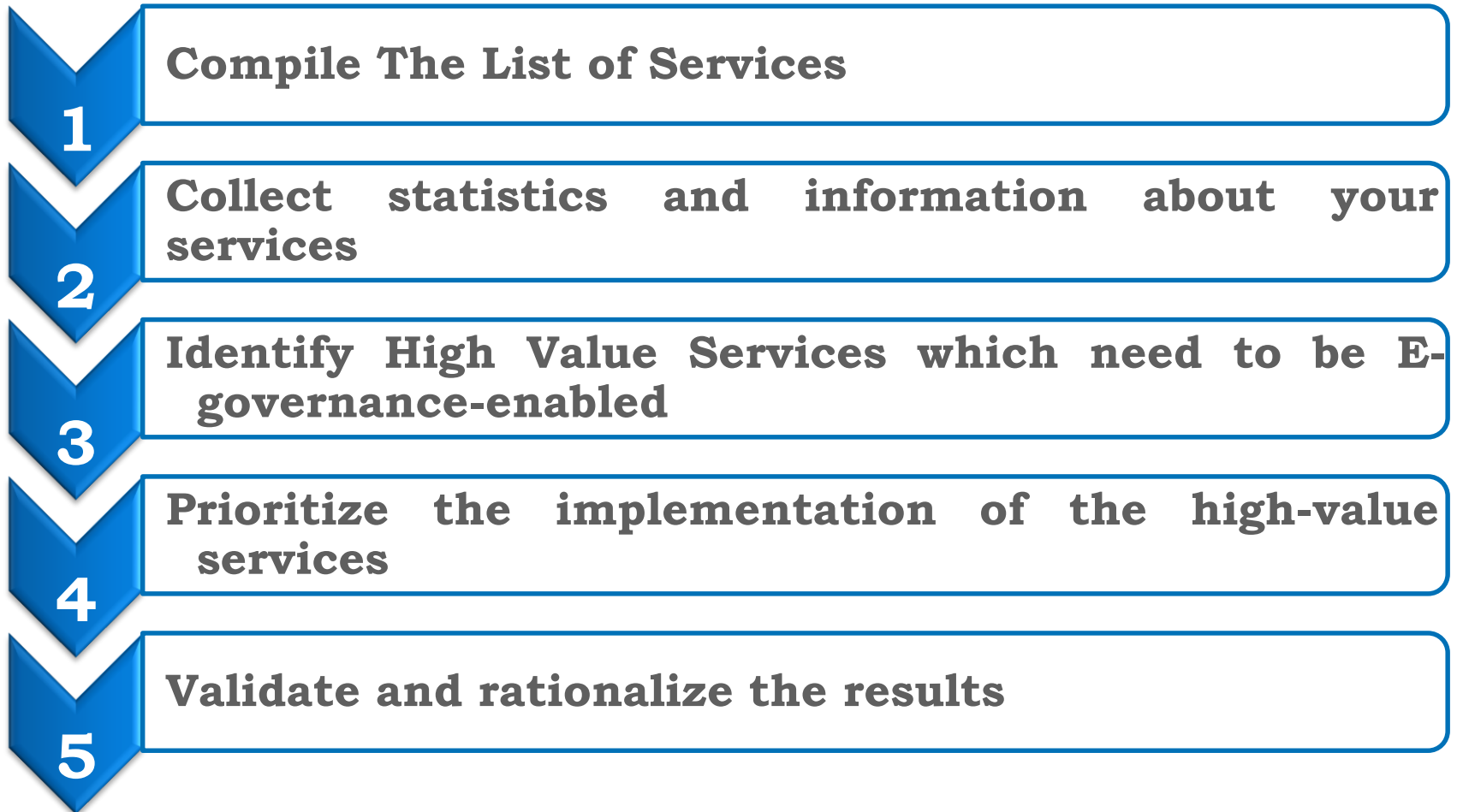


Exercise-1

Service Prioritization Framework

Approach for Service Prioritization



Service Prioritization Framework

- ❖ Step 1: Compile the list of services
 - Identify the stakeholders addressed/served by the department
 - First level of classification (citizens, businesses, employees, other governments)
 - Sub-classification (e.g. of citizens served by Education Dept) – Parents, Higher education level students, university level students, private college owners...
 - Identification of department functions/services to the stakeholder groups
 - Identification of list of information and transaction services stakeholder wise

