

**Results-Framework Document (RFD) for Department of Information Technology (2010-2011)**



**R F D**  
**RESULTS-FRAMEWORK DOCUMENT**  
for  
**Department of Information Technology**  
(2010-2011)

## **SECTION 1: Vision, Mission, Objectives and Functions**

### **Vision**

e-Development of India as the engine for transition into a developed nation and an empowered society.

### **Mission**

e-Development of India through multi pronged strategy of e-Infrastructure creation to facilitate and promote e-governance, promotion of Electronics & Information Technology- Information Technology Enabled Services (IT-ITeS) Industry, providing support for creation of Innovation / Research & Development (R&D), building Knowledge network and securing India's cyber space.

### **Objectives**

- **e-Government:** Providing e-infrastructure for delivery of e-services
- **e-Industry:** Promotion of electronics hardware manufacturing and IT-ITeS industry
- **e-Innovation / R & D:** Providing Support for creation of Innovation Infrastructure in emerging areas of technology
- **e-Education:** Providing support for development of e-Skills and Knowledge network
- **e-Security:** Securing India's cyber space

## **Functions**

- Policy matters relating to Information Technology, Electronics and Internet.
- Initiatives for development of Hardware / Software industry including knowledge based enterprises, measures for promoting IT exports and competitiveness of the industry.
- Promotion of IT and IT enabled services and Internet.
- Assistance to other departments in the promotion of E-Governance, E-Infrastructure, E-Medicine, E-Commerce, etc.
- Promotion of Information Technology education and Information Technology-based education.
- Matters relating to Cyber Laws, administration of the Information Technology Act. 2000 (21 of 2000) and other IT related laws.
- Matters relating to promotion and manufacturing of Semiconductor Devices in the country.
- Interaction in IT related matters with International agencies and bodies.
- Initiative on bridging the Digital Divide, Matters relating to Media Lab Asia.
- Promotion of Standardization, Testing and Quality in IT and standardization of procedure for IT application and Tasks.
- Electronics Export and Computer Software Promotion Council (ESC).
- National Informatics Centre (NIC)
- All matters relating to personnel under the control of the Department.

**SECTION 2:**  
**Inter se Priorities among Key Objectives, Success indicators and Targets**  
 (1<sup>st</sup> April 2010 – 31<sup>st</sup> March 2011)

Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
<b>Objective 1</b> e-Government: Providing e-infrastructure for delivery of e-services	31	<b>Action 1</b> Setup State Wide Area Networks (SWANs)	Operationalization of 12 SWAN Networks	Number	15	13	12	11	10	9
		<b>Action 2</b> Setting up of State Data Centres (SDCs)	Operationalization of SDC in 14 States	Number	9	15	14	13	11	10
			Finalization of SDC Contracts in 21 States	Number	6	22	21	20	18	16
		<b>Action 3</b> Setting up of Additional Common Service Centres (CSCs)	Setting up of 25000 CSCs	Number	15	27000	25000	24000	22000	20000

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Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		<b>Action 4</b> Appraisal of Mission Mode Projects (MMPs)	To appraise the RFP, EFC notes for MMPs within 3 weeks from the date of receipt of electronic copy	Number of weeks	15	2	3	4	4.5	5
		<b>Action 5</b> Implementation of CB scheme	Appointment of personnel in NeGD on deputation/contract	Date	5	31 <sup>st</sup> May 2010	30 <sup>th</sup> June 2010	31 <sup>st</sup> July 2010	31 <sup>st</sup> Aug 2010	30 <sup>th</sup> Sept 2010
		<b>Action 6</b> Strengthening of SeMTs	Deployment of professional in State Governments	Number of Professionals	5	150	140	130	120	100
		<b>Action 7</b> Provide High speed & Secured e-Governance Network	Availability of round the clock secured e-Governance network services	Percentage	20	97	96.5	92	87	80
		<b>Action 8</b> Design, develop and implementation of E-Gov applications	Number of sites e-governance applications implemented.	Number	10	1050	1000	900	850	800

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Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
<b>Objective 2</b>  <b>e-Industry:</b> Promotion of electronics hardware manufacturing and IT-ITES industry	21	<b>Action 1</b>  Implementation of Special Incentive Package Scheme (SIPS)	Putting up of proposals of SPV that have achieved Financial Closure of more than Rs.1000 crore to Appraisal Committee <b>(Level 1)</b> Processing for issue of in-principle approval letter based on Appraisal Committee recommendations <b>(Level 2)</b> Draft CCI/Cabinet note <b>(Level 3)</b> Obtaining Comments of Departments <b>(Level 4)</b> Decision of Cabinet/Cabinet Committee on Infrastructure (CCI) <b>(Level 5)</b>	Levels of Approval	15	5	4	3	2	1

