Chandigarh

IT Pulse

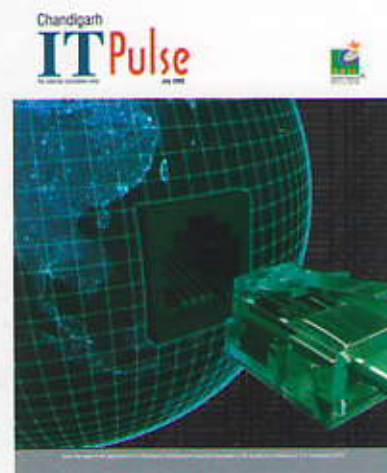For internal circulation only

October, 2008

IT TALK

Over the years the Chandigarh Administration, in collaboration with the Governments of Punjab & Haryana, has been jointly promoting the tricity as an idyllic technology destination. The proactive policies of the three State Governments have helped create a world-class eco-system in the region for ICT. One such joint effort in this direction was the hosting of the Annual IT mega event at Chandigarh. The fourth edition of this mega event, e-Revolution 2008, was hosted in partnership with NASSCOM, Young Indians, TiE and Indian Angel Network on August 7-8, 2008. The event was successful as it helped local entrepreneurs interact with a galaxy of successful entrepreneurs who came from all parts of the country.

On the e-Governance front, Chandigarh has taken forward the National e-Governance Plan by finalizing DPR's for six key Departments. The funding for these projects has been promised by the Ministry of IT, GOI, and it is envisaged that the process for implementation would be kick-started soon. Similarly, the Administration has finalized the operationalisation of the new Sampark Centre at Central Treasury, Sector 17 and three Gram Sampark Centres in Villages Dadu Majra, Khuda Alisher and Daria. This will increase the number of such Centres to 10 Sampark and 13 Gram Sampark Centres across the city.

We are making strenuous efforts in taking this initiative forward by introducing new services from these Centres so as to minimize time-wastage in the interaction of the citizens with the Administration. At the same time, we are also enhancing our internal efficiencies by continuously improvising our processes through the extensive use of ICT.

Manjit Brar
Director-IT cum CEO-SPIC

Chandigarh
ITPulse

STPI SOFTWARE EXPORTS AWARDS 2007-08

STPI Software Exports Awards for the year 2007-08 function was held on 7th August at Taj Hotel as a part of the E-revolution event. Mr. Pradeep Mehra, Advisor to Administrator UT, gave away the awards. Dr. Omkar Rai, Director HQ, STPI, commended the IT/ITES companies from the region for excelling in the global market. STPI had categorised units in multinationals and SME segments for both the software development, and the ITES sectors.

List of the Awarded Companies is as follows:

Award Category	Awardee Company
Software Development large unit	Infosys Technologies Seasia Consulting, from Chandigarh
Software Development SME Sector	Sebiz Infotech, from Punjab Nvish Solutions, from Haryana
ITES/BPO (large unit)	Dell International
ITES/BPO SME Sector	GW Tech from Punjab
Fast Trackers Award	Impinge Solutions, from Punjab Visionaire Technologies, Haryana Winshuttle Software from Chandigarh
Youngest Entrepreneur	Varun Shoor of Aniki Exports and Subbrand Kayako
Women Entrepreneur for 2007-08 Systems	Ms.Anupuama Arya, Director, Mobera
Emerging Entrepreneur	Sameer Jain of Net Solutions Partap Aggarwal
Special Veteran Award (for completing 10 years of operations under the STPI Scheme)	IDS Infotech Ltd

