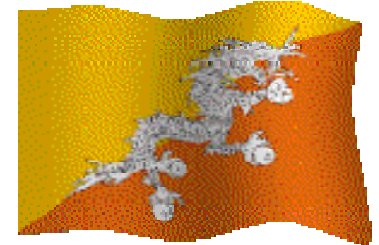


Annual ICT Conference 2009

24th – 25th Dec 2009



ICT HR Management

(Administrative Processes & Operational Setup)

By: Sonam Penjor, ICT Officer, MoF



Presentation Outline

Background

- ✓ **Why this study?**
- ✓ **Scope of this study?**

Benefits of having a central Agency

Our Expectation from DIT in fulfilling the Mandate- Roles & Responsibilities

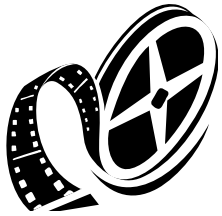
Our recommendation-

How best DIT can Operationalize the mandate?



Why this Study?

- To operationalize RCSC's mandate issued to MoIC in an effective and efficient way
- By clearly defining our expectations from DIT as the lead Agency for all ICT personnel - roles and responsibilities
- To make HR action simpler and convenient for all ICT personnel
- Output from this study will serve as the bases/platform for developing the operational manual



Scope of the Study

- Since the mandate was already the decision of the government, this presentation was focused purely on operationalising the mandate
- Does not cover any analysis of the mandate itself – pros and cons
- As an information, the whole issue on parenting is actually under review by the RCSC commission.
- This presentation covers ICT personnel's expectation from DIT as their Parent Agency
- Does not cover internal administrative issues of DIT
- The administrative processes derived were based on BCSR 2006 and the Civil Service Bill of Bhutan 2009 which is going to be approved soon.



Benefits of having - Central Agency

- ✓ Ensures single agency to formulate uniform policies and guidelines
- ✓ Ensures proper planning and implementation of ICT HR Development
- ✓ Ensures 'equity, justice and fairness' in allocation and distribution of both short term and long term studies and trainings
- ✓ Ensures timely transfer, promotion and recruitment
- ✓ Ensures use of limited government resources effectively, efficiently and productively through avoidance of duplication, redundancies and systematic coordination of ICT related development; maintaining standards
- ✓ Enable to meet HR demand of agencies either through new recruitment or resource pooling of existing professionals.
- ✓ Ensures ICT professionals are not overburdened, underutilized or demoralized.
- ✓ Ensure ICT set up to move towards the most optimized approach as per the recommendation of the HR resource rationalization study



Our Recommendation

- ❖ That DIT should functions more like an Authority/ an Autonomous body
- ❖ DIT should do the Recruitment, selection and appointment of all ICT personnel in RGOB
- ❖ DIT should be responsible for HR Development of all ICT personnel
- ❖ DIT shall govern Performance Management ,Promotion, Tenure and Transfer of all ICT personnel
- ❖ However, DIT shall delegate authority to respective ministries and agencies at the actual implementation and act as recommending or approving authority



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ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION

Excellence In The Service Of The Tsawa-Sum



RCSC/HRMD/26/2009/ 79

11
~~10~~ February 2009

CIRCULAR

The Royal Civil Service Commission is pleased to inform all Ministries, Autonomous Agencies and Dzongkhags that the following have been identified as parent Agencies in the Civil Service:

1. Department of Information Technology (DIT), Ministry of Information & Communications as the parent Agency for all IT professionals in the Ministries, Agencies and Dzongkhags placed under ICT Services Sub Group; and
2. Office of Attorney General as the parent Agency for all legal professionals placed under Legal Services and Legislative Service Sub Groups in the Ministries, Agencies and Dzongkhags.

As such, the above parent Agencies shall henceforth be responsible for HR actions as per the provisions of the BCSR 2006.

All concerned are, therefore requested to kindly extend full support and cooperation to the above parent Agencies.