Model Services for a Municipality to be followed in Step 1

- (1) Quarterly Water Tax payment
- (2) Birth and Death Registration along with payment
- (3) Permission and payment for special occasions like marriage, puja pandals etc and for temporary private use of public places
- (4) Half-Yearly Property Tax Payment

Service Prioritization Framework

- ❖ Step 2: Collect information & statistics about the various services
 - Collection of various operational information and statistics for the list of services identified in Step 1
 - Illustrative Information and statistics for each service include:
 - Transaction volumes
 - Frequency of transactions
 - Transaction processing time
 - Number of customer visits
 - Time spent by the customer for follow-up and track progress

Service Prioritization Framework

Step 3: Identify The High Value Services Which Need To Be Transformed Into E-governance

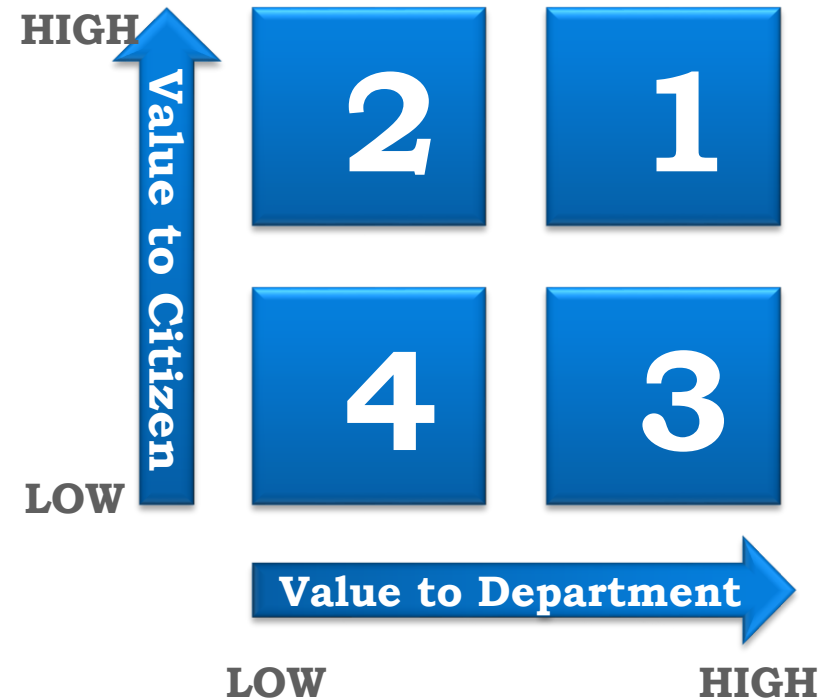
VALUE TO CITIZEN VS. VALUE TO DEPARTMENT

❖ Measures for Value to Citizen

- Minimizing the number of customer visits to the department
- Reducing the time required to deliver a service
- Reducing the time spent by the customer for follow-up and track progress of the requested service
- Reducing the time spent by the customer to file complaints.

❖ Measures for Value to Department

- Reducing cost of processing transactions
- Delivering intangible benefits
- Increase transaction volumes



Service Prioritization Framework

- ❖ Step 4: Prioritize **The Implementation** of The High Value Services
- ❖ Identify when to implement each of the high value services identified for the department
- ❖ The implementation priority for each high value service was defined based on the analysis of service visibility and service complexity

Service Prioritization Framework

Step 4: Prioritize The Implementation of The High Value Services

❖ **Service Visibility**

- Describes how significantly and extensively can customers feel and experience the benefits achieved from delivering the service into E-governance.
- Services of high volume of transactions and a large customer base would be more visible to the Department customers than other services with a very limited customer base.

❖ **Service Complexity**

- Describes how easy the service can be made E-governance-enabled.
- Depends on a number of factors such as the degree of existing automation, number of external parties involved and the number of customer documents processed

