

**FORUM ON
THE BUSINESS OF GOVERNMENT:
LEARNINGS FROM GLOBAL EXPERIENCES**

A one-day Forum on ‘The Business of Government—Learnings from Global Experience’ was held on Thursday, May 11, 2017, at FICCI, Federation House, Tansen Marg, New Delhi. It was organized jointly by NITI Aayog, FICCI, Bharti Institute of Public Policy, Indian School of Business (ISB), and the IBM Center for The Business of Government, Washington, DC.

The main objectives of this Forum were to:

- Develop potential research needs relevant to the Government of India, based on recent research on selected topics developed by the IBM Center for use in the USA.
- Describe the operations of the IBM Center for the Business of Government.
- Explore relevance of this type of think tank model for India.

Around 90 persons attended the Forum. They included officials from the Government of India and state governments who care about management improvement; selected academics and business executives interested in the same; representatives from FICCI, ISB, and IBM.

The Forum was inaugurated by Mr. Amitabh Kant, CEO, NITI Aayog and included remarks by Mr Sidharth Birla, Past President, FICCI, Prof Rajendra Srivastava, Dean, Indian School of Business, Daniel J Chenok, Executive Director, IBM Center for the Business of Government, and Dr A Didar Singh, Secretary General, FICCI.

The three plenary sessions discussed the following topics:

1. Citizen Engagement and Innovation: Enablers of an Open and Inclusive Governance

The speakers on the panel consisted of Mr Arun Maira, Former Member, Planning Commission of India, Mr Daniel J Chenok, Executive Director, IBM Center for The Business of Government, Washington DC, Dr Anupam Khanna, Former Chief Economist and Director General of Policy Outreach and Chief Economist, National Association of Software and Service Companies (NASSCOM), Prof Rajeev Malhotra, Executive Director, Centre for Development and Finance, School of Government and Public Policy, O.P. Jindal Global University. The discussants on the panel included: Mr K Padmanabhaiah, Chairman, Administrative Staff College of India, Mr Pawan Chopra, Former Secretary, Ministry of Information & Broadcasting, Mr Anantha Sayana, Vice President & Head Digital, Larsen & Toubro Construction.

Panel discussed the role of open data, fiscal transparency, co-creation of services, citizen engagement with government and with civil society, and approaches to innovation. Focus be on related social issues facing national, state, and local

governments in India.

2. From Data to Insights: Collaborating Across Agencies in the use of Analytics in E-Government

The speakers on this panel included **Prof. Prajapati Trivedi**, Faculty Chair, Management Programme in Public Policy (MPPP) and Senior Fellow (Governance), Bharti Institute of Public Policy; Adjunct Professor of Public Policy, Indian School of Business, **Mr John Kamensky**, Senior Fellow, IBM Center for The Business of Government, **Dr B K Gairola**, Member Secretary, National Innovation Council, **Prof Deepa Mani**, Executive Director Srinu Raju Center for Networked Economy, Indian School of Business. The discussants included: **Dr Pronab Sen**, Former Chief Statistician of India, **Dr Julia Glidden**, General Manager, Global Public Services, IBM, **Prof B S Ghuman**, Professor, Public Administration, Punjab University.

Panel discussed examples of how government agencies use technology to work across agency boundaries, using data and analytics to help focus and set priorities for action.

3. Business of Government: Learnings From Global Experiences

The panel consisted of: **Prof Prajapati Trivedi**, Faculty Chair, Management Programme in Public Policy (MPPP) and Senior Fellow (Governance), Bharti Institute of Public Policy; Adjunct Professor of Public Policy, Indian School of Business, **Mr Daniel J Chenok**, Executive Director, IBM Center, **Mr John Kamensky**, Senior Fellow, IBM Center, **Dr Nivedita P Haran**, Director, Centre for Innovations in Public Systems.

The Panel discussed how the IBM Centre for the Business of Government helps support management improvement efforts in the US Government and what could be an appropriate model for such a forum in India.

Ms. Vanitha Narayanan, Chairman, IBM India, hosted the lunch for all participants and delivered an insightful and enjoyable luncheon keynote address.