

e-GOVERNANCE PROJECT LIFE CYCLE

E-governance Project life cycle



Need for a more robust approach for e-governance

- ❖ To support government's education organizations to:
 - **Get it right first time**
 - **Orient project designs with stakeholder focus and needs**
 - **Achieve heightened focus on business and stakeholder benefits**
 - **Prioritization** of requirements in line with business and stakeholder needs
 - **Support in adoption of best practices** and right approach at each phase
 - **Manage the private sector participation** and project delivery to the results
 - **Phased implementation** with minimal impact and maximum results to stakeholders

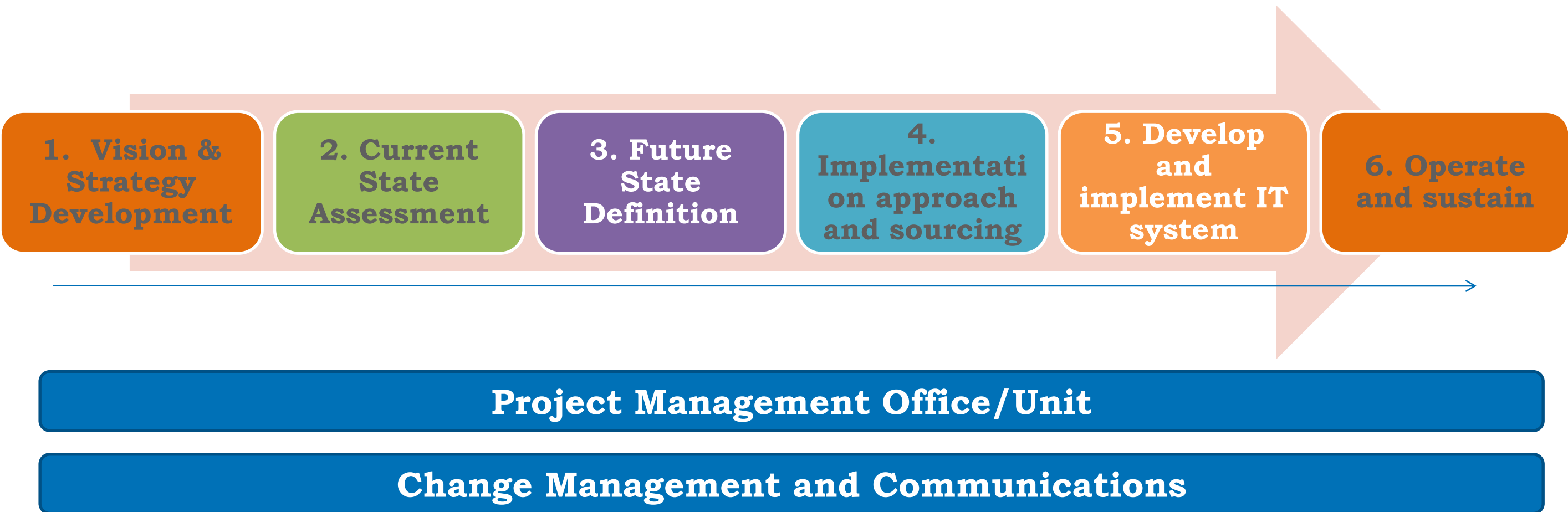
Essential elements of e-government project

- ❖ Vision and strategy
- ❖ Government Process Re-engineering (BPR/FPR)
- ❖ Enterprise Architecture
- ❖ Software development and IT Infrastructure implementation
- ❖ Business model
- ❖ Legal Framework
- ❖ Change Management
- ❖ Training and Capacity Building
- ❖ Project and Program Management
- ❖ Monitoring & Evaluation...

