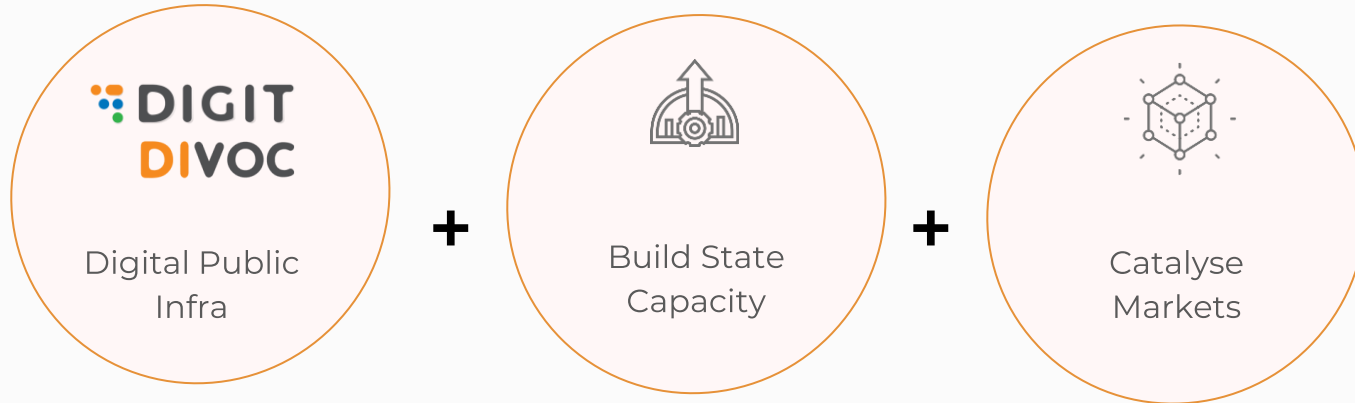


Capacity Building - Success and Challenges

By Pradipta Kundu,
eGov Foundation

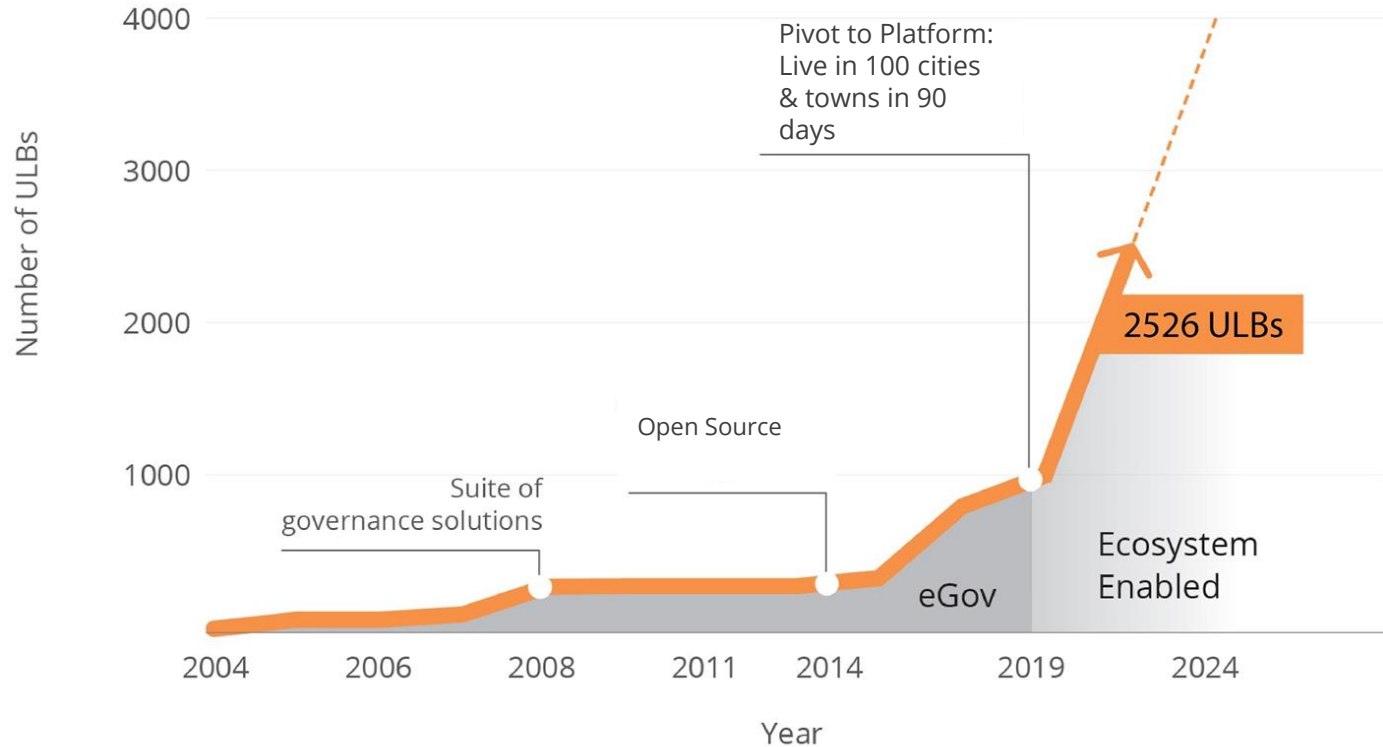


We build Digital Public Infra and work with Governments & Markets to transform governance and public service delivery



1.1 B	Public Services Delivered
\$1.9 B	Revenue Mobilised
2.3 B	COVID Vax Certificates
260m	Citizens
Network Effects	200+ partners 6 countries 8 sectors 50+ solutions

The 3 pillars has resulted in fast scale up and building system capacity



eGov's journey of building state capacity



Goal of Capacity Build - To strengthen the MoH to usher in digital transformation in health



