eOffice

eOffice Onboarding Process
(Process Document)

S.No.	Activity	Description	Responsibility	Link
		PHASE 0: PRE-PROJECT		
1.	Intent to use eOffice	User Department may send their demonstration or discussion request at **eoffice-pmu@nic.in** along with the details of organization.	User Department	N/A
2.	Demonstration and Discussion	A demonstration and discussion programme on eOffice Product will be organized for user department, based on the request received from them.	NIC eOffice Project Division	N/A
3.	Project Assessment	User Department may submit duly signed and stamped **eOffice Project Assessment Template** to **eoffice-pmu@nic.in** for preparation of financial proposal for implementation of eOffice at user department as per the approved **eOffice Standard Costing Model**.	User Department	https://eoffice.gov.in/downloads/ASSESSMENT-TEMPLATE.pdf https://eoffice.gov.in/downloads/COSTING-MODEL.pdf
4.	Deployment Infrastructure Readiness Confirmation *(Applicable for SDC/LDC hosting)*	Whenever the eOffice Product will be hosted in State Data Centre (SDC) or Local Data Centre (LDC), the user department may provide the confirmation regarding readiness of hardware and software infrastructure to NIC eOffice Project Division as per the **eOffice Deployment Guidelines**. ***Note:*** *Whenever the eOffice Product will be hosted in eOffice Cloud at National Data Centre, Shastri Park (NDC-SP); the hardware and software infrastructure will be provisioned by NIC eOffice Project Division.*	User Department	https://eoffice.gov.in/downloads/DEPLOYMENT-GUIDELINES.pdf
4.1	*Servers and Storage*	*Required to be provisioned at data centre in accordance with eOffice Deployment Guidelines before installation of eOffice*		
4.2	*Operating System (OS)*	*Required to be installed in all the VMs/Servers before installation of eOffice*		
4.3	*Domain Name Registration (DNS)*	*Required for accessing the eOffice instance by name rather than IP*		
4.4	*Secure Socket Layer Certificate (SSL)*	*Required for client server connection encryption and also for single sign-on (CAS) purpose*		
4.5	*SMS and Email Gateway*	*Required for alert services*		
4.6	*LDAP Authentication*	*Required for login & authenticate in eOffice*		
5.	Requirements at Client Side	Required to be provisioned at client side for effective implementation of eOffice	User Department	https://eoffice.gov.in/downloads/CLIENT-REQUIREMENTS.pdf

6.	Setting up of Units and Hiring of Manpower Resources for each unit	Required for smooth, successful and sustainable implementation of eOffice at user department		
6.1	*Digitization, Diary and Dispatch Unit*	*Required for digitization of legacy files, active files, inward and outward correspondences. And also for the diarization of inward correspondence and issuing of outward correspondence.*		
6.2	*Capacity Building Unit*	*Required for providing training on eOffice and working knowledge on computer system and Internet Browsing to eOffice users.*	User Department	https://eoffice.gov.in/downloads/SETTING-UP-OF-UNITS.xlsx
6.3	*Data Management, On-site Support and Helpdesk Unit*	*Required for master data preparation (Organization & Employee Data, File Heads, Subject Category, etc.) and management (Creation of New Employee, Retirement, Transfer, etc.) in eOffice and for providing On-site and Helpdesk support to eOffice users.*		
6.4	*Project Management Unit*	*Required for overall administration and management of eOffice at user department.*		
6.5	*System Administration (Applicable for SDC/LDC hosting)*	*Required for administering, managing and maintaining the eOffice instance of user department. They will also deploy latest patches / updates in the servers whenever provided by NIC eOffice Team.*		
7.	Project Evaluation & Costing			
7.1	*Internal Approval*	*Based on the eOffice Project Assessment Template, Infrastructure Readiness and place of hosting provided by user department, NIC eOffice Project Division will take internal approval for eOffice Implementation at User Department.*	*NIC eOffice Project Division*	*N/A*
7.2	*Performa Invoice (PI) & Project Proposal Generation*	*Based on the internal approval, NICSI (**pa-swnicsi@nic.in**) will issue PI and Project Proposal to User Department for implementation of eOffice. Sample PI and Project Proposal for implementation of eOffice at User department are attached.*	*NICSI eOffice Division*	https://eoffice.gov.in/downloads/SAMPLE-PI.pdf https://eoffice.gov.in/downloads/SAMPLE-PROPOSAL.pdf
7.3	*Funds Transfer*	*User Department may provide acceptance of the project proposal and transfer required funds to NICSI for the execution of eOffice implementation.*	*User Department*	*N/A*
7.4	*Project ID Opening*	*On receipt of funds from user department, NICSI will open Project ID and share the Project ID along with fund receipt with NIC eOffice Project Division for the initiation of the*	*NICSI eOffice Division*	*N/A*