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Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		<p><b>Action 2</b></p> <p>Implementation of the recommendations of Task Force set up to suggest measures to stimulate the growth of IT, ITES and Electronics hardware manufacturing Industry</p>	<p>Obtain comments of various departments on draft Committee of Secretaries (COS) note <b>(Level 1)</b></p> <p>Consideration of note by COS <b>(Level 2)</b></p> <p>Preparation of draft note for CCEA and circulation to various departments <b>(Level 3)</b></p> <p>Consideration of note by CCEA <b>(Level 4)</b></p> <p>Initiating action on the decision of CCEA <b>(Level 5)</b></p>	Levels of Approval	10	5	4	3	2	1

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Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		<b>Action 3</b> Seek approval for extension of STP & EHTP scheme with or without modifications beyond March 2011	The proposal is considered by Ministry of Finance and Cabinet / CCI by 31.3.2011 Proposal to MOF <b>(Level 1)</b> Decision from MOF <b>(Level 2)</b>	Levels of Consideration	15	2	1	-	-	-
		<b>Action 4</b> Facilitate growth of Electronic Hardware Industry	Production of Electronics Hardware Industry achieves a growth rate of 15% in INR terms.	Growth in % in INR terms	20	16	15	14	13	12
		<b>Action 5</b> Facilitate growth of Exports of IT/ITES Industry	Exports by IT/ITES industry achieves a growth rate of 13% in USD terms	% Growth in USD terms	20	14	13	10	7	4
		<b>Action 6</b> Facilitate growth of domestic IT/ITES Industry	Domestic IT/ITES industry achieves a growth rate of 15% in INR terms	% Growth in INR terms	20	16	15	12	10	8



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Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
<b>Objective 3</b> <b>e-Innovation/ R &amp; D:</b> Providing Support for Creation of Innovation Infrastructure in emerging areas of technology	15	<b>Action 1</b> Initiation of new R&D Projects in Electronics, IT and Cyber Security	Projects initiated	Number	15	49	46	41	37	32
		<b>Action 2</b> Create Technical Infrastructure	Establishment of infrastructure	Number	40	3	2	1		
		<b>Action 3</b> Intellectual Property Rights (IPR) Promotion	Achievement of target creation of IPR	Number	20	100	95	90	85	80
		<b>Action 4</b> Support to Centre for Development of Advanced Computing	IEBR Generation by CDAC	Rs.Crore	25	210	200	180	160	140

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						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
<b>Objective 4</b> <b>e-Education:</b> Providing support for development of e-skills and Knowledge Network	10	<b>Action 1</b> Setting up of National Knowledge Network (NKN) Core and nodes	Number of end user locations covered under NKN	Number	70	370	350	315	280	245
		<b>Action 2</b> Appraise & obtain approval for new projects on Language Technology & e-Learning	Initiation of approved Projects	Number	15	5	4	3	2	1
		<b>Action 3</b> Provide Quality Management education and conduct Skill Development trainings	Number of training programs conducted	Number	10	325	310	280	250	225

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Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		<b>Action 4</b> Technology Development for Machine – aided Translation systems from English to Indian Languages and among Indian Languages	Release of developed technologies for 8 language pairs	Date	5	31 <sup>st</sup> Aug, 2010	30 <sup>th</sup> Sept, 2010	31 <sup>st</sup> Oct, 2010	30 <sup>th</sup> Nov, 2010	31 <sup>st</sup> Dec, 2010
<b>Objective 5</b> <b>e-Security:</b> Securing India's cyber space	10	<b>Action 1</b> Improving the security posture of organisations and cyber users and enhancement in the ability of IT systems to resist cyber attacks	Release of Upgraded 'Crisis Management Plan for countering cyber attacks and cyber terrorism	Date	10	25 Feb 2011	5 March 2011	15 March 2011	25 March 2011	31 March 2011
			Release of Manual for investigation of cyber incidents	Date	10	1 January 2011	15 January 2011	1 February 2011	15 February 2011	28 February 2011

