National Commission for Human Development
IT Department
<u>Restructuring Proposal</u>

Background

The availability and use of information systems and technologies has grown almost to the point of being commodity like in nature, becoming nearly as ubiquitous as labor. IT plays a vital role in promoting collaboration and information sharing both inside and across organizational boundaries. Some objectives and activities of IT Department are given as under:

- Support all Programs of NCHD through the use of IT and develop Efficient and User-Friendly Support Systems, to achieve the organization's Goals.
- Develop Decision Support Management Information Systems to allow for Real-Time analysis of all NCHD programs.
- Provide Hardware, Networking and Software Support.
- Maintain NCHD's Electronic Mail Services and Document Management System.
- Decision Support Management Information Systems integrated together to provide the analysis reports as "Big Picture".
- Dissemination of Finance, UPE, Literacy and other reports to management.
- Maintenance of Web Servers and website of NCHD.

Functions at NCHD

IT department performs following functions:

- IT Support
    - Network & Hardware support (Head Office & Districts)
    - Maintenance and Troubleshooting of Servers (HO)
    - Liaison with vendors
    - Web server maintenance and configurations
    - Backup & Restore, any other disaster recovery activities
- Software & MIS Wing
    - Design, Development and maintenance/enhancement of MISs

- o Integration and conflict resolution
- o Code and design structure refinement
- o Servers tuning & upgradation
- NCHD's Web Site Maintenance
  - o Liaison with InterMedia for different configurations/licensing and backup
  - o Liaison with Domain Registrar for renewal and all related issues

Achievements since Dec 2008

IT department delivered following Software/Modules since NCHD's revival in 2008:

- **Revamping of all LAN/WAN based servers and securities were enhanced**
- **Rebuilt Web based email access**
- **New developed and implemented software are:**
  - o **Database Servers switched to new version Oracle 10i**
  - o **Finance Consolidation System**
  - o **New web based interfaces are developed for all MISs**
  - o **Web based HRMS**
  - o **Web based Attendance System**
  - o **Finance GL application in HO, and it will be implemented in districts after upcoming training of DFAMs & AFAMs**
  - o **New Payroll System**
  - o **HRMS, New GL & Payroll Systems are fully integrated with each other**
  - o **UPE Location & Feeder Teacher Databases are designed according to the new regime**
  - o **First phase of web based Fleet Management System for Admin Department HO**
- **Literacy MIS on new Oracle 10i**

Future Plans

Apart from above mentioned achievements, following are the future plans to further enhance the IT services:

- Software Wing
    - Phase II development of HRMS system which will include:
        - § HR Budgeting Module
        - § Recruitment Module
        - § Automated Performance Management System
        - § HR Trainings Module
    - Literacy MIS is needed to be revised according to the new regime and reporting formats
    - Inventory & Fixed Assets Module
    - Admin, Procurement & Logistics Module
    - Integration with other pre-developed modules
- Communication Systems
    - We have plan to provide following enhanced emailing features to our users:
        - § Voice Mail Messages can be sent to users inbox
        - § Meetings, Schedules and calendar sharing
        - § Photos can be displayed for our colleagues in the Global Address List
- Web Site Enhancements and Organizational Content Management System
    - Our new hosting plan includes advanced technology of Collaboration and Content Management, which is known as **Microsoft SharePoint Services.**
    - The functionality offered by these services can play a vital role in managing and collaborating organizational content. Some of these great features are listed below:

        - § Centralized repository of organizational content
        - § Document Management System
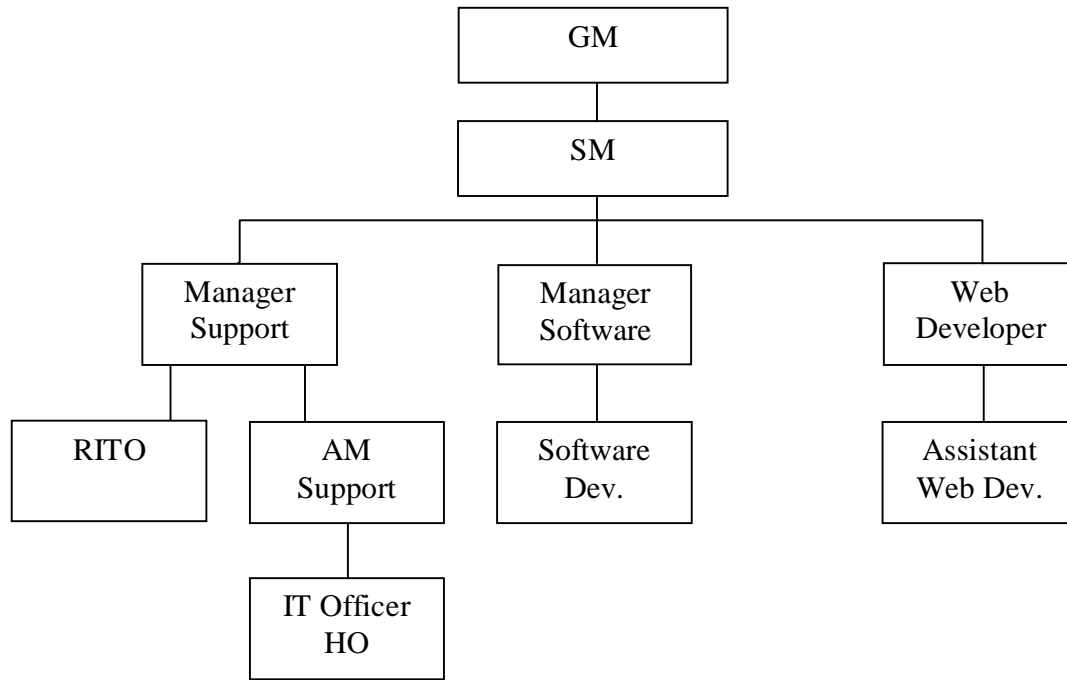   - § User defined websites with full customization

- § User groups and customized forums for groups/departments
- § Web based chat & discussion forums
- § User documents can be managed online with full Audit Trail
- § Online Document Sharing
- o A separate presentation can be given on these services in detail and to further explain benefits exposed by using this technology.

Role of Head Office:

Head Office role is given as:

- Servers & network maintenance
- Software Development & Integration
- Domain Licensing, domain hosting
- Database Servers Administration
- Consolidation & reporting of LiMIS System
- Evaluation of IT related procurement
- Data Management
- Backup & Recovery
- Monitoring of HDSU IT Systems / IT personnel
- NCHD's website maintenance

Proposed Structure of HO

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                        ┌──────────┐
                        │    GM    │
                        └────┬─────┘
                        ┌────┴─────┐
                        │    SM    │
                        └────┬─────┘
        ┌────────────────────┼────────────────────┐
   ┌─────────┐          ┌─────────┐          ┌──────────┐
   │ Manager │          │ Manager │          │   Web    │
   │ Support │          │ Software│          │Developer │
   └────┬────┘          └────┬────┘          └────┬─────┘
    ┌───┴────┐               │                    │
┌──────┐ ┌────────┐     ┌─────────┐          ┌──────────┐
│ RITO │ │   AM   │     │Software │          │Assistant │
│      │ │ Support│     │  Dev.   │          │Web Dev.  │
└──────┘ └───┬────┘     └─────────┘          └──────────┘
         ┌────────┐
         │IT Officer│
         │   HO    │
         └─────────┘
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Position	Required	Filled	Vacant
GM	1	1	0
SM	1	0	1
Manager Support	1	0	1
Manager Software	1	1	0
Web Developer	1	1	0
RITO*	16	10	6
AM Support	1	1	0
IT Officer	1	0	1
Software Dev.	2	1	1
Assistant Web Dev.	1	0	1

*RITOs are required for provinces, above structure shows the reporting line only. Province wise breakup is given in below section.

Provincial Office:

Currently RITOs are working at provincial level, 2 for each province except KPK and Balochistan for their geographical situation and scattered districts. Provincial breakup of RITO is given as under:

Province	Required	Filled	Vacant
AJK	2	2	0
Balochistan	5	2	3
GB	2	0	2
KPK	3	3	0
Punjab	2	2	0
Sindh	2	1	0

- The position of RITOs is primarily exist for:
  - To perform support activities in assigned districts
  - To implement IT policies & strategies in districts
  - Periodically visit to districts to assist and train the local staff & capacity building of EMISO & LMISO to carry out day-to-day IT related problems
- At provincial level, 1 position of Provincial Manager is added by Literacy Department for consolidated of LiMIS data.
- The same position can be used for consolidation of Finance GL and its consolidation if management decides to decentralization of financial system.