



**PERFORMANCE AGREEMENT**

**BETWEEN**

**Officiating Secretary and Officiating Director**

**DEPARTMENT OF INFORMATION TECHNOLOGY & TELECOM  
MINISTRY OF INFORMATION & COMMUNICATIONS**

**(July 1, 2018 – June 30, 2019)**

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Preamble

The Performance Agreement is entered into between the Officiating Secretary and Officiating Director, Department of Information Technology & Telecom,

The objectives of this Performance Agreement are:

a) To establish clarity and consensus about annual priorities for the Department of Information Technology & Telecom consistent with the 12th Five Year Plan of the Ministry, and Government's other priorities;

b) To provide an objective and fair basis for evaluating the overall performance of the Department of Information Technology & Telecom at the end of the financial year

The Performance Agreement represents an important accountability mechanism for inculcating a performance based culture at all levels of government.

**THEREFORE**, the parties hereto agree as follows:

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

### **Vision**

To create an ICT-Enabled, Knowledge Society as a Foundation for Gross National Happiness.

### **Mission**

Promote ICT as an enabler of national development, supporting development of reliable and affordable ICT infrastructure and services in the country, promotion of good governance, sustainable socio-economic development, and enhance ICTs' contribution to GDP and employment generation through the use of ICTs.

### **Objectives**

- 1) Accessibility of ICT Services achieved
- 2) Adoption ICT for improved service delivery
- 3) Application of ICT for promoting efficiency in Governance and Economy strengthened

Section 2: Objectives, Success Indicators & Target

Objective	Weight	Action	Success Indicator	Unit	Weight	Excellent [100%]	Very Good [90%]	Good [80%]	Fair [70%]	Poor [60%]
Accessibility of ICT Services achieved	40	Increase Internet and Broadband Penetration Provide reliable and secure connectivity through Government Intranet and GDC	Proportion increase in Internet and Broadband penetration	Percent	10	93	92	91	<91	90
			Acceptable downtime of Govt. Intranet's core network per year	Hours	10	<=40	<50	<60	<70	>=80
			Acceptable downtime of GDC per year	Hours	10	<=22	<30	<40	<50	>=60
Adoption ICT for improved service delivery	35	South Asia Satellite Improve and strengthen Cyber Security Productivity enhanced and Government DataHub Platform operationalised	Utilisation of SAS Transponder	Percent	10	90	80	70	60	50
			Percentage of reported cyber security incidents resolved	Percent	10	95	85	75	70	<70
			Percentage of 2 DataHubs (API) operationalised	Percent	12.5	100	75	50	25	<25
			Percentage of civil servants with GSuite account competent in using GSuite applications	Percent	12.5	More than 50% of activated users competent	More 40% of activated users competent	More 30% of activated users competent	More than 20% of activated users competent	Less than 20% of activated users competent
Application of ICT for promoting efficiency in Governance and Economy strengthened	25	Improve ICT service delivery in Ministries / Agencies / Dzongkhags	Number of ICT Clusters established in Dzongkhags/Thromdes	Number	10	4	3	2	1	<1
			Recognition of ICT Champion an award for website comeption	Date	15	05/17/2019	06/01/2019	06/30/2019	07/01/2019	07/31/2019

Section 3: Trend values of success indicators

Objective	Action	Success Indicator1	Unit	Actual Values [FY 2013-14]	Actual Values [FY 2014-15]	Target Values [FY 2015-16]	Projected Values [FY 2016-17]	Projected Values [FY 2017-18]
Accessibility of ICT Services achieved	Increase Internet and Broadband Penetration	Proportion increase in Internet and Broadband penetration	Percent	93	95	97	98	99
	Provide reliable and secure connectivity through Government Intranet and GDC	Acceptable downtime of GDC per year	Hours	<=22	<=15	<=12	<=10	<=8
	South Asia Satellite	Acceptable downtime of Govt. Intranet's core network per year	Hours	<40	<38	<36	<34	<32
Adoption ICT for improved service delivery	Improve and strengthen Cyber Security	Utilisation of SAS Transponder	Percent	90	92	94	98	100
	Productivity enhanced and Government DataHub Platform operationalised	Percentage of reported cyber security incidents resolved	Percent	95	96	96.5	97	98
		Percentage of 2 DataHubs (API) operationalised	Percent	2 Datahubs API operationalised	4	6	7	8
		Percentage of civil servants with GSuite account competent in using GSuite applications	Percent	More than 50% of activated users competent	More than 65% of activated users competent	More than 75% of activated users competent	More than 85% of activated users competent	More than 95% of activated users competent
Application of ICT for promoting efficiency in Governance and Economy strengthened	Improve ICT service delivery in Ministries / Agencies / Dzongkhags	Number of ICT Clusters established in Dzongkhags/Thromdes	Number	4	11	18	23	23

Application of ICT for promoting efficiency in Governance and Ec  
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Date  
05/17/2019 05/17/2020 05/17/2021 05/17/2022 05/17/2023

**Section 4: Definition of Success Indicators**

Success Indicator	Description	Data Collection Methodology	Data Collection Frequency	Data Source
Acceptable downtime of Govt Intranet's core network per year	The services hosted in GDC/GovNet server room going offline because of factors caused by GovNet's core network (connection between TWAN and GDC); measured in terms of hours recorded during the fiscal year.	The records will be maintained in both Ticketing system and Network Monitoring System (NMS).	Annually	Annual Report/ Ticketing system /Network Monitoring System (NMS)
Utilisation of SAS Transponder	Percentage utilization of SAS Transponder to implement digital broadcasting; data services in the identified off-grid gewogs. 50% Utilization if only BBS-1 Channel is broadcasted using SAS, 70% Utilization if both BBS-1 & BSS-2 Channels are broadcasted using SAS, 80% utilization if BBS Channels are broadcasted and data services are provided to identified off-grid gewogs, 90% utilization if all the services are provided using SAS.	Percentage of transponder capacity utilized from Network Operations Center	Annually	BBS, Annual MoIC Report
Proportion increase in Internet and Broadband penetration	Percentage of population availing internet or broadband services out of the total no. of population	Number of active internet or broadband users as per record with ISPs or No. of internet and broadband users / Total population	Annually	ISPs, Annual MoIC report
Acceptable downtime of GDC per year	GDC is a tier 2 data center, which guarantees 99.741% availability with approximately 22 hours of downtime per year. Currently GDC is one the critical ICT infrastructure which maintains multiple online government system	The records will be maintained in both Ticketing system and Network Monitoring System (NMS)	Annually	DITTT



Percentage of civil servants with GSuite account competent in using GSuite applications

Percentage of Civil servants with GSuite Accounts actively using GSuite Apps (Drive, docs, spreadsheet, slide, Calendar)

- GSuite Usage Survey  
- Usage Statistics Report from Google  
- Admin Dashboard

Annually

Survey response, Agency ICTOs, Google Pte. Singapore

Percentage of 2 DataHubs (API) operationalised

- As of now, 4 Datahubs (People, Vehicle, Land, Civil Service) were developed but not yet operationalised.  
100 % - 2 Datahubs (API) operationalised by end of March, 2019  
75% - 2 Datahubs (API) operationalised by end of June, 2019  
50 % - 1 Datahub (API) operationalised by end of March, 2019  
25% - 1 Datahub (API) operationalised by end of June, 2019  
<25%- Datahub operation work begun but no datahubs operationalised by 30th June 2019

Viewing Datahub APIs on the API Manager Store  
Annually

Datahub API Manager Store

Percentage of reported cyber security incidents resolved

Percentage of cyber security incidents reported and recorded in Request Tracker for Incident Response (RTIR) resolved by the team. The incidents can also be reported using official BICIRT's website and emails which will be recorded in RTIR system

Request Tracker for Incident Response(RTIR) System

Annually

Annual DITT Report/RTIR system

Number of ICT Clusters established in Dzongkhags/Thromdes

To establish ICT Cluster in Dzongkhags/Thromdes by pulling ICT HR from different regional office and providing services to all the regional offices under Dzongkhag/Thromdes

Number of ICT Cluster formed

Annually

DITT Annual report

Recognition of ICT Champion an  
award for website competition

To build innovation in use of ICT  
and to rate the best websites within  
the country

Nominations for ICT Champions  
received. Websites in the country.

Annually

Division of  
Telecom and  
Space/Applicat  
ion Division

Section 5: Requirements from other Departments & Secretariat Divisions

Organisation Name	Relevant Success Indicator	Requirement from the Organisation	Justification for the Requirement	Requirement detail	Impact (If Not Met)
BHUTAN INFORMATION COMMUNICATION MEDIA AUTHORITY	Proportion increase in Internet and Broadband penetration	BICMA, ISPs/Elcos: Expand their reach to rural areas, provide broadband access at a cheaper rate preferably at par with those in the region. BICMA to regulate pricing	ISPs are providers of such services. BICMA is the regulatory body for the ICT industry	Connectivity cost at par in the region. 3G connectivity to last 3 Dzongkhags	Access to reliable and affordable ICT may not be possible

All Dzongkhags

Acceptable downtime of Govt. Intranet's core network per year

RGoB agencies hosting L3 network switch, Bhutan Telecom, Tashi InfoComm Ltd, BPC: Consultation and collaboration with DITT

RGoB agencies are owner of systems hosted in GDC and are responsible for managing, maintaining, patching and upgrading the systems.

Some of the critical core switches are housed at some government agencies; In times of network failure, these agencies need to promptly report outages to the GDC/GovNet team to resolve the issues.

- On some stretches, the network fiber is leased from BPC, TICL, and BTL to connect GDC and GovNet Server room. The technical assistance to correct issues discovered at these agencies' end will be required to maintain the highest uptime of the GovNet/GDC infrastructure

Critical service delivery will be affected

All Ministeries

Acceptable downtime of Govt. Intranet's core network per year	RGoB agencies hosting L3 network switch, Bhutan Telecom, Tashi InfoComm Ltd, BPC: Consultation and collaboration with DITT	RGoB agencies are owner of systems hosted in GDC and are responsible for managing, maintaining, patching and upgrading the systems.	Some of the critical core switches are housed at some government agencies; In times of network failure, these agencies need to promptly report outages to the GDC/GovNet team to resolve the issues. - On some stretches, the network fiber is leased from BPC, TICL, and BTL to connect GDC and GovNet Server room. The technical assistance to correct issues discovered at these agencies' end will be required to maintain the highest uptime of the GovNet/GDC infrastructure	Critical service delivery will be affected
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<p>BHUTAN BROADCASTING SERVICE</p>	<p>Utilisation of SAS Transponder</p>	<p>Use the SAS to deliver identified application services</p>	<p>SAS Application Service Provider</p>	<p>BBS should air two BBS channels using SAS as committed. TSPs/ISPs should use the SAS to deliver voice and data services in the identified off-grid and as back-up to their existing terrestrial network as committed</p>	<p>SAS Transponder will not be utilised</p>
<p>All Dzongkhags</p>	<p>Percentage of civil servants with GSuite account competent in using GSuite applications</p>	<p>All RGOB Agencies: Report on incoming and outgoing employee details and the ICT Officials under the agencies need to conduct regular trainings on GSuite</p>	<p>Proper management of Accounts and to ensure optimal utilisation of GSuite in the agency</p>	<p>-EID, Position title and Organizational Details</p>	<p>GSuite will not be optimally utilised and GSuite Account may not be allocated properly</p>
<p>All Ministeries</p>	<p>Percentage of civil servants with GSuite account competent in using GSuite applications</p>	<p>All RGOB Agencies: Report on incoming and outgoing employee details and the ICT Officials under the agencies need to conduct regular trainings on GSuite</p>	<p>Proper management of Accounts and to ensure optimal utilisation of GSuite in the agency</p>	<p>-EID, Position title and Organizational Details</p>	<p>GSuite will not be optimally utilised and GSuite Account may not be allocated properly</p>
<p>GROSS NATIONAL HAPPINESS COMMISSION</p>	<p>Recognition of ICT Champion an award for website comeption</p>	<p>Fund for prizes and certificates to be awarded to the winners.</p>	<p>The championships will have no value without prizes.</p>	<p>Enough funds to award prizes and give public recognition to the winners.</p>	<p>innovation in ICT and improvement in websites may be hampered</p>

MINISTRY OF FINANCE

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Whereas,

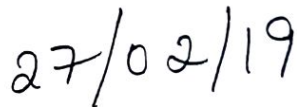
I, the Officiating Director, Department of Information Technology & Telecom, commit to the Officiating Secretary and the Minister, Ministry of Information & Communications to deliver the results described in this Annual Performance Agreement.

I, the Officiating Secretary, commit to the Officiating Director, Department of Information Technology & Telecom to provide necessary support for the delivery of results described in this Annual Performance Agreement.

SIGNED:



\_\_\_\_\_  
Pemba Wangchuk  
Officiating Secretary



\_\_\_\_\_  
Date



\_\_\_\_\_  
Jigme Tenzin  
Officiating Director



\_\_\_\_\_  
Date