Microsoft
Presents

**DIGITAL
GOVERNANCE**
TECH SUMMIT
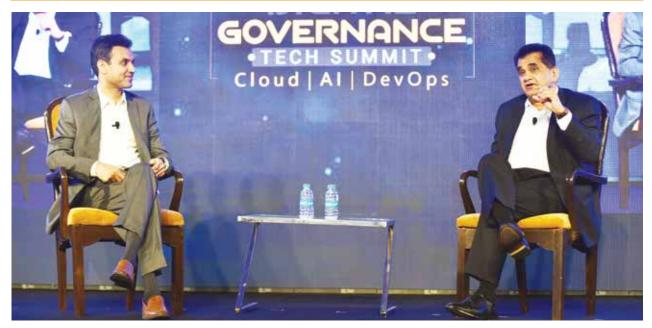Cloud | AI | DevOps

In conversation
with

Microsoft Digital Tech Governance Summit Explores Technical Skill Building and Digital Governance

Keeping in tune with the Indian's government's Digital India vision, Microsoft India, in association with Elets Technomedia, organised the Digital Governance Tech Summit that delivered critical AI and intelligent cloud computing skills to the Government officials in charge of IT across the country, in New Delhi.

The event aimed to explore the role of advanced technologies like Artificial Intelligence, Cloud, Internet of Things etc., in the governance mechanism, and also to analyse the need for technical upskilling. The Summit saw an array of keynote addresses, panel discussions and technical sessions delivered and presented by luminaries from the Government sector as well from Microsoft India and Asia.

FIRESIDE CHAT

Amitabh Kant, CEO, NITI Aayog talks to Anant Maheshwari, President, Microsoft India about the role AI, ML and cloud computing would play in enabling India to leapfrog across the socio-economic gap that exists between a developing country and a developed one.

The PM has talked about the USD 5 trillion dream for the Indian economy. He has spoken about IT, AI and digital technology being a big part of it. We will be pleased to hear from you about the overall roadmap on how AI, cloud and digital technologies fit into this vision of reaching a USD 5 trillion economy.

AMITABH KANT
CEO, NITI Aayog

We are in the midst of a big disruption that is going to take place because of AI. This kind of a radical transformation happens once in a generation. This force will transform our lives in many ways. There is a study by PwC which says that by 2030, AI could contribute up to USD 15.7 trillion to the global economy, which is more than the combined output of China and India put together. Another study by Accenture says that by 2035, AI alone will generate $957 billion for the Indian economy which translates to 1.3 percent added to the economy per annum. And therefore, the sheer power of transformation and using technology to leapfrog really lies in our ability to both adapt and embrace AI.

The reason for that is that India is among the few countries where the government has driven digitisation in a very big way. If you look at our Income tax, almost 99.3 percent of the people pay their taxes online and 96 percent of it is cleared within three months.

The new Goods and Services Tax (GST) is all cashless and paperless, it is all digital. And the new Ayushman Bharat scheme which is providing health insurance to 500 million Indians, that is more than the population of USA, Europe and Mexico put together! Again, it is portable and paperless.

Keynote Address

ANANT MAHESHWARI
President, Microsoft India

"Governance around the world is seeing a lot of change. There is a lot of focus on economic growth, good governance, social inclusion, environmental sustainability, public safety and national security. The government services must transform, digital transformation and digital economy is very important."

"The prime Minister has been very inspirational in one quote that I really like and I would like to repeat. 'IT+IT=IT', which means Information technology + Indian talent = India Tomorrow. I think this quote is so powerful to summarize that is happening."

"It is estimated that by 2021, roughly 60 percent of the economy will be impacted by digital technologies which basically means adding an incremental 1 percent growth rate to India's GDP growth rate. That's exactly what we need to move to that nine percent growth rate to get to the 5trillion overall dream that we have for the economy.

AJAY SAWHNEY, Secretary, Ministry of Electronics and IT (MeitY), Government of India

"It's time for India to move towards being a software product nation. We have had a tough time in the early part of this century in electronics. But in the last 5 years, we have once again seen resurgence of manufacturing in India. Starting with assembly of mobile phones. We are now witnessing the assembly of 29 crore phones in India and it's continuing to grow. Where next? It's very important for us to now move into exports. We are now moving into the direction, with policies and initiatives, of bringing the sub-assemblies and component manufacturing into India. Moving forward, we need to now get national level public digital platforms in place in agriculture, healthcare, education, logistics, transportation, energy, where the government can move from being just a service provider to being a catalyst."

