

INAUGURAL SESSION



Ashish Khetan, Vice Chairman, Delhi Dialogue Commission, along with other dignitaries lights the traditional lamp to inaugurate eGov Symposium - Andhra Pradesh 2016' in Tirupati on January 29, 2016.



J SATYANARAYANA
Advisor, IT, Electronics & Communication, Govt of Andhra Pradesh

Transforming interaction with citizens

eGovernance is about a fundamental transformation of how government deals and interacts with its citizens. Andhra Pradesh Chief Minister's e-Pragati initiative is ambitious. Similarly, the eSeva is quite popular now in its transformed name called 'Mee Seva'. The development of IT as an industry can happen through practising it. Andhra Pradesh government has been sincere in using IT in different manners. I am sure even the industry is aware that both opportunity to get some business and also to be a part of this development of a new state is available, which is called 'Sunrise AP'. I had great pleasure in inaugurating this symposium.



ASHISH KHETAN
Vice Chairman, Delhi Dialogue Commission

Delhi Govt moves towards eGovernance initiatives

The reason why I'm here is that I want to learn from all the pioneering initiatives that the Government of Andhra Pradesh over a period of time has taken in the field of eGovernance. I was completely surprised to know that there are more than 650 services in AP which are already online. After coming to power, the Delhi Government has started an initiative called eDistrict and we have made almost 10 or 12 services in the last 10 months online. For the Delhi Government, technology is not a matter of mere convenience, but it's an instrument through which one would provide services to citizens. Only through technology we would be able to completely weed out corruption, manipulation and fraud from the system and provide citizens the services they deserve and they are entitled to.



ePragati to pave way for Digital Andhra Pradesh

The new digital initiative ePragati can be termed "Trust AP". It is like a golden key which is going to unleash tremendous things and create rush scalability and skills ability to educate people who are anywhere in the village. Through this project Chief Minister N Chandrababu Naidu will bring prosperity to the entire Andhra Pradesh. In TrustAP, "T" stands for technology driven, enabled and powered. "R" is for responsibility and reliability. "U" means Uniformity completely unleashed to the entire population, not to a select few. And finally "S" stands for scalability with security of information. Big Data is going to grow exponentially, along side the ePragati initiative.

PROF BALA V BALACHANDARAN
 Founder and Dean, Great Lakes Institute of Management

e-PRAGATI - WAY FORWARD FOR DIGITAL INDIA PROGRAMME



G S PHANI KISHORE
 Special Secretary, ITE&C Department, Government of AP

Transparent, efficient eGovernance

It is needless to say that Andhra Pradesh has been the leader in eGovernance. The initiatives undertaken by the Government of Andhra Pradesh to deliver citizen-centric services up to the last mile through eGovernance is unparalleled. The saga of eGovernance in AP started long back with projects like Mee Seva followed by ePanchayat. The symposium primarily envisages the contemplation of thought leaders, visionaries, implementers, industry leaders and partners at the ground level. However, nothing in eGovernance can be effective until a person in a village is serviced with transparency, quickness and efficiency.



RATNAKAR JHAUHARI
 CEO, eGovernance Authority

Good analysed data crucial

This session had speakers highlighting various eGovernance initiatives and also talking about how ePragati will help benefit poorest of the poor in Andhra Pradesh. We are happy to know that this initiative will go to the remotest areas in Andhra Pradesh. The scheme will be providing 15 mbps connectivity at the rate of ₹150 per month. Everybody will have access to various services via ePragati.



VISHAKHA DONGRE
Practice Manager, SAS India

Big Data useless unless structured, analysed

Any kind of data, structured or unstructured, generated and stored is meaningful only if it is analyzed. The Big Data stored in Hadoop is just a lake of dead data until some analytics model is applied to it to figure out any behaviour or problem in the system and take action accordingly. This can be beneficial to government for taking various actions and doing pre-planning to tackle any future problem. For using limited resources for the maximum impact, analytics is taken into action. It can be applicable in almost all the fields like healthcare, crime, politics, etc. All of us have limited resources. For example, there are 50 doctors for 20 villages. Analytics can help in deciding where a particular doctor can be sent so that maximum people could be benefitted.



