

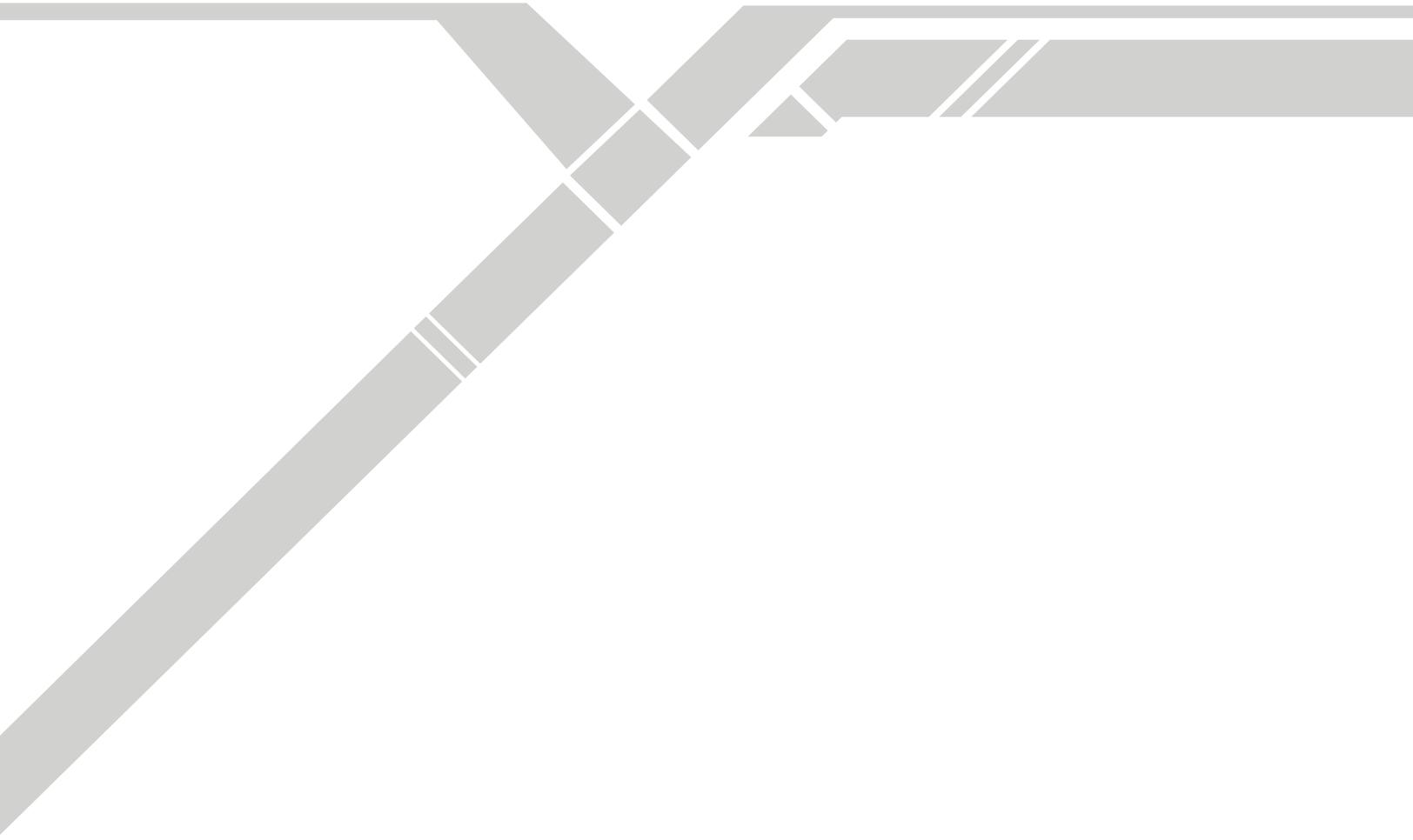


eOffice

An Implementation Handbook

eOffice

An Implementation Handbook





[Shri. Ajit Seth]

Efficient, effective and transparent functioning of the Government is a prerequisite for evolving a responsive governance system. Toward this end, the Central as well as the State Governments are implementing e-Governance as part of a series of governance reforms, aimed at improving the internal functioning of individual Ministries/Departments, with the ultimate objective of improving the delivery of services to the public at large.



foreword

One of the key initiatives in the area of e-Governance is the 'eOffice'. The eOffice solution enables core operations of the government at all levels to be performed in a virtual 'paper-less' environment. This application is, thus, another major step in realizing the objective of an open and responsive government. The Government intends to make significant progress to achieve a near paper-free office in all its Departments in the next three to five years.

For the past several decades, NIC has rendered significant contribution in facilitating delivery of cost-effective and efficient services to the citizens of India, and continues to remain in the forefront in fostering increased use of Information and Communication Technology (ICT) in public offices. The National Informatics Centre (NIC) has been instrumental in promoting e-Governance as well as the digital office revolution in different parts of the country, including the hilly and inaccessible areas.

The Handbook on eOffice Implementation, developed by NIC, is intended to serve as a guide for stakeholders involved in rendering seamless and efficient services to the public in a timely manner. It incorporates the essential elements of eOffice, accompanied by suitable toolkits as well as best practices selected from eOffice applications under implementation. Special features of this compendium are case studies on implementation of eOffice in the National Authority of Chemical Weapons Convention, Cabinet Secretariat and in the Lal Bahadur Shastri National Academy of Administration (LBSNAA), Mussoorie.

I hope that this Handbook will provide invaluable insights to this area of governance reforms and boost efforts of individual Ministries and Departments in achieving greater efficiency in their functioning.

Ajit Seth
(Cabinet Secretary)

About the Handbook

This handbook describes the major features and benefits of the eOffice suite of applications with accompanying toolkits. The toolkits presented are intended to facilitate the implementation of the eOffice in various government ministries and departments.

Authorship

This handbook has been developed by National Informatics Centre (NIC), Department of Information Technology, Government of India.

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“eOffice film” is enclosed in the Handbook



A Digital
Workplace
Solution

eFile KMS eLeave eTour
PIS CAMS eServices

Executive Summary

The need for transforming conventional government offices into more efficient and transparent offices, thereby eliminating huge amounts of paperwork, has long been felt. The eOffice product pioneered by National Informatics Centre (NIC) aims to support governance by ushering in more effective and transparent inter and intra-government processes. The product has been built as a single reusable system by bringing together independent functions and systems under a single framework. All subsystems that existed independently earlier have been integrated at the back end.

NIC's eOffice product is based on an Open Architecture Framework that contains the required flexibility for scaling and meeting the dynamic needs of the Government. Features such as the workflow and rule based file routing, role based access mechanism, central repository of documents, electronic file movement and online forms help to create a near-paperless office. Information sharing between systems leads to effective decision making. This aspect is addressed by integrating workflow processes.

The eOffice product is a suite of applications comprising of File Management System (eFile), Knowledge Management System (KMS), Leave Management System (eLeave), Tour Management System (eTour), Personnel Information System (PIS), Collaboration and Messaging Services (CAMS), and other eServices such as pay slips, GPF statements and online forms.

This handbook describes the major features and benefits of the eOffice suite of applications and illustrates the implementation with accompanying toolkits.

The toolkits presented in the handbook are intended to facilitate the implementation of the eOffice product and serve as a one guide to transitioning from an existing paper-based system to an electronic one. The handbook ends with the case study of eOffice, followed by a section of frequently asked questions.

1. Introduction

eOffice is a product aimed at transforming the core of the Government functioning, the work culture and work ethics. It will automatically promote the desirable values of transparency, efficiency, accountability and economy. The product comprises a set of modules to promote working with files, documents, records, HR, Court Cases, RTI, electronically, which automates the internal functioning within and across Government offices.

The handbook is intended for organisations such as government ministries, departments, PSUs and autonomous bodies that intend to implement the eOffice framework. It has been prepared based on the experience and lessons learnt from the implementation of eOffice in various Indian government ministries and departments. It describes the prerequisites, implementation methodology and post implementation support for eOffice.

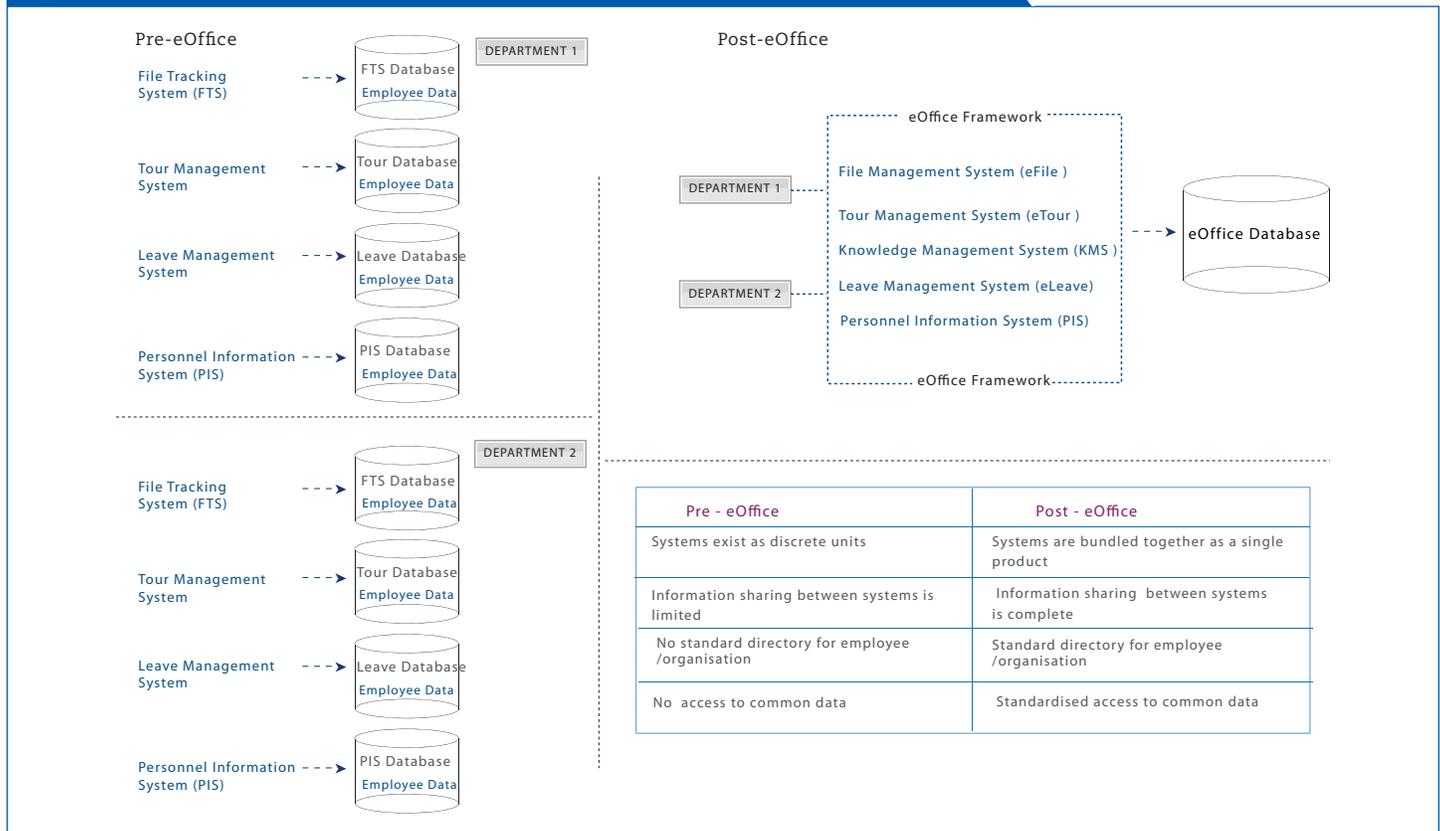
2. eOffice

2.1. eOffice- A paradigm shift in office functioning

Before the advent of eOffice, departments developed and maintained their own office automation software applications (Personnel Information System, File Tracking System, Payroll, Finance and Budget, Stores and Inventory) for their internal functions. These applications were developed as independent systems, each having its own tightly coupled data sets and processes, making it difficult to establish proper integration with one another. Thus, even within a single department, the stand alone systems could neither interoperate nor exchange information. This led to issues such as existence of independent databases for each application, leading to inconsistent and incompatible data formats and standards. This often resulted in duplicate and redundant efforts in practice in the Government , leading to ineffective and unproductive decision making.

eOffice brings together the previously independent functions and systems under a single framework. All the subsystems that once existed independently have been integrated at the back end. A diagrammatic representation of pre-eOffice and post-eOffice scenario is given below.

Fig. 2.1: Pre-eOffice and Post-eOffice



2.2. Product overview

eOffice is a product that is aimed at improving the government functioning through more efficient, effective and transparent inter-government and intra-government transactions and processes.

eOffice product is comprised of the following:

File Management System (eFile) - Automates the processing of files and receipts.

Knowledge Management System (KMS) - Acts as a centralized repository of various documents such as acts, policies and guidelines.

Leave Management System (eLeave) - Automates the leave application and approval process.

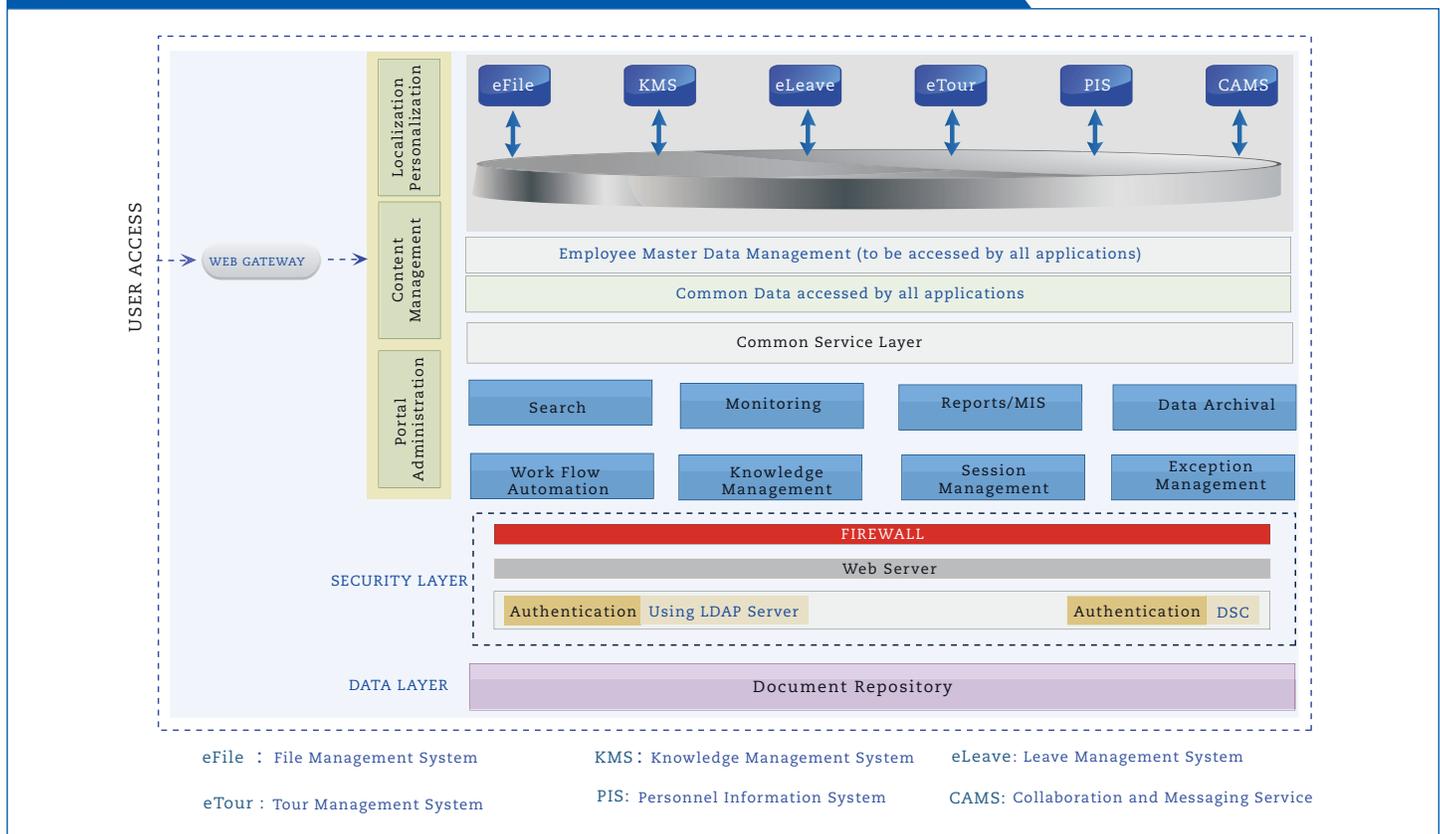
Tour Management System (eTour) - Automates employee tour programmes.