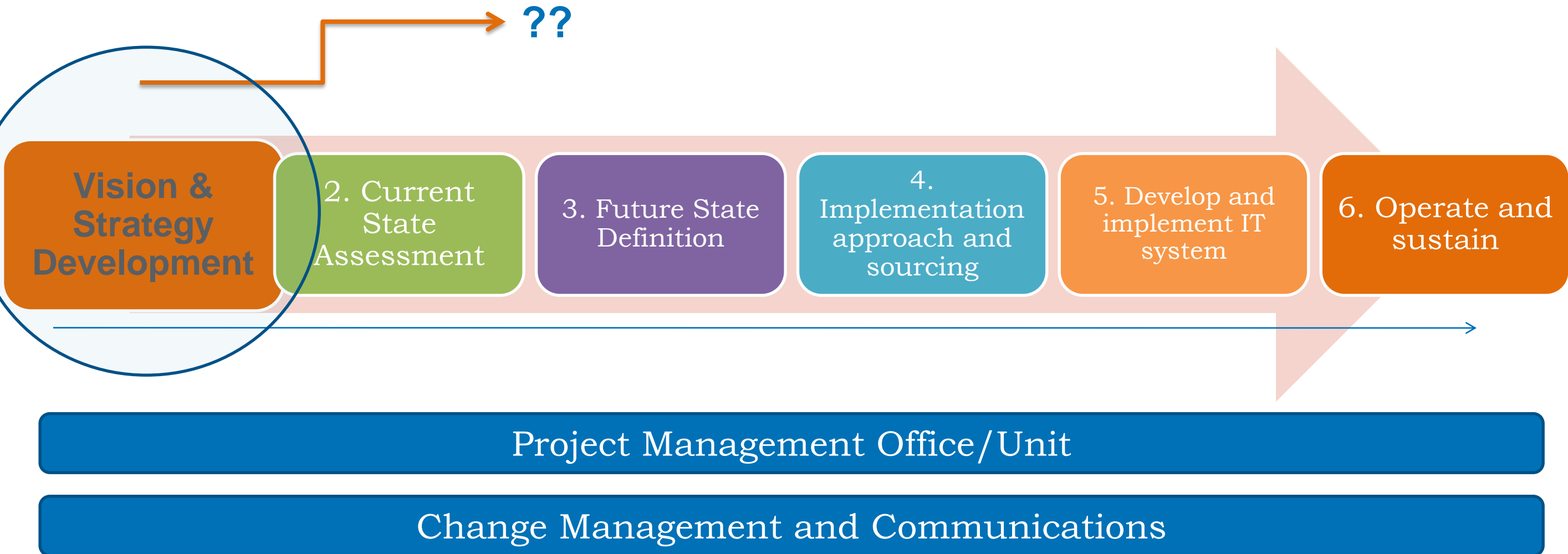


**IT is only a
component**

E-governance Project life cycle



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e-Governance Project Life Cycle (eGLC)

PHASE 1: VISION & STRATEGY DEVELOPMENT

□ KEY ACTIVITIES

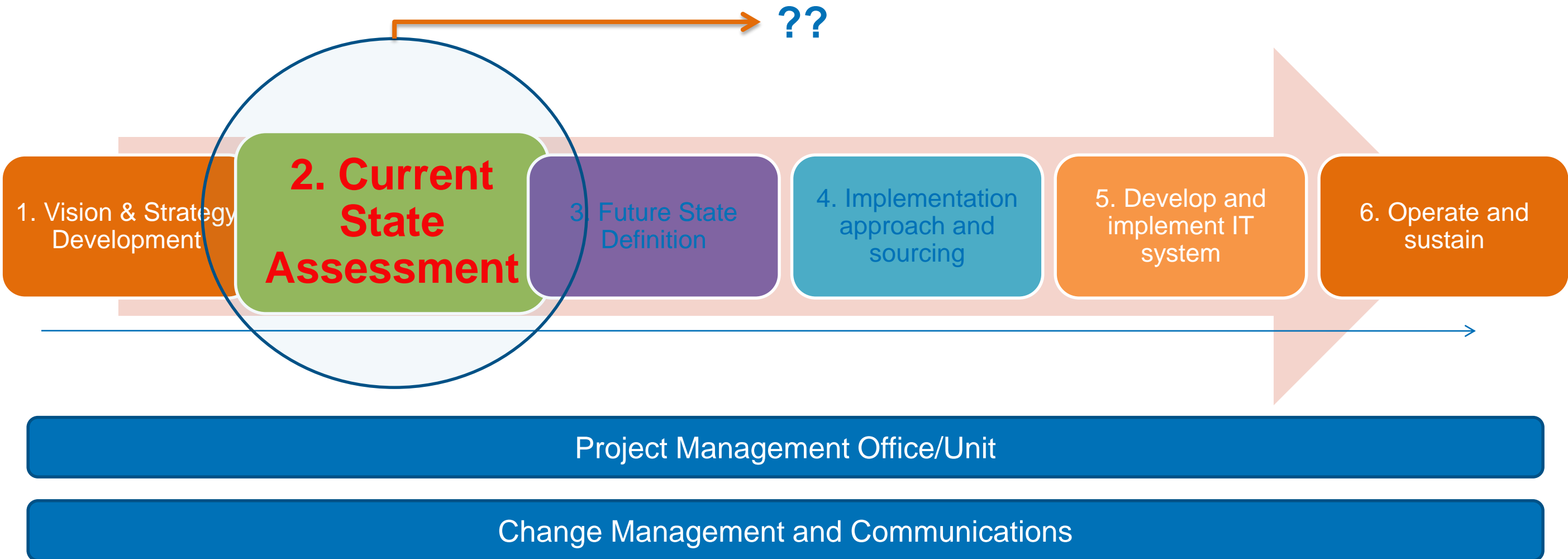
- Needs Assessment
- Define clear vision & objectives
- Prioritization of services and projects
- Incorporate domestic and global learnings
- Identify institutional structures & capacities for implementation
- Define funding requirements
- Define monitoring and evaluation approach...

e-Governance Project Life Cycle (eGLC)

Phase 1: Vision & Strategy Development Typically Includes

- Assessment of department functions and services
- Services listing and prioritization based on vision and objectives
- Identification of projects for achieving the vision and objectives and prioritization of projects
- Definition of expected benefits, outputs and outcomes
- Definition of implementation roadmap and timelines
- Definition of institutional structures required, including roles and responsibilities for implementation of identified projects
- Assessment of funding requirements for implementation of strategy
- Risk assessment and mitigation measures definition...
- Monitoring & Evaluation framework