Program Set up & build the right core team

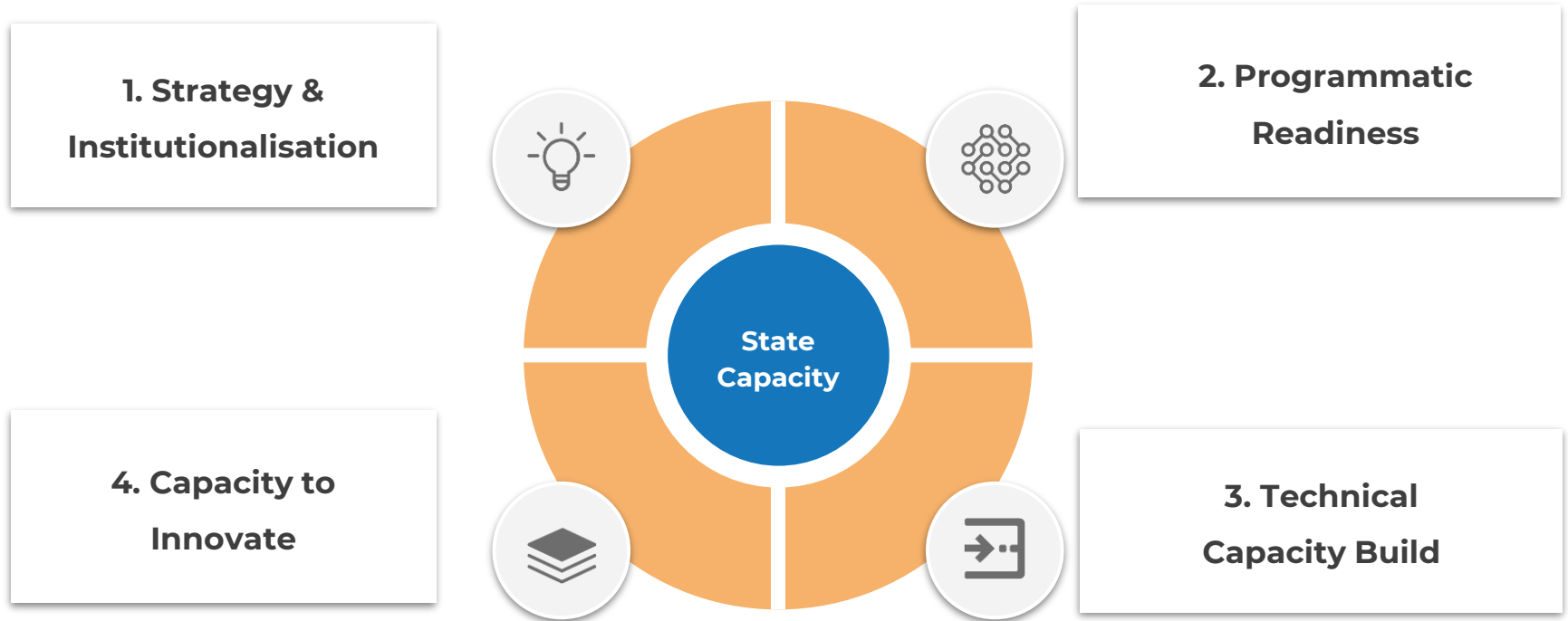


Upskill existing staff and hire people



Change Management of Process and Culture in a cost effective manner

Capacity Build has 4 phases - let us focus on the Programmatic Readiness and Technical Capacity Build