Personnel Information System (PIS) - Manages employee records.

Collaboration and Messaging Services (CAMS) - For internal collaboration & messaging.

eServices - Integration of various services such as pay slip, GPF, Income tax and online forms.

Fig. 2.2: Architecture of eOffice

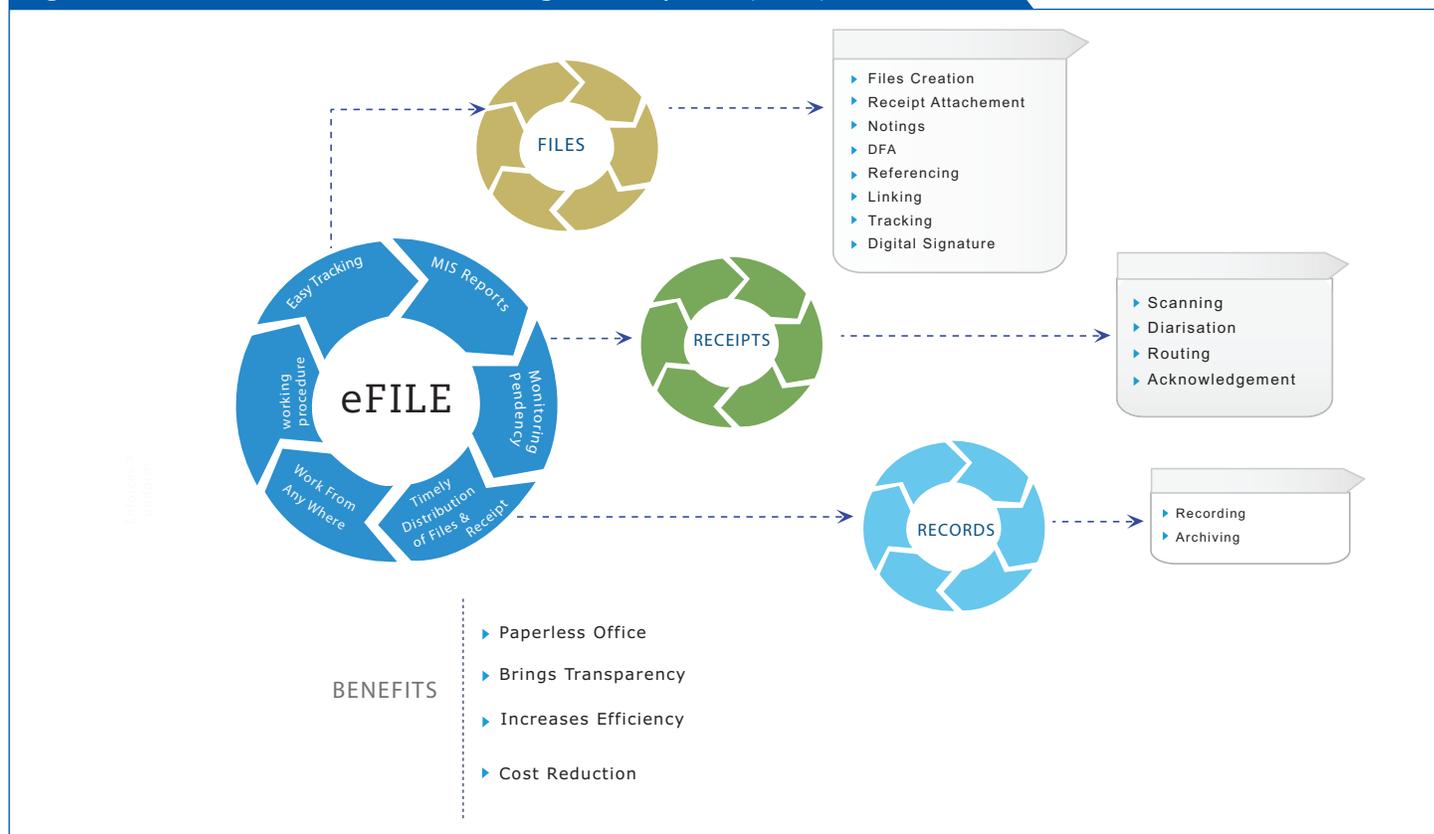


2.2.1. File Management System (eFile)

The Government is an organization that produces and manages immense volumes of files that play an integral role in its decision making process. The existing manual system of file movement poses several challenges to the effective functioning of the government. One of these challenges is the difficulty in searching, retrieving and tracking files when needed. The storage of the files is another challenge, both in terms of space as well as secure preservation.

eFile is a workflow based system that replaces the existing manual handling of files with a more efficient electronic system. This system involves all stages, including the diarisation of inward receipts, creation of files, movement of receipts and files and finally, the archival of records. With this system, the movement of receipts and files becomes seamless and there is more transparency in the system, since each and every action taken on a file is recorded electronically. eFiles can be easily searched and retrieved and actions on them can be taken instantly. They can also link to and reference relevant files, documents, rulings and decisions. This simplifies decision making, as all the required information is available at a single point.

Fig. 2.3: Different Modules of File Management System (eFile)



The most striking feature of the File Management System(eFile) is the Dashboard that provides an overview of alerts for files and receipts pertaining to different categories and the pendencies of files and receipts with respect to the sections.

Fig. 2.4: Dashboard of File Management System

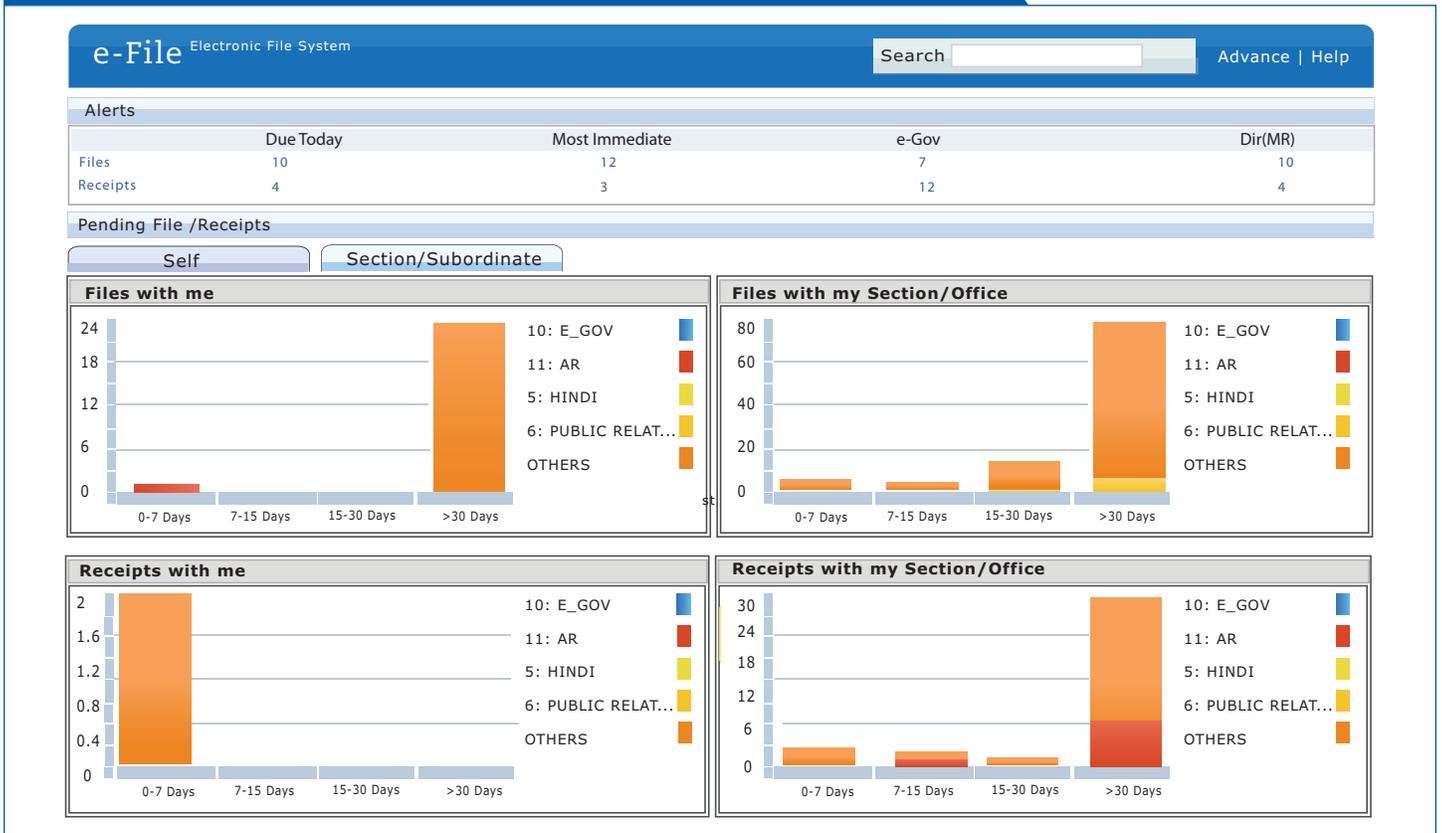


Table 2.1: Features of File Management System

Feature	Description
Dashboard	A comprehensive and configurable view of the pending files and receipts. Alerts for the time bound receipts and files.
Scanning	To scan all inward correspondences and convert them to electronic form.
Physical/eMail Diarisation	Capturing details (such as letter no., date, sender address, and for whom the letter is marked) of inward correspondences (physical and electronic).
File Creation	Creation of electronic file with unique file number.
Dispatch	Maintain details of the letters that are sent outside.
Search	Powerful search in receipts and files.
Follow up	Setting reminders for files and receipts.
DSC (Digital Security Certificate)	Authentication and Encryption of eFile.

Benefits

- Brings increased transparency and efficiency to the working environment.
- Saves money, increases productivity, and saves space.
- Minimize processing delays.
- Ensures the timely handling of important cases.
- Enables officials to work from anywhere, anytime.

2.2.2. Knowledge Management System (KMS)

The Government has to manage a large volume of documents. These documents include Policies, Forms, Acts and Regulations, Circulars, Guidelines and Standards, Annual reports, Office orders, Office Memorandums and Manuals. The immediate need in this scenario is to have a system where an authorized employee can locate required documents and files in the shortest possible time, update and share them with other relevant users and finally, store them with proper versioning.

The KMS supports the complete lifecycle of the electronic document from its creation to its archival. It creates a Central Document Repository of documents that can be accessed by all users based on their roles and access privileges.

Fig. 2.5: Knowledge Management System with folder wise categorization

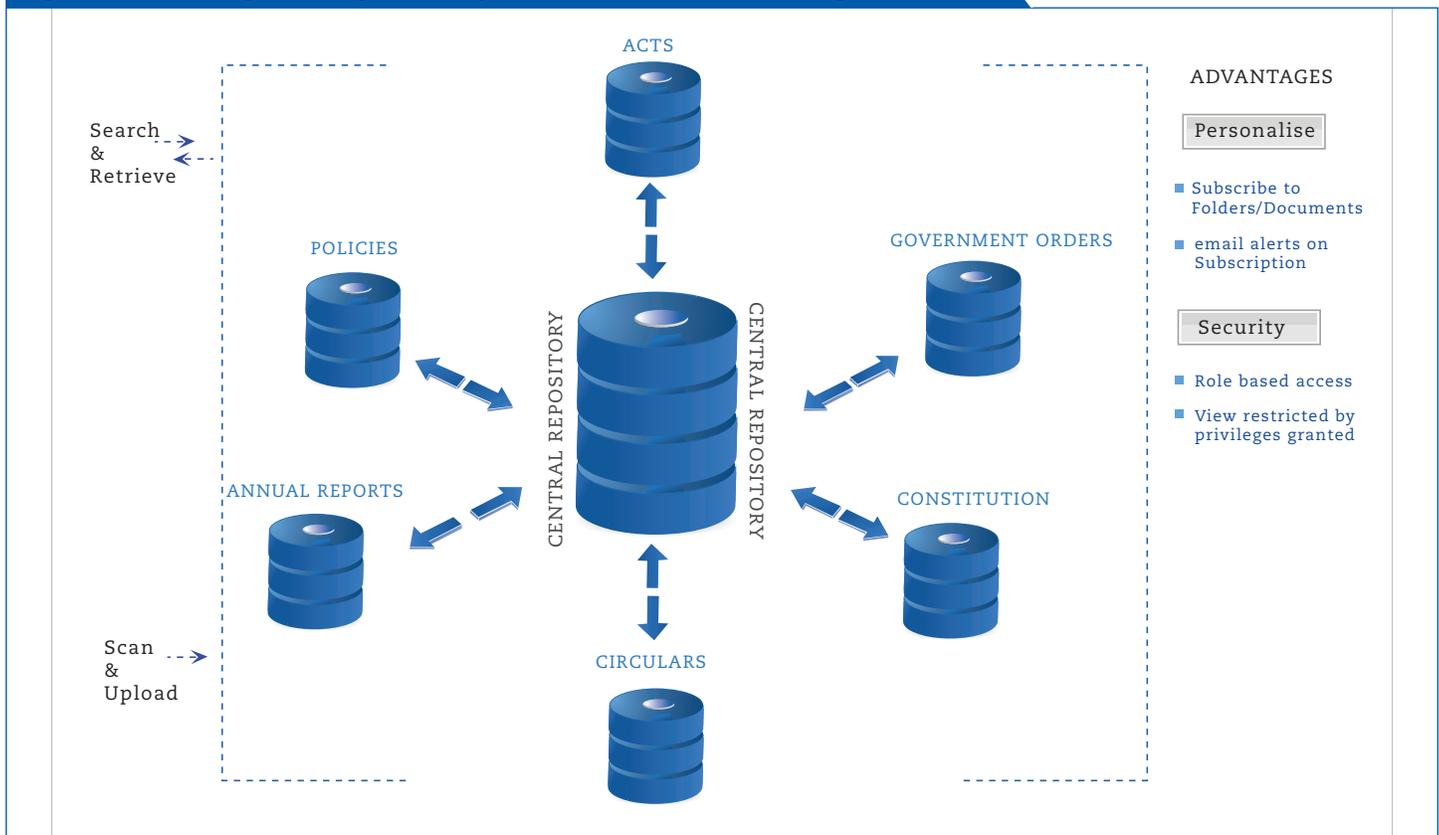


Table 2.2: Features of Knowledge Management System

Feature	Description
Sharing Document	Sharing the document with users/groups.
Online Search	Search documents using free text search and advance search.
Folder/document Subscriptions	Subscription to folders/documents, built in alert mechanism (email and SMS) for subscribed documents.
Versioning of Documents	Maintaining different versions of the documents.

