Enterprise Optimus Empowering Good Governance
in Government of India

The advent of Information Technology as a highly leveraged enabling tool for delivery of services in the public and the private sector has now been universally recognized. It is in this context that the issues of Good Governance – Electronic Governance needs to be analyzed.

The Business Case

Government of India advancing towards achieving "Good Governance" through implementation of information technology initiatives. Ministry of Information Technology (MIT) formulates policies, procedures, guidelines and rules governing information Technology initiatives of Government of India. Department of Information technology (DIT) examines the practical implications of e-Governance implementation issues in the Government with the aim of improving services to the citizens.

MIT initiated an e-governance program to replicate successful E-Governance projects by a few states across the country to provide citizen centric services. The Program has been divided into two phases. In Phase-I pilot implementation of three applications namely Bhoomi (for land records), CARD (Registration), SARITA (Registration) would be done in states that have signed a MOU with DIT. Department of Information Technology, with the consultation of its strategic consulting partner Price Waterhouse Coopers, A Private consultancy, has formed a Program Management Office for managing all the e-governance initiatives of Ministry of Information Technology.

Program Organisation

The Apex Committee would have the overall responsibility for the program and would consist of senior representatives from all participating organizations i.e. DIT, NIC, and PWC. The Program Office would support the Apex Committee.

The Program Organisation would consist of multiple project teams for each application reporting to the Project Committee at the state level consisting of State Project
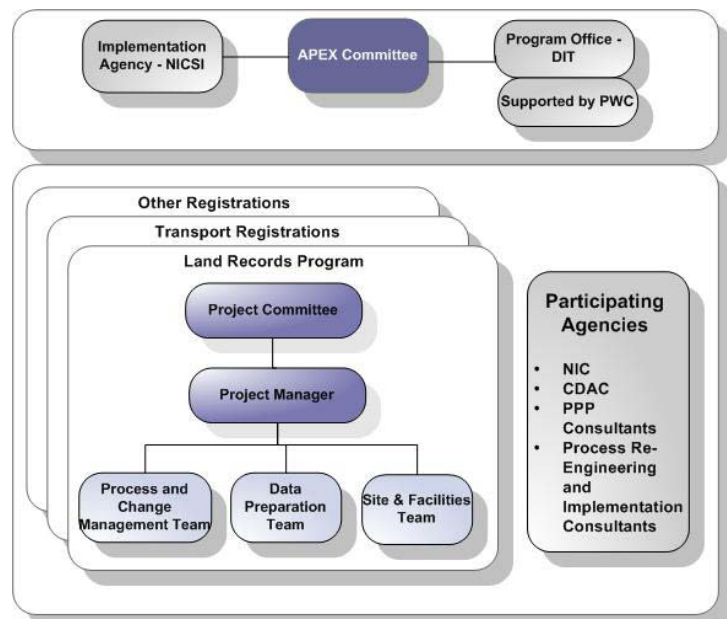
Manager, Lead Consultant, NIC/CDAC Developers and PPP (Public and Private Partners) Consultants. NICSI would be overall responsible for software development and implementation.

Therefore for the project where we have 13 states implementing for example 3 applications there would be 39 difference project organizations. Each of these would report to the Program Office for information purposes. The main objective of forming the Program Office is to ensure knowledge sharing in possible between various project teams.

The Analysis

Program Management Office identified the below challenges for successful implementation of the e-governance initiatives

- ❑ Repetitive processing of work at different geographical locations
- ❑ Multiple levels of information processing
- ❑ More number of responsible stakeholders involved in the program
- ❑ Inefficient and ineffective manual interventions
- ❑ Inability to share the right information on the right time to facilitate informed decision-making
- ❑ Cost and Schedule overruns dues to delay in information processing
- ❑ Lack of a system that fosters visibility, transparency and thus accountability
- ❑ Unmanageable administrative costs
- ❑ Inter-departmental consultations that may result in inordinate delays

The need

Program Office has realized the need of process centric approach to the implementation of the programs being imitated to achieve cost and time efficiency and effectiveness. Program Office with the support of Price Waterhouse Coopers has concluded that a well thought-out implementation of program management best practices can make the program successful. And to be successful, these best practices must be empowered by the information technology. And thus DIT identified the need of a Program Management tool to facilitate effective execution of e-governance initiatives.

