GOVERNMENT OF MIZORAM

Information & Communication Technology
2017-2018

RESULT FRAMEWORK DOCUMENT

Section 1: Vision, Mission, Functions and Objectives
Vision — ICT as a transformation 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, capacity building and empowerment of Government employees and Citizen, 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), Information Centre (CIC), etc. 5. Matters relating to Unique Identification (UID) 6. Promotion and Standardization of IT Education e-Learning. 7. Matters relating to e-Governance, e-Commerce, e-Medicines, e-Infrastructure, etc. 8. Matters relating to e-Security and Cyber Laws. 9. Coordination of Information Technology related matters with National and International Agencies, Bodies and Institutions (NIC, NIELIT, etc.). 10. Telecommunication and its related matters 11. IT related Public Sector Undertakings and Societies (ZENICS, MSeGS, etc.).
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.

SECTION 2: OBJECTIVES, SUCCESS INDICATORS AND TARGETS

#	Objectives	Wgt.	Actions	Wgt.	Success Indicators	Wgt.	Unit	Trend / Criteria Value				
								Excellent	Very Good	Good	Fair	Poor
								100%	90%	80%	70%	60%
1	To provide e-Infrastructure for delivery of e-Services.	59	[1.1]State Wide Area Network	4	[1.1.1]Full operationalization of Video Conference Center	1	Number	8	7	6	5	4
					[1.1.2]Full operationalization of Districts Offices connected	1	Number	60	54	48	42	36
					[1.1.3]Full operationalization of Blocks Offices connected	1	Number	60	54	48	42	36
					[1.1.4]Nodes connected	1	Number	250	225	200	175	150
			[1.2]State Data Centre	14	[1.2.1]Co-Location hosting	3	Number	4	3	2	1	0.8
					[1.2.2]Dedicated hosting	3	Number	4	3	2	1	0.8
					[1.2.3]Shared hosting	3	Number	8	7	6	5	4.5
					[1.2.4]Data Center uptime	3	Percentage	99	98	97	96	95
					[1.2.5]Go Live of the Disaster Recovery	2	Date	01/02/2018	15/02/2018	01/03/2018	15/03/2018	31/03/2018
			[1.3]Common Services Centres	5	[1.3.1]Full operationalization of CSC's	1	Number	130	117	104	91	78
					[1.3.2]Services delivered	3	Number	31	28	25	22	19
					[1.3.3]Number of transaction	1	Number	20000	18000	16000	14000	12000
			[1.4]State Portal/State Service Delivery Gateway	8	[1.4.1]e-Form available	2	Number	31	27	24	21	18
					[1.4.2]Services Integrated	3	Number	9	8	7	6	5
					[1.4.3]Services delivered	3	Number	14	13	11	10	8
			[1.5]e-District	6	[1.5.1]Computer & accessories distributed	2	Number	50	45	40	35	30
					[1.5.2]Department User training provided	2	Number	50	45	40	35	30
					[1.5.3]Networking Nodes connected	2	Number	50	45	40	35	30
			[1.6]Rural Information Kiosk (RIK)	4	[1.6.1]Full operationalization of RIKs	1	Number	275	248	220	189	165
					[1.6.2]Services delivered	2	Number	37	33	29	25	22
					[1.6.3]Number of transaction	1	Number	10000	9000	8000	7000	6000
			[1.7]Website Management	9	[1.7.1]Web Hosting and Management	2	Number	180	162	144	126	108
					[1.7.2]Domain Registration	3	Number	180	162	144	126	108
					[1.7.3]Website Management training	2	Number	4	3	2	1	0.8
					[1.7.4]Monitoring of Govt. websites	2	Number	4	3	2	1	0.8
			[1.8]Secretariat Network Connection and maintenance of hardware	4	[1.8.1]Maintenance of Internet connection	2	Number	380	342	304	266	228
					[1.8.2]Maintenance of PC, Printer, Scanner, etc.	2	Number	420	378	336	294	252
			[1.9]e-Bharat	5	[1.9.1]Implementation of e-Bharat	2	Date	01/07/2017	15/08/2017	01/09/2017	15/10/2017	30/12/2017
					[1.9.2]Application developed for e-Services	3	Number	40	36	32	28	24
2	To promote Information & Communication Technology.	10	[2.1]Awareness program of e-Governance & IT	8	[2.1.1]Talk show on Radio and Television	3	Number	4	3	2	1	0.8