Benefits

- Organisation wide access to documents.
- Central storage with access permissions ensures enhanced security and integrity of documents.
- Quick and easy retrieval of documents.
- Sharing of information across departments made easy.

Guidelines for creation of KMS Database

1. Identify the various types of documents (Acts, Policies, Guidelines, Office Orders, Notifications, etc.).
2. Categorize and segregate the documents based on their type, uniquely identifying the documents using a standard naming convention.
3. Create folders/sub folders based on the categorisation.
4. Finalize Meta Data (Title, Description, Type, Author, Language, Audience, Keywords, etc.) for each document. This will help in searching and retrieving the document.
5. Scan the documents and store them in the appropriate folders/sub folders.
6. Upload scanned documents with the metadata into the KMS database.
7. Store the physical documents in accordance with the guidelines.

A sample folder structure for the preparation of the KMS database is given below:

Fig. 2.6: Sample Folder Structure

-
- 1. **Circular**
 - 1.1. Internal
 - 1.1.1. Division 1
 - 1.1.2. Division 2
 - 1.1.3. Division..n
 - 1.2. External
 - 2. **Office Order**
 - 2.1. Internal
 - 2.1.1. Div 1
 - 2.1.2. Div 2
 - 2.2. External
 - 3. **Notification**
 - 3.1. Internal
 - 3.1.1. Div 1
 - 3.1.2. Div 2
 - 3.2. External
 - 4. **Rules**
 - 4.1. Leave
 - 4.2. LTA
 - 4.3. Medical
 - 4.4. Promotion
 - 5. **Schemes/Plans/Projects**
 - 5.1. State Units/Division
 - 5.1.1. Year
 - 5.1.1.1. Category of Scheme/Plan/Projects
 - 6. **Acts**
 - 6.1. Year
 - 6.1.1. Category of Act
 - 7. **Policy**
 - 7.1. Year
 - 7.1.1. Category of Policy
 - 8. **Forms**
 - 8.1. Admin
 - 8.1.1. Medical Reimbursement
 - 8.2. HR
 - 8.2.1. Leave Application
 - 8.2.2. Induction Form
 - 9. **RTI**
 - 9.1. Div 1
 - 9.2. Div 2
 - 10. **Training**
 - 10.1. Circular
 - 10.2. Material
 - 11. **Documents**
 - 11.1. Technical
 - 11.2. Non Technical
 - 11.3. White Paper
 - 11.4. Minutes of Meeting
 - 11.5. Discussions
 - 12. **Reports**
 - 12.1. Annual Reports
 - 12.1.1. Year
 - 12.2. Monthly Progress Reports (Current year is default)
 - 12.2.1. Year
 - 12.2.1.1. Month

2.2.3. Leave Management System (eLeave)

The manual method of processing leave applications takes a lot of time due to human intervention and the physical movement of paper in each phase. So, there arises a need for a system that allows the applicant to apply for leave online at a convenient time and location. The person who approves the leave also needs the same convenience.

eLeave is a workflow-based system that automates the leave application and approval process. This system enables users to apply for leave online and to view the status of the application as well as the complete information of the leave balances. Leave applications are submitted to their respective authorities for approval.

Table 2.3: Features of Leave Management System

Feature	Description
Workflow based leave submission and approval	Processing of the leave in accordance with the predefined workflow.
Dashboard view	Provides current leave balance and leave details of self and subordinates.
Alerts	Built in alert mechanism (email and SMS) on approval of leave.

Benefits

- User can apply/approve leave anytime, anywhere.
- Leave balance, leave history, leave application status information at fingertips.
- Reduces workload of administrative staff.
- Saves time and effort.

2.2.4. Tour Management System (eTour)

eTour is a system that facilitates the efficient management of employee tour programs, from the time of applying for the tour to the final settlement of bills. This system ensures that all tour requests are properly accounted for. Employees can apply for, cancel, approve/reject and view tour records without any hassle and delay of going through the paper work.

For employees, the system allows to easily view their tour details at any point any time and request tours online. For managers, tour approval no longer involves trails of paperwork. The system provides complete trails of the employees' tour and plans.

Table 2.4: Features of Tour Management System

Feature	Description
Online tour request and approval process	Facilitates pre-tour request submission and auto routing to approver, cash & accounts.
Settlement and Claims	Pre-defined rules for claims and settlement of bills, post tour.
Alerts	Built in alert mechanism (eMail and SMS) at all stages of approval and rejection process.
Dashboard view	Provides status of tour requests, tours conducted during a period and pending requests.

Benefits

- Apply and approve tour online, from anywhere, anytime.
- Tour approval status information at fingertips.
- Online settlement of tour claims.

2.2.5. Personnel Information System (PIS)

Every organization needs a very efficient real time system that helps the top management to formulate employee related policies.

PIS is a workflow-based system that contains details of every aspect of an employee record including Employee Identity, Skill Set, Contact Details, Posting & Location, CGHS, Nomination, Service Vol-1 and Vol-2, Loans, Salary Details, HBA and Record Verification Details. PIS allows users (Employee, Personnel section & Admin section) to create/update and maintain employee's personal data and employment records according to the access and role privileges. PIS stores all the information required from an employee as per the provisions of the service book.

Table 2.5: Features of Personnel Information System

Feature	Description
Employee Service Details	Maintain employee records that comprises of personal details, photograph, address, qualifications, designation details, posting details, salary details, security details, CGEGIS details, CGHS, details, and previous qualifying service details.

Benefits

- Real time availability of updated employee data for official usage.
- Helps in identifying understaffed and overstaffed sections/offices.
- Better formulation of staff related policies.

2.2.6. Collaboration and Messaging Services (CAMS)

CAMS is a collaboration of various messaging services that helps users to communicate effectively and share information in real time.

Various messaging services are enlisted below:

- Appointments (eScheduler)
- eDirectory
- Instant Messaging (IM)
- Discussion Forum
- Information and Bulletin Board

2.2.6.1. Appointments (eScheduler)

eScheduler, is a service that helps users in scheduling appointments, meetings, events and conventions online. It facilitates the sharing of appointments and updates users/groups through SMS and email. It supports the importing and exporting of the appointments from and to standard calendar services available worldwide.

Table 2.6: Features of Appointments

Feature	Description
Scheduling and Sharing	On line scheduling and sharing of appointments, meetings, events, and calendars.
Built in sms/eMail alerts	Notify users about the appointments through SMS/eMail.
Import and Export	Support for importing and exporting appointments as the data is stored in open formats.
Search	Searching of appointments based on the date and type of appointment.
Reports	Report (daily, weekly and monthly) generation in PDF and HTML format.

2.2.6.2. eDirectory

eDirectory is an online employee directory service that helps in the quick retrieval of employee details such as name, designation, address, email and telephone number.

2.2.6.3. Instant Messaging (IM)

IM is a service that helps in exchanging online messages with users/groups quickly and securely.

2.2.6.4. Discussion Forum

Discussion Forum is an online service, where people can hold conversations in the form of posted messages. Depending on the access level of a user and/or the forum set-up, a posted message might need to be approved by a moderator before it becomes visible. User with moderator privileges can add, delete and edit the discussions and posts.

2.2.6.5. Information Bulletin

Information Bulletin is a service that helps in publishing/broadcasting internal/external news, notices and circulars, discussions forums, contact information and intra departmental calendars and events.

2.2.7. eServices

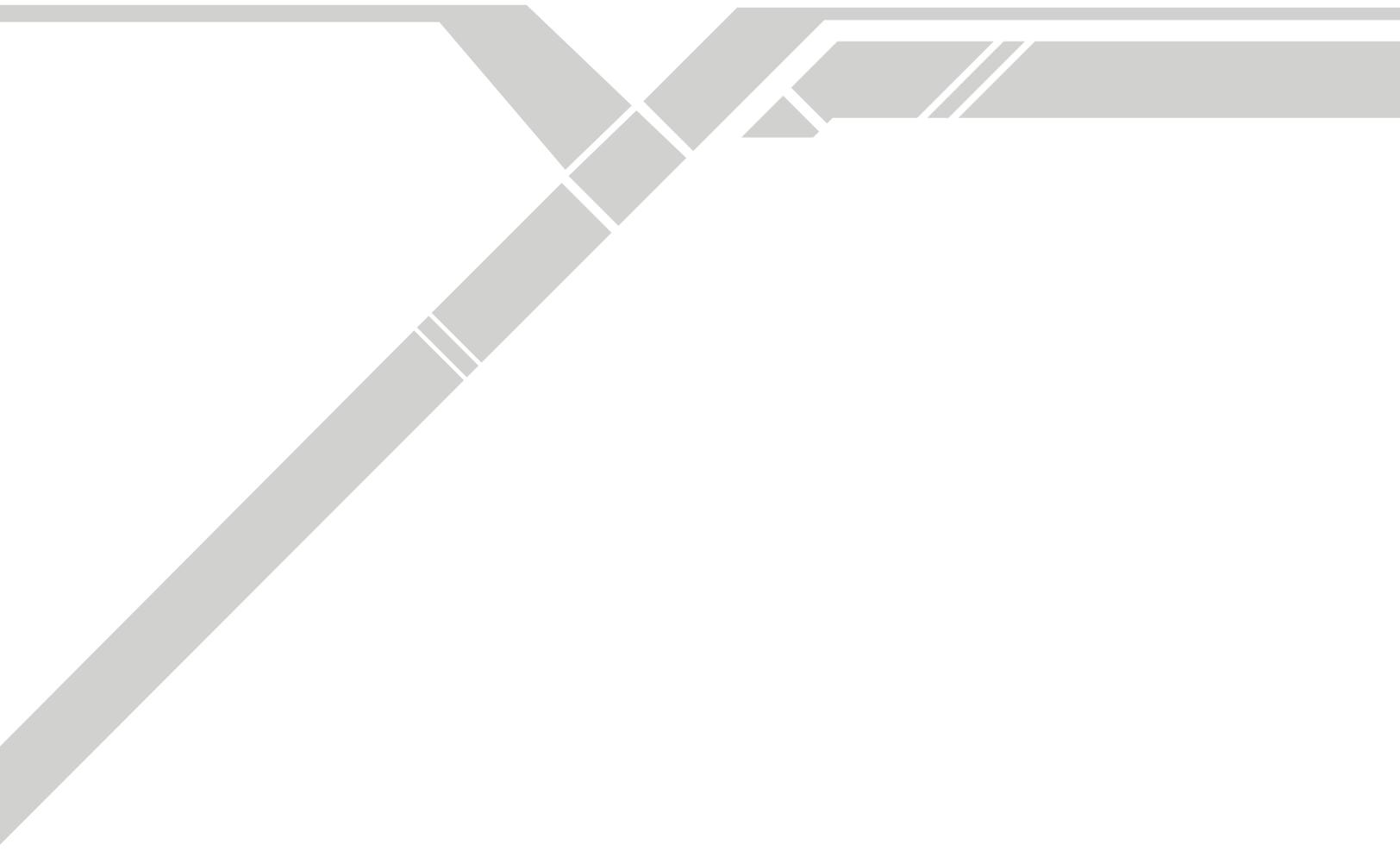
eServices is a conglomeration of different services that facilitates the seamless integration of pay slip, GPF and forms such as, transport requisition, complaints registration and meeting room booking into eOffice.

TOOLKITS



TOOLKIT 1

Implementation Guide to eOffice



Toolkit 1: Implementation Guide to eOffice

The toolkit aims to provide a step by step guide for implementing eOffice. It covers the basic infrastructure pre-requisites and various phases involved (right from the planning stage to the final implementation) in the implementation of eOffice. Each phase details out the specific activities, guiding documents/templates and checklists.

Phase 0

Pre-project/Initial phase: Outlines the activities that are initiated to establish the pre-requisites for the implementation of eOffice.

Phase 1

Preparatory phase: Outlines the product roll out and preparatory activities, includes the formation of a Governance structure for steering the implementation, the collection & vetting of data for setting up the eOffice database, the creation of email ids & digital signature certificates for authentication and deciding upon a strategy for the transition to eOffice.

Phase 2

Implementation phase: Outlines the activities, the setting up of the environment, setting up of the eOffice database, enrollment of DSCs for users, trial run of the application, training and handholding, and finally, going live.

Phase 3

Support phase: Outlines the day to day support activities.

Fig. 3.1: Summarized View of Implementation



Phase 0- Planning

Activities

- Capturing Project Implementation Assessment details

[Annexure 1A - Project Implementation Assessment Template]

- Discussion on the pre-requisites for the implementation of the project (Responsibility of Department/NIC)
 - ▶ Assessment of the Existing Infrastructure (Responsibility of Department/NIC)

[Annexure 1B - Infrastructure Assessment Template]

- Availability of Computer Systems, Scanners, Local Area Network (LAN), Internet Facility, Adequate Network bandwidth, Network links and Power Backup
- ▶ Preparation of Gap Analysis Report (Responsibility of NIC)

[Annexure 1C - Gap Analysis Report Template]

- Assess and Analyze Infrastructure Gaps

* Ensure that the above activities are successfully completed before moving to the next phase

[Refer Implementation Phases: Checklist]

Phase 1- Preparation

Activities

- Formation of Governance Structure (Responsibility of Department) [**Annexure 1G- Governance Structure**]
 - ▶ Project Steering Committee headed by Secretary/equivalent rank
 - ▶ Nodal Coordinator in the rank of JS/equivalent rank or above
- Orientation Workshop for Nodal Coordinator and Nodal Persons (Responsibility of Department/NIC)
 - ▶ Awareness programme on eOffice
 - ▶ Discuss the overall processes for transition to eOffice
 - ▶ Explain and discuss master & reference data capture template [**Annexure 1D- eOffice Data Gathering Template**]
 - ▶ Work out the strategy for successful implementation of the project
 - ▶ Nodal Persons in each wing/division/section under the supervision of Nodal Coordinator for day to day functioning
- Procure/Upgrade Infrastructure based on the Gap Analysis Report (Responsibility of Department) [**Annexure 1C- Gap Analysis Report Template**]
 - ▶ Procure the additional infrastructure from Govt. Empanelled Agencies (DGS&D, NICSI, Kendriya Bhandar, etc) to match the necessary gaps projected in the Gap Analysis Report
- Process adopted for Transition Management (Responsibility of Department/NIC) [**Refer to Toolkit 2: Strategy Framework for Transition to eOffice**]
 - ▶ Strategy and Approach to be adopted for transition from physical to electronic mode
- Preparatory Activities (Responsibility of Department/NIC)
 - ▶ Apply for email accounts [**Annexure 1E - Email Creation Forms**]
 - Create NIC email accounts for all identified users

- ▶ Preparation of Digital Signature Certificate (DSC) (Responsibility of Department/NIC)
[Annexure 1F- DSC Guidelines]
 - Apply for DSC
 - Issuance of DSC
- Strategy for Establishing a Knowledge Repository (Responsibility of Department)
 - ▶ Identify folders for the central documents repository
 - ▶ Identify content managers

* Ensure that the above activities are successfully completed before moving to the next phase
[Refer Implementation Phases: Checklist]