Panel Discussion: Technical Upskilling for a New Era of Possibilities in Government Services

Candice Ling, Government Industry Leader, Microsoft Asia, moderating the Panel Discussion participated by Shakuntala D Gamlin, Secretary, Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Government of India; Abhishek Singh, Secretary, Agriculture Scientists Recruitment Board (ASRB); Dr Neeta Verma, Director General, National Informatics Centre, Government of India; MSM Murthy, Partner, PricewaterhouseCoopers (PWC)

Candice Ling, Government Industry Leader, Microsoft India poses some pertinent questions to the panelists on their role in imbibing technological innovations leading to technical upskilling for Government services.

"The evolution of application of technology in government has really kept pace with the developments in the technology. If you look towards the infrastructure, the digital infrastructure for the government in the last 3 decades or more has really transformed itself. Today if you say the government has its own multi-gigabyte network, mail service, cyber emergency response team, and cloud. With availability of all these infrastructures, digital solutions have also kept pace. In our journey, cloud has been the biggest enabler. It has really helped us making systems where we can really make the dream of 'one nation one platform' a reality."

NEETA VERMA
Director General, NIC

"India had ratified the United Nations Convention on the Rights of Persons with Disabilities in 2007. Soon after we had our Rights of Persons with Disabilities Act in 2016 which stated that we need to empower the disabled persons, and also preserve, promote and protect their human rights.

There are 21different categories of disability. They have tremendous potential to be digitally empowered, tech-savvy or to use a computer. But, the major challenge is how to make it accessible to them and to ensure that the skilling, training is going to improve the individual's financial situation."

SHAKUNTALA D GAMLIN
Secretary, Department of Empowerment of persons with disabilities, Ministry of Social Justice & Empowerment, Government of India

Agriculture is a buzz word if India has to reach USD 5 trillion economies. The only way agricultural growth rate can reach a disruptive level is with the use of technology. We do have technologies like gigabit networks, cloud data centres, blockchain. But the question is how we use technology which is available across India and worldwide to solve the agricultural problem of our country. If you go to a farmer in the country he is more worried about how to increase his yield. To solve that, our scientist across the ICRA research centres are working on developing new varieties of crop, animal breeds who are more resistant to diseases. To do this, they use genetics, genome-mapping, to create new breeds and crop variety, the gene permutation and computation is more of technology. So agriculture is a big field where technology companies can invest in leading to an increase in farmer's income.

ABHISHEK SINGH
Secretary, Agriculture Scientists Recruitment Board (ASRB)

"We have a programme called 'Fit for future'. It has two parts to it. One, we believe that everyone needs to know that what's going to be the future for any of the digital programmes for any of the sectors so that you yourself are keen to go and get enabled on that. We also enable the workforce to pick and choose and say that do you want to spend next 18 months of your life in PWC, running after an idea to a complete business. So it's a programme called intern. We allow everyone to submit their ideas and we fund it internally to make sure they as a team deliver that."

NSN MURTHY
Partner, PWC

Panel Discussion: Digital Transformation of Government Services with Cyber Security, Trust & Innovation

Keshav Dhakad, Assistant General Counsel, Microsoft India moderated the panel discussion on Digital Transformation of Government Services with Cybersecurity, Trust & Innovation, participated by Satya Narayan Pradhan, Director General, National Disaster Response Force (NDRF); Commodore Karanjeet Sharma, Director, Naval Communication Networks; Dhruva Kant Thakur, Additional Director General of Police (ITECS, UP 100), Uttar Pradesh and MS Bhatia, Inspector General, Central Reserve Police Force (CRPF).

Moderating the session on Digital Transformation of Government Services with Cyber Security, Trust & Innovation, Keshav Dhakad, Assistant General Counsel, Microsoft India asked the pannelists about the technology deployment in the national security service sectors of India.

"The Indian Metrology department (IMD) is the only department and agency in the world to get to the last minute details in terms of predicting the natural disasters. However, the system is not absolutely free of flaws. We are getting onto the accuracy level with the help of trustworthy data or trustworthy data repositories. I feel we are getting there with good and bad news. The bad news is that we are data deficient in terms of disaster management but e are working towards to be at the 'to be' situation, which is DATA DRIVEN DISASTER MANAGEMENT."

SATYA NARAYAN PRADHAN
Director General, National Disaster Response Force (NDRF)

"As the Director of Naval Communication Network, my aim is to oversee next generation state of the art in terms of network being established exclusively for defense services. In 2012, we thought of leveraging Cloud technology. Thanks to Microsoft that Azure is coming to us and NAVY for the first time!"

COMMODORE KARANJEET SHARMA
Director, Naval Communication Networks

Talking about the role of technology, UP100 is a powerful platform for e-governance because it has adopted latest IT tools in establishing effective e-governance. Citizen can upload videos and not only videos, you can call us also and send us audios too and all these can be further used during investigation. We have a proper trained call centre of women attending to daily events and mishappenings in the UP state. All the complaints are registered with the help of various deployed technologies.