CHANDIGARH ADJUDGED MOST PREFERRED IT DESTINATION AND PEAKS IN PER CAPITA INCOME

A recent study by Gartner, a market research firm, has named Chandigarh as one of the most preferred IT locations, with a large number of IT professionals and companies flocking to the city. The other most preferred city is Coimbatore according to studies. Chandigarh scores over cities like Bangalore and Hyderabad because of the availability of better infrastructure. There has been a 20 percent growth in IT services here, which makes the city a fast emerging IT hub. The Rajiv Gandhi Chandigarh Technology Park (RGCTP) houses IT majors like Infosys, Wipro and TCS, which are bigwigs in the IT business. Also, recently the city got the number three slot at the NASSCOM A.T. Kearney Study on IT-BPO growth. The report states that challenger locations, of which Chandigarh is a part, is well positioned in terms of infrastructure and living environment, especially driven by strong state government support. The city got bonus points for connectivity, at the local as well as the national level. Telecom connectivity, power and water supply was termed "adequate". The tricity offers a good social and living environment, educational, medical and recreational facilities, said the report, maintaining that it has a 28 per cent cost advantage over 'leader cities'. The city is also an attractive destination for international voice-based BPO services. UT has walked away with the crown, to be named the country's jewel, with the highest per capita income (PCI). With its growth pegged at 11.49% monetarily and 6.39% in real terms, this coveted position comes to Chandigarh for the fifth time in a row. As per the latest figures released by the Directorate of Economics and Statistics, the per capita income of Chandigarh for 2006-07 is Rs 99,262 at current prices and Rs 70,361 at constant prices. Goa follows with Rs 82,903 and Rs 54,850 for the same. Chandigarh scores over other cities because of the emergence of strong service-sector, tertiary-sector (trade, business, and banking) as well as an enviable infrastructure, which attracts well-off retirees to settle down here.

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E-REVOLUTION 2008

e-Revolution 2008, fourth in the series, opened with a large number of young successful entrepreneurs sharing their knowledge and experience on "The Changing Landscapes : Creating New Trends and Opportunities", held on August 7-8, at Hotel Taj, Chandigarh.

On 7th August, Gen (Retd) S.F. Rodrigues, Governor of Punjab, speaking at the inaugural function, said that the government has put together a strong e-governance system with e-Jansampark Centres so that the bureaucracy can facilitate and not interrupt progress, creating an enabling environment for the entrepreneurship to develop here. Mr. Ganesh Natarajan, Chairman, NASSCOM, in his key note address emphasized the need to make IT an all embracing tool for social re-engineering and stressed on the need for creating a sustainable ecosystem in the region. Minister for IT, Punjab, Mr. Adaish Pratap Singh Kairon, assured that with the collective efforts of the governments of Punjab, Haryana and Chandigarh Administration, we would be able to develop this region much more than expected. Mr. Ramesh Inder Singh, Chief Secretary, Punjab, informed that Punjab government is coming up with new industrial policies and strategies to create a road map for the IT/ITES development in the state. Mr. Dharam Vir, Chief Secretary, Haryana, delineated the state of progress in Panchkula area. Mr. Omkar Rai, Senior Director HQ, Software Technology Parks of India, commended the region for its continued growth and fast development that would attract more investment in the region.

Mr. Mohit Rana, Principal Consultant, A.T. Kearney, shared the recent AT Kearney-Nasscom study on 50 key locations in the city and said that though seven leading locations in Tier-I cities of the country account for 60 percent of employment. Mr. Ravi Bhardwaj, Site Director, Dell International,

sharing his experiences in the city, said that the region offers the best of educational and health facilities, best governance and much better law and order situation. Speaking on the subject of attracting talent from Tier-I cities as well as retaining them, Mr. Sameer Goyal, Site Director, Infosys Chandigarh, said that the city requires a better brand equity so that talent gets attracted to the city on its own and not because of family or personal reasons.

Mr. Mukesh Sharma, Founder and CEO of QA Infotech, added that the city requires a distinct differentiator, whether in terms of its incubation facilities, or for its excellent entrepreneurship opportunities.

Mr Puneet Vatsayan, CEO of Mobera Systems, and member of Indian Angels Network, focussed on the new enterprise solutions that are enabling the organisations to effectively communicate with their people and customers in multiple locations.

Mr. Sriram Bharatam, CEO and Founder of Iridium Interactive, shared the power of the social media as an enterprise solution. He said that nearly 10 percent of an organisation's productive time is typically lost in searching for information and obtaining quality data that can be taken care of with the latest enterprise solutions.