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Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
			Finalisation and Release of cyber security policy document for Government organisations	Date	10	31 January 2011	15 February 2011	28 February 2011	15 March 2011	31 March 2011
			Conducting cyber security mock drills at national level and participation in international drills	Number	10	4	3	2	1	-
		<b>Action 2</b> Conducting awareness trainings for exposure	Number of topics covered for Awareness trainings	Number	10	20	18	16	14	12
		<b>Action 3</b> Security incident response	Security incidents handled	Number	20	7000	6800	6600	6400	6200
			% of Incidents handled in reasonable time	Percentage	10	85	80	75	65	50
		<b>Action 4</b> Issuance of security	Cyber security alerts issued	Number	5	50	45	40	35	30

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Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		alerts on latest threats and vulnerabilities	Advisories issued	Number	5	75	70	65	60	55
			Vulnerability notes issued	Number	10	225	220	215	210	205

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**Mandatory Success Indicators**

Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
<b>1 Efficient Functioning of the RFD System</b>	5	Timely submission of draft for approval	On-time submission	Date	2 %	Mar. 5 2010	Mar. 8 2010	Mar. 9 2010	Mar. 10 2010	Mar. 11 2010
		Timely submission of Results	On-time submission	Date	1 %	May 2 2011	May 3 2011	May 4 2011	May 5 2011	May 6 2011
		Finalize a Strategic Plan (after meeting all intermediate dealing)	Finalize the Strategic Plan for next 5 years	Date	2 %	Dec. 10 2010	Dec. 15 2010	Dec. 20 2010	Dec. 24 2010	Dec. 31 2010
<b>2 Improving internal Efficiency of Ministry/Department</b>	6	Develop RFDs for all responsibility Centers (Subordinate officers, Autonomous bodies).	Percentage of RCs Covered	%	2%	100	95	90	85	80
		Implementation of Sevottam	Create a sevottam complaint system to implement, monitor and review Citizen's Charter	Date	1%	Oct. 1 2010	Oct. 5 2010	Oct. 11 2010	Oct. 15 2010	Oct. 20 2010
			Create a sevottam complaint system to redress and monitor public Grievances	Date	1%	Oct. 1 2010	Oct. 5 2010	Oct. 11 2010	Oct. 15 2010	Oct. 20 2010

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Objective	Weight	Actions	Success Indicator	Unit	Weight	Target / Criteria Value					
						Excellent	Very Good	Good	Fair	Poor	
						100%	90%	80%	70%	60%	
			Implement Audit of Citizen's Charter	%	1%	100	95	90	85	80	
			Implement Audit of public grievance redressal system	%	1%	100	95	90	85	80	
<b>3</b>		<b>Ensuring Compliance to the Financial Accountability Framework</b>	Timely submission of ATNs on Audit Paras of C&AG	Percentage of ATNs submitted within due date (4 Months) from date of presentation of Report to Parliament by CAG during the year.	%	<b>.5</b>	100%	90%	80%	70%	60%
			Timely submission of ATRs to the PAC sect. On PAC Reports.	Percentage of ATRs submitted within due date (6 Months) from date of presentation of Report to Parliament by PAC during the year.	%	<b>.5</b>	100%	90%	80%	70%	60%

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						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
	<b>1</b>	Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2010	Percentage of outstanding ATNs disposed off during the year.	%	<b>.5</b>	100%	90%	80%	70%	60%
		Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2010	Percentage of outstanding ATRs disposed off during the year.	%	<b>.5</b>	100%	90%	80%	70%	60%



**SECTION 3:**  
Trend Values of the Success Indicators

Objective	Actions	Success Indicator	Unit	Actual Value for FY 07-08	Actual Value for FY 08-09	Target Value for FY 09-10	Projected Value for FY 10-11	Projected Value for FY 11-12
<b>Objective 1</b> e-Government: Providing e-infrastructure for delivery of e-services	<b>Action 1</b> Setup State Wide Area Networks (SWANs)	Operationalization of 12 SWAN Networks	Number	3	3	13	12	-
	<b>Action 2</b> Setting up of State Data Centres (SDCs)	Operationalization of SDC in 14 States Finalization of SDC Contracts in 21 States	Number	-	-	-	14	20
	<b>Action 3</b> Setting up of additional Common Service Centres (CSCs)	Setting up of 25000 CSCs	Number	-	35000	38000	25000	-

