# Presentation on
# eOffice

# eOffice – A Digital Workplace Solution

eOffice is a Mission Mode Project (MMP) under the National e-Governance Programme of the Government. The product is developed by National Informatics Centre (NIC) and aims to usher in more efficient, effective and transparent inter-government and intra-government transactions and processes.

The product is built as single reusable system by bringing together independent functions and systems under a single framework to enhance transparency, increase accountability and transform the government work culture and ethics.

**Benefits of eOffice:**

1. Enhance transparency
2. Increase accountability
3. Assure data security and data integrity
4. Promote innovation by releasing staff energy and time from unproductive procedures
5. Transform the government work culture and ethics

# eOffice Product Suite – Brief Description

1. **File Management System (eFile)** automates the processing of files and receipts. This includes creation of files (electronic and physical both kind of files), movement of files in the workflow, tracking of files and their management.

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

3. **Collaboration and Messaging Services (CAMS)** for internal collaboration and messaging.

4. **Leave Management System (eLeave)** automates the leave application and approval process.

5. **Tour Management System (eTour)** automates employee tour programmes.

6. **Personnel Information Management System (PIMS)** manages employee records and the output of PIMS is eService Book.

7. **Property Return Information System Management (PRISM)** for electronic filing of Asset and Liability Declaration, in accordance with the Lokayukt Act-2013 of Government of India.

8. **Smart Performance Appraisal Report Recording Online Window (SPARROW)** application for electronic filing of Performance Appraisal Report (PAR) as per the defined channel of submission.

# eOffice Versions

eOffice Product is available in following versions and the list of applications provided under each version is also placed below for your kind reference.

| eOffice Product Suite | eOffice Lite (eFile) | eOffice Lite (SPARROW) | eOffice Lite (eLeave – eTour) | eOffice Premium |
|---|:---:|:---:|:---:|:---:|
| File Management System (eFile) | ✔ | - | - | ✔ |
| Knowledge Management System (KMS) | ✔ | - | ✔ | ✔ |
| Collaboration and Messaging Services (CAMS) | ✔ | - | ✔ | ✔ |
| Leave Management System (eLeave) | - | - | ✔ | ✔ |
| Tour Management System (eTour) | - | - | ✔ | ✔ |
| Personnel Information Management System (PIMS) | ✔ | ✔ | ✔ | ✔ |
| Property Return Information System Management (PRISM) | - | ✔ | - | ✔ |
| Smart Performance Appraisal Report Recording Online Window (SPARROW) | - | ✔ | - | - |

# Current Status of Implementation

| S.No. | Enterprises | Category | No. of Units where eOffice is implemented | Total |
|---|---|---|---|---|
| 1. | Central Government | Ministries & Departments | 66 | 122 |
| | | Attached / Subordinate Offices / PSUs etc. | 56 | |
| 2. | State Government | Secretariats | 10 | 82 |
| | | District Administrations | 31 | |
| | | Other Departments / PSUs etc. | 41 | |
| | | | | |
| | PAN-INDIA Total | | 204 | 204 |

**Note:** The above counts are as on 14th SEPTEMBER 2016

# List of State Government Implementations

| S.No. | State/UT Name | S.No. | Organization Name | Organization Type |
|-------|---------------|-------|-------------------|-------------------|
| 1. | Andhra Pradesh | 1.1 | Government of Andhra Pradesh | Secretariat |
| | | 1.2 | Anantapur District | District Administration |
| | | 1.3 | Chittoor District | District Administration |
| | | 1.4 | East Godavari District | District Administration |
| | | 1.5 | Guntur District | District Administration |
| | | 1.6 | Krishna District | District Administration |
| | | 1.7 | Kurnool District | District Administration |
| | | 1.8 | Nellore District | District Administration |
| | | 1.9 | Prakasam District | District Administration |
| | | 1.10 | Srikakulam District | District Administration |
| | | 1.11 | Visakhapatnam District | District Administration |
| | | 1.12 | Vizianagaram District | District Administration |
| | | 1.13 | West Godavari District | District Administration |
| | | 1.14 | YSR District | District Administration |
| | | 1.15 | Eastern Power Distribution Company of Andhra Pradesh Limited (APEPDCL) | PSU |
| | | 1.16 | Southern Power Distribution Company of Andhra Pradesh Limited (APSPDCL) | PSU |

