

- Electronic Government Directorate
-



E-Government: Strategy and 5-Year Plan

Briefing for Focal Persons

Electronic Government Directorate
Ministry of Information Technology
13th October 2005

Background EGD – Functions

- The Business/Functions of the Electronic Government Directorate notified are as under:
 - (i) Implementation of different projects related to the Electronic Government (E-Govt.) Programme;
 - (ii) Provide technical advice & guidelines for implementation of E-Govt. projects at the Federal, Provincial and District levels;
 - (iii) Plan and prepare electronic government projects;
 - (iv) Provide standards for software and infrastructure in the field of E-Govt; and
 - (v) To undertake any other assignment/matter that the government may assign to the directorate.

Agenda

- Strategy and 5-Year Plan
- Common Applications
- Automation & e-Services
- Federal Government Data Center
- Citizens Online
- Training

For each of the items:

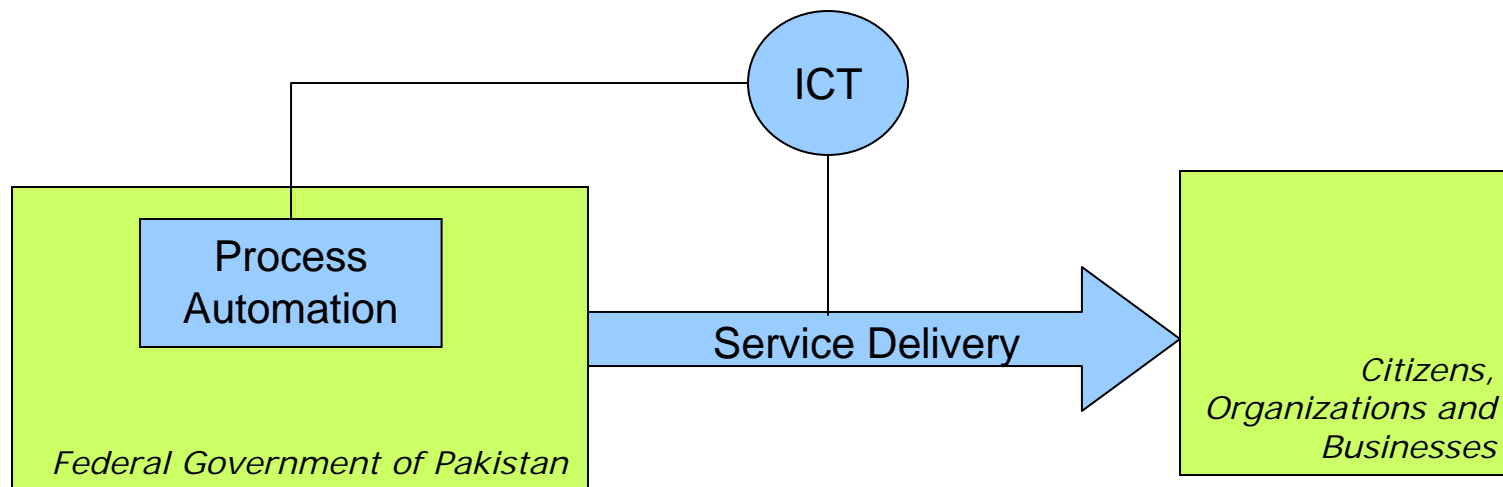
1. What is the scope
2. Support required from you
3. Next Steps

