Government of Mizoram

R F D

(Results-Framework Document)
for

Department of Information & Communication Technology
(2016-2017)

Section 1:
Vision, Mission, Objectives and Functions

Vision

ICT as a transformational tools for the State of Mizoram

Mission

ICT Development through creation of e-Infrastructure for delivery of e-Services, promote Information & Communication Technology, facilitate Research & Development (R&D),capacity building and empowerment of Government employees and Citizen, provide awareness on Cyber Crime and Security.

Objectives

1 To Provide e-Infrastructure for delivery of e-Services.

2 To promote Information & Communication Technology.

3 To facilitate and promote Research & Development for innovation in emerging areas of technology.

4 To provide Capacity Building and training for government employees and empowerment of citizen.

5 To provide awareness on Cyber Crime and Security.

Functions

1 Policy matters relating to Information and Communication Technology.

2 Information Technology Acts and Rules

3 Matters relating to Information Technology Enabled Services (ITES) and Internet.

4 Information Technology Infrastructure Development like Software Technology Park of India (STPI), State Wide Area Network (SWAN), Common Services Centre (CSC), State Data Centre (SDC), Community Information Centre (CIC), etc.

5 Promotion and Standardization of IT Education and e-Learning

6 Matters relating to e-Governance, e-Commerce, e-Medicine-Infrastructure, etc.

7 Matters relating to e-security and cyber laws.

8 Coordination of Information Technology related matters with National and International Agencies, Bodies and Institutions (NIC, NIELIT, etc.).

Section 1:
Vision, Mission, Objectives and Functions

9   Telecommunication and its related matters.

10   IT related Public Sector Undertakings and Societies (ZENICS, MSeGS, etc)

11   Matters relating to Unique Identification (UID).

Section 2:
Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
[1] To Provide e-Infrastructure for delivery of e-Services.	59.00	[1.1] State Wide Area Network	[1.1.1] Full operationalization of Video Conference Centre	Number	1.00	8	7	6	5	4
			[1.1.2] Full operationalization of Districts Offices connected	Number	1.00	60	54	48	42	36
			[1.1.3] Full operationalization of Blocks Offices connected	Number	1.00	60	54	48	42	36
			[1.1.4] Nodes connected	Number of computers	1.00	250	225	200	175	150
		[1.2] State Data Centre	[1.2.1] Co-Location hosting	Number of Server	3.00	4	3	2	1	0.8
			[1.2.2] Dedicated hosting	Number of Server	3.00	4	3	2	1	0.8
			[1.2.3] Shared hosting	Number of Server	3.00	8	7	6	5	4.5
			[1.2.4] Data Centre uptime	Percentage	3.00	99	98	97	96	95
			[1.2.5] Go Live of Disaster Recovery	Date	2.00	01/02/2017	15/02/2017	01/03/2017	15/03/2017	31/03/2017
		[1.3] Common Services Centres	[1.3.1] Full operationalization of CSCs	Number	1.00	130	117	104	91	78

Section 2:
Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
			[1.3.2] Services delivered	Number	3.00	31	28	25	22	19
			[1.3.3] Number of transaction	Number	1.00	20000	18000	16000	14000	12000
		[1.4] State Portal/State Service Delivery Gateway	[1.4.1] e-Form Online Submission	Number	2.00	31	27	24	21	18
			[1.4.2] Services Integrated	Number	3.00	9	8	7	6	5
		[1.5] e-District	[1.5.1] Services delivered	Number	3.00	14	13	11	10	8
			[1.5.2] Computer & accessories distributed	Number	2.00	50	45	40	35	30
			[1.5.3] Department User training provided	Number	2.00	50	45	40	35	30
			[1.5.4] Networking Nodes connected	Number	2.00	50	45	40	35	30
		[1.6] Rural Information Kiosk (RIK)	[1.6.1] Full operationalization of RIKs	Number	1.00	275	248	220	189	165
			[1.6.2] Services delivered	Number	2.00	37	33	29	25	22
			[1.6.3] Number of transaction	Number	1.00	10000	9000	8000	7000	6000
		[1.7] Website Management	[1.7.1] Web Hosting and Management	Number of websites	2.00	170	153	136	119	102
			[1.7.2] Domain Registration	Number	3.00	170	153	136	119	102