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Objective	Actions	Success Indicator	Unit	Actual Value for FY 07-08	Actual Value for FY 08-09	Target Value for FY 09-10	Projected Value for FY 10-11	Projected Value for FY 11-12
	<b>Action 4</b> Appraisal of Mission Mode Projects MMPs	To appraise the RFP, EFC notes for MMPs within 3 weeks from the date of receipt of electronic copy	Number of weeks	3	3	3	3	3
	<b>Action 5</b> Implementation of CB scheme	Appointment of personnel in NeGD on deputation / contract	Date	0	0	0	30 Jun 2010	
	<b>Action 6</b> Strengthening of SeMTs	Deployment of professionals in State Governments	Number of Professionals	0	0	110	140	-
	<b>Action 7</b> Provide High speed & Secured e-Governance Network	Availability of round the clock secured e-Governance network services	Percentage	94	95	96	96.5	98
	<b>Action 8</b> Design, develop and implementation of E-Gov applications	Number of sites e-governance applications implemented.	Number	840	920	950	1000	1100

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Objective	Actions	Success Indicator	Unit	Actual Value for FY 07-08	Actual Value for FY 08-09	Target Value for FY 09-10	Projected Value for FY 10-11	Projected Value for FY 11-12
<b>Objective 2</b>  <b>e-Industry:</b> Promotion of electronics hardware manufacturing and IT-ITES industry	<b>Action 1</b>  Implementation of Special Incentive Package Scheme (SIPS)	Putting up of proposals of SPV that have achieved Financial Closure of more than Rs.1000 crore to Appraisal Committee <b>(Level 1)</b> Processing for issue of in-principle approval letter based on Appraisal Committee recommendations <b>(Level 2)</b> Draft CCI/Cabinet note <b>(Level 3)</b> Obtaining Comments of Departments <b>(Level 4)</b> Decision of Cabinet/Cabinet Committee on Infrastructure (CCI) <b>(Level 5)</b>	Levels of Approval	-	-	-	5	-

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Objective	Actions	Success Indicator	Unit	Actual Value for FY 07-08	Actual Value for FY 08-09	Target Value for FY 09-10	Projected Value for FY 10-11	Projected Value for FY 11-12
	<b>Action 2</b> Implementation of the recommendations of Task Force to suggest measures to stimulate the growth of IT, ITES and Electronics hardware manufacturing Industry	Obtain comments of various departments on draft Committee of Secretaries (COS) note <b>(Level 1)</b> Consideration of note by COS <b>(Level 2)</b> Preparation of draft note for CCEA and circulation to various departments <b>(Level 3)</b> Consideration of note by CCEA <b>(Level 4)</b> Initiating action on the decision of CCEA <b>(Level 5)</b>	Levels of Approval	-	-	-	5	-
	<b>Action 3</b> Seek approval for extension of STP & EHTP scheme with or without modifications beyond March 2011	The proposal is considered by Ministry of Finance and Cabinet / CCI by 31.3.2011 Proposal to MOF <b>(Level 1)</b> Decision from MOF <b>(Level 2)</b>	Levels of Consideration	2	2	2	2	-

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Objective	Actions	Success Indicator	Unit	Actual Value for FY 07-08	Actual Value for FY 08-09	Target Value for FY 09-10	Projected Value for FY 10-11	Projected Value for FY 11-12
	<b>Action 4</b> Facilitate growth of Electronic Hardware Industry	Production of Electronics Hardware Industry achieves a growth rate of 15% in INR terms.	Growth in % in INR terms	27.8	12.2	15	15	16
	<b>Action 5</b> Facilitate growth of Exports of IT/ITES Industry	Exports by IT/ITES industry achieves a growth rate of 13% in USD terms	Growth in % in USD terms	29.9	16.5	5.5	13	15
	<b>Action 6</b> Facilitate growth of domestic IT/ITES Industry	Domestic IT/ITES industry achieves a growth rate of 15% in INR terms	% Growth in INR terms	27.8	25.5	12	15	16
<b>Objective 3</b>  <b>e-Innovation/ R &amp; D:</b> Providing Support for creation of innovation infrastructure in emerging areas of technology	<b>Action 1</b> Initiation of new R&D Projects in Electronics, IT and Cyber Security	Projects initiated	Number	57	72	33	46	44
	<b>Action 2</b> Create Technical Infrastructure	Establishment of infrastructure	Number	4	6	2	3	3

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Objective	Actions	Success Indicator	Unit	Actual Value for FY 07-08	Actual Value for FY 08-09	Target Value for FY 09-10	Projected Value for FY 10-11	Projected Value for FY 11-12
	<b>Action 3</b> Intellectual Property Rights (IPR) Promotion	Achievement of target creation of IPR	Number	39	54	75	95	105
	<b>Action 4</b> Support to Centre for Development of Advanced Computing (C-DAC)	IEBR Generation by CDAC	Rs.Crores	140	183	100	200	200
<b>Objective 4</b> <b>e-Education:</b> Providing support for development of e-skills and Knowledge	<b>Action 1</b> Setting up of National Knowledge Network (NKN) Core and nodes	Number of end user locations covered under NKN	Number	N.A.	17	40	350	400

