

DEPARTMENT OF POSTS IT 2.0

POSTAL LGO MATERIAL

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IT 2-0



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Cabinet has approved IT Project 2.0 on January 19, 2022. for an outlay of 5785 Crore to be incurred for a period of eight years, from 2022-23 to 2029-30

Technology Approach ver 1.0

1.CORE SYSTEM INTEGRATOR: Key SI for integrating various applications, software solutions for Mail Operations, HRMS [Human resource Management System], accounting and providing L1 Helpdesk

2.FINANCIAL SYSTEM INTEGRATOR: Application for Banking, Insurance and Enterprise Content Management System

3.DARPAN: Providing handheld devices to branch post offices. Independent platform for rural devices to house rural applications.

4.DATACENTRE FACILITY: Co-located Datacenter and on-premise DRC- Only facility being provided, SI brings their own hardware.

5.NETWORK INTEGRATOR: Build and connect Network endpoints inclusive of Datacentre, post offices, mail offices, accounting and administration offices

Change Management Vendor did the organisational change management

*DARPAN: Digital Advancement of Rural Post Office for A New India

OUTCOME ver 1

Consolidation Of All Applications : Moved from standalone local server-based operations to a uniform central server-based operation

Computerised Counter Operations:98.8% of Post offices are computerised (1,54,503 post offices) providing retail, banking, and postal operations.

All-In-One Handheld Device:For Rural Post office operations a solar-powered, micro ATM compliant, Thermal Printer, SIM-based hand-held devices. Effective delivery through smartphones through 38477 Postmen.

Core Banking & Insurance:CBS in 99.7% Departmental Post Offices (25076) and 98.6% in Rural branch Post offices (1,29,536). Internet banking and mobile banking facility for POSB. 100% Insurance digitisation. (62.88 Cr Digital Transaction in Quater 3 of 2021)

Gaps Ver 1 to Ver 2

Vendors • Lock-ins • Contract expiry

Architecture •Batch mode •Integration issues •Monolithic approach

End of life•Hardware near end of life and end of support •Softwares using older technologies

Administrative • Difficult change • request • management

Scalability • To meet evolving business requirements • To adapt to changes in Technology

KEY DIRECTIONS OF CABINET

1.FINANCIAL OUTLAY: Rs.5785 crore for 8 years

2.POSTAL & FINANCIAL: Core Postal Operations should be the domain of DoP and rest of operations should be merged with IPPB for providing a more integrated inclusive financial and other services to the customers.

3.NO DUAL STRUCTURE: Dual structure needs to be avoided and only single IPPB [India Post Payment Bank structure to be used for banking, insurance and other financial needs

4.STEERING COMMITTEE: empowered to modify the financial and physical parameters of the Project, which does not lead to substantial change in scope.

Transition Decisions

Decisions made by the Steering Committee of Ver 1.0 to transfer the contract management to IPPB for the following

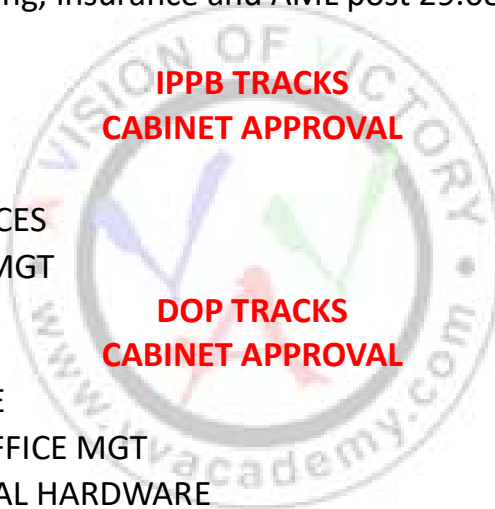
DATA CENTRE : The Data Center Facility after expiry of the current contract w.e.f April 1, 2022

NETWORK: Network Integrator after the expiry of the current contract w.e.f April 1, 2022

BANKING & INSURANCE: Banking, Insurance and AML post 29.08.2022 after the expiry of the current contract.

- BANKING & INSURANCE
- RURAL HARDWARE DEVICES
- IT INFRA FRAUD & RISK MGT

- POSTAL & POINT OF SALE
- ACCOUNTING & BACK OFFICE MGT
- FIELD NETWORK & POSTAL HARDWARE



**IPPB TRACKS
CABINET APPROVAL**

**DOP TRACKS
CABINET APPROVAL**

PROJECT STEERING COMMITTEE

ROLE

1. To Sanction all projects under DoP IT 2.0 including total contract cost.
2. Revise the estimates under the overall outlay approved by the PIB.
3. Have the required degree of flexibility to modify the financial and physical parameters of the project, which does not lead to substantial change in the scope.
4. Monitor and review the implementation of the Project and ensure timely project completion.

