CONTENTS

DECLARATION

SUPERVISOR'S REPORT

CONTENTS

PREFACE

ACKNOWLEDGEMENTS

CHAPTER-1 INTRODUCTION AND OBJECTIVES

1.1 INTRODUCTION 1.2 e-GOVERNANCE 1.3 APPLICATIONS 1.4 DATA AND INFORMATION 1.5 MANAGEMENT INFORMATION SYSTEM 1.6 QUALITY, SECURITY AND RELIABILITY 1.7 INFORMATION SYSTEM AUDIT FOR e-GOVERNANCE 01 - 36

CHAPTER-2 SURVEY OF LITERATURE

2.1 e-GOVERNANCE AND RELATED LITERATURE 2.2 CHALLENGES OF e-GOVERNANCE 2.3 e-GOVERNANCE READINESS 2.4 STAGES OF TRANSFORMATION TO e-GOVERNANCE 2.5 e-GOVERNANCE PROJECT MANAGEMENT 2.6 IMPLEMENTATION AND SUSTAINABILITY ISSUES 2.7 ELECTRONIC COMMERCE 2.8 e-PROCUREMENT 2.9 MOBILE COMMERCE 2.10 1-COMMERCE 2.11 PERVASIVE COMPUTING 2.12 GRID COMPUTING 2.13 OPEN SOURCE 37 - 78

CHAPTER-3 PROBLEM DEFINITION

3.1 e-GOVERNANCE - A DEMON 3.2 GOVERNMENT TO CITIZENS (G2C) ISSUES 3.3 GOVERNMENT TO BUSINESS (G2B) - ISSUES 3.4 GOVERNMENT TO GOVERNMENT (G2G) ISSUES 79 - 98
CHAPTER-4 INFORMATION SYSTEM AUDIT PROCEDURES

4.1 INFORMATION SYSTEM AUDIT 4.2 TOP MANAGEMENT CONTROL 4.3 SYSTEMS DEVELOPMENT MANAGEMENT CONTROLS 4.4 PROGRAMMING MANAGEMENT CONTROLS 4.5 DATA RESOURCE MANAGEMENT CONTROLS 4.6 SECURITY MANAGEMENT CONTROLS 4.7 OPERATIONS MANAGEMENT CONTROLS 4.8 QUALITY ASSURANCE MANAGEMENT CONTROLS 4.9 BOUNDARY CONTROLS 4.10 INPUT CONTROLS 4.11 COMMUNICATION CONTROLS 4.12 PROCESSING CONTROLS 4.13 DATABASE CONTROLS 4.14 OUTPUT CONTROLS 99 - 153

CHAPTER-5 FRAMEWORK FOR e-GOVERNANCE APPLICATIONS

5.1 e-GOVERNANCE FRAMEWORK 5.2 SHORT TERM AND LONG TERM PLANNING 5.3 AUDIT ON SERVICES 5.4 SOCIAL AUDIT 5.5 INFRASTRUCTURE AUDIT 5.6 PROFESSIONAL AUDIT 5.7 SOFTWARE AUDIT 5.8 DOWN TIME AUDIT 5.9 BUDGETING THE e-GOVERNANCE PROJECT 5.10 STANDARDS 154 - 210

CHAPTER-6 SINGULURI e-PROCUREMENT ASSESSMENT MODEL - A CASE STUDY OF ANDHRA PRADESH 211 - 229

CHAPTER-7 CONCLUSION AND SUGGESTIONS 230 - 234

REFERENCES