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Objective	Actions	Success Indicator	Unit	Actual Value for FY 07-08	Actual Value for FY 08-09	Target Value for FY 09-10	Projected Value for FY 10-11	Projected Value for FY 11-12
Network	<b>Action 2</b> Appraise & obtain approval for new projects on Language Technology & e-Learning	Initiation of approved Projects	Number	4	4	3	4	4
	<b>Action 3</b> Provide Quality Management education and conduct Skill Development trainings	Number of training programs conducted	Number	300	280	304	310	320
	<b>Action 4</b> Technology Development for Machine – aided Translation systems from English to Indian Languages and among Indian Languages	Release of developed technologies for 8 language pairs	Date	-	-	-	30th Sept, 2010	-

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Objective	Actions	Success Indicator	Unit	Actual Value for FY 07-08	Actual Value for FY 08-09	Target Value for FY 09-10	Projected Value for FY 10-11	Projected Value for FY 11-12
<b>Objective 5</b> <b>e-Security:</b> Securing India's cyber space	<b>Action 1</b> Improving the security posture of organisations and cyber users and enhancement in the ability of IT systems to resist cyber attacks	Release of Upgraded 'Crisis Management Plan for countering cyber attacks and cyber terrorism	Date			31 March 2010	5 March 2011	
		Release of Manual for investigation of cyber incidents	Date			31 March 2010	15 January 2011	-
		Finalisation and Release of cyber security policy document for Government organisations	Date			31 March 2010	15 February 2011	-
		Conducting cyber security mock drills at national level and participation in international drills	Number		2	2	3	
	<b>Action 2</b> Conducting awareness trainings for exposure	Number of topics covered for Awareness trainings	Number	6	19	18	18	
	<b>Action 3</b>	Security incidents handled	Number	582	3024	6600	6800	-



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Objective	Actions	Success Indicator	Unit	Actual Value for FY 07-08	Actual Value for FY 08-09	Target Value for FY 09-10	Projected Value for FY 10-11	Projected Value for FY 11-12
	Security incident response	% of Incidents handled in reasonable time	Percentage	80	80	85	80	
	<b>Action 4</b>	Cyber security alerts issued	Number	36	40	45	45	
	Issuance of security alerts on latest threats and vulnerabilities	Advisories issued	Number	67	68	70	70	-
		Vulnerability notes issued	Number	158	205	225	220	-

## SECTION 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Success indicators	Description and definition	Measurement methodology
<b>e-Government</b>		
<p>Operationalization of 12 SWANs Networks</p> <p>Operationalization of SDC in 14 States</p> <p>Finalization of SDC Contracts in 21 States</p> <p>Setting up of additional 25000 CSCs</p> <p>To appraise the RFP, EFC notes for MMPs within 3 weeks from the date of receipt of electronic copy</p> <p>Appointment of personnel in National e-Governance Division (NeGD) on deputation / contract</p> <p>Deployment of professionals in State Governments</p>	<ul style="list-style-type: none"> <li>• Under National E Governance Plan, Department of Information Technology is creating the service delivery platform necessary for delivery of public services through Mission Mode Projects. This requires creation of the core E infrastructure that will be leveraged by all Mission Mode Projects for service delivery.</li> <li>• E-infrastructure consists of State Data Centres (SDCs) which houses applications and data, State Wide Area Network (SWANs) which provides secure connectivity upto Block level and Common Service Centres (CSCs) which are front ends in villages for citizens to access services.</li> <li>• DIT facilitates implementation of e-infrastructure projects through the State Governments. Line Ministries and State Governments have the ownership and responsibility for implementation of MMPs. Role of DIT with reference to MMPs</li> <li>• Keeping in view the enormous task of driving NeGP in line with the overall spirit of service orientation most states are inadequately equipped in terms of personnel and the skill-sets needed to handle the host of issues involved. Many states do not even have an IT/e-Government department or have a skeletal department that is not designed to deal with the complexity of issues involved. For NeGP to achieve its goals, this is the first gap that needs to be addressed.</li> </ul>	<ul style="list-style-type: none"> <li>• Success of E governance ultimately depends on number of services rolled out to citizens and the impact made on Governance.</li> <li>• However in the present period, the success indicators identified are being measured in terms of numbers i.e., either number of CSCs set up or number of states where SWANs have been rolled out or number of SDC contracts finalized and operationalized.</li> <li>• For MMPs, role of DIT is in appraisal so success is being measured in terms of time taken to do the appraisal.</li> <li>• For Capacity building the success is being measured in the form date completion of Content development, number of professionals being placed in the State/UT and number of Leadership meets organized in the States/UT.</li> </ul>