RAKESH GARG
Secretary, DoT

BharatNet to be backbone of eGovernance

Andhra Pradesh has always been in the forefront when it comes to eGovernance initiatives. As a citizen needs government services from birth to death certificates, the traditional model of approaching government has a lot of problems. With eGovernance, things get simplified and the progress of the country can be much faster. If we talk about eGovernance, it will call for a lot of investment. So, the moment we think about computerising any activity of the government, we first start thinking how much money is required and from where the money will come. The Government of India has taken up a very huge project known as BharatNet now, in which it would be laying the optical fibre cable network in all the village panchayats in the country.



DR G KALPANA
Principal Secretary, Food, Civil Supplies & Consumer Affairs

Karnataka takes digital route to PDS

Under Annabhagya", we supply free food grains to almost 80 percent of the total Karnataka population which is about six crores. We keep a tab on such a wide public distribution system via IT. All the 212 offices of the department at various levels and 312 wholesale points have been computerised and interlinked to a central server system maintained by NIC and the information is available to public also on www.ahaara.kar.nic.in. All ration card is digitised with each and every detail of the beneficiary. The state portal contains the ration card details, BPL criteria, status of new applications that come, details of fair price shop and contact details. If public have any opinions or complaint, they can lodge complaints and grievances through their mobiles using 1967 number and 1800 tollfree. Details are also available on portal.

SMART TECHNOLOGIES FOR SMART CITIES



Speakers interact among themselves during the session



M N RAO
Executive Director, APTS

Technology to enable smart cities

With more and more job opportunities getting concentrated in big cities across the world and a continuous inflow of masses from the rural areas into urban areas in search of better lifestyle, It is expected that 80 per cent of the world's population will be residing in cities by the year 2050. This will cause huge strain on the available urban resources, including housing, power, water, etc. So, there is an urgent need for having smart technologies to increase the efficiency of city systems and reduce the resource consumption. Thus, the proceeding in this session will go with two major themes, i.e. digital interruption and digital intervention, in the context of smart cities and also as a solution for smart cities, which lie ahead in time.



SUDHIR AGARWAL
Senior Director & Head, Oracle India

Technology gives you power

How many of you believe you live in some kind of smart cities? How many of you pay your municipality tax over the Internet? How many of you can apply the passport online? How many of you get the gas connection through the pipe and not the cylinders? My belief is that we are already living in a smart city and we have to move to the smarter ones. Secondly, smart cities is about building blocks, which is about Internet of Things (IoT). Smart cities have different requirements and different stages of development. One has to look at the disruptive manner than the incremental one to change things. Once technology is brought in, it will give you power, neutralising a particular role. Startups will play a crucial role and there will be new business models as well.



VIKRAM KUMAR MV
Vice President-Business Development, Cisco

Digitisation is the future

Smart cities are being implemented in silos. Coming back to the innovation and disruption, most of them have come from new companies. We all should be prepared as digitisation is the way forward. Seventy per cent of the companies will not be there if digitisation is not there. In Andhra, we have been working on various projects, and startups have a huge scope too. Our work even involves innovative solutions for waste management and so on. With the announcement of 20 smart cities list recently, two are from the State of Andhra Pradesh. We are hoping to add more value to both these cities.



MANOJ AGARWAL
Business Development Manager, Public Sector India, NetApp

Enabling services 24x7

Smart cities is about a large amount of data and one needs disruptive technologies and solutions to cater to the needs of these high-tech cities. In simpler terms, smart city means smart things or it means different things for different people. It leverages technology across various facets of the city; be it health, transport, education or any other. It could also be a utility, but the primary thing is this will work on real time basis. Smart city enhances collaboration, which can be better brought through technologies, as it is mentioned that smart cities are all about data. Technology for smart cities must have a thoughtful consideration in defining state architecture because the quantum of it is far from what has been in the past 20 years. We have to keep an eye on technologies. For instance, cloud has become a reality and we should see how we can leverage it. It will not only minimise cost, but also improve availability and provide 24x7 services.



