



Government of Mizoram

R F D

(Results-Framework Document)
for

Department of Information & Communication
Technology
(2013-2014)

Section 1: Vision, Mission, Objectives and Functions

Vision

Fully IT literate state and a centre of excellence in IT Education & Training, Research and Development, Outsourcing Business.

Mission

e-Governance in all sectors of State creating centers of excellence in IT Education and Training, IT led economic growth and employment.

Objectives

- 1 Effective implementation of e-Governance in the State
- 2 Effective utilization of Core and Support Infrastructure
- 3 Development of Human Resources in IT and related areas
- 4 Improving Internal Efficiency/responsiveness/service delivery of the Department
- 5 Providing secure network, websites and software systems

Functions

- 1 Policy matters relating to Information & Communication Technologies
- 2 Information Technology Acts and Rules
- 3 Promotion of IT industry, IT software, IT products and IT services
- 4 Matters relating to IT enabled Services (ITES) and Business Process Outsourcing
- 5 Development of IT infrastructures
- 6 Promotion and Standardization of IT Education and e-Learning
- 7 Matters relating to e-governance and Capacity Building
- 8 Matters relating to Cyber Crime and Cyber Laws
- 9 Coordination of IT related matters with National Agencies (NIC, NIELIT, STPI etc.) and international agencies
- 10 Electronics & Communication related matters

Section 1: Vision, Mission, Objectives and Functions

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

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] Effective implementation of e-Governance in the State	30.00	[1.1] Implementation of SWAN	[1.1.1] POPs Commissioned	Number	5.00	43	39	35	31	27
		[1.2] Implementation of CSC	[1.2.1] CSCs Commissioned	Number	5.00	53	50	45	40	35
		[1.3] Establishment of SDC	[1.3.1] State Data Center Commissioned	Date	5.00	31/08/2013	30/09/2013	31/10/2013	30/11/2013	31/12/2013
		[1.4] Implementation of SSDG/SP	[1.4.1] SSDG/SP Commissioned	Date	5.00	31/08/2013	30/09/2013	31/10/2013	30/11/2013	31/12/2013
		[1.5] Establishment of e-District	[1.5.1] e-District Center Commissioned	Number	4.00	8	7	6	5	4
		[1.6] Implementation of e-Procurement Portal	[1.6.1] No. of participating Departments	Number	2.00	5	4	3	2	1
		[1.7] Establishment of RIK	[1.7.1] RIKs Commissioned	Number	4.00	300	270	240	210	180
[2] Effective utilization of Core and Support Infrastructure	25.00	[2.1] State Wide Area Network (SWAN)	[2.1.1] Horizontal connectivity	Number	2.00	84	76	68	59	51
			[2.1.2] Number of nodes (users)	Number	2.00	168	151	134	118	101
		[2.2] Common Service Center (CSC) system availability	[2.2.1] System Availability	%	1.00	85	80	75	70	65
			[2.2.2] Operational CSCs	Number	2.00	136	133	128	123	118
			[2.2.3] Services delivered	Number	1.00	25	22	20	18	16
		[2.3] State Data Center (SDC)	[2.3.1] Applications host	Number	3.00	5	4	3	2	1
		[2.4] State Service Delivery Gateway/State Portal	[2.4.1] Services available	Number	2.00	31	28	25	22	19

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%
		(SSDG/SP)								
		[2.4.2] Department on-board		Number	1.00	7	6	5	4	3
		[2.5] e-District	[2.5.1] Services delivered	Number	2.00	11	10	9	8	7
			[2.5.2] System Availability	%	1.00	85	80	75	70	65
		[2.6] Rural Information Kiosk (RIK)	[2.6.1] System Availability	%	1.00	85	80	75	70	65
			[2.6.2] Operational RIK	Number	2.00	300	270	240	210	180
			[2.6.3] Services Delivered	Number	1.00	35	32	28	25	21
		[2.7] Web Portal	[2.7.1] Departmental	Number	2.00	45	41	36	31	27
			[2.7.2] District level	Number	1.00	8	7	6	5	4
			[2.7.3] Block level	Number	1.00	26	23	21	18	16
[3] Development of Human Resources in IT and related areas	16.00	[3.1] Awareness Programs, Workshops and Seminars	[3.1.1] Number of programs, workshops and seminars conducted	Number	6.00	9	8	7	6	5
		[3.2] Training related to IT	[3.2.1] Number of persons getting trained	Number	5.00	220	198	176	154	132
		[3.3] Training related to e-Governance	[3.3.1] Number of persons getting trained	Number	5.00	250	225	200	175	150