Phase 2- Implementation

Activities

a. Configure

- eOffice Data Gathering and Vetting (Responsibility of Department)
 - ▶ Collection of the eOffice master & reference data and its vetting
- DSC enrolment and verification (Responsibility of Department/NIC)
 - ▶ Certificates are downloaded for each user **[Annexure 1F - DSC Guidelines]**
- eOffice Database Preparation (Responsibility of NIC)
- Training Plan (Responsibility of NIC)
 - ▶ Form list of batches and issue office orders for the training on eOffice
- Identify Content Managers and Administrators for managing users/groups/roles and eOffice contents
- Deployment of Roll-Out team for Implementation

b. Deliver

- Setting up eOffice environment in NIC Data Centre (Responsibility of NIC)
 - ▶ Server setup, installation and configuration
 - ▶ Application and database setup, installation, and configuration
- Domain Name Registration (Responsibility of NIC)
 - ▶ Confirm the domain name with user and register the name
- Training and Handholding (Responsibility of NIC)
 - ▶ Setting up of the Training instance
 - ▶ Training of Users, Administrators and Content Managers
- Trial Run of the application
 - ▶ Final trial run of the application

- Go Live

* Ensure that the above activities are successfully completed before moving to the next phase

[Refer Implementation Phases: Checklist]

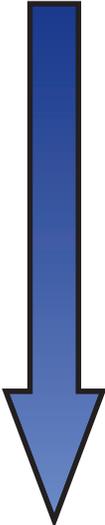
Phase 3 - Support

Activities

- Onsite support during implementation period
- Report Issues and Bugs (Responsibility of Department)
 - ▶ This can be done through the eOffice Support Portal set up by NIC
- Transfer of technical know-how regarding eOffice application to identified personnel of department (Responsibility of Department/NIC)
- Offsite support (email/telephonic) for a period of 5 years

* Ensure that the above activities are successfully completed before moving to the next phase
[Refer Implementation Phases: Checklist]

Implementation Phases: Checklist

<p>✓ Phase 0-Initiate</p> 	<ul style="list-style-type: none"> ■ Infrastructure assessment completed <input type="checkbox"/> ■ Gap Analysis report prepared <input type="checkbox"/> ■ Procurement and Establishment of the pre-requisite infrastructure <input type="checkbox"/> ■ Assessment of Implementation information details <input type="checkbox"/>
<p>✓ Phase 1-Prepare</p> 	<ul style="list-style-type: none"> ■ Formation of Governance Structure <input type="checkbox"/> ■ Conduction of Orientation Workshop <input type="checkbox"/> ■ Finalization of Transition strategy <input type="checkbox"/> ■ Finalization of Knowledge Repository <input type="checkbox"/> ■ Creation of emails <input type="checkbox"/> ■ Issuance of DSC <input type="checkbox"/>
<p>✓ Phase 2-Configure and Deliver</p> 	<ul style="list-style-type: none"> ■ Data Gathering and Vetting <input type="checkbox"/> ■ DSC enrolment and verification for all users <input type="checkbox"/> ■ Training completed for all users <input type="checkbox"/> ■ Roll out team deployed at User premises <input type="checkbox"/> ■ eOffice product set up at NIC Data Centre <input type="checkbox"/> ■ Domain Name Registration <input type="checkbox"/> ■ Setting up Training instance <input type="checkbox"/> ■ Trial Run of the application with User Data <input type="checkbox"/>
<p>✓ Phase 3- Support</p>	<ul style="list-style-type: none"> ■ Transfer of technical know-how regarding eOffice application <input type="checkbox"/>

Annexure 1A- Project Implementation Assessment Template



National Informatics Centre

Department of Information Technology

Ministry of Communications & Information Technology (Govt of India)

eOffice Project Implementation Assessment Details

NIC-eOffice-AF-11

1. Name of the Organization:

2. Nature of organization: GOI State Govt PSU Autonomous/Authority

3. Internet Services through: NICNET (NIC Network) Non-NICNET (Non NIC Network)

4. Location details where eOffice is to be implemented

Sl No.	Description	
1	Total Number of locations:	
2	Addresses of the location(s)	No. of eOffice Users
	Location 1:	
	Location 2:	
Total number of Users:		

4. Implementation of:

All Modules

File Management System (eFile)

Declaration: I hereby declare that all the information furnished is true to the best of my knowledge and belief. If at a later stage the information provided by the department is found to be incomplete/incorrect, NIC shall not be responsible for any deviations in the implementation process.

Signature of Authorized Authority

Contact details (Name, Designation, Mobile, Phone no. (Office) & email)

Annexure 1B- Infrastructure Assessment Template

Table 3.1: Infrastructure Assessment Template

1	2	3	4	5	6	7	8	9
Employee Details			Client System Details					
Section/Office/ Division Name	Name of Employee	Role of Employee	System Performance	Operating System	RAM	Processor	LAN	LAN Medium

Table 3.1: Infrastructure Assessment Template

10	11	12	13	14	15	16	17	18	19	20	21
Client System Details											
Internet	Internet Speed	Antivirus	UPS	UPS Type	UPS back up	Volume of DAK	Scanning Station	Name of Scanner (Scanner number and model)	Description of Scanner	Location	Digital Signature Certificate (DSC)

Basic Infrastructure Pre-requisites for eOffice

The department will need to ensure that it has the minimum infrastructure (Hardware, Software, and Network) for implementation of eOffice as follows:

Hardware Requirements:

Recommended hardware requirements are as follows

- Computer systems (Processor 2GHz and above, 1 GB RAM and above, USB 2.0 ports)

- Scanners (Heavy duty, Medium duty, and Light duty)

Software Requirements

Recommended software requirements for each computer system are as follows-

- Operating System- Windows XP, Windows Vista or Windows 7, Linux
- Browser- Internet Explorer (6.0 and above), Mozilla Firefox
- Adobe Reader 9 and above
- Anti-Virus (any antivirus)

Network Requirements

Recommended network requirements for each computer system are as follows-

- LAN connectivity to each user/each desktop to be provided
- Ensure multiple network links in the department for fail-over
- Bandwidth utilization should not be more than 60%

Annexure 1C- Gap Analysis Report Template

Table 3.2: Gap Analysis Report Template

Items	Current Availability <No. of units>	Total Requirement <No. of units>	Items Required <No. of units>	Remarks
Computer Systems				
Heavy duty scanner				
Medium duty scanner				
Light duty scanner				
LAN				
UPS				
Failover link				

Annexure 1D- eOffice Data Gathering Template

Table 3.3: eOffice Data Gathering Template

EMD- Employee Master Database													
Field No.	1	2	3	4	5	6	7	8	9	10	11	12	13
S.No.	Employee Name	Sex	Employee Code	Designation	Post	NIC email ID	Name of Organisation Unit	Joining date of Organisation Unit	Joining date of Service	Date of birth	Employee status	Working Status (Temporary/ Permanent)	Pan No.

14	15	16	17
Telephone no.	Mobile	Residence phone	Fax No.

Table 3.3: eOffice Data Gathering Template

eLeave Master Data													
1	2	3	4	5	6	7	8	9	10	11	12	13	14
Employee Name	Employee Code	Designation	Location	Organization	Email Id	Department Name	Reporting Officer	Sex	Date of Joining	Approving Authority	CL	RH	EL

Table 3.3: eOffice Data Gathering Template

eTour Master Data			
1	2	3	4
Basic pay of employee	Grade pay of employee	Approving Authority	Forwarding/Controlling/Approving Authority

Annexure 1E- Email Creation Forms

User can download the forms for email account creation (individual/group) using the following links:

For Individual Subscription:

http://mail.nic.in/docs/MailService_Bulk_e-mail_Subscription_FormVer0p7pdf

For Bulk Subscription:

http://mail.nic.in/docs/MailService_Bulk_e-mail_Subscription_FormVer0p7pdf

Annexure 1F- DSC Guidelines

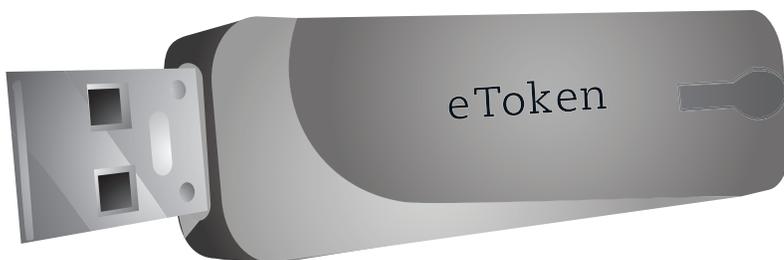
Digital Signature Certificate (DSC) is the digital equivalent of physical, or paper certificates. DSC provides a secure way of accessing the application and can be presented electronically to prove one's identity or one's right to access information or services on the internet. DSC is available in the form of a smart card or USB eToken.

It can allow others to verify your "signed" electronic documents, assuring the reader(s) that you are the genuine author of the documents, and that the content has not been corrupted or tampered with in any way.

Digital Signature Certificate can be obtained from authorized Certificate Issuing Authorities.

To know more about DSC, user can visit the website, <http://nicca.nic.in>

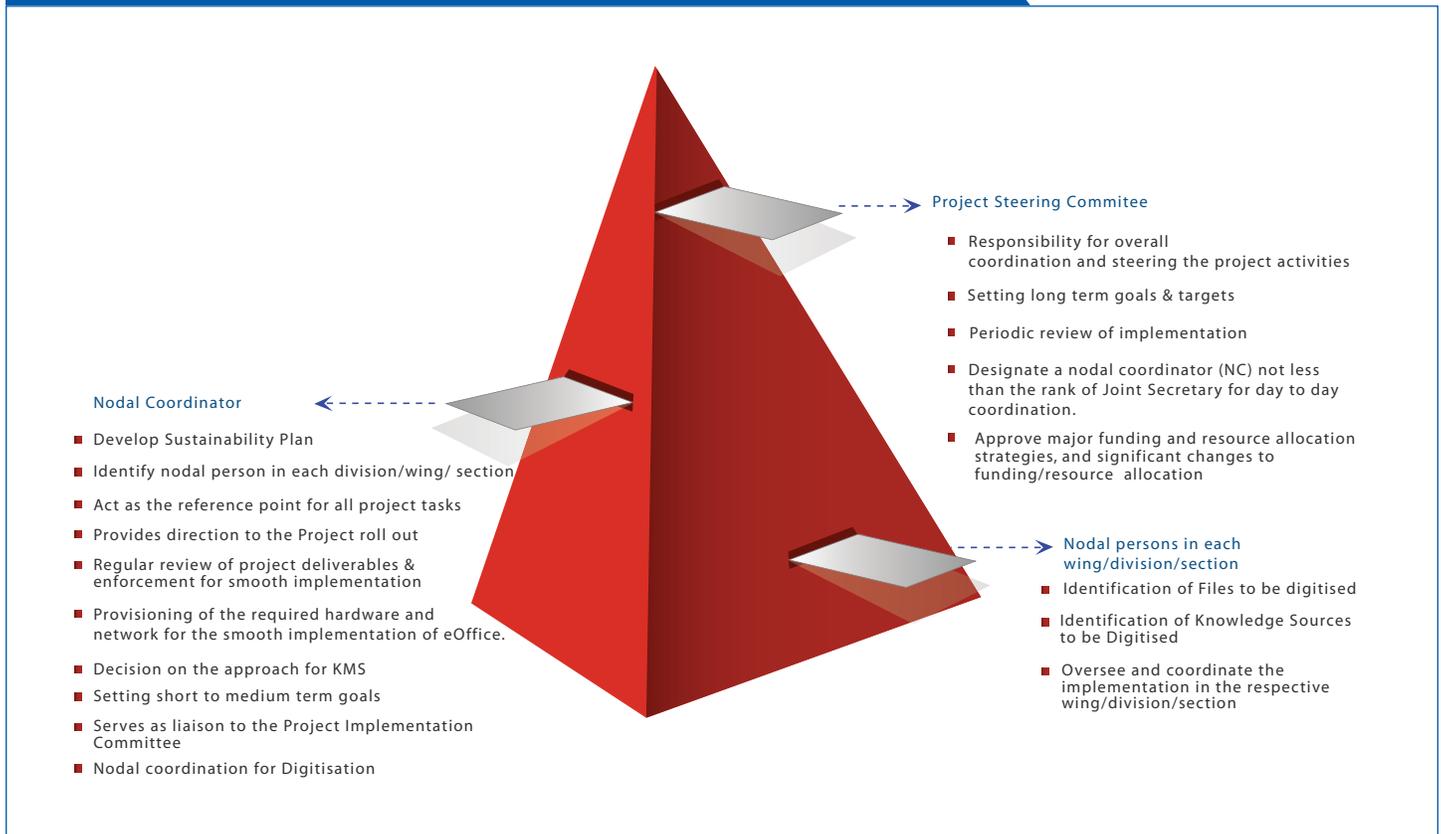
An illustrative image of the USB eToken is shown below*-



**The actual device may be different than the image shown above*

Annexure 1G- Governance Structure

Fig. 3.2: Governance Structure for implementation



TOOLKIT 2

Strategy Framework for Transition towards eOffice



Toolkit 2: Strategy Framework for Transition towards eOffice

This Tool kit aims to provide a comprehensive framework for transition to eOffice. It would help the department to finalize its overall strategies such as to identify the files to be digitised and establish a long term retention policy, standard procedures and guidelines to be followed for digitisation. It describes the roles and responsibilities of the various stakeholders involved in the transition process, conversion to electronic mode of working on files and documents and finally the storage of physical files and documents after the conversion.

It guides the department on the methodologies (transforming at one go or through a phased approach) that need to be adopted while moving to an eOffice and the various steps to be followed in each phase:

Phase 0 -Initiate

In this phase, the decision on the overall approach to be adopted by the department for the transition is to be made. The department can choose one of the following approaches:

- A. Complete Transformational Approach
- B. Phased Transformational Approach

The models and approaches are detailed in **Annexure 2A: Transition Models and Approach for Digitisation.**

Phase 1 -Prepare

In this preparatory phase, the files and records that are selected for digitisation have to be analysed. This could be based on factors such as — Volume, Category, Priority and Frequency of Movements. From this analysis , the department has to prepare a log sheet of files and documents that are to be digitised and migrated.

Resource Requirement

Depending on the analysis made, department has to assess the resource, manpower and hardware requirement, for the digitisation and migration activity.

For digitisation and migration of files and records, the department concerned may opt for any of the following approaches:

- a. Train the users of the department and perform the activity (digitisation/migration) is done in-house.
- b. Outsource the digitisation/migration work through Government empanelled agencies.

Hardware: The requirements of hardware (scanning stations) for the digitisation/migration activity

have already been analysed and considered in **Toolkit 1** while undertaking the Infrastructure Assessment and Gap Analysis [**Refer Annexure 1B- Infrastructure Assessment Template and Annexure 1C- Gap Analysis Report Template**].

Phase 2 -Deliver

This phase includes the process of scanning of the identified files/records and their migration into eOffice. A standard set of guidelines are also provided for the proper digitisation and migration.

1. Digitisation of the Identified Files and Documents

The following guidelines are to be adhered to for digitisation of the files/documents/records:

A. Active Files- Files which are currently in circulation/ in use

- All notings are scanned into a single file.
- All correspondence (Receipts/Issues) should be scanned one at a time, each as a single file.
- All references should be scanned one at a time, each as a single file.

B. Closed and Legacy Files-

- All notings, correspondence (Receipts and Issues) and references will be scanned and stored as a single file.

