



eOffice Uttar Pradesh

Project Action Plan

**for All (75) Districts and All
Directorates of UP**

[A DIGITAL WORKPLACE SOLUTION]

<https://eoffice.gov.in>

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1. Introduction

The eOffice product aims to support governance by ushering in more effective and transparent inter and intra-government processes. The vision of e-Office is to achieve a simplified, responsive, effective and transparent working of all government offices.

The Open Architecture on which eOffice has been built, makes it a reusable framework and a standard reusable product amenable to replication across the governments, at the central, state and district levels. The product brings together the independent functions and systems under a single framework.

The product has been designed with the aim of –

- Establish a paperless environment in government offices
- Transforming the existing manual, paper-driven processes into electronic workflow
- Standardize on a Single product across the Government
- Establish a Single Authoritative Government Directory
- Develop on an Open Architecture Framework for scalability

Main Features

- Open Architecture & Technology Neutral
- Common Data Sets and Standards
- Role based access for Authorization
- Directory based authentication
- Open Standards & technologies based
- Unicode Compliant - Support for local languages

- Organization level common repository of user information for various services and applications.

Benefits

- Enhance transparency – files can be tracked and their status is known to all at all times,
- Increase accountability – the responsibility of quality and speed of decision making is easier to monitor,
- Assured data security and data integrity
- Provide a platform for re-inventing and re-engineering the government,
- Promote innovation by releasing staff energy and time from unproductive procedures,
- Transform the government work culture and ethics,
- Promote greater collaboration in the work place and effective knowledge management.

eOffice Product Suite

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	eOffice Lite (eFile)	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 Related Information System Management	-	-	✓
Smart Performance Appraisal Report Recording Window (SPARROW)	-	-	-

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.

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

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

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

Tour Management System (eTour) automates employee tour programmes.

Personnel Information Management System (PIMS) manages employee records

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.

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

2. Objective

The State Government through office of Hon'ble Chief Minister has decided to implement eOffice in all 75 Districts of Uttar Pradesh and Directorates of Uttar Pradesh in a time bound

manner. Initially the eOffice Lite version will be implemented in all 75 districts of UP and Directorates of Uttar Pradesh. After successful implementation of the Lite version the state government may decide to rollout the premium version. The State Government has also decided that all new files created after formal rollout of the eOffice in UP Secretariat will be created and processed electronically. The files currently active and in movement will also be gradually converted to electronic files and made a part of eOffice system.

3. Project Requirements

The following activities/ requirements are envisaged as pre-requisites to the implementation without which, the project rollout will not be possible in the specified time frame. Based on the inputs (75 districts and Directorates of Uttar Pradesh and 71750 users initially) provided by the IT Department the estimations have been done on the requirements of IT infrastructure, Manpower Resources, Administrative/ eGovernance Structure in the state

- A. **IT Infrastructure** – eOffice implementation in all 75 Districts and Directorates of Uttar Pradesh will require resources at the State Data Centre or any data centre as decided by Govt. of UP for hosting 78 eOffice instances, computer systems, networking, scanners, digital signatures and power backup systems in all the districts of UP and directorates of Uttar Pradesh. Systems, digital signatures and networking will be required for all the users of eOffice while the scanners will be required at the Dak Entry Points. The minimal configuration of hardware required is mentioned in **Annexure-1.**

Computers Systems will be required for all the eOffice users of 75 Districts and Directorates of Uttar Pradesh. Scanners will be required at all the DAK points of 75 Districts and Directorates of Uttar Pradesh. ADF Scanner (Heavy duty and Light duty) with duplex scanning are required.

- B. **NICNET/ NKN Connectivity** - NICNET/NKN connectivity is **mandatory** for accessing the eOffice Product suite hosted at State Data Centre (SDC) as directed by

Chief Secretary Govt. of UP, hence, NICNET/NKN connectivity or VPN Service will have to be extended to all the users of eOffice.

C. **Data Collection & Master Data Preparation** – NIC has already designed templates to collect data that is required to prepare the master tables for each department. The departments will have to fill the data in data templates and submit them to NIC eOffice Project Division for data standardization. The data required can be categorized into -

- **Employee Master Details (EMD Template)** – The employee details of each department along with hierarchy who will work on the eOffice System.
- **Department File Heads (File Heads Template)** -Identification of Basic, Primary, Secondary and Tertiary Heads as per the Functional Filing system of Government.
- **eOffice Infra-Proficiency templates**- User department will submit Infrastructure Details in prescribed format based on which Infrastructure Gap Assessment Report will be prepared by Nodal District/Directorate and resources will be allocated to the department.

D. **NIC email IDs creation and LDAP Binding**–Access to eOffice will be through NIC email IDs. As such, NIC email IDs. Will have to be created for all users of 75 Districts and Directorates of Uttar Pradesh. In order to provide single sign-on all these will be bind through LDAP (Light Directory Access Protocol). Requisite online forms will have to be filled by the departments for creation of NIC email Ids using bulk option which is available on following link: <https://eforms.nic.in>.

