



Ministry of Housing and Urban Affairs  
Government of India



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ET Panache

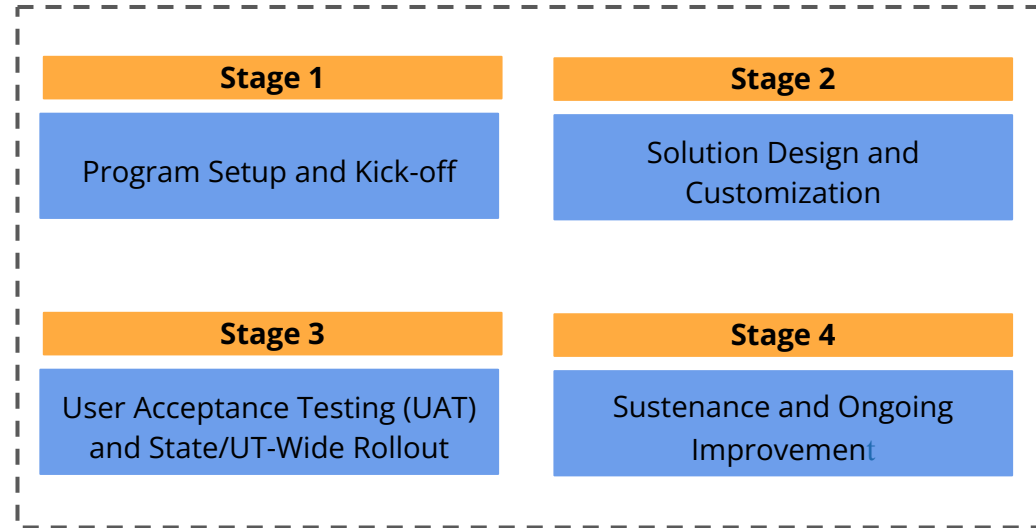
# National Urban Digital Mission

Building cities that work for people

# Outline

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7. Recommendations for Phase 3
8. Stage 4: Sustenance and Ongoing Improvement

# 4 Phases of Implementation



# Stage 1: Program Set-up & Kick-Off

CDG	State/ UTs		
Role	Input	Outcome	Key responsibilities
<ul style="list-style-type: none"> <li>- MoU signing between State and NIUA and MoHUA.</li> <li><u>Assist State/UT in -</u></li> <li>- program set-up</li> <li>- institutional set-up including providing NUDM fellows and in selection of DTL</li> <li>- reviewing Government process re-engineering</li> <li>- enablement for platform, configuration, infrastructure.</li> <li>- extension / customisation,</li> <li>Provide templates and toolkits for -</li> <li>- data collection / migration,</li> <li>- best practices.</li> </ul>	<ol style="list-style-type: none"> <li>1. MoU signed.</li> <li>2. Appointment of Nodal Officer</li> <li>3. Choice of adoption model finalized</li> <li>- Choice of hosting instance (Centrally Hosted vs Locally Hosted)</li> <li>5. IA onboarding               <ol style="list-style-type: none"> <li>a. Team mobilized</li> <li>b. State/ UT Requirement analysis complete</li> <li>c. AS-IS analyses and gap identification for Municipal processes for UPYOG services and Infrastructure- IT &amp; Non-IT</li> </ol> </li> <li>6. Infrastructure procurement is complete</li> </ol>	<ol style="list-style-type: none"> <li>1. Program set-up and State/UT level institutional set-up formalized.</li> <li>2. Program charter and implementation plan published.</li> <li>3. Resources and finances for the program identified.</li> <li>4. IA onboarding complete.</li> <li>5. Infrastructure procurement complete</li> <li>6. Priority Modules identified.</li> <li>7. Identification of pilot ULBs</li> <li>8. Master data collection in Pilot ULBs kicked off.</li> </ol>	<ul style="list-style-type: none"> <li>- Lead the Program set-up and State/UT level institutional set-up</li> <li>- Complete selection of IA and infrastructure procurement.</li> <li>- Appoint data collection team in the Pilot ULBs.</li> <li>- Organize an implementation kick-off workshop with relevant stakeholders of Pilot ULBs.</li> </ul>

# Recommendations for Phase 1

1. Modules such as Public grievance redressal and miscellaneous collections are easy and faster to implement and their impact can be seen immediately.
2. There are several different approaches to select the pilot ULBs:
  - a. Greenfield ULBs first: They will show minimum resistance
  - b. Brownfield ULBs first: They have minimum resource constraints
  - c. Mix of Greenfield and Brownfield: This approach helps to understand the context for all kinds of ULBs - challenges they face and best recommendations for them.
3. Each ULB should already have 1 data entry operator in order to facilitate a smooth data collection process.

## Phase 01 will be considered complete when –

1. Program charter is defined, and adoption is initiated
2. Resources and finances for the program are identified
3. Implementation Partner is onboarded.
4. Infrastructure procurement complete
5. Kickstarting the implementation of UPYOG with priority modules identified, master data collection in pilot ULBs started.