Agenda

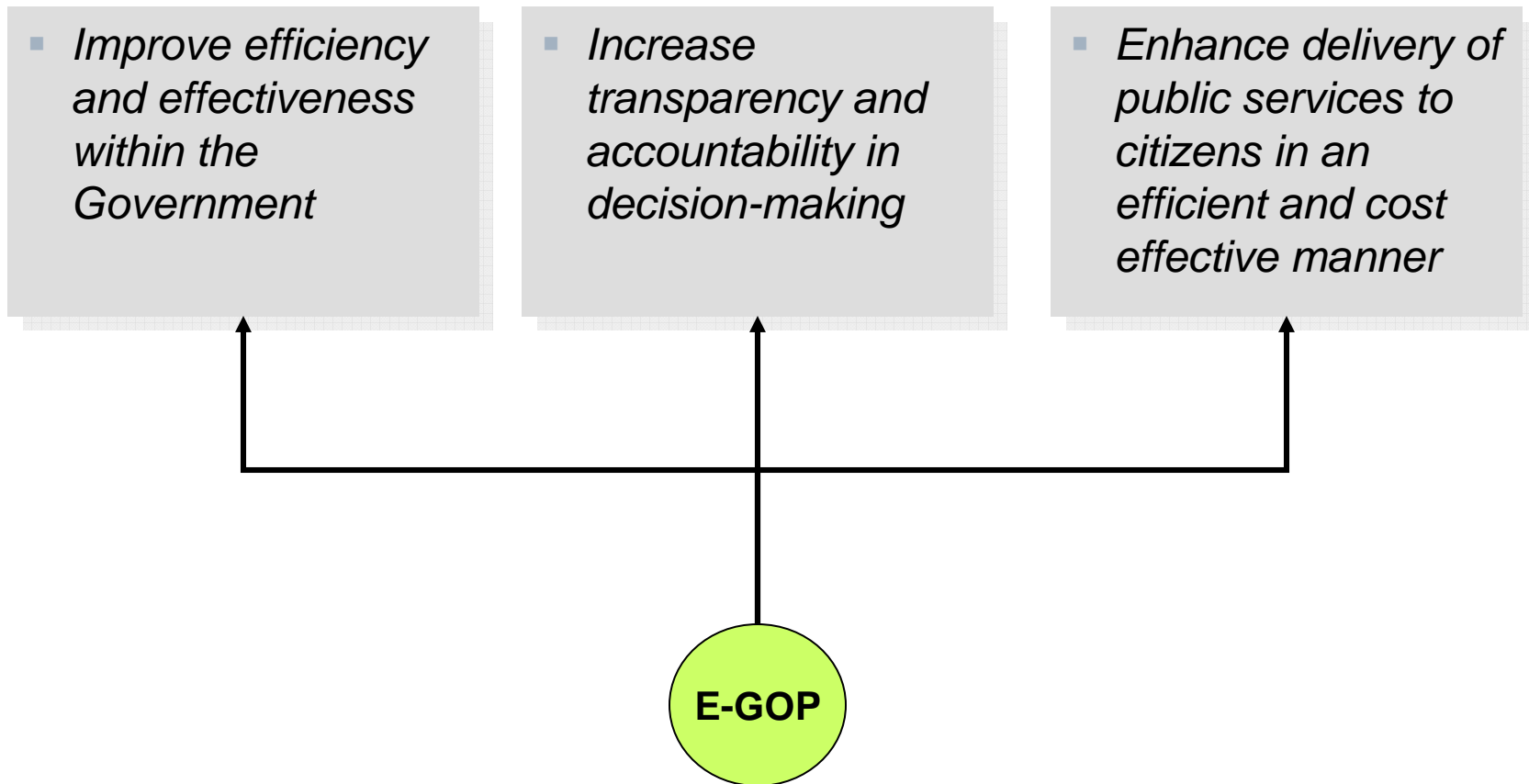
- **Strategy and 5-Year Plan**
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The definition of E-Government

E-Government is defined as the usage of Information and Communication Technologies (ICT) to support processes within the government as well as for the delivery of services to citizens, organizations and businesses.

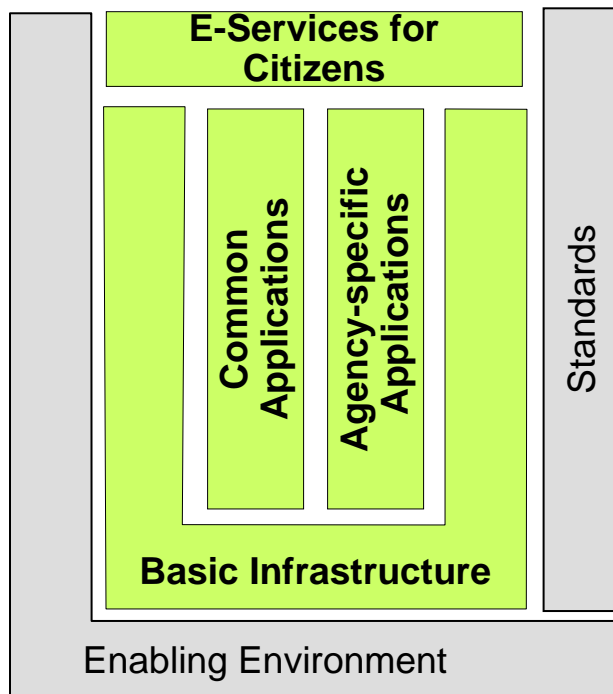


Goals of E-Government



E-Government Strategy

Parallelization of Building Blocks



Basic Infrastructure:

- *Components:* PCs, Inter- and Intra-Ministerial network, office productivity suite, email, etc.
- *Strategy:* Build and Deploy at all Divisions

Common Applications:

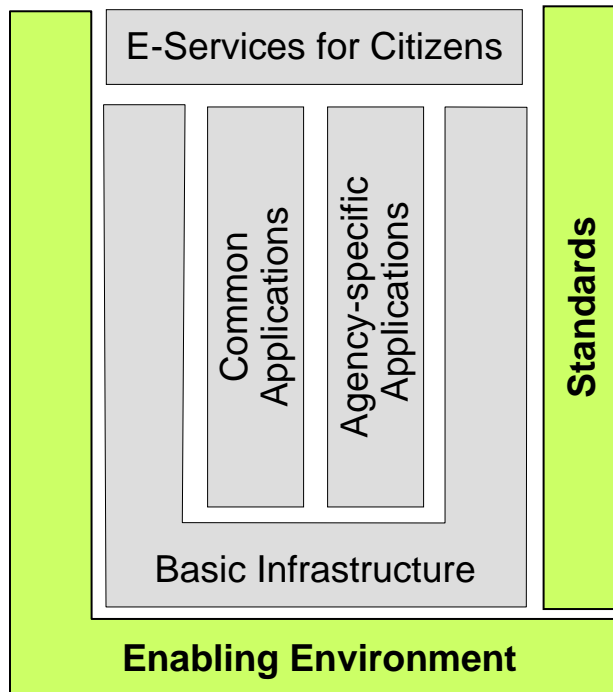
- *Components:* Internal Communication, HR, Budget, Project Mgmt, Document/File Management, Collaboration
- *Strategy:* Implement and Deploy at MOIT, stabilize and then rollout at all Divisions

Agency Specific Applications and E-Services for Citizens:

- *Components:* Core Services of the respective Divisions
- *Strategy:* Identify three high-impact processes in each Division, Implement and Rollout in parallel with Common Applications

E-Government Strategy (Continued)

Parallelization of Building Blocks



Standards:

- *Components:* Methodologies, Enterprise Architecture, Policies and Guidelines
- *Strategy:* Integrate best practices in EGD Framework, deploy, ensure compliance through review milestones in projects

Enabling Environment:

- *Components:* Top Leadership, Legislation, Rules & Regulations at Federal Government, Awareness, Training, Change Management & Monitoring at Agencies, Capacity and Autonomy at EGD
- *Strategy:* Quarterly review by NEGC, Committee for necessary changes to rules & regulations, etc, awareness campaign, basic training mandatory for all BPS-5 and above, create focal point for E-Government program at each agency outsource projects on turnkey basis and change EGD status to one of attached department

Five Year Action Plan

Five-Year Plan for Implementation of E-Government Strategy																				
	FY2005/06				FY2006/07				FY2007/08				FY2008/09				FY2009/10			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Basic Infrastructure																				
Phase I (PCs, etc., at Divisions)	X																			
Phase II (Inter-Ministerial Data Center)	X	X	X	X																
Common Applications																				
Phase I (Implementation at MOIT)	X	X	X																	
Phase II (Replication at other Divisions)					X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Agency-Specific Applications & e-Services for Citizens																				
Phase I (Identify high-impact applications)	X	X																		
Phase II (Implement)			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Standards																				
Phase I (Define EGD Framework)	X																			
Phase II (Deploy, Ensure Compliance)		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Enabling Environment																				
Federal Government																				
Top Leadership (NEGC Reviews)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Legislation, Rules & Regulations (Recommendations for change)		X		X		X		X		X		X		X		X		X		X
Agency																				
Change Management	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Awareness & Training	X	X	X	X																
EGD																				
Autonomy (Dept Status)	X	X																		
Capacity (Turnkey, etc.)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

Support required from you.

