Creation of Web Cell in the Science & Technology Department for the overall monitoring of websites of Government of Gujarat.

Government of Gujarat
Science & Technology Department,
G. R. No.: WEB-102011/1557/Estt
Sachivalaya, Gandhinagar
Dated: 17/12/2011

Read:
1. Hon'ble CM Office Note sheet dated 18.08.2009
2. Hon'ble CM Office Note sheet dated 08.10.2010
3. Approval of Hon'ble CM vide note dated 19.03.2011 for the separate web cell in DST.

PREAMBLE:-

The role of Websites is increasing in an exponential way, and with Web 2.0 leading to Gov 2.0, the mainstay of Governance would be through Websites which would in turn become Portals. It is not a day too soon that basic ground level human resource base in the Government is created for this, as this is the sunrise area of governance. The matter of creation of web cell for continuously monitoring & updation of Government of Gujarat websites was under consideration of the Government for some time in the Department Science & Technology. Also a need has arisen to transfer the responsibility of www.gujaratindia.com to the Department of Science & Technology, as this Portal basically provides information to the people of Gujarat about all the initiatives taken by the Government of Gujarat and is required to be daily updated and maintained.

As mentioned above, this would become one of the most important sovereign functions in due course of time. Administrative authority would depend substantially on the management, standardization and frame work for Websites. Therefore the matter of creation of web cell was under consideration of the Government for continuously monitoring & updation of Government of Gujarat websites under the Department of Science & Technology.

RESOLUTION:

1.   After careful consideration of the facts mentioned in the preamble the Government of Gujarat has decided the creation of web cell in the Department of Science & Technology with the following staff on deputation/ contract basis.

Sr. No	Function	Qualification	Experience	Requirement	Package
1	**Web Master**	Computer/ Electronics & Communication Engineer with expertise in PHP, Java, Ruby on Rails, ColdFusion, and ASP.NET).	Minimum 3 Years in the field of website Monitoring and Designing	1	Approximately Rs.30000 to 35000 PM
2	**System Analyst**	Computer/ Electronics & Communication Engineer with expertise in PHP, Java, Ruby on Rails, ColdFusion, and ASP.NET). **Experience in Cyber security and Auditing of websites** **Desirable experience with the certification in CCNA, CCIE, CCID certified engineers**	Minimum 3 Years in the field of web page designing & Monitoring	2	Approximately Rs.20000 to 25000 PM
3	**Supporting Engineer**	Computer/ Electronics & Communication Engineer	Minimum 1 Year Experience	3	Approximately Rs.10000 to 15000 PM

2.   **Roles and Responsibilities of Web Cell:**

Web cell's roles and responsibilities are primarily divided into two parts:
  I.   State Portal management (transactional services)
  II.   Government websites monitoring & regulation.

I.   **State Portal Management**
  - Collaborating with departments to implement more and more services on state portal
  - Ensure adherence to the application framework (eforms, web-services, workflow guidelines, non-programmatic approach) for every transactional application which is developed in Government departments
  - Coordination with various stakeholders of state portal e.g. SSDG vendor, software developer, state designated agency, and concerned departments for efficient and effective management of state portal
  - To understand workflow of each service which is to be made available on state portal
  - Developing eforms using the engine provided by the state portal software
  - Integrating each eform with the SSDG and also integrating it with the back-end, if available
  - Testing the application every time a service is added on the state portal

- Ensure implementation of service provisioning at various service touch points e.g. Jan Seva Kendra, ATVT centres, etc. of Government services
- Manage training programs for front-end and back-end personnel related to service provisioning
- Performance management of state portal and ensuring its uptime 24 x 7
- Monitoring SLA adherence of each service and flashing the dashboard on a regular basis to concerned personnel
- Ensuring that transactions are processed securely on state portal and also complies with the Government standards
- Advising departments for infrastructure management which is compatible with state portal

II. Government websites

➢ Strategic Management
- Play a key role during website development phase for each department
- Advice, guide, and consult website development activity to ensure compliance with government standards in terms of content management, security and compliance management, architecture standardization and infrastructure management
- Supporting, facilitating and fostering the productive use of web based services
- Encourage departments to use Content Management System for ease in maintenance / regular updation of the section of web pages
- Establishing and promoting standards and guidelines for tools and procedures related to development and maintenance of web pages and applications;
- Providing common web forms, templates, tools, training and related development aids
- Ensure thorough adherence to the application framework (eforms, web-services, workflow guidelines, non-programmatic approach) for every transactional application which is developed in Government departments
- Implementing security mechanisms for the web
- Contributing to the policies of Infrastructure management
- Contributing to the structure of public access to Ministry Internet pages
- Assisting department specific website administrators with web-related questions, issues etc.
- Providing a source of contact for all website administrators within the Government

