

ICT Resource Rationalization

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The ICT Resource Rationalization is an assessment of the current situation of ICT resources utilization / delivery in terms of ICT human resources, infrastructure, and services and an attempt to suggest an optimal solution of managing ICT resources in the country to realize the development goals in a most efficient manner beneficial to the Government, the ICT professionals and most important – the people.

At present, there is a lot of duplication in terms of ICT infrastructure and application development done in isolation at individual agency level. Further, the ICT personnel are misused for non-ICT work in some agencies while some agencies lack ICT personnel to carry out ICT initiatives. This means that the Government is not only spending more than necessary on infrastructure and application development but also creating an environment of disgruntled ICT professionals. The Government is also contradicting its policy of compact and efficient civil servants.

The ICT Resources Rationalization presents three alternatives of Decentralized, Partially centralized and Fully Centralized ICT Resources. While requirements are outlined for Decentralized and Partially centralized ICT resources to create an environment for interoperability and smooth functioning yet these two alternatives still require individual agency set up of server rooms, ICT personnel expert on different ICT aspects thereby not solving the problem of **redundancy in ICT investments**.

The third alternative of a fully centralized ICT Resources is a situation in which all the ICT personnel (except the basic support staff) are centrally located at the DIT. All the Government Services run from a centralized National Data Center to which agencies are fully networked and connected. Teams from the centralized pool of HR are deputed to work on different projects in different agencies as and when needed. The DIT as a service provider will sign a Service Level Agreement (SLA) with the organizations as a guarantee to keep their services up and running so that it is not necessary for all organizations to maintain a big and qualified ICT team. This holds promise to reduce the Total Cost of Ownership (TCO) of ICT investments while grooming experts in different ICT specialization fields towards a common goal of eGovernance for transparent, efficient and inclusive development.