



Government of Haryana

**R F D**

(Results-Framework Document)  
for

Electronics & Information Technology  
(2015-2016)

## Section 1: Vision, Mission, Objectives and Functions

### Vision

To establish the Electronics & Information Technology Department as a promoter of the IT industry; a champion of mass IT literacy; and a champion of eGovernance in Haryana in line with Digital India principles.

### Mission

To create and implement policies that promote IT, ITES, Electronics and related industries in the state.

To boost IT literacy among the masses with a view to bridge the digital divide.

To build common IT infrastructure, software and operational components that form a comprehensive eGovernance Integration Platform which in turn, enables significantly enhanced standards for citizen services delivery as well as administrative productivity.

### Objectives

- 1 Digital infrastructure as a utility to every citizen
- 2 Governance & services on demand
- 3 Digital empowerment of citizens
- 4 Electronics Manufacturing
- 5 IT Policy for the state (2015-2020)
- 6 RFD For Hartron and HKCL

### Functions

- 1 IT and related Policy Management (including IT industry promotion)
- 2 Common Infrastructure Management (CIMT: Integrated PeMT for HSDC, HSWAN & SSDG Projects)
- 3 Electronic Services Delivery (eSDA: Integrated PeMT for eDistrict and CSC Projects)
- 4 Assistance to the government departments in the use of IT (Project, Procurement, Hiring and Capacity Building Teams of Hartron)
- 5 Monitoring of Mission Mode Projects (MMP's) for which IT Department is responsible (Project-specific dedicated PeMTs)
- 6 Leverage SeMT as a consulting arm to support significant IT initiatives in departments/ boards/ corporations.
- 7 Establish SRDB as reliable repository of resident data
- 8 Mass IT Literacy Initiative (HKCL)
- 9 Information Security Management (ISMO)

## Section 1: Vision, Mission, Objectives and Functions

10 IT Policy for the state (2015-2020)

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
[1] Digital infrastructure as a utility to every citizen	26.00	[1.1] Information highway/ State Wide Area Network (SWAN)	[1.1.1] Vertical sites (SNMC, DNMC, BNMC) to be made operational	Number	4.00	120	115	110	105	100
			[1.1.2] Horizontal sites (departments) to be made operational	Number	4.00	800	700	650	600	550
			[1.1.3] Migration of (SDC, SNMC) on IPv6	Date	2.00	31/03/2016	--	--	--	--
		[1.2] State Data Center (SDC)	[1.2.1] Compute: Utilization of cloud computing- Compute (compute power measured as no. of virtual machines/ servers)	%age	3.00	85	80	75	60	50
			[1.2.2] Storage: Utilization of cloud computing - Storage (storage measured as thin provisioning of Disk space measured in TBs)	%age	3.00	85	80	75	60	50
			[1.2.3] Network, Security and Space: Increase in racks space utilization, network and security from current level	%age	3.00	90	85	80	75	70
			[1.2.4] Disaster Recovery (DR):	Date	2.00	31/01/2016	29/02/2016	31/03/2016	--	--

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					
						Excellent	Very Good	Good	Fair	Poor	
						100%	90%	80%	70%	60%	
			Establishment of disaster recovery arrangements								
		[1.3] Rural /Urban /University WiFi	[1.3.1] Establishment of Wi-Fi and Eduroam in universities	Number	1.00	7	5	4	3	2	
		[1.4] National Optical Fibre Network(NOFN)	[1.4.1] Facilitate BBNL Optical Fibre cable upto gram panchayats	Number	2.00	4000	3500	3000	2500	2000	
			[1.4.2] Facilitate ERNET/BBNL/etc provisioning of wi-fi in Gram panchayats having NOFN connectivity	Number	2.00	200	150	100	80	50	
[2] Governance & services on demand	33.00	[2.1] Rollout of e-Services	[2.1.1] Total number of e-Services rolled out	Number	5.00	120	100	80	70	60	
		[2.2] Common Service Centers (CSC's)	[2.2.1] Total number of operational CSC's	Number	5.00	2500	2250	2000	1750	1500	
		[2.3] State Resident Data Base (SRDB)	[2.3.1] Number of departmental applications integrated with SRDB	Number	5.00	5	4	3	2	1	
			[2.3.2] Availability of citizen records in SRDB	%age	5.00	90	80	70	60	50	
			[2.3.3] Number of verified citizen records (in lacs)	Number in lacs	5.00	60	50	40	30	20	