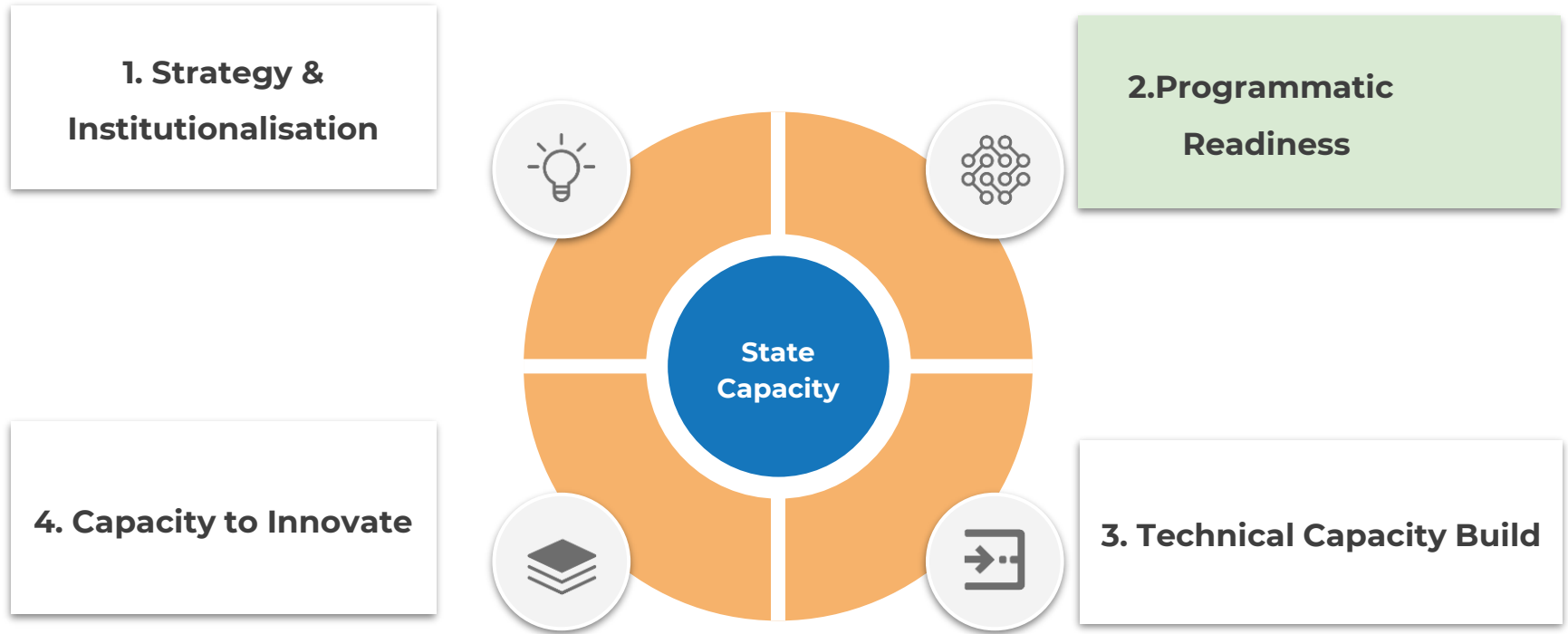




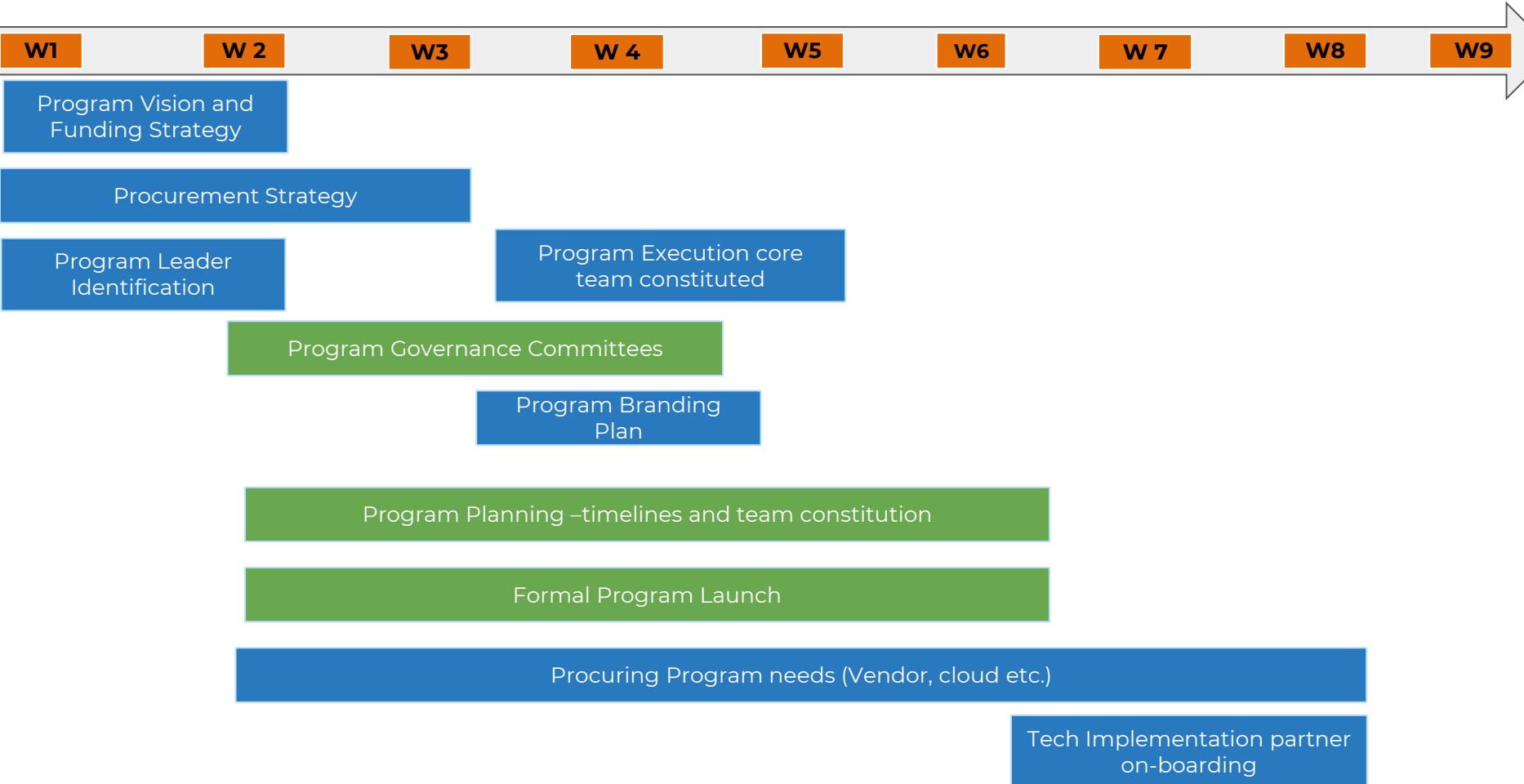
This state wanted to work with us but had very limited resources (both human and IT).

This is the story of how eGov enabled the state to not just build its capacity but become the best state, winning awards.

