

eOffice Implementation Handbook

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 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)	-	✓	-	-





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.

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. 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  Costing Model  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  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	<ul style="list-style-type: none"> a) Constitution of eOffice Governance Structure b) Filling up of Master Data Templates <ul style="list-style-type: none"> i. Employee Master Details (EMD) Template ii. File Heads Template iii. Infra-Proficiency Template c) Preparation of Infrastructure Gap Analysis Report d) Procurement/Upgrade of Infrastructure by the department e) Creation of GoI/NIC email Ids f) Procurement of Digital Signature Certificates (DSC)



Phases in eOffice Implementation

S.No.	Phase Name	Activities
2	Planning Phase	<ul style="list-style-type: none"> a) eOffice Environment Setup at Data Centre b) Domain Name Registration c) LDAP Binding of GoI/NIC email IDs d) Capacity Building Programme (CBP) <ul style="list-style-type: none"> i. User Level ii. Master Trainers iii. EMD and Product Administrators iv. NIC Officials v. System Administrators e) Digitization and Transition Strategy f) Hiring of roll out team
3	Prepare Phase	<ul style="list-style-type: none"> a) Deployment of roll out team at user premises b) Training and Handholding for department users c) DSC Readiness with application



Phases in eOffice Implementation

S.No.	Phase Name	Activities
4	Implementation and Support Phase	a) Trial Run of application b) Go Live c) On-site Technical Support 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 NICS I 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.

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	 <p>Digitization Framework</p>	<p>The user department will identify the Active Files, the Closed files, other Legacy files, Records for Digitisation.</p> <p>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.</p> <p>For digitization of files, the user department may count the pages to be digitized and hire a Digitization Agency either through NICS (nics-pi@nic.in) or by advertising / tendering.</p>
Transition Strategy	 <p>Transition Guidelines</p>	<p>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.</p>



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.



Go Live

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 NICS I at nicsi-pi@nic.in. At the time of placing the request to NICS I, 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.



Thank You