

Briefings on Break-out Sessions

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Action Planning Process

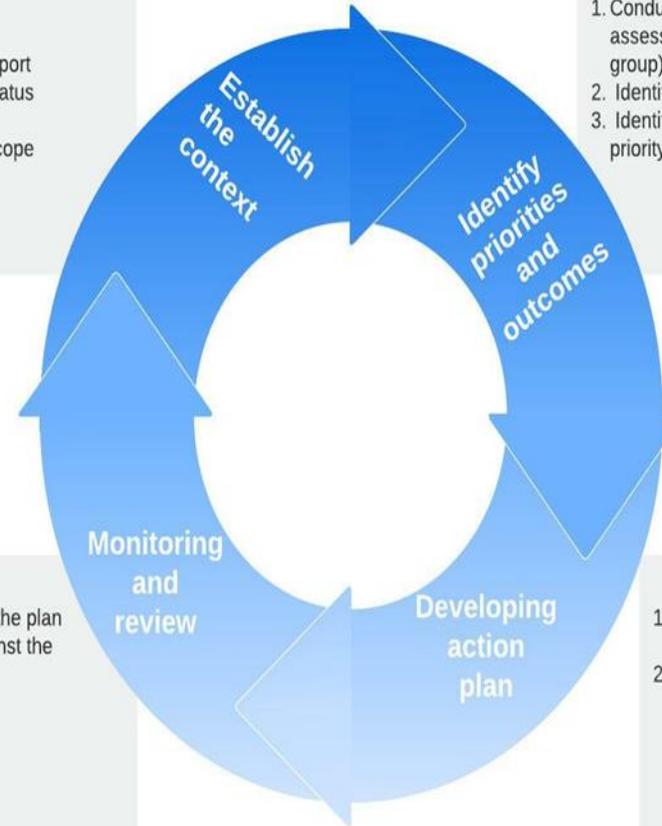
Action Planning Process for OSS Service Delivery System

Establish the context:

1. Citizen satisfaction survey
2. Survey of public services
3. Assessment of political support
4. Reviewing eGovernment status
5. Review of resources
6. Identifying objectives and scope
7. Mapping of stakeholders
8. Formation of a core group

Identify priorities and outcomes:

1. Conduct an institutional readiness assessment (involving the core group)
2. Identify priority areas for action
3. Identify key outcomes against the priority areas



Monitoring and review:

1. Monitor implementation of the plan
2. Review performances against the outcomes

Developing action plan:

1. Developing system-wide action plan for OSS.
2. Developing action plan covering front-office issues

Step 2– Identifying priority areas and key outcomes

- Institutional readiness assessment for ODSC service delivery system
- Utilizing the nine building blocks of UNDESA's institutional readiness assessment framework
- Questionnaires for building blocks (Section 4, Handbook)
- Checklist for building blocks (Section 5.3, Handbook)
- ODSC core group may engage in exercises to identify priority areas for action and intended key outcomes under each priority areas.

Step 3: Developing the action plan

- Continuation of the first two steps
- The action plan may be divided into two parts
- First part may address the system-wide issues including issues relating to back-office operations
- Second part may address front-office related issues
- Two templates for action matrix have been provided in the Handbook
- The OSS core group may draft the action plan in consultation with stakeholders
- Requires approval at the highest political level

Rules of engagement in break-out sessions

- Total time for break-out sessions is 45 minutes. However, discussion and consensus making time is 35 minutes. The last 10 minutes will be spent for preparation of the group report.
- There will be 3 groups, and each group will discuss and recommend on one building block.
- Each group will select a rapporteur who will present the group report (in the form of action matrix) at the plenary session. Presentation time will be 15 minutes each.
- Each group will develop an action matrix as per the prescribed template. The group rapporteur will present this action matrix at the plenary session.

Rules of engagement in break-out sessions

- A notetaker for each group has to be deployed. The notetaker will be responsible for preparing the action matrix.
- Each group should identify and work towards 3 (three) priority areas for action.
- One priority area under each building block has been identified for the ease of understanding about how to proceed. Identified actions, timelines and responsibilities may be revised by participants.
- MDA is the abbreviation for Ministry/ Department/ Agency

Contents of action matrix template

- Building blocks
- Priority areas
- Key outcomes
- Required actions
- Required timeline
- Responsible lead entity (Ministry/ Department/ Agency)
- Responsible supporting entities

Group 1- Policy and planning group:

- Objectives of the Group 1
- To recommend an institutional framework for policy and planning in relation to One-Door-Service delivery, and
- To identify other priority areas for action in relation to smooth running of the ODSCs.

