



Capacity Building Action Plan

2014-15

By :

State eGovernance Mission Team, Punjab

For:

Deptt. of Governance Reforms, Punjab

Table of Contents

1) Purpose	~	~	~	~	02
2) Objective	~	~	~	~	02
3) Scope	~	~	~	~	02
4) Key Guidelines	~	~	~	~	02-03
5) Target Audience	~	~	~	~	03
6) Capacity Building Programmes	~	~	~	~	03
7) Capacity Building ongoing activities in the State	~	~	~	~	04
8) Capacity Building for e-Governance Projects	~	~	~	~	04
9) Proposed Training Plan - NISG /NIELIT/CDAC/CCA/CERT-IN	~	~	~	~	5-6
10) Details of NISG Programmes	~	~	~	~	7- 25
11) Details of NIELIT Programmes	~	~	~	~	26
12) Details of C-DAC Programmes	~	~	~	~	27-29
13) Details of CCA Programmes	~	~	~	~	30
14) Details of QAI Programmes	~	~	~	~	31
15) Details of CERT-IN Programmes	~	~	~	~	32
16) Session Delivery Approach	~	~	~	~	33
17) Commercials of NISG programmes	~	~	~	~	34-35
18) Commercials of NIELIT programmes	~	~	~	~	36
19) Commercials of C-DAC programmes	~	~	~	~	37
20) Commercials of CCA programmes	~	~	~	~	38
21) Commercials of CERT-IN programmes	~	~	~	~	38
22) Commercials of QAI programmes	~	~	~	~	39

1. Purpose of Capacity Building Action Plan

Department of Governance Reforms (DGR), Government of Punjab has taken up the responsibility of introducing e-governance across departments, in a phased manner as part of the National e-Governance Plan.

Given the diversity of the various state departments respect to their e-readiness and experience in implementing projects of such nature, there are significant differences in capacities within the States to undertake such initiatives.

It is with this background, it becomes imperative to adopt appropriate strategies that involve Capacity Building, to achieve the goals of NeGP

2. Objective of Capacity Building Action Plan

The primary objective of the Capacity Building Action Plan is to build the competency and talent pool within the State Departments, capable and equipped with knowledge and skills to effectively devise and implement e-Governance initiatives.

This is intended to be achieved through a series of activities like workshops and training programs aimed at competency building for the policy and execution level officials of the various State Departments in Government of Punjab.

3. Scope of Capacity Building Action Plan

The Capacity Building Action Plan with incorporate the following key aspects:

- 3.1 Key guidelines relating to the Capacity Building roadmap
- 3.2 Proposed Training Plan (Training Calendar)
- 3.3 List of Departments with Target Audience
- 3.4 List of Training Programs
- 3.5 List of Academic / Professional Training Institutions to deliver the trainings and workshops
- 3.6 Training Mechanism
- 3.7 Budgeting

4. Key guidelines relating to the Capacity Building roadmap are summarized:

- 4.1 Capacity Building has to be seen at 3 levels, namely Institutional Structure, Resources and Training Needs
- 4.2 There is a need for adopting a strategic approach in managing the capacity building exercise.
- 4.3 An assessment of capacities and skills required in future to manage the e-Governance initiative.

- 4.4 A series of activities like workshops and training programs targeting the officials at all levels need to be undertaken.
- 4.5 Another aspect of paramount importance is the sustainability of the capacities built. This can be achieved through institutionalization and continuous capacity building efforts.
- 4.6 There should be a judicious mix of in-sourcing and out-sourcing strategies for achieving the gigantic task of capacity building in the State for e-Governance.
- 4.7 Specific recommendations to be made in terms of the topics to be covered to meet the capacity needs at the policy, functional, technical and operational levels.
- 4.8 Develop a standardized template for taking up a training need analysis at the Departmental level for an ongoing evaluation.
- 4.9 Indicative costing for undertaking a comprehensive capacity building initiative to be undertaken along with the potential areas from where funding should be sought.
- 4.10 Methodologies for Capacity Building to be detailed which include a mix of workshops, in-class training and distance learning techniques.
- 4.11 To create partnerships with established training institutions to enable the exercise to be completed in a time-bound manner and with uniform standards.
- 4.12 For sustainable capacity building, a sound institutional mechanism also needs to be in place.

5. Target Audience

The target audience shall be based on individual training needs of all State departments which can be objectively assessed with reference to the e-Governance initiatives in the State Departments including State Mission Mode Projects & other eGovernance Initiatives that are underway. Training programs will be conducted for the audience based upon different stages of eGovernance projects throughout the State as per DGR guidelines.

6. Capacity Building Programmes:

- A. Ongoing Capacity Building Programme at State
- B. Capacity Building Initiatives for e-Governance Projects.
- C. e-Governance Programmes of NISG
- D. e-Governance Technical Programmes by CERT –IN
- E. e-Governance Programme by NIELIT
- F. Governance Technical Programmes by C-DAC
- G. Technical Programmes by QAI.
- H. Technical Programmes by CCA .