Section 2:
Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action		Success Indicator	Unit	Weight	Target / Criteria Value				
							Excellent	Very Good	Good	Fair	Poor
							100%	90%	80%	70%	60%
				[1.7.3] Website Management training	Number of training	2.00	4	3	2	1	0.8
				[1.7.4] Monitoring of Govt. website	Number of reports	2.00	4	3	2	1	0.8
		[1.8] Secretariat Network Connection and maintenance of hardware		[1.8.1] Maintenance of Internet connection	Number of PC/nodes	2.00	380	342	304	266	228
				[1.8.2] Maintenance of PC, Printer, Scanner, etc.	Number	2.00	420	378	336	294	252
		[1.9] e-Bharat		[1.9.1] Implementation of e-Bharat	Date	2.00	01/10/2016	15/10/2016	01/11/2016	15/11/2016	30/11/2016
				[1.9.2] Application developed for e-Services	Number	3.00	40	36	32	28	24
[2] To promote Information & Communication Technology.	10.00	[2.1] Awareness program of e-Governance & IT		[2.1.1] Talk show on Radio and Television	Number	3.00	4	3	2	1	0.8
				[2.1.2] Public Awareness Speech on e-Governance & IT	Number of events	3.00	10	9	8	7	6
				[2.1.3] Publication and sponsorship	Number	2.00	5	4	3	2	1
		[2.2] Software Technology Park of India in Aizawl		[2.2.1] Coordination for Implementation process for setting up of STPI	Percentage	2.00	100	90	80	70	60

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Section 2:
Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
[3] To facilitate and promote Research & Development for innovation in emerging areas of technology.	7.00	[3.1] CMS Development	[3.1.1] Modules & Templates development	Number	4.00	5	4	3	2	1
		[3.2] Software Development	[3.2.1] e-Services development	Number	3.00	4	3	2	1	0.8
[4] To provide Capacity Building and training for government employees and empowerment of citizen.	8.00	[4.1] Government Employees training	[4.1.1] Technical Training	Number of Training	2.00	4	3	2	1	0.8
		[4.2] Empowerment of Citizen	[4.2.1] Compliance of accessibility standard of W3C WCAG 2.0 Level A for Government Websites	Numbers of Websites	2.00	140	126	112	98	84
			[4.2.2] Implemantation of IT for Schools	Number of School	2.00	90	81	72	63	54
			[4.2.3] Implemantation of Digital Classroom	Number of School	2.00	15	14	12	10	9
[5] To provide awareness on Cyber Crime and Security.	6.00	[5.1] Security Auditing	[5.1.1] Website security audit	Number of website	2.00	100	90	80	70	60
			[5.1.2] Application security audit	Number of application	2.00	4	3	2	1	0.8
		[5.2] Awareness program on Cyber Crime	[5.2.1] Public Awareness Speech on Cyber Crime & Security	Number of event	2.00	5	4	3	2	1

* Mandatory Objective(s)

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Section 2:
Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
* Efficient functioning of RFD system	3.00	Timely submission of Mid Term Achievement	On time submission	Date	1.0	10/10/2016	17/10/2016	24/10/2016	30/10/2016	10/11/2016
		Timely submission of Results for 2016-2017	On time submission	Date	2.0	02/05/2017	03/05/2017	04/05/2017	05/05/2017	07/05/2017

* Mandatory Objective(s)

Section 3:
Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 14/15	Actual Value for FY 15/16	Target Value for FY 16/17	Projected Value for FY 17/18	Projected Value for FY 18/19
[1] To Provide e-Infrastructure for delivery of e-Services.	[1.1] State Wide Area Network	[1.1.1] Full operationalization of Video Conference Centre	Number	8	8	7	8	8
		[1.1.2] Full operationalization of Districts Offices connected	Number	36	10	54	70	80
		[1.1.3] Full operationalization of Blocks Offices connected	Number	18	49	54	70	80
		[1.1.4] Nodes connected	Number of computers	180	200	225	300	350
	[1.2] State Data Centre	[1.2.1] Co-Location hosting	Number of Server	0	0	3	5	10
		[1.2.2] Dedicated hosting	Number of Server	0	0	3	7	10
		[1.2.3] Shared hosting	Number of Server	0	0	7	10	15
		[1.2.4] Data Centre uptime	Percentage	95	99	98	99	99
		[1.2.5] Go Live of Disaster Recovery	Date	--	--	15/02/2017	--	--
	[1.3] Common Services Centres	[1.3.1] Full operationalization of CSCs	Number	122	122	117	130	135
		[1.3.2] Services delivered	Number	37	31	28	40	45