E. **Procurement of eSign/ Digital Signature Certificates (DSC)** - GoUP may procure Digital Signature Certificates (DSC) for all eOffice users who will be signing noting and drafts in electronic files. For procuring Digital Signature Certificates, GoUP may

directly approach any of the Certifying Authority for procurement of the same (Presently UPLC has done for UP Secretariat). GoUP may also kindly note that eSign facility is also available in eOffice (eFile) application for signing of noting and drafts in electronic files. The eSign facility is provided by CDAC and a couple of other providers.

F. **Constitution of eOffice Governance Structure** - To ensure an effective implementation of eOffice, it must be driven and monitored by a well-defined Governance Structure. GoUP may constitute eOffice Governance Structure as mentioned below and submit its copy to NIC eOffice Project Division for taking the eOffice implementation forward.

➤ **Project Steering Committee** – This will be a high level committee under chairmanship of District Magistrates in the Districts and Head of Directorates of UP. **District level project steering committee** may have members such as DM, CDO, ADM, and DESt.O etc.. **Directorate level project steering committee** may have members such as Director, additional Director, Finance Controller and a member from the directorate having good knowledge of IT. The committee will give overall direction and leadership to the implementation of eOffice in the District/Directorate. This committee, being advisory in nature, must be formed in a manner where in all implementing divisions and key stakeholders are involved. The leadership is to be entrusted to the top authority. The key task and responsibilities of the committee will be setting long term goals and targets, periodic review of implementation, approve major funding and resource allocation strategies, and significant changes to funding/ resource allocations.

➤ **Project Implementation Committee**–The project implementation committee will be responsible for the complete execution of the project. The Implementation Committee at district level will be headed by District Magistrate with members from NIC and other members as per the discretion of District Magistrate. The

Implementation Committee at directorate level will be headed by Director with members from IT Department and other members as per the discretion of Director. This committee will be responsible for setting short and medium term goals, provide direction to the project roll out, regular review of project deliverables & enforcement for smooth implementation, develop Sustainability Plan etc.

- **Project Support Team** – A four member project Support team needs to be identified by District Magistrate/Director which will coordinate with the user departments and guide them in filling the pre-requisites for eOffice implementation. The team will design the training schedule and interact with EMD managers for overall completion of the project rollout.
- **Nodal Officers/ Employee Master Data (EMD) Managers** – There will be one Nodal Officer/EMD Manager in each department in Districts and Directorate of UP, who will be responsible for steering, coordination and implementation of eOffice in his/her respective department in District and Directorate of UP. They will provide the necessary assistance in infrastructure assessment, data collection and its vetting, ensure that NIC email accounts are created for all users in their District/Directorate, identify the File Heads in the departments of Districts/Directorate as per the Standard File Heads, complete EMD details in the specified template. They will also ensure updating of employee data in eOffice instance of Govt. of UP for their department in the District/Directorate, and will be responsible for inter-departmental transfer and postings, & assigning roles and privileges.

The District Magistrate and Head of Directorate of UP will identify one Nodal Officer/ EMD manager in each department of the District/Directorate who will be responsible for overall administration and management of eOffice in that District and Directorate. The Nodal Officer/ EMD managers will be provided adequate training by NIC.

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

- Master Trainers
- Departmental Nodal Officers/ EMD Managers
- 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 30-50 users accommodation with individual computer systems, Projectors etc. may also be provided in the training centre for user's hands-on. The master trainers will continue the regular training programs for the users.

H. Identification / Hiring of Manpower Resources

- **Setting up of eOffice PMU & Helpdesk Unit** - An eOffice PMU and Helpdesk Unit needs to be setup to provide support to the rollout team and departments. Both the units will be manned by a dedicated team of staff. This help-desk support staff will respond to telephone calls and email from users looking for help with problems & queries related to eOffice. Ideally the team will consist of 4 people – 1 Sr Resource with 4-6 yrs of experience, 2 Resources with 2-4 years of experience (PMU) and 1 Resource to provide telephonic support (HelpDesk).
- **Master Trainers** – Training is an essential and important part of the eOffice implementation. It has to be a continuous process so that all officials are trained on the System. The State Government has to identify Master Trainers, preferably those who have knowledge of Computers and IT. These master trainers will be

provided extensive training by NIC eOffice team and will assist NIC eOffice team from start to provide trainings to the department officials. The identified Master Trainers will also be instrumental in providing continuous trainings to the end users of Govt. of UP. The master trainers can be a mix of Government employees and hired resources.

- **On-site Roll Out Team** - For smooth successful and sustainable implementation of eOffice, on-site Roll out Support Team of two employees/hired manpower by the state is required in all 75 Districts and Directorates of UP. These identified / hired on-site roll out team members will further facilitate the departments in eOffice master data collection and will also provide hand-holding & troubleshooting support to end users. The team can be hired for an initial period of 1 year and then can be gradually reduced.
- **System Administration Team (For 78 eOffice instances)** – In order to manage all 75 eOffice instance of District and 3 eOffice instance directorates of UP and for sorting out all technical issues 1 project Manager, 12 System Administrators (5 + year experience) and 4 rollout support need to be hired for managing and administering the eOffice infrastructure.