7. Department of Governance Reforms Capacity Building ongoing Training Activities

Department of Governance Reforms Invites nominations regarding PRIMER -1 Programme from various departments of the state to organize the Programme at Punjab Infotech training centre/centre, CAL-C, at District Level / Chandigarh:

- **Name of the Programme:** Basic computer Awareness Programme , PRIMER - I
- **Programme covers:** MS-office & Internet.
- **Batch Size:** Minimum 20 Nominations from Various Departments at each District centre / Chandigarh.
- **Duration:** 120 Hours.
- **Process:** Once Capacity Building Team at Department of Governance Reforms receives minimum 20 nominations for the programme from Department / Departments for any district / Chandigarh it coordinates with Punjab Infotech for the commencement of the Programme. This is ongoing process.
- **Eligibility:** All State officials of Government of Punjab nominated by respective departments.
- **Funding:** The expenses incurred for the Training Programme will be met from Plan Scheme GR07/IT-5 Capacity Building for e-Governance project.
- **Approval Status:** Training Programme and Funding Already Approved by the State Government.

8. Capacity Building Initiatives for e-Governance Projects.

S.NO	Name of the Project	Tentative No. of State Officials to be Trained on various e-Governance Projects In FY 14-15.	Total
1	e-District	8000+700	8700
2	SSDG	2000+4400+4400+4400	15200
3	SDC	20	20
Tentative Total			23920

Annual Capacity Building Action Plan, Government of Punjab: 2014-15

Proposed Programmes CBAP PUNJAB 2014-15		Programme	Programme	MONTH	Quarter
S.NO	Proposed NISG /NIELIT/CDAC/CCA/CERT-IN/QAI Programme Details	Code	Duration	MONTH	Quarter
1	ISM – Level 1	C-DAC	1-day	July	Q1
2	Business Process Analysis	NISG	2-day	July	Q1
3	Information Technology Infrastructure Library (ITIL)	NISG/QAI	2-day	July	Q2
4	e-Government Risk Management	NISG	2-Day	July	Q2
5	e-Governance Project Lifecycle	NISG	3-day	August	Q2
6	Six Sigma	NISG/QAI	4-day	August	Q2
7	Government Process Re-engineering	NISG	3 Days	August	Q2
8	Communication Assertiveness & Presentation Skills	NISG	5 Days	September	Q2
9	Ethical Hacking Concept -Level 2	C-DAC	1-day	September	Q3
10	e-Governance -Introduction Programme	NIELIT	2-day	September	Q2
11	Government Process Re-engineering	NISG	3 Days	October	Q3
12	e-Governance Project Lifecycle	NISG	3-day	October	Q3
13	Perimeter Security - level 2	C-DAC	1-day	October	Q3
14	PKI Basic Programme	CCA	Half Day	October	Q2
15	Change Management & Capacity Building	NISG	3 Days	November	Q3
16	Cloud	NISG	2-day	November	Q3
17	e-Governance -Introduction Programme	C-DAC	2-day	November	Q3
18	Cyber Forensics - Level 3	C-DAC	1-day	November	Q3
19	Project Management	NISG	5 Days	December	Q3
20	e-Governance Life Cycle – Training-cum-Study Tour	NISG	5-day	December	Q3
21	e-Governance -Introduction Programme	NIELIT	2-day	December	Q3
22	PKI Basic Programme	CCA	Half Day	December	Q3
23	Expression of Interest, Detailed Project Report & Request for Proposal (EDR)	NISG	5 Days	January	Q4
24	Government Process Re-engineering	NISG	3 Days	January	Q4
25	Information Security Management - Level 3	C-DAC	1-day	January	Q4
26	e-Governance -Introduction Programme	NIELIT	2-day	February	Q4
27	Business Process Analysis	NISG	2-day	February	Q4
28	Regulatory Framework	NISG	3 Days	March	Q4
29	Detailed Project Report	NISG	3 Days	March	Q4
30	PKI Basic Programme	CCA	Half Day	March	Q4

Note: Dates for the above mentioned Proposed Training Programmes schedule for the Officers /Officials / Field Functionaries from Departments of Punjab State need to be approved and finalized (subject to approval and availability of programme dates and faculties, Venue with the Training Institutions).

Other Training Programs for eGovernance Projects for different Departments /Districts of Punjab State Government officials across State will be conducted based upon training needs identification and approval.