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<b>Success indicators</b>	<b>Description and definition</b>	<b>Measurement methodology</b>
Availability of round the clock secured e-Governance network services	NIC is providing the network services on 24 X 7 basis. This is made available to the user department.	Uptime in a year
Number of sites e-governance applications implemented.	E-Governance applications and services relate to number of e-Governance applications designed/ developed/ implemented at various sites <i>as desired by user departments</i> during the year.	Accordingly targets have been taken in terms of numbers.
<b>e-Industry</b>		
Implementation of Special Incentive Package Scheme (SIPS)	Putting up of proposals of SPV who have achieved FC more than Rs.1000 crore to Appraisal Committee, processing for issue of final in-principle approval letter based on AC recommendations, draft CCI/Cabinet note, obtaining Comments of Departments and decision of Cabinet/ Cabinet Committee on Infrastructure.	Timely consideration by various processing/approving levels in government.
Implementation of the recommendations of Task Force set up to suggest measures to stimulate the growth of IT-ITES and Electronics hardware manufacturing Industry	Obtaining comments of various departments on draft COS note, consideration of note by COS, preparation of draft note for CCEA, consideration of note by CCEA, initiating action on the decision of CCEA.	Timely consideration by various processing/approving levels in government.
The proposal for extension of STP & EHTP is considered by Ministry of Finance and Cabinet/CCI by 31.3.11	Continued support for growth in this segment is essential for achieving desired levels of GDP growth.	Timely consideration by various processing/approving levels in Government.
Production of Electronic Hardware Industry achieves a growth rate of 15% in INR terms.	Continued support for growth in this segment is essential for achieving desired levels of GDP growth.	Growth rate of Electronic Hardware industry
Exports by IT-ITES industry achieve a	Continued support for growth in this segment is essential for achieving desired levels of GDP growth.	Growth rate of IT-ITES Industry

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<b>Success indicators</b>	<b>Description and definition</b>	<b>Measurement methodology</b>
growth rate of 13% in USD terms.		
Domestic IT-ITES industry achieves a growth rate of 15% in INR terms	Continued support for growth in this segment is essential for achieving desired levels of GDP growth.	Growth rate of IT-ITES Industry
<b>e-Innovation / R &amp; D</b>		
New Projects initiated in the areas of Electronics, ICT and other emerging areas of technology	<ol style="list-style-type: none"> <li>1. The Department supports R&amp;D in the areas of Electronics, IT, IT Security and other areas.</li> <li>2. Initiation means obtaining final approval of the Competent Authority for the project.</li> </ol>	Number of projects approved
Establishment of infrastructure	The infrastructures proposed to be created include i) Instrumentation Lab at CDAC Kolkata; ii) Power Electronics Lab facility at CDAC, Trivendrum/Academic Institutes; and iii) HPC with Storage facility at CDAC, Pune. All the three infrastructures are expected to be established by March, 15 2011.	Number of infrastructure created
Achievement of target creation of IPR	The department of information Technology facilitates filing of national and international patents and other form of IPR to its support organizations as well as to the industry. The annual targets are fixed at the beginning of the year. The target achieved are included in the table.	Number of IPRs filed.
IEBR Generation by C-DAC	The Department provides tactical and financial support to C-DAC to develop core competencies in its thrust areas. This expertise is used by C-DAC for its Education & Training activities and to take up projects, generating revenue and extra budgetary resources. IEBR has been used as a measure of success.	The internal resources (IR) and extra budgetary resources raised by C-DAC in a year