# List of State Government Implementations

| S.No. | State/UT Name | S.No. | Organization Name | Organization Type |
|-------|---------------|-------|-------------------|-------------------|
| 2. | Arunachal Pradesh | 2.1 | Government of Andhra Pradesh | Secretariat |
| 3. | Bihar | 3.1 | Government of Bihar | Secretariat |
| | | 3.2 | Bihar Prashasnik Sudhar Mission (BPSM) | Other Department |
| 4. | Chandigarh | 4.1 | Chandigarh Administration | Other Department |
| 5. | Delhi | 5.1 | Government of NCT of Delhi | Secretariat |
| | | 5.2 | Delhi State Health Mission (DSHM) | Other Department |
| | | 5.3 | Delhi Urban Shelter Improvement Board (DUSIB) | Other Department |
| 6. | Haryana | 6.1 | Haryana Institute of Public Administration (HIPA) | Other Department |
| | | 6.2 | Industrial Training Department, Haryana | Other Department |
| 7. | Himachal Pradesh | 7.1 | Department of Information Technology | Other Department |
| 8. | Jammu & Kashmir | 8.1 | Deputy Commissioner's Office, Jammu | Other Department |
| 9. | Madhya Pradesh | 9.1 | Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis (AIGGPA) | Other Department |
| | | 9.2 | Madhya Pradesh Agency for Promotion of Information Technology (MAP_IT) | PSU |
| | | 9.3 | Madhya Pradesh State Electronics Development Corporation Ltd. (MPSEDC) | PSU |

# List of State Government Implementations

| S.No. | State/UT Name | S.No. | Organization Name | Organization Type |
|---|---|---|---|---|
| **10.** | **Karnataka** | 10.1 | Centre for e-Governance | Secretariat |
| | | 10.2 | Deputy Commissioner's & Zilla Panchayat Office, Gadag District | District Administration |
| | | 10.3 | Deputy Commissioner's Office, Chikkamagaluru District | District Administration |
| | | 10.4 | Deputy Commissioner's Office, Dharwad District | District Administration |
| | | 10.5 | Deputy Commissioner's Office, Haveri District | District Administration |
| | | 10.6 | Deputy Commissioner's Office, Raichur District | District Administration |
| | | 10.7 | Deputy Commissioner's Office, Uttara Kannada District | District Administration |
| | | 10.8 | Deputy Commissioner's Office, Vijayapura District | District Administration |
| | | 10.9 | Zilla Panchayat Office, Dakshina Kannada District | District Administration |
| | | 10.10 | Zilla Panchayat Office, Shivamogga District | District Administration |
| | | 10.11 | Zilla Panchayat Office, Udupi District | District Administration |
| | | 10.12 | Karnataka State Beverages Corporation Ltd (KSBCL) | PSU |

# List of State Government Implementations

| S.No. | State/UT Name | S.No. | Organization Name | Organization Type |
|-------|---------------|-------|-------------------|-------------------|
| 11. | Kerala | 11.1 | Government of Kerala | Secretariat |
| | | 11.2 | Collectorate Kannur | District Administration |
| | | 11.3 | Commercial Taxes Department | Other Department |
| | | 11.4 | Commissionerate of Rural Development | Other Department |
| | | 11.5 | Kerala Legislature Secretariat | Other Department |
| | | 11.6 | Kerala State Excise Department | Other Department |
| | | 11.7 | Local Fund Audit | Other Department |
| | | 11.8 | Motor Vehicles Department | Other Department |
| | | 11.9 | State Planning Board | Other Department |
| | | 11.10 | Vigilance and Anti-Corruption Bureau | Other Department |
| 12. | Odisha | 12.1 | Collectorate Sundergarh | District Administration |
| | | 12.2 | Department of Horticulture | Other Department |
| | | 12.3 | Department of Motor Vehicles and Transport Authority | Other Department |
| | | 12.4 | Office of the Commissioner of Commercial Taxes | Other Department |
| | | 12.5 | Industrial Promotion and Investment Corporation of Orissa Limited (IPICOL) | PSU |