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		[2.4] Information Security Management Office (ISMO)	[2.4.1] Establish full fledged Security Operation Center (SOC)	Date	2.00	31/03/2016	--	--	--	--
			[2.4.2] Secure IT assets of identified projects/ departments (total number)	Number	3.00	35	32	28	24	20
			[2.4.3] Number of InfoSec awareness programs conducted.	Number	2.00	5	4	3	2	1
			[2.4.4] Notification of critical information infrastructure (CII) in the state	Date	1.00	31/03/2016	--	--	--	--
[3] Digital empowerment of citizens	13.00	[3.1] Mass IT Literacy	[3.1.1] Number of beneficiaries covered (both L1 and L2)	Number	5.00	30000	25000	20000	15000	10000
		[3.2] IT for jobs	[3.2.1] Skill training under Electronics System Design Manufacturing (ESDM)	Number	3.00	3000	2500	2000	1500	1000
			[3.2.2] Persons trained for IT/ITeS and Telecom skills	Number	4.00	15000	13000	11000	10000	9000
			[3.2.3] Inclusion: Skill development for PWD, women and SC's	Number	1.00	4000	3500	3000	2500	2000

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
[4] Electronics Manufacturing	6.00	[4.1] Brownfield projects	[4.1.1] Notification under modified special incentive scheme	Number	2.00	4	--	--	--	--
			[4.1.2] Notifying new areas under brownfield clusters	Number	1.00	5	4	3	2	1
		[4.2] Software Technology Parks of India (STPI)	[4.2.1] Setting up of STPI-date of allocation of land and MoU with STPI	Date	3.00	31/03/2016	--	--	--	--
[5] IT Policy for the state (2015-2020)	6.00	[5.1] Create IT Policy for the state (2015-2020)	[5.1.1] Create IT Policy for the state (2015-2020) by engaging knowledge partner and working groups	Date	6.00	01/01/2016	01/02/2016	01/03/2016	31/03/2016	--
[6] RFD For Hartron and HKCL	6.00	[6.1] RFD for Hartron	[6.1.1] Create RFD for Hartron	Date	3.00	01/01/2016	01/02/2016	01/03/2016	31/03/2016	--
		[6.2] RFD For HKCL	[6.2.1] Create RFD for HKCL	Date	3.00	01/01/2016	01/02/2016	01/03/2016	31/03/2016	--
* Efficient functioning of RFD.	4.00	Finalize a strategic plan.	Finalize the strategic plan for the next year.	Date	2.0	24/02/2016	25/02/2016	26/02/2016	27/02/2016	28/02/2016
		Timely submission of draft for approval.	On-time submission.	Date	2.0	25/05/2015	29/05/2015	15/06/2015	25/06/2015	30/06/2015
* Improving internal efficiency/responsiveness/services delivery of department	6.00	Develop RFDs for all responsibility centres.	percentage of RCc covered	%	2.0	100	90	80	70	60
		Implementation of Harsamadhan	Percentage of complaints resolved within prescribed timeline.	%	2.0	100	90	80	70	60

\* Mandatory Objective(s)

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		Delivery of services as per Citizen Charter.	Percentage of targeted services	%	2.0	100	90	80	70	60

\* Mandatory Objective(s)



### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 13/14	Actual Value for FY 14/15	Target Value for FY 15/16	Projected Value for FY 16/17	Projected Value for FY 17/18
[1] Digital infrastructure as a utility to every citizen	[1.1] Information highway/ State Wide Area Network (SWAN)	[1.1.1] Vertical sites (SNMC, DNMC, BNMC) to be made operational	Number	--	--	114	--	--
		[1.1.2] Horizontal sites (departments) to be made operational	Number	--	--	1000	--	--
		[1.1.3] Migration of (SDC, SNMC) on IPv6	Date	--	--	--	--	--
	[1.2] State Data Center (SDC)	[1.2.1] Compute: Utilization of cloud computing- Compute (compute power measured as no. of virtual machines/ servers)	%age	--	--	18	--	--
		[1.2.2] Storage: Utilization of cloud computing - Storage (storage measured as thin provisioning of Disk space measured in TBs)	%age	--	--	30	--	--
		[1.2.3] Network, Security and Space: Increase in racks space utilization, network and security from current level	%age	--	--	8	--	--
		[1.2.4] Disaster Recovery (DR): Establishment of disaster recovery arrangements	Date	--	--	15/01/2016	--	--
	[1.3] Rural /Urban /University WiFi	[1.3.1] Establishment of Wi-Fi and Eduroam in	Number	--	--	5	--	--

