Government of Mizoram

R F D

(Results-Framework Document)
for

Department of Information & Communication Technology
(2015-2016)

Section 1:
Vision, Mission, Objectives and Functions

Vision

e-Development as the engine of transformation of the state.

Mission

e-Development of Mizoram through creation of e-Infrastructure to facilitate and promote e-Governance, promotion of Information & Communication Technology, facilitate and promote Research & Development (R&D) for innovation, capacity building and empowerment of citizen, building knowledge network for Cyber Crime and Security.

Objectives

1   e-Governance: Providing e-Infrastructure for delivery of services.

2   e-Industry: Promotion of Information & Communication Technology.

3   e-Innovation/R&D: Facilitate and promote Research & Development for innovation in emerging areas of technology.

4   e-Education: Providing support for Capacity Building and empowerment of government employees.

5   e-Security: Building knowledge network for 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 e-Learning.

6   Matters relating to e-governance, e-commerce, e-medicine, e-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.).

9   Telecommunication and its related matters.

Section 1:
Vision, Mission, Objectives and Functions

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] e-Governance: Providing e-Infrastructure for delivery of services.	66.00	[1.1] State Wide Area Network	[1.1.1] Full operationalization of Video Conference Centre	Number	2.00	8	7	6	5	4
			[1.1.2] Full operationalization of Districts' Offices connected	Number	2.00	40	36	32	28	24
			[1.1.3] Full operationalization of Blocks' Offices connected	Number	2.00	49	44	39	34	29
			[1.1.4] Nodes connected	Number of computers	2.00	200	180	160	140	120
		[1.2] State Data Centre	[1.2.1] Application hosted	Number of applications	4.00	3	2	1	0.8	0.6
			[1.2.2] Data Centre uptime	Percentage	2.00	100	99	98	97	96
			[1.2.3] Implementation of Disaster Recovery	Date	2.00	01/02/2016	15/02/2016	01/03/2016	15/03/2016	31/03/2016
			[1.2.4] Implementation of Cloud Computing system	Date	2.00	01/02/2016	15/02/2016	01/03/2016	15/03/2016	31/03/2016
		[1.3] Common Services Centres	[1.3.1] Full operationalization of CSCs	Number	1.00	136	122	108	95	81
			[1.3.2] Services delivered	Number	4.00	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%
			[1.3.3] Installation of solar power	Number	1.00	136	122	108	95	81
			[1.3.4] VLE training	Number of VLE	1.00	136	122	108	95	82
		[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] Computer & accessories distributed	Number of PC & accessories	2.00	137	123	109	95	82
			[1.4.3] Departmental Users' training provided	Number of employees	2.00	139	125	111	97	83
			[1.4.4] STQC certification	Date	1.00	01/02/2016	15/02/2016	01/03/2016	15/03/2016	31/03/2016
			[1.4.5] Go Live	Date	3.00	01/02/2016	15/02/2016	01/03/2016	15/03/2016	31/03/2016
		[1.5] e-District	[1.5.1] STQC Certification	Date	2.00	01/02/2016	15/02/2016	01/03/2016	15/03/2016	31/03/2016
			[1.5.2] Go Live	Date	5.00	01/02/2016	15/02/2016	01/03/2016	15/03/2016	31/03/2016
		[1.6] Rural Information Kiosk (RIK)	[1.6.1] Full operationalization of RIKs	Number	1.00	300	270	240	210	180
			[1.6.2] Installation of Solar Power	Number	1.00	300	270	240	210	180
			[1.6.3] VLE training	Number	1.00	300	270	240	210	180