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Section 3:
Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 14/15	Actual Value for FY 15/16	Target Value for FY 16/17	Projected Value for FY 17/18	Projected Value for FY 18/19
		[1.3.3] Number of transaction	Number	0	0	18000	30000	35000
	[1.4] State Portal/State Service Delivery Gateway	[1.4.1] e-Form Online Submission	Number	27	31	27	35	45
		[1.4.2] Services Integrated	Number	0	0	8	15	20
	[1.5] e-District	[1.5.1] Services delivered	Number	0	0	13	20	25
		[1.5.2] Computer & accessories distributed	Number	123	0	45	50	100
		[1.5.3] Department User training provided	Number	125	0	45	50	50
		[1.5.4] Networking Nodes connected	Number	0	0	45	50	100
	[1.6] Rural Information Kiosk (RIK)	[1.6.1] Full operationalization of RIKs	Number	225	275	248	280	290
		[1.6.2] Services delivered	Number	9	37	33	45	50
		[1.6.3] Number of transaction	Number	0	0	9000	15000	20000
	[1.7] Website Management	[1.7.1] Web Hosting and Management	Number of websites	126	29	153	180	190
		[1.7.2] Domain Registration	Number	126	29	153	180	190
		[1.7.3] Website Management training	Number of training	0	4	3	5	5

Section 3:
Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 14/15	Actual Value for FY 15/16	Target Value for FY 16/17	Projected Value for FY 17/18	Projected Value for FY 18/19
		[1.7.4] Monitoring of Govt. website	Number of reports	0	3	3	3	3
	[1.8] Secretariat Network Connection and maintenance of hardware	[1.8.1] Maintenance of Internet connection	Number of PC/nodes	361	42	342	430	450
		[1.8.2] Maintenance of PC, Printer, Scanner, etc.	Number	420	197	378	450	500
	[1.9] e-Bharat	[1.9.1] Implementation of e-Bharat	Date	--	--	15/10/2016	--	--
		[1.9.2] Application developed for e-Services	Number	--	0	36	50	60
[2] To promote Information & Communication Technology.	[2.1] Awareness program of e-Governance & IT	[2.1.1] Talk show on Radio and Television	Number	2	2	3	5	6
		[2.1.2] Public Awareness Speech on e-Governance & IT	Number of events	1100	7	9	10	10
		[2.1.3] Publication and sponsorship	Number	10	0	4	10	15
	[2.2] Software Technology Park of India in Aizawl	[2.2.1] Coordination for Implementation process for setting up of STPI	Percentage	0	100	90	100	100
[3] To facilitate and promote Research & Development for innovation in emerging areas of technology.	[3.1] CMS Development	[3.1.1] Modules & Templates development	Number	0	7	4	10	12
	[3.2] Software Development	[3.2.1] e-Services development	Number	0	6	4	7	10

Section 3:
Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 14/15	Actual Value for FY 15/16	Target Value for FY 16/17	Projected Value for FY 17/18	Projected Value for FY 18/19
[4] To provide Capacity Building and training for government employees and empowerment of citizen.	[4.1] Government Employees training	[4.1.1] Technical Training	Number of Training	0	4	3	7	10
	[4.2] Empowerment of Citizen	[4.2.1] Compliance of accessibility standard of W3C WCAG 2.0 Level A for Government Websites	Numbers of Websites	0	--	126	160	180
		[4.2.2] Implemantation of IT for Schools	Number of School	0	--	81	95	100
		[4.2.3] Implemantation of Digital Classroom	Number of School	--	--	14	18	20
[5] To provide awareness on Cyber Crime and Security.	[5.1] Security Auditing	[5.1.1] Website security audit	Number of website	--	45	90	120	150
		[5.1.2] Application security audit	Number of application	--	5	3	7	10
	[5.2] Awareness program on Cyber Crime	[5.2.1] Public Awareness Speech on Cyber Crime & Security	Number of event	--	--	4	5	7
* Efficient functioning of RFD system	Timely submission of Mid Term Achievement	On time submission	Date	--	--	17/10/2016	--	--
	Timely submission of Results for 2016-2017	On time submission	Date	--	--	03/05/2017	--	--

* Mandatory Objective(s)

Section 4:
Acronym

SI.No	Acronym	Description
1	CMS	Content Management System
2	CSC	Common Services Centres
3	DPR	Detail Project Report
4	DTP	Desktop Publishing
5	G2C	Government to Citizen
6	GoM	Government of Mizoram

Section 4:
Acronym

SI.No	Acronym	Description
7	ITeS	Information Technology Enabled Services
8	MSeGS	Mizoram State e-Governance Society
9	PPP	Public Private Partnership
10	RIK	Rural Information Kiosk
11	STQC	Standardisation Testing and Quality Certification
12	VLE	Village Level Enterpreneurs