					[2.1.2]Public Awareness programme	3	Number	10	9	8	7	6
					[2.1.3]Publication and sponsorship	2	Number	5	4	3	2	1
			[2.2]Software Technology Park of India in Aizawl	2	[2.2.1]Coordination for Implementation process for setting up of STPI	2	Percentage	100	90	80	70	60
3	To facilitate and promote Research & Development for innovation in emerging areas of technology.	7	[3.1]CMS Migration	4	[3.1.1]Numbers of website migarted from CMS Version 1 to CMS version 2	4	Number	60	54	48	42	36
			[3.2]Software Development	3	[3.2.1]e-Services development	3	Number	4	3	2	1	0.8
4	To provide Capacity Building and training for government employees and empowerment of citizen.	8	[4.1]Government Employees training	2	[4.1.1]Technical Training	2	Number	4	3	2	1	0.8
			[4.2]Empowerment of Citizen	6	[4.2.1]Compliance of accessibility standard of W3C WCAG 2.0 Level A for Government Websites	2	Number	160	144	128	112	96
					[4.2.2]Implementation of IT for Schools	2	Number	90	81	72	63	54
					[4.2.3]Implementation of Digital Classroom	2	Number	15	14	12	10	9
5	To provide awareness on Cyber Crime and Security.	6	[5.1]Security Auditing	4	[5.1.1]Website security audit	2	Number	30	27	24	21	18
					[5.1.2]Application security audit	2	Number	4	3	2	1	08
			[5.2]Awareness program on Cyber Crime	2	[5.2.1]Public Awareness Speech on Cyber Crime & Security	2	Number	5	4	3	2	1

Section 3: Acronym		
#	Name	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
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
13	W3C	World Wide Web Consortium
14	WCAG	Web Content Accessibility Guidelines
15	ZENICS	Zoram Electronics Development Corporation Limited

SECTION 4: SPECIFIC PERFORMANCE REQUIREMENTS FROM OTHER DEPARTMENT

#	Organization	Success Indicator	Requirements	Justification	Quantify Requirements	What happen if requirement is not met
1	Secretariat Administration Department _____ STATE	Maintenance of PC, Printer, Scanner, etc. Maintenance of Internet connection	Permission for maintenance of various computer systems.	Installation of computers systems, network and repairing at various Government offices.	On requirement basis	Increase in connectivity failure and unserviced systems etc.
2	Department of Power & Electricity _____ STATE	Full operationalization of Blocks Offices connected Full operationalization of Video Conference Center Full operationalization of Districts Offices connected Nodes connected Web Hosting and Management Data Center uptime	Provision of sufficient and stable Electric power connection for running Technical infrastructures.	Stable electric power connection is required for running technical infrastructure such as, Servers and other support systems.	100% uptime	Without power supply, Internet connectivity could not be provided to State Data Center which might cause inaccessibility to Govt. websites and applications etc.
3	Finance Department _____ STATE	Web Hosting and Management Website Management training Public Awareness Speech on Cyber Crime & Security Technical Training	Provision of financial permission and sanctioning of funds.	When the Department proposed to conduct training and awareness etc. Prior permission and sanctioning of funds is required from Finance Department.	As and when required	Scheduled programmes will be cancelled.