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%
[4] Improving Internal Efficiency/responsiveness/service delivery of the Department	7.00	[4.1] Implementation of IT related Grievance Redressal Mechanism	[4.1.1] Percentage of cases responded within prescribed time	%	7.00	100	90	80	70	60
[5] Providing secure network, websites and software systems	12.00	[5.1] Secure Network	[5.1.1] Security Auditing Performed	Number	2.00	1	1	1	1	0
			[5.1.2] Number of attacks on network	Number	2.00	0	0	0	0	1
		[5.2] Secure Websites	[5.2.1] Website Security Auditing Notice	Number	1.00	75	68	60	53	45
			[5.2.2] Security auditing performed	Number	2.00	75	68	60	53	45
			[5.2.3] Number of attacked websites	Number	1.00	0	2	4	6	8
		[5.3] Secure Softwares	[5.3.1] Software security auditing notice	Number	1.00	--	--	--	--	--
			[5.3.2] Security auditing performed	Number	2.00	--	--	--	--	--
			[5.3.3] Number of attacked softwares	Number	1.00	0	1	2	3	4
		* Preparation of Citizens Charter	5.00	Compilation of Citizens Charter for Department as per Central Secretariat Manual, 2003	Timeline	Date	5.0	30/04/2013	15/05/2013	31/05/2013
* Efficient functioning of RFD System	5.00	Timely submission of Draft for approval	On-time submission	Date	2.0	28/02/2013	06/03/2013	11/03/2013	15/03/2013	29/03/2013
		Timely submission of Half-Yearly achievement results	On-time submission	Date	1.0	04/10/2013	08/10/2013	11/10/2013	15/10/2013	18/10/2013

* Mandatory Objective(s)

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%
		Timely submission of Annual achievement results	On-time submission	Date	2.0	09/04/2014	11/04/2014	15/04/2014	18/04/2014	22/04/2014

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
[1] Effective implementation of e-Governance in the State	[1.1] Implementation of SWAN	[1.1.1] POPs Commissioned	Number	0	36	42	42	42
	[1.2] Implementation of CSC	[1.2.1] CSCs Commissioned	Number	0	83	136	136	136
	[1.3] Establishment of SDC	[1.3.1] State Data Center Commissioned	Date	--	--	30/09/2013	--	--
	[1.4] Implementation of SSDG/SP	[1.4.1] SSDG/SP Commissioned	Date	--	--	30/09/2013	--	--
	[1.5] Establishment of e-District	[1.5.1] e-District Center Commissioned	Number	1	0	3	8	8
	[1.6] Implementation of e-Procurement Portal	[1.6.1] No. of participating Departments	Number	0	0	1	1	1
	[1.7] Establishment of RIK	[1.7.1] RIKs Commissioned	Number	0	0	300	300	300
[2] Effective utilization of Core and Support Infrastructure	[2.1] State Wide Area Network (SWAN)	[2.1.1] Horizontal connectivity	Number	0	8	84	84	84
		[2.1.2] Number of nodes (users)	Number	0	8	84	84	84
	[2.2] Common Service Center (CSC) system availability	[2.2.1] System Availability	%	18560	26512	35000	40000	45000
		[2.2.2] Operational CSCs	Number	44	83	136	136	136
		[2.2.3] Services delivered	Number	22	25	30	35	35
	[2.3] State Data Center (SDC)	[2.3.1] Applications host	Number	0	0	4	7	10
	[2.4] State Service Delivery Gateway/State Portal (SSDG/SP)	[2.4.1] Services available	Number	0	0	31	35	35