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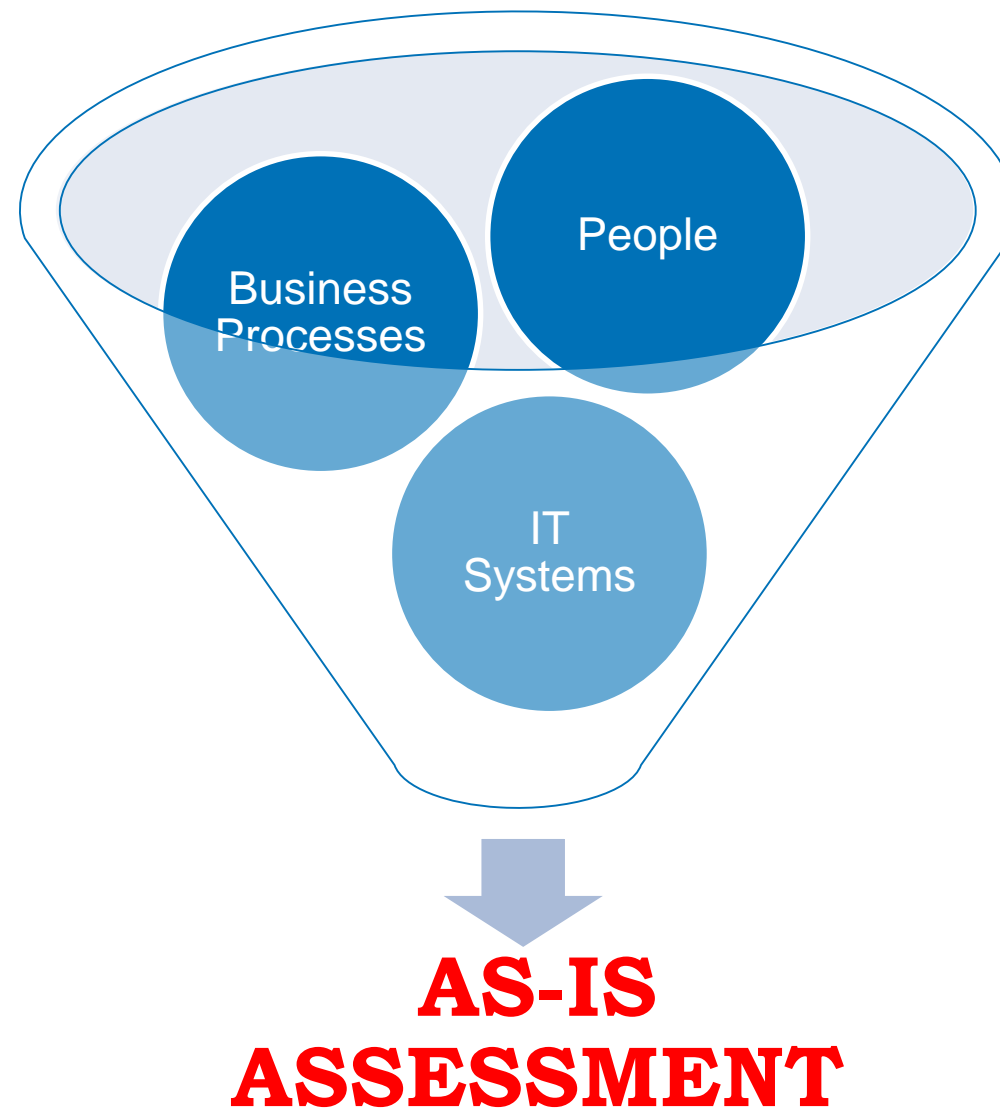
PHASE 2: CURRENT STATE ASSESSMENT

- ❖ To perform an in-depth assessment of business functions and services identified for coverage under e-Governance project to understand:
- ❖ Current approach for performing the business functions and service delivery
- ❖ The key challenges and to identify improvement areas
- ❖ Stakeholder needs and expectations
- ❖ Good practices and learnings from similar implementations in similar domains
- ❖ Current systems (IT) implemented in the department, coverage and gaps
- ❖ Organization structures and people capacities etc

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PHASE 2: CURRENT STATE (AS-IS) ASSESSMENT

As-Is Assessment is carried out along the following dimensions:



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PHASE 2: CURRENT STATE ASSESSMENT