**Results-Framework Document (RFD) for Department of Information Technology (2010-2011)**

<b>Success indicators</b>	<b>Description and definition</b>	<b>Measurement methodology</b>
<b>e-Education</b>		
Number of end user locations covered under NKN	Success of NKN will be driven by the user community. Hence number of end node connected through PoPs would have significant correlation with success of NKN.	Number of end-nodes connected and operational.
Number of training programs conducted	In order to develop skill sets and enhance knowledge on quality principles & management practices of industry professionals it is necessary to deliver training programs (internationally accredited, where relevant) on technology and quality management systems.	A steering committee and management committee monitor the progress periodically
Release of developed technologies for 8 language pairs	Machine Translation development is a long term goal from English to 22 Constitutionally recognized Indian languages and among the 22 Indian languages especially from other Indian languages to Hindi. Machine translation development for general purpose domain is very complex hence the system for specific domains are being developed for practical use. Presently the development focus is on tourism domain.	The possible number of language pairs which could be made available for demonstration of technologies.
<b>e-Security</b>		
Release of Upgraded 'Crisis Management Plan for countering cyber attacks and cyber terrorism'	The Crisis Management Plan for countering cyber attacks and cyber terrorism needs to be updated yearly once	Date of upgraded Crisis Management Plan
Release of Manual for investigation of cyber incidents	The Manual for investigation of cyber incidents will help organizations and Law Enforcement agencies to collect and preserve appropriate evidence to investigate cyber security incidents	Date of release of Manual for investigation of cyber incidents
Finalisation and Release of cyber security policy document for Government organisations	Finalisation and release of cyber security policy for government organizations to facilitate security of information systems	Date of cyber security policy document created and approved
Conducting cyber	The cyber security mock drills are conducted at the national	No. of Mock drills conducted at

**Results-Framework Document (RFD) for Department of Information Technology (2010-2011)**

<b>Success indicators</b>	<b>Description and definition</b>	<b>Measurement methodology</b>
security mock drills at national level and participation in international drills	level to assess the readiness of organizations to withstand cyber attacks. The international cyber security drills enable reinforcing the cooperation and coordination between CERT-In and international CERTs	national level and number of drills participated at international level per year
Awareness trainings conducted	The training programmes conducted in the relevant areas of cyber security for targeted audience to enhance their awareness for threats to different systems and suitable countermeasures to prevent the attacks and reduce the risk.	No. of training programmes conducted per year.
Security incidents handled	Number of incidents handled out of the incidents reported. With the advent and growth of Information Technology and associated systems and services, the number of incidents also increase. CERT-In has to handle all the incidents reported to it.	Number of incidents handled
% of Incidents handled in reasonable time	The incidents being reported to CERT-In need to be handled within a reasonable time. The exact time of handling an incidents depends on nature and severity of incident. The reasonable time to handle an incident is within 24 Hours of reporting.	% of incidents handled within 24 Hrs. of reporting
Cyber security alerts issued	The cyber security alerts are issued by CERT-In on its website through emails and postal mail in certain cases to appraise organizations and users about specific threats and advise them on suitable countermeasures.	Number of security alerts issued
Advisories issued	The advisories are issued by CERT-In on its website and through mailing list regarding critical vulnerabilities affecting or having potential to affect a large number of systems or networks in its constituency	Number of advisories issued
Vulnerability Notes issued	The Vulnerability Notes are the information provided by CERT-In to its constituents in response to a new vulnerability discovered in a system, platform, service or device and suggesting suitable workarounds and/or patches.	Number of vulnerability notes issued

**Results-Framework Document (RFD) for Department of Information Technology (2010-2011)**

**SECTION 5:**

**Specific Performance Requirements from other Departments**

Departments	Relevant Success Indicator	What do you need?	Why do you need it?	How much you need?	What happens if you do not get it?
<b>e-Government</b>					
State Governments	Operationalization of 12 SWAN Networks  Operationalization of SDC in 14 States  Finalization of SDC Contracts in 21 States  Setting up of additional 25000 CSCs  Appointment of personnel in NeGD on deputation / contract  Deployment of professionals in State Governments	Timely Bid process management and implementation by State Governments  Provision of connectivity at all CSC locations by BSNL  Necessary support and approval from State Governments	As per the schemes initiative is taken by GOIs but the entire implementation is with State Governments	100 %	Implementation of projects gets delayed in case there is delay in performance by the State Governments.
ACC	Approvals for Senior Appointments in NeGD on Deputation Basis	Approval	Mandatory Requirement	100%	Cannot take deputationists without ACC approval at the level of JS
Respective Line Departments, Central and State	Availability of round the clock secured e-Governance network services	Network based e-Gov applications	To improve delivery of services and e-Governance projects.	100 %	Government will lack the use of latest technology tools available for efficient delivery of services, monitoring and quick availability and