# List of State Government Implementations

| S.No. | State/UT Name | S.No. | Organization Name | Organization Type |
|-------|---------------|-------|-------------------|-------------------|
| 13. | Maharashtra | 13.1 | Chief Minister's Office | Secretariat |
| | | 13.2 | Collectorate Jalna | District Administration |
| | | 13.3 | Sadasya Sachiv, Nandurbar | District Administration |
| | | 13.4 | Sindhudurg District | District Administration |
| | | 13.5 | Municipal Corporation of Greater Mumbai (MCGM) | Other Department |
| | | 13.6 | Yashwantrao Chavan Academy of Development Administration (YASHADA) | Other Department |
| | | 13.7 | Brihanmumbai Electric Supply and Transport (BEST) | PSU |
| | | 13.8 | City and Industrial Development Corporation of Maharashtra Ltd. (CIDCO) | PSU |
| | | 13.9 | Maharashtra State Agricultural Marketing Board (MSAMB) | PSU |
| 14. | Punjab | 14.1 | Punjab State | Other Department |
| | | 14.2 | Punjab Technical University (PTU) | Other Department |
| | | 14.3 | Punjab State Cooperative Milk Producers' Federation Limited (MILKFED) | PSU |
| 15. | Rajasthan | 15.1 | Government of Rajasthan | Secretariat |

# List of State Government Implementations

| S.No. | State/UT Name | S.No. | Organization Name | Organization Type |
|-------|---------------|-------|-------------------|-------------------|
| 16. | Tamil Nadu | 16.1 | Government of Tamil Nadu | Secretariat |
| 17. | Telangana | 17.1 | Government of Telangana | Secretariat |
| | | 17.2 | Medak District | District Administration |
| | | 17.3 | Greater Hyderabad Municipal Corporation (GHMC) | Other Department |
| | | 17.4 | Greater Warangal Municipal Corporation (GWMC) | Other Department |
| | | 17.5 | Hyderabad Metropolitan Water Supply and Sewerage Board (HMWSSB) | Other Department |
| 18. | Tripura | 18.1 | Department of Information Technology | Other Department |
| 19. | Uttar Pradesh | 19.1 | Department of IT & Electronics | Other Department |
| 20. | West Bengal | 20.1 | North 24 Parganas | District Administration |
| | | 20.2 | South 24 Parganas | District Administration |
| | | 20.3 | Department of Information Technology | Other Department |
| | | 20.4 | West Bengal Staff Selection Commission (WBSSC) | Other Department |
| | | 20.5 | Administrative Training Institute | Other Department |

**Pre-requisites for eOffice Implementation:**

**a.   Hosting of eOffice Application**

- For Central Government implementations, the hosting is done at National Data Centre

- For State implementations, hardware and software provision at State Data Centre (SDC) is to be made as per eOffice Deployment Guidelines

- NICNET/NKN/SWAN connectivity must be present at all locations where eOffice will be implemented.

**b.   Skill Set**

- All eOffice users need to have basic knowledge of computer and Internet Browsing.

**c.   Additional Pre-requisites**

- **GoI/NIC email IDs** – For login into eOffice product, all users must have GoI/NIC email IDs

- **Digital Signature Certificates (DSC)** – For signing noting and drafts in electronic files, all eOffice users must have Digital Signature Certificates (DSC).

- **Setting up of eOffice Central Helpdesk** – A Central Call Centre will be set up for getting technical clarifications pertaining to product usage.

- **Setting up of Training Centre** – A training facility for about 30 persons (30 nodes) may also be setup at the department.

