

Title: e Gov Project Proposal Review SLA

1. Introduction

One of the critical success factors to the successful implementation of any e-Government Masterplan is in having an effective governance structure. Such a governance structure will have a strong oversight of ICT spending, shared systems, cross-agency initiatives across the whole of government and an institutionalised monitoring and control of ongoing projects.

2. Purpose of the SLA

The purpose of this SLA is to provide guidance to all the Government agencies to seek Activity endorsement and Technical clearance for the ICT project proposals via e-GIF portal.

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3. Service Agreement

I. eGov Project Proposal Workflow

E GOVERNANCE PROJECT PROPOSAL REVIEW PROCESS

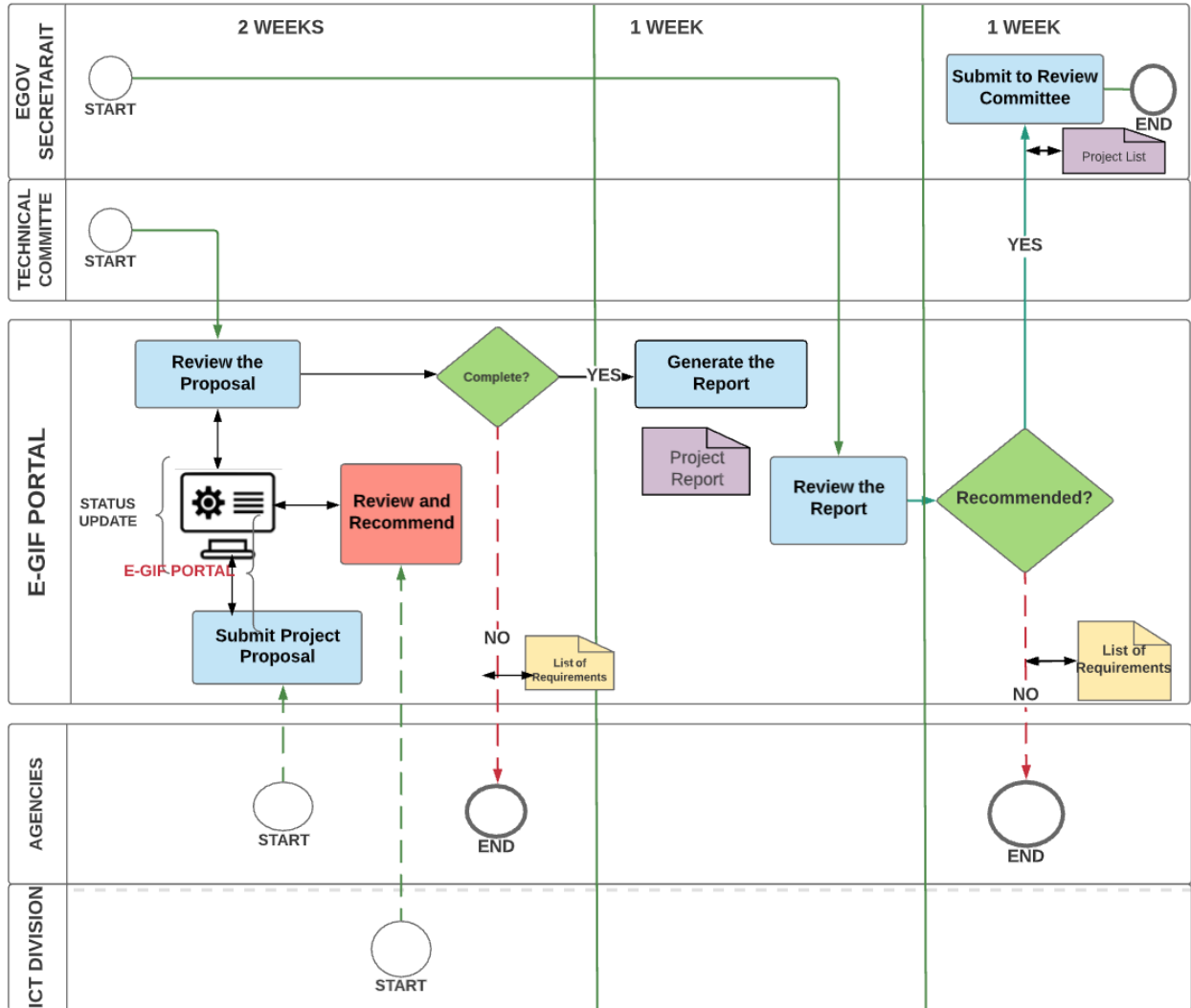


Figure 1: eGov Project Proposal Workflow

There are two types of “Project Proposal Request”, one for the budget proposal and another for the technical proposal clearance. The detailed proposal process is explained in the following table:

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Procedure	Actor	Input	Output	Timeline
1. The applicant submits the project proposal for the review	All agencies and e-GIF Portal	Project proposal with supporting document attached	NA	First 2 weeks of every Month
2. The ICT division of the respective applicant's agency reviews the proposal and submit's the decision	All agency ICT division and e-GIF portal	Project proposal with supporting document attached	Decision of the ICT division-system updated	First 2 weeks of every Month
3. Additional information requirement: If there is still more information required for the technical committee to review the project, the technical committee will seek via eGIF portal or via PMO	Technical committee members, e-GIF portal and PMO	NA	Additional information requirement list	First 2 weeks of every Month
4. The technical committee member review's the project proposal as per the requirement checklist (Appendix)	Technical committee members and e-GIF portal	Project proposal with supporting document attached and requirement checklist	Generate report and update the decision	3rd week of every month
5. Conduct review committee meeting for the endorsement of the project	Review committee members, PMO and e-GIF portal	List of project proposal reviewed by technical committee member with the supporting document	General report with the decision	4th week of every month
6. Information dissemination	PMO	List of project proposals reviewed by	List of ICT activity endorsement	4th week of every month

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		the Review Committee.		
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II. Service Levels, Rankings, and Priority

SN	Severity Level	Description	Turn Around Time
1	Critical	High level sensitive project proposal	One Week
2	Urgent	High level sensitive project proposal	Two Weeks
3	Important	Problems not requiring immediate intervention	Four Weeks

III. Service List

SN	Service	Description	Responsible
1	Overall Review	Overall review of the project proposal to be endorsed for the budget proposal.	Technical Committee, eGov
2	Technical Review	Review of Implementation plan for technical clearance	Technical Committee, eGov
3	Project Endorsement	The project proposal will be reviewed and endorsed	Review Committee, eGov
4	Process review	Management and Technical related process review	PMO, eGov

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Appendix

Requirement Checklist

- 1) The project proposed is applicable to the function of the agency
 - Number of agency's service automated by this application system
 - Reduction of HR projection due to the system through automation of the services
- 2) There is no other similar system within the eGov system that can be reused
- 3) Project is reviewed and recommended by the ICT division of the respective agency.
- 4) The specification and features are in compliance with the e-GIF standards
- 5) The approved project is in compliance with eGov Principles and Guidelines