Annual Capacity Building Action Plan, Government of Punjab: 2014-15

Proposed CBAP PUNJAB 2014-15		Programme	Programme		
S.NO	Proposed NISG Programme Details	Code	Duration	Tentative Month	Quarter
1	e-Government Risk Management	NISG	2-Day	July	Q1
2	Business Process Analysis	NISG	2-day	July	Q1
3	Information Technology Infrastructure Library (ITIL)	NISG	2-day	July	Q2
4	e-Governance Project Lifecycle	NISG	3 Days	August	Q2
5	Six Sigma	NISG	4-day	August	Q2
6	Government Process Re-engineering	NISG	3 Days	August	Q2
7	Communication Assertiveness & Presentation Skills	NISG	5 Days	September	Q2
8	Government Process Re-engineering	NISG	3 Days	October	Q3
9	e-Governance Project Lifecycle	NISG	3-day	October	Q3
10	Change Management & Capacity Building	NISG	3 Days	November	Q3
11	Cloud	NISG	2-day	November	Q3
12	Project Management	NISG	5 Days	December	Q3
13	Expression of Interest, Detailed Project Report & Request for Proposal (EDR)	NISG	5 Days	January	Q4
14	Government Process Re-engineering	NISG	3 Days	January	Q4
15	Business Process Analysis	NISG	2-day	February	Q4
16	Regulatory Framework	NISG	3 Days	March	Q4
17	Detailed Project Report	NISG	3 Days	March	Q4
18	e-Governance Life Cycle – Training-cum-Study Tour	NISG	5-day	December	Q3
S.NO	Proposed NIELIT Programme Details	Code	Duration	MONTH	Quarter
1	e-Governance -Introduction Programme	NIELIT	2-day	September	Q2
2	e-Governance -Introduction Programme	NIELIT	2-day	December	Q3
3	e-Governance -Introduction Programme	NIELIT	2-day	February	Q4
S.NO	Proposed C- DAC Programme Details	Code	Duration	MONTH	Quarter
1	ISM - Level 1	C-DAC	1-day	July	Q2
2	Ethical Hacking Concept -Level 2	C-DAC	1-day	September	Q3
3	Perimeter Security - level 2	C-DAC	1-day	October	Q3
4	e-Governance -Introduction Programme	C-DAC	2-day	November	Q3
5	Cyber Forensics - Level 3	C-DAC	1-day	November	Q3
6	Information Security Management - Level 3	C-DAC	1-day	January	Q4
S.NO	Proposed CCA Programme Details	Code	Duration	MONTH	Quarter
1	PKI Basic Programme	CCA	Half Day	October	Q2
2	PKI Basic Programme	CCA	Half Day	December	Q3
3	PKI Basic Programme	CCA	Half Day	March	Q4
S.NO	Proposed QAI Programme Details	Code	Duration	MONTH	Quarter
1	Information Technology Infrastructure Library (ITIL) Foundation	QAI	3 DAYS	July	Q2
2	Six Sigma Green Belt	QAI	4 DAYS	August	Q2

Proposed NISG Programmes

e-Governance Project Lifecycle (S2-eGLC; 3– 5 days)

Course Objectives

This course would help the participants to:

- ✓ Conceptualize and design the e-Governance projects for their departments
- ✓ Effectively plan and manage various phases of e-Governance project development and implementation
- ✓ Leverage the strengths of private sector in e-Governance initiatives through effective procurement approach and manage service delivery throughout the life cycle of the project

Target Participants

- ✓ Director/Joint Director/Deputy Director, In charge of IT initiatives, Govt. representatives in State/Project e-Governance Mission Teams/Project Management Units (PMUs), Project Managers and Nodal officers for e-Governance initiatives
- ✓ Key players such as In-charge of District level offices, deputy collectors etc.

Key Focus Areas

- ✓ Introduction to e-Governance
- ✓ e-Governance Project Development Lifecycle
- ✓ e-Governance Vision and Strategy development
- ✓ Services prioritization and roadmap development for e-Governance implementation
- ✓ Government Process Reengineering in e-Governance
- ✓ Information Security management and standards for e-Governance implementation
- ✓ Implementation Approach and Planning for e-Governance projects
- ✓ Change Management and Capacity Building in e-Governance
- ✓ Business Models for implementation of e-Governance projects
- ✓ Preparation of DPR and RFP
- ✓ Procurement and Contract Development
- ✓ Legal and policy framework for e-Governance projects
- ✓ Project and Program Management for e-Governance projects
- ✓ Monitoring and Evaluation for e-Governance projects

Business Process Analysis

- ✓ Business Process Analysis" and the responsibilities of the business analyst
- ✓ Information gathering technique(s)
- ✓ Methods and techniques of analysis
- ✓ Stakeholder Analysis
- ✓ Measure the effectiveness of a business process
- ✓ Methods to model a business process and its data
- ✓ Business Process Improvement
- ✓ Process improvement project and results
- ✓ Best Practices

Information Technology Infrastructure Library (ITIL)

- ✓ Service management as a practice
- ✓ ITIL service lifecycle
- ✓ Generic concepts and definitions
- ✓ Key principles and models
- ✓ Processes
- ✓ Functions
- ✓ Roles
- ✓ Technology and architecture
- ✓ Competency

e-Government Risk Management (e-GRM)

- ✓ Positioning of eGRM within eGLC
- ✓ Approach to risk by Governments of developed Countries
- ✓ Standards and guidelines for Risk management
- ✓ Special features of public sector risk management
- ✓ Concept of risk
- ✓ Factors which determine the quantum of risk
- ✓ Various approaches to classification of risks
- ✓ Role of risk framework
- ✓ Deriving and prioritizing Performance indicators from e-Gov Vision and strategy
- ✓ Deriving and prioritizing Risk indicators
- ✓ The various components of eGRM program
- ✓ Choices available for risk mitigation
- ✓ oA practical approach to valuing and communicating eGov risks through the use of heat-maps and red-green signals etc.