**Basic Infrastructure Pre-requisites for eOffice Implementation:**

a.    **Workstation/Desktop/Client**

- Every user of eOffice will need to have an independent Workstation/Desktop/Client. The recommended requirements for Workstation/Desktop/Client are as follows:

    - Processor: 2GHz and above
    - RAM: 2GB and above
    - USB 2.0 controller (for Digital Signature Certificate)

b.    **Network**

- 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%.
- For smooth usage of the system, the department needs to ensure a minimum dedicated bandwidth of 34 Mbps for 2000 users.

c.    **Scanners**
- The user will be required to analyze volumes of incoming receipts per day along with travel time to the scanners for all users that are using that particular scanner.

d.    **Software**
- Operating System - Windows 7 or above, Linux 6 or above, Ubuntu 11 or above
- Browser- Internet Explorer (10.0 & above), Firefox (27.0 & above)
- Adobe Reader 10 and above
- Anti-Virus (any antivirus)

# How to get eOffice Product Suite?

| S.No. | Activity | Description | Attachment |
|-------|----------|-------------|------------|
| 1. | Intent to use eOffice | User Department may register their demonstration request at http://eoffice.gov.in/. Alternatively, they can send their demonstration / discussion request at eoffice-pmu@nic.in along with the details of organization. | |
| 2. | Demo | A demonstration programme on eOffice Product will be organized for user department, on the basis of request received from them. | |
| 3. | Project Assessment | User Department may submit eOffice Project Assessment Template to NIC eOffice Project Division which will help us in preparation of financial proposal for implementation of eOffice at User Department as per eOffice Standard Costing Model.<br><br>Whenever the eOffice Product will be hosted in State Data Centre (SDC) or Local Data Centre (LDC), the user department may refer eOffice Deployment Guidelines and provision the necessary hardware and software infrastructure at SDC or LDC. | eOffice Template<br><br>Costing Model<br><br>Deployment Guidelines |

# How to get eOffice Product Suite?

| S.No. | Activity | Description | Attachment |
|-------|----------|-------------|------------|
| 4. | Internal Approval | Based on the eOffice Assessment Template, Infrastructure Readiness and place of hosting provided by user department, NIC will take internal approval for eOffice Implementation at User Department. | |
| 5. | PI and Project Proposal | NICSI will issue Proforma Invoice and Project Proposal to User Department for implementation of eOffice. Sample PI and Project Proposal for implementation of eOffice at User department are attached. | PI<br>Project Proposal |
| 6. | Fund Transfer | Acceptance of the project proposal and transfer of required funds to NICSI, for the execution of the eOffice implementation. | |
| 7. | Project Commence-ment | User Department will submit eOffice Commencement Certificate to NIC/NICSI on date of creation of eOffice Production Instance | Commencement Certificate |
| 8. | Project Completion | User Department will submit eOffice Completion Certificate to NIC/NICSI after completion of six months period from date of creation of eOffice Production Instance | Completion Certificate |

# Phases in eOffice Implementation

| S.No. | Phase Name | Activities |
|-------|------------|------------|
| 1 | Pre-Project Phase | a) [Constitution of eOffice Governance Structure](#)<br><br>b) [Filling up of Master Data Templates](#)<br><br>    i.   Employee Master Details (EMD) Template<br>   ii.  File Heads Template<br>  iii.  Infra-Proficiency Template<br><br>c) [Preparation of Infrastructure Gap Analysis Report](#)<br><br>d) Procurement/Upgrade of Infrastructure by the department<br><br>e) [Creation of GoI/NIC email Ids](#)<br><br>f) [Procurement of Digital Signature Certificates (DSC)](#) |

# Phases in eOffice Implementation

| S.No. | Phase Name | Activities |
|-------|-----------|------------|
| 2 | Planning Phase | a) eOffice Environment Setup at Data Centre <br><br> b) Domain Name Registration <br><br> c) LDAP Binding of GoI/NIC email IDs <br><br> d) Capacity Building Programme (CBP) <br><br>     i. User Level <br>     ii. Master Trainers <br>     iii. EMD and Product Administrators <br>     iv. NIC Officials <br>     v. System Administrators <br><br> e) Digitization and Transition Strategy <br><br> f) Hiring of roll out team |
| 3 | Prepare Phase | a) Deployment of roll out team at user premises <br><br> b) Training and Handholding for department users <br><br> c) DSC Readiness with application |

# Phases in eOffice Implementation

| S.No. | Phase Name | Activities |
|---|---|---|
| 4 | Implementation and Support Phase | a) Trial Run of application<br><br>b) Go Live<br><br>c) On-site Technical Support<br><br>d) Off-site Technical Support |

# Constitution of eOffice Governance Structure

To ensure an effective implementation of eOffice, it must be driven and monitored by a well-defined Governance Structure. The following four key institutional key mechanisms are recommended as a part of the eOffice Governance Structure.