S.No.	Activity	Description	Responsibility	Link
		project.		
8.	Preliminary Activities and eOffice Division Coordinator details sharing	NIC eOffice Project Division will share: ➢ Preliminary activities required for initiation of eOffice implementation at user department ➢ Contact details of eOffice Team coordinating the eOffice implementation at user department	NIC eOffice Project Division	N/A

NOTE: PHASE I WILL START ONLY AFTER THE COMPLETION OF ACTIVITIES INVOLVED IN PHASE 0

PHASE I: PLANNING

S.No.	Activity	Description	Responsibility	Link
9.	Kick-off Meeting	During kick-off meeting, all the preliminary activities required for operationalization of eOffice Product at user department will be explained in detail and the plan & strategy for implementation will be discussed.	User Department	N/A
10.	Commencement Certificate	User department may submit eOffice Commencement Certificate to NIC eOffice Project Division / NICSI.	User Department	https://eoffice.gov.in/downloads/COMMENCEMENT.pdf
11.	Governance Structure Constitution	To ensure an effective implementation of eOffice, it must be driven & monitored by a well defined Governance structure. The Governance structure includes Project Steering Committee, Department Nodal Officer, Nodal Coordinators and Project Implementation Committee.	User Department	https://eoffice.gov.in/downloads/GOVERNANCE-STRUCTURE.pdf
12.	Orientation Programme	All the officials nominated in eOffice Governance Structure must attend the Orientation Programme, as during this programme, the roles and responsibilities for each stakeholder will be explained and the implementation timelines will also be discussed.	User Department	N/A
13.	Deployment Infrastructure Vetting	The deployment infrastructure requirements *(mentioned at S.No. 4)* will be vetted by NIC eOffice Team for eOffice instance setup.	NIC eOffice Project Division	N/A
14.	eOffice Master Data Preparation, Collection and Submission	Required for configuration of eOffice instance according to department's use	User Department	https://eoffice.gov.in/downloads/EMD-PREMIUM.xlsx *(For eOffice Premium)* https://eoffice.gov.in/downloads/EMD-LITE.xlsx *[For eOffice Lite (eFile)]*
14.1	*Employee Master Details (EMD)*	*Required for capturing organization and employee data*		
14.2	*File Heads*	*Required for capturing Basic, Primary, Secondary & Tertiary Head used in organization for opening of file*		

14.3	*Infra-proficiency*	*Required for generation of infra-gap assessment report (Basically the gaps in infra at client end - Workstation, Scanners, Digital Signature Certificates, etc.)*		https://eoffice.gov.in/downloads/FILE-HEADS.xlsx https://eoffice.gov.in/downloads/INFRA.xlsx
15.	eOffice Master Data Vetting	NIC eOffice Team will vet the details filled by user department in eOffice Master Data Templates and intimate to user department in case any amendments are required to be made in the filled data templates.	NIC eOffice Project Division	N/A
16.	eOffice Instance Setup	NIC eOffice Team will setup eOffice instance at the data centre. **Note:** *Whenever the eOffice Product will be hosted in SDC/LDC, the System Administrators identified by user department may also be aligned with NIC eOffice Team during the initial setup of eOffice instance at the data centre.*	NIC eOffice Project Division + User Department	N/A
17.	Infrastructure Gap Assessment Report (IGAR) Generation and Procurement Initiation	User department may initiate the procurement or up-gradation of client infrastructure based on the recommendations provided in IGAR. Sample IGAR is attached for reference.	User Department	https://eoffice.gov.in/downloads/IGAR.pdf
18.	Transition & Digitization Strategy Finalization	Required for preparation of transition plan and scanning of legacy files, active files, inward and outward correspondences.	User Department	https://eoffice.gov.in/downloads/TRANSITION-GUIDELINES.pdf https://eoffice.gov.in/downloads/DIGITISATION-FRAMEWORK.pdf
19.	Training Schedule Submission	Submission of training calendar by User Department	User Department	N/A
19.1	*EMD Managers*	*EMD Managers are the identified key persons (preferably from Administration/Establishment section, etc.) who will ensure the updation of employee data in eOffice instance of user department and will be responsible for inter-departmental transfer and postings, & assigning roles and privileges. The identified EMD Managers will also responsible for overall administration and management of eOffice.*		
19.2	*Master Trainers*	*Master Trainers are the identified key persons (preferably one from each unit/section/branch, etc.) who have the aptitude for conducting trainings. NIC eOffice Team will provide training on eOffice Product to the identified master trainers of user department and once master trainers get*		