Six Sigma

- ✓ What is Six Sigma?
- ✓ Project Selection
- ✓ Project Planning and Charters
- ✓ Internal Process Measures
- ✓ Introduction to DMAIC project management
- ✓ Basic Statistical Concepts
- ✓ Control Charts
- ✓ The Define Phase
- ✓ Process Mapping
- ✓ Measuring System Analysis
- ✓ Process Capability Analysis
- ✓ The Analyze Phase
- ✓ Root Cause Problem Solving Tools
- ✓ Basic Experimental Design (Hypothesis Testing)
- ✓ Linear Regression
- ✓ Introduction to DOE
- ✓ The Improve Phase
- ✓ Green Belt Project Review (if applicable)
- ✓ The Control Phase
- ✓ Basic Cost Benefit Analysis
- ✓ The Control Plan Strategy
- ✓ Error proofing
- ✓ Levels of Control

Charges for Green Belt Certification will be borne by the respective Candidate/State

Government Process Reengineering (S2-GPR; 3 – 5 days)

Course Objectives

This course presents a range of practices and examples of how business process reengineering, optimization and application of ICT in a business process environment can be undertaken to:

- ✓ Enhance operational efficiency in administration and service delivery
- ✓ Improve citizen focus & experience and minimize process complexity, cost & service delivery time
- ✓ Increase transparency levels and reduce administrative burden on government

Target Participants

- ✓ Project Management teams Director/Joint Director/Deputy Director
- ✓ Govt. representatives in State/Project e-Governance Mission Teams/Project Management Units (PMUs), Specific individuals identified for leading /managing GPR engagements
- ✓ Key players such as In-charge of District level offices, deputy collectors etc.

Key Focus Areas

- ✓ Overview of Process Re-engineering
- ✓ Assessment and definition of the problem in the current business process environment
- ✓ Understanding the Customer's Needs
- ✓ Definition of the Vision for Process Reengineering
- ✓ Preparation of process maps
- ✓ Collecting data needed for process reengineering
- ✓ Business Process Analysis
- ✓ Identifying solutions for the challenges in business process environment
- ✓ Optimizing the business processes
- ✓ Approach for implementation of reengineered processes
- ✓ Change Management for implementation of reengineered business processes
- ✓ Leveraging Consultants in GPR engagements

OBT - Communication, Assertiveness & Presentation Skills (S2-CAPS; 5-day)

Course Objectives: The training will help the participants to:

- ✓ Communicate clearly, coherently and confidently
- ✓ Assess the effectiveness and efficiency of various channels of communication and their impact
- ✓ Take initiative and be assertive as a project manager or team member for successful project execution
- ✓ Manage crisis situations effectively

Target Participants

- ✓ The course is designed to offer value to policy makers and key senior management members at State level including Principle Secretary/Secretary, Commissioner, Directors, Joint Director, Additional Directors, Deputy Director,
- ✓ Senior officials at Central, State/UT and District Level, State e-Governance Mission Team (SeMT) members under NeGP, Project e-Governance Mission Teams (PeMT) members under NeGP.

Key Focus Areas

- ✓ Key components of communication process
- ✓ Various types, styles, channel of communication
- ✓ Planning, Designing, presentation and application of principles of effective communication
- ✓ Assertiveness and its significance
- ✓ Communication manners & etiquettes
- ✓ Framework & policy guidelines for organizational communication
- ✓ Building brand/identity through healthy communication culture and practice
- ✓ Challenges of communication and overcoming communication barriers

The Programme can be offered as Residential Outbound Experiential learning module.

Government Process Reengineering (S2-GPR; 3 – 5 days)

Course Objectives

This course presents a range of practices and examples of how business process reengineering, optimization and application of ICT in a business process environment can be undertaken to:

- ✓ Enhance operational efficiency in administration and service delivery
- ✓ Improve citizen focus & experience and minimize process complexity, cost & service delivery time
- ✓ Increase transparency levels and reduce administrative burden on government

Target Participants

- ✓ Project Management teams Director/Joint Director/Deputy Director
- ✓ Govt. representatives in State/Project e-Governance Mission Teams/Project Management Units (PMUs), Specific individuals identified for leading /managing GPR engagements
- ✓ Key players such as In-charge of District level offices, deputy collectors etc.

Key Focus Areas

- ✓ Overview of Process Re-engineering
- ✓ Assessment and definition of the problem in the current business process environment
- ✓ Understanding the Customer's Needs
- ✓ Definition of the Vision for Process Reengineering
- ✓ Preparation of process maps
- ✓ Collecting data needed for process reengineering
- ✓ Business Process Analysis
- ✓ Identifying solutions for the challenges in business process environment
- ✓ Optimizing the business processes
- ✓ Approach for implementation of reengineered processes
- ✓ Change Management for implementation of reengineered business processes
- ✓ Leveraging Consultants in GPR engagements

e-Governance Project Lifecycle (S2-eGLC; 3– 5 days)

Course Objectives.

