

**No. ITPO/ITSD/I.T. Solutions/2019
India Trade Promotion Organisation
I.T. Services Division**

**New Delhi
Dated the 20th June, 2019**

Office Order No. 616/2019

Consequent to the approval of Action Plans (copy enclosed) pertaining to I.C.T. suggestions arising out the Brainstorming Session conducted recently, Sh. Santram, Executive is nominated as the nodal officer from I.T. Department to liaison with internal departments for material collection for Social Media Platforms and Website updation and ensuring regular content updation.

This issues with the approval of competent authority.



20/06/2019

**(Abhishek Chauhan)
Manager**

To: -

- Sh. Santram, Executive

Copy to:-


- Office Order File
- I.T. Services Department
- PS to ED
- SGM (JD)/ FA&CAO/ GM (VM)/ GM SRS)/ GM (AV)/ GM (AKV)/ GM (HM)/ DGM (ACMK)/ DGM (NK)/ DGM (SK)
- Personal file of the concerned official

**SUGGESTIONS FOR
STREAMLINING/ BETTERMENT OF IT SOLUTIONS**

| S. No. | Suggestions | Action Plan | Responsible Department | Timelines |
|--------|--|--|---|------------|
| 1. | Business/ User Departments should take ownership of the applications developed & run the show after implementation. | <ul style="list-style-type: none"> • Training sessions/ demonstrations may be organized again for concerned user departments' for all the applications. | <ul style="list-style-type: none"> • Tally including Payman:- Finance • Online Space Booking(Domestic Events):- FS-II • Online Space Booking(Third Party Events):- BDD • PIS/ PIMS/ ESS:- Administration • SPARROW:- Administration • Online Ticketing & Gate Management:- Security & Finance • Vigilance Clearance System:- Vigilance | 31-10-2019 |
| 2. | Scope for application upgradation should be brought to the notice of I.T. Department on regular basis. | <ul style="list-style-type: none"> • User Departments may analyze the workflow of the applications and suggest changes/ additional requirements, if any envisaged/ observed vis-à-vis their department's current requirement. | | |
| 3. | Dependency on outsourced agencies for normal business functions should be minimized by organising regular Change Management workshops and training sessions. | <ul style="list-style-type: none"> • After analyzing feasibility of the suggested changes, respective agencies may be shared the requirement for feasible changes suggested and further necessary action taken accordingly. • The user departments should take | | |


 अभिषेक चौहान
 ABHISHEK CHAUHAN
 प्रबंधक/Manager


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| | | <p>ownership of the applications after stabilization of the application after inclusion of the feasible changes suggested by the departments.</p> <ul style="list-style-type: none"> • Once the departments take functional responsibility of the stabilized applications, dependency on outsourced manpower will be automatically reduced. • The concerned departments should identify training requirements on regular basis and intimate accordingly. • Separate budget should be kept for I.T. training under the discretion of H.O.D., I.T. Department. I.T. Trainings are rarely being included in the overall training programs of the organization. | | |
| 4. | Business/ User Departments should compulsorily be | <ul style="list-style-type: none"> • Must be enforced through an administrative | <ul style="list-style-type: none"> • To issue orders: - Admin. Deptt. • To nominate nodal | 30-06-2019 |


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| | mandated to submit the updates regularly pertaining to social media platforms and website. | <p>order.</p> <ul style="list-style-type: none"> • Updates should be submitted instantly and compulsorily once in every week. A nodal officer from each department should have mandate for this job. • An official from I.T. Deptt. must be mandated to liaison with different departments and ensure regular content updation. | officers (Social Media/Digital Marketing Managers):-All Departments. | |
| 5. | QR codes of the Mobile Apps should be popularized on all possible publicity platforms. | <ul style="list-style-type: none"> • Must be enforced through an administrative order. | <ul style="list-style-type: none"> • To issue orders: - Admin. Deptt. • To follow:- Design & Display, Publicity, FS-II and BDD and Fair Officers of foreign fairs. | 30-06-2019 |
| 6. | Intimation of ICT services requirement during any exhibition should be communicated well in advance to ensure delivery of quality services. | <ul style="list-style-type: none"> • Must be intimated atleast 90 days in advance to I.T. Department. • Must be enforced through an administrative order. | <ul style="list-style-type: none"> • To issue orders: - Admin. Deptt. • To scrupulously follow:- All Departments | 30-06-2019 |
| 7. | A space may be allocated on the Server so that the Divisions/ Users can store their important data. | <ul style="list-style-type: none"> • Need to procure Network Attached Storage (NAS) with automated user backup system. | <ul style="list-style-type: none"> • I.T. Department | 30-08-2019 |


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| 8. | I.T. network including infrastructure such as obsolete servers, switches, System Software e.g. Windows Operating System, Database, MS-Office etc. need to be upgraded. Proper budget should be allocated for the said purpose. | <ul style="list-style-type: none"> • Good budget needs to be earmarked for this upgradation process. | <ul style="list-style-type: none"> • I.T. Department | May be taken up later subject to budget availability. |
| 9. | Need to have a road map of ICT requirements of ITPO aligned with the requirements of upcoming IECC project. | <ul style="list-style-type: none"> • I.T. Department is devoid of any information on the ICT requirements of the upcoming IECC complex and new administrative building. | <ul style="list-style-type: none"> • To provide scope of work to be executed by ITPO's I.T. Department:- ITPO's IECC Project Team | 30-06-2019 |
| 10 | Fragmented back-end applications and customer service portals may be integrated into a full-fledged Enterprise Resource Planning (ERP) system. | <ul style="list-style-type: none"> • This shall require handsome capital expenditure. May be taken up when there is remarkable improvement in the current financial position of ITPO. | <ul style="list-style-type: none"> • I.T. Department | May be taken up later when the organization is geared up for such change and subject to budget availability. |
| 11 | IT companies should be engaged through QCBS basis with clear function/ job analysis so that low run companies may be eliminated which will result in quality IT solutions. There should be provision of penalty in case the IT service provider fails to deliver on time. | <ul style="list-style-type: none"> • Setting higher benchmarks such as high turnover, relevant certifications such CMMi Level 5 etc. will normally enhance the cost estimates. • May be implemented subject to budget availability. | <ul style="list-style-type: none"> • I.T. Department | May be taken up later when the organization is geared up for such change and subject to budget availability. |



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| 12 | There is a need to have a specialized I.T. Cadre to cope up with the changing business environment and upcoming IECC project. | <ul style="list-style-type: none"> Admin. Department to take action. | <ul style="list-style-type: none"> Admin. Deptt. | 31-10-2019 |
| 13 | Trained I.T. manpower should be deployed in each business unit/division which can bridge between IT and Functional Division. | <ul style="list-style-type: none"> User Departments may identify specific technical I.T. resource requirement, if any. Manpower may be hired subject to budget availability. | <ul style="list-style-type: none"> Admin. Deptt. | 31-10-2019 |
| 14 | Training of MSME portals may be organized. | <ul style="list-style-type: none"> Admin. Department to take action. | <ul style="list-style-type: none"> Admin. Deptt. | 31-08-2019 |
