



# Annual Training Calendar 2013-14

**By :**  
State eGovernance Mission Team, Punjab  
**For:**  
Deptt. of Governance Reforms, Punjab

# Capacity Building Action Plan, Government of Punjab: 2013-14

## Proposed Training Plan (Training Calendar) Programmes by NISG

Q. No	Months	Training	Training Details	Duration
Q1	June	S1-BM&PPP	Business Models & Public Private Partnerships	2 Days
	June	S2-DPR	Detailed Project Report for e-Governance Projects	3-Days
Q2	July	S2-PM	Project Management	5-Days
	August	S1-eGLC	e-Governance Project Lifecycle	2 Days
		S2-CM & CB	Change Management & Capacity Building	3 Days
September	S2-CAPS	Communication Assertiveness & Presentation Skills	5 Days	
Q3	October	S2-RF	Regulatory Framework	3 Days
		S2-GPR	Government Process Re-engineering	5-Days
	November	S2-eGLC	e-Governance Project Lifecycle	5-Days
	December	S2-CM & CB	Change Management & Capacity Building	3 Days
Q4	January	S1-GPR	Government Process Re-engineering	2 Days
		S2-ISM	Information Security Management in e-Governance	3-Days
	February	S2-BM&PPP	Business Models & Public Private Partnerships	4-Days
	March	S1-eGLC	e-Governance Project Lifecycle	2 Days

## 2. Proposed Training Plan (Training Calendar) Programmes by CERT -IN

Q1	June	Introduction to cyber Security & Crisis Management Plan (CMP)	1 Day
Q2	July	Network Security: Perimeter Defense in Depth.	1 Day
Q2	August	Cyber Crime Investigation & cyber Forensics.	1 Day
Q3	October	Introduction to Cyber Security	1 Day
Q4	January	Cyber attacks & combating techniques.	1 Day

## 3. Proposed Training Plan (Training Calendar) Programmes by NIELIT

Q2	July	Introductory Course on e-Governance	2 Day
Q3	November	Introductory Course on e-Governance	2 Day

### Other Training Programs:-

- On different eGovernance Projects for different Departments of Punjab State Government officials across State will be conducted based upon training needs identification and approval

**Note:** Dates for the above mentioned training program for different Departments of Punjab State need to be approved and freed.

## Details of NISG Training Programs Proposed in Training Calendar

### 12.1 - 2 Days Training Course on Business Models & Public Private Partnership (S1-BM&PPP)

#### Course Description

The 'Business models and PPP for e-Governance Projects' course is designed mainly to equip the Government, public sector administration and other related stakeholders with a range of practices and examples on business/ implementation models for e-Governance projects and how Public Private Partnerships (PPPs) can be leveraged in e-Governance to

1. Increase private sector participation and leverage their strength in government transformation and e-Governance
2. Minimize the project risks and maximize the benefits to the stakeholders and
3. Finance the e-Governance projects with a reduced financial burden on the government.

#### Target Participants

- Training course is aimed at Leadership and senior management officials at state who are expected to play crucial role in e-Governance project development & implementation
- The target participants for this training courses are likely to include officials of Principal Secretary/Secretary, Commissioners, District Collectors etc

#### Key Focus Areas

- Introduction to e-Governance lifecycle and project cost components
- Introduction to business models
- Introduction to Public Private Partnerships (PPP)
- Business Model development for e-Governance Infrastructure Projects
- Business Model development for e-Governance Application Development Projects
- Business Model development for e-Governance Service Delivery Projects
- Business Model development for Citizen Call Centre Projects
- Procurement and Selection of Implementation Partner
- Contract Development and Execution

#### Delivery approach for the Course:

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by experts/trained individuals
- Participative and discussion oriented programme
- Emphasis on putting the learning into practice after the course
- Application of principles and frameworks of business models and PPP to the real time government scenarios

## 12.2 - 3-Day Training Course on Preparation of Detailed Project Report , S2 -DPR

### 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. An introduction to a RFP (Request for Proposal) will also be given.