This course would help the participants to:

- ✓ Conceptualize and design the e-Governance projects for their departments
- ✓ Effectively plan and manage various phases of e-Governance project development and implementation
- ✓ Leverage the strengths of private sector in e-Governance initiatives through effective procurement approach and manage service delivery throughout the life cycle of the project

Target Participants

- ✓ Director/Joint Director/Deputy Director, In charge of IT initiatives, Govt. representatives in State/Project e-Governance Mission Teams/Project Management Units (PMUs), Project Managers and Nodal officers for e-Governance initiatives
- ✓ Key players such as In-charge of District level offices, deputy collectors etc.

Key Focus Areas

- ✓ Introduction to e-Governance
- ✓ e-Governance Project Development Lifecycle
- ✓ e-Governance Vision and Strategy development
- ✓ Services prioritization and roadmap development for e-Governance implementation
- ✓ Government Process Reengineering in e-Governance
- ✓ Information Security management and standards for e-Governance implementation
- ✓ Implementation Approach and Planning for e-Governance projects
- ✓ Change Management and Capacity Building in e-Governance
- ✓ Business Models for implementation of e-Governance projects
- ✓ Preparation of DPR and RFP
- ✓ Procurement and Contract Development
- ✓ Legal and policy framework for e-Governance projects
- ✓ Project and Program Management for e-Governance projects
- ✓ Monitoring and Evaluation for e-Governance projects

Change Management & Capacity Building (S2-CMCB; 3-day)

Course Objectives

This course is designed present a range of practices and examples on change management and capacity building for e-Governance projects to:

- ✓ Maximize the uptake of change programs/e-Governance initiatives
- ✓ Create consensus, awareness and achieve buy-in on project objectives and benefits at all levels
- ✓ Minimize the resistance for project implementation and to keep project stakeholders informed and involved
- ✓ Create an environment for effective benefits realization of the project objectives and
- ✓ Build right capacities at all the levels for increasing project success and achievement of project objectives

Target Participants

- ✓ Principal Secretary/Secretary, Commissioner, Director/Joint Director/Dy Director, Head of Department at the State Government level
- ✓ Head of Departments, Project Leader/Project director for e-Governance initiatives, Govt. representatives in Central/State/Project e-Governance Mission Teams
- ✓ Project Management Unit members, Resources identified for change management and capacity building in e-Governance, Project Managers/Nodal officers

Key Focus Areas

- ✓ Introduction to organizational change
- ✓ Introduction to 'Change' in the context of Government and e-Governance
- ✓ Approach to Change Management
- ✓ Introduction to Tools and techniques for Change Management
- ✓ Establishing foundation to change for e-Governance programmes
- ✓ Identifying enablers and disablers to change
- ✓ Building a Change Team
- ✓ Skill Assessment and Development
- ✓ Developing a Communication Strategy
- ✓ Measuring Performance to drive change implementation

Cloud (2 Days)

- ✓ Cloud Computing Overview
- ✓ History of the Cloud
- ✓ Virtualization & Scaling Overview
- ✓ Cloud enabling Technologies
- ✓ Cloud Models & Standards
- ✓ Cloud Use cases - Management
- ✓ Standards, Governance & Issues
- ✓ Best Practices
- ✓ Overview of Popular Clouds
- ✓ GI Cloud Introduction

Project Management (S2-PM; 5 days)

Course Objectives

The course would help participants to:

- ✓ Communicate timelines and achieve a higher level of commitment with team members
- ✓ Maintain a smooth, streamlined workflow
- ✓ Develop accurate project schedules, track resources and confidently set project criteria
- ✓ Save and maximize organization's time and money by keeping projects within budget

Target Participants

- ✓ Director/Joint Director/Dy Director, Head of Department at the State Government level
- ✓ Head of Offices, Head of IT initiatives, Govt. representatives in State/Project e-Governance Mission Teams, Head of Project Management Units and its team members, resources identified for e-Governance projects, Project Managers/Nodal officers for e-Governance initiatives

Key Focus Areas

- ✓ Introduction to the Project Management Framework
- ✓ Project Management Fundamentals
- ✓ Project Management Processes for a Project
- ✓ Project Management Process Interactions
- ✓ Project Management Knowledge Areas
- ✓ Project Integration Management
- ✓ Project Scope Management
- ✓ Project Time Management
- ✓ Project Cost Management
- ✓ Project Quality Management
- ✓ Project Human Resource Management
- ✓ Project Communications Management
- ✓ Project Risk Management
- ✓ Project Procurement Management
- ✓ Professional and Social Responsibility

Expression of Interest, Detailed Project Report & Request for Proposal (S2-ERD ; 5-day)

Course Objectives

By the end of this course, participants will be able

- ✓ Prepare Detailed Project Reports (DPR)
- ✓ Review and provide feedback on Request for Proposal (RFP)
- ✓ Prepare and process Expression of Interest (Eoi)
- ✓ Describe the key components of RFP
- ✓ Demonstrates understanding of bid process management and award of contract procedures
- ✓ Describe the challenges in implementation of e-Governance Projects