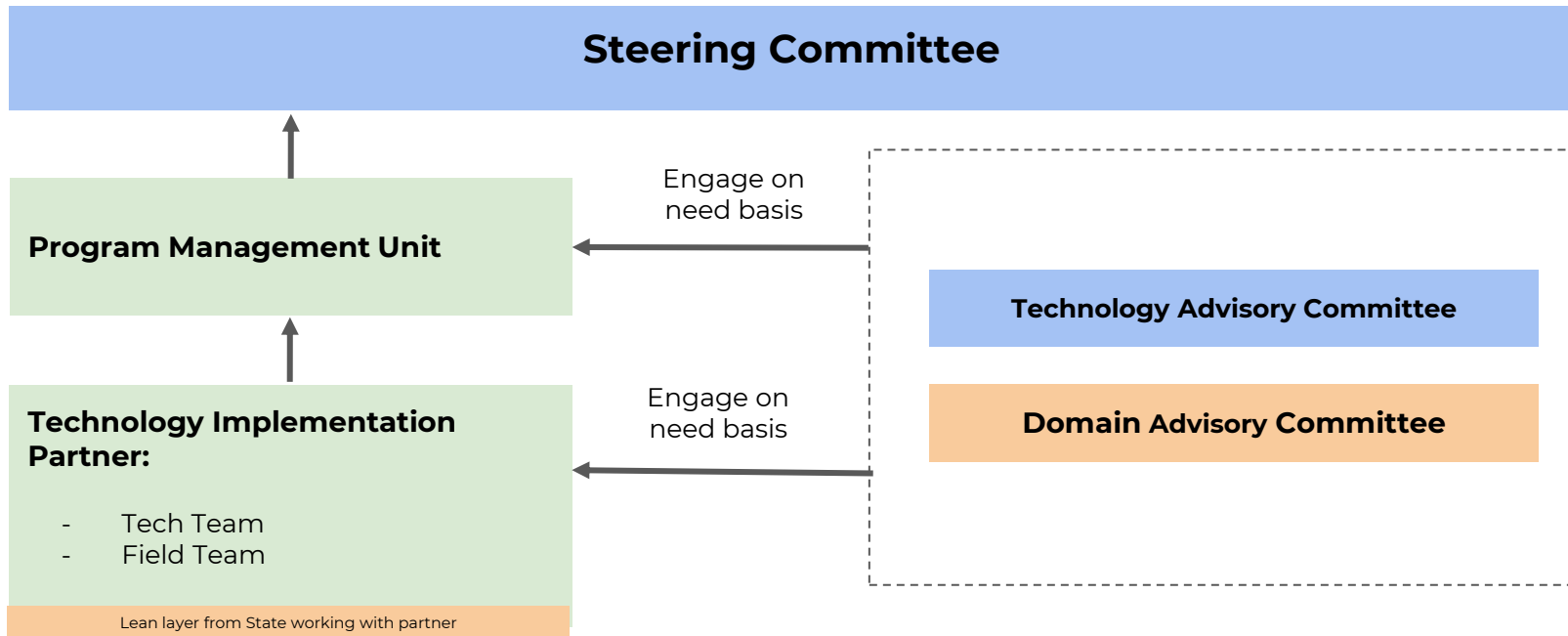
Capacity Build has 4 phases - let us focus on the Programmatic Readiness and Technical Capacity Build






Programmatic Readiness in 9 weeks - from Vision to Implementation ready

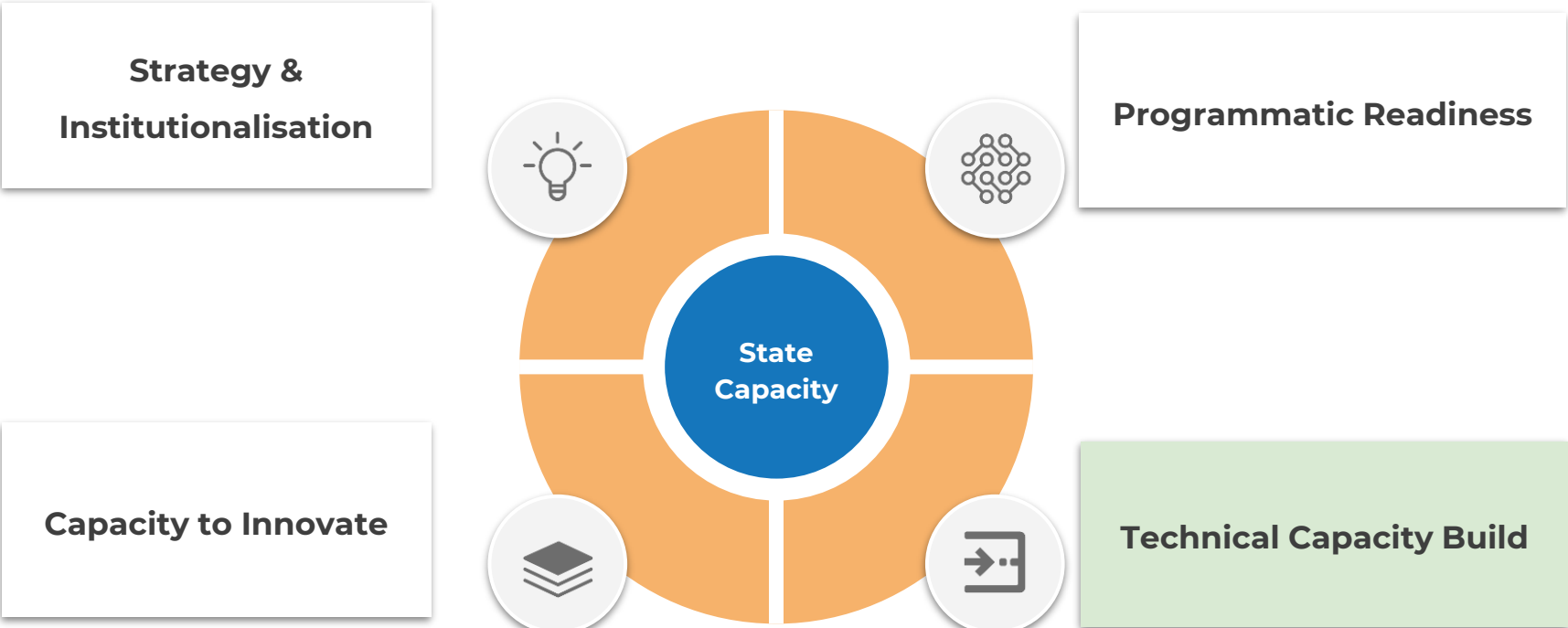


The Program Governance Structure is the key backbone of State Capacity Build



-  Members from different groups (state, eGov, BPR consultant) etc.
-  Members from government
-  Procured firm

Capacity Build has 4 phases - let us focus on the Programmatic Readiness and Technical Capacity Build



Setting up an Digitally capable organisation

Resources

- ❖ Human Resources
 - Teams
 - Skills management
 - Talent Management
 - Hiring / Attrition
- ❖ Infrastructure
 - S/w, H/w, tools, Networking, etc.,
- ❖ Budgets