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
		[2.4.2] Department on-board	Number	0	0	7	7	7
	[2.5] e-District	[2.5.1] Services delivered	Number	0	11	31	31	31
		[2.5.2] System Availability	%	20110	9031	15000	20000	25000
	[2.6] Rural Information Kiosk (RIK)	[2.6.1] System Availability	%	0	0	35000	40000	45000
		[2.6.2] Operational RIK	Number	0	0	300	300	300
		[2.6.3] Services Delivered	Number	0	0	30	35	35
	[2.7] Web Portal	[2.7.1] Departmental	Number	0	32	45	45	45
		[2.7.2] District level	Number	0	0	4	8	8
		[2.7.3] Block level	Number	0	0	13	26	26
[3] Development of Human Resources in IT and related areas	[3.1] Awareness Programs, Workshops and Seminars	[3.1.1] Number of programs, workshops and seminars conducted	Number	1	4	9	11	13
	[3.2] Training related to IT	[3.2.1] Number of persons getting trained	Number	15	159	220	250	275
	[3.3] Training related to e-Governance	[3.3.1] Number of persons getting trained	Number	43	75	250	270	285
[4] Improving Internal Efficiency/responsiveness/service delivery of the Department	[4.1] Implementation of IT related Grievance Redressal Mechanism	[4.1.1] Percentage of cases responded within prescribed time	%	100	100	100	100	100

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 11/12	Actual Value for FY 12/13	Target Value for FY 13/14	Projected Value for FY 14/15	Projected Value for FY 15/16
[5] Providing secure network, websites and software systems	[5.1] Secure Network	[5.1.1] Security Auditing Performed	Number	0	0	0	0	0
		[5.1.2] Number of attacks on network	Number	0	0	0	0	0
	[5.2] Secure Websites	[5.2.1] Website Security Auditing Notice	Number	0	0	75	75	75
		[5.2.2] Security auditing performed	Number	0	0	1	0	0
		[5.2.3] Number of attacked websites	Number	0	4	0	0	0
	[5.3] Secure Softwares	[5.3.1] Software security auditing notice	Number	0	0	75	75	75
		[5.3.2] Security auditing performed	Number	0	1	1	0	0
		[5.3.3] Number of attacked softwares	Number	0	0	0	0	0
	* Preparation of Citizens Charter	Compilation of Citizens Charter for Department as per Central Secretariat Manual, 2003	Timeline	Date	--	--	15/05/2013	--
* Efficient functioning of RFD System	Timely submission of Draft for approval	On-time submission	Date	--	--	06/03/2013	--	--
	Timely submission of Half-Yearly achievement results	On-time submission	Date	--	--	08/10/2013	--	--
	Timely submission of Annual achievement results	On-time submission	Date	--	--	11/04/2014	--	--

* Mandatory Objective(s)

Section 4: Acronym

Sl.No	Acronym	Description
1	CSC	Common Service Center
2	ITES	Information Technology Enabled Services
3	MSeGS	Mizoram State e-Governance Society
4	RIK	Rural Information Kiosk
5	SDC	State Data Center
6	SSDG/SP	State Service Delivery Gateway/State Portal

Section 4: Acronym

Sl.No	Acronym	Description
7	SWAN	State Wide Area Network
8	ZENICS	Zoram Electronics Development Corporation