### Knowledge

- 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

### Skills

- Stakeholder Analysis
- Problem Identification
- Delineating services and defining service levels
- Service Level Management

### Outline of Course Schedule

#### Day 1: Topic

##### **Session 0:**

Introduction of participants

##### **Session 1:**

Introduction to e-Governance Life Cycle and Structure of DPR

##### **Session 2:**

Vision, Objectives, Stakeholder identification and Problem Definition

##### **Session 3:**

Services & Service Levels

##### **Session 4: Classroom Exercise**

Stakeholder and Problem Identification, Identifying services and service levels

## **Day 2: Topic**

### **Session 1:**

Service Level Management

### **Session 2:**

Introduction to Information Technology

### **Session 3:**

Solution Architecture

### **Session 4:**

Implementation Strategy & Government Structures

### **Session 5: Classroom Exercise**

Service Level Management

## **Day 3: Topic**

### **Session 1:**

Understanding e-Governance Applications

### **Session 2:**

Cost Components of DPR

### **Session 3:**

Risk Assessment & Mitigation

### **Session 4:**

Classroom exercise on creating a DPR

### **Session 5:**

Procurement Options & RFP

---X---

## 12.3 - 5-Day Training Course on Project Management (S2-PM)

### Course Objectives

The 'Project Management' course is designed to develop the competencies and equip the officials working in various Central and State/UT government departments across the country with necessary project management knowledge and skills to effectively manage the e-Governance projects. The course would help to effortlessly 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, and more importantly save and maximize organization's time and money by keeping projects within budget.

### Target Participants

- This course is targeted primarily at leadership and senior management staff, at State and Local government level, who are expected to play crucial role in e-Governance project development and implementation. This course is also targeted at the project leadership/management teams designated for creation/operations/maintenance of e-Governance initiatives
- The potential target audience for this course would be Director/Joint Director/Dy Director, Head of Department at the State Government level
- This course is also targeted at 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
- This course may also be targeted at other key players such as Collectors, Commissioners, Registrars, Head of District level units, who are expected to lead/play crucial role in e-Governance implementation in their regions

### 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

### **Delivery approach for the course**

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by experts/trained individuals on various sessions planned under the course
- Participative and discussion oriented programme which encourages participants to deliberate aspects of e-Governance lifecycle and related phases
- Key emphasis would be to ensure application of the learnings into practice during and after the course
- Ensured understanding of the concepts and tools through relevant case studies and class room exercises based on government scenarios and simulated environment.

---X---

## 12.4 - 2-Day Training Course on e-Governance Project Lifecycle (S1-eGLC)

### Course Objectives

This course is designed to guide and support the Government, public sector administration and other related stakeholders to gain deep insights into lifecycle of an e-Governance project, various phases of an e-Governance project development and implementation. The course is intended to equip the audience with best practices based approach for e-Governance implementation and necessary steps, emerging practices and examples of how e-Government and e-business services can be undertaken by government/public sector organizations to transform their organization.

This course would help the participants to:

1. Conceptualize and design the e-Governance projects for their departments
2. Effectively plan and manage various phases of e-Governance project development and implementation
3. 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
4. Apply learning and good practices in e-Governance projects' implementation to minimize the learning curve and to maximize the benefits for the department.

### Target Participants

- Training course is aimed at Leadership and senior management officials at state who are expected to play crucial role in e-Governance project development & implementation
- The target participants for this training courses are likely to include officials of Principal Secretary/Secretary, Commissioners, District Collectors etc

### Key Focus Areas

1. Introduction to e-Governance
2. e-Governance in India
3. e-Governance Project Development Lifecycle
4. e-Governance Vision and Strategy development
5. Services prioritization and roadmap development for e-Governance implementation
6. Government Process Reengineering in e-Governance
7. Implementation Approach and Planning for e-Governance projects
8. Change Management and Capacity building in e-Governance
9. Business Models for implementation of e-Governance projects
10. Legal and policy framework for e-Governance projects



### Delivery approach for the course

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by experts/trained individuals on various sessions planned under the course
- Participative and discussion oriented programme which encourages participants to deliberate aspects of e-Governance lifecycle and related phases
- Key emphasis would be to ensure application of the learning into practice during and after the course
- Ensured understanding of the concepts and tools through relevant case studies and class room exercises based on government scenarios and simulated environment.