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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%
			[1.6.4] Services delivered	Number	2.00	37	33	29	25	22
		[1.7] Website Management	[1.7.1] Web Hosting and Management	Number of websites	2.00	140	126	112	98	84
			[1.7.2] Domain Registration	Number	1.00	140	126	112	98	84
			[1.7.3] Website Management training	Number of training	2.00	4	3	2	1	0
			[1.7.4] Monitoring of Govt. website	Number of reports	2.00	4	3	2	1	0
		[1.8] Secretariat Network Connection and maintenance of hardware	[1.8.1] Maintenance of Internet connection	Number of PC/nodes	2.00	361	324	288	252	216
			[1.8.2] Maintenance of PC, Printer, Scanner, etc.	Number	2.00	420	378	336	294	252
		[1.9] e-Bharat	[1.9.1] Services delivered	--	2.00	60	54	48	42	36
		[1.10] e-Samiksha	[1.10.1] Timely update of issues	Response time	2.00	5	10	15	20	25
		[1.11] Digital India	[1.11.1] Formation of State-Level Committee	Date	2.00	01/07/2015	15/07/2015	31/07/2015	14/08/2015	31/08/2015
			[1.11.2] Formation of Apex Committee	Date	1.00	01/07/2015	15/07/2015	31/07/2015	14/08/2015	31/08/2015

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%
			[1.11.3] Updation of status at Digital India Monitoring System	--	1.00	10	9	8	7	6
[2] e-Industry: Promotion of Information & Communication Technology.	8.00	[2.1] Awareness program of e-Governance & IT	[2.1.1] Talk show on Radio and Television	Number	2.00	4	3	2	1	0
			[2.1.2] Public Awareness Speech on e-Governance & IT	Number of events	2.00	5	4	3	2	1
			[2.1.3] Publication in local newspaper and magazine	Number	2.00	4	3	2	1	0
		[2.2] Software Technology Park of India in Aizawl	[2.2.1] Coordination for Inauguration of STPI	Percentage	2.00	100	90	80	70	60
[3] e-Innovation/R&D: 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
[4] e-Education: Providing support for Capacity Building and empowerment of government employees.	6.00	[4.1] Government Employees training	[4.1.1] Technical Training	Number of Training	3.00	4	3	2	1	0.8
		[4.2] Mandatory IT Skills for Government employees	[4.2.1] Implementation	Date	3.00	31/03/2016	15/03/2016	01/03/2016	15/02/2016	01/02/2016
[5] e-Security: Building knowledge network for Cyber Crime and Security.	3.00	[5.1] Security Auditing	[5.1.1] Website security audit	Number of website	2.00	40	36	32	28	24
			[5.1.2] Application security audit	Number of application	1.00	4	3	2	1	0

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 the RFD System	3.00	Timely submission of Mid Term Achievement	On-time submission	Date	1.0	10/10/2015	17/10/2015	24/10/2015	30/10/2015	10/11/2015
		Timely submission of final corrected RFD of 2015-2016 through RFMS	On-time submission	Date	1.0	15/07/2015	21/07/2015	28/07/2015	04/08/2015	10/08/2015
		Timely submission of Results for 2015-2016	On-time submission	Date	1.0	02/05/2016	03/05/2016	04/05/2016	05/05/2016	07/05/2016
* Effective redressal of citizens' grievances	1.00	Timely disposal of citizens' grievances lodged through www.mipuiaw.nic.in	Citizens' grievances disposed off through www.mipuiaw.nic.in within 30 days	%	1.0	100	90	80	70	60
* Preparation of Citizen's Charter	2.00	Submission of Citizens' Charter as per the framework provided by RFMS	On-time submission	Date	2.0	11/01/2016	14/01/2016	17/01/2016	20/01/2016	25/01/2016
* Simplifying internal procedures for effective public service delivery	4.00	Timely formation of Core Committee for Simplification of Internal Procedures	On-time formation of the Committee	Date	1.0	10/05/2015	20/05/2015	30/05/2015	10/06/2015	15/06/2015
		Cumbersome internal procedures are simplified by the Department as per the recommendations of the Core Committee	Number of internal procedures simplified	No.	3.0	5	4	3	2	1

* Mandatory Objective(s)