SECTION 5: OUTCOME / IMPACT OF DEPARTMENT

#	Outcome / Impact of Department	Joint Responsibility for this Outcome / Impact	Success Indicator	Unit	2016-2017	2017-2018	2018-2019
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.	Number	20000	25000	30000
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.	Percentage	99	99	99
3	Required internet/intranet services for implementing e-Governance systems.	National Informatics Center, BSNL	Uptime of round the clock secured network service.	Percentage	1998-01-01	1999-01-01	1999-01-01
4	Providing value added services over the network such as Video Conference and VoIP services.	National Informatics Centre, BSNL	Uptime of round the clock sufficient network service.	Percentage	1998-01-01	1999-01-01	1999-01-01
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
6	Empowered citizen and government employees in the field of e-Governance and Information Technology.	DeitY, MSeGS and GAD	Number of citizen /Govt. employees attending e-Governance	Number	1200-01-01	1200-01-01	1200-01-01

MANDATORY OBJECTIVES, SUCCESS INDICATORS AND TARGETS

#	Objectives	Wgt.	Actions	Wgt.	Success Indicators	Wgt.	Unit	Trend / Criteria Value				
								Excellent	Very Good	Good	Fair	Poor
								100%	90%	80%	70%	60%
1	Efficient functioning of RFD system	3	[1.1]Timely submission of Mid Term Achievement	1	[1.1.1]On-time submission	1	Date	10/10/2017	17/10/2017	24/10/2017	30/10/2017	10/11/2017
			[1.2]On Time Submission of Results 2017-2018	2	[1.2.1]On-time submission	2	date	02/05/2018	03/05/2018	04/05/2018	05/05/2018	07/05/2018
2	Updating of Citizen's Charter	2	[2.1]Updating of Citizen's Charter	2	[2.1.1]On-time submission	2	date	01/01/2018	10/01/2018	20/01/2018	31/01/2018	10/02/2018
3	Effective redressal of citizens grievances	1	[3.1]Timely disposal of citizens' grievances lodged through www.mipuiaw.nic.in	1	[3.1.1]Citizens' grievances disposed off through www.mipuiaw.nic.in within 30 days	1	percentage	100	90	80	70	60
4	Simplification of Internal Procedures for Effective Public Service Delivery	2	[4.1]Examination & Simplification of Internal Procedures	2	[4.1.1]No. of Internal Procedures Simplified	2	num	5	4	3	2	1
5	Publication of e-Book of important achievements	2	[5.1]Timely publication of e-Book for the year 2016-17	2	[5.1.1]On time publication and uploading it in the Departmental websites	2	date	10/10/2017	17/10/2017	24/10/2017	30/10/2017	10/11/2017

ACHIEVEMENT: OBJECTIVES, SUCCESS INDICATORS AND TARGETS

#	Objectives	Wgt.	Actions	Wgt.	Success Indicators	Wgt.	Unit	Mid Term Achievement	Achievement
1	To provide e-Infrastructure for delivery of e-Services.	59	[1.1]State Wide Area Network	4	[1.1.1]Full operationalization of Video Conference Center	1	Number	N/A	N/A
					[1.1.2]Full operationalization of Districts Offices connected	1	Number	N/A	N/A
					[1.1.3]Full operationalization of Blocks Offices connected	1	Number	N/A	N/A
					[1.1.4]Nodes connected	1	Number	N/A	N/A
			[1.2]State Data Centre	14	[1.2.1]Co-Location hosting	3	Number	N/A	N/A
					[1.2.2]Dedicated hosting	3	Number	N/A	N/A
					[1.2.3]Shared hosting	3	Number	N/A	N/A
					[1.2.4]Data Center uptime	3	Percentage	N/A	N/A
					[1.2.5]Go Live of the Disaster Recovery	2	Date	N/A	N/A
			[1.3]Common Services Centres	5	[1.3.1]Full operationalization of CSC's	1	Number	N/A	N/A
					[1.3.2]Services delivered	3	Number	N/A	N/A
					[1.3.3]Number of transaction	1	Number	N/A	N/A