C. Records-

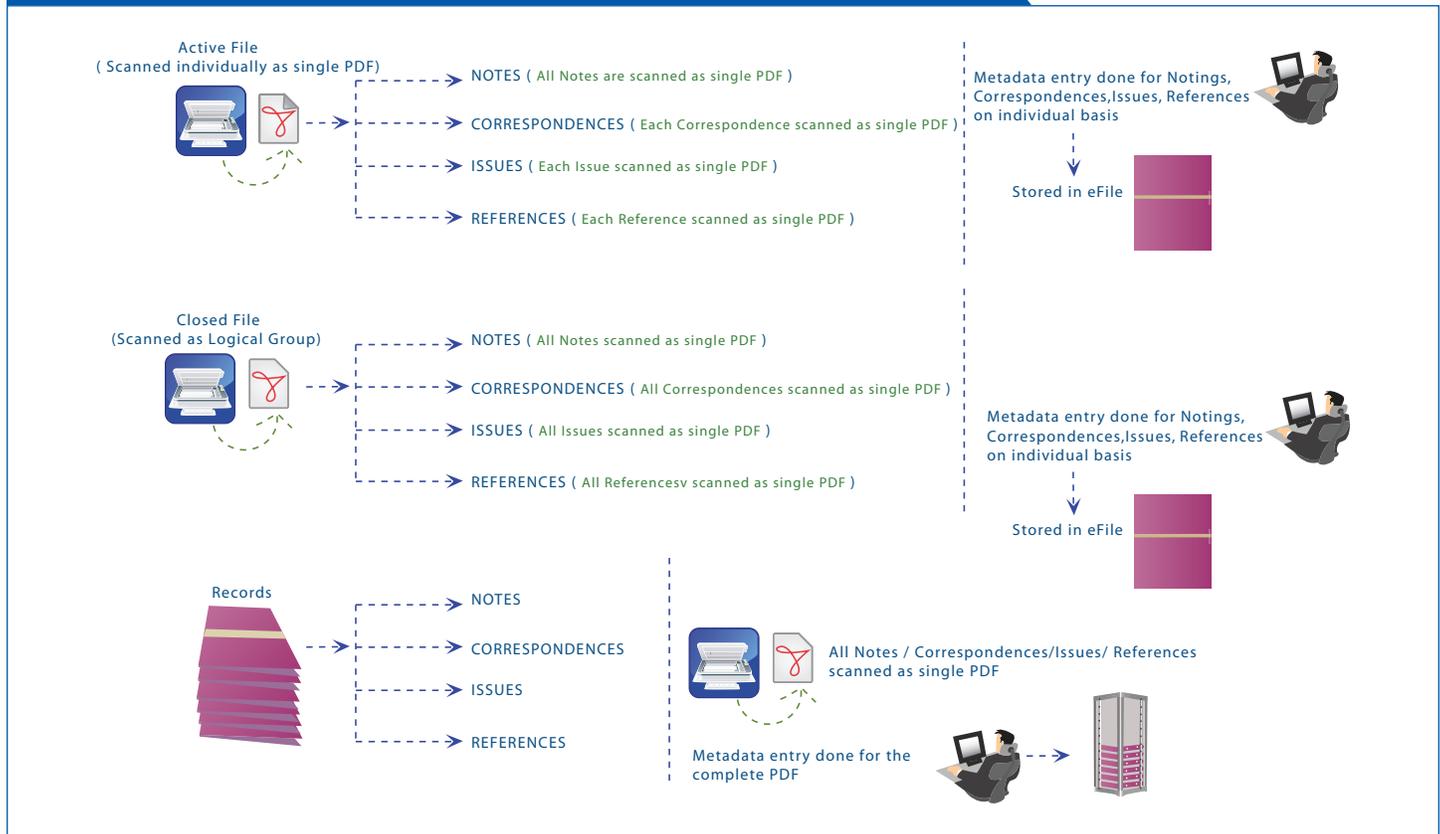
- All documents in records can be scanned as a single file.

Note- All pages in the file will be scanned except the following:

- a Extra copies of Government Orders(GO)/ Demi Official (DO) letters issued in the file.
- b Copies of other, older Government Orders referred to in the file digitisation of Knowledge bank (GOs, acts etc) is a separate activity. The knowledge bank will be populated after digitisation, that digitisation of acts, rules, etc is not related to the file scanning activity.
- c Copies of vouchers, tickets etc which have been billed already.
- d OCs, rough drafts of letters/Government Orders/ Project Reports - fair copies of which have been scanned earlier.
- e Any correspondence/ noting/ issue etc for which the soft copy is already available.

Process of the scanning of **Active** files, **Closed/Legacy** files, and **Records** is depicted in the diagram given below:

Fig. 3.3: Process of Scanning for Conversion of Physical File to eFile



2. Migration of the Digitised Files/Documents

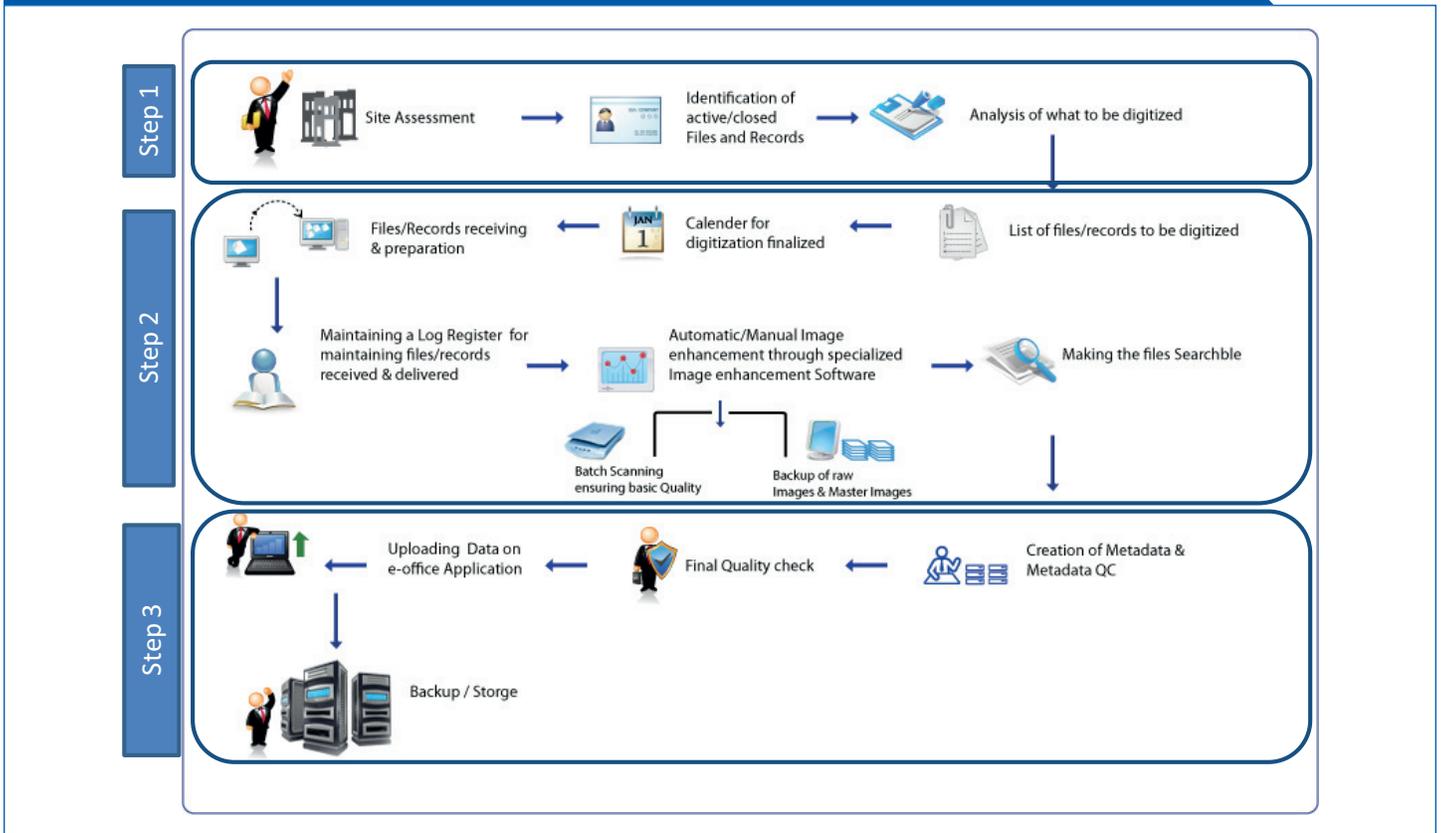
Following guidelines are to be followed for migration of the digitised files/documents/records:

- Create main folder with the name of the "Folder" same as that of the "Physical File" in the local system.
- Create sub folders inside the main folder for Notes, Receipts, Issues, and References.
- All files (Active/Closed/Legacy) are scanned along with their respective Notes, Receipts, Issues, References and stored in separate folder/sub folders.

Finally, using the eOffice application, all the scanned files are uploaded into the application

Complete overview of the different phases for the Transition (Digitisation/Migration) process is depicted below:

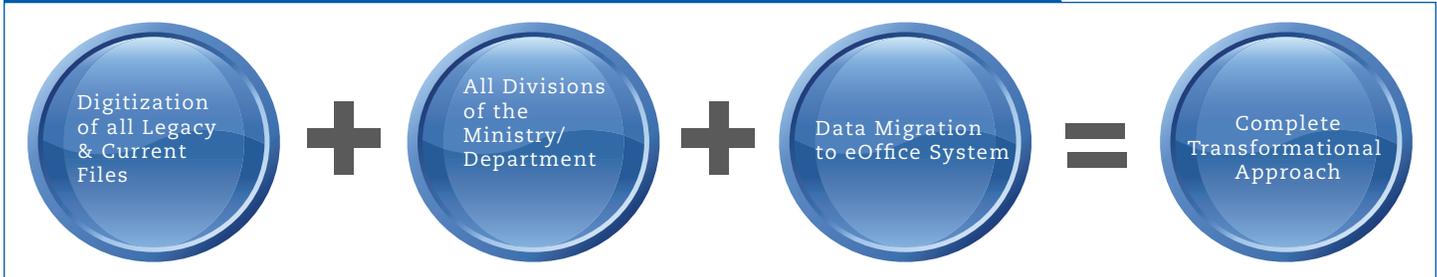
Fig. 3.4: Depicting the Different Phases in the Process of Transition (Digitisation/Migration)



Annexure 2A: Transition Models and Approach for Digitisation

Complete Transformational Approach

Fig. 3.5: Complete Transformational Approach for Digitisation

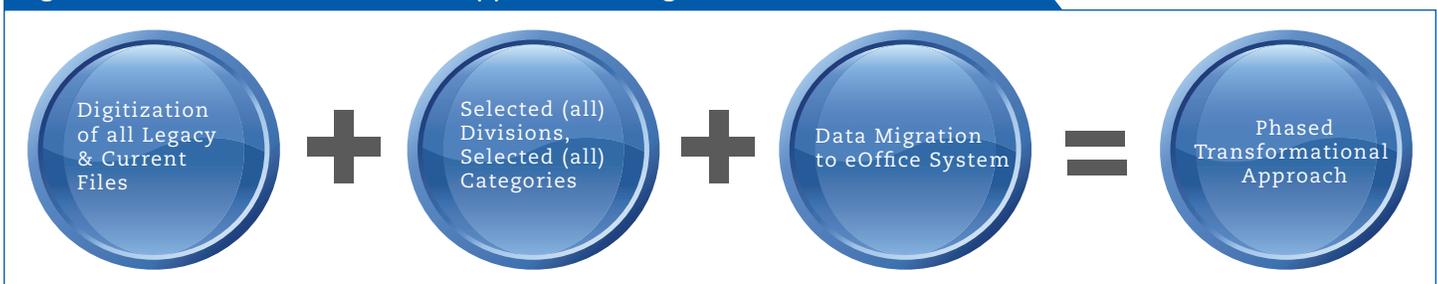


This model represents the transition approach in which the department decides to make a complete transition to an electronic mode of working of files and documents from the start. This approach involves the digitisation of all categories of the files (active, closed and legacy) of all divisions of the department and migration of the digitized files into eOffice. There is no physical file movement in case of adoption of this model by the department.

Complete Transformational approach	Divisions	File Categories
1	All Divisions	All Categories

Phased Transformational Approach

Fig. 3.6: Phased Transformational Approach for Digitisation



This model is one in which the transition of files is done in a phased manner. The department may choose selected divisions only to begin with, or may further choose to have only selected categories of files within a division to be taken up for transition to electronic mode.

Phased Transformational Approach	Divisions	File Categories
1	All Divisions	Selected
2	Selected Divisions	All Categories
3	Selected Divisions	Selected Categories

Comparative Analysis of the two models

Implementation Model	Resource requirement	Turn around time	Management Commitment
Transformational Approach	High	High	High
Custom Approach	Moderate	Moderate	High

Annexure 2B: Guidelines for Scanning Quality Process

Prior to implementing a digitisation program, there should be a high level of understanding of the technical aspects of scanning within the organization. Scanners can be chosen based on various parameters as follows:

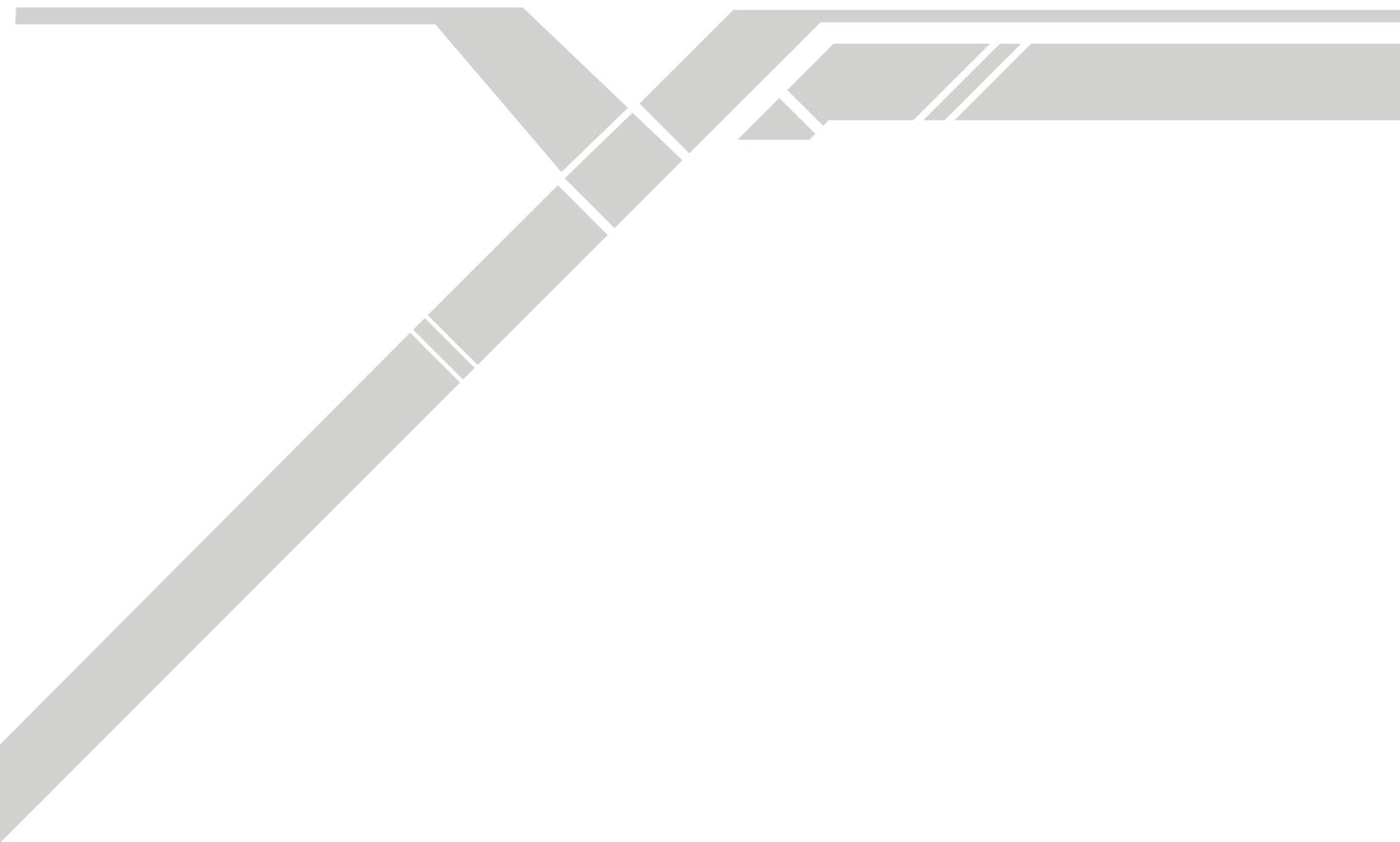
- Volume of documents to be scanned
- Quality of documents and subsequent scanned images
- Type of document (file, book, letter etc)

Various document types, their respective color & dpi and output format are given in the table as follows:

Table 3.4: Document type, their color/dpi and Output Format

Document Type/Condition	Color & DPI	Output Format
1. Regular	B/W-200 dpi	PDF
2. Very damaged/tarnished/clouded	B/W-450 dpi	PDF
3. Seriously damaged/tarnished/clouded	B/W- 600 dpi	PDF
4. Documents with Photograph	Grayscale	PDF

SUMMARIZED IMPLEMENTATION APPROACH



4. Summarized Implementation Approach of eOffice

The approach involves the following phases:

1. Planning Phase
2. Preparation Phase
3. Implementation Phase
4. Support Phase

Let's discuss about these phases one by one.