DHRUVA KANT THAKUR
Additional Director General of Police (ITECCS, UP 100), Uttar Pradesh

We have war rooms in our CRPF, multimedia and social media monitoring cells. So the entire planning of our operations is done in headquarters as well as the fields. In our war rooms we use various kinds of data such as a Tera explore and legacy data which is available in offline modes too. We have our own integrated GIS where we are doing the digital mapping in consultation with various government agencies. The archaic survey maps of India also are in use but they don't provide exact information about the ground situation so we rely more on the upgraded satellite imagery.

M S BHATIA
Inspector General, Central Reserve Police Force (CRPF)

Technical Sessions: Modern Project Management – Gain Insights, Improve Governance

Sanyukta Singa, Director – Product Marketing, Microsoft India conducts technical session on Modern Project Managements and how it helps in improving governance.

Alok Rattan, Global Black Belt, Project Cloud, Microsoft India gave insights on the Project Management.

Ship it with DevOps

Mohit Juneja, Business Lead, Application Innovation, Microsoft India delivers technical session on DevOps.

Data Analytics & Insights

Himanshu Gupta, Development Lead, Microsoft India, shares insights on Data Analytics.

Art of Possible with Responsible AI

S Srinivasa Sivakumar, Chief Digital Advisor, Microsoft India talks on the significance of Artificial Intelligence and its usage in every sector of industry.

Top Security Considerations for Moving to Cloud

Deepak Talwar, National Security Officer, Microsoft India delivers address on cybersecurity and the scope of Cloud Technology.

Collaborate using Microsoft Teams, the Hub for Teamwork within Office 365

Aneesh Dhawan, Director, Solution Sales, Microsoft displays the features of Microsoft Teams.

Microsoft Azure Fundamentals

Dahnesh Dilkhush, CTO, Microsoft India gives in-depth exposure to the various aspects of Microsoft Azure Fundamentals.

Panel Discussion: Digital Inclusion for People with Disabilities

Nipun Malhotra, CEO, Nipman Foundation, moderating the panel discussion on Digital Inclusion for People with Disabilities with Alok Lall, Director, Partner Technology, Microsoft India; Dinesh Chand Sharma, Director, Standards & Public Policy, EU Project SESEI; Nikunja K Sundaray, Joint Secretary & Chief Executive Officer, The National Trust, Department of Empowerment of Persons with Disabilities, Government of India and Arman Ali, Executive Director, National Centre for Promotion of Employment for Disabled People (NCPEDP).

Flagging the issue of disabilities in textbooks is important. Despite the fact that NCERT and CBSE have incorporated it in textbooks, yet we need a bigger portrayal. To guarantee inclusivity for the physically challenged individuals across various sectors of the society, the Government of India is deploying technologies and ICT to create accessible functionalities. As per technology is concerned, India has the largest software manpower in the world. We are at par with anybody and we need to accelerate afar the threshold and go beyond, meeting the 100 percent guidelines.

NIKUNJA KISHORE SUNDARAY
Joint Secretary & Chief Executive Officer, The National Trust, Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Government of India

It is important for us to design the technologies to include accessibility for the physically weaker section of the society. Here, we mean not just physically disabled, but the senior citizens as well, to ensure that they too do not miss out on the little joys of life. Microsoft is working on creating various tools through technology to make it easier for people to participate in any activity they wish to.

I would encourage everyone to look at the need to be aware about what are the needs of people with disabilities and they shouldn't be thought through separately. No person left behind is the motto and technology has the opportunity to make that real.

ALOK LALL
Director, Partner Technology, Microsoft India

Technology is a phenomenon that came into existence few years ago. It is a mandate that all services whether government or private, should be made accessible for people with disabilities. Today, everything is about Information Technology. The Government should take initiatives through start-ups or other schemes to make technology or communication policies inclusive and accessible for all, including the physically challenged. We need to create awareness first and then implement the policies.

ARMAN ALI
Executive Director, National Centre for Promotion of Employment for Disabled People (NCPEDP)

European Union has made different measures for the distinctively abled individuals. There is a guideline which states that the public procurement system ought to ensure that the framework is available for physically challenged as well. This standard has been implemented and accessed in EU and has now turned into a worldwide standard. Smart Cities are majorly concerned about transport, energy, waste and water. 55 percent of Smart City projects incorporate ICT components, notwithstanding, it misses out on the accessibility component.

DINESH CHAND SHARMA
Director, Standards & Public Policy, EU Project SESEI

"Making technology accessible to all is our aim. Today, we are staying in a world where we are connected to each other and the society through Cloud; Cloud Computing etc. 1+ billion people have disabilities, many of whom need assistive technology. But only one in ten has access to the products needed. Millennials will represent 75 percent of the global workforce by 2025. Accessible technologies, enabled via AI, empower people with disabilities to unlock potential at work, school, and modern life."