DR C S KUMAR
Transport Commissioner, Government of Odisha

Smart mobility need of the hour

A smart transportation brings in a lot of awareness among citizens. We have enabled services to help students get their learning licence in college itself. Once it is there, it's easier for them to get driving licence. We are also coming with a driving track system and issue licences online, within three to four months. We are also trying to generate report on driving and facilitate bus operators' permits online, so that when a person applies for a permit he knows its status. Another service is GIS mapping of routes, where the passenger and the operator can know the bus routes and numbers of the services plying on them. This not just helps in smooth movement of traffic, but also helps in better controlling traffic movement, especially in big cities. With each passing day, more and more smart transport systems are being introduced.



E RAVENDIRAN

Commissioner, Kalyan Dombivalli Municipal Corporation, Government of Maharashtra

Rules and regulations need change

It is vital to know how the government sees the vision of smart cities and how guidelines are reached. The projects have two essential categories: one is area-based projects and another is pan-city projects. There are three criteria for these projects, namely redevelopment, retrofitting and greenfield development. Its weightage is of 80 per cent, pan city, which is 20 percent of IT solutions. When we implement such services, the government has to initiate a set of laws. Thus, we need changes in rules and regulations. Apart from changes in norms, there is also need for deployment of smarter technologies, which can facilitate city systems much better as compared to manual handling of the same.

CYBER SECURITY AND CHALLENGES



C NIRANJANA

Country Manager, HP

Mobile applications challenge for cloud security

By 2020 it's expected that about one trillion mobile applications would be available for around 100 billion connected mobiles devices. All these are prone to cyber attacks. Initially HP was focusing only on the network and the data security, but suddenly another key element which has come up is Cloud security, because any application you have, any transaction which you try to access is over the Cloud now. So Cloud security has become crucial. When it comes to implementation for eGovernance, the key area which I recommend to focus on is the identity management because in any (cyber) attack it's important to figure out the people who are responsible for it. Once an attack is made, how you would come out of the crisis situation needs lot of planning in the management layer.



JACOB VICTOR G
General Manager, APTS

BYOD a threat to data security

The three parameters of the data, i.e. Confidentiality, Integrity and Availability, should be ensured to secure data with respect to any cyber policy. Data can be seen in three stages - backup model, processing model or one in the transit. If we secure these three stages, automatically we will be able to ensure data security. Some of the threats visualised for the near future is BYOD (Bring Your Own Devices). Almost everyone visiting government offices and secretariat has smart phones and they are making most of the services on WiFi. Hence there is a chance of data leakage. These devices don't have MDM (Mobile Device Management), so we cannot restrict their access to different sites. That is the place where we need to examine the BYOD policy. We are going for a third party audit for all the government applications before they are put into their life.



NIKHIL AGARWAL
CEO, Innovation Society, Dept of IT, Govt of AP

Cyber security a growing challenge

In the coming decade, a proper cyber security framework will be indispensable for any business. In the burgeoning digital age almost everyone owns advanced gadgets like smartphones, laptops, ipads, etc. and online communication has become crucial. So, it has become easy for anyone to hack passwords and cause severe loss. Even a single security attack, in the form of a virus, can damage a country's governance. Knowing the importance of cyber security, the Andhra Pradesh government is working hard to set up a fully integrated cyber security infrastructure which will open ample opportunities for the collaborating companies. We will make some significance announcements regarding the same within next 2-3 months and the state government is expecting feedback from the industry as well. Andhra Pradesh will also develop centers exclusively for cyber security startups. The new companies can turn into really big companies who would be able to provide services even to the outside world.



ANUBHAV TYAGI
Senior Solution Specialist (India & SAARC), Gemalto

Data encryption: Best way to secure data

Innovative ICT solutions like cloud storage need to focus more on data security. We need to make sure that security should be data-centric. The privacy of the data can be secured using encryption technology. Anybody can do encryption by downloading solutions from free websites. But the most important part of the encryption is how one is managing the keys involved behind the encryption process. Once you make sure that you are encrypting the data and managing the keys, such that it is isolated from the data and nobody can access the keys, your data is secured.