1. Project Steering Committee
2. Department Nodal Officer
3. Nodal Coordinators
4. Project Implementation Committee

For more information on eOffice Governance Structure, may please refer the document:



Governance
Structure

# Filling up of Master Data Templates

| Template Name | Attachment | Description |
|---|---|---|
| Employee Master Details (EMD) | EMD Template | User Department is required to submit the Employee Master Details in the prescribed eOffice template which is a basic prerequisite without which application can not be configured for department's use. |
| File Heads | File Heads Template | Identification of Basic, Primary, Secondary and Tertiary Heads as per the Functional Filing system of DOPT. This activity is a basic pre-requisite and required for automatic file number generation based on the file heads chosen. |
| Infra-proficiency | Infra-Proficiency Template | User Department is required to submit Infrastructure Details in prescribed format. An Infrastructure Gap Assessment Report will be prepared based on the infrastructure details provided by department in the prescribed eOffice format. |

# Infrastructure Gap Analysis Report

Based on the eOffice Infra-proficiency template received from user department, an Infrastructure Gap Assessment Report (IGAR) will be generated.

This IGAR primarily aims at highlighting the shortcomings in current infrastructure availability at user department. Specifically, the infrastructure 'gaps', i.e. non-availability /augmentation of workstations, scanners etc are highlighted based on which a sound procurement plan can be made by the user department.

A sample Infrastructure Gap Assessment Report (IGAR) of a user department is also placed below for reference:



IGAR

# Creation of GoI/NIC Email IDs

GoI/NIC Mail ID is required to login in eOffice using LDAP (Light Directory Access Protocol) Authentication.

## Steps for Getting GoI/NIC email ID:

**Step 1:** User can download the forms for email account creation (individual/group) using the following links:

    a)  [For Individual Subscription](#)
    b)  [For Bulk Subscription](#)

**Step 2:** The users will now fill the above downloaded form, get it signed from Competent Authority of the department and then submit it to NIC Coordinator of the department for email ID creation.

## Guidelines while applying GoI/NIC eMail ID:

1. The form should be filled in CAPITAL LETTERS.
2. Signatures of Competent Authority and NIC Coordinator of the department must be with date and seal.
3. All the fields must be filled.

# Procurement of Digital Signature Certificates

1. Digital Signature Certificate (DSC) is required for digital signing the note sheet and draft for approvals (DFA) in File Management System (eFile).

2. It can also be used as a mode of authentication for logging in to eOffice along with GoI/NIC eMail Ids.

3. Class-2 DSC with Signing Certificate will be recommended for eOffice.

4. For procurement of Digital Signature Certificate, user department may directly approach NICSI at nicsi-pi@nic.in and request them to submit Proforma Invoice for empanelled vendors who are providing DSCs.

5. The user department can also approach any Certifying Authority (CA) for procurement of DSC.

# eOffice Environment Setup at Data Centre

1. For all Central Government eOffice implementations which are to be hosted at National Data Centre (NDC), the eOffice Environment Setup will be done by eOffice System Administration Team.

2. For all State Government eOffice implementations which are to be hosted at National Data Centre (NDC), the eOffice Environment Setup will be done by the identified System Administrator(s) of State Government. The eOffice System Administration Team of NIC will provide necessary support as and when required.

3. For all eOffice implementations which are to be hosted at State Data Centre (SDC) or Local Data Centre (LDC), the eOffice Environment Setup will be done by the identified System Administrator(s) of user department. The eOffice System Administration Team of NIC will provide necessary support as and when required.

4. NIC eOffice Project Division will also provide necessary training on eOffice Product Server Administration, Management and Maintenance to the System Administrator(s) identified/hired by the user department.