- Understanding of the Strategy and 5-Year Plan
- Understanding of the building blocks of the strategy
- Support for e-Awareness

Next Steps

- Download and read the Strategy and 5-Year Plan from www.e-government.gov.pk
- Forward ideas for e-Awareness campaigns within your Division.
- Stay in regular touch with SP&A Wing, EGD.

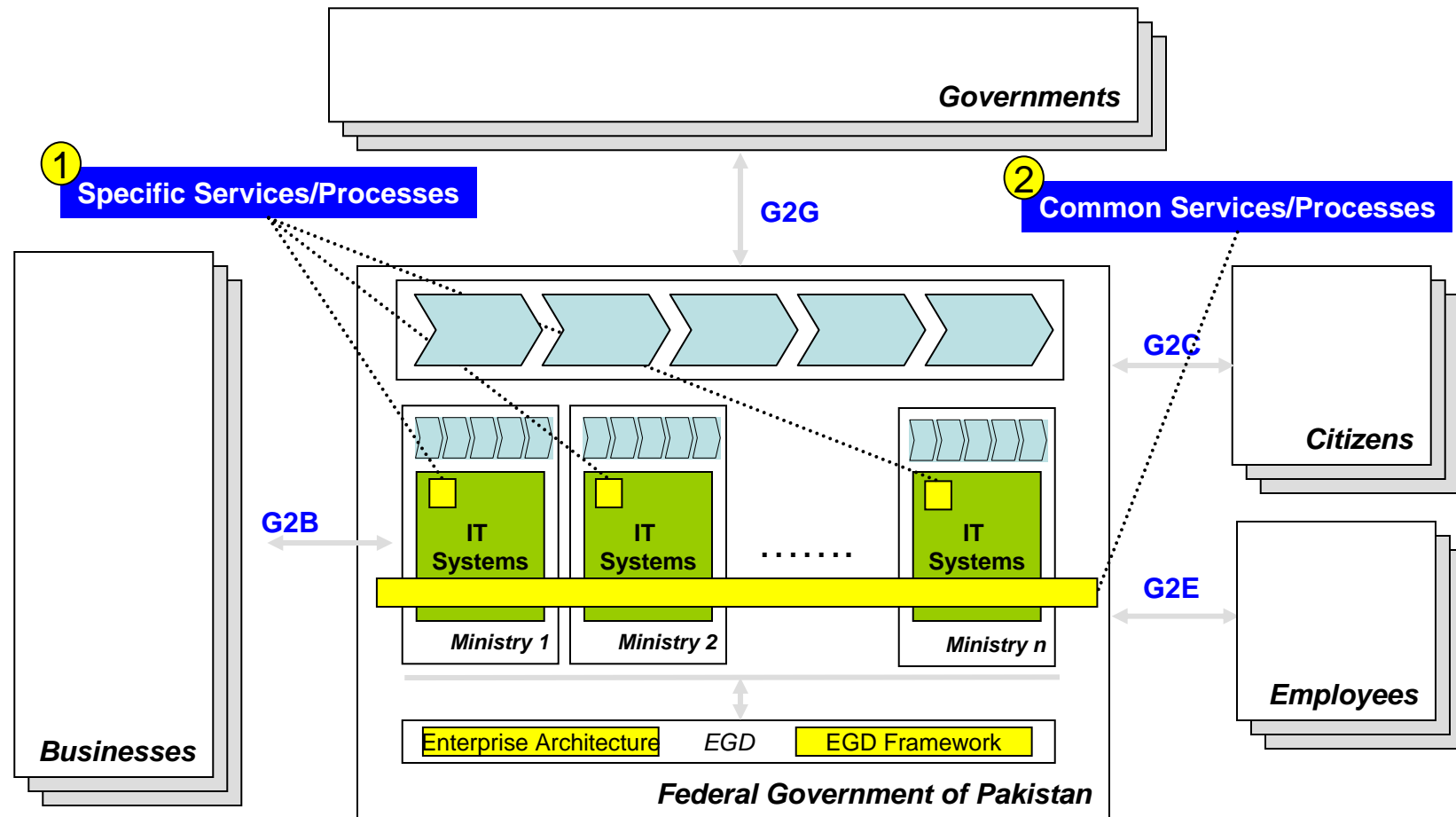
Contact Person:

Mahesh Ahuja, mahuja@e-government.gov.pk

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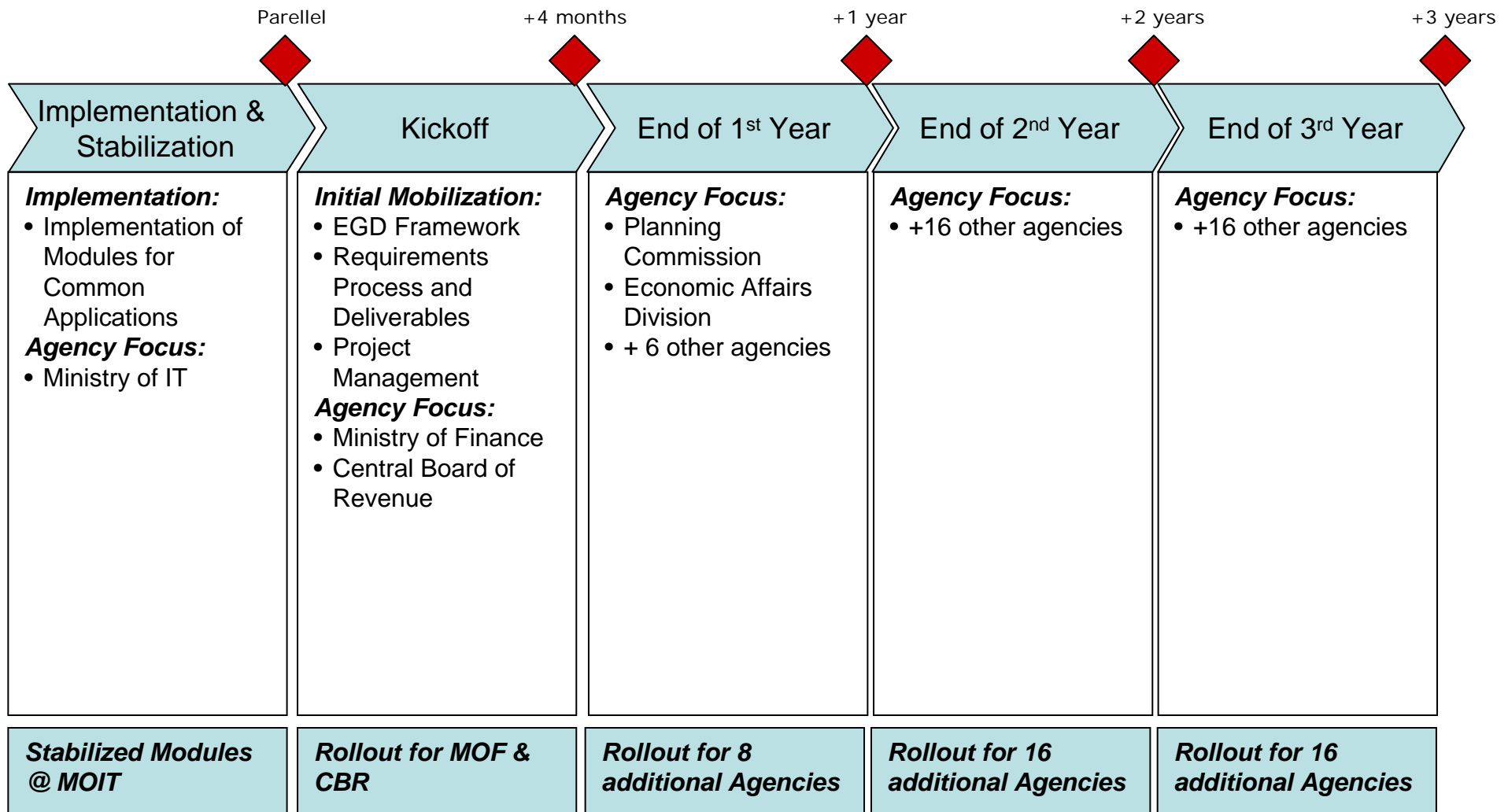
Common Applications can be replicated throughout the Government of Pakistan with little to no customization



Currently identified Common Applications undergoing implementation

- Internal Communications
- Human Resource Management
- Finance & Budget
- Inventory & Procurement
- Project Management
- Dynamic Employee Portal

Timeline for Implementation and Rollout of Common Applications.