Checklist for the Policy and planning group

Action Point	No	Yes
4.1 There is a central government unit/ ministry/ inter-ministerial committee in charge of promoting coherent and integrated planning, policy making, implementation and M&E of the ODSC initiative, including facilitating information sharing and coordination among different ministries/sectors.	<input type="checkbox"/>	<input type="checkbox"/>
4.2 The charter of duties and mandates of the above-mentioned mechanism are provided by Acts of Parliament or Presidential/ Prime Ministerial Decree.	<input type="checkbox"/>	<input type="checkbox"/>
4.3 The organizational structure of the central unit/ ministry in charge of inter-ministerial coordination has defined roles and responsibilities of different ministries in relation to ODSC operation.	<input type="checkbox"/>	<input type="checkbox"/>
4.4 This organizational structure has the mandate to make decisions and arbitrate to resolve trade-offs between policies, or reconcile sectoral policies that are competing or conflicting to ODSC operation.	<input type="checkbox"/>	<input type="checkbox"/>
4.5 This organizational structure has been adequately equipped with financial and non-financial resources.	<input type="checkbox"/>	<input type="checkbox"/>
4.6 Horizontal and vertical workflows have been established.	<input type="checkbox"/>	<input type="checkbox"/>
4.7 The government has a programme in place for devolution of authority to regional and local levels.	<input type="checkbox"/>	<input type="checkbox"/>
4.8 The Government has a guideline on priorities for processing documentation and services at an ODSC.	<input type="checkbox"/>	<input type="checkbox"/>
4.9 The ODSCs have a list of services available at an ODSC with applicable fees, and put them up at the notification board/ website for citizens to refer to.	<input type="checkbox"/>	<input type="checkbox"/>
4.10 The ODSC has a designated staff/ reception desk to provide information to citizens who enquire about services at an ODSC.	<input type="checkbox"/>	<input type="checkbox"/>
4.11 The ODSC has an electronic queue management system.	<input type="checkbox"/>	<input type="checkbox"/>
4.12 The ODSC has a traffic management plan for an ODSC.	<input type="checkbox"/>	<input type="checkbox"/>
4.13 There are community volunteers to guide and assist service-seekers at an ODSC.	<input type="checkbox"/>	<input type="checkbox"/>
4.14 All ODSCs have a standard lay out plan across the country. The lay out plan provides for reception, self-service area, waiting area, quick service area, complex (time-consuming) service area, etc.	<input type="checkbox"/>	<input type="checkbox"/>

How to use the checklist on organizational structure and processes

- Building block 4: Organizational structure and processes
- Checklist Action Point 4.1: There is a central government unit/ ministry/ inter-ministerial committee in charge of promoting coherent and integrated planning, policy making, implementation and MSE of the ODSC initiative, including facilitating information sharing and coordination among different ministries/sectors.
- Priority area: National policy and coordination framework
- Key outcome: An inter-ministerial committee in charge of promoting coherent and integrated planning, policy making, implementation and MSE of the OSS initiative, including facilitating information sharing and co-ordination among different ministries/sectors is established.
- Required actions:
- Getting the inter-ministerial committee with a clear term of references approved at the highest political level.
- Establishing a secretariat for the committee with financial and non-financial resources
- Forming sub-committees/ task groups as necessary
- Identify responsible lead/ supporting MDAs

Group 2- Technology group:

- Objectives of the Group 2
- To recommend ways to connect the ODSC system to the national e-Government framework, and
- To identify measures to leverage technology for effective operationalization of the ODSC system

