and an In-charge, Ph.D. Programmes at BITS Pilani. Dr. Metri has a rich academic, administrative experience. An authority in the field of quality, project management and SCM, Dr. Metri has published over 100 research articles. He is also co-authored six books. He is on the editorial advisory boards of national and international journals. Dr. Metri has more than 25 years of experience in teaching, training, research and consulting.

Dr. G.P. Sahu



He is professor and Head of School of Management Studies in MNNIT, Allahabad. His research interest includes e-government, IS/IT planning, e-business, digital marketing, supply chain management, relationship marketing, green IT. He did his Ph.D from IIT Delhi and received Raman Fellowship for Post-Doctoral Research. He has a teaching experience of 21 years. He has been editor and reviewer for several journals such as International Journal of Electronic Government Research, International Journal of Electronic Governance, and Journal of Cases on Information Technology.

Prof Jang Bahadur Singh



Jang Bahadur Singh is a faculty in the Management Information Systems Area, IIM Tiruchirappalli. He holds a doctorate from IIM Bangalore and M. Tech degree from IIT Kharagpur. His current research focuses on understanding information technology-related societal issues in India (such as digital divide and digital literacy) using large scale publically available datasets. His interest also encompasses the application of data mining techniques for business decision making. He has publications in prestigious international journals, and his research papers have been accepted for presentations in premier international conferences.



Prof. Lemuria Carter



She is the head and professor at School of Information Systems and Technology Management, University of New South Wales. Her research interests include technology adoption, e-government and cybersecurity. She has published in several top-tier journals including the Journal of the Association for Information Systems, European Journal of Information Systems, Journal of Strategic Information Systems, Information Systems Journal and Decision Support Systems. She has served as the e-government track and mini-track chair for the Americas Conference on Information Systems and the Hawaii International Conference on System Sciences, respectively.

Prof. Marijn Janssen



He is the head of the Information and Communication Technology section of the Technology, Policy and Management Faculty of the Delft University of Technology. His research interest includes ICT-architecting, ICT and governance, and orchestration. He has published in several top tier journals including Information Systems Management, Government Information Quarterly, International Journal of Information Management, Information systems frontier. He has received several prestigious awards.

Prof. Nripendra Rana



Nripendra P Rana is a Professor in Digital Marketing and Head of International Business, Marketing and Branding at the School of Management of University of Bradford, UK. He holds a BSc in Mathematics (Honors), an MCA and an MPhil degree from Indian universities. He also holds an MBA with distinction and a PhD from Swansea University. He is also a Senior Fellow of the Higher Education Academy (SFHEA).

Prof. Priya Seetharaman



Prof Priya Seetharaman is Associate Professor of Management Information Systems at IIM Calcutta. Her research interests include IT Strategy, IT Governance, e-Governance, Healthcare IT, Technology Adoption, Impact of Technology, Systems thinking and its applications. Her research outputs have been presented in many international conferences and journals such as Information and Management, Journal of Information Technology Case and Application Research, Computers in Human Behavior, and so on.

Sh. Santosh Misra



Santosh Misra CEO, Commissioner of e-Governance, Government of Tamil Nadu, India is a public policy and regulatory specialist working in the area of emerging technology. He has a deep technological background with over 21 years of work experience. He is recognised as a Public Policy and Technology expert by the Governments. He has been leading programs requiring inter-disciplinary co-ordination and has been driving strategic change within the Government using technology. He has an MS in Electrical Engineering from the University of Minnesota and a BTech from IIT Kanpur with specialisation in Digital Signal Processing and Communication technology. He has established a Center of Excellence in emerging technologies, which is working towards solving Governance problems using AI, Blockchain, IoT and Drones etc. He is leading the world's largest



Blockchain rollout at Govt of Tamil Nadu. He has conceptualized and he is creating the first Predictive Service Delivery model in the country.

Prof. Sujeet Sharma



Dr. Sujeet K. Sharma is an Associate Professor in the 'Management Information Systems Area' at IIM Tiruchirappalli. Dr. Sharma has been teaching for more than 17 years in Oman, Bahrain and India, which has given him extensive experience in teaching and interacting with the students across a multiplicity of cultural and ethnic backgrounds. Through his academic career, his knowledge and expertise in Statistics, Mathematics, and Computer Science has enabled him to effectively design and deliver several courses, both basic and advanced, in the fields of Information Systems, Business Mathematics, and Business Statistics. Dr. Sharma worked as the Director of the MBA programme at the College of Economics and Political Science, Sultan Qaboos University, Muscat for the academic year 2017-2018. Besides, Dr. Sharma has also served as member in the College Board, the highest decision-making committee in the college.

Prof Vigneswara Ilavarasan P



P. Vigneswara Ilavarasan (PhD - IIT Kanpur) is a Professor of information systems at the Dept. of Management Studies, Indian Institute of Technology Delhi. He researches and teaches about the interaction of information and communication technologies (ICTs), society & business. Dr. Ilavarasan has been a Visiting Research Fellow at United Nations University - School of Computing and Society (Macau) and School of Management, Curtin University (Perth). He is a recipient of the Outstanding Young Faculty Fellowship Award at IIT Delhi and Prof. M.N. Srinivas Memorial Prize of the Indian Sociological Society. He is also a Senior Research Fellow at LIRNEasia, a leading regional ICT policy and regulation think tank. He has received large research grants from Dept of Science & Technology (Govt of India), ICSSR (India), IDRC (Canada), Oxford Analytica (UK), IPTS (European Commission), CIPPEC (Argentina) and IdeaCorp (Philippines). His research has appeared in all the leading international journals and conferences of repute.

Prof. Vishanth Weerakkody



Prof. Vishanth is currently the Head of the School of Management and Professor of Digital Governance at University of Bradford. Prior to this, I was Associate Dean, Planning and Resources for the Faculty of Management, Law and Social Sciences at University of Bradford and a Professor of Digital Governance at the Business School in Brunel University London. As a research-active academic, he continues to publish in Chartered Association of Business Schools 3* and 4* journals. My publications have appeared in Journal of Information Technology, Journal of Business Research, European Journal of Marketing, International Review of Administrative Sciences, Government Information Quarterly, Information Systems Frontiers, Technological Forecasting and Social Change, Production Planning and Control, International Business Review, Computers in Human Behaviour and European Journal of Operational Research.



Prof. Yogesh Dwivedi



Prof. Yogesh K. Dwivedi is the Swansea University's Dean of Academic Leadership (REF Research Environment and Interdisciplinary Research), Professor of Digital Marketing and Innovation, and Director of the Emerging Markets Research Centre (EMaRC) in the School of Management at Swansea University, Wales, UK. His research interests are at the interface of Information Systems (IS) and Marketing, focusing on issues related to consumer adoption and diffusion of emerging ICT-based applications, electronic/digital government, and digital marketing particularly in the context of emerging markets. He has published more than 250 articles in a range of leading academic journals and conferences. He has co-edited/co-authored more than 20 books on technology adoption, e-government, IS theory, eWOM and social media. His Google Scholar Citations are 9358.

Currently, he is serving as:

- Editor-in-Chief: International Journal of Information Management (ABDC: A)
- Associate Editor - Government Information Quarterly (ABS: 3*)
- Associate Editor for Digital Marketing Section - European Journal of Marketing (ABDC: A*)
- Senior Editor (Europe/Africa/Middle East) - Journal of Electronic Commerce Research (ABDC: B)