# Domain Name Registration

1.  For all eOffice implementations which are hosted at National Data Centre (NDC), the DNS will be registered by NIC eOffice Project Division.

2.  For all eOffice implementations which are hosted at National Data Centre (NDC), The DNS should be in _____**.eoffice.gov.in** format. May kindly note that .eoffice.gov.in is standard.

3.  Whenever the eOffice Product will be hosted at State Data Centre (SDC) or Local Data Centre (LDC), the DNS will be registered by user department themselves.

# LDAP Binding of GoI/NIC Email IDs

GoI/NIC Mail ID is required to login in eOffice using LDAP (Light Directory Access Protocol) Authentication.

## Steps for Getting LDAP form:

**Step 1:** User can download the LDAP form using the following link:

    a) [LDAP Form](#)

**Step 2:** The users will now fill the above downloaded form, get it signed from Competent Authority of the department and then submit it to NIC Coordinator of the department for further submission to [support@nic.in](mailto:support@nic.in).

The user department may also provide the list of all email IDs which are to be bind through LDAP along with Security Clearance Certificate of the application to NIC Coordinator of the department.

## Guidelines while filling LDAP form:

1. The form should be filled in CAPITAL LETTERS.
2. Signatures of Competent Authority and NIC Coordinator of the department must be with date and seal.
3. All the fields must be filled.

# Capacity Building Programme (CBP)

For smooth, successful and sustainable implementation of eOffice product at user department, NIC eOffice Project Division will organize Capacity Building Programme (CBP) for the user department for following categories:

1. Users
2. Master Trainers
3. EMD & Product Administrators
4. NIC Officials
5. System Administrators

For organizing smooth and successful CBP, the user department may setup a dedicated Class Room Training Centre to facilitate regular capability building of users in the department with latest advancements in the application & contemporary technologies.

The capacity of 20-25 users accommodation with individual computer systems, Projectors etc. may also be provided in the training centre for user's hands-on.

A sample training calendar and agenda for CBP programmes is placed below:

CBP Calendar          CBP Agenda

# Digitization and Transition Strategy

| Strategy Name | Attachment | Description |
|---|---|---|
| Digitization Strategy | Digitization Framework | The user department will identify the Active Files, the Closed files, other Legacy files, Records for Digitisation. The user department may refer attached "**Digitization Framework**" for moving to an electronic file and knowledge management system. The various recommendations and guidelines would apply to all files and documents that are used in the government. The document can be used as a comprehensive guide on the steps and the decisions one needs to take before starting the transition. For digitization of files, the user department may count the pages to be digitized and hire a Digitization Agency either through NICSI (nicsi-pi@nic.in) or by advertising / tendering. |
| Transition Strategy | Transition Guidelines | The user department may prepare the transition plan according to the attached guidelines. Based on transition strategy made by the user department, eFile will be made operational across the department. |

# Hiring of roll out team

1. The User Department may identify necessary resources for facilitating on-site support for the implementation & roll-out activities.

2. The User Department may also setup a Project Management Unit (PMU) / Helpdesk in consultation with local NIC and eOffice Division by keeping in view the local factors and also the number of users distributed across various locations.

3. Whenever, the eOffice Product will be hosted at State Data Centre (SDC) or Local Data Centre (LDC), the user department may also identify / hire resources for server management & maintenance activities.

4. For hiring of manpower resources, the user department can send their request directly to NICSI at nicsi-pi@nic.in. At the time of placing the request to NICSI, the user department may also provide the details of resource category and duration upto which services of manpower resources will be required.

# Hiring of roll out team

Number of resources proposed by NIC eOffice Project Division for eOffice implementation are as follows:

| eOffice Version | User Slab | Number of Resource(s) |
|---|---|---|
| eOffice Lite | 0-100 | 1 Senior Resource with 3 years of experience + 1 Resource with 1 year of experience |
| | 101-250 | 1 Senior Resource with 3 years of experience + 2 Resources with 1 year of experience |
| eOffice Premium | 0-100 | 1 Senior Resource with 3 years of experience + 2 Resources with 1 year of experience |
| | 101-250 | 2 Senior Resources with 3 years of experience + 2 Resources with 1 year of experience |

# Trial Run of Application

During this time users have a fair knowledge of application. Trial basis Receipts and Files are generated from top to bottom to complete a loop for testing.