To:

1. All Secretaries of the Ministries;
2. All Heads of Autonomous Agencies; and
3. All Dzongdags

MINISTRY OF INFORMATION AND COMMUNICATIONS		
Diary No. 3306 Date of Receipt 12/02		
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(Bap Kesang)
Secretary



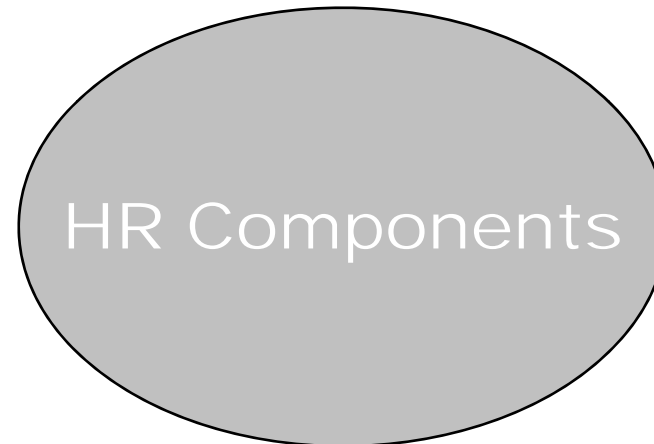
Our Expectation from DIT

Recruitment

HR Development

Promotion

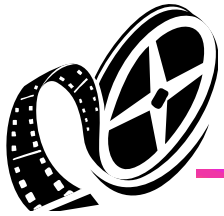
Transfer





1 Recruitment

- ✓ PA(Parent Agency) shall Govern the aspects of recruitment, selection and appointment of new graduates in RGOB
- ✓ PA shall determine, review and update requirements of ICT professionals.
- ✓ PA to the extent possible shall assist ministries and agencies to meet their staff requirements through recruitment of new graduates or through resource pooling from other agencies or through hiring consultancy service of local/international firms/individuals
- ✓ PA shall advertise the vacant post in all forms of media and give sufficient time for interested candidates to submit their applications.



1 Recruitment

- ✓ PA shall set selection criteria, questionnaire and conduct interview in an open and fair manner
- ✓ PA shall, for matter of transparency, publish the decision on website and notify agencies and individuals about the appointment
- ✓ PA shall also provide due notification to RCSC



2 HR Development

- ✓ PA shall govern HR development of all ICT personnel in RGOB
- ✓ PA shall create and maintain profiles of all ICT personnel
- ✓ PA shall determine human resource and training requirements for ministries and agencies
- ✓ PA shall compile requirements and develop comprehensive HR plan for both short term and long term training programs.
- ✓ PA shall explore funding possibility and set aside a specified portion of budget for agency specific training programmes
- ✓ PA shall ensure that allocation and distribution of training opportunity be based on principle of 'equity and justice'



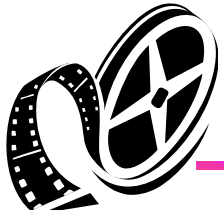
2 HR Development

- ✓ PA shall ensure to distribute both short term and long term training opportunities based on importance and relevancy
- ✓ PA shall ensure and develop effective guidelines for selection and nomination of right candidate for the right training.
- ✓ PA shall, to make the process transparent, should publish the short term and long term opportunities, selection and review decisions on the website.
- ✓ Review the nomination list and
- ✓ PA shall confirm the affirmation of selection/approval of nominee for the said training or studies.



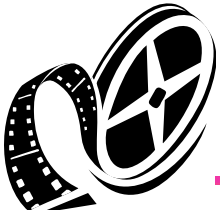
2 HR Development

- ✓ PA shall create a Certification Centre (CC) either within DIT or in partnership with most reputed institutions under Royal University of Bhutan in order to provide in-country training for re-education, re-skilling and upgrades.
- ✓ Candidates attending training programme should be made liable to share their knowledge and skills to their agency and colleagues upon return.
- ✓ PA shall provide due notification to RCSC



3 PE & Promotion

- ✓ PA shall govern performance evaluation and promotion of all ICT professionals
- ✓ PA shall review annually the vision, mission, performance standards, staffing strength, pattern and requirement
- ✓ At the actual implementation, PA shall delegate the authority to respective ministries and agencies and shall act as recommending and approving authority.
- ✓ For matter of transparency, PA shall publish promotions of ICT candidates and notify to agencies, RCSC and individuals alike.