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

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
1	[1.1.1] POPs Commissioned	Point of Presence is the center for SWAN at various levels such as district and block levels including state headquarters.	Point of presence includes the hardware, software and the necessary site for operation.	Numbers of POP established.	
2	[1.2.1] CSCs Commissioned	All CSC should obtain the necessary hardware, software and site to deliver various government-to-citizen services.	Common Service Center (CSC) is created to for the promotion of village level entrepreneurs.	Numbers of CSC establish.	
3	[1.5.1] e-District Center Commissioned	e- District is a State MMP under NeGP aimed to provide high volume service from district administration with the possibility of seamless integration of other departments for providing services to the citizens. This project would help in creating an automated workflow system for the district administration and help in providing efficient services through CSCs / e-District portal / RIK	Various government services is delivered through the use of e-District.	Number of services delivered and the number of certificates issued to the citizen. e-District software provides a reporting system which could generate a report giving the number of certificates issued in a particular time.	
4	[1.6.1] No. of participating Departments	e-Procurement is an Integrated Mission Mode Project (MMP) under NeGP aimed at making the Government procurement simplified, transparent, efficient and result oriented. Pilot	The number of departments which could effectively use the e-Procurement system instead of the manual process.	The measurement approach is to validate how many departments have migrated to e-Procurement	

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

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
4	[1.6.1] No. of participating Departments	departments have been identified based on their volume, value & type of procurements	The number of departments which could effectively use the e-Procurement system instead of the manual process.	The measurement approach is to validate how many departments have migrated to e-Procurement	
5	[1.7.1] RIKs Commissioned	Rural Information Kiosk will be setup at 300 places which will provide all the necessary hardware/software.	Rural Information Kiosk provides government/business services to the citizen through village level entrepreneurs.	Numbers of RIK established.	
6	[2.1.1] Horizontal connectivity	SWAN POP centers are established at all the districts and block headquarters. The horizontal connectivity will connect the districts/block POP to all other department offices in the district and block respectively.	Connection of offices in the district and block to the SWAN Point of Presence	Number of offices connected in the district and block headquarters	
7	[2.1.2] Number of nodes (users)	State Wide Area Network is utilized by various departments to access internet and intranets facilities.	State departments could use the SWAN to have an internet and intranet for faster and efficient communication.	Organisations using SWAN to access internet/intranet.	
8	[2.2.1] System Availability	The number of transaction/bandwidth usage of the state wide area network indicates the utilization of the facility.	The effective utilization of the network is shown using the transaction volume/bandwidth usage.	Number of transaction/bandwidth usage. Using network monitoring system, the number of transaction and	

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

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
8	[2.2.1] System Availability	The number of transaction/bandwidth usage of the state wide area network indicates the utilization of the facility.	The effective utilization of the network is shown using the transaction volume/bandwidth usage.	bandwith usage could be known.	
9	[2.2.2] Operational CSCs	Common Service Centers are implemented for village level entrepreneurs to provide services of the government to the citizens.	CSCs are established in 136 places to provide G2C services	Number of working CSC at various villages.	
10	[2.2.3] Services delivered	Common Service Center is to provide government/private services to the citizen at village level. The more the services, the better for the citizen.	Services which are available through the CSC are counted which shows the effectiveness and utilization of the e-governance project till village level.	Number of government and private services	
11	[2.3.1] Applications host	State Data Center will hosts various applications and information of departments	The number of application hosts at the State Data Center will indicate the effectiveness of the utilization of the data center.	The total number of applications host for various organisations.	
12	[2.4.1] Services available	State Service Delivery Gateway/State Portal gives several services to the public. These services are selected from 7 departments which will consists of 33 services.	SSDG/SP will deliver 33 services through the portal which could be easily accessed by the citizen to avail the services electronically.	The number of services available to the citizen through the portal.	

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

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
13	[2.4.2] Department on-board	State Service Delivery Gateway/State Portal will hosts 33 services from 7 departments which could be easily availed by the citizen through the portal.	At time, the selected seven department will provide various services to the citizen through the portal.	Number of departments hosting services in the portal.	
14	[2.5.1] Services delivered	e-District provides selected services which issue certificates to the citizens through e-District centers. e-District centers will be established at all the eight districts.	Issuance of various certificates are conducted at the e-District centers.	Number of services available to the citizen.	
15	[2.5.2] System Availability	e-District provides selected services which issue certificates to the citizens through e-District centers. e-District centers will be established at all the eight districts.	For every services, the citizen could avail the certificates through the e-District software system. The number of certificates issued could be the transactional volume.	Number of certificates issued.	
16	[2.6.1] System Availability	The main objectives of Rural Information Kiosks is to provide various government/business services at a lower cost and faster access to the citizen in rural Mizoram.	Various services available in the system could be availed by the citizen at rural area through the RIKs at 300 villages where CSC are not available.	Number of transaction issued by the RIKs.	