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 13/14	Actual Value for FY 14/15	Target Value for FY 15/16	Projected Value for FY 16/17	Projected Value for FY 17/18
		universities						
	[1.4] National Optical Fibre Network(NOFN)	[1.4.1] Facilitate BBNL Optical Fibre cable upto gram panchayats	Number	--	--	3500	--	--
		[1.4.2] Facilitate ERNET/BBNL/etc provisioning of wi-fi in Gram panchayats having NOFN connectivity	Number	--	--	150	--	--
[2] Governance & services on demand	[2.1] Rollout of e-Services	[2.1.1] Total number of e-Services rolled out	Number	--	--	100	--	--
	[2.2] Common Service Centers (CSC's)	[2.2.1] Total number of operational CSC's	Number	--	--	2250	--	--
	[2.3] State Resident Data Base (SRDB)	[2.3.1] Number of departmental applications integrated with SRDB	Number	--	--	4	--	--
		[2.3.2] Availability of citizen records in SRDB	%age	--	--	80	--	--
		[2.3.3] Number of verified citizen records (in lacs)	Number in lacs	--	--	50	--	--
	[2.4] Information Security Management Office (ISMO)	[2.4.1] Establish full fledged Security Operation Center (SOC)	Date	--	--	--	--	--
		[2.4.2] Secure IT assets of identified projects/ departments (total number)	Number	--	--	32	--	--

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 13/14	Actual Value for FY 14/15	Target Value for FY 15/16	Projected Value for FY 16/17	Projected Value for FY 17/18
		[2.4.3] Number of InfoSec awareness programs conducted.	Number	--	--	4	--	--
		[2.4.4] Notification of critical information infrastructure (CII) in the state	Date	--	--	--	--	--
[3] Digital empowerment of citizens	[3.1] Mass IT Literacy	[3.1.1] Number of beneficiaries covered (both L1 and L2)	Number	--	--	25000	--	--
	[3.2] IT for jobs	[3.2.1] Skill training under Electronics System Design Manufacturing (ESDM)	Number	--	--	2500	--	--
		[3.2.2] Persons trained for IT/ITeS and Telecom skills	Number	--	--	13000	--	--
		[3.2.3] Inclusion: Skill development for PWD, women and SC's	Number	--	--	3500	--	--
[4] Electronics Manufacturing	[4.1] Brownfield projects	[4.1.1] Notification under modified special incentive scheme	Number	--	--	--	--	--
		[4.1.2] Notifying new areas under brownfield clusters	Number	--	--	4	--	--
	[4.2] Software Technology Parks of India (STPI)	[4.2.1] Setting up of STPI- date of allocation of	Date	--	--	--	--	--

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 13/14	Actual Value for FY 14/15	Target Value for FY 15/16	Projected Value for FY 16/17	Projected Value for FY 17/18
		land and MoU with STPI						
[5] IT Policy for the state (2015-2020)	[5.1] Create IT Policy for the state (2015-2020)	[5.1.1] Create IT Policy for the state (2015-2020) by engaging knowledge partner and working groups	Date	--	--	01/02/2016	--	--
[6] RFD For Hartron and HKCL	[6.1] RFD for Hartron	[6.1.1] Create RFD for Hartron	Date	--	--	01/02/2016	--	--
	[6.2] RFD For HKCL	[6.2.1] Create RFD for HKCL	Date	--	--	01/02/2016	--	--
* Efficient functioning of RFD.	Finalize a strategic plan.	Finalize the strategic plan for the next year.	Date	--	25/06/2015	25/02/2016	--	--
	Timely submission of draft for approval.	On-time submission.	Date	--	--	29/05/2016	--	--
* Improving internal efficiency/responsiveness/services delivery of department	Develop RFDs for all responsibility centres.	percentage of RCc covered	%	--	--	90	--	--
	Implementation of Harsamadhan	Percentage of complaints resolved within prescribed timeline.	%	--	100	90	--	--
	Delivery of services as per Citizen Charter.	Percentage of targeted services	%	--	100	90	--	--

\* Mandatory Objective(s)