➢ Content Management
- Monitor that all Government websites should follow standard content practices
- Ensuring that all Internet pages and documents accessible to the public are in compliance with Government communication policies and standards
- Co-ordinate with various state departments & avail duly approved contents on regular basis

- To upload duly approved contents on respective government website on regular basis in secured manner
- To co-ordinate with various state departments for validation after uploading contents on websites
- To incorporate changes in Gujarat Government websites as directed by respective departments with approval
- To generate various updation report and inform the respective section / division to update the latest information on the website.
- Removing inaccurate or outdated information from business unit's web site
- To update daily media gallery, news feeds on various Gujarat Government websites.
- Encourage departments to build a team of marketing and research professionals to build / research quality content

Security and Compliance Management
- To ensure major information security standards are incorporated for all Gujarat Government websites
- To circulate web security related documents to the concerned departments with due approval from the department.
- To identify threat & vulnerability on Gujarat Government websites & minimize them with proper actions
- To carry out internal audits of all the Gujarat Government websites in terms of security, performance, integrity.
- To co-ordinate with 3rd party auditors throughout the audit life cycle
- Ensuring compliance with the policies that may require changes in website content, architecture, security and process
- To ensure compliance of all Gujarat Government websites with W3C guidelines, Web 2.0 or other standards as applicable

Infrastructure Management
- Enhancing and maintaining the web infrastructure (hardware, software, tools, etc)
- Managing Internet Server i.e. capacity planning, backups, performance monitoring and optimization,

Enhancement
- To carry out integration activity of various Gujarat Government websites for ease of users
- To co-ordinate with various stakeholders in order to carry out Gujarat Government websites optimization in terms of design, functionality & security
- To co-ordinate with departments, web consultants and website developers for design implementation, content placements and other future changes on the website

- Bring forward issues and recommendations from various Government departments regarding web standards, tools, policies and procedures

➢ **General Maintenance**
- Maintain the list of all Government websites and also the domain names registered by / for the Government
- To monitor availability, performance, security & accessibility of Gujarat Government websites
- To carry out required activities to keep all the Gujarat Government websites error free and up to date.
- To log complaints raised by stakeholders related to website functionality & resolve as per pre-defined SLAs
- To monitor traffic on all Gujarat Government websites & provide reports to the respective department heads.
- To provide analytics report regarding in-depth study of highly viewed / visited pages on the portal / websites and call for reports from other departments.
- To maintain logs / records of Gujarat Government websites
- Regular updation of FTP User ID and Password for all Government websites

3. The expenditure for the pay wages to the web cell engineers is to be made from following budget head from the "Grant for setup of video conferencing / web center"

- Demand no. – 89
- Major head – 2052 – Secretariat General Services
- Sub Major Head – 00
- Minor head – 090 – Secretariat
- Sub head – 01 – STP-12 Science & Technology (Plan)

4. The staff for the web cell as mentioned above is to be recruited on deputation on annual rate contract or on deputation from the Government Department / Board / Corporation / agency on qualification cum experience basis.

5. The team as mentioned above for the web cell will function under the direct control & supervision of Additional Chief Secretary, Department of Science & Technology

6. **This issue with the concurrence of the Finance Department vide their note dated 09.02.2011 on this department's file of even number.**

By order and in the name of the Governor of Gujarat,

J. P. Trivedi

(Jwalant Trivedi)
Deputy Secretary (BT)
Science & Technology Department
Government of Gujarat.

To,
- The Secretary to the Governor, Raj Bhavan, Gandhinagar.
- The Principal Secretary to the Chief Minister.
- The Personal Secretaries to all Ministers.
- The Personal Secretary to the Leader of Opposition Party in Gujarat Legislative Assembly, Gandhinagar.
- Chairman & Managing Director, Gujarat Informatics Ltd., Gandhinagar.
- All Secretariat Department.
- All Members of the Composite Team
- The Secretary, Gujarat Vigilance Commission, Gandhinagar.
- The Secretary, Gujarat Public Service Commission, Ahmedabad.
- The Secretary, Gujarat Legislature Secretariat, Gandhinagar.
- The Registrar, Gujarat High Court, Ahmedabad.
- The Secretary, Gujarat Civil Services Tribunal, Gandhinagar.
- All Heads of Department.
- All Heads of Office.
- All Collectors.
- All D.D.Os.
- The Accountant General, (A&E), Gujarat, Post Box No.220, Rajkot.
- The Accountant General (A&E), Gujarat, Ahmedabad branch, Ahmedabad.
- The Accountant General(Audit)-1, Gujarat, M.S.Building, Ahmedabad.
- The Director of Accounts & Treasuries, Gandhinagar.
- All Treasury Officer.
- Al Pay & Accounts Officers, Ahmedabad/Gandhinagar.
- Resident Audit Officer, Ahmedabad/Gandhinagar.
- Select file, S& T Deptt.