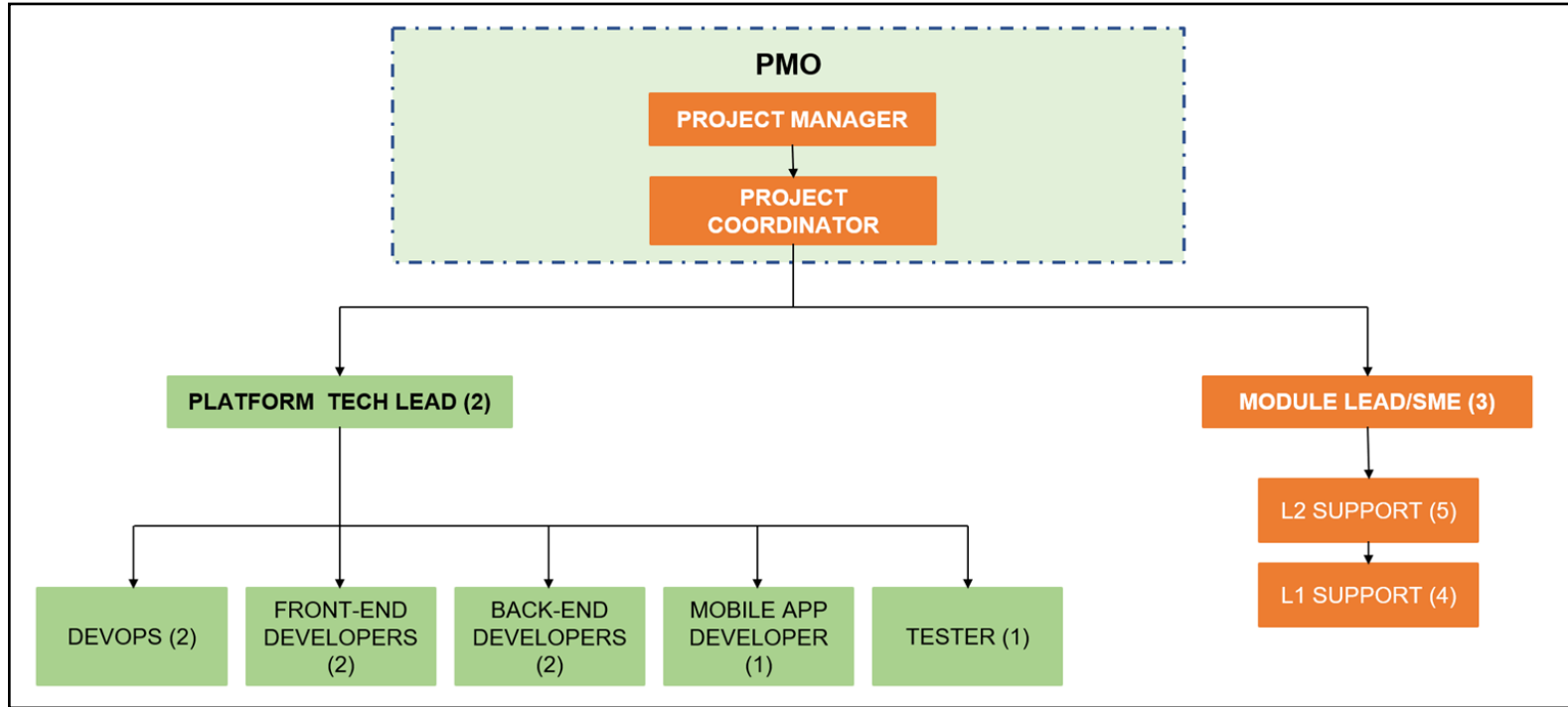
IT Management

- ❖ Knowledge of Systems & Practices
- ❖ Work Prioritization
- ❖ Integrating efforts of various players / Initiatives

Operations

- ❖ Workloads
 - across applications
 - Regular, Urgencies, Initiatives
- ❖ Capacity - Size, Capability & Work Allocation