❖ KEY OUTPUTS/DELIVERABLES

As-Is Processes

- Process maps
- Pain points
- Initial improvement areas
- Stakeholder needs

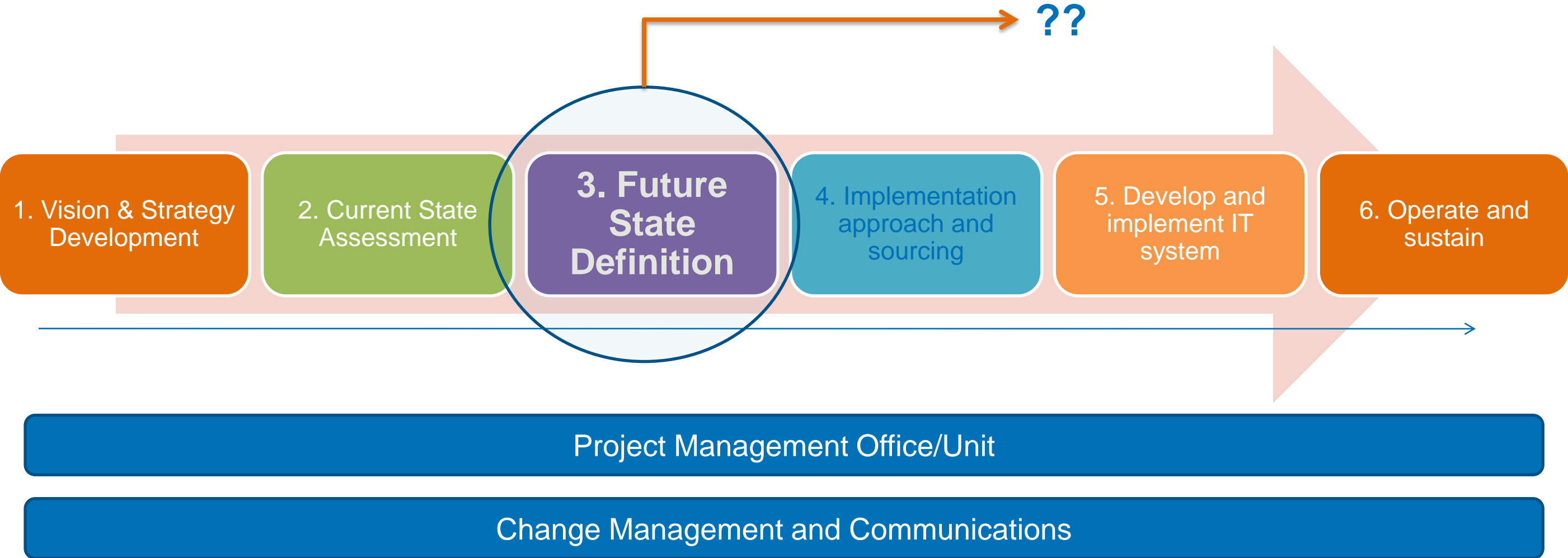
As-Is IT Environment

- IT Systems
- Scope and functionality
- Strengths and gaps
- IT Infrastructure (network, security, data center)..

As-Is People Environment

- Organizational structures
- Roles and responsibilities
- Capacities and skill sets
- Change barriers..

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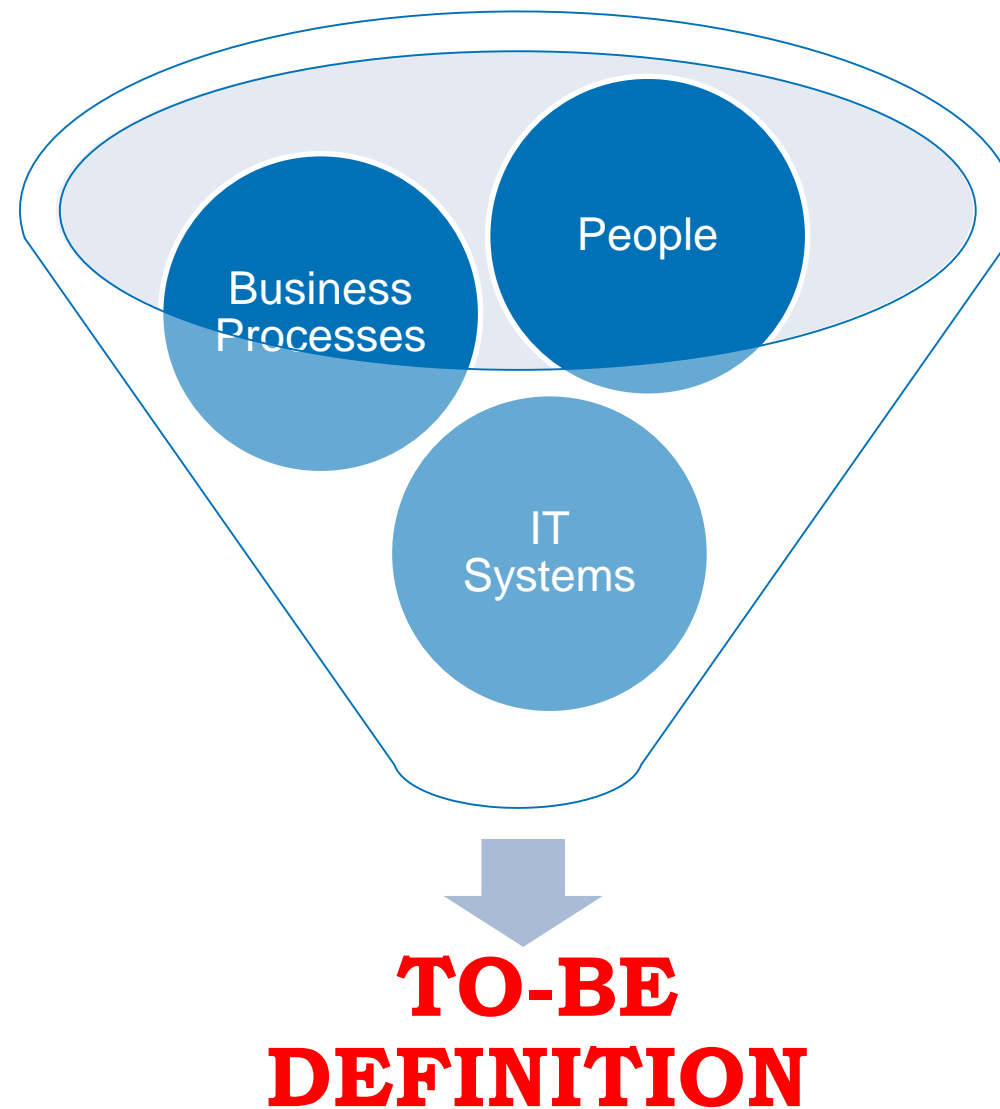
PHASE 3: DEFINE FUTURE STATE (TO-BE DEFINITION)