S.No.	Activity	Description	Responsibility	Link
		trained, further training to users of department will be imparted by them. *Apart from the initial level training, master trainers will also be trained by NIC eOffice team on feature sets to be provided in new releases so that training over same can be also be provided by them to the users of the department.*		
19.3	*System Administrators (Applicable for SDC/LDC hosting)*	*System Administrators are the identified key persons responsible for administering, managing and maintaining the eOffice instance of user department. They will also deploy latest patches / updates in the servers whenever provided by NIC eOffice Team.*		
19.4	*Users*	*Every user needs to be trained on eOffice so that he/she is aware of all the features available in eOffice Product and can easily complete the routine activities (work allocated) assigned to him/her. The Master Trainers identified by user department will impart training on eOffice Product to the end users of the department. Moreover, Master Trainers will also impart training on new features to user department, as and when released.*		
**NOTE: PHASE II WILL START ONLY AFTER THE COMPLETION OF ACTIVITIES INVOLVED IN PHASE I**			
**PHASE II: PREPARATION**			
S.No.	**Activity**	**Description**	**Responsibility**	**Link**
20.	Training Programme – I			
20.1	*EMD Managers*	*NIC eOffice Team will provide training to EMD Managers so that they can populate the standardized EMD and File Heads data into eOffice through front end applications and further perform their responsibilities as mentioned in S.No. 19.1 above*	NIC eOffice Project Division	https://eoffice.gov.in/downloads/EMD-MANAGERS.pdf
20.2	*System Administrators*	*NIC eOffice Team will provide training to System Administrators so that they can perform their responsibilities as mentioned in eOffice Deployment Guidelines (Refer S.No. 4) and S.No. 19.3 above*		https://eoffice.gov.in/downloads/SYSTEM-ADMIN.pdf
21.	eOffice Master Data Population	EMD Managers will populate eOffice Master Data (EMD and File Heads) through front end applications so that eOffice Product can be configured according to department's use.	User Department	N/A

S.No.	Activity	Description	Responsibility	Link
22.	DSC Registration	DSC Registration with eOffice user account for signing of noting and drafts in electronic files.	User Department	N/A
23.	Training Programme – II			
23.1	*Master Trainers*	*NIC eOffice Team will provide training on eOffice Product to Master Trainers so that they can further impart training to end users of the department.* *Apart from the initial level training, master trainers will also be trained by NIC eOffice team on feature sets to be provided in new releases so that training over same can be also be provided by them to the users of the department.*	NIC eOffice Project Division	https://eoffice.gov.in/downloads/MASTER-TRAINERS.pdf
24.	Training Programme – III			
24.1	*Users*	*The Master Trainers identified by user department will impart training on eOffice Product to the end users of the department. Moreover, Master Trainers will also impart training on new features to user department, as and when released.*	User Department	https://eoffice.gov.in/downloads/USERS.pdf
NOTE: PHASE III WILL START ONLY AFTER THE COMPLETION OF ACTIVITIES INVOLVED IN PHASE II				
PHASE III: IMPLEMENTATION				
S.No.	**Activity**	**Description**	**Responsibility**	**Link**
25.	Trial Run	During this time users have a fair knowledge of eOffice Product. Trail basis receipts and files may be generated from top to bottom to complete a loop for testing.	User Department	N/A
26.	Go Live	From this date onwards, the eOffice Product goes live at user department and all the previous trial data generated in eOffice Product is deleted.	User Department	N/A
PHASE IV: POST-CLOSURE				
S.No.	**Activity**	**Description**	**Responsibility**	**Link**
27.	Completion Certificate	User department may submit eOffice Completion Certificate to NIC eOffice Project Division / NICSI.	User Department	https://eoffice.gov.in/downloads/COMPLETION.pdf