Mr. Rohit Mahajan, President and CEO of Saviance Technologies, demonstrated the capabilities of Web 2.0 technologies in enabling people to access required information meaningfully.

Mr. Pratap Aggarwal, Chairman, IDS Infotech, chairing the session on

emerging trends and opportunities in niche BPO, underlined the need for entrepreneurs to create synergy in IT space and offer solutions to manage data, analysis and research.

Mr. Rahul Sahgal, CEO of Annik Technologies, said that KPO (knowledge process outsourcing) is an emerging area but skill shortage is the key challenge in this domain, while Mr Ashish Bhatia, Managing Director of TotalSoft Solutions said that alarm outsourcing module is a flourishing opportunity for entrepreneurs in Tier 2 and Tier 3 cities. Mr. Charles Carneiro, Head of Marketing & Corporate Communication of Amadeus, informed that specialised BPOs for travel and tourism is another big opportunity, especially with three million passengers travelling daily worldwide.

The second day of eRevolution focussed on the youth and discussions were spearheaded by three major partners in this initiative, Young Indians, Indian Angel Network, and The Indus Entrepreneur. The tone of discussions was set by Mr. Sanjay Kumar, Secretary Finance, UT Administration, who said that in every age it is the youth which has defined the future, and today it is they alone who would be the drivers of the change they desire to happen in their own city and in their own region.

Punjab's Finance Minister, Mr. Manpreet Badal, complimented the IT sector leading India's dream, and assured that Punjab, which has lagged behind on the IT front due to two decades of political turbulence in the state, would catch up with the rest of the country. Mr. Naveen Munjal, CEO of Hero Exports, chairman of Delhi Chapter of Yi, spoke about the growing opportunities for youth in Tier-II cities of Panjab where youth is being encouraged to explore entrepreneurship. Ms. Anupama Arya, Chairperson of Yi, Chandigarh Chapter, said that youth in the northern region has great untapped potential and the need is to channelise it into productive nation-building activities. Mr. R.K. Verma, Managing Director, Punjab Infotech, said that IT has empowered youth and positioned them to be a part of bringing about change for the good of the social and economic fabric of our country. Principal Secretary Punjab,

Mr. S.S. Channy, shared the broad contours of Punjab's new industrial strategy, which focuses on developing industrial infrastructure, building skills, public private partnerships and industry-specific task-forces, among others.

Mr Jainder Singh, Secretary IT, Government India, said that the state government will have to identify and facilitate provision of basic infrastructure such as power, water, state roads, etc. Mr. Neel Gupta, Managing Director, TechLit Solutions, and member of Indian Angels Network, endorsed the view that the youngsters with no family business background are full of optimism, and they are leveraging their knowledge successfully. E-Revolution 2008 also brought together, through the efforts of The Indus Entrepreneur's (TiE's) local chapter chairman Puneet Vatsayan, and the Indian Angels Network, many entrepreneurs from around the country who made a success of their enterprise. Sharing his success story with Daksh, which he founded in 2000 and which was acquired by IBM in 2004, Mr. Sanjiv Aggarwal, Managing Director, Helion Venture Partners, who ran the company, with 20,000 employees, as its CEO till June 2006, said that Chandigarh region has great potential and he was looking at the emergence of the next Infosys from Chandigarh. Mr. A.D. Singh, Managing Director, Olive Bar & Kitchen, a chain of prestigious restaurants, remarked that scaling up a hospitality business in the country is the greatest challenge because of the non-availability of funds, very high real-estate prices, scarcity of skilled talent in various locations, and above all the challenge of attracting customers.

Other eminent speakers who spoke on the second day were Jaspreet Singh, an IIT from Guwahati; City girl, Anu Lall; Rohit Aggarwal, CEO of TechTribe; Ajay Kapur, Managing Director, SIDBI Ventures and Member of Indian Angels Network; Pranav Gupta, Managing Director, Parabolic Drugs; Kiran Kulkarni, Managing Director, Geodesic; Clara Barby of Acumen Funds, Hyderabad; Subrata Chakraborty, Managing Director Brand Curry Communications Pvt Ltd.; Dr. Rahul Mirchandani, vice chairman of CII's Young Indians (Yi); Avinash Singh, Managing Director of Excel Ventures; Mr. Raj Desai, India Country Manager, Rhythm New Media; and Navyug Mahnot, CEO of QAI.

e-Revolution 2008

7th - 8th AUGUST 2008

the changing landscape : creating new trends and opportunities

E-REVOLUTION 2008

PRE-REGISTERED DELEGATES

FINDINGS OF SURVEY CONDUCTED BY CSRC

In these constantly changing times, internet usage has become the cornerstone of everyone's lives. The past few years have seen the emphasis shifting from wired connections to highly effective wireless connections or Wi-Fi. Even though we've just scratched the surface of this technology and still largely unaware of the potential beneath it, there are clear indications that Wi-Fi is here to stay and stamping it out is a losing

Wifi Security

- 1%
- 23%
- 76%

- No Security
- WEP
- WPA (Strongest)

Wifi Security in City Hotels

- 18%
- 59%
- 23%

- Secure
- Unsecure
- No wifi

proposition. With terrorists hacking into wireless fidelity (WiFi) networks to send threatening e-mails, the need of secure wi-fi networks has been very seriously revisited. The real issue is not 'free' or unpaid Wi-Fi access.

A survey was conducted by Cyber Security Research Centre, PEC, to analyze the present status of the wifi networks in the city, past various blasts that have happened in India in the last few months. The survey was done using the wardriving process which is a process in which an individual uses a wireless device such as a laptop or PDA to drive around looking for RF wireless networks using some wardriving software tools. As
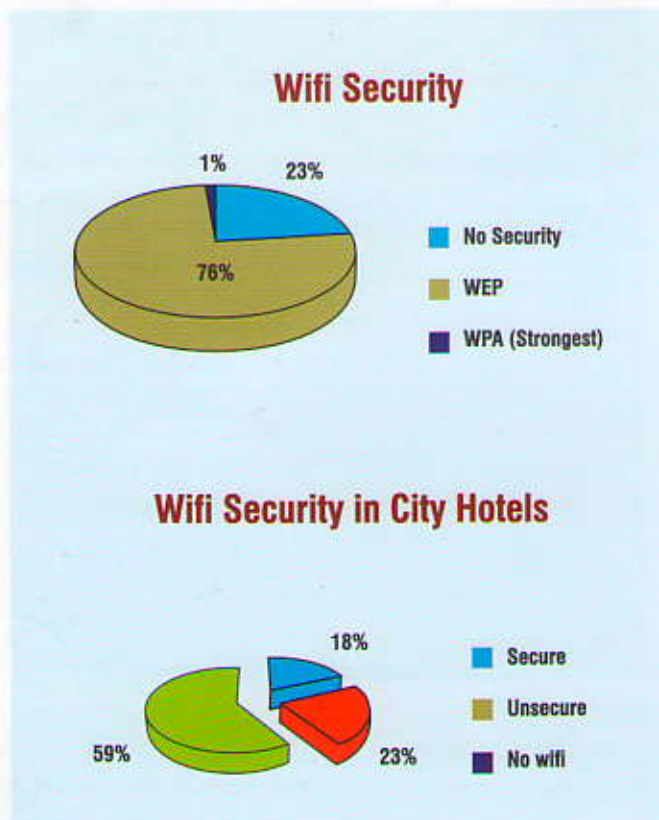
a part of the survey more than 100 Wi-Fi networks in the city were analyzed, which revealed some astonishing results:

The overall awareness in the city with respect to wifi security appears to be quite on the rise. 76% of the networks have secured their wifi connections using 40-bit WEP security standard which is otherwise a weak standard and can be very easily cracked using freely available WEP cracking softwares.

Around 20 reputed hotels of the city were surveyed. It was surprising to find out that the city's most popular coffee shops, a few homes in residential areas and two of the most reputed hotels were using unsecured wifi networks to the extent that it was possible to directly connect to the Internet via them.