To Go Live, infrastructure readiness is a required feature. On this date application goes Live and all previous trial data is deleted.

# On-site Technical Support

1. The User Department may identify necessary resources for facilitating on-site support for the implementation & roll-out activities.

2. The User Department may also setup a Project Management Unit (PMU) / Helpdesk in consultation with local NIC and eOffice Division by keeping in view the local factors and also the number of users distributed across various locations.

3. Whenever, the eOffice Product will be hosted at State Data Centre (SDC) or Local Data Centre (LDC), the user department may also identify / hire resources for server management & maintenance activities.

4. For hiring of manpower resources, the user department can send their request directly to NICSI at nicsi-pi@nic.in. At the time of placing the request to NICSI, the user department may also provide the details of resource category and duration upto which services of manpower resources will be required.

# Off-site Technical Support

After the completion of implementation period of six months, off-site support through email (support.eoffice@nic.in) and telephone (011-24305808) will be provided to user department by NIC eOffice Project Division.

The off-site technical support will be provided to user department for a period of Five years from date of commencement of the project i.e. the date of creation of eOffice Production instance.

The eOffice application during its life-cycle faces various implementation challenges, these are broadly classified as-

1. **Resistance for Change:**

   • This has been observed as the biggest hurdle in a smooth implementation process with users in the organization being reluctant to change from the traditional way of working over partly due to trust & fear of acceptance to something new.

   **How to overcome this challenge:**

   • The solution to this challenge is having a planned approach for implementation with moral boosting of employees by appreciating (morally & monetarily) good performing employees in the department & motivating the actual workforce (SOs, Dealing Hand, Clerks) by setting real-life examples of how the application is improving the productivity of the organization as well as considerably decreasing the daily desk working hours for employees which in turn can be utilized by them in their for better professional & personal growth.

2. **Requisite infrastructure/Network bandwidth:**

   - This is another practical issues in various government organizations where the employees do not have proper client-machines with negligible maintenance (regular PC-cleaning activity) with some of them using outdated computer systems;
   - Network Band width/Network Configuration issues can lead to slowness and sometimes even disruption in service also.

   **How to overcome this challenge:**

   - This can be taken care by user-departments through their IT-Cell which can schedule weekly/fortnightly PC-Cleaning activity for all the available workstations.
   - A transition strategy can be decided through which all the outdated machines are replaced with newer computer-systems in a time-bound manner such that all the employees have individual workstations with disposal of older systems as per the E-Waste (Management & Handling) Rules, 2011.
   - Additionally, with each employee having individual computer machines they can be sensitized about best practices to manage their machines so as it can be used with minimum maintenance.

3.  **Standardization and Simplification of processes:**

    *   There is always reluctance in changing the existing processes which are being used in the manual environment, however, this is the most important aspect for a successful & smooth implementation.
    *   As various features in the electronic environment are optimized for use over computers with facilitation of easy electronic delivery & it should never be compared with how they were used in the traditional manual way. Rather forcing of manual mechanism will be retrograde step.

    **How to overcome this challenge:**

    *   As an implementation strategy, it is always recommended to have the existing government processes optimized to suit the electronic environment, a term very well known as "BPR" Business process Re-engineering or "GPR" Government process Re-engineering. This ultimately helps the end-users in a way to transform from existing manual environment to an optimized, and efficient automated electronic environment.

**4.  Change Management:**

- Change management plays a vital role during the implementation life-cycle of the product, as gradually after department gets comfortable with the use of the application, they starts looking for additional features in the application which at-times are very exclusive (specific) in nature, and are not generic.
- One of the most common mistakes made during eOffice implementations is to assume that eOffice can be used to run office end to end, where as eOffice works towards optimizing value chain instead of providing end to end solution. Rather in  the form of eOffice generic modules were decoupled from core business functions specific to a department.

**How to overcome this challenge:**

- The eOffice application suite being a unified solution at-times make it difficult to incorporate exclusive changes in the existing application model.
- To overcome this challenge, a process-committee has been identified at the eOffice division who looks after all the Change-Requests received from various user-department & examines the feasibility. Any generic requirement will be analyzed for development and released as per release cycle, with monthly (minor) releases & quarterly (major) release.
- Along-with this the application model has been optimized to integrate different exclusive requirements from various department using "Configurational properties" which can be used by specific departments as per their requirement.
- Sometimes it is not possible to identify the value of upgrades, particularly when the upgrade was on account of  another user .
- Apart from this Partial integration of eOffice with other applications in terms of well defined interface from and to eOffice is being considered for development.

**5. Need for mandating eFile:**

- This is an extremely important aspect as eOffice is a top driven application.
- In the absence of mandate and clear instructions from the top management, it is not possible to implement.
- Sometimes as the top management changes, the implementation/usage also slows down.

**How to overcome this challenge:**

- As an implementation strategy, it is always recommended to have a well defined Project Steering Committee (PSC) under the Governance Structure.
- This PSC should give the overall direction and leadership for the implementation of eOffice and is formed with in the department, comprising of senior management.
- Pro-active members in this group can take implementation miles forward
- The key tasks and responsibilities of PSC should be as follows:
  - Setting the scope, long terms goals & targets
  - Provide project oversight, direction and guidance as needed for the overall implementation of the project
  - Approval and issue of the notifications required
  - Establish and notify the required policies, guidelines, best practices, and standard operating procedures for eOffice
  - Communication of the project to all the stakeholders
  - Regular review of project deliverables & enforcement for smooth implementation

**6. Changes in Governance Structure:**

- To ensure an effective implementation of eOffice, it must be driven and monitored by a well-defined Governance Structure.
- However, over a period of time, it has been observed that changes in Governance structure slackens the pace of implementation.
- One of the prime cause of delay is on account of not having the right people on the team, be it the Governance Structure, or EMD Managers or the System Administrators in case of local deployments.

**How to overcome this challenge:**

- In order to overcome this challenge, it is recommended that all the key stakeholders nominated under Governance Structure should follow the roles and responsibilities assigned to them.
- Project Steering Committee and other teams should have minimum number of persons, irrespective of transfers/movements.
- Regular trainings / Capacity Building Programmes on eOffice (User / EMD Managers / System Administrators) should be organised for moving in members.

**7. Strengthening of Central Registry Unit (CRU):**

- This is another practical issues in various government organizations where the employees deputed at CRU do not have the basic knowledge of computer, email and internet browsing.

**How to overcome this challenge:**

- In order to overcome this challenge, it is recommended that the user department should depute those employees at CRU who have basic knowledge of computer and internet browsing.
- Further, the user department may also provide set of guidelines to these employees for handling of DAK in CRU.
- These persons can also be provided basic trainings.

8. **Setting up of an eOffice Support Team / Local Helpdesk Unit:**

   - It has been observed over a period of time that after withdrawing on-site manpower support (on completion of six months implementation period), the eOffice implementation project at the user department collapses.

   **How to overcome this challenge:**

   - The project implementation period of eOffice is Six months for operationalization and during this period the user department should plan for succession of these persons.
   - They have to identify efficient manpower to whom training on eOffice product can be provided and also the technical know how of eOffice implementation can be transferred.

9.  **Identification of Linux and Database Administrators for managing local deployments:**

    *   It has been observed that some of the user departments who have locally implemented eOffice Product do not have Linux and Database Administrators who can deploy new patch updates / latest releases in their test / production servers.

    **How to overcome this challenge:**

    *   In order to overcome this challenge, the user department may identify Linux and Database Administrators to whom the necessary training on eOffice system administration can be provided.

## 10. Technical Challenges

- As the entire environment is changing (Hardware and Software in terms of OS, Browsers, Java Platform, APIs from vendors, it is huge task to keep up with the pace of this development apart from the demands CRs, which may be conflicting also.

# Thank You