__Note:__ eOffice Onboarding Process document along with other related documents are available at "https://eoffice.gov.in/ → Downloads → eOffice Onboarding Process and Related Documents"

SUCCESSFUL & SUSTAINABLE EOFFICE IMPLEMENTATION APPROACH		
S.No.	Activity	Description
1.	Training on eOffice	a. It is strongly recommended that user department may identify Master Trainers, EMD Managers, and System Administrators before Go Live. NIC eOffice Team will provide necessary training on eOffice Product to the identified Master Trainers, EMD Managers, and System Administrators so that they can further assist user department in smooth, successful and sustainable implementation of eOffice. b. It may be ensured that every user *(existing or new)* needs to be trained on eOffice *(before commencement and after Go live)* so that he/she is aware of all the features available in eOffice Product and can easily complete the routine activities (work allocated) assigned to him/her. The Master Trainers identified by user department will be responsible to impart training on eOffice Product to the end users of the department. c. As NIC is coming out with new releases / features across different applications available in eOffice Product time to time, therefore, it is strongly recommended that user department must nominate their Master Trainers for Refresher Training Programme organized by NIC eOffice Project Division on continuous basis, so that they can further impart training on new features to the other users of their department. d. It is strongly recommended that any change in Master Trainers, EMD Managers, and System Administrators may be notified to all stakeholders (Local NIC Cell, NIC eOffice Project Division, etc.) and they may be nominated for the Capability Building Programmes (CBP) on various categories *(Master Trainers, EMD Managers, System Administrators)* organized by NIC eOffice Project Division on continuous basis. e. For details related to Upcoming Capability Building Programmes (CBP) on various categories *(Users, Master Trainers, EMD Managers, System Administrators)*, user department may refer to https://eoffice.gov.in/Training/
2.	Submission of eOffice related issues	For quick and time bound resolution of eOffice related issues, following approach may be followed: a. **Level 1**: Contact On-site Roll Out Team members deputed at user department b. **Level 2**: Contact Local NIC Coordinator c. **Level 3**: Report issue at NIC Service Desk (https://servicedesk.nic.in) or Call at 1800 111 555 d. **Level 4**: eOffice Core Roll Out Team
3.	Submission of Feedbacks / Change Requests	a. As eOffice Product is rolled out in different kinds of organizations with a huge user base, varying from highest levels in the Government to the lowest, the feedbacks and change requests from them enriched the product in unparalleled way. The feedbacks and change requests related to different applications available under eOffice Product can be submitted at https://support.eoffice.gov.in/ only by the eOffice Nodal officer identified by user department. b. As eOffice Product is based on Central Secretariat Manual of e-Office Procedure (CSMeOP) formulated by DAR&PG and as the same product is rolled out across PAN-INDIA level, therefore, the feedbacks and change

		requests received from user departments are firstly analysed by a screening committee on various parameters such as its feasibility and impact in the existing framework. The generic requirements which are feasible and specific requirements (to the extent possible) which does not impact the existing framework while maintaining the single code / product will be shortlisted by screening committee and submitted to DAR&PG for further comments and approval. c. The feedbacks and change requests approved by DAR&PG will be developed, tested and then released as per the release cycle.
4.		a. All personal staffs such as PPS, PS, PA etc. attached with an officer are strongly recommended to use their individual login ID to access eOffice rather than using officer's login credentials. b. Using of individual login ID ensures the accountability of attached staff and restricts unwanted access of confidential notes. c. Officer need not share their login credentials of eOffice account with anyone including PPS, PS, PA etc. d. eOffice allows officer to share his/her work with his/her PPS, PS, PA etc. Apart from this, there is a provision to delegate the officer's account with his/her PPS, PS, PA etc. using role based Delegation module.
5.		For accessing eOffice Documents Repository (User Manuals, FAQs, Guidelines, SOPs, etc), user department may refer to https://docs.eoffice.gov.in/

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