Section 3:
Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 13/14	Actual Value for FY 14/15	Target Value for FY 15/16	Projected Value for FY 16/17	Projected Value for FY 17/18
[1] e-Governance: Providing e-Infrastructure for delivery of services.	[1.1] State Wide Area Network	[1.1.1] Full operationalization of Video Conference Centre	Number	0	8	8	8	8
		[1.1.2] Full operationalization of Districts' Offices connected	Number	--	36	36	36	36
		[1.1.3] Full operationalization of Blocks' Offices connected	Number	--	18	18	18	18
		[1.1.4] Nodes connected	Number of computers	--	180	180	180	180
	[1.2] State Data Centre	[1.2.1] Application hosted	Number of applications	0	3	4	5	6
		[1.2.2] Data Centre uptime	Percentage	--	95	95	95	95
		[1.2.3] Implementation of Disaster Recovery	Date	--	--	15/03/2016	--	--
		[1.2.4] Implementation of Cloud Computing system	Date	--	--	15/03/2016	--	--
	[1.3] Common Services Centres	[1.3.1] Full operationalization of CSCs	Number	--	122	122	136	136
		[1.3.2] Services delivered	Number	--	37	37	37	37

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Section 3:
Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 13/14	Actual Value for FY 14/15	Target Value for FY 15/16	Projected Value for FY 16/17	Projected Value for FY 17/18
		[1.3.3] Installation of solar power	Number	--	72	90	90	90
		[1.3.4] VLE training	Number of VLE	--	90	90	90	90
	[1.4] State Portal/State Service Delivery Gateway	[1.4.1] e-Form Online Submission	Number	--	27	27	27	27
		[1.4.2] Computer & accessories distributed	Number of PC & accessories	--	123	123	123	123
		[1.4.3] Departmental Users' training provided	Number of employees	--	125	125	125	125
		[1.4.4] STQC certification	Date	--	--	15/03/2016	--	--
		[1.4.5] Go Live	Date	--	--	15/03/2016	--	--
	[1.5] e-District	[1.5.1] STQC Certification	Date	--	--	15/03/2016	--	--
		[1.5.2] Go Live	Date	--	--	15/03/2016	--	--
	[1.6] Rural Information Kiosk (RIK)	[1.6.1] Full operationalization of RIKs	Number	--	225	225	225	225
		[1.6.2] Installation of Solar Power	Number	--	135	135	135	135
		[1.6.3] VLE training	Number	--	225	225	225	225
		[1.6.4] Services delivered	Number	--	9	37	37	37

Section 3:
Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 13/14	Actual Value for FY 14/15	Target Value for FY 15/16	Projected Value for FY 16/17	Projected Value for FY 17/18
	[1.7] Website Management	[1.7.1] Web Hosting and Management	Number of websites	--	126	126	140	140
		[1.7.2] Domain Registration	Number	--	126	126	140	140
		[1.7.3] Website Management training	Number of training	--	--	3	4	4
		[1.7.4] Monitoring of Govt. website	Number of reports	--	--	3	3	3
	[1.8] Secretariat Network Connection and maintenance of hardware	[1.8.1] Maintenance of Internet connection	Number of PC/nodes	--	361	324	324	324
		[1.8.2] Maintenance of PC, Printer, Scanner, etc.	Number	--	420	378	378	378
	[1.9] e-Bharat	[1.9.1] Services delivered	--	--	--	54	--	--
	[1.10]e-Samiksha	[1.10.1] Timely update of issues	Response time	--	--	10	--	--
	[1.11]Digital India	[1.11.1] Formation of State-Level Committee	Date	--	--	15/07/2015	--	--
		[1.11.2] Formation of Apex Committee	Date	--	--	15/07/2015	--	--
		[1.11.3] Updation of status at Digital India Monitoring System	--	--	--	9	--	--
[2] e-Industry: Promotion of Information & Communication Technology.	[2.1] Awareness program of e-Governance & IT	[2.1.1] Talk show on Radio and Television	Number	2	2	5	5	5