Vendor of Choice- DSR Solutions Limited

Program Office has called for bids from prospective vendors for a web based Program Management tool. After a series of screenings and in-depth analysis by PWC, Program Office has chosen Enterprise Optimus - An Enterprise Program Management tool, the flagship product of DSR Solutions as the right tool for managing the e-governance initiatives effectively.

DSR Solutions is a Hyderabad based product development company, serving Public and Private enterprises with its best of breed architecture based products. DSR Solutions is addressing the entire gamut of information technology needs of national and state governments to align their operations with the changing needs and achieve cost effective and efficient operations. DSR has proven its expertise by implementing Enterprise Optimus in Government of Andhra Pradesh.

The Solution: Enterprise Optimus – An Enterprise Program Management tool

Enterprise Optimus is an innovative Enterprise Program Management Tool of DSR Solutions Ltd. addressing the broad spectrum of Enterprise needs for managing programs.

Enterprise Optimus is a loosely coupled web based Program management tool deploying the latest technology giving the stakeholders all the vital tools in a single product suite improving efficiency and effectiveness.

Management of multiple Projects simultaneously is fraught with the difficulties of conflicting demands of same resources and the pit falls in decisions of prioritization of the projects.
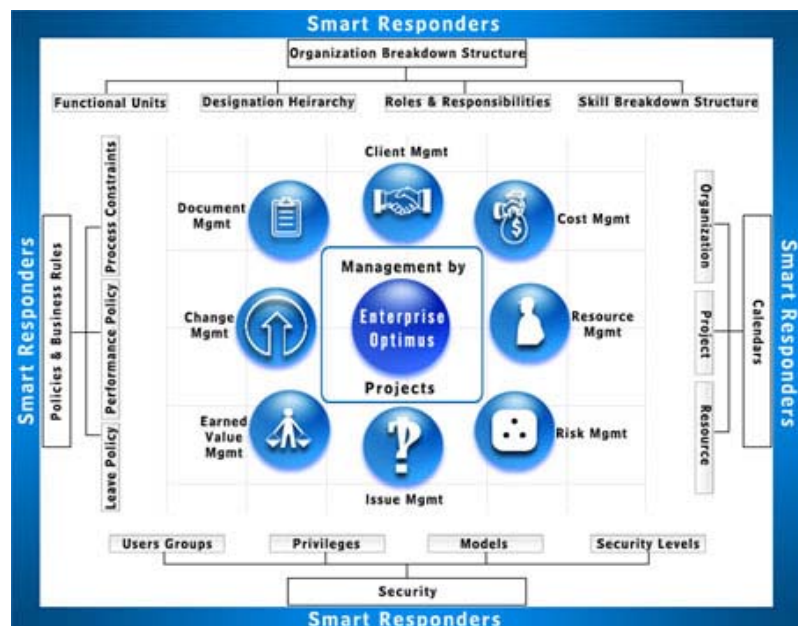

Enterprise Optimus is facilitated by the following concepts

- ❑ Management By Projects
- ❑ Management by Deliverables
- ❑ Management By Exceptions
- ❑ Management By Deviations
- ❑ Management by Knowledge gained through execution

Enterprise Optimus provides an execution framework for Program Management providing the complete functionality for supporting the Program lifecycle starting from Program Initiation, Planning, Scheduling, Monitoring & Control and Closure.