Besides the above, many corporate offices and even some cyber cafes are found to be still using unsecured wifi networks.
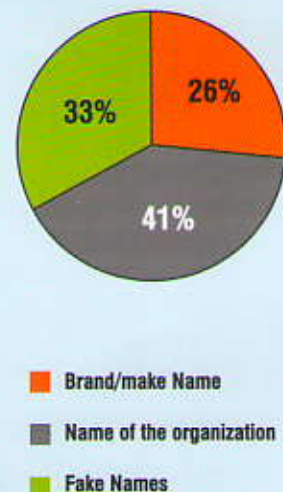
Cyber Security Research Centre shall be informing all such organizations about the wifi safety policies. The centre has also planned to conduct workshops for the networks administrators of various organizations for deploying safe wired and wireless networks.

Default SSID/Usernames

- 26%
- 33%
- 41%

- Brand/make Name
- Name of the organization
- Fake Names

EW SAMPARK CENTRE & GRAM SAMPARK CENTRES INAUGURATED

Administration has launched new sampark centre at Central Treasury, tor – 17 and 3 new Gram Sampark in Dadu Majra, Alisher and Daria, ch are villages of the Union Territory of Chandigarh.

H.E Gen(retd) SF Rodrigues,PVSM VSM, Governor of Punjab and Administrator of Chandigarh inaugurated the new sampark centre at Central Treasury, Sector – 17, Chandigarh on October 24, 2008. With operationalisation of these new centres the tally of Sampark Centres have reached 10, and that of Gram Sampark Centres have reached 13. With the launch of 3 Gram Sampark Centres, the citizens of these villages will be able to use all the 22 G2C Services and 5 B2C Services, which are presently available at the Sampark Centres situated in the urban areas. These centres will provide rural citizens access to huge amounts of information by using broadband connectivity and information services , which are provided in these Centres free of cost, on the lines of Jan Sampark Services. These Centres will also help the rural citizens in registering their grievances, apart from helping them file their applications under RTI. Gram Sampark Centres have emerged as Rural Knowledge Centres for the rural population, especially the disadvantaged.

The villages which are already being covered under this initiative are; Khuda Jassu, Dhanas, Kaimbwala, Raipur Kalan, Raipur Khurd, Makhan Majra, Behlana, Hallo Majra, Palsora, and Mauli Jagran.

T ROADMAP FOR NATIONAL E-GOVERNANCE PLAN

Government of India has approved the National e-Governance Plan GAP) that seeks to lay the foundation for long-term growth of e-ernance. Chandigarh Administration has prepared a strategic e-ernance and capacity building roadmap for the city. The basic strategy of JT Administration will be to transform Governance to e-Governance for e-ety, which is to set out an agenda for the Governance by transforming ndigarh into e-society through quality services for all, and by improving ess of the citizens to all services. Under the assistance provided by GOI er NeGP, Price Water House Coopers have been appointed as consultants reparing a detailed project report on the following 6 Departments of ndigarh Administration.

Municipal Corporation UT, Chandigarh
Transport Department UT, Chandigarh
Urban Planning UT, Chandigarh
Health Department, UT, Chandigarh
Education Department UT, Chandigarh
Electricity Department UT, Chandigarh

ng the meeting of e-Governance Implementation Committee of ndigarh under the chairmanship of Adviser to Administration, it was ded that there is need to involve more departments and DPRs may also be

prepared for these departments. Following 4 new departments have been included:

- Engineering (Except Electricity)
- Social Welfare
- Tourism
- Integrated work-flow and Data Management Solution in UT Sectt.

It has further been decided that a Resource Partner should be deployed to study the functioning of CITCO. Delay for the preparation of DPRs with respect to 6 key departments was condoned by the e-Governance Implementation Committee.

Society for the Promotion of Information Technology in Chandigarh (SPIC), the nodal agency of NeGP, has issued a work-order to Price Water House Coopers for providing following capacities:-

- Technology Specialist
- Capacity Building/ Change Management/ Training Specialist
- Finance Specialist
- Procurement/RFP Specialist
- Support Staff

SPIC CELEBRATES 7th ANNIVERSARY

SPIC celebrated its 7th anniversary at Hotel Beckons on September 5, 2008. Society for Promotion of IT in Chandigarh (under the aegis of Department of IT, Chandigarh Administration) formed in August 2001 now plays a very pivotal role in all the IT promotional activities of Chandigarh Administration. Since August 2001 SPIC has grown many folds in terms of its activities and employees. Anniversary celebrations started with cake cutting ceremony which was attended by Manjit Brar, Director IT & CEO, SPIC, Chandigarh Administration, Vivek Atray, Ex- Director Public Relations & Tourism, Chandigarh Administration, Capt. P.S Shergil, Director Transport, Chandigarh Administration, Samvarthak Singh, Director Instructions Public (Schools) & Tourism, Chandigarh Adminstration Amit Talwar, Chief General Manager,CITCO, Bhupinder Singh Joint Secretary Home, Chandigarh Administration. Celebrations were also attended by Ajay Shrivastava, Joint Director STPI, Vivek Verma from NIC, Anil K Prashar, Centre Manager and CEO's of all the IT companies at SPIC Incubation Centre and employees of SPIC.

SECUREONE AN ENTERPRISE SECURITY SOLUTION

Guest Article

Intoduction

With ever changing business needs and supporting applications, maintaining enterprise level security that will seamlessly adapt is all the more important. With more and more applications being introduced every day into an already complex landscape, allowing appropriate access to existing users along with terminating access becomes a business nightmare. Inadequate enterprise security puts IT budgets and SOX compliance at risk as management is put under pressure to deliver time to market secure applications. Add to this the ever moving workforce and the toll that application security puts on IT budgets.

Addressing Challenges

SecureOne is the solution that provides secure access to application resources while protecting corporate and personnel information. The ease of use reduces administrative cost while supplying responsive enterprise wide provisioning. SecureOne's SOA compliant architecture insures access to appropriate corporate resources and business applications meeting the requirements of the regulatory and auditing processes of Sarbanes-Oxley (SOX). SecureOne offers a set of key features (listed later). By automating the manual provisioning and identity management process and policies within the organization, SecureOne achieves greater efficiency, tighter security, improved service levels, and more proficient compliance reporting. With increased focus on bringing together diverse enterprise applications and resources, SecureOne provides adaptability and extensibility to the changes of today's business environments. SecureOne helps any organization maintain both Carrier and Partner users, their profiles, their roles and privileges.

Key Benefits

- Integration with client specific Partner/agency database(s)
- Handles security for both the carrier and Partner organizations
- Simple and rapid deployment
- Self-service provisioning/password reset
- One solution for the enterprise
- Compliance, provisioning, self service, password management
- Reduce compliance cost and complexity
- Periodic reports to carrier and agents for user and access review and user access changes
- Accelerate execution of business partnerships and alliances by using identity federation
- Reduced help desk costs

Key Features
User Provisioning

- Create, Modify or Remove user accounts based on business events (e.g. hire, terminate)
- Administratively disable accounts; manually deactivate (lock out) on account.

- Flexible, configurable delegation model (e.g. Producer Hierarchy, Branch Code, Cost Center hierarchy etc.)
- User to Role Mapping (Assign agency personnel to business role(s).
- User to Producer/Agency mapping
- Granular Access Control – User to privileges Mapping

Audit Trails

- Role Based Access Control (RBAC)/Resources Access Management
- Solution for managing application resources
- Create/Edit application permissions
- Map application permissions to business roles
- The system will support adding multiple master codes to an agent.

User Self Service

- Manage user's own data (Name, address, challenge questions etc)
- Manage user preferences
- Password self management
- View privileges, roles and administrators
- View producer code assignment

Audit and Compliance

- Complying with regulatory audits and documentation requirements are expensive and time consuming
- Process to facilitate audits and attestations "Who changed What and When"
- Quick view into Who has What access
- Report to carrier and producer for user access review and changes
- Trail of user privileges
- Present historical list of application and producer code provisioning requests, application access

Password Management

- Enables users to create and reset their own passwords
- Email integration ensures compliance with password creation policies
- Offers secure self-registration policies

Satvinder Singh (Dimpe)
Manager (Products)
dimpes@outlinesys.com