Service Prioritization Framework

Step 4: Prioritize The Implementation of The High Value Services

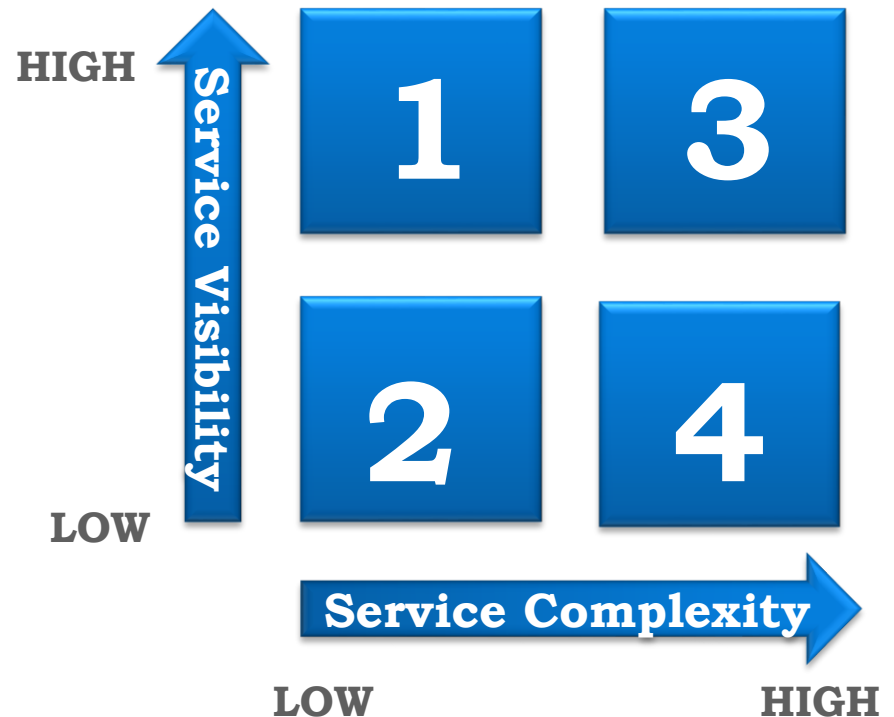
❖ Measures for Service visibility

- Volume of transactions
- Customer base
- Intangible benefits

❖ Measures for Service Complexity

- Degree of existing automations
- Number of external agencies involved
- Number of customer documents processed

VISIBILITY VS. COMPLEXITY

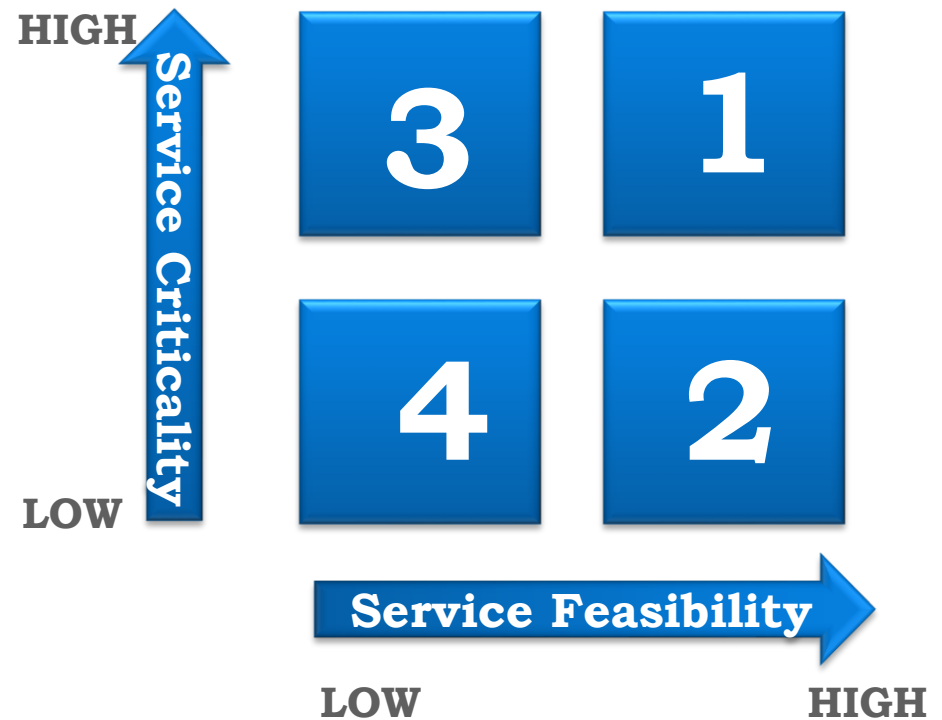


Service Prioritization Framework

Step 4: Prioritize The Implementation of The High Value Services

❖ FEASIBILITY VS. CRITICALITY

- ❖ Evaluate potential applications and e-government services based on their **criticality** and **feasibility** and prioritize the funding of those services based on the following framework:



Service Prioritization Framework

❖ **Step 5: Validate and Rationalize The Results**

- Validate the identified services/projects for e-Governance through department's survey, experience and knowledge of the customers
- Verify that the high-value services can deliver benefits through E-governance.
- Verify the feasibility of the implementation priorities assigned to the high-value services

END