1. Planning Phase

In the Planning Phase department needs to undertake following three tasks:

Task 1: Capture project implementation assessment details

Task 2: Assess existing Infrastructure for supporting eOffice

Assess availability of clients, scanners, LAN availability, network bandwidth, number of network links, adequate power backup.

Task 3: Prepare a Gap Analysis report for implementing eOffice

Highlight Infrastructure gaps with respect to clients, power backup, LAN availability, network bandwidth, scanners, and network links.

2. Preparation Phase

In this phase departments need to get ready for implementation. They need to prepare their staff and stakeholders for change and ensure necessary resources are available. It involves the, following five tasks:

Task 4: Decide on the Governance Structure for Implementation

To implement eOffice, two institutional mechanisms are recommended: (a) Project Steering Committee, and (b) Nodal Coordinator.

A Project Steering Committee (PSC) needs to be formed with suggested composition as follows:

- i. Secretary of the Department - Chairman
- ii. Nodal Coordinator (NC)

- iii. Nodal Persons (Department Officials in each wing/division/section)
- iv. National Informatics Centre Official

The key tasks and responsibilities of Project Steering Committee should be as follows:

- i. Responsibility for overall coordination and directions of project activities
- ii. Setting long term goals & targets
- iii. Resource requirement
- iv. Review implementation progress periodically
- v. Review project deliverables
- vi. Develop Sustainability Plan
- vii. Act as the reference point for all project tasks
- viii. Provide direction to the Project roll out
- ix. Regular Review of project deliverables & enforcement for smooth implementation
- x. Provisioning of the required hardware and network for the smooth implementation of eOffice
- xi. Designate a Nodal Coordinator (NC) not less than the rank of Joint Secretary for day to day co-ordination
- xii. Decision of the model and approach for transition

A departmental Nodal Coordinator is the second recommended institutional mechanism for implementing eOffice programme. The Nodal Coordinator should not be less than the rank of Joint Secretary in the department for the overall steering and co-ordination. The key tasks and responsibilities of Departmental Nodal Coordinator are mentioned below:

- i. Setting Short to medium term goals
- ii. Develop Sustainability Plan
- iii. Preparation of Project Plan
- iv. Approves major funding and resource allocation strategies and significant changes to funding/resource allocation
- v. Act as the reference point for all project tasks
- vi. Serves as liaison officer for eOffice

vii. Nodal coordination for managing the transition to electronic mode of working

For preparation and implementation of eOffice smoothly, divisional Nodal Persons in each wing /division/ section are to be appointed whose key tasks and responsibilities are mentioned below:

- Identification of Files to be Digitized
- Oversee and co-ordinate the implementation in the respective division / wing / section
- Strategy for establishing a Knowledge Repository
- Identification of top level folders in the repository
- Identification of Content Managers

Task 5: Prepare key stakeholders for change

Each department should undertake the following actions to complete this task:

- i. Share Gap analysis report with PSC and inform next processes/actions.
- ii. Generate awareness in key stakeholders about eOffice. This can be done by (a) organizing demo session(s) of eOffice; (b) facilitating visits by Nodal Officers/key personnel to successful implementation sites/offices/units.
- iii. Organize preparatory workshop of Nodal persons in each wing/division section about Transition Strategy, KMS structure, File naming conventions, etc.

Task 6: Initiate Procurement / Upgradation of Infrastructure

Procurement of the additional infrastructure is to be initiated to close the projected requirements in the Gap Analysis report for eOffice implementation.

Task 7: Decide the Transition Strategy

In this step the department has to decide on the approach to be adopted for the transition. It has two broad options in this regard:

- i. Complete transformational (big-bang) approach by going for a completely electronic mode of working from start of eOffice implementation.
- ii. Custom approach by phasing the transition. Department will have to decide the number of divisions that will be covered and the number of phases for doing so. The department could either go for all divisions or selected sections in each division and the sequencing of implementation.

The department will also have to identify files for conversion from physical mode to electronic mode in each division / section. It will also have to prepare a time plan for the phased conversion / coverage

of files in each phase.

Even if the department decides to go for the Complete Transformational Approach, some amount of phasing is inevitable.

Some questions that need to be answered in this context are as follows:

- (i) How many divisions will be covered in how many phases (Time lines)?
- (ii) Which files need to be converted from physical mode to electronic (Select subjects/categories in each section, prepare a time plan for the phased conversion)?
- (iii) What will be the timeline for coverage of files in each phase? (Time table for conversion?)
- (iv) Does the transition have to happen at one go or can it be done in phased manner?
- (v) When is a file termed as completely electronic (Complete migration)?
- (vi) Is there a separate process of conversion for active/closed/legacy files?
- (vii) Should all the papers in the active/closed and legacy files be scanned?
- (viii) How is the phased approach to be planned?
- (ix) What are the parameters to be considered while making the decision on the strategy and approach?
- (x) How should inter-departmental communication be handled?
- (xi) What sort of hardware and software will be required?
- (xii) Who will coordinate the implementation?
- (xiii) Who will do the conversion of the physical files to electronic mode (Department / Outsource to agency)?
- (xiv) What happens to the papers/files after the conversion?

Task 8: Preparation Activities

- NIC email creation
- DSC procurement

3. Implementation Phase

In this phase, following tasks have to be performed:

Task 9: Capture organization and employee data

This task involves mapping reporting arrangements and functional and organizational details of employees.

Task 10: Upgrade the Infrastructure & complete the gaps

Task 11: Training and handholding to the Department officials

Task 12: Start scanning existing files as per the plan

Task 13: Start using eOffice in a phased manner as per the plan

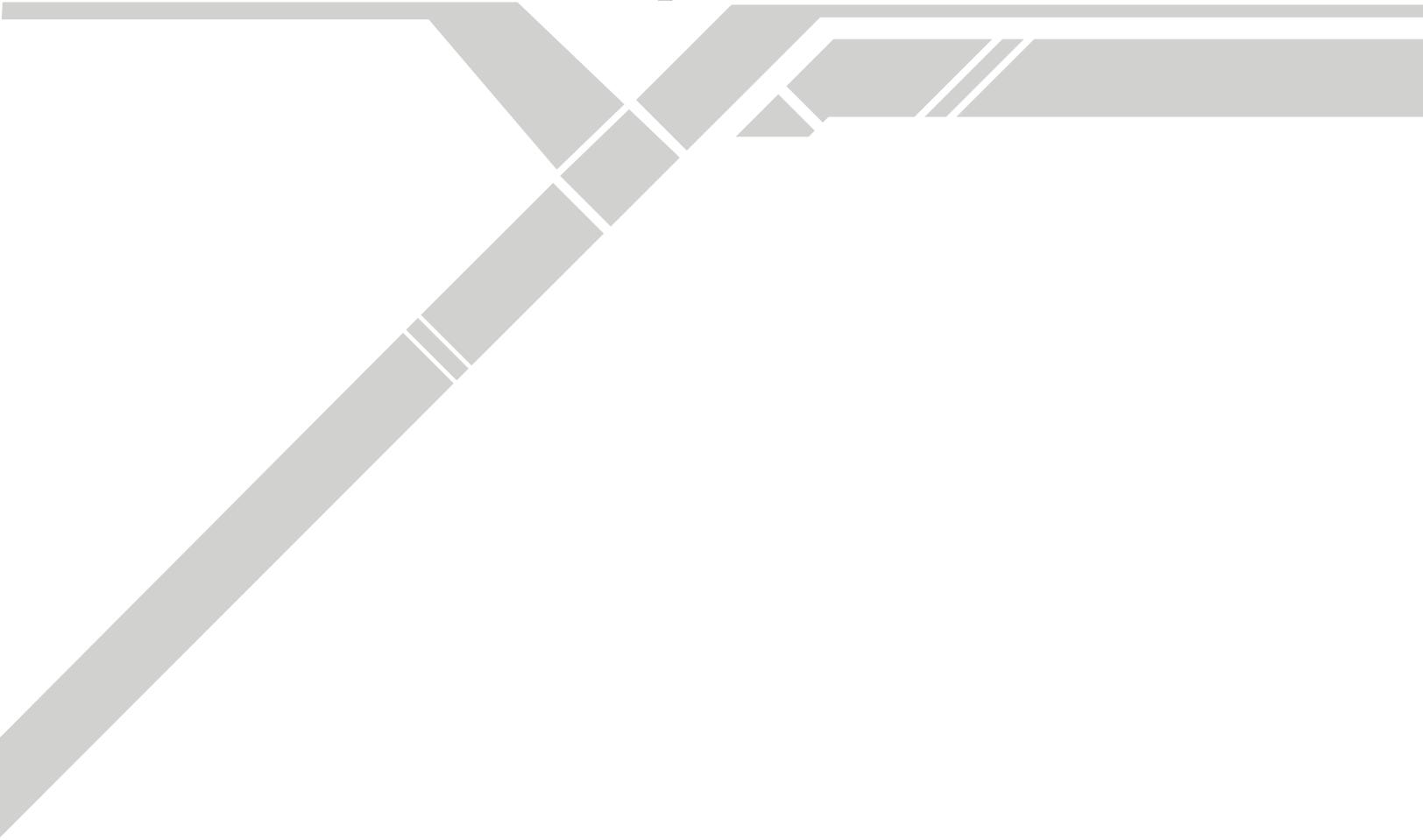
4. Support Phase

Task 14: Start Monitoring & Evaluation of eOffice Implementation

Task 15: Provide support through central 24 x 7 call centre

CASE STUDIES

eOffice Implementation



5. Case Studies of Implementation

Case Study 5A: The Journey Begins

The eOffice journey began in December 2009 at the National Authority for Chemical Weapons Convention (NACWC), a department under the Cabinet Secretariat. During the implementation, the department faced the usual challenges that precede the adoption of a radical new system within an organization. These included implementing the changes in the working style of the department and dealing with capability building of the employees.

NACWC, however, went ahead and implemented the product on an 'as is where is' basis. During the course of the implementation, many aspects of the product underwent changes that affected the processes and the working style within the department. However, NACWC users adapted to the changes without much effort. The department worked closely with NIC to overcome the issues that came up. The employees of NACWC, through their valuable suggestions, were instrumental in making the product more user friendly.

As a step towards extending eOffice to the entire Cabinet Secretariat, a live demo of the eOffice system implemented in NACWC was presented to the Cabinet Secretary in March 2010. After a series of internal discussions, the decision was made to implement eOffice in the Cabinet Secretariat.

The implementation of eOffice followed an incremental approach. When the system was made live in July 2010, only a few categories of subjects were identified and moved into eFile. However, afterwards, the rest of the subject categories were identified at regular intervals and moved into eFile, gradually completing the database.

At present, the department has more than 1,200 files and more than 17,000 file movements in eFile. The department is now setting up a 24x7 data centre with the goal of making the Cabinet Secretariat completely paperless, a nontrivial feat by any measure.

The implementation of eOffice is being extended to all departments in the Government of India and State Governments. One of the steps in this direction is the inclusion of eOffice as a success indicator in the Results Framework Document (RFD), so that in the next three years there should be a government-wide flow of electronic files, resulting in increased transparency and efficiency in government processes.

Case Study 5B: Implementation of eOffice in Lal Bahadur Shastri Academy of Administration (LBSNAA)

The Lal Bahadur Shastri National Academy of Administration (LBSNAA) in Mussoorie is the apex training institution for the Civil Services in India. The eOffice product developed and rolled out by National Informatics Centre (NIC) has been implemented successfully in LBSNAA. The strategy for the implementation and the various initiatives taken up for Business Process Reengineering (BPR) and Change Management have been presented as a case study. This model can be followed by any department that wishes to implement eOffice.

The various success parameters learnt from the project are as follows:

1. A Project Implementation Unit should be constituted with members from NIC and the department.
2. The project coordinator from the department should have clear understanding of the organisation, its people and the various processes. He or she should also enjoy the support of the management as well as the workforce.
3. The project coordinator should have excellent problem solving abilities and meaningful decision making powers.
4. The project coordinator should have the vision to identify the short term goals to earn the confidence of the workforce as well as set the path for achieving the long term goals.
5. The team members and the project coordinators should work closely to clearly understand their roles and the objectives of the project.
6. A consultative approach should be adopted by involving the domain experts from various sections and divisions for activities such as process reengineering and change management during the implementation of the project .
7. Capability training and its assessment should be done with great thought given to building a structure content. It should be carefully designed to cater to employees with varied skill sets. The training should be simple yet effective.
8. An environment should be created for the project by promoting the eOffice product through various means such as posters , booklets, FAQs [**Annexure 6B: Sample FAQs on eOffice LBSNAA**] on the product..
9. There must be continuous support for the application to maintain the interest of the users.
10. Bugs, issues and change requests should be resolved in a timely manner.
11. There should be a periodic review mechanism to ensure that there is no slippage in usage.

