Ministry of Telecommunication and Digital Infrastructure (MTDI)

Brief Scope Document

Hiring a firm for

Development and Implementation of Model eOffice System for Government Institutions

1. Background

The Ministry of Telecommunication and Digital Infrastructure (MTDI) has been established in 04.09.2015, especially to address the requirements for making Sri Lanka a digitally empowered nation.

Out of the key functions assigned to the Ministry, function of assisting public sector organizations in adopting appropriate ICT solutions for promotion of productivity and efficiency is critically important.

Therefore, the MTDI has been encouraged to implement many initiatives to increase the use of ICT in the government sector to fulfill the government's vision. Under the current initiatives the public sector will be building many e government systems, which would lead to further enhance the public services.

2. Current Situation

Use of traditional paper based systems;

- Leading to many delays
- Inefficient
- Waste of resources

Government organizations need to have internal systems for enhancing the productivity of the organizations. However, it has been noted that many government organizations are using unnecessarily advanced ICT equipment for simply preparing documents and spreadsheets. This has led to a waste of public funds as higher efficiency cannot be achieved without a properly planned ICT based office management system. Therefore, it is urgent requirement that the government would design a model ICT office (which would be called 'eOffice') for ensuring that all generic functions of government offices should be automated for achieving the optimum benefits of investments on ICT.

Enriching the ICT usage of the office systems in the MTDI with ICT applications to make it an e-Office will be a role model to the other government institutions to follow up and it will increase the efficiency and effectiveness of services of the Ministry.

The ministry wishes to implant the first stage of eOffice during the phase I, which will design the framework and develop some of the components of eOffice for the use of this Ministry.

The functions expected to incorporated into the eOffice in phase I are;

1. Document and content management

2. Work flow management

3. Correspondent management (Includes Electronic file Movement)

4. Leave management

5. Inventory Control (usable items)

6. Fleet Management

It is expected that framework for automating the above activities/functions be used for development for necessary software applications and roll out to other government organizations during the next three years.

The overall impact of this initiative will enable achieving high efficiency, effectiveness and better services to public in the long run.

3. Objectives of the Assignment

3.1. To study the key functions and activities of the Ministry, and identify the generic functions/activities that could be included into the planned eOffice framework.

3.2. Design the Framework

3.3. To design, develop and implement eOffice solution phase I to MTDI and enhance the productivity of Ministry.

3.4. To develop customized and generalized eOffice solution where other government organizations can use.

3.5. To convert the Ministry as model government institution of using eOffice systems.

3.6. Study the eOffice concept and framework implemented in other countries and organizations, and present the most successful implementations.

3.7. To develop and propose eOffice framework that could be used and acceptable to the Ministry and the public office as a whole.

4. Specific problems to be addressed by the project

Inputs and outputs of all government activities need to be regularly communicated within and outside the office. The GoSL has initiated many programs and projects to increase the use of ICT in government services. However, there is a need to improve efficiency and effectiveness in government internal processes and service delivery mechanism. The core of the problem has been identified as the archaic processes and procedures, which are in use even after the introduction of ICT to the government. Therefore, it is timely requirement to study this problem and come up with a common framework to achieve more productive service deliver

The following issues which affect the efficiency and effectiveness of the public office, in general have been experienced in delivery of services;

1 Traditional paper based systems cause delay and inefficiency in general

2 PCs are being used mostly for word processing and basic calculation utilities

3 A vast amount of paper based works which lead to resource and time wastage

4 Lack of proper use of metadata and databases for repetitive of day-to-day work

5   Lack of efficient communication with silo approach which affects service delivery.

6   Gaps in manual ,time consuming communication modes

7   Manual and time consuming file management systems

8   Traditional filing systems consume more space, storage and time

9   Lack of transparency and visibility in resource management in government organizations

10   The duplication of work due to absence of collaborative tools.

5. Mode of intervention in terms of this project

Phase I.

Ministry will select consultancy firm to identify the requirements of the Ministry with regard to the establishment of eOffice, to analyze existing similar solutions developed in other institutions and prepare eOffice Framework/requirements for MTDI considering following aspects in phase I.

Figure 1: Structure/Components of the eOffice system

Phase II

After finalizing the eOffice framework a consultancy firm should customize and configure existing solutions and develop the required new solutions. A portal with single –sign-on facility should be developed for accessing and all eOffice solution components for carrying out their day today functions by systems users of the ministry.

Phase III

The eOffice framework and solution will be enhances as required and introduced to other government institutions.

6. Outputs and Outcomes

6.1. Project Outputs

- eOffice framework

- Suite of software which will be hosted in LGC with single sign on portal

- Trained and more capable staff in using eOffice

- User manuals and template for other organizations to use eOffice

6.2. Project Outcomes

The outcomes expected from process reforms through eOffice are as follows:

- Improved efficiency and effectiveness

- High quality service delivery

- Satisfied employees and clients