---X---

## 12.5 -3 Day Training Course on Change Management & Capacity Building S2 CM & CB

### Course Objectives

This course is designed to equip the Government, public sector administration and other related stakeholders with a range of practices and examples on change management and capacity building for e-Governance projects to :

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

### Target Participants

- Course is targeted principally at leadership and senior management staff at State and Local government level, who are expected to play crucial role in e-Governance projects. Course is also targeted at the project leadership/ management teams designated for creation / operations / maintenance of e-Governance initiatives
- The target audience for this course is likely to include Principal Secretary/Secretary, Commissioner, Director/Joint Director/ Dy Director, Head of Department at the State Government level
- The courses shall also be targeted at 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 for e-Governance initiatives
- The course is shall also be targeted at other key players such as Collectors, Commissioners, Registrars, Head of District level units, who are expected to lead/play crucial role in managing change in e-Governance implementation in their regions

### 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

### Delivery approach for the course

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by Change Management experts/trained individuals on change management and capacity building
- Participative, lively and action-oriented programme which encourages participants to deliberate the fundamentals of change management to a variety of real organizational scenarios
- Emphasis on putting the learning into practice after the course
- Real governmental scenarios ensure participants practice applying new skills and knowledge to relevant situations.

---X---

### 12.6 -5 Day Training Course On Communication, Assertiveness & Presentation Skills (S2-CAPS)

#### Course Objectives:

This training course will equip the participants with the essential skill of effective communication, which is the key element that drives both individuals and organizations to the exceptional heights that some have achieved, and that others are bound to achieve. The training will help the participants to:

1. Learn to effectively express and coherently exchange their ideas, thoughts, concerns, rights, requests, opinions, and feelings honestly, confidently, directly and appropriately without violating the rights and self-esteem of others.
2. Assess the effectiveness and efficiency of various channels of communication and their impact
3. Take initiative and be assertive as a project manager or team member for successful project execution
4. Develop ability to anticipate and act proactively to situation and manage crisis.

#### Target Participants:

- While the training course is even 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, it is primarily focused on personnel in-charge of e-Governance initiatives or are involved in various projects and activities.
- The training is mainly aimed at 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.

## Capacity Building Action Plan, Government of Punjab: 2013-14

---

### Key Focus Area's

- 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

### Delivery approach for the course

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by experts/trained individuals
- 25 participants per training course
- Delivery in English

---X---

## 12.7- 3-Day Training Course on Regulatory Framework for e-Governance Implementation (S2-RF)

### Course Objectives

The 'Regulatory framework for e-Governance implementation' course is designed to equip the Government, public sector administration and other related stakeholders with the deep insights and understanding on the Legal and Regulatory Framework governing e-Governance Projects to support in

1. Designing the project in accordance with the Legal and Regulatory Frameworks applicable for e-Governance,
2. Ensuring compliance with the legal and regulatory requirements, (iii) assess the impact of proposed process and systems reforms on the existing legal environment and
3. Undertaking reforms/changes in the legal frameworks to support process/system changes.

### Target Participants

- Course is targeted principally at 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
- The courses shall also be targeted at 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

### **Delivery approach for the course**

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by Legal experts/ trained individuals on Legal Framework and Cyber Laws
- Participative and discussion oriented programme which encourages participants to deliberate on the processes in their organization
- Emphasis on putting the learning into practice after the course
- Application of the learning from the Trainee's department context

---X---

## 12.8 - 5-Day Training Course on Government Process Re-engineering (S2-GPR)

### Course Objectives

This course is designed to equip the Government, public sector administration and other related stakeholders with 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:

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

### Target Participants

- Training course is targeted at the project management teams designated for creation/operations/maintenance of e-Governance initiatives
- The training course is aimed at 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 and specific individuals identified for leading /managing GPR engagements
- The training course shall also be targeted at other 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 Implementation.

### 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



### Delivery approach for the Course

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by experts/trained individuals (through Training of the Trainers) on government process re-engineering Instructor led delivery through class room sessions supported by necessary case studies and class room exercises
- Participative and discussion oriented programme which encourages participants to debate and challenge the processes in their organization
- Emphasis on putting the learning into practice after the course
- Application of principles and frameworks of process reengineering to the real time government scenarios

---X---

## 12.9 - 5-Day Training Course on e-Governance Project Lifecycle (S2-eGLC)

### Course Objectives

This course is designed to guide and support the Government, public sector administration and other related stakeholders to gain deep insights into lifecycle of an e-Governance project, various phases of an e-Governance project development and implementation. The course is intended to equip the audience with best practices based approach for e-Governance implementation and necessary steps, emerging practices and examples of how e-Government and e-business services can be undertaken by government/public sector organizations to transform their organization.