			[1.4]State Portal/State Service Delivery Gateway	8	[1.4.1]e-Form available	2	Number	N/A	N/A
					[1.4.2]Services Integrated	3	Number	N/A	N/A
					[1.4.3]Services delivered	3	Number	N/A	N/A
			[1.5]e-District	6	[1.5.1]Computer & accessories distributed	2	Number	N/A	N/A
					[1.5.2]Department User training provided	2	Number	N/A	N/A
					[1.5.3]Networking Nodes connected	2	Number	N/A	N/A
			[1.6]Rural Information Kiosk (RIK)	4	[1.6.1]Full operationalization of RIKs	1	Number	N/A	N/A
					[1.6.2]Services delivered	2	Number	N/A	N/A
					[1.6.3]Number of transaction	1	Number	N/A	N/A
			[1.7]Website Management	9	[1.7.1]Web Hosting and Management	2	Number	N/A	N/A
					[1.7.2]Domain Registration	3	Number	N/A	N/A
					[1.7.3]Website Management training	2	Number	N/A	N/A
					[1.7.4]Monitoring of Govt. websites	2	Number	N/A	N/A
			[1.8]Secretariat Network Connection and maintenance of hardware	4	[1.8.1]Maintenance of Internet connection	2	Number	N/A	N/A
					[1.8.2]Maintenance of PC, Printer, Scanner, etc.	2	Number	N/A	N/A
			[1.9]e-Bharat	5	[1.9.1]Implementation of e-Bharat	2	Date	N/A	N/A
					[1.9.2]Application developed for e-Services	3	Number	N/A	N/A
2	To promote Information & Communication Technology.	10	[2.1]Awareness program of e-Governance & IT	8	[2.1.1]Talk show on Radio and Television	3	Number	N/A	N/A
					[2.1.2]Public Awareness programme	3	Number	N/A	N/A
					[2.1.3]Publication and sponsorship	2	Number	N/A	N/A
			[2.2]Software Technology Park of India in Aizawl	2	[2.2.1]Coordination for Implementation process for setting up of STPI	2	Percentage	N/A	N/A
3	To facilitate and promote Research & Development for innovation in emerging areas of technology.	7	[3.1]CMS Migration	4	[3.1.1]Numbers of website migarted from CMS Version 1 to CMS version 2	4	Number	N/A	N/A
			[3.2]Software Development	3	[3.2.1]e-Services development	3	Number	N/A	N/A
4	To provide Capacity Building and training for government employees and empowerment of citizen.	8	[4.1]Government Employees training	2	[4.1.1]Technical Training	2	Number	N/A	N/A
			[4.2]Empowerment of Citizen	6	[4.2.1]Compliance of accessibility standard of W3C WCAG 2.0 Level A for Government Websites	2	Number	N/A	N/A
					[4.2.2]Implementation of IT for Schools	2	Number	N/A	N/A
					[4.2.3]Implementation of Digital Classroom	2	Number	N/A	N/A
5	To provide awareness on Cyber Crime and Security.	6	[5.1]Security Auditing	4	[5.1.1]Website security audit	2	Number	N/A	N/A
					[5.1.2]Application security audit	2	Number	N/A	N/A
			[5.2]Awareness program on Cyber Crime	2	[5.2.1]Public Awareness Speech on Cyber Crime & Security	2	Number	N/A	N/A

ACHIEVEMENT: MANDATORY OBJECTIVES, SUCCESS INDICATORS AND TARGETS

#	Objectives	Wgt.	Actions	Wgt.	Success Indicators	Wgt.	Unit	Mid Term Achievement	Achievement
1	Efficient functioning of RFD system	3	[1.1]Timely submission of Mid Term Achievement	1	[1.1.1]On-time submission	1	Date	N/A	N/A
			[1.2]On Time Submission of Results 2017-2018	2	[1.2.1]On-time submission	2	date	N/A	N/A
2	Updating of Citizen's Charter	2	[2.1]Updating of Citizen's Charter	2	[2.1.1]On-time submission	2	date	N/A	N/A
3	Effective redressal of citizens grievances	1	[3.1]Timely disposal of citizens' grievances lodged through www.mipuiaw.nic.in	1	[3.1.1]Citizens' grievances disposed off through www.mipuiaw.nic.in within 30 days	1	percentage	N/A	N/A
4	Simplification of Internal Procedures for Effective Public Service Delivery	2	[4.1]Examination & Simplification of Internal Procedures	2	[4.1.1]No. of Internal Procedures Simplified	2	num	N/A	N/A
5	Publication of e-Book of important achievements	2	[5.1]Timely publication of e-Book for the year 2016-17	2	[5.1.1]On time publication and uploading it in the Departmental websites	2	date	N/A	N/A

"What gets measured, gets done"

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