



Operational Innovation-Digital India: Scope, Approach & Challenges

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Abstract

The Digital India initiative aims to build capabilities across Information and Communication Technology (ICT) infrastructure and software delivery platforms and promote IT skill sets and job creation. The initiative targets to create digital infrastructure as a utility for Indians, take digital literacy to a higher level and ensure seamless integration across departments and availability of services in real time from online and mobile platforms. Launched in July 2015, the Digital India program aims to prepare India for a knowledge-based future with the use of technology as an enabler of change. It is an umbrella program that runs across multiple Government ministries and departments, and will combine several existing schemes that would be restructured, re-focused on and implemented in a synchronized manner.