**Results-Framework Document (RFD) for Department of Information Technology (2010-2011)**

Departments	Relevant Success Indicator	What do you need?	Why do you need it?	How much you need?	What happens if you do not get it?
Government Departments					exchange of information.
	Number of sites e-governance applications implemented.	Network based e-Gov applications	To improve delivery of services and e-Governance projects.	100%	Non availability of timely information for Planning, development and monitoring. It will also effect quality of Government services.
<b>e-Industry</b>					
Ministry of Finance	Processing of applications under SIPS, etc.	Favorable consideration by the Technical Committee, Appraisal Committee, M/o Finance and Cabinet/ CCI	Responsibilities of the concerned nodal ministries under the allocation of Business Rules.	100%	Could adversely impact efforts to boost growth of High-tech Electronics industry (covered under SIPS).
Ministry of Finance, Commerce & Industry, HRD, Department of Telecommunications, etc	Implementation of the recommendations of Task Force - Obtaining comments of various ministries/departments on draft COS note, consideration of note by COS and consideration by CCEA, etc.	Favorable consideration by COS, other ministries and Cabinet /CCI	Responsibilities of the concerned nodal ministries under the allocation of Business Rules.	100%	Could adversely impact efforts to boost growth of IT industry, specially electronics hardware manufacturing
Ministry of Finance	The proposal for extension of STP & EHTP is considered by Ministry of Finance and Cabinet/CCI by 31.3.2011	To seek approval for extension of STP & EHTP scheme with or	M/o Finance is the nodal ministry for approving all proposals having financial implications.	100%	Non-approval of extension could seriously impact growth of IT-ITES exports.



**Results-Framework Document (RFD) for Department of Information Technology (2010-2011)**

Departments	Relevant Success Indicator	What do you need?	Why do you need it?	How much you need?	What happens if you do not get it?
		without modifications beyond March 2011			
<b>e-Education</b>					
Planning Commission and Department of Expenditure	Number of end user locations covered under NKN	Fund Allocation	Bulk expenditure for Final Phase of NKN will occur in first few years. As The core Network will be set up within 24 months after Project approval and funds allocation.	100%	Without full core network, the number of end user locations covered under NKN could be affected badly.
Cabinet Committee on Infrastructure (CCI)	Number of end user locations covered under NKN	Full approval of CCI	To enable the final phase of NKN takeover from the Initial Phase of NKN.	100%	Cabinet Committee on Infrastructure (CCI) has accorded approval to the NKN Project in its meeting held on 25 March 2010.
DIT	Number of training programs conducted to meet the National capacity enhancement in quality management, skill development objective	Technical Manpower (Group A and B)	1. Available manpower reached saturation level. More manpower is needed to achieve the target. 2. Strengthen the activities where manpower achieved the age of superannuation.	48 12	1. New training programs on emerging technologies may not be launched. 2. Revision of existing training programs may get delayed.
Research Institutes working on development of machine	Release of developed technologies for 8 language pairs	1. The developed technologies to be web enabled with proper GUI	These are the prerequisites for release of web services for technology demonstration for Machine Translation.	-	It will effect the achievement and realization of goals

**Results-Framework Document (RFD) for Department of Information Technology (2010-2011)**

Departments	Relevant Success Indicator	What do you need?	Why do you need it?	How much you need?	What happens if you do not get it?
Translation technologies  CDAC, Pune		2. Operationalization of this web services on TDIL Data Centre			
<b>e-Security</b>					
Ministry of Finance	Release of Upgraded 'Crisis Management Plan for countering cyber attacks and cyber terrorism'  Conducting cyber security mock drills at national level and participation in international drills Security incidents handled  % of Incidents handled in reasonable time Cyber security alerts issued Advisories issued Vulnerability notes issued	Sanction of manpower	CERT-In operates on 24X7 basis. Present manpower strength is 26 and requires to be enhanced significantly in line with the responsibility reposed on CERT-In.	Additional 30 persons	It will affect the achievement and realisation of targets
Concerned Ministries/Departments in Central Government	Release of Upgraded 'Crisis Management Plan for countering cyber attacks and cyber terrorism'	Comments on Crisis Management Plan	The Crisis Management Plan envisages different roles and responsibilities to be performed by concerned Ministries / Departments. The plan will be upgraded based on their inputs.		Delays the process of upgradation of Crisis Management Plan

**Results-Framework Document (RFD) for Department of Information Technology (2010-2011)**

Departments	Relevant Success Indicator	What do you need?	Why do you need it?	How much you need?	What happens if you do not get it?
Concerned Ministries/Departments in Central Government	Finalisation and release of cyber security policy document for Government organisations	Comments on cyber security policy	The cyber security policy needs to be implemented by Ministries/Departments. Their comments/inputs are required to make it practicable by them.		Delays the process of creation of Cyber Security Policy