

Introduction: *Bangladesh* is developing the strategy to implement e-Governance across the public sector. The services of PricewaterhouseCoopers & IIFC have been retained for this important initiative. As a part of this initiative, the present questionnaire seeks to collect information on functions/ Process, services, delivery channels & level of computerization of your ministry. Your complete participation in this initiative is a prerequisite & very critical for success of the project. Wherever, the space provided in this questionnaire is found to be insufficient, please provide the details in separate attachments. In case of any queries/ clarifications please contact any of the following:

Niaz : _____ Saurendra _____

I. Preliminary information of the Ministry

Name of the Ministry/ Division/Department						
Ministry website address, if any						
Head of Organisation				Designation:		
Focal Person for the Study	Name:			Designation:		
Address (Head Office)						
Contact details	Head of ministry	Phone:		Focal Person	Phone:	
		FAX:			FAX:	
		e-Mail:			e-Mail:	
Fax No						
Documents provided (Attached with the Questionnaire)						

II. Vision & Objectives

What is the stated vision of the Ministry? (If Any)	
What are the key objectives / goals of the Ministry:	
Requirement of Legal Implication for initiating e-Gov Projects	
Organizational Structure	

For Example

Vision of the Ministry/Department

What is the stated vision of the Ministry? (If Any)	<p>The vision</p> <p>To achieve a comprehensive construction development and provide the best municipality services, which contribute in building of a modern state, in which a better life for the citizen and a sustainable development can be achieved.</p>
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III. a. Services offered by the Department *(GENERAL INFORMATION)*

S.No	Name of the service	Whether rendered to Citizens / Business or other government ministry	Level of Automation of the service delivery (Manual / Partially automated / Fully Automated)	IT Application used to deliver the service	Key Manual Register / Database associated with the service	Frequency as per the statute / decree incl. the name of the statute/ decree	Interfaces with other Ministries / external agencies during the service delivery & types of linkages	Service Level Agreement for Service Delivery. (If Any)	Actual time taken to deliver the service by the dept.	Approx. number of visits by the citizen to avail the service

For Example

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	Building Permit	All	Fully Automated	Building Permit System	Database associated with the service		PPD, Roads, Water, Sewages, Civil Defense, BATELCO, Electricity	3-10 days	1-2 Visits	

III. b. Services offered by the Ministry/ Department

S. No.	Name of the Service	Number of transactions processed in 2006 - 2007. If the service is not delivered through any of the channels given below, pl indicate the same by marking 'NA' against the relevant column					Transaction Fees **	Level of Automation	Status of Backend Computerization	Is Legal/ Process Change Required for delivery thru electronic channels?	Potential increase in transactions expected
		Ministry/ Department counter	Internet	Call Center	Any other	Total					
1.											
2.											
3.											

** Please provide details of transaction fees separately in case they vary upon the type of service delivery channel used

IV. Details of the Key Internal Processes performed by the Ministry/ Department

S. No	Name of the function	Level of Automation of the delivery of the function (Manual / Partially automated / Fully Automated)	IT Application used to perform the function	Number of offices from where the function is carried out	Number of personnel involved in performing the function
1.					
2.					

Further details if any:

V. Details of e-Governance initiatives planned in the future

S. No	Name of the e-Governance initiative)	Functional objective of the initiative & coverage (e.g., Services offered /Automated under the Project targeting Urban/ Semi urban areas)	Outcome of the initiative / Desired Outcome	Expected Completion	Current status	If any Public Private Participation (PPP) models are planned (Yes / No)	Deployment Architecture ¹
1.							
2.							
3.							

Any further details:

¹ Deployment Architecture: Standalone, Centralized, Decentralized or Hybrid (specify in remarks column, at what level it is decentralized / Hybrid)

VI. Details of IT infrastructure deployed in the Ministry/ Department

a. Software Applications

S. No.	Name of Application(s)	Packaged / Bespoke	Key Functionalities	Front End	Backend	Middle tier	Deployment Architecture (Centralized/ Distributes/ standalone)	Hosting locations (where centralized / distributed)	Access & Authentication (password / biometrics/ password + biometrics, token)	Number of locations / offices where application is being used	Is the application being hosted out of CIO Data center (Yes/ No)	Interfaces to any other applications (if any)
1.												
2.												
3.												

b. Hardware Details

Please provide the details in respect of hardware inventory of the Ministry (quantity in numbers)

Item Name	HQ	Other Office(s)
Desktop PCs		
Application Servers		
Database Servers (specify name)		
Mail servers (specify name)		
Back up servers (specify name)		
Networking Equipment (Switches / Routers / IDS) etc.		
Biometric devices / RSA tokens / Digital Signature certificates		

c. Networks

	HO	Other Office(s)
Do the offices of the Ministry have LAN? Provide answer in Yes / No.		
If yes, then how many terminals are connected (On an average per location)		
Is internet connection available? (Provide Yes / No)		
<i>If 'Yes' above:</i>		
Number of PCs on which internet is available?		
Is the connection through Dial up / Proxy, Cable , or VSAT		
Internet speed (mention the units – kbps or mbps)		

Network Architecture of the Ministry (Centralized/ Decentralized/ Hybrid)	Centralized	
Are offices of the Ministry interconnected through DDN? Please mention, if any other network is used.		
If yes, then number of locations (offices) are connected		
If yes, then what is the bandwidth		
Is there a centralized data center for the Ministry		
Is e-mail used for communication in the Ministry		

d. What percentage of your ministry's budget is spent on IT? (Mention figures for the last two financial years)

VII. Policy Environment

a. Does the ministry have a formal policy / guidelines / standards, in respect of any of the following? If Yes please attach a copy of the policy document

	Yes	No
IT Security		
Meta data standards		
Privacy		
Disaster Recovery and Business Continuity Planning		
Software Architecture		
Software Development Lifecycle		
Middleware		
Hardware		
Training		
Change Management		
Marketing & Awareness		
Service Level Agreements / Citizen Charters		

Any further remarks

VIII. People & Training**a. Organization details**

	Headed By (designation)	No of offices	No of people	No. of IT Staff (in-house)	No of IT Staff (out-sourced)
Head Office					
Other offices (if any)					

b. Does your Ministry have a separate IT Department / Division, if yes, please provide organizational details including reporting hierarchy of the same?

c. Details of IT and Program management training provided: No. of people trained in the *PAST* three years

Training domain	H.O.	Other Office(s) (If any)	Provided by
General Computer Training (Incl. Operating System etc.)			
Application software (Incl. application software developed for a particular department)			

Any further information:

d. Details of Training facilities available

S.No.	Name of the Training Facility (also mention the name of contact person)	Address & Contact Details	Areas in which training is provided (i.e., specialization)	Maximum training capacity (number of seats)	Details of Training	Whether used frequently by the Ministry/ Department (Y/N)
1.						
2.						

IX. Key concerns of the Ministry/ Department**X. Any Learning from your previous e-Governance Initiative:**

XI. What are your major constraints for initiating an e-Governance project in your Ministry/Division/Department