Enterprise Optimus provides the complete functionality of managing the exceptions with its, Risk Management, Issue Management, Change Management functionality. Resource Management, Cost Management and Document Management support the Program Management functionality of Enterprise Optimus.
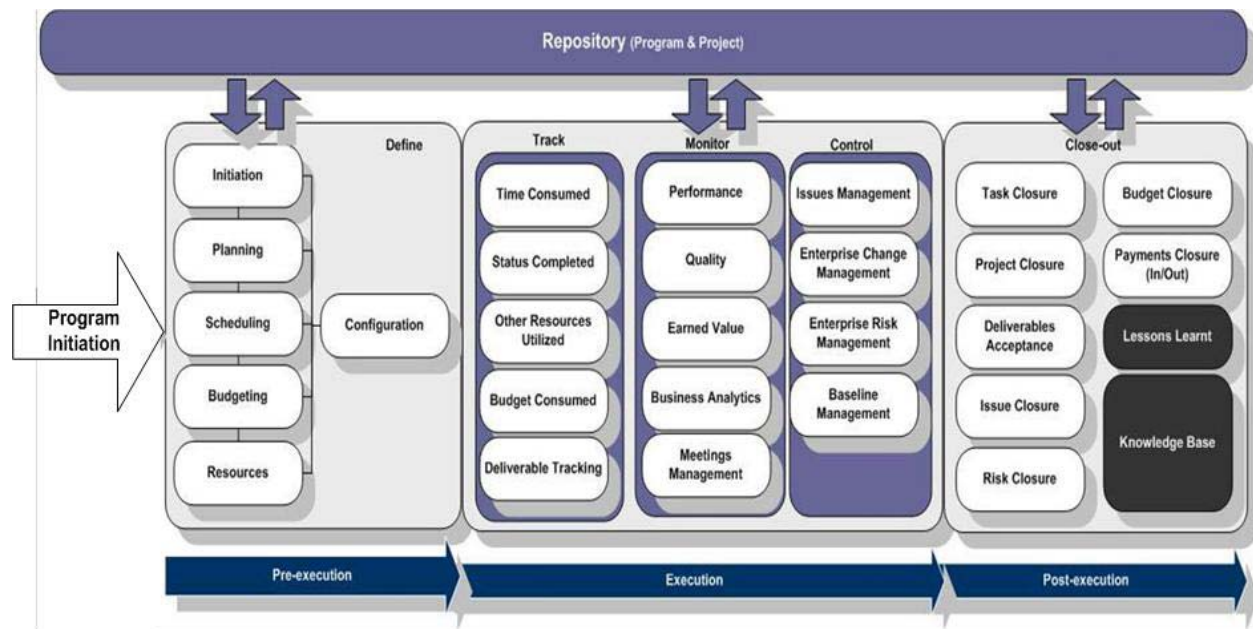
Enterprise Optimus – "Bringing in Instant insight"

The implementation of e- Governance projects is carried out at district levels with the help of various agencies. The programs nee to be monitored by the state project committee and Apex committee at the central level. Real time information exchange and collaboration to resolve the issues, among the stakeholders involved is must for right decision making and success of the program. Any Issues, risks or changes need to communicated and acted upon at zero latency.
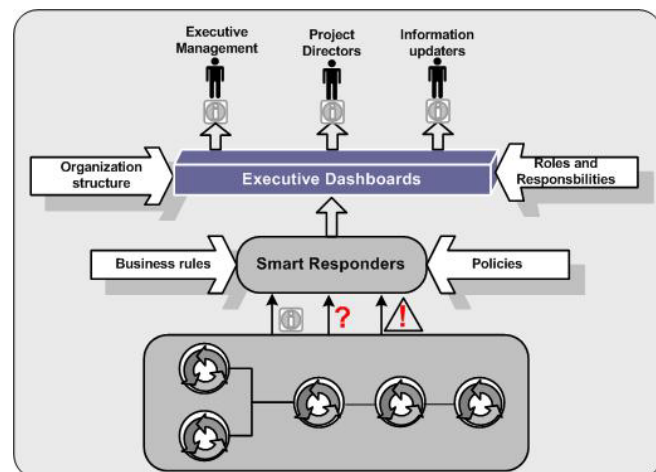
The **configurable dashboards** of Enterprise Optimus empowered the stakeholders with the ability to be informed and report in real time. Dashboards

of Enterprise Optimus are the single windows through which secure access to the right information on the right time is provided instantaneously.

Smart responders of Enterprise Optimus are intelligent system generated alerts sent to the concerned people sensing the exceptions, deviations from the planned and prompt the action to be taken.

Thus, the event management and **alerting technology** eliminates the delay between when events happen and when the right people find out about them. By compressing timeframes associated with traditional reporting and notification cycles, Enterprise Optimus enhanced productivity through improved internal awareness of implementation operations, more responsive management-by-exception practices, and reduced cycle times all leading to cost savings through greater efficiency.

Enterprise Optimus – "Bringing Value to information"

Program success depends on the value of information provided to the executors and the executive management. And the information is of value when provided at the right time to the right people. Enterprise Optimus by being a web-based product eliminates the delays in information processing and providing to the right people.

Enterprise Optimus provides analytics such as Gantt chart, **Earned Value Analysis** and other **real time configurable reports** such as variance report, report on resource consumption etc. on the programs being executed to the executive management for decision support.

Also the Enterprise Optimus eliminated the unnecessary manual interventions by workflow automation and document routing for approvals.

Enterprise Optimus captures all the information of project execution and reuses for the similar projects in the future for **process standardization** and improvements. Enterprise Optimus facilitates defining the **lifecycle models for each program** so as to facilitate consistency and replication the project implementation plans across the geographical locations. This minimized the manual intervention and improved standardization of processes facilitating sharing of execution experience across the geographical locations and proactive planning.
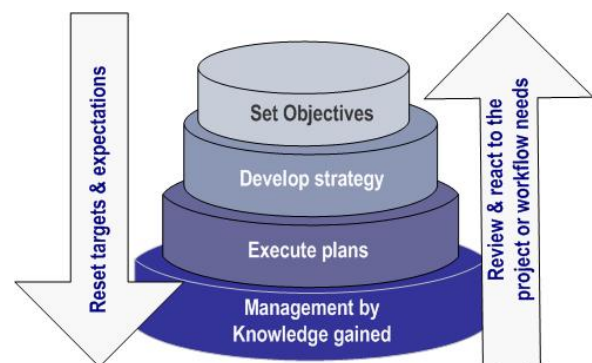
The Pay –Offs

- Enterprise Optimus **boosted internal efficiencies** by creating a **best-in-class collaborative environment**
- Enterprise Optimus enriched the environment by the capability for a huge online knowledge base for **reusing the plans and strategies** to handle work and exceptions and thus demonstrated continuous process improvement.
- **Powerful workflow** capability of Enterprise Optimus has enabled the higher authorities at the Project Committee and Program Office to monitor and control the progress of projects effectively.
- **Transparency** has improved significantly.
- Executives in the Program Office are making **decisions faster** and more efficiently.
- **Productivity** has gone up.
- The **quality of decisions** has improved noticeably.
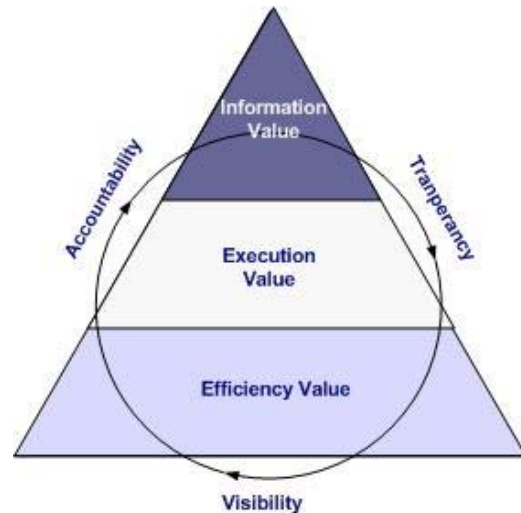
The Future

Implementation of **Enterprise Optimus** has empowered Department of Information Technology with the ability to successfully monitor, control and execute the e-governance programs and lead Government of India into the **future of Knowledge led, information enabled governance** attributed by easy flow of information, interoperability.