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

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
17	[2.6.2] Operational RIK	A total of 300 Rural Information Kiosks will be established at 300 villages where Common Service Centers (CSC) are not available. This will provide a faster and cheaper services of the government/business.	Rural Information Kiosks will be established at the remote villages; from which government and business service access are difficult.	Number of available RIK at rural villages.	
18	[2.6.3] Services Delivered	Rural Information Kiosks is the project sponsored by the North Eastern Council to the rural villages of the state. Through RIK various government/business services could be availed by the citizen.	Various departments and business organisations will provide services which could be accessed from the system at the RIKs.	Number of government and business services available.	
19	[2.7.1] Departmental	Web Portal provides an open and informative system for organisations to give information to the public. Common Template is created to have a simple and unified system for all the organisations under the State government.	Websites/Portals gives a interactive system for the department and the citizen to interchange information.	Numbers of websites created for various departments.	
20	[2.7.2] District level	District level Web Portal provides an open and informative system for district authority to give information to the citizen in the district. Common Template is created to have a simple and unified system for all the organisations under the State government.	The district authority and citizen are provided with interactive system using Websites/Portals.	Number of websites created for each eight districts.	

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

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
21	[2.7.3] Block level	Web Portal provides an open and informative system for Block Divisional office to give information to the public. Common Template is created to have a simple and unified system for all the organisations under the block division.	Websites/Portals gives a interactive system for the divisional authority and the citizen to interchange information.	Numbers of websites created for 26 blocks	
22	[3.1.1] Number of programs, workshops and seminars conducted	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	Programs, Workshops and Seminars conducted by the department to develop human resources at various levels in the state.	Numbers of persons attending the programs, workshops and seminars.	
23	[3.2.1] Number of persons getting trained	Development of Human Resource is an important action for the sustainability of every e-Governance Projects. IT related matters training strengthen the knowledge of the technical staffs and helps them in the implementation of the project.	Various IT matter related courses are conducted for state government employees to strengthen their day to day activities and their undertaken projects.	The number of employees getting training on IT related matters are known.	
24	[3.3.1] Number of persons getting trained	Human Resource development is an important action for the sustainability of every e-Governance Projects. e-Governance related matters training strengthen the knowledge of the officers and decision makers and helps them in the implementation of the	e-Governance matter related courses are conducted for state government employees at various levels.	The number of employees getting training on IT related matters are known.	

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

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
24	[3.3.1] Number of persons getting trained	project.	e-Governance matter related courses are conducted for state government employees at various levels.	The number of employees getting training on IT related matters are known.	
25	[4.1.1] Percentage of cases responded within prescribed time	Public Redressal, an important mechanism for the government to obtain the effectiveness and services of the organisations. Public redressal system serves the purpose of grievances made by the citizen to the public.	Efficient function of the organisation and grievances submitted by the citizen could be monitored through public redressal system.	The number of days shows the organisations effectiveness to respond the grievances.	
26	[5.1.1] Security Auditing Performed	A network security audit is an audit on the level of information security in an organization. It proves the network from vulnerabilities exploited by hackers and crackers.	Network security auditing is the analysis of the network to fix the vulnerabilities which otherwise could be used by hackers/crackers to attack the network.	The number of security performed at various network segment. It will be counted manually.	
27	[5.1.2] Number of attacks on network	Due to various loopholes available in the network, attackers could attack the network system to do various kind of information damage and make the network unreliable.	Network loopholes are used by attackers to attach the network using various techniques and methods.	Network loopholes are used by attackers to attach the network using various techniques and methods.	
28	[5.2.1] Website Security Auditing Notice	As per the guidelines of CERT, it is recommended to perform security auditing atleast once in a year to find vulnerabilities in the system.	The department has to notify various departments having dynamic websites to undergo website security	The number of notice issued to departments for website security auditing.	