Support required from you.

- Understanding of the Common Applications
- Accelerate requirements gathering for your Division
- Start development of a rollout plan at your Division

Next Steps

- Arrange demonstration of Common Applications with EGD
- Understand process and content of Requirements Gathering
- Collect information on project plan and fill out for your Division

Contact Person @ EGD:

Shahzad Rafique, srafique@e-government.gov.pk

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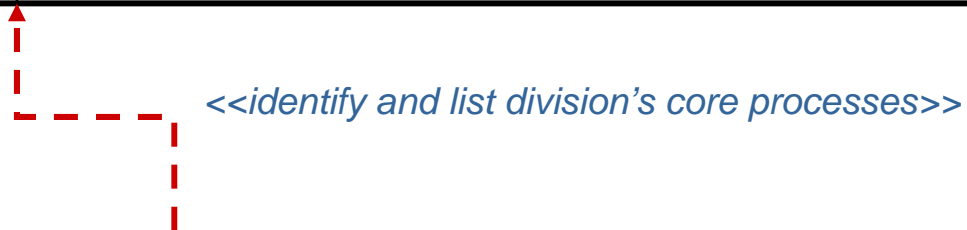
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Scope

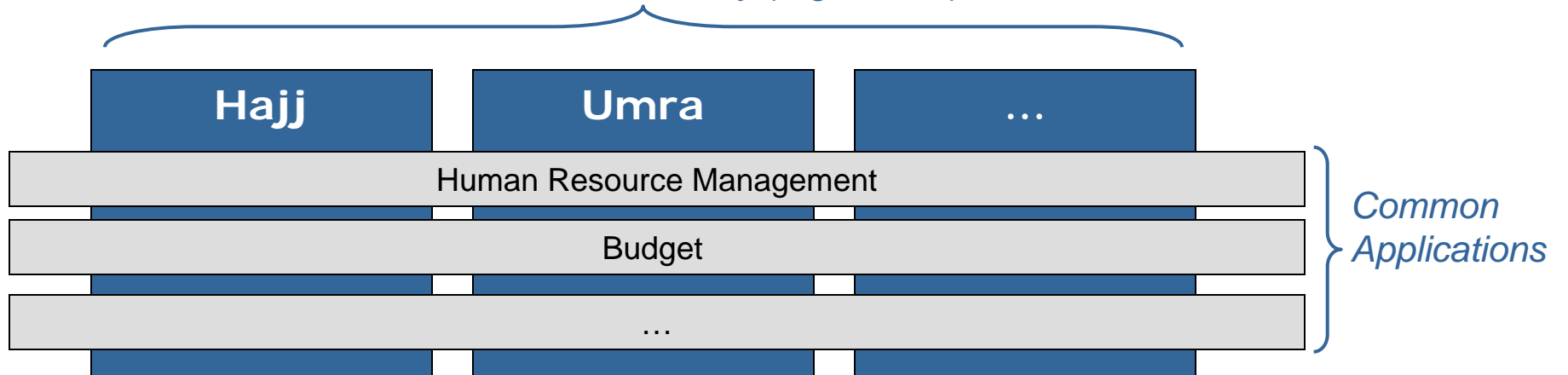
Identify 3 high impact processes / citizen services for automation in every Division.

The first step is to identify the core processes of the Division

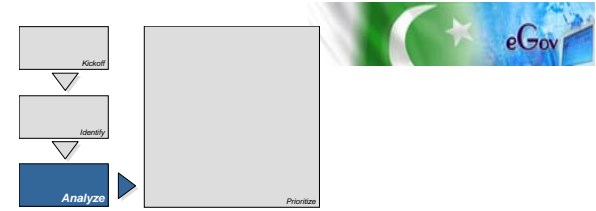
No	Process	Description
1	Hajj	Hajj application, processing, flight arrangements, etc.
2	Umra	Umra application, processing, etc.
3



