Department of Information Techonology and Telecom Annual Performance Agreement 2020-21

Objective	Weight	Action	Success Indicator	Unit	Weight	Excellent [100%]	Very Good [90%]	Good [80%]	Fair [70%]	Poor [60%]
Accessibility of ICT Services achieved	10	Ensure Affordability, Availability and Reliability	Reduction in the Cost of Mobile Data Services	Percent	0.5	5	4	3	2	1
			Achievement in Connectivity Reliability	Percent	0.5	96	94	93	92	91
			Provide realiable and secure connectivity through Government Network (GovNet)	Percent	1	96	94	93	92	91
			Colocate GDC Backup System to Bumthang from Thimphu	Percent	1.5	80	70	60	50	0
			Roll-out GDC automation tools in RGoB Agencies	Numbers	1	30	20	10	5	0
			Finalize various options and models for Sungjoen App and free WiFi submitted to Cabinet for further directives	Date	1.5	April 2021	May 2021	June 2021	July 2021	After July
		Harness Space services for socio-economic development	Percentage uptime of South Asia Satellite Ground Station	Percent	1	98	97	96	95	94
			Number of programs/activities conducted during Space Week	Numbers	1	2	1	1	0	0
			Percentage progress on development of small-satellite with ISRO	Pecent	1	30	25	20	15	10
			Implement multiple strategies to negotiate prices for internet to enable establishment of an addtional International Gateway	Numbers	0.5	3	2	1	1	0
		ICT Security Enhanced	Percentage of reported cybersecurity incidents resolved	Percentage	1.5	60	50	40	30	20
			No. of Google Drive files created and shared by the email account holders	Number	1	Min. 0.2 million files created and 0.6million shares in a year	Min. 0.15 million files created and 0.5million shares in a year	Min. 0.13 million files created and 0.4million shares in a year	Min. 0.1 million files created and 0.4 million shares in a year	Min. 0.1 million files created and 0.3 million shares in a year

Objective	Weight	Program	Indicator	Unit	Weight					
Adoption of ICT for improved service delivery	7	Productivity enhanced & Government DataHub Platform	Number of agencies IT systems Intregrated with National Data Exchange platfrom.	Number	2	4	3	2	<2	0
			Numbers of new API developed and operationalised	Number	2	4	3	2	1	0
			Number of Single Sources of Truth identified	Number	1	4	3	2	1	0
			Number of G2C services integrated with datahub/sso	Number	1	80	60	40	20	<10
Application of ICT for promoting efficiency, governance and economy strengthened	7	Improve ICT service delivery in Ministries / Agencies / Dzongkhags	Timeline Implementation of mandatory IWP for ICT professionals	Date	1	July	August	-	-	
			Virtual Monitoring of ICT clusters established	Number	1	20	-	-	-	-
			Percentage of ICT projects reviewed for eGov endrosement	Percent	1	100	80	70	60	<50
			Biometric Data collection for National Digital Identity Piloted	Date	0.5	April, 2021	May 2021	June, 2021	After June, 2021	After June, 2021
		ICT Industry Development	Jobs created in IT and ITES sector	Number	0.5	50	40	30	20	<20
			Total annual ICT Industry Revenue	Amount	1		0.3	0.1	0.08	0.06

			Industry academia linkage- Organize Online guest lecture in 2 IT colleges (GCIT and CST)	Number	1	4	3	2	1	
			Develop ICT industry growth strategy as part of TIDD roadmap	Date	1	By Dec 2020	By Jan 2021	By Feb 2021	By March 2021	By April 2021
Achieve Digital Drukyul Flagship Program Objective	75	Monitor and report progress of flagship program	Progress as per signed Digital Drukyul Flagship Performance Agreement	Percent	1	10000.0%	90	80	70	<70