TOOLKIT 5

ePrastuti Governance Structure

1. The ePrastuti Project for Standardization of Websites is being steered under the overall leadership of the Chief Secretary to the Government of Assam who is also the Chief Responsible Officer of the project.

2. To ensure an effective implementation of ePrastuti within the departments and its organisations, it must be driven and monitored by a well-defined Governance Structure.

3. Every Department will therefore need to constitute the ePrastuti Project Steering Committee that will be chaired by the senior most Secretary in the department who will need to be designated as the Responsible Officer.

4. The constituent organizations under the Main Administrative Department (viz: Commissionerate, Directorate, Mission, Project Directorate) will also need to form its own ePrastuti Project Steering Committee under the chairmanship of the Head of the organization.

5. In addition to the Project Steering Committee, department and its constituent organizations will need to identify and constitute the following support structures:
   a. Content Managers
   b. Master Trainers
   c. ePrastuti Web Site Administrator

Main administrative department

What Is The Governance Structure to be Established By The Main Department?

1. Department e-Prastuti Project Steering Committee

It is the Department **Programme Steering Committee (PSC)** that will give the overall direction for steering the implementation of ePrastuti for the Main department and its constituent organizations. PSC will be chaired by the Responsible Officer who is the senior most Secretary in the department. The PSC must include the heads of the constituent organizations that come under the Main Administrative department as the model is to have an integrated Website for the Main Administrative department and its constituent organizations.

Chairman	Responsible Officer(RO) who is the senior most Secretary in the department
Members	• **Additional Responsible Officer (ARO)** who should be a senior level functionary in the rank of Secretary/Joint Secretary • **Web Information Manager** – A responsible functionary of the department in the minimum rank of Joint Secretary to coordinate the overall Website Content and ensure its quality and accuracy. • **Heads of Constituent Organizations** that are under the Department *** This is important as the approach is to have an integrated portal for the department and its organizations* • Representative of **National Informatics Centre** (who is coordinating with the department) • Member from **Website Development Cell** (WDC)

The key tasks and responsibilities of PSC should be as follows:

1. Provide Project oversight, direction and guidance as needed

2. Develop Sustainability Plan

3. Budget allocation and approvals

4. Finalize the Web site structure of the Main Administrative Department and ensure its integration with the websites of its constituent organizations

5. Content Readiness of the Main Administrative Department

6. Implement the Standardization of Website in the defined time frame

7. Ensure compliance of the Website to the Standardization Framework Guidelines

8. Ensure the development , security audit and deployment through the Government empanelled agencies

9. Identify the Site Administrator/Content Manager/ Master trainers in the department and its associated organizations and notify

(** Note: These roles can be performed by one or many depending on the size of the Unit)

10. Establish the Content Managers Responsibility Matrix

11. Promote a Participative strategy in the implementation such that the responsibility and ownership of the Website is shared across the organization

12. Regular review of the Website

Support Structures

In addition to the PSC outlined in the above section, the following support structures are considered important for the implementation. The roles defined in the support mechanisms need to be designated and notified by the department along with the responsibilities.

● Content Managers

● Master Trainers in each Unit for sustainability

● Web Site Administrator

Content Managers

i. *Who should be a Content Manager?*

Content Managers will be those personnel in the department and its organizations directly dealing with the subject matters and who can identify the content of their respective work allocated.

ii. *What should be their rank?*

Rank is not the criteria for selecting Content managers. They could be Joint Secretary, Deputy Secretary, Under Secretary, Section Superintendent, Assistants.

iii. *Do they need IT skill sets?*

Content Managers need not have IT skill sets. They should be able to identify and provide the important and relevant content of their line of work for the website. For uploading content on the website, training will be provided.

iv. *What are their Roles and responsibilities?*
- o   To identify the content in their respective unit.
- o   Classify the content into categories.
- o   Convert the Content into format that is ready for uploading onto the website.
- o   Uploading Content as per their responsibility.

v. *How many Content Managers should the department have?*

The department and its organisations should ideally have at least one Content Manager from each unit of the Job Chart.

Master Trainers

(i) *Who should be Master Trainers?*

Master Trainers need to be having an ***aptitude*** for training the department Personnel on website content management. They need not necessarily have IT skill sets.

(ii) *Why are Master Trainers required?*

a.   They would undergo e-Prastuti Master Trainers Certification Programme

b. They would initially be trained by the Website Development Cell(WDC) for Website Management and they in turn would provide trainings to other department personnel.

c. They would be imparted with trainings on any new developments by WDC. Thus Master Trainers are required to provide the sustainability for the Website Content Management.

(i)   What should be their rank?

Rank is not the criteria for selecting Master Trainers, only criteria being their aptitude for conducting trainings. They could be Deputy Secretary, Under Secretary, Section Superintendent, Assistants.

(ii)   What are their Roles and responsibilities?

Will undergo the Master Trainers Certification Programme.

Will be responsible for building the capability of department Content Managers by providing regular trainings to the Content managers.

(iii)   How many Master Trainers should the department have?

The department and its organisations should ideally have at least one Master Trainer each.

Website Administrator

1. An official having IT skill sets

2. Would be overall responsible for administration & management of the website

3. Will assign Roles & Privileges to the department content managers

4. Manage the top level directory structure (department wise) in the Website

5. Ensure the updating of data in the Website Directory

CONSTITUENT ORGANISATIONS UNDER THE MAIN ADMINISTRATIVE DEPARTMENT

WHAT IS THE GOVERNANCE ST*R*UCTURE TO BE ESTABLISHED IN THE CONSTITUENT ORGANISATIONS UNDER THE MAIN ADMINISTRATIVE DEPARTMENT?

Each constituent organization should constitute its own ePrastuti Governance Structure as the Web site is a separate one and has tol be maintained independently

(i)   Project Steering Committee of the Organisation under the Chairmanship of the Head of the Organisation

Note: The Head of Organization will be a member of the Project Steering Committee of the Main Department so as to establish the linkage between the Main Department website and that of the subsite.

(ii)   Content Managers, Master Trainers and Website Administrators are also required to be identified in each organization.