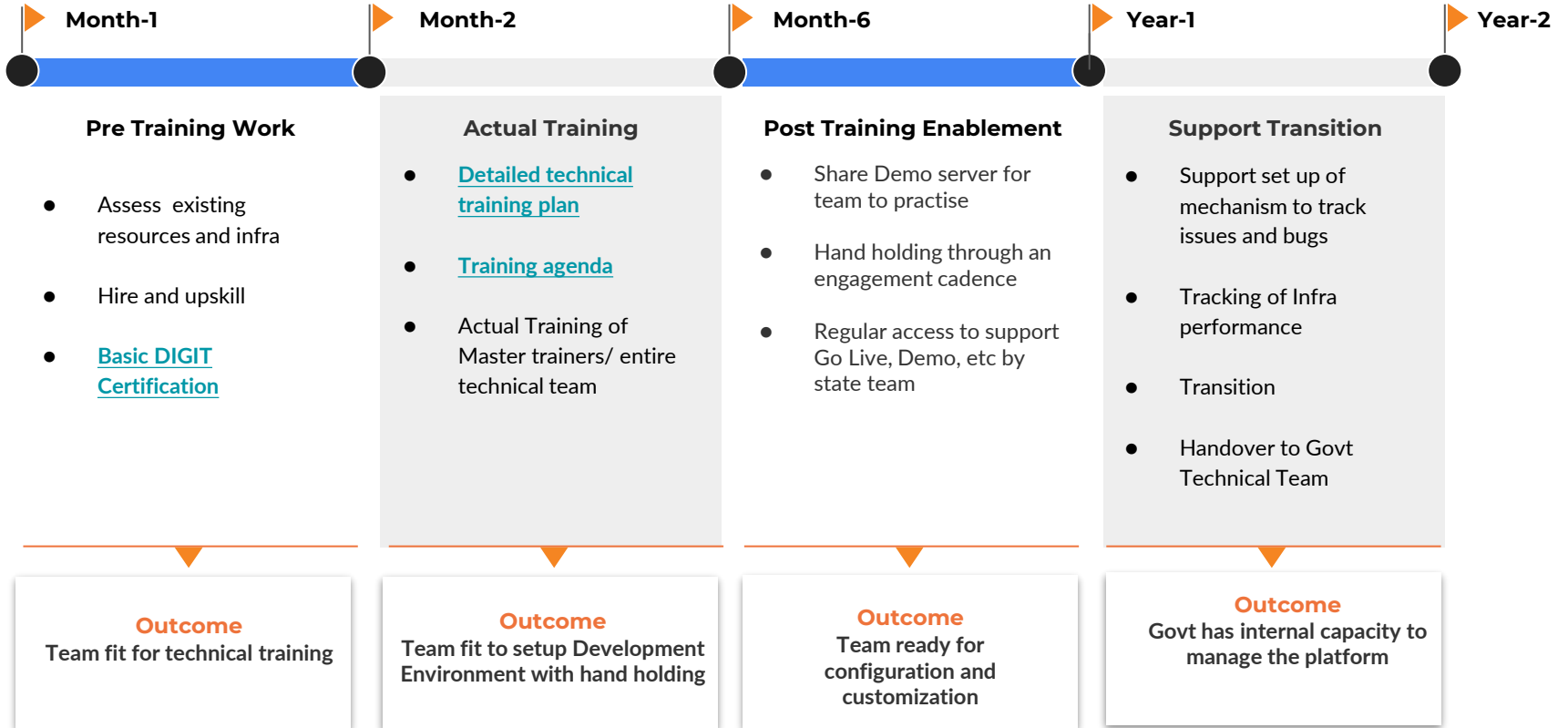
The team for technical implementation



MoU signing between eGov and State to initiate Technical Capacity Build



eGov's playbook to Build Tech Capacity through DIGIT Academy



eGov investment in building Technical Capacity of partners

Tools & Training

500+
Playbooks & Guides

20K+
hours of training

500+
Technical Resources
trained

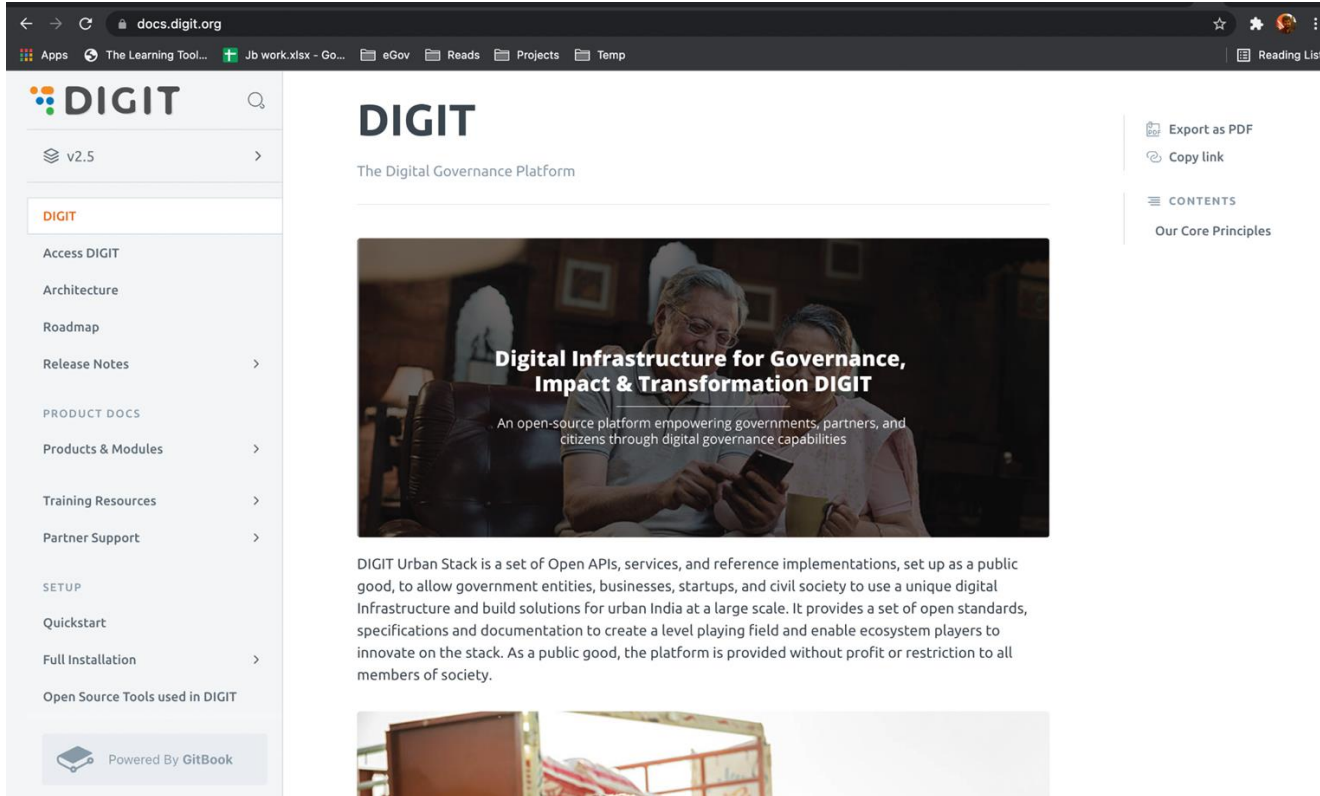
Infra and References

190+
Reusable
Microservices

170+
Open APIs

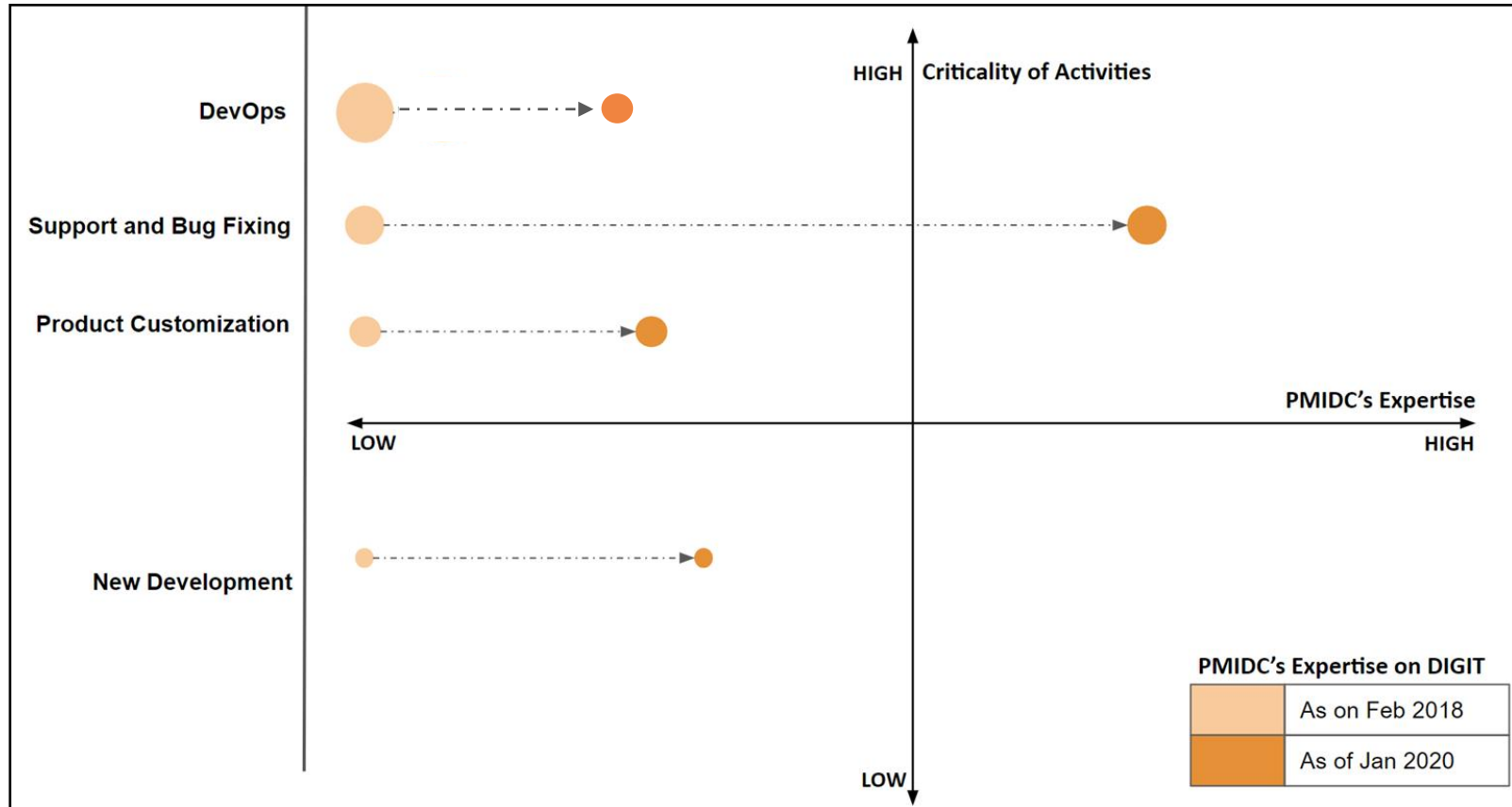
1000+
Knowledge assets

The everything DIGIT guide for partners : [docs.digit](https://docs.digit.org)



The screenshot shows a web browser displaying the documentation for DIGIT. The browser's address bar shows `docs.digit.org`. The page features a dark sidebar on the left with a search icon and a list of navigation items: **DIGIT**, v2.5, DIGIT (highlighted), Access DIGIT, Architecture, Roadmap, Release