## Section 4: Acronym

Sl.No	Acronym	Description
1	Aadhaar	Unique ID provided to resident by UIDAI
2	NeGD	National eGovernance Division, Dept of Electronics & IT, Govt. of India
3	PeMT	Project eGovernance Mission Team to be established for each Mission Mode Project (MMP) that is being executed. Usually headed by a senior officer for the implementing department and consisting of subject matter experts (domain) specialists from within the department as well as IT specialists based on project need. The PeMT head is responsible for the success of the project in terms of the project objectives and outcomes as defined.
4	SeMT	State eGovernance Mission Team - an organization unit established to assist the state apex IT committee as per NeGD guidelines and funding. Responsibilities include monitoring of all MMP's, coordination / liaison with Dept of IT (GoI) and guidance to state government departments in implementation of their mission mode projects.
5	SRDB	State Resident Data Base- A database containing certain information pertaining to residents, common to most of the state's e-Governance applications. A superset of SRDH.
6	SRDH	State Resident Data Hub - a database and related software provided by the UIDAI to the state based on information gathered during the UID enrollments of the state's residents.

## Section 4: Acronym

Sl.No	Acronym	Description
7	SSDG	State Services Delivery Gateway
8	SWAN	State Wide Area Network
9	UID	A unique identity number assigned by the UIDAI to each enrolled resident of India. Also referred to as Aadhaar number.

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

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
1	[1.1.1] Vertical sites (SNMC, DNMC, BNMC) to be made operational	Block network management centers (BNMC) to be operational and available.	Number of BNMC's operational.	Number of BNMC's operational.	
2	[1.1.2] Horizontal sites (departments) to be made operational	Number of horizontal sites that are operational	The horizontal sites should be energized and operational	Number of horizontal sites that are operational	
3	[1.2.1] Compute: Utilization of cloud computing- Compute (compute power measured as no. of virtual machines/ servers)	Increase rack space utilization from current levels	The rack space utilization is the rack space that is populated with servers	Rack space utilization is a metric of the efficiency of the data center space.	
4	[1.2.2] Storage: Utilization of cloud computing - Storage (storage measured as thin provisioning of Disk space measured in TBs)	Utilization of cloud computing in terms of compute power available.	Utilization of cloud computing in terms of compute power available.	No. of virtual machines / servers	
5	[1.2.3] Network, Security and Space: Increase in racks space utilization, network and security from current level	Utilization of cloud computing in terms of storage	Storage measured as thin provisioning of disc space measured in TB's	Storage measured as thin provisioning of disc space measured in TB's	

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

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
6	[1.2.4] Disaster Recovery (DR): Establishment of disaster recovery arrangements	Setup of disaster recovery arrangements	Set up and activate DR site	Setup of disaster recovery arrangements for applications in SDC	
7	[1.3.1] Establishment of Wi-Fi and Eduroam in universities	Setup of WiFi and Eduroam in universities.	Setup of WiFi and Eduroam in universities.	Setup of WiFi and Eduroam in universities.	
8	[1.4.1] Facilitate BBNL Optical Fibre cable upto gram panchayats	As part of NOFN project, OFC to be laid upto gram panchayats	As part of NOFN project, OFC to be laid upto gram panchayats	No. of gram panchayats to have OFC under NOFN project.	
9	[1.4.2] Facilitate ERNET/BBNL/etc provisioning of wi-fi in Gram panchayats having NOFN connectivity	No. of gram panchayats - villages with WiFi	Providing Wifi in villages once gram panchayats have OFC connectivity.	No. of gram panchayats - villages with WiFi	



## Section 5 : Specific Performance Requirements from other Departments

Location Type	State	Organisation Type	Organisation Name	Relevant Success Indicator	What is your requirement from this organisation	Justification for this requirement	Please quantify your requirement from this Organisation	What happens if your requirement is not met.
State Government	Haryana	Departments	District Administration	[2.1.1] Total number of e-Services rolled out  [2.2.1] Total number of operational CSC's	Active participation in rollout of the e-Services by CSCs	Any citizen services delivery with local presence requires support from local administration	Timely allocation of adequate resources, coordination and ownership of local activities	Wherever district/ local administration is not active, the project will lag behind in terms of rollout and e-Services transactions and active CSCs

## Section 6: Outcome/Impact of Department/Ministry

Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	Unit	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18
1 Multiple departments within the state are undertaking IT transformation projects under the aegis of Digital India and State's vision to offer seamlessly integrated services at the doorstep of the resident in a transparent and efficient manner. This requires increased cooperation from line departments and center in terms of direction, funding, guidelines and on ground issues redressal.	Timely funding and support from Finance Department (FD, Govt. of Haryana), Department of Electronics & IT (DeitY, Gol) and line departments for the above is required on ongoing basis to execute the multiple programs and other projects under Digital India initiative and efforts by line departments to offer citizen services.							