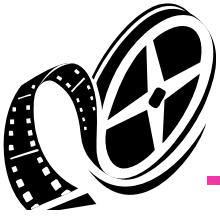
3 PE & Promotion

- ✓ Set yearly work plan or target activities for purpose of performance evaluation.
- ✓ Parent agency shall, apart from normal promotion, institute fast-track or meritorious promotion for ICT personnel to recognize their substantial contributions to ICT usage, impact-oriented development and social empowerment
- ✓ PA shall institute incentives and awards in the form of recognition or monetary benefits to encourage and motivate the hard working ICT personnel



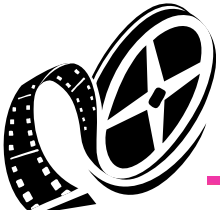
3 Transfer

- ✓ PA shall govern all transfer cases of ICT professionals working for ministries and agencies
- ✓ However, PA shall delegate authority to respective ministries and agencies and shall act as recommending and approving body.
- ✓ Transfer can be initiated either by agencies or by individuals.
- ✓ PA shall ensure that ICT professionals are transferred every 'five years' to make ICT and Services Group 'dynamic', maintain 'equity and fairness' and to expose to 'diverse work culture'
- ✓ However, exception shall be made in cases where person's specialized knowledge and skills are indispensable to agencies, and which might disrupt the functioning of ICT information systems



3 Transfer

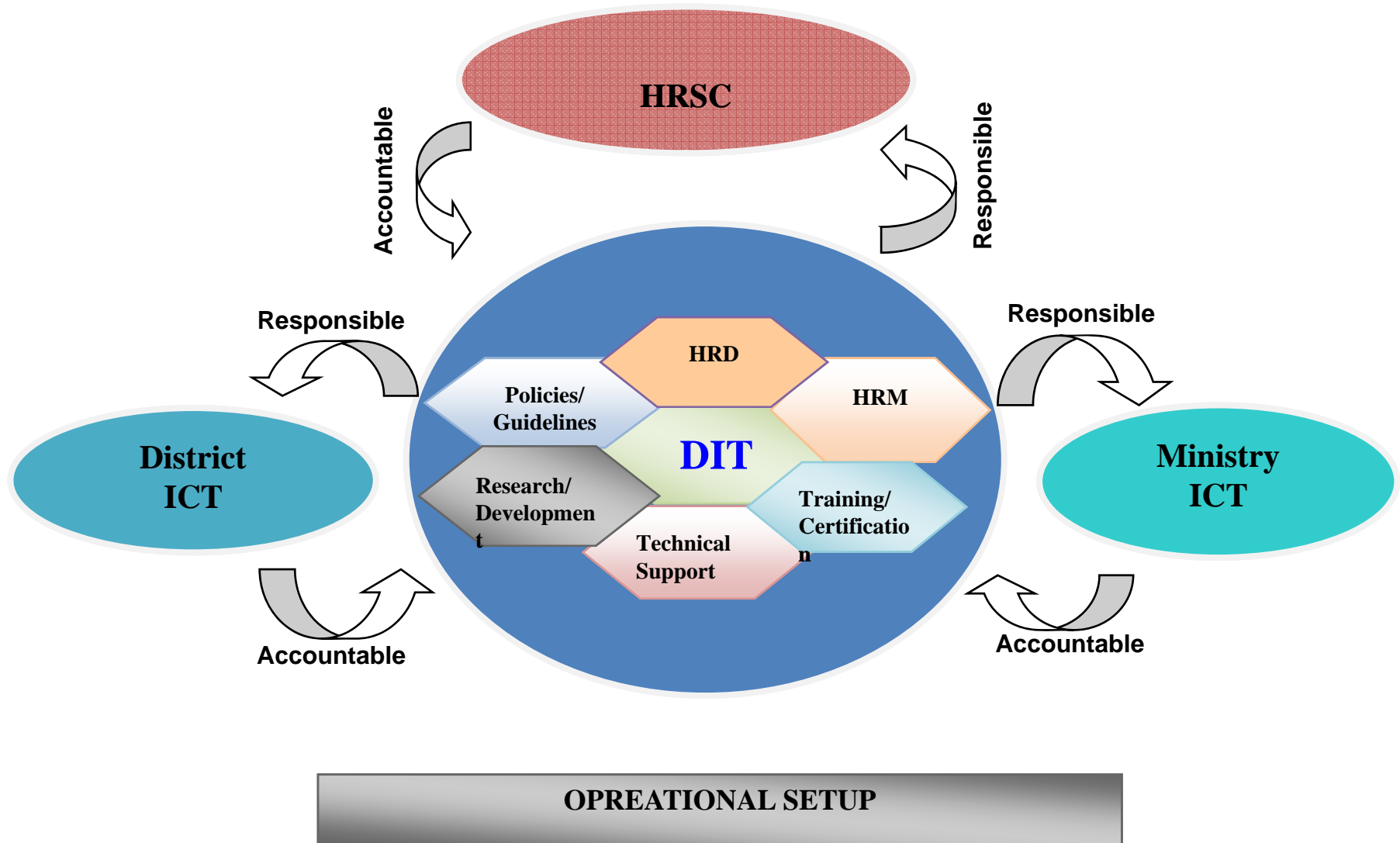
- ✓ Upon receipt of transfer application, PA shall review the application and confirm the decision within 5 working days
- ✓ For matter of transparency for agencies and individuals alike, PA shall publish and notify the decision on website.
- ✓ PA shall institute deputation of ICT professionals to regional and international agencies based on merits, competency and substantial contributions to his/her organization, people and the nation
- ✓ PA shall send ICT professionals on deputation to other agencies for duration of project period or until they have their own capacities.