Target Participants

- ✓ Director/Joint Director/Deputy Director, In-charge of IT initiatives
- ✓ Govt. representatives in State/Project e-Governance Mission Teams/Project Management Units (PMUs), Project Managers and Nodal officers for e-Governance initiatives
- ✓ Key players such as In-charge of District level offices, deputy collectors etc., who are expected to lead/play a crucial role in e-Governance

Key Focus Areas

- ✓ Introduction to the e-Governance
- ✓ Expression of Interest (Eoi)
- ✓ Components of an RFP
- ✓ Preparation of RFP
- ✓ Bid Process Management
- ✓ Procurement life cycle
- ✓ Business Model development for e-Governance Projects
- ✓ Bidders view of Procurement and Role of Consultant
- ✓ Introduction to cost components
- ✓ Contract Management

Government Process Reengineering (S2-GPR; 3 – 5 days)

Course Objectives

This course presents a range of practices and examples of how business process reengineering, optimization and application of ICT in a business process environment can be undertaken to:

- ✓ Enhance operational efficiency in administration and service delivery
- ✓ Improve citizen focus & experience and minimize process complexity, cost & service delivery time
- ✓ Increase transparency levels and reduce administrative burden on government

Target Participants

- ✓ Project Management teams Director/Joint Director/Deputy Director
- ✓ Govt. representatives in State/Project e-Governance Mission Teams/Project Management Units (PMUs), Specific individuals identified for leading /managing GPR engagements
- ✓ Key players such as In-charge of District level offices, deputy collectors etc.

Key Focus Areas

- ✓ Overview of Process Re-engineering
- ✓ Assessment and definition of the problem in the current business process environment
- ✓ Understanding the Customer's Needs
- ✓ Definition of the Vision for Process Reengineering
- ✓ Preparation of process maps
- ✓ Collecting data needed for process reengineering
- ✓ Business Process Analysis
- ✓ Identifying solutions for the challenges in business process environment
- ✓ Optimizing the business processes
- ✓ Approach for implementation of reengineered processes
- ✓ Change Management for implementation of reengineered business processes
- ✓ Leveraging Consultants in GPR engagements

Business Process Analysis

- ✓ Business Process Analysis" and the responsibilities of the business analyst
- ✓ Information gathering technique(s)
- ✓ Methods and techniques of analysis
- ✓ Stakeholder Analysis
- ✓ Measure the effectiveness of a business process
- ✓ Methods to model a business process and its data
- ✓ Business Process Improvement
- ✓ Process improvement project and results
- ✓ Best Practices

Regulatory Framework for e-Governance Implementation (S2-RF; 3-day)

Course Objectives

The course provides a deep insight and understanding on the Legal and Regulatory Framework governing e-Governance Projects to support in:

- ✓ Designing the project in accordance with the Legal and Regulatory Frameworks applicable for e-Governance
- ✓ Ensuring compliance with the legal and regulatory requirements,
- ✓ Assessing the impact of proposed process and systems reforms on the existing legal environment
- ✓ Undertaking reforms/changes in the legal frameworks to support process/system changes

Target Participants

- ✓ Policy makers and key senior management members at State/local government level including Principal Secretary/Secretary, Commissioner, Director /Joint Director/ Dy. Director at State government level
- ✓ Head of e-Governance initiatives, Govt. representatives in Central/State/Project e-Governance Mission Teams, Head of Project Management Unit, Resources identified for e-Governance projects, Project Managers/Nodal officers for e-Governance initiatives

Key Focus Areas

- ✓ Overview of Legal & Regulatory Framework
- ✓ Overview of IT Act, 2000
- ✓ Digital Signature Regime
- ✓ IT Act Amendments & Rules
- ✓ Other Aspects of IT Act
- ✓ Statutory bodies set up under IT Act and its amendments and their functions
- ✓ Regulatory Framework for e-Governance under NeGP
- ✓ Other Aspects of Legal Framework
- ✓ Procurement in e-Governance
- ✓ Contract Management: Understanding contracts
- ✓ Contract Management Lifecycle

Preparation of Detailed Project Report (S2-DPR; 3-day)

Course Objectives

The objective of this course is to acquaint the participants with the components of a DPR and to provide hands-on training on selected components of a DPR.

This course also provides a brief introduction to Request for Proposal.

Target Participants

- ✓ Director/Joint Director/Deputy Director, In-charge of IT initiatives, Govt. representatives in State/Project e-Governance Mission Teams/Project Management Units (PMUs), Project Managers and Nodal officers for e-Governance initiatives
- ✓ Key players such as In-charge of District level offices, deputy collectors etc., who are expected to lead/play a crucial role in e-Governance

Key Focus Areas

- ✓ Introduction to the e-Governance lifecycle
- ✓ Need for a DPR
- ✓ Structure of a typical DPR (based on DPR format circulated by DIT)
- ✓ Vision & Objectives
- ✓ Stakeholder analysis and problem statement
- ✓ Service quality; service levels and Service Level Management
- ✓ Solution Architecture
- ✓ Implementation Strategies
- ✓ Institutional and governance structures
- ✓ Business models and public private partnerships
- ✓ Costing elements of a typical DPR
- ✓ Procurement Options and essentials of RFP

e-GLC – Training-cum-Study Tour (5-day residential)