Section 4:
Acronym

SI.No	Acronym	Description
13	W3C	World Wide Web Consortium
14	WCAG	Web Content Accessibility Guidelines
15	ZENICS	Zoram Electronics Development Corporation Limited

Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
1	[1.1.1] Full operationalization of Video Conference Centre	Video Conferencing Syste are rsetup at SWAN Point of Presence (PoP) centers located at each Districts headquarters, with an objective to increase better communication services among Districts of Mizoram. Installation of Video Conferencing Centre at each District Headquarters of Mizoram. Video Conferencing Centre setup at Districts of Mizoram. Values set to be achieved for various years are in accumulative. e-District Managers will be appointed at all the districts who will look after the centre.	Installation and functioning of Video Conferencing Centre at each District Headquarters of Mizoram.	Video Conferencing Centre setup and operationalise at each Districts of Mizoram. Values set to be achieved for various years are in accumulative.	e-District Managers will be appointed at all the districts who will look after the centre
2	[1.1.4] Full operationalization of Districts Offices connected	SWAN Point of Presence (PoP) centers will be established at all the Districts headquarters. The connectivity will connect the Districts POP to other department offices in the District.	Connection of offices in the District to the SWAN Point of Presence (PoP)	Number of District Offices connected SWAN PoPs. Values set to be achieved for various years are given as accumulative.	PoPs will be established at the Deputy Commissioner Office in every districts and if any, horizontal connectivity will be provided for other departments too.
3	[1.1.5] Full operationalization of Blocks Offices connected	SWAN Point of Presence (PoP) centers are established at the entire Blocks headquarters. The connectivity will connect the Blocks POP to other department offices in the Block	Connection of offices in the Blocks to the SWAN Point of Presence (PoP)	Number of Offices in the Blocks connected SWAN PoPs. Values set to be achieved for various years are given as accumulative.	Vertical connectivity to block offices will be established at Block Development Office and if any, horizontal connectivity will be provided for other departments too.

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Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
4	[1.1.6] Nodes connected	State Wide Area Network is utilized by departments' employees to access internet and intranets facilities.	State departments and subordinate offices Employees could use SWAN to have internet and intranet connectivity for faster and efficient communication.	Number of users using SWAN to access internet or intranet. Values set to be achieved for various years are given as accumulative.	Number of individual computers connected to the network.
5	[1.2.2] Co-Location hosting	Mizoram State Data Centre has a facility for Co location hosting, which is a kinds of hosting, where other Departments can rent space on a server owned by a MSDC. Other departments owns the server and rents the required physical space to house it within a data centre.	State Data Centre has a facility for Co-location hosting, shared hosting and dedicated hosting which are designated to host any Government application which comprises of modules. The functionality and significance of each module may vary but the availability of their services are equally critical.	Number of Co-location server hosted. Values set to be achieved for various years are given as accumulative	Source of data:Number of Co-location hosting.
6	[1.2.3] Dedicated hosting	Mizoram State Data Centre has a facility for Dedicated hosting, which is a kinds of hosting, where other Departments could rent a dedicated server owned by a MSDC.	State Data Centre has a facility for Co-location hosting, shared hosting and dedicated hosting which are designated to host any Government application which comprises of modules. The functionality and significance of each	Number of Dedicated hosting server. Values set to be achieved for various years are given as accumulative	Source of data: Number of Dedicated hosting server.

Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
6	[1.2.3] Dedicated hosting	Mizoram State Data Centre has a facility for Dedicated hosting, which is a kinds of hosting, where other Departments could rent a dedicated server owned by a MSDC.	module may vary but the availability of their services are equally critical.	Number of Dedicated hosting server. Values set to be achieved for various years are given as accumulative	Source of data: Number of Dedicated hosting server.
7	[1.2.4] Shared hosting	Mizoram State Data Centre has a facility for Shared hosting, which is a kinds of hosting, where other Departments could share an existing space on a server owned by a MSDC.	State Data Centre has a facility for Co-location hosting, shared hosting and dedicated hosting which are designated to host any Government application which comprises of modules. The functionality and significance of each module may vary but the availability of their services are equally critical.	Number of Shared hosting within MSDC. Values set to be achieved for various years are given as accumulative	Source of data: Number of Shared hosting within MSDC.
8	[1.2.5] Data Centre uptime	Server Uptime of Date Center is a measure of the time a server machine and network has been working and available.	Round the clock availability of the server machine Percentage uptime.	Values set to be achieved for various years is not accumulative. It has to be achieved every year.	Network management system produces the statistics required.
9	[1.2.6] Go Live of Disaster Recovery	State Data Centre stores various important data which should not be lost or tampered in any form. Due to technical reasons, a single system alone could not be trusted	Due to these reasons, Disaster Recovery site should be prepared so that even in case of natural calamity, all the information should be	Date of Go Live of the disaster recovery site.	

Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
9	[1.2.6] Go Live of Disaster Recovery	and backup of all the necessary information is required in case of natural calamity.	restored back.	Date of Go Live of the disaster recovery site.	
10	[1.3.1] Full operationalization of CSCs	Common Service Centres (CSCs) provides government/ business services to the Citizen through village level entrepreneurs.	Operated/ Commissioned Common Service Centres (CSCs) provides government/ business services to the Citizen through village level entrepreneurs.	Numbers of Operational Common Service Centres (CSCs) in Mizoram. Values set to be achieved for various years are accumulative	Online Monitoring Tools such as Apna CSC provides the number of operational CSCs.
11	[1.3.2] Services delivered	Government of Mizoram provides various e-services of Government to Citizen Services (G2C) for the public and Businesses to Citizen Services (B2C) through Common Service Centres (CSCs).	Various G2C and B2C e-Services will be provided to the public through Common Service Centres (CSCs) across Mizoram.	Numbers of G2C and B2C Services provided through Common Service Centres (CSCs). Values set to be achieved for various years are accumulative.	Online Monitoring Tools such as Apna CSC provides the number of services delivered.
12	[1.3.3] Number of transaction	Various e-services of Government to Citizen Services (G2C) for the public and Businesses to Citizen Services (B2C) are provided through Common Service Centres (CSCs) located through out the State of Mizoram.	Various e-services of Government to Citizen Services (G2C) for the public and Businesses to Citizen Services (B2C) are provided through Common Service Centres (CSCs)	Number of transactions under various e-services of Government to Citizen Services (G2C) for the public and Businesses to Citizen Services (B2C) through Common Service Centres (CSCs)	Transactions are to be counted from e-District centre, where approval of the services are centralised.

Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
13	[1.4.1] e-Form Online Submission	Application Service online State Portal (SP) along with State Service Delivery Gateway (SSDG) will be developed and implemented so that citizens are provided with outlets where they can access the various e-services under a single interface mechanism in the form of the Portal.	Various web based Application Services will be provided to the public through SSDG/SP.	Numbers of Application Service online. Values set to be achieved for various years are accumulative.	Online system provides the service.
14	[1.4.2] Services Integrated	For delivering online services to the Citizen, various Services provided through SSDG/SP are proposed to be integrated with the existing Service delivery systems.	various Services provided through SSDG/SP are proposed to be integrated with the existing Service delivery systems.	Number of intergrated Services provided through SSDG/SP with other systems. Values set to be achieved for various years are accumulative.	Number of intergrated Services provided through SSDG/SP with other systems.
15	[1.5.1] Services delivered	Government of Mizoram provides various e-services of Government to Citizen Services (G2C) for the public and Businesses to Citizen Services (B2C) through e-District Centres.	Various G2C and B2C e-Services will be provided to the public through e-District Centres of Mizoram.	Numbers of G2C and B2C Services provided through e-District Centres of Mizoram. Values set to be achieved for various years are accumulative.	Online Monitoring Tools such as Apna CSC provides the number of services delivered.
16	[1.5.2] Computer & accessories distributed	For delivering online services of various departments to the Public, technical backup of the participating departments by providing Computer & Accessories was done by ICT.	Computer & Accessories are distributed by ICT to various participating departments for efficiency of delivering services.	Number of Computer & Accessories distributed to departments. Values set to be achieved for various years are accumulative.	Number of Computer & Accessories distributed for efficiency of services are to be counted.

Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
17	[1.5.3] Department User training provided	Departmental Users Training provided Training of Departmental Users is an important key to increase in efficiency of officers and staffs of various departments for provision of services.	Departmental Users Training will be conducted for various participating departments by ICT.	Numbers of users attended training. Values set to be achieved for various years are accumulative since it is on a project basis.	Training conducted by the department and the SI for departmental users.
18	[1.5.4] Networking Nodes connected	e-District Centres Network is utilized by departments' employees to access internet and intranets facilities.	District Offices and its subordinate offices could use e-District Centres Network to acesss internet and intranet connectivity for faster and efficient communication and delivery of services.	Number of officers and staff using e-District Centres Network to access internet or intranet. Values set to be achieved for various years are given as accumulative.	Number of officers and staff computers connected to the network.
19	[1.6.1] Full operationalization of RIKs	Operational RIKs Rural Information Kiosk provides government/ business services to the citizen through village level entrepreneurs.	RIK is to be established at 300 locations across Mizoram. Operated/ Commissioned Rural Information Kiosk (RIK) provides government/ business services to the Citizen through village level entrepreneurs.	Numbers of Operational RIKs in Mizoram. Values set to be achieved for various years are accumulative.	Online Monitoring Tools provides the number of operational kiosks
20	[1.6.3] Services delivered	Government of Mizoram provides various e-services for the public through Rural Information Kiosk.	Various e-Services will be provided to the public through Rural Information Kiosk (RIK) across Mizoram.	Numbers of e-Services provided through RIKs. Values set to be achieved for various years are accumulative.	Online Monitoring Tools provides the number of services delivered.

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Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
21	[1.6.4] Number of transaction	Various e-services of Government to Citizen Services (G2C) for the public and Businesses to Citizen Services (B2C) are provided through Rural Information Kiosk (RIK) across Mizoram.	Various e-services of Government to Citizen Services (G2C) for the public and Businesses to Citizen Services (B2C) are provided through Rural Information Kiosk (RIK) across Mizoram.	Number of transactions under various e-services of Government to Citizen Services (G2C) for the public and Businesses to Citizen Services (B2C) Rural Information Kiosk (RIK) across Mizoram.	Transactions are to be counted from e-District centre, where approval of the services are centralised.
22	[1.7.1] Web Hosting and Management	A web hosting service is a type of Internet hosting service that allows individuals and organizations to make their website accessible via the World Wide Web. Web hosts are companies that provide space on a server owned or leased for use by clients, as well as providing Internet connectivity, typically in a data center.	The department is willing to provide web hosting and management for all departments.	Number of websites hosted and managed.	
23	[1.7.2] Domain Registration	A domain name is an identification string that defines a realm of administrative autonomy, authority or control on the Internet. Domain names are formed by the rules and procedures of the Domain Name System (DNS). Any name registered in the DNS is a domain name. Further a website is hosted on web server, accessible through an Internet address known as a	Department of Information & Communication Technology provided domains and hosting services for governmental organisations and department under the domain of mizoram.gov.in.	Number of sub-domain Registered and hosted under mizoram.gov.in. Values set to be achieved for various years are accumulative.	

Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
23	[1.7.2] Domain Registration	Uniform Resource Locator.	Department of Information & Communication Technology provided domains and hosting services for governmental organisations and department under the domain of mizoram.gov.in.	Number of sub-domain Registered and hosted under mizoram.gov.in. Values set to be achieved for various years are accumulative.	
24	[1.7.3] Website Management training	Training on general know-how, usage and maintenance of CMS Common Template is an integral part of the success of CMS. Web Administrators will be trained on the operation of CMS.	Training will be conducted on Website Development using CMS for maintenance Websites.	Number of CMS Website management training conducted. Values set to be achieved for various years are not accumulative.	Certificate is awarded to all the participants.
25	[1.7.4] Monitoring of Govt. website	Website monitoring is an important indicator for the actual status of the websites of Government of Mizoram.	The Monitoring of websites conducted by ICT Department is an important indicator for observation of the status of the websites of Government of Mizoram. The report made after the observation is useful for the website managers of the concerned departments website.	Appropriate parameters are made for Monitoring of Websites of Government of Mizoram.	

Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
26	[1.8.1] Maintenance of Internet connection	ICT Network Operating Centre (NOC) at New Secretariat Complex is utilized by Departments' Secretariat employees to access internet and intranets facilities to strengthen efficiency of staff.	Departments Secretariat employees could use ICT-NOC to access internet and intranet connectivity for faster and efficient communication.	Number of Internet connection provided to employees of Department Secretariat. Values set to be achieved for various years are accumulative.	
27	[1.8.2] Maintenance of PC, Printer, Scanner, etc.	ICT Site Office at New Secretariat Complex received and solved complaints of OS error; PC Hardware and Printer etc. from various Departments Secretariat.	ICT Department deployed Technical Staff at New Secretariat Complex to handle System repair and maintenance.	Numbers of System repaired and maintained. Values set to be achieved for various years are accumulative.	
28	[1.9.1] Implementation of e-Bharat	e-Bharat is a Project taken up by the Government of India which envisaged to support Digital India country wide plans for increasing Online Services for Citizen in their locality and is scheduled to be implemented in Mizoram within 2016-17.	Implementation process for e-Bharat is at its initial stage, This is a Project taken up by the Government of India, which is also te be implemented in Mizoram with a focus to support Digital India plans for increasing Online Services for Citizen in their locality.	Date of implementation of e-Bharat Project in Mizoram.	e-Bharat project is expected to increase Online Services for Citizen in their locality.
29	[1.9.2] Application developed for e-Services	Various applications and modules are to be developed under the project to support Digital India country wide plans for increasing Online Services for Citizen in their locality.	web based applications and modules are to be developed under the e- Bharat project to support Digital India country wide plans for increasing Online Services for Citizen in their locality.	Numbers of application and Modules developed under e-Bharat project. Input values are accumulative.	

Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
30	[2.1.1] Talk show on Radio and Television	Talk show on Radio and Television To ensure the inclusiveness and efficacy of e-Governance, the State needs to develop skill sets and enhance knowledge with special focus on ICT skills through	Talk show on Radio and Television Talk show on Radio and Television to develop human resources at various levels in the state.	Numbers of Talk show on Radio and Television. Values set to be achieved for various years are not accumulative.	The visual/audio records will be transmitted at various media.
31	[2.1.2] Public Awareness Speech on e-Governance & IT	For the inclusiveness and efficacy of e-Governance, the State needs to develop skill sets and enhance knowledge with special focus on the employability skills in ICT through Public Awarness targeting 1000 people.	Public Speech targeting 1000> people to develop human resources at various levels in the state.	Numbers of Public Speech conducted by ICT targeting 1000> people. Values set to be achieved for various years are not accumulative.	Awareness speech may be in collaboration with other organisations/NGOs.
32	[2.1.3] Publication and sponsorship	In order to ensure the inclusiveness and efficacy of e-Governance, the State needs to develop skill sets and enhance knowledge with special focus on the employability skills in ICT through wide publication of ICT Prospect.	Publication in magazine and sponsorship etc. by the Department to sensitize importance of ICT at various levels in the state.	Publication in magazine and sponsorship etc. by the Department. Values set to be achieved for various years are not accumulative.	
33	[2.2.1] Coordination for Implementation process for setting up of STPI	The STPI Mizoram will have state-of-the-art technology and act as an incubator for the young entrepreneurs within the State of Mizoram.	The STPI Mizoram located within the Campus of Mizoram University, Aizawl will be established with bandwidth availability on demand and no last-mile problem. It will also disperse a seamless connectivity, while acting as facilitator for	Coordination from ICT Department for timely inauguration and implementation of STPI in the State.	

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Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
33	[2.2.1] Coordination for Implementation process for setting up of STPI	The STPI Mizoram will have state-of-the-art technology and act as an incubator for the young entrepreneurs within the State of Mizoram.	developing secondary cities. The main objective is to promote small and medium-scale entrepreneurs.	Coordination from ICT Department for timely inauguration and implementation of STPI in the State.	
34	[3.1.1] Modules & Templates development	Various modules are created within Government of Mizoram CMS-Common Template. It serves for value added Common CMS. These are developed and used by some particular departments websites.	Modules for specific features are created and developed within Government of Mizoram CMS-Common Template.	Numbers of Modules developed within GoM-CMS. Input values are accumulative.	
35	[3.2.1] e-Services development	e-service (electronic service) development represents development of prominent application for utilizing the information and communication technologies (ICTs) in different areas for serving Government and its citizen.	An e-services application development for utilizing the information and communication technologies (ICTs) in different areas such as e-forms, others online application for better Governance and to serve citizen is very important factor to the Government for its Governance	Numbers of e-services development and e-forms etc.	
36	[4.1.1] Technical Training	Conduct of Technical Training to Government employees for basic technical know-how, usage computers and e-Governance programme.	Training will be conducted on basic technical know-how, usage computers and e-Governance programme.	Number of employees trained. Values set to be achieved for various years are not accumulative.	Certificate is awarded to all the participants.

Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
37	[4.2.1] Compliance of accessibility standard of W3C WCAG 2.0 Level A for Government Websites	Accessibility standard of W3C WCAG 2.0 Level A. enables person with visual impairment to access the website using assistance technologies such as Screen Reader etc. which is being integrated with GoM Websites	Accessibility standard of W3C WCAG 2.0 Level A for Government Websites which is being integrated with GoM Websites will enables person with visual impairment to access the website using assistance technologies such as Screen Reader etc	Number of websites comply with Accessibility standard of W3C WCAG 2.0 Level A. Values set to be achieved for various years are accumulative.	
38	[4.2.2] Implemantation of IT for Schools	In order to empower the students of the state and uplift their socio economic position, ICT Department has a vision to formulate computer education programme for integration of computers into the curriculum, and to make IT a part of schooling process and to achieve computer literacy among the Students at large and school teacher of different levels.	ICT Department has a vision to formulate computer education programme for integration of computers into the curriculum, and to make IT a part of schooling process and to achieve computer literacy among the Students at large and school teacher of different levels.	Numbers of school implemented 'IT for School' programme. alues set to be achieved for various years are accumulative.	
39	[4.2.3] Implemantation of Digital Classroom	Interactive Digital Classroom is an advanced learning internet, environment, created using computers, Multimedia Projectors and Interactive White Boards. The objective is to introduce and built Interactive Digital Class Room for Development of Science and Mathematics in Government and	Interactive Digital Classroom is an advanced learning internet, environment, created using computers, Multimedia Projectors and Interactive White Boards. This would benefit the learning environment of	Numbers of Interactive Digital Classroom in the State. Values set to be achieved for various years are accumulative.	

Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
39	[4.2.3] Implemantation of Digital Classroom	Aided Schools spread across 8 districts of the state namely; Aizawl, Serchhip, Lawngtlai, Lunglei, Saiha, Mamit, Kolasib and Champhai.	the students in Mizoram.	Numbers of Interactive Digital Classroom in the State. Values set to be achieved for various years are accumulative.	
40	[5.1.1] Website security audit	Most commonly the controls being audited can be categorized to technical, physical and administrative. Auditing website security covers topics from auditing the physical security of the hosting server to auditing the logical security of databases and codes and highlights key components to look for and different methods for auditing these areas.	A website security audit is an audit on the level of information security of a website. Within the broad scope of auditing web security there are multiple types of audits, multiple objectives for different audits.	Number of Governments website security to be audited. Input values are accumulative.	Certification is provided after the auditing is performed.
41	[5.1.2] Application security audit	In the days of digital computing, every system needs a proper security system. Applications, these days, are connected to the internet, which means it could be communicated by other devices. Due to this reason, before the application is used publicly, government application has to undergo security audit.	Applications decided to be used by the government will be audited by security experts to reduce the possible threats.	Number of applications audited by the department, which will be used by the government.	Auditing will be mainly performed by MSeGS.

Section 4:
Description and Definition of Success Indicators and Proposed Measurement Methodology

SI.No	Success indicator	Description	Definition	Measurement	General Comments
42	[5.2.1] Public Awareness Speech on Cyber Crime & Security	For prevention of cyber crime in the State, awareness targeting general public with special focus on cyber security and social media security very important and necessary.	Public awareness targeting general public with special focus on the cyber security and social media security in the state.	Numbers of Public Speech conducted by ICT targeting general public. Values set to be achieved for various years are not accumulative.	Awareness speech may be in collaboration with other organisations/NGOs.

Section 5 :
Specific Performance Requirements from other Departments

Location Type	State	Organisation Type	Organisation Name	Relevant Success Indicator	What is your requirement from this organisation	Justification for this requirement	Please quantify your requirement from this Organisation	What happens if your requirement is not met.

Section 6:
Outcome/Impact of Department/Ministry

	Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	Unit	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19
1	Delivery of services to citizens in electronic mode thereby improving efficiency and accessibility of public service delivery mechanisms	Departments implementing e-Governance projects, MSeGS etc.	Transactions recorded from various e-Governance services rolled out by the State.	Numver	20000	25000	30000	35000	40000
2	Fast exchange of data and access to Government portals/websites and other information through network by citizens and government employees	Departments using GoM CMS and MSeGS	Website uptime of round the clock secured services.	Percent	98	99	99	99	99
3	Required internet/intranet services for implementing e-Governance systems.	National Informatics Centre, BSNL	Network uptime of round the clock secured network services.	Percent	97	98	99	99	99
4	Providing value added services over the network such as Video Conference and VoIP services.	National Informatics Centre, BSNL	Network uptime of round the clock secured network services.	Percent	97	98	99	99	99
5	Informed and well-aware local entrepreneurs for the growth of electronic industry.	Technical institutions and MSeGS	Number of programs conducted to promote electronic industry.	Number	5	5	5	5	5
6	Empowered citizen and government employees in the field of e-	DeitY, MSeGS and GAD	Number of citizen/govt. employees attending e-Governance	Number	1200	1250	1250	1300	1400

Section 6:
Outcome/Impact of Department/Ministry

Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	Unit	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19
Governance and Information Technology.								