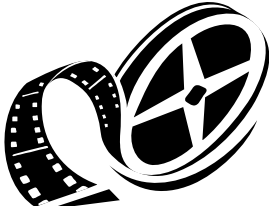


3 Transfer

- ✓ Parent Agency shall ensure and set proper criteria and guidelines for Candidate whose transfer arises because of personal health problem or because of social obligations; like medical certificate attested by Medical Specialist along with medical history sheet/ Marriage Certificate (MC) with details of spouse.

Recommendation – Operational Set Up





Human Resource Steering Committee

- ❖ HRSC to be institute as a main functional body; at decision and monitoring level
- ❖ The Director of DIT shall chair the Committee
- ❖ HRD and Promotion Division shall support this committee as Member Secretary
- ❖ This Committee will comprise members from:
 - a. Ministry of Finance - ICT
 - b. Ministry of Health - ICT
 - c. Ministry of Home and Cultural Affairs - ICT
 - d. Ministry of Information and Communications
 - e. Department of Information Technology



Role of HRSC

- ✓ Identify, determine and evaluate human resource requirements in ministries, agencies and autonomous agencies under the purview of government.
- ✓ Prioritize and develop comprehensive HRD plan for all ICT professionals in the country.
- ✓ Determine, review and take decision on transfer cases both ad-hoc and planned submitted to parent agency by ministries and agencies.
- ✓ Determine, review and take decision on performance and promotion applications submitted to parent agency by ministries and agencies.



Role of HRSC

- ✓ Determine, review and take decision on recruitment, selection and appointment of graduates.
- ✓ Identify and determine manpower requirements for information systems development and strategies mechanism to depute ICT professionals
- ✓ Streamline nomination, allocation and distribution of short term and long term studies and training opportunities to ensure 'equity and justice'.
- ✓ Report regularly to Minister and Secretary of MoIC on HR activities and decisions taken by the committee.



Role of HRSC

- ✓ HRSC shall ensure 'transparency, responsibility and accountability' in HR management and decisions taken by the committee.
- ✓ Review and update HRD plan to reflect changing requirements of ministries and agencies.
- ✓ Publish bi-annual report on activities of committee, decisions made, unresolved issues and make this report available in website.
- ✓ Report to RCSC on HR interventions, decision and approval required for resolving the pending issues.



Thank You
For
Your Kind cooperation
Trashi Delek