

GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

APOnline Portal Project – Guidelines to departments for developing G2C, G2G and G2B services and hosting them on Internet, Application Development, Maintenance, Implementation & Transaction/Subscription based charges on APOne – Extension of guidelines till 30-06-2018 Orders – Issued.

INFORMATION TECHNOLOGY, ELECTRONICS & COMMUNICATIONS (PORTAL)
DEPARTMENT

G.O.Ms.No.22

Dated:30-11-2017

Read the following: -

1. G.O.Ms No. 39 of IT & C Department, dated: 12.09.2002
2. G.O.Ms No. 19 of IT & C Department, dated: 03.07.2004
3. G.O.Ms No. 21 of IT & C Department, dated: 28.07.2005
4. G.O.Ms No. 14 of IT & C Department, dated: 06.07.2006
5. G.O.Ms No. 23 of IT & C Department, dated: 02.11.2007
6. G.O.Ms No. 4 of IT & C Department, dated: 27.1.2009
7. G.O.Ms.No.7 of IT & C Department, dated 25-06-2010
8. G.O.Ms.No.7 of IT & C Department, dated 06-07-2011
9. G.O.Ms.No.15 of IT & C Department, dated 05-05-2012
10. G.O.Ms.No.33 of IT & C Department, dated 18-09-2012
11. G.O.Ms.No.16 of IT & C Department, dated 06-09-2013
12. G.O.Ms.No.8 of IT & C Department, dated 15-05-2014
13. G.O.Ms No. 21 of IT & C Department, dated: 30.09.2014
14. G.O.Ms No. 23 of IT & C Department, dated: 02.12.2015
15. G.O.Ms No. 23 of IT & C Department, dated: 05.11.2016
16. G.O.MS.No.4 of IT & C Department, dated: 07.04.2017
17. eFile F.No. ESD-12051/8/2016-DD-FIN-ESD communicating the record of discussions held by the Committee on 6th June 2017.

ORDER:-

APOnline Ltd., was set up as a Joint Venture between AP Technology Services and TATA Consultancy Services Limited, to improve the efficiency and productivity of operations of all departments in addition to being citizen centric to cater to the growing IT needs of all departments.

2. APOne Ltd., (<http://www.aponline.gov.in>) operates to provide an electronic gateway to various services offered by the Government. In the G.Os read above, detailed guidelines were issued and their validity extended from time to time for development of applications, services and websites and their hosting.

3. Further, as per the instructions of the Government, a Committee comprising of Director ESD, CEO eGovernance Authority and MD APTS have met on 6th June 2017 to review the performance of APOne on various parameters and analyzed keeping in view the feedback received from various departments like Source code not handed over,

Documentation not proper or complete, Project duration extension, understanding of requirements, technical capabilities, prior effort estimation, project planning & execution, project documentation etc.,

4. In this context, for improvement on Guidelines to departments for developing G2C, G2G and G2B services, Maintenance, Implementation & Transaction/Subscription based charges on APOnline, vide 17th cited, O/o ESD has communicated the following recommendations :-

- a. **Proper Documentation:-** Documentation is very important and useful aspect of the project from requirement analysis up to project closure and updating the same is the key for project development and maintenance. Documentation is used as reference by all stakeholders including team members, reviewers, auditors and approvers. It is required that the documentation be updated at every stage, milestones of project from kickoff to project completion with all details to reflect current status. This need to be updated regularly as per SDLC and current industry standards to reflect present status and shared with the concerned Government Department, APTS and Director, ESD.
- b. **Handing over of Source Code:-** The source code of the project needs to be handed over to the department owning the project with proper comments and details. The source code should be marked and delivered for various stages of project during development as well as support. The source code should also be delivered periodically to the requesting department during support phase also with proper comments, date in standard formats.
- c. **Intellectual Property Rights (IPR) :-** It is to be noted that the IPR of any software development, support and customization done for various projects for any department for government of Andhra Pradesh shall be exclusively with the Government of AP only.
- d. **Effort Estimation:-** The effort estimations for software development, support and customization being followed for any project should follow standard estimation procedures. The estimation procedure should be able to differentiate between new development, support (or maintenance) and customization of existing module or project. The estimation process should be from best of models defined in the industry and currently prevailing using the standard approaches like Empirical, Heuristic and Analytical methods. Suggested estimation models are PUTNAM, Delphi technique, COCOMO2, Function Point analysis, Bottom-up/Top-down approach. It can also be a combination of above models as required and based on project needs. This should be supported by detailed Work Breakdown Structure etc...
- e. **Customization:-** The project customization for various departments should be identified, estimated and priced differently and not as per standard development model. Since customization means fine tuning of existing software with minor changes as per requirements, it should be marked differently and not charged at the same rates as that of development cost. There should be separate pricing model for customization like not assigning senior roles for customization efforts

etc... The source code of a project developed for one department may be reused with customization for other departments, and should be explicitly marked.

- f. **All APOne Projects to be vetted by Committee:** - Those projects the MOU being signed by APOne with other departments should be intimated to the office of ESD / APTS. The projects being executed shall be vetted by the APTS, Officer concerned or any committee nominated by the Prl. Secretary ITE&C.

5) The above parameters such as Proper Documentation of the project, Submission of source code, IPR with the department concerned, proper effort estimation to arrive at project cost, separate costing for customization with reusability need to be rigorously followed by the APOne and reports to be submitted regularly or as and when required.

6) In addition to the above parameters, APOne may also enters into MOUs with various departments that have separate requirements and need vendor support to execute such projects. Such projects / services being developed for departments and offered to citizen are served through APOne Centres exclusively, but need to be integrated with Meeseva /Central portal also so as to serve the citizens across the state without any access limitations or monopoly.

7) Government after careful consideration with a view to enable departments to utilize services of APONLINE LIMITED in a speedy and convenient manner and full filling the parameters mentioned at para-4 above, order that the validity of guidelines prescribed in the GO 5th & 11th read above are hereby extended till 30-06-2018.

8). A copy of the G.O is available at <http://goir.ap.gov.in/>

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

K. VIJAYANAND
PRL.SECRETARY TO GOVERNMENT (FAC)

To

All Departments in the Secretariat

All Heads of Departments

All District Collectors

M/s APONLINE Limited, Kohinoor e Park, No. 1, Jubilee Layout, Cyberabad, Hyd-81

Copy to:

The PS to Chief Secretary

The Secretary, IT E& C Dept., Telangana Government for information and to inform the same to all the Telangana departments

//FORWARDED::BY ORDER//

SECTION OFFICER