This course would help the participants to:

1. Conceptualize and design the e-Governance projects for their departments
2. Effectively plan and manage various phases of e-Governance project development and implementation
3. 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
4. Apply learning's and good practices in e-Governance projects' implementation to minimize the learning curve and to maximize the benefits for the department.

### Target Participants

- The training course is aimed at 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 and specific individuals identified for leading /managing GPR engagements
- The training is also aimed at other 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 Implementation.

## Key Focus Areas

- Introduction to e-Governance
- e-Governance in India
- e-Governance Project Development Lifecycle
- e-Governance building blocks and role of Share Service Systems/ Centers/ Resources
- e-Governance Vision and Strategy development
- Services prioritization and roadmap development for e-Governance implementation
- Government Process Reengineering in e-Governance
- Solution Architecture and Standards for e-Governance implementation
- 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

## Delivery approach for the course

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by experts/trained individuals on various sessions planned under the course
- Participative and discussion oriented programme which encourages participants to deliberate aspects of e-Governance lifecycle and related phases
- Key emphasis would be to ensure application of the learnings into practice during and after the course
- Ensured understanding of the concepts and tools through relevant case studies and class room exercises based on government scenarios and simulated environment.

---X---

## 12.10 - 3 Day Training Course on Change Management & Capacity Building –S2 –CM & CB

### Course Objectives

This course is designed to equip the Government, public sector administration and other related stakeholders with 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

- Course is targeted principally at leadership and senior management staff at State and Local government level, who are expected to play crucial role in e-Governance projects. Course is also targeted at the project leadership/ management teams designated for creation / operations / maintenance of e-Governance initiatives
- The target audience for this course is likely to include Principal Secretary/Secretary, Commissioner, Director/Joint Director/ Dy Director, Head of Department at the State Government level
- The courses shall also be targeted at 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 for e-Governance initiatives
- The course is shall also be targeted at other key players such as Collectors, Commissioners, Registrars, Head of District level units, who are expected to lead/play crucial role in managing change in e-Governance implementation in their regions

### 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

### Delivery approach for the course

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by Change Management experts/trained individuals on change management and capacity building
- Participative, lively and action-oriented programme which encourages participants to deliberate the fundamentals of change management to a variety of real organizational scenarios
- Emphasis on putting the learning into practice after the course
- Real governmental scenarios ensure participants practice applying new skills and knowledge to relevant situations

---X---

## 12.11 - 2-Day Training Course on Government Process Re-engineering (S1-GPR)

### Course Objectives

This course is designed to equip the Government, public sector administration and other related stakeholders with 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:

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

### Target Participants

- Training course is aimed at Leadership and senior management officials at state who are expected to play crucial role in e-Governance project development & implementation
- The target participants for this training course are likely to include officials of Principal Secretary/Secretary, Commissioners, District 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

### Delivery approach for the Course

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by experts/trained individuals on government process re-engineering
- Instructor led delivery through class room sessions supported by necessary case studies and class room exercises
- Participative and discussion oriented programme which encourages participants to debate and challenge the processes in their organization
- Emphasis on putting the learning into practice after the course
- Application of principles and frameworks of process reengineering to the real time government scenario

---X---

## 12.12 - 3-Day Training Course on Information Security Management in e-Governance S2-ISM

### Course Objectives

This course is designed to equip the Government, public sector administration and other related stakeholders with a range of practices and standards in relation to information security management for e-Governance projects to support in

1. Securing critical information assets of government against loss, theft etc,
2. Ensuring data confidentiality, integrity and non-repudiation and
3. Ensuring availability and continuity of the IT services,
4. Ensure IT systems implementations in line with the security policies and standards defined by DIT/central/state government.

### Target Participants

- This course is targeted principally at IT Secretaries, Directors and key personnel in the Information Technology Departments at State and Local government level, Project Managers designated for e-Governance initiatives at State/Local government level, and Information Officers identified for the Government members in SeMT/PeMT.