In 2015 alone over one billion records were exposed. So we need to change the mindset and need to give prime importance to the security. Generally, we initiate a project and we don't feel that security is required. We should go as we build our homes. We have door and we have lockers. So that is how the project should be. There should be security at the first place.



C KRISHNAMURTHY
Chairman, Tirumala Tirupati Devasthanam

Technology has a role in religion, too

It feels proud to know that the Andhra Pradesh Government has been spearheading the world of technology in India, which has become the pulse to deliver the services to citizens up to the last mile. As far as trouble-free darshan of Lord Venkateshwara in Tirumala to lakhs of devotees each day is concerned, it is being implemented and became possible only with the help of technology. Not just darshan, but also real-time update of accommodation, food, transportation and other requirement of lakhs of devotees who visit the holy town each day, has been made possible because of the technology itself. So, even the religious places are drawing heavily on the newer technologies.

INVESTMENT OPPORTUNITIES IN ANDHRA PRADESH



(L-R) Srikant Srinivas, Innovation Catalyst, Nasscom; Nikhil Agarwal, CEO - Innovation Society, IT Department, Govt of Andhra Pradesh; and Vamsi Krishna Rayala, Chief Executive - Skillbank representing the Tirupati Information Technology Association during the session.



SRIKANT SRINIVAS
Regional Director, NASSCOMM

A long way to go

In the past few years, there has been a fair amount of progress in Andhra Pradesh. But progress doesn't happen overnight. The progress taking place in cities has also taken its own time. Even places like Hyderabad, Bangalore, Gurgaon or Pune did take time, around more than five years to come to a particular shape. So, if we are expecting a magic to happen in places like Vishakhapatnam or even Tirupati, it would be unrealistic. However, things are taking place in the right direction to some extent. The other important factor that is extremely important for the industries to come up is infrastructure - something that the industry requires and the one required as part of the social fabric). The second part is availability of talent. Both these things must be addressed. Moreover, societal fabric is extremely important. That's one area where we think we have to go a long way.

VALEDICTORY SESSION



Key Speakers pose for a group photograph



Y S CHOWDARY
Minister of State, Ministry of Science & Technology & Earth Sciences, Government of India

Understanding the right use of IT

eGovernance is a subject, which is currently in a state of transformation. Basically, it is just the delivery of various citizen services at a much faster pace and in an efficient manner. Most of the people from AP Government say that because of the eGovernance, they are able to monitor many areas more efficiently and effectively. Also, we deliver the citizen services to make sure that their happiness index increases. Technology is not just about using a smart phone, but it's about how we use it to enhance our basic necessities. Our country has 95 per cent mobile users, but we don't have basic facilities like toilet. We should concentrate on how to use technology in a productive way. Therefore, there is a need for all of us to help, and that is why volunteer organisations need to be promoted. One thing that I have been coming across the states is that even our offices are not fully aware about right use of IT. They don't have proper understanding and hence citizens naturally develop some kind of unhappiness towards adopting it.



DR PALLE RAGHUNATHA REDDY
Hon'ble IT Minister, Government of Andhra Pradesh

Andhra to offer good governance

Under the leadership of our Chief Minister Shri Chandrababu Naidu, IT and Hyderabad have progressed well and got a unique position. The city of Hyderabad has got international recognition. After the bifurcation, it became a huge challenge for us to rebuild the new state of Andhra Pradesh - the "Sunrise State" of India. Nonetheless, the aim of our Chief Minister is to make Andhra Pradesh one among the top three states in India by 2022, the number one state in the country by 2029 and the best destination in the globe by 2050. With the able leadership under the vision of our hon'ble Chief Minister, we shall definitely make the new State of Andhra Pradesh a number one state in the field of IT and electronics in the future. The blueprint brought by the Chief Minister involves reimagining of AP, role of eGovernance and development of IT & electronics industry in the state. The target is also to develop Andhra Pradesh as a society of global repute with a focus on enhancing the quality of life of its citizens.