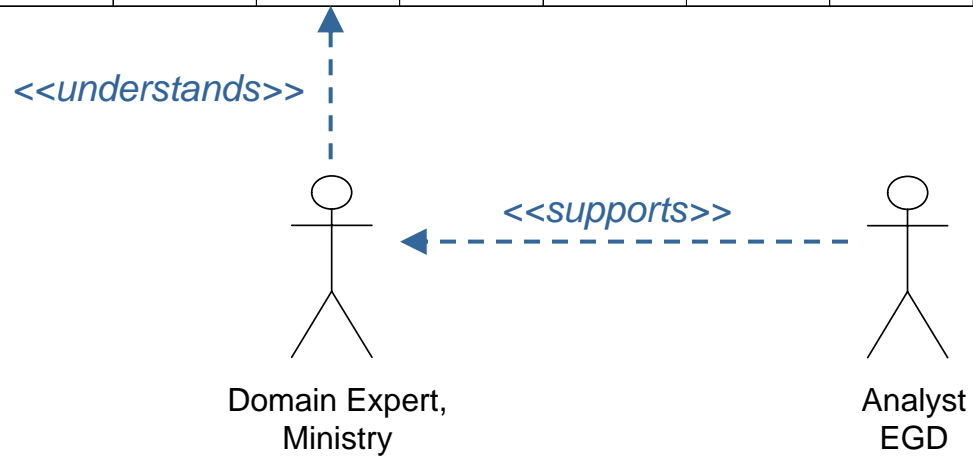
Core Processes of Ministry (e.g. MoRA)



The next step is to analyze the identified core processes



No	Processes	Usage	Current Performance				Citizen Impact		Financial Impact		Automation Complexity
		<i>Frequency</i>	<i>Speed</i>	<i>Transparency</i>	<i>Accountability</i>	<i>Usage</i>	<i>Interaction Points</i>	<i>Revenue Generation</i>	<i>Cost Reduction</i>		
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											

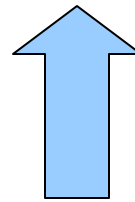




The priority of the analyzed processes is calculated for Agency's E-Government Program

E-Government Roadmap for Agency

Priority	Process
1	
2	
3	



No	Processes	Priority	Usage	Current Performance			Citizen Impact		Financial Impact		Automation Complexity
		Score	Frequency	Speed	Transparency	Accountability	Usage	Interaction Points	Revenue Generation	Cost Reduction	
1		(+) ←	(+)								
2		(+) ←		(X)	(X)	(X)					
3		(+) ←					(X)	(X)			
4		(+) ←							(X)	(X)	
5		(+) ←									(+)

Add for total score

Support required from you.

- Understanding of the scope of identification of processes / services
- Collect information on the process and template
- Initiate the process at your Division

Next Steps

- Collect the process and template from EGD
- Collect the required information from the different departments of your Division
- Review the collected information with EGD
- Make corrections or collect additional information as required
- Finalize e-Division Plan