I. Scanning & Digitisation

The scanning and digitization of active files will be carried out in all 75 Districts and Directorates of UP and brought on the eOffice platform. The user department will identify the active files and decide the digitization approach in consultation with the eOffice PMU. For digitization high speed scanners will be procured for the sections and manpower deployed to handle the digitization of files and make them part of the eOffice System

Digitization Approach – Decision needs to be taken on the approach for digitization of active files

1. Transformational approach

- All records, active files to be converted to efiles

2. Hybrid approach

- Only records to be converted to efiles along with new files as efiles
- Only active files to be converted to efiles along with new files as efiles

Mode of Digitization– Guidelines on method of scanning and level of meta data to be captured for conversion to efile.

- A. Single PDF, B. Scan Page by Page

4. **eOffice Implementation & Rollout :**

The various pre-requisites and requirements mentioned above needs to be fulfilled for implementation of eOffice in the directorates and districts of UP. The various activities and tentative schedule is mentioned below for rollout of eOffice within the time frame specified by the State Government. There are basically four phases identified for implementation - the Pre-project phase, the planning phase, the preparation phase and finally the implementation and support phase. The activities that need to be performed along with the responsible department has been mentioned with start and end date.

Pre - Project Phase

S.No	Activity	Responsibility
1	Preparation of Project Implementation Plan with activities & targets	NIC
2	Constitution of eOffice Governance Structure including Committees.	District Magistrates and Directorates Heads
3	Identification of Project Support Team	District Magistrates and Directorates Heads

4	Identification of Master Trainers	District Magistrates and Directorates Heads
5	Identification of Nodal Officer/ EMD Managers	District Magistrates and Directorates Heads
6	Orientation Programmes for Nodal Officer/ EMD Managers	NIC
7	Collection & Submission of eOffice Master Data (EMD, File Heads) in standardized formats	District Magistrates and Directorates Heads
8	Filling & Completion of NIC eMail & DSC/ eSign forms by users	NIC & Nodal Officer
9	Preparation of Infrastructure Gap Analysis Report (including Networking)	NIC & Nodal Officer
10	Finalization of Digitization Strategy	Nodal Officer
11	Finalization of Transition Strategy	Nodal Officer

Planning Phase

S.No	Activity	Agency
12	Initiation of Procurement/ upgrade of Infrastructure	State Nodal Department
13	eOffice Environment Setup	NIC
14	LDAP Binding	NIC
15	Capability Building Programme for key officials & Project Support Team (3 days)	NIC
16	Scheduling of Product Administrator Training for identified eOffice Administrator and EMD Managers	Nodal Officer
17	Scheduling of Training and Handholding for Department Users	Nodal Officer
18	Initiation of hiring of PMU Team & On-site Support Team	Nodal Officer

Preparation Phase

S.No	Activity	Agency
19	Procurement of Infrastructure by District Administration/HOD's	Nodal Officer
20	Procurement of Infrastructure by UP State Data Centre	e-Office State Nodal Officer
21	Hiring of PMU Team & On-site Support Team	Nodal Officer
21	Finalization of eOffice Master Data	NIC & Nodal Officer
22	DSC/ eSign Readiness	Nodal Officer
23	Training of Master Trainers	NIC
24	Training of Nodal Officer/ EMD Managers	NIC
25	Training and Handholding for Department Users	NIC & Master Trainers
26	Completion of activities required for execution of Transition Time Table (Identification of File Heads, Subjects etc.)	Nodal Officer & NIC

Implementation & Support Phase

S.No	Activity	Agency
27	Trial Run of Application	NIC & Nodal Officer
28	Go Live	NIC & Nodal Officer

5. Roles & Responsibilities

National Informatics Centre

1. To ensure eOffice application setup, operation, training and hand-holding
2. To provide post-implementation support after completion of implementation period

3. To provide operational guidance to the users and state government
4. To have constant interaction with the state government to address concerns.

State Nodal Department

1. To convey the acceptance of project proposal to NIC/NICSI
2. Creation of various committees, Project Management Unit and other eGovernance structures for eOffice implementation
3. Provisioning of IT Infrastructure at Data Centre. Provisioning of IT Infrastructure (hardware, networking etc) in the district & departments and training facilities
4. Prepare training calendar and arrange venue and logistics for the users training and hand holding for a prolonged period
5. Provisioning of manpower support required in the project including project support team, EMD manager, master trainers and hired manpower for System Administration and hand holding support
6. To ensure completion of pre-requisite information from each department in the required template such as EMD details, File Heads, Opening of NIC Mail accounts, LDAP binding and organizational structures etc.
7. To provide necessary security approvals, computer systems, internet connections, telephone etc. for implementation team at the user departments
8. Scanning & Digitization activities
9. Framing of necessary policies and procedures required for eOffice implementation and release of necessary Government Orders.
10. Provide logistics support for setting up of eOffice PMU and Help Desk

6-Gantt Chart:

