

Capacity Building and Change Management

Presented by: Group III
On 6th June, 2007

Agenda

- IT Awareness
- Strategy for Training
- Training Locations
- Change Management Issues
- Awareness strategy
- Infrastructure and Help desk requirements



IT Awareness

- Most of the Government departments are IT Aware
- IT awareness amongst contractors
 - A & B class – 70 to 80 %
 - C & D need capacity building

Strategy for Training

(Departments)

- Training in phased manner by prioritizing the departments in the order project is being implemented
- More training centres to be setup to take training to the lowest level
- e-Procurement: a new concept
- Training module to be designed
- IT Skills Policy to be enforced

Strategy for Training (Contractors)

- Online training kits and user manuals
- Demo application in internet with mock transactions
- Training kits to be provided to local kiosks, cyber cafes
- Master trainers to be created at lowest possible level
- Phone in support through help desks

Training Locations

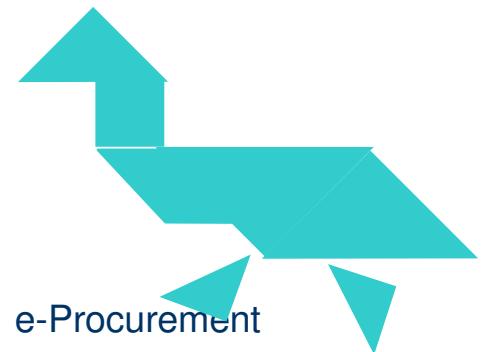
- Existing centres of HIPA, DOEACC and SITEG at Shimla, Mandi, Dharamshala, Hamirpur etc.
- Centres required at district level
- Agencies to be identified in line with Shimla
- Existing training centres of Health, RDD, Agriculture etc. to be used for training at other locations

Change Management

- Departments to be identified
- Institutional framework – Empowered committee headed by CS/ ACS and involving concerned Secretaries/ HODs
- Focused workshops for departments by involving contractors – Feedback to be considered
- All offices to be covered at predetermined level
- HODs at Management Level and Dealing person at operational level to act as change agents
- Capacity building of change agents to be taken in first phase by implementing partner

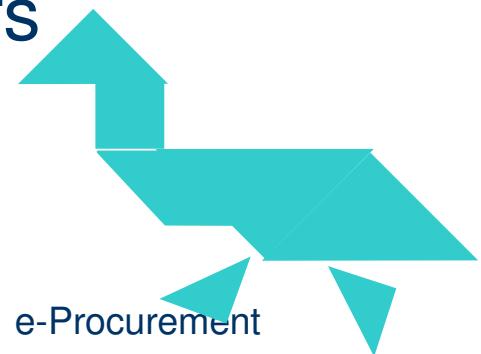
Awareness strategy

- Workshop, seminars and awareness programmes to be organized by Government by involving Contractor Associations, Industrialists and other stakeholders
- Advertisements through radio, local channels, newspapers etc.
- District administration and its resources to be utilized
- Link to e-Procurement site on web-site of each department
- Publicity Awareness programmes to start from conceptualization phase



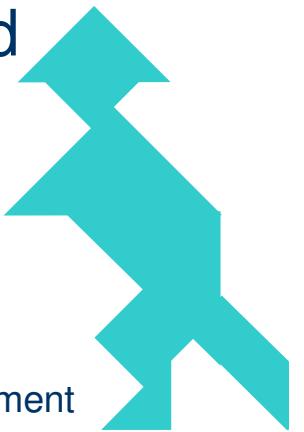
Infrastructure requirements

- 8x6 help desk to start with
- Phone-in facility
- Email facility
- Online query submission
- CSC and Sugam (i-CoSC) centres to offer e-Procurement access to contractors



Immediate Step

- Requirements to be identified
- Training and Awareness to start immediately – being a new concept
- Concept to be approved at highest level – Cabinet
- Concept to be demonstrated by one complete mock transaction
- Agency to provide demo facility to be identified



Thankyou