Section 3:
Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 13/14	Actual Value for FY 14/15	Target Value for FY 15/16	Projected Value for FY 16/17	Projected Value for FY 17/18
		[2.1.2] Public Awareness Speech on e-Governance & IT	Number of events	300	1100	5	5	5
		[2.1.3] Publication in local newspaper and magazine	Number	10	4	4	4	4
	[2.2] Software Technology Park of India in Aizawl	[2.2.1] Coordination for Inauguration of STPI	Percentage	--	--	90	90	90
[3] e-Innovation/R&D: Facilitate and promote Research & Development for innovation in emerging areas of technology.	[3.1] CMS Development	[3.1.1] Modules & Templates development	Number	--	--	4	4	4
	[3.2] Software Development	[3.2.1] e-Services development	Number	--	--	3	3	3
[4] e-Education: Providing support for Capacity Building and empowerment of government employees.	[4.1] Government Employees training	[4.1.1] Technical Training	Number of Training	--	--	90	--	--
	[4.2] Mandatory IT Skills for Government employees	[4.2.1] Implementation	Date	--	--	15/03/2016	--	--
[5] e-Security: Building knowledge network for Cyber Crime and Security.	[5.1] Security Auditing	[5.1.1] Website security audit	Number of website	--	--	36	36	36
		[5.1.2] Application security audit	Number of application	--	--	3	3	3
* Efficient functioning of the RFD System	Timely submission of Mid Term Achievement	On-time submission	Date	--	02/11/2014	17/10/2015	--	--

* Mandatory Objective(s)

Section 3:
Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 13/14	Actual Value for FY 14/15	Target Value for FY 15/16	Projected Value for FY 16/17	Projected Value for FY 17/18
	Timely submission of final corrected RFD of 2015-2016 through RFMS	On-time submission	Date	--	--	03/05/2015	--	--
	Timely submission of Results for 2015-2016	On-time submission	Date	--	--	03/05/2016	--	--
* Effective redressal of citizens' grievances	Timely disposal of citizens' grievances lodged through www.mipuiaw.nic.in	Citizens' grievances disposed off through www.mipuiaw.nic.in within 30 days	%	--	100	90	--	--
* Preparation of Citizen's Charter	Submission of Citizens' Charter as per the framework provided by RFMS	On-time submission	Date	--	--	10/07/2015	--	--
* Simplifying internal procedures for effective public service delivery	Timely formation of Core Committee for Simplification of Internal Procedures	On-time formation of the Committee	Date	--	--	20/05/2015	--	--
	Cumbersome internal procedures are simplified by the Department as per the recommendations of the Core Committee	Number of internal procedures simplified	No.	--	--	4	--	--

* 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	PPP	Private Public Partnership
9	RIK	Rural Information Kiosk
10	STQC	Standardisation Testing and Quality Certification
11	VLE	Village Level Enterpreneurs
12	ZENICS	Zoram Electronics Development Corporation Limited

Section 4:
Acronym

SI.No	Acronym	Description

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 Centre to be setup Video Conferencing System are to be established at SWAN Point of Presence (PoP) centers located at each Districts headquarters in order 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 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
2	[1.1.2] 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 PoP's. 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	[1.1.3] Full operationalization of Blocks' Offices connected	SWAN Point of Presence (PoP) centers are established at the entire Block's headquarters. The connectivity will connect the Block's POP to other department offices in the Block	Connection of offices in the Block's to the SWAN Point of Presence (PoP)	Number of Offices in the Block's connected SWAN PoP's. 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.

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

SI.No	Success indicator	Description	Definition	Measurement	General Comments
4	[1.1.4] 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	[1.2.1] Application hosted	Service modules are modules that are a part of new application or existing application hosted in State Data Centre.	State Data Centre is 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 service modules implemented. Values set to be achieved for various years are given as accumulative	Source of data: number of service modules hosted on the data centre counted.
6	[1.2.2] Data Centre uptime	Server Uptime of Date Center is a measure of the time a server machine, typically a computer, 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.
7	[1.2.3] Implementation 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 and backup of all the necessary information is required in case of natural calamity.	Due to these reasons, Disaster Recovery site should be prepared so that even in case of natural calamity, all the information should be restored back.	Date of commission of the disaster recovery site.	