Notes, PRODUCT DOCS, Products & Modules, Training Resources, Partner Support, SETUP, Quickstart, Full Installation, and Open Source Tools used in DIGIT. At the bottom of the sidebar is a 'Powered By GitBook' logo. The main content area has a dark header with the 'DIGIT' logo and the tagline 'The Digital Governance Platform'. Below this is a large image of an elderly couple looking at a smartphone, with the text 'Digital Infrastructure for Governance, Impact & Transformation DIGIT' and a subtitle 'An open-source platform empowering governments, partners, and citizens through digital governance capabilities'. To the right of the main content is a sidebar with 'Export as PDF', 'Copy link', 'CONTENTS', and 'Our Core Principles'. The bottom of the page shows a partial view of a street scene with a yellow cart.

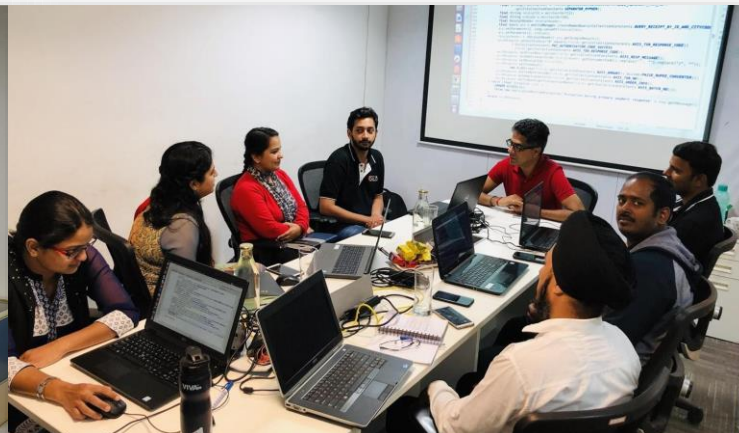
The state can manage the platform independently after 2 years