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

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
28	[5.2.1] Website Security Auditing Notice	As per the guidelines of CERT, it is recommended to perform security auditing atleast once in a year to find vulnerabilities in the system.	auditing.	The number of notice issued to departments for website security auditing.	
29	[5.2.2] Security auditing performed	A website security audit is an audit on the level of information security in the website system. It proves the website from vulnerabilities exploited by hackers and crackers.	Website security auditing is the analysis of the website management system to fix the vulnerabilities which otherwise could be used by hackers/crackers to attack the website.	The number of security auditing performed to find and fix the vulnerabilities.	
30	[5.2.3] Number of attacked websites	Due to various loopholes available in the website content management system, attackers could attack the system to do various kind of information damage and defamed the website.	Coding vulnerabilities are used by attackers to attach the website CMS using various techniques and methods.	The number of attack by hackers to do various information damage. Counted manually.	
31	[5.3.1] Software security auditing notice	As per the guidelines of CERT, it is recommended to perform security auditing atleast once in a year to find vulnerabilities in the system.	The department has to notify various departments having dynamic websites to undergo website security auditing.	The number of notice issued to departments for website security auditing.	

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

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
32	[5.3.2] Security auditing performed	A software security audit is an audit on the level of information security in the software system. It proves the software from vulnerabilities exploited by hackers and crackers.	Software security auditing is the analysis of the software system to fix the vulnerabilities which otherwise could be used by hackers/crackers to attack the software.	The number of security auditing performed to find and fix the vulnerabilities.	
33	[5.3.3] Number of attacked softwares	Due to various loopholes available in the software system, attackers could attack the system to do various kind of information damage.	Coding vulnerabilities are used by attackers to attach the website CMS using various techniques and methods.	The number of attack by hackers to do various information damage. Counted manually.	

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.
State Government	Mizoram	Departments	All Departments	[1.1.1] POPs Commissioned [1.5.1] e-District Center Commissioned [2.1.1] Horizontal connectivity [2.1.2] Number of nodes (users)	Permission, power supply and last mile connectivity from the POPs to the concerned departments.	To get departments connected to MSWAN	100%	Connectivity could not be established.
			Department of Power & Electricity	[1.1.1] POPs Commissioned [1.2.1] CSCs Commissioned State Data Center Commissioned SSDG/SP Commissioned [1.5.1] e-District Center Commissioned [1.7.1] RIKs Commissioned [2.1.1] Horizontal connectivity	Regular and reliable power supply.	100%	100%availability of electric power.	Without regular supply of electricity, system could not function.

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.
				[2.1.2] Number of nodes (users) [2.2.1] System Availability [2.2.2] Operational CSCs [2.5.2] System Availability [2.6.1] System Availability [2.6.2] Operational RIK [4.1.1] Percentage of cases responded within prescribed time				
			All Departments	[3.2.1] Number of persons getting trained [3.3.1] Number of persons getting trained	Specialized trainings to cater to the current manpower need in IT	To bridge the gap between the existing skill-set of the Government employees & the need in the changing environment.	100%	Disparity between the needed skill-set and the required skill-set

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 11/12	FY 12/13	FY 13/14	FY 14/15	FY 15/16
1 Increase in IT penetration for easy service delivery in the State	Power & Electricity, BSNL	Number of operational CSC and RIK center at rural areas.	Number	0	83	136	436	436
2 Moving up in the e-Readiness index	Various Departments	Rank of State in the National Council for Applied Economic Research (NCAER) e-Readiness Assessment Report	Level			Expectants	Aspiring L	Aspiring L
3 Internet connectivity of all government offices	Power & Electricity, BSNL	Internet connectivity at rural offices	%	0	36	60	84	100
4 Expertise in technical and human resource development	National Informatics Center, NIELIT, Power & Electricity	Number of government employees trained in IT and e-Governance matters	Number	58	234	470	600	750