- ✓ This training adheres to the curriculum and objectives of the 5-day e-Governance Life Cycle Course (S2).
- ✓ Unique part of the programmes: Field visits and project study tours to see how other projects have been implemented, and learn by observing, discussions and best practices.

e-Governance Leadership Meet

I. Workshop Objectives

- ✓ This program for “e-Governance Leadership Meet” aims to sensitize political and policy level personnel for their support and commitment in taking e-Government projects forward for integrated delivery of various Government services to the citizens.
- ✓ This program also aims to spread/increase awareness, acceptance and approval of various stakeholders at Political & Policy Level
- ✓ This program helps participants to gain an understanding of e-Governance and its benefits to the citizen’s along with the need and importance of e-Governance for improving delivery of citizen services by optimum utilization of e-Governance tools
- ✓ This program address the issues related to Government transformation by way of process and legal reforms while also focuses on implementation concerns and challenges in State e-Governance initiatives
- ✓ Through this program existing and plan for new e-Governance projects in the State can also be examined, based on
- ✓ This program also addresses and outlines priorities and road ahead for leveraging NeGP infrastructure for delivering citizen services in the State.

II. Target Participants

- ✓ Political leaders – Ministers and MLA’s
- ✓ Policy level officers – Chief Secretary, Members of State e-Governance Council/
- ✓ Apex Committee, Principle Secretaries, Commissioner Level officers in States
- ✓ Suggested Number of participants per workshop is 50-60, preferably a mix of political executives and senior officers from MMP and Core State Govt Departments.

III. Duration

- ✓ The duration of this program is for 1 day

IV. Training Structure

The broad structure of 1 day training program will be customized on the basis of needs and priority of state. However, general structure shall include:

- ✓ Speaker/Instructor-led delivery through open house sessions/discussions supported by necessary case studies
- ✓ Delivery by experts/trained individuals on various sessions planned under the course
- ✓ Key emphasis would be to ensure application of the learnings into practice during and after the meet

V. Course Content

As a part of training program NISG provides reading supplements to each participants comprise of:

- ✓ Core course material contains detail content on basic philosophy, principles and aspect of e-Governance with case study of representative e-Gov projects
- ✓ Overview of NeGP and its perspectives.
- ✓ Selected case studies on some of the e-Gov initiatives in the country

VI. Costing / Financials

- ✓ Rs. 5,77,500/- per batch of 30 participants and cost of per additional participant is Rs.1685/- including service tax
- ✓ This cost includes only NISG fee only.
- ✓ All other costs e.g. venue cost, logistics, local conveyance etc. shall be extra as per approved actual.

Proposed NIELIT PROGRAMMES

Course Name: Introductory Course on e-Governance

Target Group: The course is designed for the participants at the level of Secretary, Directors/HOD, Nodal officers of various Govt. Departments of the state of Punjab.

Objectives of the Course:

- ✓ To develop awareness about e-Governance.
- ✓ To acquaint the participants with National e-Governance initiatives undertaken by Govt. of India.

Course Contents:

- ✓ Introduction to e-Governance
- ✓ National e-Governance Plan - NeGP
- ✓ Government Service Categories - G2G, G2C, G2B, G2E
- ✓ e-Governance Project Implementation
- ✓ Core and support infrastructure
- ✓ Service delivery Models
- ✓ e-Governance Project Development Lifecycle
- ✓ Government Process Reengineering, Change Management and Capacity Building
- ✓ Introduction to Business Models & PPP
- ✓ Project Monitoring and need of PMU

Venue: Hotel Shivalik View, Sector 17, Chandigarh 160017

Batch Size: 20 participants per batch.

Duration of Training: 2 Days (Full Day)

Timings: 10 AM to 5 PM

Deliverables: Training kit comprising of file folder, pad, pen, Id Cards and handouts

Instruction Methodology : Class room lectures

Course Certification: NIELIT, Chandigarh would issue the course participation certificates

Charges: Rs. 15000/- per participant. (Service Tax" as applicable by the Govt.) from time to time, would be charged extra) Present rate of Service Tax is 12.36%

Note:

1. Any other Central and/or State Govt. taxes or duties or levies or cess etc., applicable from time to time, will be charged extra.
2. The above mentioned training is non-residential and TA/DA or any other expenses, if any, will be borne by the department itself.

Payment Terms:

100% advance payment along with the work order in the form of Demand Draft/ Cheque in favour of 'NIELIT, Chandigarh, payable at Chandigarh'.

Responsibility of Punjab Government

1. Appointment of coordinator for the overall work of coordination.
2. A letter of confirmation/ work order for the commencement of a training programme along with the list of participants, at least 15 days in advance so that the course can be planned accordingly.
3. To ensure sufficient participation in each batch as mentioned at Batch Size.
4. Any additional participant would be charged as per the charges defined above.

Validity: 90 days.

