

Sample Infrastructure Gap Analysis Report

USER DEPARTMENT



e-Office Implementation

National Informatics Centre

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1. Introduction to e-Office

e-Office has been designed in sync with the needs of a modern Government and has been conceived as the instrument for the Next Generation Government. It paves a platform for Personalized, role based, secure access to internal information for the employees that is accessible through any browser. Personalized services are enabled and employees receive Electronic notifications of services and transactions based on their needs and contingencies. It is embedded with a Content Management Framework (CMF) which can enable employees to create their own content and submit the same for review and publication on the portal. With a single platform, the entire organization can collaborate, share documents in any format electronically.

Unified File management System is an integrated package which has features right from diarizing of receipts/files, updating its status, opening of new files, tracking the movement of the files, dispatch of letters/files and finally records management.

The application has been developed by National Informatics Centre (NIC), based on the Central Secretariat Manual of Office Procedures (CSMoP) of the Department of Administrative Reforms & Public Grievances (DAR&PG).

2. Purpose of this Report

e-Office implementation is dependent on the availability of minimum infrastructure to all stakeholders in the user department. Availability of adequate IT Infrastructure consisting of Workstations, Scanners and other Peripherals are vital for the smooth functioning of the application. Therefore, it is necessary to assess the current state of infrastructure and identify the gaps for infrastructure readiness before eOffice implementation.

This report primarily aims at highlighting the shortcomings in the current infrastructure availability at the user department. Specifically, the infrastructure 'gaps', i.e. non availability /augmentation of workstations, scanners etc are highlighted based on which a sound procurement plan can be made by the user department. Additionally, the report contains recommendations on the minimum infrastructure which needs to be augmented to the existing infrastructure for facilitating smooth implementation of eOffice at the USER DEPARTMENT.

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3. Minimum Requirement for eOffice

The most basic pre-requisite for eOffice is availability of computer systems and Internet, LAN connectivity and scanning station to all employees who are actively involved in receipt diarizing, file creation, file marking, etc.

From the perspective of eOffice implementation, we have analyzed the requirement of USER DEPARTMENT, and recommend the following as necessary additions to the existing infrastructure.

Computer Systems

Recommendations:

- Computer systems may be provided to every eOffice users.
- The computers should have a minimum configuration as mentioned below.
- Processor speed – Greater than 2.0 GHz. RAM–2GB
- The computers must be installed with Adobe Reader (v9.0 or above), an Anti-Virus, a Web Browser (preferably Internet Explorer) as basic requirements.
- Provision of UPS for each computer.
- Provision of Generator facility with minimum switching time in case of power break down.

LAN System / Internet Connectivity

Recommendations:

- Internet connectivity may be provided to all eOffice users.
- LAN cabling should be structured.
- Any non-NICNET network may be notified.
- Switches should be powered through UPS.
- Bandwidth requirement for typical weekly usage pattern of eOffice with active user base of 500-1000 is estimated to be 3-5 Mbps. However, availability of bandwidth also depends on other applications being used simultaneously by organization.

Scanning station and digitization

Recommendations:

- Data received from the department shows three categories of Volume of DAK.
 1. 0-50
 2. 50-100
 3. >100
- Medium level scanners may be used for scanning volumes of 0-50 and 50-100 and high end scanners may be used for scanning volumes > 100.
- Centralized scanning stations with FMS (facility management service) with minimum travel time (from user desk to scanning station) option may be worked out as per requirement.
- Scanners should have following facilities
 1. ADF to scan multiple pages
 2. Both side scanning
 3. Legal paper scanning

4. Current State Analysis

We analyzed the existing infrastructure at section level, in terms of basic computer requirements including workstations, RAM, Processor speed, LAN/Internet Connectivity etc.

A detailed assessment of the existing infrastructure along with a requirement analysis is provided below:

a. Organization Details

- Total number of Sections/Offices in departments: - **1**
- Total number of users: - **127**
- Total number of computers available: - **13**
- Total number of users for which computer configurations are not provided: - **114**
- Total number of computers having RAM > 2GB and P4 configuration: - **13**
- Total number of computer system for which performance not provided/not meeting basic eOffice requirement: - **0**
- Total number of scanners available: - **1**
- Total number of printers available: - **5**
- Total Number of users having no UPS / UPS availability status not provided: - **13**
- Primary Internet Service Provider with internet bandwidth: - **NIC-100 Mbps**
- Backup internet link with Backup link speed (in case the primary link fails): - **NIC-100Mbps**
- Availability of alternate power source (in case the primary supply fails): - **No**

The above data is an extract basing on the data received from the user department. User department is requested to have a detail study of entire office and do the needful accordingly.

Summary

Total Employees	127
Computers available	13
Speed of Internet	100 Mbps
Computer with RAM(> 2GB) and P4 configuration	13
Computers without UPS	13
Total number of scanners available	1
Total number of printers available	5
Primary Internet Link details	NIC-100 Mbps
Back up internet Link details	NIC-100 Mbps
Alternate Power Source	No

5. Conclusion & Recommendation

Sl.No	Items	Remarks
1.	Computer Systems	<ul style="list-style-type: none"> Total number of computer system 13 (1 for each employee). Total number of required system 114. Around 0 computers need up-gradation of RAM to at least 2GB and at least p4 processor.
2.	LAN and Internet	<ul style="list-style-type: none"> The Primary Internet Link band width is of 100 Mbps. Bandwidth requirements for typical weekly usage pattern of eOffice with active user base of 500-1000 are estimated to be 3-5 Mbps. However, availability of bandwidth also depends on other applications being used simultaneously by organization.
3.	Printers	<ul style="list-style-type: none"> Total Printer: - 5. Recommend number of printer require: - 0. (Printers can be provided to individuals as per requirements). A total of 5 printers are available to as many individuals.
4	Scanners	<ul style="list-style-type: none"> Department has 1 scanners out of which 1 are useful. 1* (Heavy-1, Medium-0, Small-0) more scanners are required. <p>NOTE: The shortage of scanners and the corresponding requirement has been analysed in 'Annexure. Infrastructure projections for eOffice'</p>
5	Power	<ul style="list-style-type: none"> Alternate power source (Generator) is not present.

(* Scanners are assessed based on the DAK entry Points, Volume of DAK and Scanners available in the Department. Department however is requested to analyze for optimum scanner procurement.

Gap Report Details

Organisation Name :	USER DEPARTMENT
Total Number of Users in the Department :	127
Total workstations :	13
Required new workstations :	114
Number of systems meet the basic eOffice requirements :	13
Number of systems needed upgradation as per eOffice basic requirement :	0
Total sections/offices in department :	1
Number of systems not connected to UPS :	13

Annexure - Infrastructure Projections for eOffice

Section/Offices Name	Volume of DAK	Entry Point for Diarization	Scanner Details					Printers Details		Remarks
			Available	Useful	Required			Available	Required	
					Heavy	Medium	Small			
ADMINISTRATION	500	4	1	1	1	0	0	5	0	
Totals	Volume of DAK	Entry Point for Diarization	Scanners	Useful Scanners	Required Scanners			Available Printers	Required Printers	
	500	4	1	1	1	0	0			