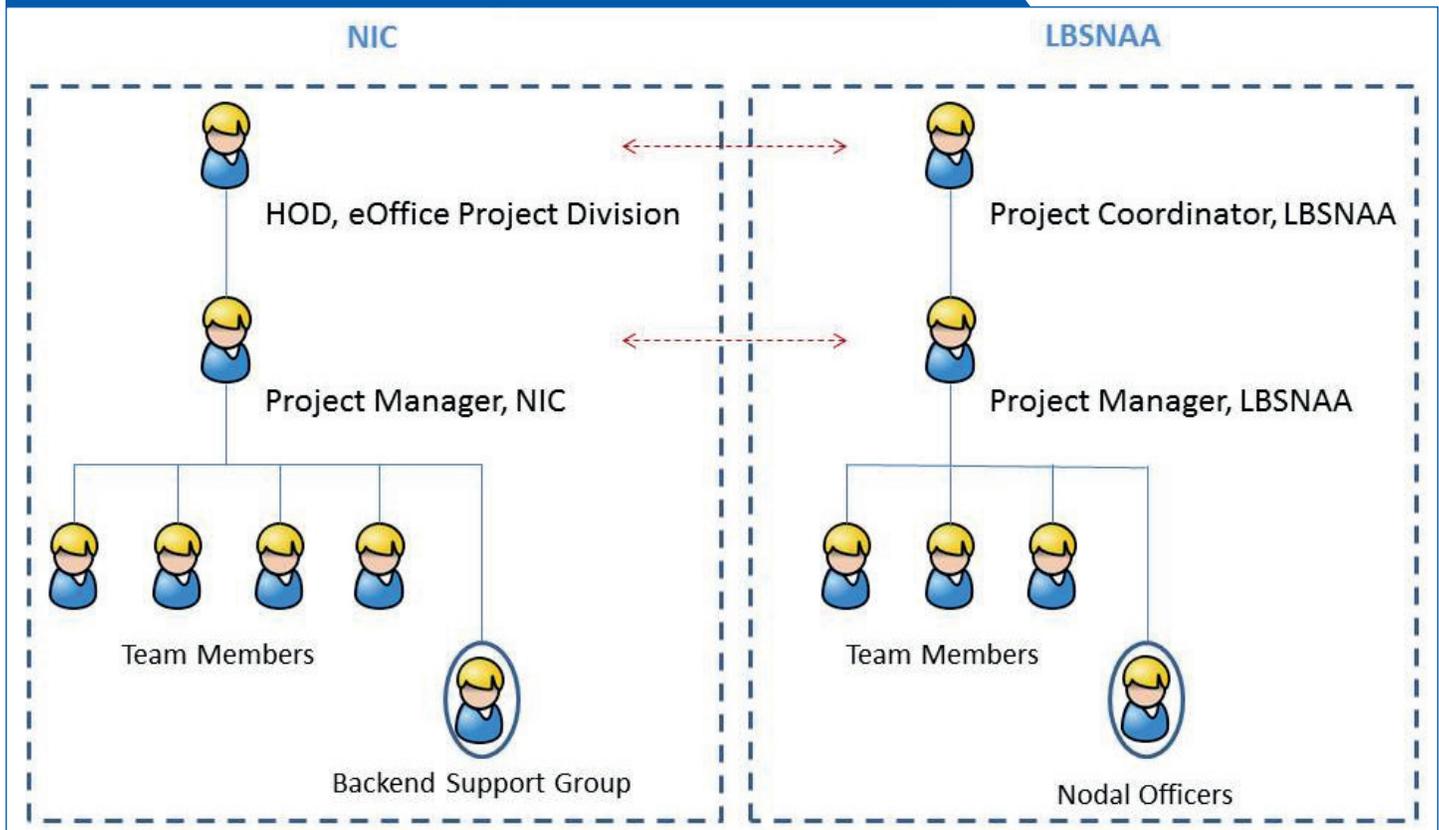
12. The pre-requisites of the project should be met on time.
13. NIC should be involved in all stages of project implementation.

The implementation of eOffice started with the request from the Director of LBSNAA to the Director General of NIC, followed by a visit of team of officials from LBSNAA to NACWC and the Cabinet Secretariat to look into the working of the eOffice system running since July 2010.

A team from NIC visited the Academy for the first time in November 2010. The departments collaborated to chalk out a strategy to efficiently implement eOffice, planning the various phases and the eOffice modules to be taken up in each one. The main objectives of the visit were to study the various processes and the working style of the Academy, to gather employee data to prepare the eOffice database, and more importantly, to apprise the employees in LBSNAA of the advantages of eOffice. The deliverable from the visit was the roadmap for implementation.

As an initial step towards the implementation of eOffice, a project team with members from NIC and LBSNAA was constituted. The team structure with the defined roles and responsibilities is depicted in the diagram below:

Fig. 5.4: Project Implementation Group Structure



Roles and Responsibilities

Table 5.1: Roles and Responsibilities of NIC and LBSNAA

NIC	LBSNAA
1. Creating awareness for eOffice product.	1. Overall Project Coordination and Monitoring.
2. Preparation of Roadmap for Implementation.	2. Scanning of physical files.
3. Environment Setup	3. Organizing workshop and brainstorming sessions.
4. DSC creation and configuration	4. Working closely with the implementation team to standardize various processes
5. Infrastructure gap analysis	5. Procurement of IT infrastructure
6. Studying the various processes of LBSNAA	6. Business Process Reengineering (BPR) and Change Management
7. Giving recommendations for Business Process Reengineering (BPR)	7. Designing the training
8. Training	
9. Support for users	

Major decisions were taken with respect to the areas and subjects to be covered in the first phase of implementation.

It was initially decided to start eFile in four technical sections (Library, Electronics & Communications, Reprography and Computer Centre). But as the Administration Section formed the nucleus of the Academy, with all file movement extending to this section, it was decided to include the Administration section as a fifth section in Phase I of eFile to ensure end-to-end file movement.

The team from NIC visited various sections to study the working style, the file naming pattern and also the various documents flowing in the sections along with their storage mechanism. They observed the following:

1. The academy was in dire need of a Document Management System. As an academic institution, it generated a huge number of documents annually, with no mechanism for their storage and retrieval.
2. The various rules, guidelines, policies and forms were located in different sections - there was no

central repository to maintain these documents.

3. There was no standard template for the preparation of documents.
4. There was no standard file naming convention used across the Academy. Every section followed its own system.

The Knowledge Management System (KMS) of eOffice creates an online repository of documents with fast search and retrieval and permission based access to various folders and documents. Therefore, all sections were directed to identify documents that could be a part of the Knowledge Management System. Further, categorization of the documents and finalization of their folder structure were required.

A four day workshop was conducted in December 2010 .The main agenda of the workshop was to involve the employees of LBSNAA in the various activities of implementation of eOffice such as the standardization of heads, finalization of documents, metadata and folder structure for KMS and to demonstrate various modules of eOffice to the employees of the academy. The objective was to develop a sense of ownership among the staff and officials of the academy.

The team visited the sections and carried out the infrastructure gap analysis. The Infrastructure Assessment Report was submitted to the Academy to take the necessary steps to meet the gaps.

The major decisions taken during the workshop were:

1. Standardization of all documents to be put in KMS.
2. Creation of a facilitation cell for Group D employees to get their pay slips and other information.
3. To have a Process Re-engineering for DAK handling and storage.
4. Identification of Nodal Officers.

All the activities were driven under the strong leadership of the Project Coordinators from LBSNAA and NIC. The team members as well as the coordinators burnt the midnight oil to make the project a huge success and a role model for future implementations.

The training for the staff was planned and organized like any other training program of the Academy. For the training, an eOffice Knowledge Centre was set up for the employees. It was observed during the visits that skill set of the users varied and there was a need to provide training on the basic computer knowledge before training on eOffice. For the training program, the nodal officers acted as master trainers and provided training along with the implementation team. The month long training covered various modules.

The process for making the system live was taken up in a phased manner. The idea was to take up departments which were dealing with lesser file transaction and highly motivated staff.

The Academy chose the Library to be the first section for the implementation of eFile. The target was to bring all the staff of the Library onto the system in two days. For this, the team along with the Project Coordinator had setup their base in the Library section for two days. After two days, the Library section had moved their 50 physical files onto eFile and had shifted over to eOffice. The transition from manual to electronic system was very smooth. According to the plan drafted by the management, all sections were to be migrated to eOffice in two weeks.

In the meantime, the team simultaneously worked on the BPR for handling DAK and files dealing with Accounts. After many levels of discussion with the stakeholders of the project, the implementation team came out with Standard Operating Procedures (SOP) [**Annexure 6C: Standard Operating Procedure for DAK handling by Central registry Unit (CRU)**] on DAK handling and dealing Account's files. The Central Registration Unit was setup and made functional.

The system was formally made live on 6th April 2011. All Deputy Directors were given directions to only accept eFiles - no physical paper files were to be moved in the Academy. In addition, all notices and circulars were distributed only through the eOffice portal. The Valedictory function for the "Capacity Building Program on eOffice" was held on 15th April 2011.

The implementation of eOffice is not the end, but a beginning towards achieving the dream of a paperless office. The department is taking several steps to sustain the momentum. The various steps in this direction include a periodic review mechanism to monitor the issues and provide quick resolutions, setting up a facilitation centre for Group D employees and expanding the feature set of the product at regular intervals to provide more benefits to the user.

To increase the visibility of eOffice at the national level, the academy has included eOffice as a module in every training program held at LBSNAA.

This case study is a success story and brings out the best practices and the approach followed at LBSNAA. The department utilized its strengths and resources to their maximum potential to achieve their goals.

Other departments willing to implement eOffice can examine the best practices of LBSNAA and devise their own approach, suited to their environment and needs.

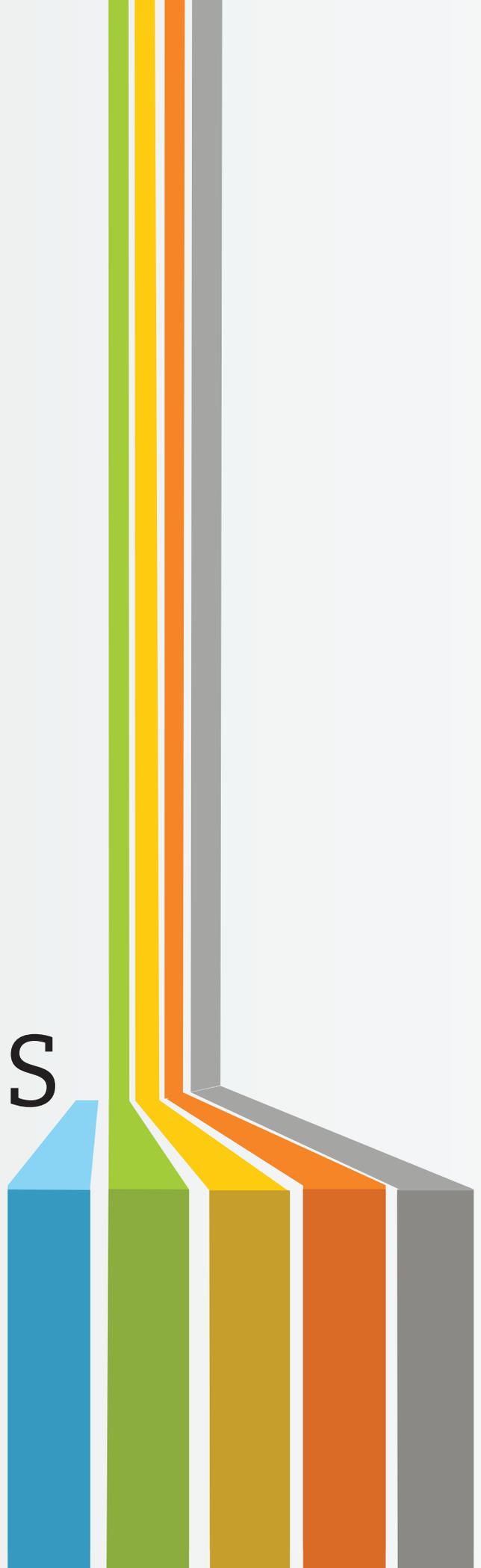
Table 5.2: Project Activities of eOffice in LBSNAA

Phase	Activities	Duration
Phase 0 : Base work for Implementation	<ul style="list-style-type: none"> ■ Preparation of Roadmap for Implementation ■ Scanning of Active Physical files of all sections ■ Data Collection ■ DSC Creation and Configuration ■ Installation and Configuration of Servers and Application 	May 2010 - Dec 2010
Phase 1: Pre-Implementation Planning	<ul style="list-style-type: none"> ■ Study of the working style ■ Study of File Naming Convention ■ Finalization of folder structure for KMS ■ Standardization of File Naming ■ Infrastructure Gap Analysis ■ Procurement of Hardware 	Dec 2010 - Jan 2011
Phase 2 : Capacity Building	<ul style="list-style-type: none"> ■ Setting up of Knowledge Centre ■ Training Design ■ Training and Assessment 	Jan 2011 - Mar 2011
Phase 3: Transition	<ul style="list-style-type: none"> ■ Business Process Re-engineering ■ Setting up of Central Registry Unit (CRU) ■ Migration of existing data 	Mar 2011 - Apr 2011
Phase 4: Going LIVE	<ul style="list-style-type: none"> ■ GO LIVE ■ Valedictory Function 	<p>7th April 2011</p> <p>15th April 2011</p>

Fig. 5.5: Activities during the implementation of the Project at LBSNAA



ANNEXURES



Annexures

Annexure 6A- Frequently Asked Questions (FAQs)

1. What are the strategic goals of implementing eOffice?

Ans. eOffice is a product suite of applications that is aimed to improve the internal functioning of a department. It is aimed at bringing in more efficient, effective and transparent inter and intra government transactions.

2. What are the specific problems that will be addressed by adopting eOffice?

Ans. By adopting eOffice, many problems of the user department are addressed as follows:

- a. Document storage, retrieval, and sharing become easy, as all the documents are stored in a structured way in eOffice using the central repository. Department users can access this repository and retrieve the document they require. As a result, the redundant storage of documents is avoided.
- b. Earlier information systems were developed as discrete units and each one maintained its own database. This led to issues such as existence of independent databases with duplicate and redundant data. Using eOffice, all the modules have a common information and data source. The data updating will need to be done at a single point only. This helps maintain data standardization, as well ensures data integrity.
- c. Each transaction in eOffice is integrated with complete audit trail resulting in maintaining the transparency and accountability of users.

3. What are the key benefits for the department by adopting eOffice?

Ans. It provides transparency and efficiency in the working environment, minimizes the processing delays, helps in timely disposal of important cases, enables one to work from anywhere, anytime, leads to a paper less office, automates Leave and Tour management and provides ease and flexibility in the retrieval of employee information.

4. What is the development model of eOffice product?

Ans. The eOffice product has been developed by National Informatics Centre (NIC) , Department of Information Technology, Govt. of India to ensure that the complete strategic control is retained within the Government . eOffice is aimed as a single reusable product that can be used across the Central and State Government.

5. What are the different applications that constitute eOffice?

Ans. eOffice product comprises of the following:

- i. **File Management System (eFile)** - Automates the processing of the files and receipts
- ii. **Knowledge Management System (KMS)** - Repository of various documents (Acts, Policies, Guidelines, etc) in a central location.
- iii. **Leave Management System (eLeave)** - Automates leave application and approval process.
- iv. **Tour Management System (eTour)** - Automates employee tour programmes.
- v. **Personnel Information System (PIS)** - Manages employee records.

6. What are the pre-requisites for implementing eOffice?

Ans: Following are the pre-requisites for the implementation of eOffice:

- Computer systems (Minimum configuration, Processor: 2 GHz and above, RAM 1 GB and above) for all eOffice users.
- Scanners (Heavy duty, Medium duty and Light duty), as per the requirement.
- Softwares (OS, Windows XP and above, Browser- Internet Explorer (7.0 and above), Adobe Reader 9 and above, Anti-Virus (any antivirus)).
- Network requirement (LAN and internet connectivity to each user).
- Adequate Network Bandwidth and Power Backup.

7. Is there a need of any special computer skills to use the application?

Ans. Basic computer operational knowledge is sufficient to begin the use of the application. Capability building on eOffice is provided by a set of well trained team from NIC.

8. Where will the eOffice be hosted?

Ans. eOffice will be hosted at the National Data centre of NIC.

9. What are the cost implications for the implementation of eOffice?

Ans. eOffice is implemented using a roll out model where the cost towards the support for roll out is borne by the user department. Additional infrastructure , as required will need to be procured by the user department.

10. What is the model of support provided to the user department?

- Ans.
- Onsite support is provided at the implementation location by the implementation team.
 - Offsite support is provided through a help desk.

