

## **Vision**

The Department of Information Technology (DoIT) has been created for evolving a suitable IT ecosystem with an aim to utilize the benefits of ICT tools for efficient citizen service delivery in a convenient, affordable, accessible and transparent manner thereby making Goa a promising IT destination in the country.

## **Objective**

- To improve citizens' experience in Government transactions by providing single window access to various government services in order to ensure a convenient, hassle free, affordable, time bound and transparent delivery of all services.
- To build a robust integrated e-Governance system on a strong network connectivity
- To build core infrastructure to host e-governance applications of various departments and provide a secure data center.
- To build a robust start-up ecosystem
- To build a pool of Geo-Spatial data and infrastructure by pooling in state GIS
- To improve efficiency and transparency in Public Procurement by leveraging the ICT.
- To reach out to citizens through online and offline mode of service delivery at various touch points across Goa

## **Short Term Goal(till 2021)**

### **1. e-District/Goaonline.gov.in-**

- Onboarding all the Government Services (after feasibility study) on goaonline.gov.in.
- Inclusion of all G2B services through GoaOnline by Dec.2021 to improve State ranking as a part of EODB.
- Completion of feasibility study of making 82 Services online.
- To ensure all 134 E-Services are integrated with Rapid Assessment System (RAS), UMANG and Digi-Locker.

**2. CSC (Citizen Service Centre) of Govt of Goa** - It is envisaged to launch CSCs in remaining talukas by end of Dec.2021.

### **3. Common Service Centre(Govt of India) :-**

- It was envisaged that around 27 GoaOnline services will be delivered through Common Service Centres by Dec.2020 and adding rest of the services by December 2021.
- Endeavor to have at least 100 functional Common Service Centres (subject of the sustainability of the CSC) across the state.

### **4. MyGov Goa Portal - ( www.goa.mygov.in ) – 4.47k citizens registered**

- To increase the Citizen and Government Department Participation.
- Monthly -schedule at least 5 activities.

### **5. IT Knowledge Centre**

- Make at least 1200 citizens IT literate under ITKC
- Empower atleast 1000 trainees from **ST/SC Communities**

**6. Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA)** To empower at-least 10,000 citizens in rural areas by providing digital training

**7. Training Policy** : To develop an IT training Policy for the Government Servants.

**8. Secure Scalable and Sugumaya Website as a Service (S3WaaS):** All websites hosted on the state data centre to be migrated to S3WaaS platform of NIC.

**9. State Data Centre:** To start the migration of all the applications hosted on the state data centre on NIC Cloud and ensure smooth transition from SDC to Cloud.

**10. Accessible India Campaign:** The Department aims to make barrier free 5 Government websites under Phase-I of 'The Accessible India Campaign'

### **11. Electronic Human Resource Management System (eHRMS)**

**12. Extended Connectivity:** To rectify the connectivity issues of all the Government offices and schools (around 1800 locations).

**13. The letter application-**” application to provide E- medium to communicate seamlessly

**14. Geographic Information System (GIS):** To enhance the GIS capabilities of around 65 departments to bring them on a single platform by Dec 2021.

**15. IT Policy:** To disburse incentives to at least 10 IT Companies under the Policy

### **16. STPI Facility at Dona Paula**

**17. EMC Tuem, Pernem Taluka:** To endeavor for completion of the Administrative Block and Street Lighting.

**18. StartUp Policy:** will endeavor to launch the StartUp Policy - 2020 along with the relevant schemes.

### **Medium Term Goals( to be achieved by 2023)**

1. Endeavor to process the implementation of Bharat Net Project of BBNL
2. **NIELIT:** Endeavor to have at least one NIELIT center.
3. **IT Policy:** Endeavour to revamp the IT Policy after its due expiry in 2023
4. **Startup Policy:** Evangelizing Creation of at least 500 startups in next 3 years, targeting generation of employment for at least 6000 Goans.
5. **IT Knowledge Centres (ITKC):** The Department's vision is to empanel more training institutes across the State, in order to reach out to atleast 3500 citizens .
6. **Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA)** To empower atleast 25000 citizens in rural areas by providing digital training.
7. **Training Policy :** Department Intends to train on ICT/upgradation on basic ICT modules to atleast 5 employees per Department.
8. **Electronic Human Resource Management System (eHRMS)**
9. **E-Auction** ITG also intends to implement E-Auction.
10. **EMC Tuem, Pernem Taluka** To attract and establish atleast one anchor company at the EMC and allotment of Micro Industrial Plots.

### **Long Term Goals (To be Achieved by 2025)**

1. Endeavor to complete the implementation of Bharat Net Project of BBNL.
2. **IT Policy:** To provide new IT policy incentives to atleast 50 IT Companies.
3. **STPI Centre at Dona Paula:**
4. **Hybrid IT Park :**
5. **EMC Tuem, Pernem Taluka**
  - To commission the entire park with adequate constituent units.
  - To handover the project to the SPV Constituted for its maintenance and regular operations.
6. **State Data Centre**
  - To run State Data Centre 24\*7 operations and to provide services over cloud platform with high availability, scalability, accessibility and very less service provisioning time.
7. **CSC :** Revamping of CSC Model so that various E- services are delivered to the Citizens directly at the door step/ service of demand.
8. **Startup Policy:** New Startup Policy in lines with the transformed Ecosystem.
9. **IT Knowledge Centres (ITKC)** Revision of courses and scheme components as per the emerging Technologies and Market Demand.
10. **Adopt InDEA - India EnterPrise Architecture**
11. **Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA):** To empower atleast 40,000 citizens in rural areas by providing digital training.

### **Strategic Planning**

- To boost the IT Infrastructure, focusing on making E- Services more Available, Accessible and Affordable for the Citizens at large. Onboarding more number of services on Goaonline after consultation with Departments. Assessing the gap and bridging it to make the State IT Literate.
- To enhance the core IT infrastructure such as State Data Center and Network Connectivity by enforcing 24x7 services over the cloud and to facilitate the Government offices and educational institutes with steady and reliable connectivity.
- To augment various policies of the Department so that modern infrastructures and emerging technologies like Robotics, Artificial Intelligence, IoT, Geographic Information Systems, Blockchain, etc. can be collaborated to expand the outreach of IT into various sectors.

### **Action Plan**

The Department would endeavor to create a robust infrastructure, to support and expand the IT ecosystem and also explore possibilities of up-skilling the current talent pool on various emerging technologies. This would attract IT industries and startups to the state, thereby making Goa a powerhouse of technology innovation and the first choice for investment in and expansion of high-end technology jobs of the future. Department will also ensure seamless delivery of services through employing various technological aspects and training the citizens to avail the same through various training programs.