17th NATIONAL CONFERENCE ON e-GOVERNANCE
30th & 31st January 2014, Kochi

Best Practices

in

"Citizen Services Through e-Governance"

Best Practices in e-Governance

Learnings from past projects

Best Practices – in e-Governance Projects

- EoI – Expression of Interest – To Identify interested
- Vetting of documents from line Ministries
  - Technical –Ministry of IT
  - Legal – Ministry of Justice
- Project – with a Single Implementation Agency
  - IT Infra
  - Application
- 3PAA – Audit Certification & Regular Audits
- Fail-over (Mock Drills) – at periodic intervals
- Cost on consumables – To be with the Government
  - Fuel for DG-Sets (on Turnkey projects)
  - Stationery
- PMU
  - Strategic
  - Operational
- Transition
- Integration with Government Accounting System

EOI – Expression of Interest

- Identifies keen firms
- Challenges specific to project get identified
- Thorough understanding of requirements
- Specifications get vendor neutral

Projects for Reference
(i) Ministry of Corporate Affairs
(ii) Department of Finance

Vetting of RFP/other Documents by Line Departments

- Ensures fullness of Documents
- Gives authenticity to documents before going public
  - Technical Documents vetted by Ministry of IT
  - Legal Documents & Master Service agreement vetted by Department of Law

Projects for Reference
(i)   Ministry of Corporate Affairs
(ii)   Ministry of External Affairs

Project compositely offered to a single Implementation Agency

- Ensures complete responsibility on the Implementation Agency (IA)

- IA's team manages conflicts internally – Offers end-solution to user with SLA binding

- IA takes back-to-back arrangement with System Integrator & other vendors

- Department has no need to connect to different vendors (Software/Hardware/Etc)

Projects for Reference

(i)   Ministry of Corporate Affairs

(ii)   Ministry of External Affairs

Audit by 3P-AA

- Audit Agency (like STQC) ensure solution with least error
- Ensures maximum RFP /MSA compliance, before the project take-off
- 3PAA closely works with IA to ensure fault-free development
- Enhances / ensures security of the system

Projects for Reference

(i)   Ministry of Corporate Affairs

(ii)   Ministry of External Affairs

Regular Fail-over/Mock Drills

- Business continuity gets verified
- DC/DR Fail-over test ensures optimal performance of DC & DR
- Checks load balancing , RTO & RPO (Recovery Time Objective) & (Recovery Point Objective) , Emergency Response
- Ensures IA in alert position

Projects for Reference

(i)   Ministry of Corporate Affairs

(ii)   Ministry of External Affairs

Consumables – Cost to be borne by Department

- In case of consumables like Diesel (for DG-Sets), IA's find it difficult to calculate cost on a long term project (5 year & above)
- Optimizes printing of reports (Inches towards electronic transfer)

Projects for Reference

None – It's a learning

Need for a Program Monitoring Unit

- Projects require manpower to ensure Strategic Monitoring

- Department faces requirement for different reports at different points in time (particularly Parliament questions). Without a PMU, it would be difficult to align the IA

- Constant monitoring of the Health of Project

  ◦ SLA monitoring – Requirement for Payments in BOOT projects

  ◦ Health monitoring – Ensures satisfactory services to end-users

Projects for Reference

i.   UIDAI

ii.   MEA

iii. MCA

iv.   Department of Agriculture & Cooperative

Transition – Mandatory

- Sufficient time prior to end of the BOOT cycle (say 4th Year on a 5 year project), Start working on Transition

- Avoids vendor Lock-in

- Industry offers solution at higher version

- System gets a total refresh (Infrastructure & Application)

- Fine-tunes system & ensures better solution

Projects for Reference

i.   MCA

Integration with Government Accounting System

- Reconciliation at the end of working day
- Ensures monitoring of Inflow/outflow of funds to GoI
- Reports on income/expenditure – as required

Projects for Reference
i. MCA

Thank You