- ❖ To define how the identified business functions and services shall be performed going forward
- ❖ To define the new business processes
- ❖ To define IT solutions and services for automation of new business processes
- ❖ To define people change management, capacity building and communication requirements for project implementation

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PHASE 3: DEFINE FUTURE STATE (TO-BE DEFINITION)

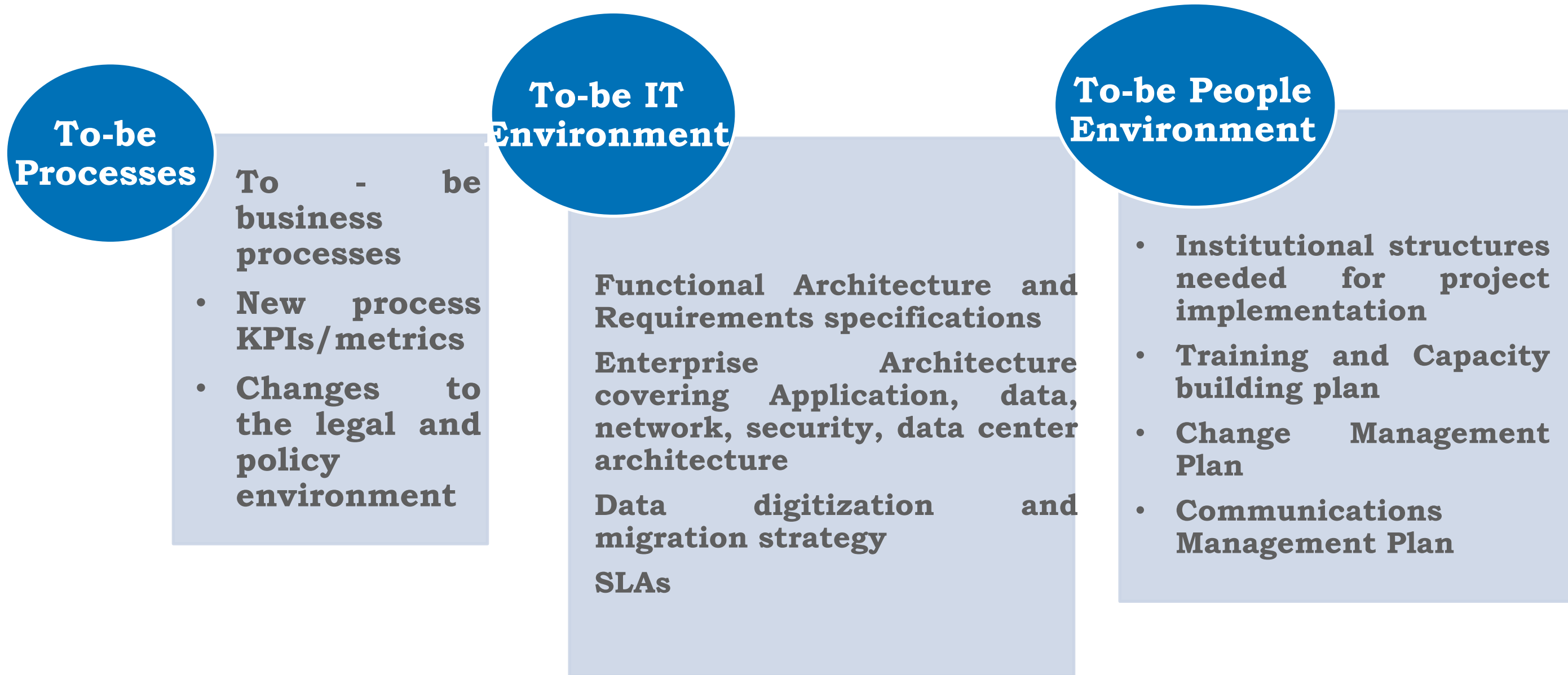
To-be definition is performed along the following dimensions:



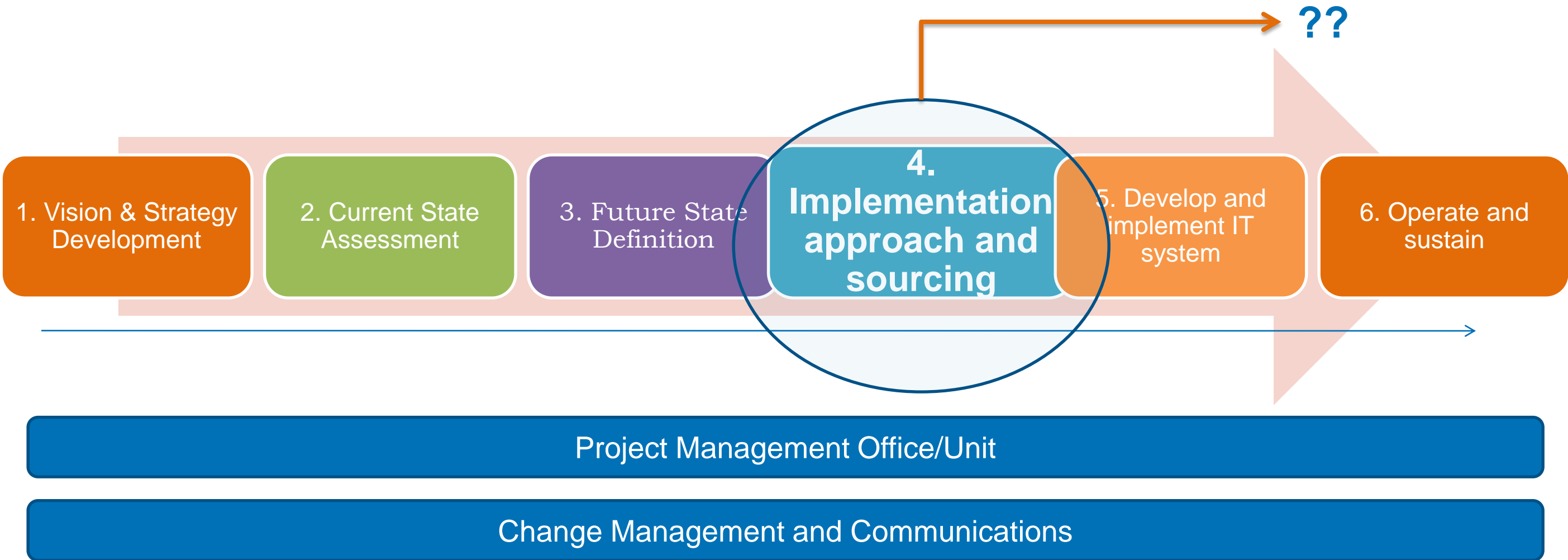
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PHASE 3: DEFINE FUTURE STATE (TO-BE DEFINITION)

KEY OUTPUTS/DELIVERABLES



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PHASE 4: IMPLEMENTATION APPROACH AND SOURCING

❖ KEY ACTIVITIES/OUT PUTS/DELIVERABLES

Implementation Approach and Plan

- **Implementation Approach and Plan**
- **Implementation timelines**
- **Identification of key stakeholders and their roles and responsibilities**
- **Monitoring and Evaluation (M & E) Plan**

Business Model Definition

- **Project investments and costs**
- **Business/implementation model**
- **Payment terms**
- **SLAs**

RFP and Contract Development

- **Procurement approach**
- **Request for Proposals (RFP)**
- **Contract Documents/Agreements**

Vendor Evaluation and Selection

- **Pre-bid minutes and clarifications**
- **Vendor evaluation reports**
- **Vendor (s) identification**
- **Signed contract documents**

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1. Vision & Strategy Development