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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
8	[1.2.4] Implementation of Cloud Computing system	Cloud computing is a computing term based on utility and consumption of computer resources. Cloud computing involves deploying groups of remote servers and software networks that allow different kinds of data sources be uploaded for real time processing to generate computing results without the need to store processed data on the cloud. Clouds can be classified as public, private or hybrid.	Cloud Computing increases hardware utilization by allocating allocated resources.	Date of implementation.	
9	[1.3.1] Full operationalization of CSCs	Common Service Centres (CSC's) provides government/ business services to the Citizen through village level entrepreneurs.	Operated/ Commissioned Common Service Centres (CSC's) provides government/ business services to the Citizen through village level entrepreneurs.	Numbers of Operational Common Service Centres (CSC's) 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.
10	[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 (CSC's).	Various G2C and B2C e-Services will be provided to the public through Common Service Centres (CSC's) across Mizoram.	Numbers of G2C and B2C Services provided through Common Service Centres (CSC's). Values set to be achieved for various years are accumulative.	Online Monitoring Tools such as Apna CSC provides the number of services delivered.

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

SI.No	Success indicator	Description	Definition	Measurement	General Comments
11	[1.3.3] Installation of solar power	Government of Mizoram provides Solar Power for each Common Service Centers (CSC's) in order to increase uptime efficiency of CSC's.	Installation of Solar Power for Common Service Centers (CSC's) will be done at the time of commissioning of CSC's.	Numbers of Installed Solar Power system at Common Service Centers (CSC's) in Mizoram. Values set to be achieved for various years are accumulative.	Physical installation of solar power system.
12	[1.3.4] VLE training	ICT Department will provide Technical and entrepreneurship training for Common Service Centers (CSC's) in order to increase work efficiency of CSC's. .	Technical and entrepreneurship training for Common Service Centers (CSC's) in order to increase work efficiency of CSC's will be provided by Expert officials of ICT.	Numbers of CSC-VLE's attended Training. Values set to be achieved for various years are accumulative.Values set to be achieved for various years are accumulative	Training conducted by Zenics for VLE.
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] 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. 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
15	[1.4.3] Departmental Users' training provided	Departmental User's Training provided Training of Departmental Users is an important key to increase in efficiency of workforce of various departments for provision of services.	Departmental User's 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.
16	[1.4.4] STQC certification	STQC Certification Various Services provided through SSDG/SP needs to be audited and certified, In this regard Standard controls of Software in India is being done by Standardisation Testing and Quality Certification (STQC) Directorate, Department of Electronics & Information Technology (DeitY), Government of India	Services provided through SSDG/SP will be audited and certified by STQC, in order to get STQC Certification.	Timeline to get STQC Certification. Certification is a one-time process. So after obtaining the certification, no more inputs will be necessary.	Certification is received from the certifying authority.
17	[1.4.5] Go Live	This project aims to enhance the services provided to the citizens through Common Service Centers (CSCs). It is envisaged that 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 services under a single interface mechanism in the form of the Portal. Also the project entails delivery of the services through Common	Services will be delivered through the SP/SSDC.	Date of commissioning of the project.	

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

SI.No	Success indicator	Description	Definition	Measurement	General Comments
17	[1.4.5] Go Live	Service Centers (CSCs) by leveraging the common infrastructure (SWAN, SDC etc.) and develop the applications and infrastructure required for deployment of State Portal and State Service Delivery Gateway (SSDG) for the State. This will enable citizens to download forms and submit their applications electronically through a common gateway. This important initiative facilitating Electronic Service Delivery will provide significant benefits to the citizens especially in the form of a single gateway to citizen for service delivery.	Services will be delivered through the SP/SSDC.	Date of commissioning of the project.	
18	[1.5.1] STQC Certification	STQC Certification Various Services provided through E-District needs to be audited and certified, In this regard Standard controls of Software in India is being done by Standardisation Testing and Quality Certification (STQC) Directorate, Department of Electronics & Information Technology (DeitY), Government of India.	Services provided through e-District will be audited and certified by STQC, in order to get STQC Certification.	Timeline to get STQC Certification. Certification is a one-time process. So after obtaining the certification, no more inputs will be necessary.	Certification is received from the certifying authority.

