

Professional Course Examination, November 2018

(5th Semester)

BACHELOR OF COMPUTER APPLICATIONS

Course : BCA5E1

(Introduction to E-Governance)

(Revised)

Full Marks : 75

Time : 3 hours

(PART : A—OBJECTIVE)

(Marks : 25)

The figures in the margin indicate full marks for the questions

SECTION—A

(Marks : 15)

Tick (✓) the correct answer in the brackets provided :

1×10=10

1. The first stage of e-governance is

- (a) on-line presence ()
- (b) computerisation ()
- (c) networking ()
- (d) on-line interactivity ()

2. The most basic aspect of e-governance is

- (a) Government to Citizen (G2C) ()
- (b) Government to Government (G2G) ()
- (c) Government to Business (G2B) ()
- (d) Government to Employee (G2E) ()

3. NeGP envisions _____ pillars of e-governance infrastructure.

- (a) 2 ()
- (b) 3 ()
- (c) 4 ()
- (d) 5 ()

10. A conceptual blueprint that defines the structure and operation of an organization is

- (a) enterprise architecture ()
- (b) organization structure ()
- (c) operaton handout ()
- (d) system architecture ()

Indicate whether the following statements are *True (T)* or *False (F)* by putting a Tick (✓) mark in the brackets provided : 1×5=5

- 1.** E-governance aims to empower people by giving them access to information. (T / F)

- 2.** Technology for e-governance should be able to deliver government services indirectly to the customer. (T / F)

- 3.** NeGP's main aim is to improve delivery of government services to citizens and business. (T / F)

- 4.** CSCs are the primary physical front end for delivery of government and private services to citizens. (T / F)

- 5.** PPP manages the people change in terms of addressing the resistance. (T / F)

SECTION—B

(Marks : 10)

Answer the following questions : 2×5=10

- 1.** List out the two roles of leadership in e-governance projects.
- 2.** What are the capacity initiatives under NeGP?
- 3.** What is digital divide?
- 4.** What are the two advantages of e-governance?
- 5.** What is One-Time Password (OTP)?

(PART : B—DESCRIPTIVE)

(Marks : 50)

The figures in the margin indicate full marks for the questions

1. (a) What is e-governance? Explain the following scope of components of e-governance : 2+6=8
- (i) Government to Citizen (G2C)
 - (ii) Government to Government (G2G)
 - (iii) Government to Business (G2B)
- (b) What is E-Governance Project Development Cycle? Explain in brief the important activities in each phase. 2+6=8
- (c) What is NeGP? Mention the three infrastructure pillars of NeGP. 2+6=8
2. (a) Mention the following terms : 3+3=6
- (i) Enterprise Architecture for e-Governance
 - (ii) SMART in Governance

OR

- (b) What is change management? Write a short note on ADKAR change management model. 2+4=6
3. (a) Mention two security drawbacks of an e-governance mechanism. Mention the six security tools for e-governance projects. 4+6=10

OR

- (b) Explain the following : 5+5=10
- (i) Business model for e-governance projects
 - (ii) Public-private partnership for e-governance
4. (a) Define Mission Mode Projects (MMPs). Explain different Mission Mode Projects of NeGP with example. 4+6=10

OR

- (b) Mention in brief the Government Process Re-engineering. Write a short note on the legal aspect issues for Government Business Process Re-engineering. 5+5=10

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