Checklist for the technology group

Action Points	No	Yes
6.1 The Government has the following strategies: a) Digital Government Strategy, b) Digital Security Strategy, and c) National Data Strategy.	<input type="checkbox"/>	<input type="checkbox"/>
6.2 The above-mentioned strategies have been adjusted/ aligned with the ODSC service delivery mechanism.	<input type="checkbox"/>	<input type="checkbox"/>
6.3 There is a legal and regulatory framework supporting the following: a) digital signature, b) digital identity, c) personal data protection, and d) data interoperability.	<input type="checkbox"/>	<input type="checkbox"/>
6.4 There are training programmes to develop public servants' data mindsets and skills.	<input type="checkbox"/>	<input type="checkbox"/>
6.5 There is a system in place for electronic transmission of service requests along with necessary documents, if required, from an ODSC to concerned ministries/ departments/ agencies.	<input type="checkbox"/>	<input type="checkbox"/>
6.6 The Government has in place an integrated digital decision-making system. The Government has integrated the ODSCs into the system.	<input type="checkbox"/>	<input type="checkbox"/>
6.7 Considering a significant electricity shortage, the Government has in place a back-up power supply mechanism for ICT equipment used at the ODSCs.	<input type="checkbox"/>	<input type="checkbox"/>
6.8 There is a mechanism in place to provide ODSCs across the country with dedicated broadband connectivity.	<input type="checkbox"/>	<input type="checkbox"/>
6.9 There are mechanisms for citizens to track their service requests submitted at the ODSCs.	<input type="checkbox"/>	<input type="checkbox"/>
6.10 There are self-service kiosks set up at the ODSCs or any other convenient places.	<input type="checkbox"/>	<input type="checkbox"/>
6.11 There is an ODSC web portal for information dissemination about all ODSC services.	<input type="checkbox"/>	<input type="checkbox"/>
6.12 There is an ODSC web portal providing or linking all ODSC services online.	<input type="checkbox"/>	<input type="checkbox"/>

How to use the checklist on digital technology and data

- Building block 6: Digital technology and data
- Checklist Action Point 6.5: There is a system in place for electronic transmission of service requests along with necessary documents, if required, from an ODSC to concerned ministries/ departments/ agencies.
- Priority area: Connecting ODSCs to the National E-Government framework
- Key outcome: ICT infrastructures created for ODSCs
- Required actions:
 - # Redundant data centre with back-up created for OSSs
 - # OSSs connected with data centres and MDA database and systems through wide area network
 - Identify responsible lead/ supporting MDAs

Group 3– People’s participation group

- Objectives of the Group 3
- To recommend a mechanism to connect to people and businesses, and
- To identify measures to enhance people’s participation at the ODSCs.

Checklist for the people's participation group

Action Point	No	Yes
8.1 There are mandatory/legal frameworks (e.g., Constitutions, laws, regulation, etc.) to promote participatory processes at various stages of development (policy planning, design, decision making, evaluation/ revision) of policies, plans, programs.	<input type="checkbox"/>	<input type="checkbox"/>
8.2 The stakeholders of ODSC have been informed, consulted and engaged in planning, design, decision making and evaluation of ODSC policies, plans and programmes.	<input type="checkbox"/>	<input type="checkbox"/>
8.3 There is a mechanism in place to collect feedback/ grievances from citizens online and/or offline.	<input type="checkbox"/>	<input type="checkbox"/>
8.4 ODSCs take action and follow-up on the feedback they receive from users. These remedial actions are documented and shared with the public.	<input type="checkbox"/>	<input type="checkbox"/>
8.5 There are mechanisms in place that disclose the rationale for taking or not taking into account the inputs from stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>
8.6 There is an accountability mechanism in place that allows public intervention such as petitioning and subsequent review regarding ODSC policies and programmes.	<input type="checkbox"/>	<input type="checkbox"/>
8.7 There are mechanisms to engage older persons, youth, persons with disabilities, people living in poverty, indigenous people and other vulnerable groups in the planning, organizing and implementing ODSCs.	<input type="checkbox"/>	<input type="checkbox"/>
8.8 Initiatives for stakeholders' engagement in support of effective functioning of ODSCs encouraged and/or rewarded.	<input type="checkbox"/>	<input type="checkbox"/>
8.9 There are public awareness programmes to promote the existence and services of ODSCs at national, regional and local levels.	<input type="checkbox"/>	<input type="checkbox"/>

How to use the checklist on stakeholders' engagement

- Building block 8: Stakeholders' engagement
- Checklist Action Point 8.3: There is a mechanism in place to collect feedback/grievances from citizens online and/or offline.
- Priority area: Reach out to citizens/ businesses
- Key outcome: Established a mechanism to reach out to citizens/ businesses
- Required actions
- #Develop a mechanism to get instant feedback from service recipients
- # Setup drop-box at the OSS centres/ websites to receive suggestions for improvement

- Identify responsible lead/ supporting MDAs

Q&A

- The floor is open

Thank You Very Much