2. Current State Assessment

3. Future State Definition

4. Implementation approach and sourcing

5. Develop and implement IT system

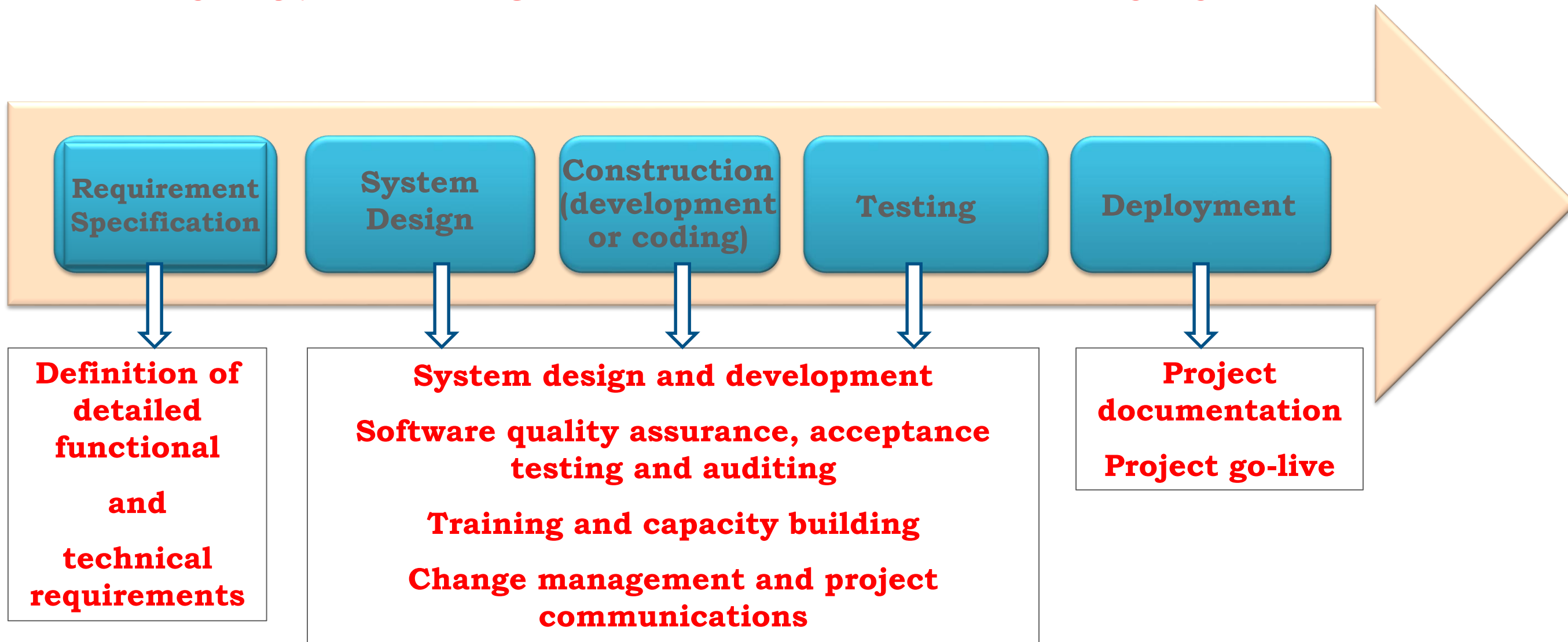
6. Operate and sustain

Project Management Office/Unit

Change Management and Communications

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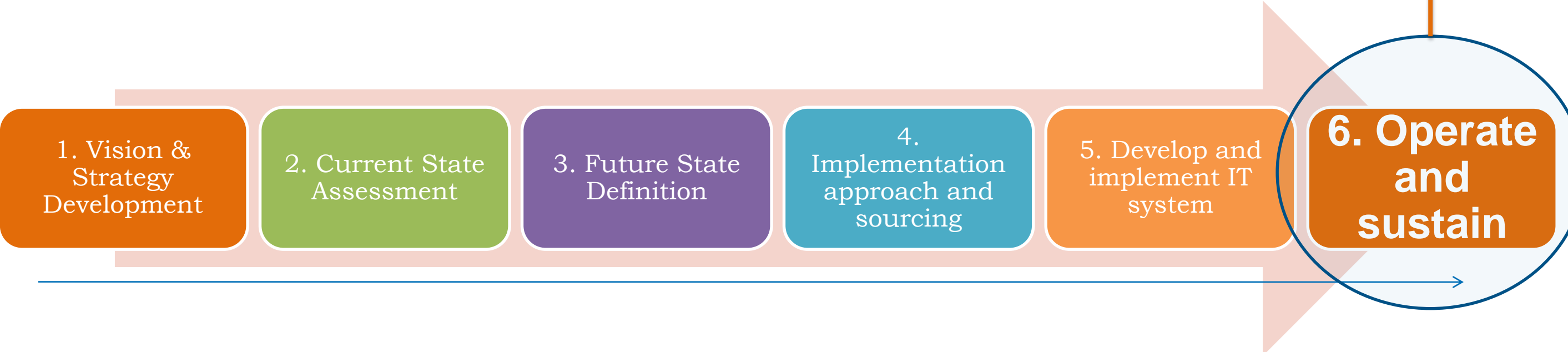
PHASE 5: DEVELOP AND IMPLEMENT IT SYSTEM



SOFTWARE DEVELOPMENT LIFE CYCLE

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Project Management Office/Unit

Change Management and Communications

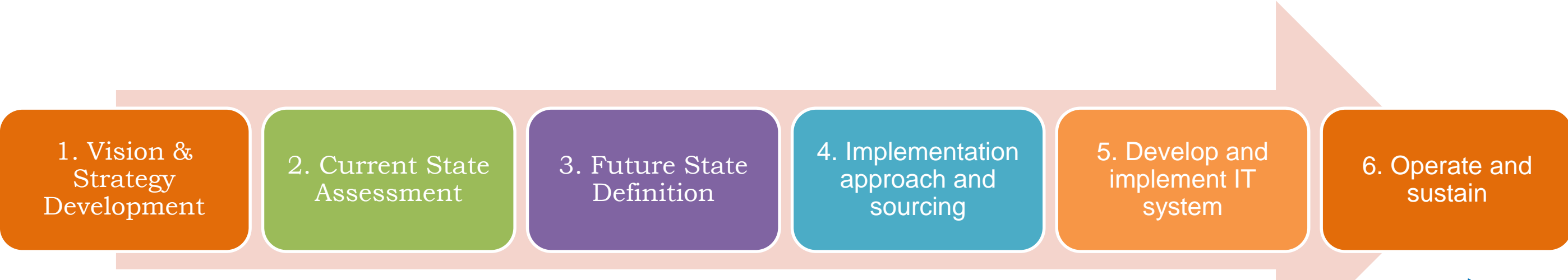
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PHASE 6: OPERATE AND SUSTAIN

□ KEY ACTIVITIES

- ❖ System operations and maintenance
- ❖ Software change management
- ❖ Rollout services and systems (functionality and geography)
- ❖ Objectives and benefits evaluation and reinforcement
- ❖ Sustained change, capacity building and communications..