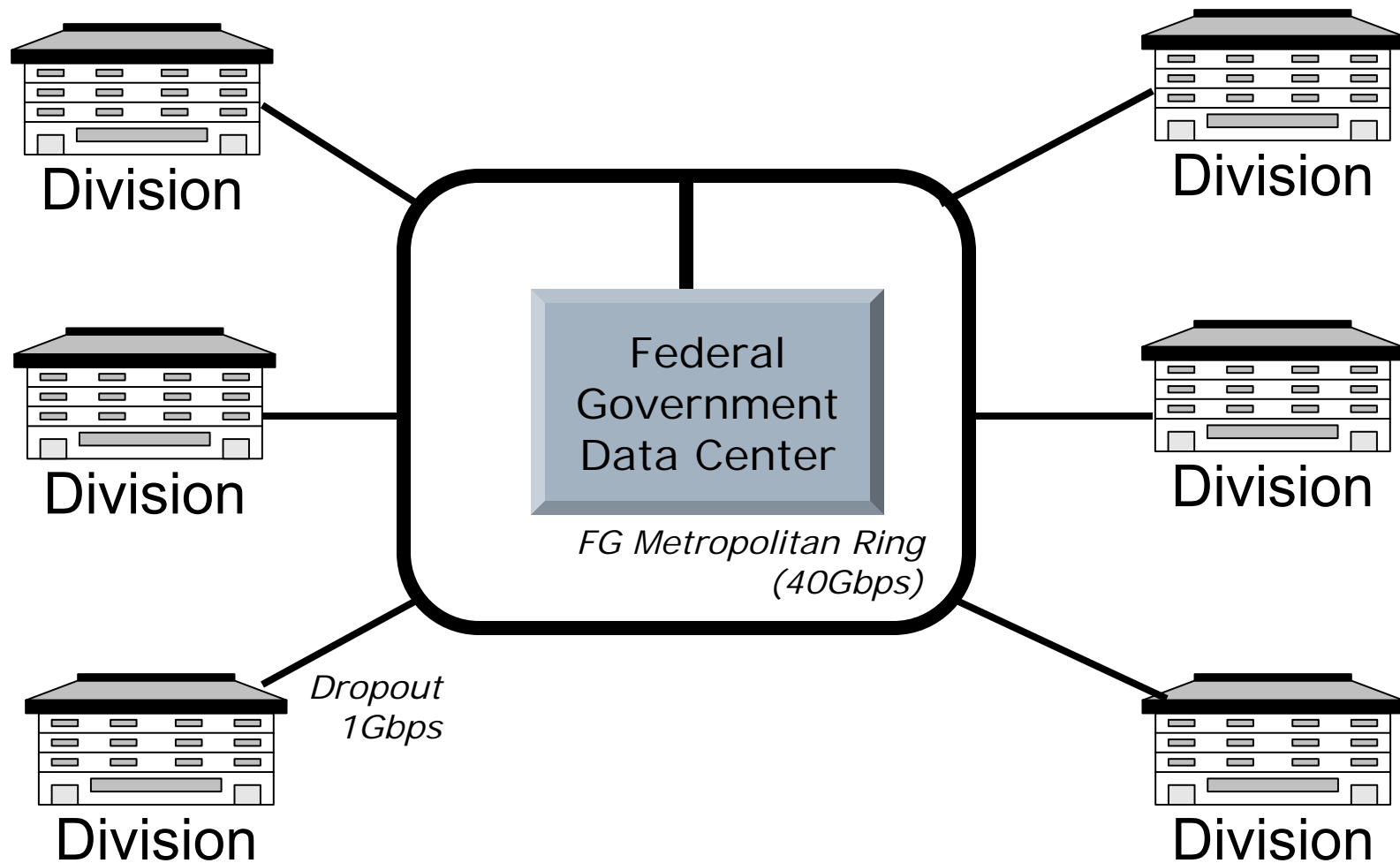
Contact person:

Mahesh Ahuja, mahuja@e-government.gov.pk

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The Federal Government Data Center will host all major Intranet and Internet applications of the Federal Government of Pakistan.



Scope of the Federal Government Data Center

- Provide hosting for all major Internet and Intranet Applications for the Government of Pakistan
- Provide email, Internet, Video Conferencing & Collaboration Service
- Provide Basic IT Infrastructure to the Government of Pakistan:
 - 30 Divisions completed.

Support required from you.

- Understand the concept of FGDC
- Ensure that Server Rooms are provided according to EGD Guidelines
- Ensure clean power supply for IT equipment, i.e., computers, network switches, servers, etc.

Next Steps

- Read and understand EGD Guidelines for Server Room
- Contact EGD for planning and execution

Contact Person:

Mustansir Yaqub, myaqub@e-government.gov.pk

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Scope

- Websites for all Divisions of the Government of Pakistan
- Content Types:
 - Highlights
 - News
 - Publications
 - Org Chart
 - Contact Information
 - Jobs
 - Tenders
 - Links
 - ...

Monitoring

- KPIs (Key Performance Indicators) have been established
- Cabinet made a decision that all websites are to be kept current and comprehensive by all Divisions
- A Content Management System has been developed for direct updates by Divisions and training has been imparted
- KPIs are now sent to PM Secretariat every month for review.

Support required from you.

- Ensure that the website is up to date
- Review KPIs for your Division
- Contact EGD for advice on how to increase traffic to your website

Next Steps

- Contact EGD to know who received CMS Training from your Division
- Coordinate activities with that person
- Arrange meeting with EGD to improve your Division's website.

Contact Person:

Fazal Rehman, frehman@e-government.gov.pk

Next Steps

- EGD will send you this presentation and contact details of mentioned persons
- A more detailed next steps list will be included with due dates and contact persons.

*Let us make this a great and rewarding exercise.
Together we can change the efficiency and
effectiveness of the Government while meeting and
exceeding citizens' expectations.*

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