## Stage 2: Solution Design and Customization

NIUA-CDG		State/ UTs/ IAs	
Role	Input	Outcome	Key responsibilities
Assist State/UT in - - initiation of policy change if any - finalization on requirements and customizations - configuration / customisation processes. - standardization of data structure, processes and workflows - reviewing architecture, solutioning, UX. - documentation mechanisms - creation of Platform artefacts Provide - - Dashboard APIs, templates for data structure	1. Program charter and implementation plan published. 2. IA onboarded 3. Infrastructure procurement complete 4. Master data collection kicked off in Pilot ULBs	1. Ontologies, processes and workflows standardized. 2. Master data for pilot ULBs collected in the desired format. 3. Agreement on State/UT specific product customizations required. 4. Configured/ Customized platform ready for UAT. 5. Participants for the UAT session identified. 6. Monitoring dashboards and reports ready. 7. Platform artifacts such as user guides, training videos published.	- Initiate policy change if required - Standardization of the ontology, processes and workflows across the State/UT. - Provide state-specific requirements, if any. - Identify ULB level Nodal officers for day-to-day support. Coordinate with IA to - - clean and validate master data received from Pilot ULBs - collect ULB specific baseline data to measure performance and adoption. - Configure/customize platform as needed

# Recommendations for Phase 2

1. Implementation Partners along with the Head Technology are encouraged to discuss with the CDG team before customizations
2. All new customizations are MoHUA's property and will be shared back with the NIUA-CDG. For de-duplication of work, these can subsequently be made as a central offering with UPYOG for other states.
3. It is always beneficial if the product artifacts such as user guides, training videos are also prepared in regional languages.
4. Adherence to streamlined ontology while implementing the platform in the state will ensure a consistent analysis of the data and better cross-channel reporting and tracking

## **Phase 02 will be considered complete when –**

1. Standardization of processes and workflows across the State/UT
2. Master data for pilot ULBs collected in the desired format
3. Configured/ customized platform solution is ready for UAT and a UAT session with identified participants is scheduled.
4. Monitoring dashboards and reporting mechanisms are ready

## Stage 3: User Acceptance Testing (UAT) and State/UT-Wide Rollout

NIUA-CDG	State/ UTs/ IAs		
Role	Input	Outcome	Key responsibilities
Assist in - <ul style="list-style-type: none"> <li>- reviewing solution</li> <li>- implementation,</li> <li>- training and capacity building</li> <li>- review and monitoring cadence</li> <li>- reviewing change management and incident management,</li> <li>- adoption and</li> <li>- awareness plans</li> </ul>	1. Configured/ Customized platform ready for UAT 2. State and Pilot ULB officials available for UAT & training.	1. UAT Sign-off & Go Live for Pilot ULBs 2. Master data collection in other ULBs kicked off. 3. Help desk set-up and effectiveness assured. 4. Setup of review & monitoring cadence. 5. State/UT-wide Rollout in batches: <ul style="list-style-type: none"> <li>a. Critical Bugs fixed</li> <li>b. e-governance service delivery success Metrics Tracking initiated</li> </ul>	<ul style="list-style-type: none"> <li>- Conduct user acceptance testing and provide sign-off.</li> <li>- Organise training workshops.</li> <li>- Clean and validate master data received from the ULBs</li> <li>- Setup help desks and support mechanism</li> <li>- Plan phase wise rollout in all ULBs of the State/UT.</li> <li>- Assure monitoring cadence</li> </ul>



# Recommendations for Phase 3

1. Recommended training modules include documents, online sessions in youtube channels etc for initial capacity building and future reference.
2. After the training is over, all the recorded sessions should be shared with the ULB employees for their future reference.
3. Collecting feedback is essential to verify if the training was adequate. Various methods that can be used post training workshops to collect feedback are:
  - a. Feedback calls by L1 resource in the state project team
  - b. Reverse KT
  - c. Creating a Train, the Trainers mechanism within ULB cluster

## **Phase 03 will be considered complete when –**

1. Implementation in pilot ULBs successful
2. Roll-out in all remaining ULBs of the State/ UT
3. e-governance service delivery success  
Metrics Tracking initiated
4. Help desk set-up and effectiveness assured.
5. Setup of review & monitoring cadence.

## Stage 4: Sustenance and Ongoing Improvement

NIUA-CDG	State/ UTs/IAs		
Role	Input	Outcome	Key responsibilities
Assist state in <ul style="list-style-type: none"> <li>- reviewing platform usage,</li> <li>- adoption among citizens,</li> <li>- drive innovation</li> </ul>	1. First batch of ULBs have been made Live after the Pilot. 2. Statewide rollout initiated 3. Initiate building and curating an ecosystem to drive innovations 4. initiate documentation of learnings and best practices	1. Adoption tracking established 2. Successful adoption of the platform solution in the state among the ULB employees and citizens.	<ul style="list-style-type: none"> <li>- Set-up adoption tracking &amp; reinforce review cadence.</li> <li>- Set-up the adoption team at State/UT and ULB level to drive adoption of the system.</li> <li>- Run multi-channel awareness campaigns to drive adoption among the citizens of the state.</li> <li>- Policy reforms for 100% transactions as KPIs established</li> </ul>



# Thank You

*“UPYOGal Transformation is more about humans than UPYOGal”*