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Project Management Office/Unit

Change Management and Communications

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PROJECT MANAGEMENT OFFICE/UNIT

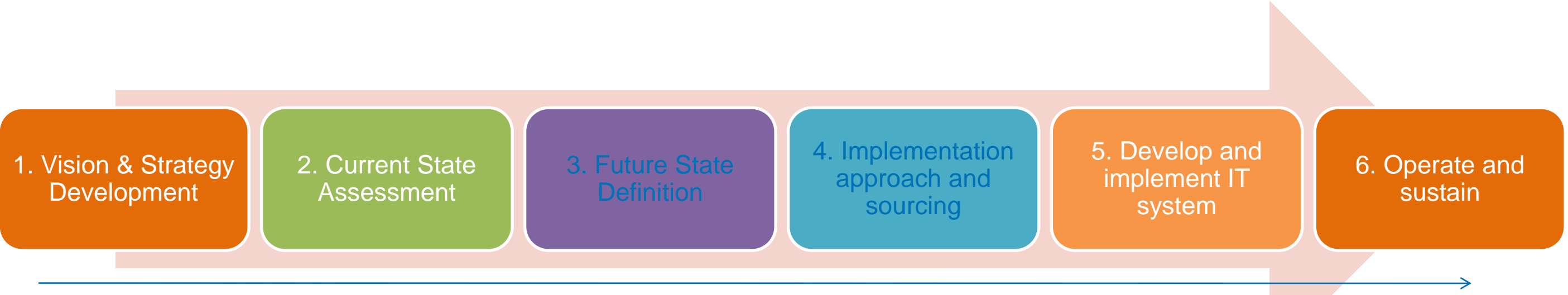
■ OBJECTIVES

- To provide direction and to manage the project through out the lifecycle
- To ensure project development and implementation inline with the overall vision and objectives
- To operationalise the project strategy inline with the defined timelines
- To ensure application of learnings and best practices across initiatives/geographies/ functions
- Coordinate, monitor and track the project activities.....

■ COMPOSITION:

- Consists of management and operations team from Government with experts/support staff from private sector entities
- Reports to project leadership team for seeking necessary guidance and support
- To be intact throughout the project lifecycle till successful stabilization of the systems and operations
- Size of team, roles and responsibilities may vary from phase to phase

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Project Management Office/Unit

Change Management and Communications

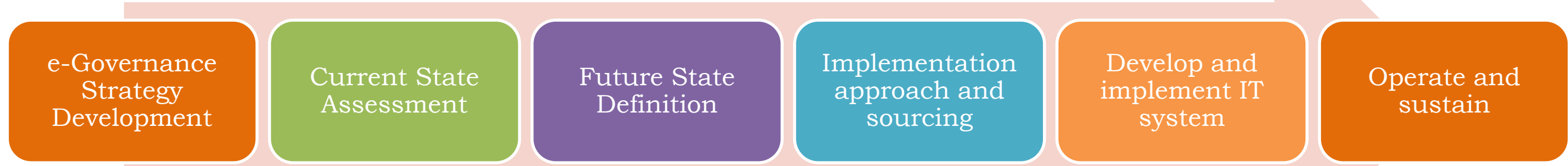
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e-Governance Project Lifecycle (eGLC)

CHANGE MANAGEMENT AND COMMUNICATIONS

- ❖ Generally is driven by Project Management Office/Unit
- ❖ Objective is to address and manage the ‘people’ related aspects in the project implementation including:
 - Managing the people change in terms of addressing the resistance
 - Managing people resistance to change
 - Communicating the project vision, objectives and benefits to all the stakeholders
 - To build skill sets and capacities across various levels in the organization to adopt new processes and systems

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- Needs Assessment
- Define clear vision & objectives
- Prioritization of services and projects
- Incorporate domestic and global learnings
- Identify institutional structures & capacities for implementation
- Define funding requirements
- Define monitoring and evaluation approach...

- Critical assessment of current business processes and pain areas
- Best practices in similar environments
- Assess legal framework and current limitations
- Assess current ICT systems and their ability to support future plans
- Assessment of current capacities at all levels and their preparedness for e-governance..

- Process reengineering and to –be process definition
- Identity enablement opportunities and requirements
- Define changes to the legal and regulatory environment
- Develop People change and capacity building plan
- Develop project awareness and communication requirements...

- Define implementation approach and phasing (functional and geographic)
- Assess detailed funding requirements and business model
- Develop vendor evaluation and selection criteria
- Develop KPIs and performance levels for services and systems
- Develop RFP
- Bid evaluation and vendor selection

- Definition of detailed functional and technical requirements
- System design and development
- Software quality assurance, acceptance testing and auditing
- Training and capacity building
- Change management, and project communications
- Project documentation
- Project go-live

- System operations and maintenance
- Software change management
- Rollout services and systems (functionality and geography)
- Objectives and benefits evaluation and reinforcement
- Sustained change, capacity building and communications..