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

SI.No	Success indicator	Description	Definition	Measurement	General Comments
19	[1.5.2] Go Live	Districts are the de facto front-end of government where most Government-to-Consumer or G2C interaction takes place. The eDistrict project was conceptualized to improve this experience and enhance the efficiencies of the various Departments at the district-level to enable seamless service delivery to the citizen. Front-ends under the scheme, in the form of citizen facilitation centers, are envisoned to be built at District, Tehsil, Sub-division and Block levels. Village-level front-ends would be established through Common Services Centres (CSCs) for delivery of services.	e-District centres will be setup in all the 8 districts of the state.	Commissioning at all the district.	
20	[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 RIK's in Mizoram. Values set to be achieved for various years are accumulative.	Online Monitoring Tools provides the number of operational kiosks

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

SI.No	Success indicator	Description	Definition	Measurement	General Comments
21	[1.6.2] Installation of Solar Power	Installation of Solar Power Government of Mizoram provides Solar Power for each Rural Information Kiosk in order to increase uptime efficiency of RIK's.	Installation of Solar Power for Rural Information Kiosk (RIK) will be done at the time of commissioning of RIK's.	Numbers of Installed Solar Power system at RIK's in Mizoram. Values set to be achieved for various years are accumulative.	Physical installation of solar power system.
22	[1.6.3] VLE training	ICT Department will provides Technical and entrepreneurship training for Rural Information Kiosk in order to increase work efficiency of RIK's.	Technical and entrepreneurship training for Rural Information Kiosk in order to increase work efficiency of RIK's will be provided by Expert officials of ICT.	Numbers of RIK's-VLE attended Training. Values set to be achieved for various years are accumulative.	Training conducted by Zenics for VLE.
23	[1.6.4] 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 RIK's. Values set to be achieved for various years are accumulative.	Online Monitoring Tools provides the number of services delivered.
24	[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.	

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

SI.No	Success indicator	Description	Definition	Measurement	General Comments
25	[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 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.	
26	[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.
27	[1.7.4] Monitoring of Govt. website	Website monitoring is an important indicator for the observation of the 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
28	[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.	
29	[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.	
30	[1.9.1] Services delivered	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.	e-Bharat 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 in the State..	Numbers of service delivered to Citizen through e-Bharat Project.	e-Bharat
31	[1.10.1] Timely update of issues	e-Samiksha is a real time, on-line system for monitoring of follow-up action on the decisions taken during the presentations made by different Ministries/Departments to the Prime Minister.	In e-Samiksha, the follow-up action in respect of each decision is to be updated by the concerned Ministry/Department/Agency as and when the status changes or at least every month. Different users such as the PMO/Cabinet	Timely updation of comments and reply as and when required.	

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

SI.No	Success indicator	Description	Definition	Measurement	General Comments
31	[1.10.1] Timely update of issues	e-Samiksha is a real time, on-line system for monitoring of follow-up action on the decisions taken during the presentations made by different Ministries/Departments to the Prime Minister.	Secretariat/Ministries/ Departments can securely access the system through a log-in/password.	Timely updation of comments and reply as and when required.	
32	[1.11.1] Formation of State-Level Committee	The vision of Digital India aims to transform the country into a digitally empowered society and knowledge economy. The programme will be implemented in phases from the current year till 2018. The Digital India is transformational in nature and would ensure that Government services are available to citizens electronically. It would also bring in public accountability through mandated delivery of government's services electronically, a Unique ID and e-Pramaan based on authentic and standard based interoperable and integrated government applications and data basis.	State Level Committee will be headed by the Chief Minister of the state. All policy matters have to be approved by the State Level Committee	Date of the formation of the committee.	
33	[1.11.2] Formation of Apex Committee	The vision of Digital India aims to transform the country into a digitally empowered society and knowledge economy. The programme will be implemented in phases from the current year till	The Apex Committee is the second highest committee for Digital India programme. It will be headed by the Chief Secretary.	Date of formation of the committee.	