### Key Focus Areas

- Introduction to Information Security in e-Governance
- Models and Frameworks for Information Security Management
- Securing Business Applications
- Securing Data and Database systems
- Securing network and IT Infrastructure
- Securing web applications
- Security in end user environment
- Physical and Environmental Security
- Information Security Policy and Organization
- Disaster Recovery Planning
- Information Security Audits
- Public Key Infrastructure, Cryptography and Encryption
- Legal framework of Information Security
- Public Key Infrastructure, Cryptography and Encryption
- Legal framework of Information Security



### **Delivery approach for the course:**

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by experts/ trained individuals on Information security Policies and standards
- Participative and discussion oriented programme which encourages participants to deliberate on various IT security issues and solutions
- Emphasis on putting the learning into practice after the course
- Application of IT security polices and standards in various e-Governance initiatives

----X----

## 12.13 - 4 Day Training Course On Business Models & Public Private Partnership (S2-BM & PPP)

### Course Description

The 'Business models and PPP for e-Governance Projects' course is designed mainly to equip the Government, public sector administration and other related stakeholders with a range of practices and examples on business/ implementation models for e-Governance projects and how Public Private Partnerships (PPPs) can be leveraged in e-Governance to

- I. Increase private sector participation and leverage their strength in government transformation and e-Governance
- II. Minimize the project risks and maximize the benefits to the stakeholders and
- III. Finance the e-Governance projects with a reduced financial burden on the government.

### Target Participants

- Course is targeted principally at leadership and senior management staff at State and Local government level, who are expected to play crucial role in e-Governance projects. Course is also targeted at the project leadership/management teams designated for creation / operations /maintenance of e-Governance initiatives
- The target audience for this course is likely to include Principal Secretary/Secretary, Commissioner, Director/Joint Director/Dy Director, Head of Department at the State Government level
- The courses shall also be targeted at Head of IT initiatives, Govt. representatives in State/Project e-Governance Mission Teams, Head of Project Management Units, Project Managers/Nodal officers for e-Governance initiatives and specific individuals identified for conducting procurement under e-Governance initiatives

### Key Focus Areas

- Introduction to e-Governance lifecycle and project cost components
- Introduction to business models
- Introduction to Public Private Partnerships (PPP)
- Business Model development for e-Governance Infrastructure Projects
- Business Model development for e-Governance Application Development Projects
- Business Model development for e-Governance Service Delivery Projectsg
- Business Model development for Citizen Call Centre Projects
- Procurement and Selection of Implementation Partner
- Contract Development and Execution

## Delivery approach for the Course

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by experts/trained individuals
- Participative and discussion oriented programme
- Emphasis on putting the learning into practice after the course
- Application of principles and frameworks of business models and PPP to the real time government scenarios

---X---

## 12.14-Days Training Course on e-Governance Project Lifecycle (S1-eGLC)

### Course Objectives

This course is designed to guide and support the Government, public sector administration and other related stakeholders to gain deep insights into lifecycle of an e-Governance project, various phases of an e-Governance project development and implementation. The course is intended to equip the audience with best practices based approach for e-Governance implementation and necessary steps, emerging practices and examples of how e-Government and e-business services can be undertaken by government/public sector organizations to transform their organization.

This course would help the participants to:

5. Conceptualize and design the e-Governance projects for their departments
6. Effectively plan and manage various phases of e-Governance project development and implementation
7. 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
8. Apply learning and good practices in e-Governance projects' implementation to minimize the learning curve and to maximize the benefits for the department.

### Target Participants

- Training course is aimed at Leadership and senior management officials at state who are expected to play crucial role in e-Governance project development & implementation
- The target participants for this training courses are likely to include officials of Principal Secretary/Secretary, Commissioners, District Collectors etc

### Key Focus Areas

1. Introduction to e-Governance
2. e-Governance in India
3. e-Governance Project Development Lifecycle
4. e-Governance Vision and Strategy development
5. Services prioritization and roadmap development for e-Governance implementation
6. Government Process Reengineering in e-Governance
7. Implementation Approach and Planning for e-Governance projects
8. Change Management and Capacity building in e-Governance
9. Business Models for implementation of e-Governance projects
10. Legal and policy framework for e-Governance projects

### Delivery approach for the course

- Instructor-led delivery through class room sessions supported by necessary case studies and class room exercises
- Delivery by experts/trained individuals on various sessions planned under the course
- Participative and discussion oriented programme which encourages participants to deliberate aspects of e-Governance lifecycle and related phases
- Key emphasis would be to ensure application of the learning into practice during and after the course
- Ensured understanding of the concepts and tools through relevant case studies and class room exercises based on government scenarios and simulated environment.

