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 4\textsuperscript{th} 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