Proposed C-DAC PROGRAMMES

Level 1 Course Content - Information Security Management

- ✓ Introduction of Information security
- ✓ Basic security concept
- ✓ Latest online cyber crime news
- ✓ Malicious Applications
- ✓ Ransom ware
- ✓ Importance of Passwords
- ✓ Attacks
- ✓ Safe downloads
- ✓ Security tips
- ✓ Online Banking
- ✓ Introduction to Firewall

Level 2 Course Content -Ethical Hacking Concept

- ✓ Introduction to Malwares
- ✓ Classification of Malwares
- ✓ Introduction to Sniffing
- ✓ Social Engineering Attacks
- ✓ Denial of Service attacks
- ✓ Introduction to Web Application Attacks
- ✓ Denial of Service attacks
- ✓ Social Engineering Attacks
- ✓ Introduction to Sniffing
- ✓ Introduction to Malwares

Level 2 Course Content - Perimeter Security

- ✓ Network Security Concepts
- ✓ Protocol Security
- ✓ Classification of Attacks/Threats
- ✓ Layer 2 attacks
- ✓ Classification of Perimeter Devices
- ✓ Introduction to Firewall
- ✓ Types of Firewall
- ✓ Concept of VPN, Types of VPN
- ✓ Introduction to IDS/IPS, Types of IDS/IPS

Level 3 Course Content - Cyber Forensics

- ✓ Operating System Components
- ✓ Core Forensics Principles
- ✓ Live response and Triage-Based Acquisition
- ✓ File Carving
- ✓ Registry Basics
- ✓ Profile Users and Groups
- ✓ Core System Information
- ✓ User Forensics Data
- ✓ Email Forensics
- ✓ Email Searching and Examination
- ✓ Memory, Pagefiles, and Unallocated Space Analysis
- ✓ Windows Event Log Analysis
- ✓ Browser Forensics
- ✓ Examination of Browser Artifacts

Information Security Management

- ✓ Information Security Concepts
- ✓ Fundamental Principles of Security
- ✓ Types of Controls
- ✓ Security Frameworks, Security Management
- ✓ Policy, Procedure, Baselines, and Guidelines
- ✓ Risk Management, Risk Assessment and Analysis
- ✓ Access Controls Methods
- ✓ Threats to Access Controls
- ✓ Threats to information System
- ✓ Threat Actors, Vulnerabilities and Classification
- ✓ Vulnerability Research , Vulnerability Assessment and Reporting
- ✓ Concept of Penetration Testing, ISO 27001:2005 Implementation
- ✓ HIPPA
- ✓ PCI/DSS

Proposed Course contents: E-Governance Programme – C-DAC

S.No.	Topics	Session
1	E-Governance: Introduction, Conceptual Overview, and Need.	Day 1(Morning Session, 10 AM – 11.15AM)
2	E-Governance in Developing Countries. (India's NEGP presentation)	Day 1(Morning Session, 11.45 Am – 1PM)
3	Benefits and Impact of E- Governance. Assessment of E-readiness.	Day 1(Evening Session, 2PM – 3.15PM)
4	Steps and factors affecting e-Gov projects. case studies	Day 1(Evening Session, 3.45PM – 5PM)
5	Design, Development, Implementing & Managing E- Governance Projects.	Day 2(Morning Session, 10 AM – 11.15AM)
6	Design, Development, Implementing & Managing E- Governance Projects.	Day 2(Morning Session, 11.45 AM – 1PM)
7	Case Studies:	Day 2(Evening Session, 2PM-5-PM)

Proposed CCA - PKI Programme (DIGITAL SIGNATURE)

Session Flow

- ✓ Introduction to Cryptography
- ✓ Symmetric & Asymmetric key Cryptography
- ✓ Hash Functions
- ✓ Digital Signature
- ✓ Digital Signature Certificate
- ✓ Public Key Infrastructure (PKI)
- ✓ Trust Model
- ✓ IT Act provisions
- ✓ The Indian Scenario
- ✓ Demonstration & Case Studies

Duration of the programme: 2 Hrs.

***NOTE: Programmes from CCA will be organized subject to confirmation from Controller Certifying Authorities, Government of India.**

Proposed QAI Programs:

S.NO	Proposed Training Plan (Training Calendar) Programmes by QAI	Duration
1	ITIL@V Foundation Course	3 Days
2	Six Sigma -Green Belt	4 Days

***NOTE: Programmes from QAI will be organized subject to Approval. from, Government of India.**

Proposed CERT-IN Programs:

S.NO	Proposed Training Plan (Training Calendar) Programmes by CERT -IN	Duration
1	Introduction to cyber Security & Crisis Management Plan (CMP)	1 Day
2	Cyber Crime Investigation & cyber Forensics.	1 Day
3	Cyber attacks & combating techniques.	1 Day

***NOTE: Programmes from CERT-IN will be organized subject to confirmation from CERT-IN , Government of India.**

Session Delivery Approach of Capacity Building Programs:

Interactive sessions conducted by based upon:

- ✓ Case Studies
- ✓ Experiential Sharing & Learning,
- ✓ Good eGovernance Practices
- ✓ Prominent Speakers from Govt. of India & Other State Governments.
- ✓ Open House Discussions
- ✓ Group Discussions/Brainstorming, Group & Individual Presentation
- ✓ Assessment exercises, role play, quiz tests

END OF DOCUMENT
