

V/BCA/5E1 (R)

Student's Copy

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 ()

4. A middleware that is being positioned in all the States/UTs and also at the national level is

- (a) SWAN () (b) CSC ()
(c) SDC () (d) SSDG ()

5. E-Government Project Development Cycle comprises the various _____ phases for the successful development of different projects under e-governance.

- (a) 4 () (b) 5 ()
(c) 6 () (d) 7 ()

6. Which one is NOT among the advantages of PPP?

- (a) High success rate ()
(b) High productivity ()
(c) Higher service charge ()
(d) Better organized ()

7. The methodology that integrates change and the ability to adapt into the organization is

- (a) change management ()
(b) leadership ()
(c) automation ()
(d) process re-engineering ()

8. Building human capacities in terms of necessary knowledge and skills is termed as

- (a) awareness program ()
(b) digital empowerment ()
(c) capacity building ()
(d) capacity management ()

9. The fundamental rethinking and radical redesign of business process is called

- (a) process re-design ()
(b) process re-engineering ()
(c) process reformation ()
(d) process re-structure ()

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