TECHNOLOGY ADVISORY GROUPS

ROLE

1. Consists of eminent subject matter experts, Scholars, and industry representatives with domain and Technology expertise. The advice shall be taken independently on a subject matter basis with the relevant expert (s) as and when required.

2. It will work to give advice to DoP on Technical matters of respective fields like Artificial Intelligence, Machine Learning, Cloud Computing, Network optimisation, Solution architecture, design validation, Startup collaboration, New technology induction, and Industry and International cooperation.
3. The group shall be dynamically expanded/contracted on a need basis.
4. The Group shall be constituted by the Secretary (Posts). The Steering Committee members can also be part of the TAG.

PROJECT EVALUATION COMMITTEE

ROLE

1. Shall be responsible for meeting the goals of the Program, implementation roadmap, and Key Performance Indicators
2. Manage conflicts and resolve them. Shall approve the change request/deviations of the contracts / Scope as and when proposed by technology Division.
3. Shall scrutinise all deliverables and shall authorise the payment / release of funds to IPPB etc.
4. It will be chaired by Secretary Posts. Member (Technology), Respective chairman of PMC, ASFA, One representative from the field (CPMG/PMG) as members and DDG Technology as Convener.
5. The PEC shall invite the respective Committees, IPPB, NIC, e.t.c whose solutions are being reviewed.

PROJECT MANAGEMENT COMMITTEES

ROLE

1. PMC shall be responsible for Business requirements, SRS, UAT, Training and Golive Management for both DoP and IPPB tracks.
2. For DoP Tracks, PMC additionally will also prepare EOI/ RFPs/ SLA/ MSA and do the vendor/product/technology selection.
3. PMC will be the complete owner of the track and shall ensure Rollout, Operations and Management of the application, and raise changes required.
4. PMC shall be responsible for the O&M phase. PMC shall have an effective monitoring team at CEPTs for SLA, and downtime
5. PMC shall assess & approve the new requirements and changes required in consultation with the Technology division.
6. The functional division head will chair the respective committee with concerned IFA, other functional heads of tracks, PMG/DPS from Field, and GM (CEPT) as members. Director (Tech)/ADG (Tech) will be Member Convener.

CENTRE FOR EXCELLENCE IN POSTAL TECHNOLOGY

ROLE

1. Assisting the PMC in preparation of Scope of Work, EOI/RFPs, Bid evaluation, and Master Service Agreement.
2. The rollout of the solution in the field. Field testing (UAT), Pilot testing and deployment testing of any solution. Ensure the implementation of approved solutions.
3. Coordination with IPPB in output, transition, operational and Subject matter support.
4. Documentation / Standard Operating Procedures (SOPs)
5. Monitoring of Deliverables and the SLA. Operation & Management Support.

MANAGEMENT OF IPPB TRACKS

ROLE

1. The functional requirements under the Program shall be prepared by the PMCs. The Technical architecture shall be prepared by Technology Division in consultation with the Technical Advisory Group & IPPB Technology team. (as required)
2. Approval of Steering Committee on Functional & Technical Requirements. Thereafter, IPPB to do RFP and Bid Process Management.
3. Post Solution Partner selection, IPPB shall enter into MoU with DoP for each track after the approval of Steering Committee and would lay down the roles, responsibilities, SLA, payment release terms, advance payments and milestones.

MANAGEMENT OF IPPB TRACKS

ROLE

1. After approval of MoU by the Steering Committee, the Project Evaluation Committee shall be authorised to monitor the deliverable milestones, release the funds, and monitor the project.
2. In cases where there is a substantial change in scope, or there is a dispute, shall the matter be referred to the Steering Committee by the Technology division.
3. IPPB shall submit to the Technology division, the performance report periodically along with a request for the release of funds after securing RK recommendations of PMC on the achievement of milestones.
4. Performance report shall be submitted to Project Evaluation Committee. PEC shall sanction the release of funds to IPPB.

MANAGEMENT OF DOP TRACKS

ROLE

Onboarding of Solution Delivery Partners:

1. PMC shall prepare the functional requirements, the project estimated cost, EOI / RFPs, and shall do the Technical/financial evaluation.
2. The Technology division shall take necessary financial and administrative

approval from IFA concerned and the Steering Committee for the proposal of PMCs.

3. Technology Division does the bid opening management. PMC shall do bid evaluation and thereafter ensure the careful drafting of Master Service ORK Agreements.

4. The final selection of the Solution Delivery Partners(s) shall be approved by the Steering Committee.

5. The Steering Committee shall authorise the Project Evaluation Committee to monitor the deliverable milestones, and release the funds.

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