KARISHMA CHHABRA
Sr. Manager - Biz Operations & Accessibility, Microsoft India

A report says that organisations that are working on enhancing diversity and inclusion are comparatively more successful than the rest. Different features have been introduced to make life simpler for the persons with disability. The visually impaired persons will be able to create document, as easily as any other individual. The technology is helping in bringing out the real skill in the disable populations.

BALENDU SHARMA
Localization Lead, Microsoft India

Valedictory Session: Innovations in Efficient Delivery of Government Services

Panel Discussion on Innovations in Efficient Delivery of Government Services participated by Rajesh Kumar, Head of Technology Strategy (Public Sector), Microsoft India; Dr Ravi Gupta, CEO, Elets Technomedia (Moderator); Dr Rashmi Singh, Secretary, New Delhi Municipal Council (NDMC); S Suresh Kumar, Joint Secretary & Additional CEO, Government e Marketplace (GeM), Ministry of Commerce & Industry, Government of India; George Kuruvilla, Chairman and Managing Director, Broadcast Engineering Consultants India Ltd (BECIL) and Soumya Goondla, Consultant to Commissioner, Electronic Service Delivery Office (e-Governance), Department of Information Technology, Government of Telangana (From Left to Right).

"We have a Command and Control Centre where projections from multiple services are being continuously monitored. Using CCTV and video walls, we can monitor the working of street lights, direct repairmen or cleaners to work sites, keep a watch on the state of security, etc. NDMC has been a pioneer in installing and using smart meters. These meters can provide daily power usage patterns. We are also installing smart Sewerage Treatment Plants (STPs)."

DR RASHMI SINGH
Secretary, New Delhi Municipal Council (NDMC)

"Public procurement is generally perceived to be full of problems like corruption and collusion. Why can't the government have its own Amazon and Flipkart through which the government departments can make their procurements? That is the idea with which this Government e-Marketplace (GeM) was initiated. Today GeM has about 2.5 lakh vendors as compared to Amazon's five lakh vendors. There are no entry fees, no entry barriers, no registration fees and no commission fees in GeM. Neither the buyer nor the vendor pays any registration fee in the GeM portal."

S SURESH KUMAR
Joint Secretary & Additional CEO, Government e Marketplace (GeM), Ministry of Commerce and Industry, Government of India

BECIL started with broadcasting projects like Lok Sabha TV, Rajya Sabha TV and FM radios but in the last three years we have diversified into CCTV surveillance, access control, applied AI, cyber security, etc. We are not only putting the Command and Control Systems but we are also using AI and analytics to minimise human intervention. Keeping in mind the rapid evolution of technology that is taking place today, we are providing training and skill development to government officials in current technologies and to youngsters in future technologies.

GEORGE KURUVILLA
Chairman and Managing Director, Broadcast Engineering Consultants India Limited (BECIL)

"Government of Telangana has recently launched an app called Pensioner's Life Certificate through Selfie (PLCS). It is hosted on the Telangana m-governance platform called T-app folio. The traditional process of availing pensions by senior citizens was in a way, inhuman. The person had to present themselves before a government official for verification multiple times. Using this app, the senior citizens of Telangana can avail their pensions from the comfort of their homes. All they need is a smartphone."

SOUMYA GOONDLA
Consultant to Commissioner, Electronic Service Delivery Office (e-Governance), Department of Information Technology, Government of Telangana

Cloud, AI and DevOps are the three most important technologies we need to master, in order to develop innovative solutions in a faster way. This is because technology is advancing but so are our requirements. We can fulfil these requirements in a short timeframe by utilising these three technologies. We can also adopt other relevant disruptive technologies which are happening across the world.

RAJESH KUMAR
Head of Technology Strategy (Public Sector), Microsoft India

Felicitation Ceremony

Dhruva Kant Thakur, Additional Director General of Police (ITECCS, UP 100), Uttar Pradesh being felicitated for his innovative initiative UP 100 by S Suresh Kumar, Joint Secretary & Additional CEO, Government e Marketplace (GeM), Ministry of Commerce and Industry, Government of India.

EXPO

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THANK YOU

We are glad you were able to attend Digital Governance Tech Summit. We hope you walked away with the knowledge and assets you need to continue to build your business applications skill set.

We invite you to continue your learning

• Your resource guide to the future of *AI technology in government*

• Connect with and serve your citizens through technology-based services with
Digital transformation in public transportation

• Improve citizen services with cloud solutions by *Bringing Citizen Services into the Digital Age*

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