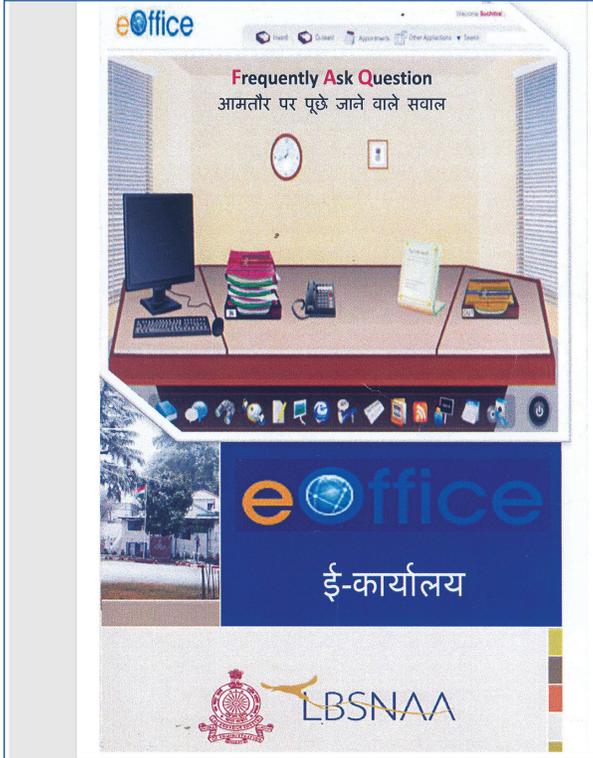
11. What is the scope of the customization of the product as per the need of the department?

Ans. eOffice is a standard product designed for reusability across the government and it is based on the Manual of Office Procedures of the government. The updates and enhancements in the product will be provided to the user department on the release of every new version.

12. What are the security measures taken to make the product secure?

- Ans.
- Product is accessed by using secure protocol (https).
 - Authentication using Digital Signature Certificate (DSC).
 - Mechanism for encrypting important data and information.
 - All the security layers of the Data Centre will be applicable to the product.

Annexure 6B- Sample FAQs on eOffice from LBSNAA



ई-ऑफिस के फायदे एवं आमतौर पर पूछे जाने वाले सवाल

- प्रश्न** ई-ऑफिस क्या है एवं इसके फायदे क्या हैं?
- उत्तर** जिस प्रकार अकादमी में वर्तमान में उपयोग में आने वाले साफ्टवेयर- वर्कफ्लो तथा ट्रेनिंग एवं रोजमर्रा के सरकारी कार्यों में सहायता करते हैं। ई-ऑफिस विभिन्न कार्यों में इससे कहीं अधिक लाभकारी होगा, जिसका वर्णन निम्न प्रकार से है-
- (क) ई-ऑफिस के माध्यम से आपको एक बार लॉग इन करने के पश्चात्- प्रशिक्षण, डिस्पेंसरी, वर्कफ्लो, लेखा फाइलें, ई-मेल, वेब साइट तथा रोजमर्रा उपयोग में आने वाले समस्त प्रपत्र इत्यादि एक ही स्क्रीन में उपलब्ध होंगे। वर्तमान में प्रत्येक कर्मचारी को 5-7 अलग-अलग पास वर्ड, लॉग इन, आई डी, याद रखने पड़ते हैं। ई-ऑफिस के माध्यम से यह समस्या समाप्त हो जाएगी।
- (ख) यदि हम प्रत्येक कर्मचारी द्वारा रोजाना किए जाने वाले कार्यों तथा उन कार्यों के लिए व्यतीत किए गए समय का अध्ययन करें तो जात होगा कि अधिकांश समय पत्रावलियों को ढूँढने में, संबंधित पत्रों को छांटने तथा पुराने कागजात उपलब्ध कराने में व्यतीत होता है। ई-ऑफिस कम्प्यूटर पर गूगल अथवा अन्य सर्च इंजन की भांति सुविधा है। जिसमें गूगल की भांति ही आपको अकादमी के अंदर की सारी सूचना दो-चार कीवर्ड (प्रमुख शब्द) टाइप करने से ही उपलब्ध हो जाएगी।

- (ग) ई-ऑफिस के दो प्रमुख भाग हैं : KMS (ज्ञानकोश अथवा नोलेज मेनेजमेंट सिस्टम) तथा ई-फाइल (इलैक्ट्रॉनिक पत्रावली)
- (घ) ज्ञानकोश एक ऐसी जगह है जहां अकादमी के समस्त कागजात, प्रशासन, लेखा, संपदा तथा अन्य अनुभागों के फार्म तथा आवेदन पत्र, कर्मचारियों से संबंधित रोजमर्रा की जानकारी जैसे- पे-स्लिप, बिल, लोन रिकवरी या डिस्पेंसरी के दवाओं की सूची, विशेषज्ञ चिकित्सकों का भ्रमण का समय इत्यादि की जानकारी एक ही जगह पर उपलब्ध होगी। प्रशासन अनुभाग तथा भारत सरकार द्वारा जारी समस्त कार्यालय आदेश, रोजमर्रा टाइप किए जाने वाले पत्र, ज्ञापन, सूचना, परिपत्र (circular), नियम आदि के प्रारूप भी उपलब्ध होंगे। इन कागजातों को ढूँढने में विभिन्न कर्मचारियों का समय जाया होता है, वह नहीं होगा।
- (ङ) ई-फाइल/इलैक्ट्रॉनिक पत्रावली बिलकुल वर्तमान ऑफिस पत्रावली की भांति है केवल इतना फर्क है कि वह कम्प्यूटर में उपलब्ध होगी। इसकी श्वेत-सूत, रंग, नोटशीट का रंग तथा अन्य चीजों में कोई अंतर नहीं पड़ेगा। अकादमी में जो भी पत्र, फैक्स, ई-मेल, डाक प्राप्त होगी वह प्रेषण अनुभाग (Dispatch section) में एकत्रित की जावेगी तथा प्रशिक्षित कर्मचारी द्वारा स्कैन की जावेगी एवं जैसे वर्तमान में मार्क होती है वैसे ही कम्प्यूटर पर मार्क की जावेगी। पत्रावली बटन क्लिक करते ही जिसे मार्क की गई है उसके कम्प्यूटर में चली जावेगी। वर्तमान में चपरासी अथवा कर्मचारी पत्रावलियों को लेकर टेबल से टेबल घूमते हैं। उन्हें मेहनत नहीं करनी पड़ेगी।

ई-फाइल से पत्रावलियों के गुम होने का कोई खतरा नहीं है। लिपिक तथा अन्य कर्मचारीगणों को पत्रावली ढूँढने में वर्तमान में बहुत मेहनत व समय जाया करना पड़ता है जो ई-फाइल में त्वरित गति से कोई भी फाइल ढूँढी जा सकती है।

प्रश्न पत्रावलियों में हस्ताक्षर कैसे किए जावेंगे?

उत्तर सभी कर्मचारी जो पत्रावलियों पर हस्ताक्षर करते हैं उनको एक पेन ड्राइव (डिजिटल हस्ताक्षर) तथा पासवर्ड दिया जावेगा। जिस प्रकार आप एटीएम कार्ड डाल कर पिन नम्बर डालते हैं, एटीएम आपको पैसा देता है। पत्रावली पर हस्ताक्षर करना कुछ इसी प्रकार से होगा। आप अपना पेन ड्राइव/डिजिटल हस्ताक्षर कम्प्यूटर में डालेंगे तथा पासवर्ड टाइप करेंगे तो ई-पत्रावली बटन दबाकर आपके हस्ताक्षर हो जावेंगे। जब तक पेन ड्राइव तथा पासवर्ड एक ही व्यक्ति के पास न हो तो कोई आपके हस्ताक्षर नहीं कर सकता। अतः यह सिस्टम अत्यंत सुरक्षित है।

प्रश्न अन्य क्या फायदे हैं?

उत्तर इस सिस्टम के लागू होने के पश्चात् प्रत्येक कर्मचारी के 2-3 घण्टे का कार्य समय बचने की उम्मीद है। घर पर आवश्यक कार्य होने की स्थिति में कर्मचारी घर में बैठकर भी अपने कार्य का निस्तारण कम्प्यूटर के माध्यम से कर सकता है।

Annexure 6C-Standard Operating Procedure for DAK Handling by Central Registry Unit (CRU)

SOP: Handling incoming DAK by CRU, LBSNAA

Abbreviations used:

SOP Standard Operating Procedure

CRU Central Registry Unit

GPR Government Process Re-engineering

DAK Any document received by hand, post, registered/speed post or by fax. DAK is also called a receipt

Diary Process of creating a unique number for a receipt in eFile

Objective of the Standard Operating Procedure (SOP):

1. It is a part of the GPR for eOffice implementation in LBSNAA.
2. Applies to all types of DAK received by Central registry unit (CRU) or any other section of LBSNAA.
3. Ensures proper receipt, scanning, systematic storage of original DAK for all official DAK.
4. Will be followed by all employees of LBSNAA.

Rules followed by CRU:

1. Newspapers, Magazines, Periodicals, Private Dak will not be diarized. Will be handed over to addressee/peon/PA without initials.
2. Private DAK received through registered or speed post or courier will not be diarized but will be received/ handed over to peon/PA/addressee after obtaining initials in paper register.
3. DAK by office name will be opened, scanned, diarized and electronically forwarded to Admin Section. Diary Number will be written on original. Original will be stored sequentially in labelled ring binders in CRU.
4. DAK by officer's name or marked Private/Classified etc. will NOT be opened. However, it will be diarized and electronically forwarded to the addressee. Diary number/date will be written on the unopened envelope and it will be sent to concerned officer or his/her PA. It will be the duty of the addressee or his/her PA to scan it and enter into eFile against the concerned diary number.

DAK received directly by sections or officers will also be handled by same rules.

Table 6.1: Rules for handling DAK in Central Registry Unit (CRU)

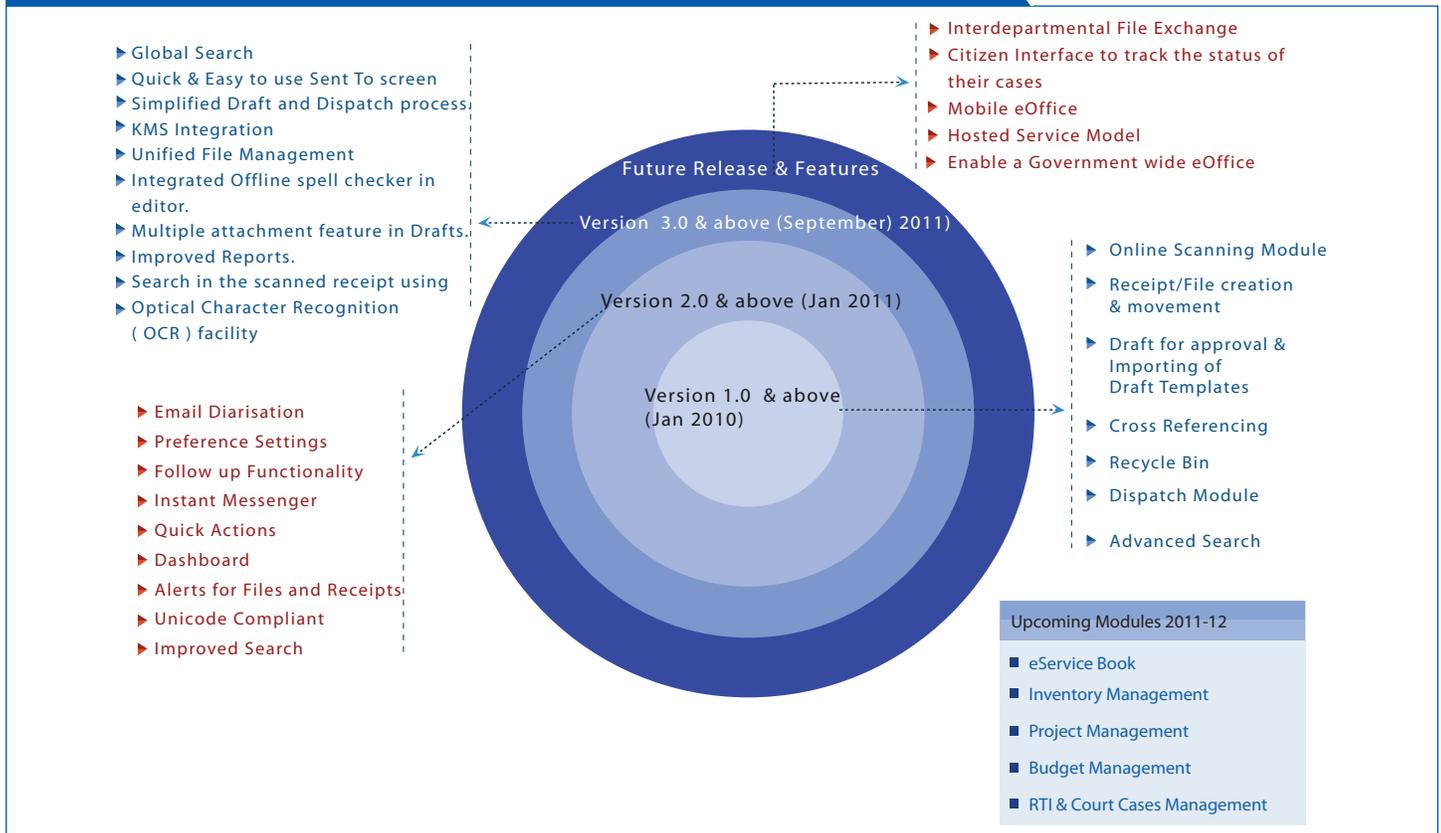
Table: Rules for handling DAK in Central Registry Unit (CRU)				
	DAK TYPE	Diary	Scan	Handing over procedure
1	Newspapers, Magazines and Periodicals	NO	NO	Hand over to Library
2	Private Dak e.g. LIC reminders, personal bills.	NO	NO	Hand over to addressee/PA/Peon
3	Private DAK by registered or speed post	NO	NO	Receive in paper register, take signature of addressee/PA/Peon
4	DAK by office name	YES	YES	Open envelope, scan, diarize, electronically forward to the Admin Section. Write Diary Number on original. Store the original paper in sequentially labeled ring binders in the CRU.
5	DAK by office name with bulky enclosures e.g. brochures etc.	YES	Scan covering letter; enclosures sent as hard copy.	Remarks about enclosures will be entered in the diary details. If documents are important, Officer/Section/PA may scan them and attach to the concerned file against diary number.
6	DAK by officer's name or marked as Private/Classified etc.	YES	NO	Such DAK will not be opened by the CRU. However, it will be diarized and electronically forwarded to the addressee. Diary number and date will be written on the top of the unopened envelope. It will then be sent to the concerned officer or directly to the office. It will be the duty of the addressee or his/her PA to scan it and enter into eFile against the concerned diary number.

Sample Queries on Handling Dak:

- **My private DAK has been diarized and sent to me electronically, how do I dispose it?**
 - ▶ All officer/sections should open a Personal File for storing these receipts.
- **My receipts inbox has a blank receipt. What does it mean?**
 - ▶ This diary number/receipt belongs to your private DAK. Check with your PA/Peon for an envelope with diary number written on it.
- **After opening my private DAK envelope, I find that it contains official paper(s). What is to be done?**
 - ▶ If this envelope has a diary number written, scan the papers and upload against this diary number.
 - ▶ If the envelope does not have a diary number, contents need to be scanned and diarized.
- **What do I do with original DAK papers after they have been scanned and diarized?**
 - ▶ Write diary number and date on them and send them to CRU for safekeeping, in sequentially labelled ring binders.

7. Release Cycle and Future Prospects of eOffice

Fig. 7.1: Release Cycle and Future Prospects



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National Informatics Centre
Department of Information Technology
Ministry of Communications & Information Technology
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