---X---

## 12.15 e-Gov Leadership Meet

### I. Workshop Objectives

- i. 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.
- ii. This program also aims to spread/increase awareness, acceptance and approval of various stakeholders at Political & Policy Level
- iii. 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
- iv. 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
- v. Through this program existing and plan for new e-Governance projects in the State can also be examined, based on
- vi. This program also addresses and outlines priorities and road ahead for leveraging NeGP infrastructure for delivering citizen services in the State.

### II. Target Participants

- i. Political leaders – Ministers and MLA’s
- ii. Policy level officers – Chief Secretary, Members of State e-Governance Council/
- iii. Apex Committee, Principle Secretaries, Commissioner Level officers in States
- iv. 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

- i. 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:

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

### **V. Course Content**

- i. As a part of training program NISG provides reading supplements to each participants comprise of:
  - a. Core course material contains detail content on basic philosophy, principles and aspect of e-Governance with case study of representative e-Gov projects
  - b. Overview of NeGP and its perspectives.
  - c. Selected case studies on some of the e-Gov initiatives in the country

## Capacity Building Action Plan, Government of Punjab: 2013-14

---

### 13 - Proposed Training Programmes from CERT –IN

Q1	June	Introduction to cyber Security & Crisis Management Plan (CMP)	1 Day
Q2	July	Network Security: Perimeter Defense in Depth.	1 Day
Q2	August	Cyber Crime Investigation & cyber Forensics.	1 Day
Q3	October	Introduction to Cyber Security	1 Day
Q4	January	Cyber attacks & combating techniques.	1 Day



## 14 - 2 Day Introductory Course on e-Governance by NIELIT

### **Course Contents:**

- Introduction to e-Governance
- National e-Governance Plan - NeGP
- Government Service Categories - G2G, G2C, G2B, G2E
- e-Governance Project Implementation
  - o Core and support infrastructure
  - o 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

### **Batch Size:**

20 participants per batch.

### **Timings:**

10AMtoSPM

### **Deliverables:**

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

### **Instruction Methodology**

Class room lectures

### **Course Certification:**

National Institute of Electronics and Information Technology, Chandigarh NIELIT, Chandigarh would issue the course participation certificates.

## 15 List of all Training Programs.

- i. Political and Policy level orientation titled "Leadership Meet"
- ii. PMP Certification each quarter from NISG
- iii. One-year full time residential Program in e-Governance for Executives (eGPX) (NISG)
- iv. 2-day course of 'e-Governance Project Development Lifecycle (NISG)
- v. 2-day course of 'Government Process Reengineering (GPR) (NISG)
- vi. Business models and PPP for e-Governance Projects (NISG)
- vii. Change Management and Capacity Building for e-Governance Projects (NISG)
- viii. Regulatory framework for e-Governance (NISG)
- ix. Project Management (NISG)
- x. Information Security Management, Enterprise Applications & Open source for e-Governance (NISG)
- xi. e-Governance Project Lifecycle (longer version of e-Governance Project Development Lifecycle) (NISG)
- xii. Government Process Reengineering (NISG)
- xiii. Business models and PPP for e-Governance Projects (NISG)
- xiv. Communication, Assertiveness and Presentation Skills (S2 - CAPS) (NISG)
- xv. CIO Program - Long term Training program for developing a cadre of Chief Information officers within Government (NISG)
- xvi. CTO Program - Long term Training program for developing a cadre of Chief Technology Officer within Government (NISG)
- xvii. e-Government Champions Training Program: intensive 12-14 weeks training program (NISG)
- xviii. Training and Placement of CIOs and Dy. CIOs across the priority departments (NISG)
- xix. An Orientation Programme for all the members of the SeMT (NISG)
- xx. Minimum of 5 Day Training programme for the Project Leaders across the priority departments
- xxi. 25% of all the employees of the priority departments to undergo basic computer Training
- xxii. Issue of a Capacity Building Handbook by the SeMT to all Administration Departments detailing mandatory efforts to be out in by all departments towards training / competency building
- xxiii. Revise the Human Resource / Training policy to provide suitable impetus to State's e-Governance vision implementation
- xxiv. Training for Middle level and Junior level officers of the State Departments, Support Staff, Members of PeMT, NIC Officers
  - Basic IT Skills - Office Suite / Internet training
  - Operating Systems Basics
  - Software Applications Basics
  - Hardware and Networking Concepts
  - e-Governance specific Software Applications

<End of Document>