

# Action Planning Process for Successful ODSCs

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# Action Planning Process

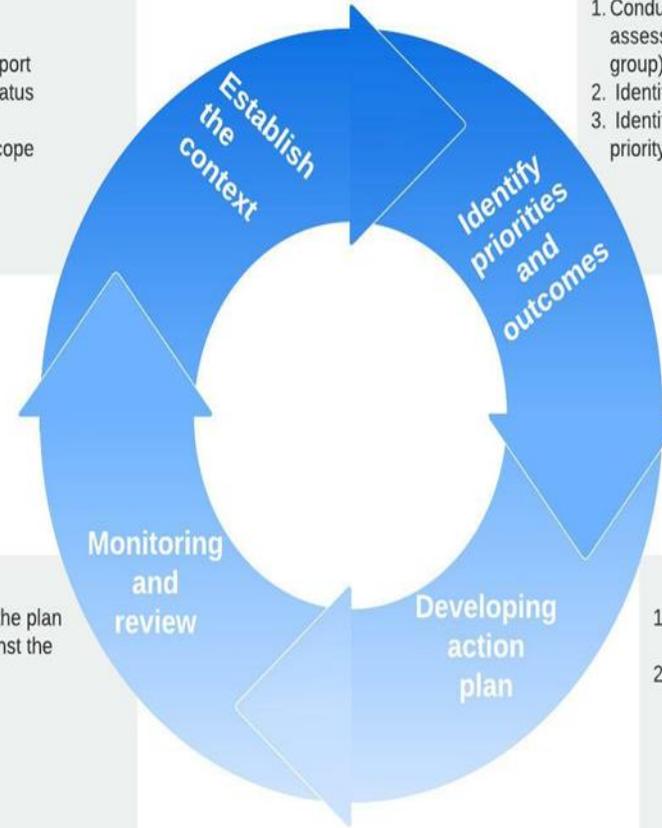
## Action Planning Process for OSS Service Delivery System

### 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 1: Establishing the Context

- **Satisfaction survey among citizens and businesses**
- **Survey of public services**
- **Assessment of political support**
- **Review of e-Government status**
- **Review of availability of resources**
- **Identifying objectives and scopes to guide the design and implementation of the ODSC system**
- **Mapping of stakeholders to identify critical stakeholders**
- **Formation of an ODSC core group involving critical stakeholders**

# ODSC Core Group Members

## Representatives of:

- **Prime Minister's/ President's Office**
- **Ministry of Finance/ Economy**
- **Ministry of Planning/ investment**
- **Ministry of Justice/ Law**
- **Ministry of Public Administration/  
Civil Service/ Public Service/ Home  
Affairs**
- **Ministry of Interior/ Safety.**

## Deciding key elements of the ODSC system

- **Mode of delivery**
- **Operation and management**
- **New building or repurposed building**
- **Co-located or integrated**
- **Human resources (Front-office and back-office)**
- **Technology and data.**

## Step 2- Identifying priority areas and key outcomes

- Institutional readiness assessment for ODSC service delivery system
- Utilizing the nine building blocks of UN DESA'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

## Contents of action matrix template

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

## **Step 4: Monitoring and reviewing the adopted plan**

- **Activated when implementation of the action plan starts**
- **This can be a continuous process including periodic reviews**
- **This will facilitate adjustment of planned activities as well revision of the action plan to reflect ground realities**

# Q & A

- The floor is open

Thank You Very Much