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

SI.No	Success indicator	Description	Definition	Measurement	General Comments
33	[1.11.2] Formation of Apex Committee	2018. The Digital India is transformational in nature and would ensure that Government services are available to citizens electronically. It would also bring in public accountability through mandated delivery of government's services electronically, a Unique ID and e-Pramaan based on authentic and standard based interoperable and integrated government applications and data basis.	The Apex Committee is the second highest committee for Digital India programme. It will be headed by the Chief Secretary.	Date of formation of the committee.	
34	[1.11.3] Updation of status at Digital India Monitoring System	Digital India has created a monitoring system to provide the interface between various ministries/departments.	To monitor the progress of implementation of various programmes, digital india created a monitoring system which will be used effectively and efficiently.	Frequency of updation.	
35	[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.

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

SI.No	Success indicator	Description	Definition	Measurement	General Comments
36	[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.
37	[2.1.3] Publication in local newspaper and magazine	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 local newspaper and magazine by the Department to develop human resources at various levels in the state.	Numbers of Publication in local newspaper and magazine. Values set to be achieved for various years are not accumulative.	Publication will be notified to the I&PR Department.
38	[2.2.1] Coordination for Inauguration 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 developing secondary cities. The main objective is to promote small and medium-scale entrepreneurs.	Timely inauguration and implementation of STPI in the State.	

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

SI.No	Success indicator	Description	Definition	Measurement	General Comments
39	[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 department's 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.	
40	[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.	
41	[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 Government's website security to be audited. Input values are accumulative.	Certification is provided after the auditing is performed.

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

SI.No	Success indicator	Description	Definition	Measurement	General Comments
42	[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 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	Department of Finance	[1.2.3] Implementation of Disaster Recovery [1.2.4] Implementation of Cloud Computing system [1.3.4] VLE training [1.6.3] VLE training [1.7.1] Web Hosting and Management [1.7.3] Website Management training [4.1.1] Technical Training	Sanctioning of budget allocated from the corresponding heads of accounts of the Department Budget.	Finance Department concurrence and sanctioning is pre-requisite before using Departments Budget.	100%	If concurrence and sanction from Finance Department is not obtained, no funds could be utilized and thus affects works and implementation of projects etc. and directly.
			Department of General Administration Department	[1.8.1] Maintenance of Internet connection	Permission for Government employments to attend training and maintenance of various computer devices.	To provide training and installation of computers /network at various offices.	As and when required.	Without permission and nomination, training could not be provided and network/computer system maintenance could not be provided.

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.
				[1.8.2] Maintenance of PC, Printer, Scanner, etc.				
			Department of Power & Electricity	[1.1.1] Full operationalization of Video Conference Centre	Provision of Sufficient and stable Electric power connection for running Technical infrastructure	Stable electric power connection is required for running technical infrastructure such as, Servers and other support systems	100%	If Stable and sufficient electric power connection is not received the backup power will lasted for 5 Days and power failure will occurs afterwards.
				[1.1.2] Full operationalization of Districts' Offices connected				
				[1.1.3] Full operationalization of Blocks' Offices connected				
				[1.1.4] Nodes connected				
				[1.2.1] Application hosted				
				[1.2.2] Data Centre uptime				
				[1.4.1] e-Form Online Submission				

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 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18
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 and ZENICS.	Transactions recorded from various e-Governance services rolled out by the State.	Number	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, MSeGS and ZENICS.	Website uptime of round the clock secured services.	%	95	96	97	98	98
3	Required internet/intranet services for implementing e-Governance systems.	National Informatics Centre, BSNL	Network uptime of round the clock secured network services.	%	85	87.5	90	92.5	95
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.	%	85	87.5	90	92.5	95
5	Informed and well-aware local entrepreneurs for the growth of electronic industry.	Technical institutions and Zenics.	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 & IT	Number			1250	1250	1250

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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 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18
Governance and Information Technology.		programmes.						