Building Capacity in the state



Program implementation state team



State team Enablement session with eGov team

20

Member state team

1.1K

hours in Bangalore

7.2K hrs

online training

4K

employees trained

Key Learnings in this journey

Lack of program management capacity for running digital transformation programs

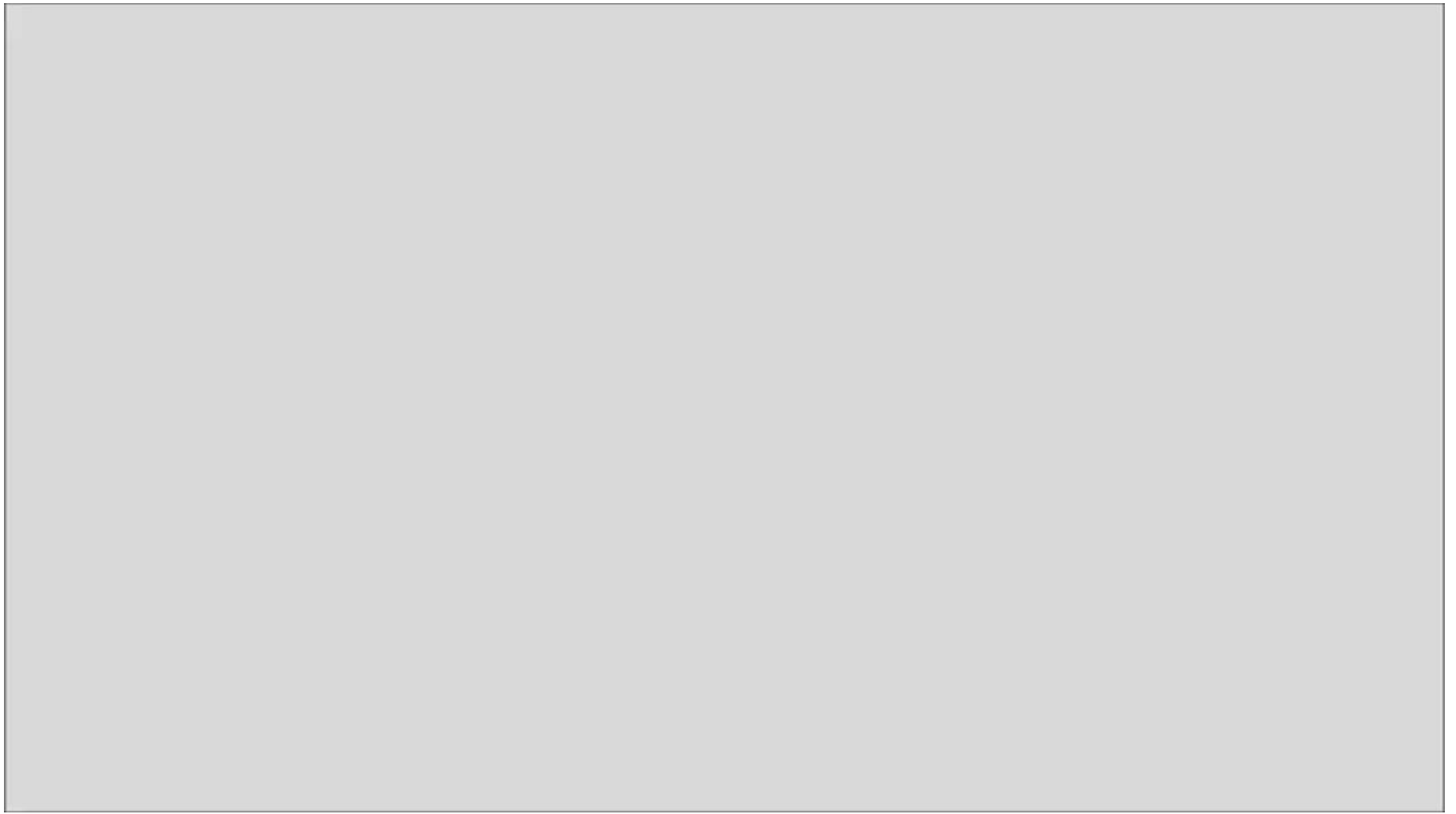
Running diagnostics and Program setup support

Lack of trained technology resources

Platform is easy to setup and use

Retention of technical staff

DIGIT Academy provides structured training at scale with less dependency





Thank you

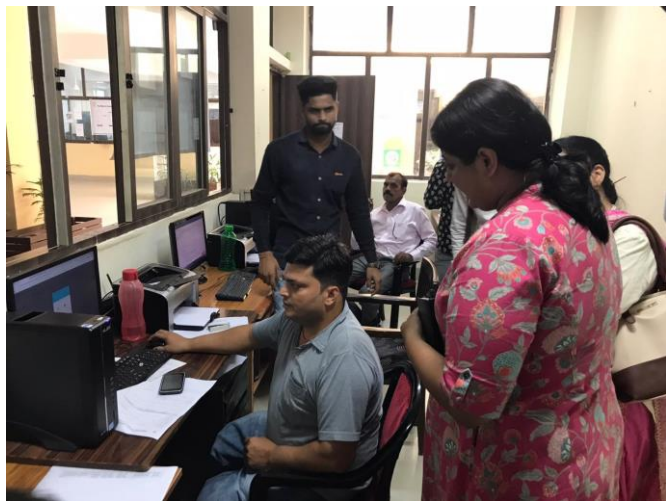
Come say 'Hello'

nita@egovernments.org

For more details: Visit <https://core.digit.org/> & <https://egov.org.in/>

For DIGIT Certification courses: Visit our [tutorials](#)

In the field - diagnostics and audits



1st Co-Creation Workshop



- 1st co-creation workshop held with 6 companies from 5 cities
- 2 Incubators involved
 - Village Capital
 - Social Alpha
- Plan to have a workshop every quarter

DIGIT

Co - Creation
WORKSHOP

Conceive. Collaborate. Create.

eGov.
FOUNDATION