

Recognition of ICT Champion 2019

The Department of Information Technology and Telecom (DITT), Ministry of Information and Communications (MoIC) calls for nomination from individual(s) and agency(ies) for outstanding contribution made in the field of ICT. These outstanding nominees (ICT Champion) will be awarded prizes during the World Telecommunications and Information Society Day on 17th May, 2019 under the following five categories:

1) Application

It refers to any application systems (desktop application, web application, mobile app) but excludes organisational websites as they are included in the website competition. The nominations under this category shall be evaluated based on the following criteria:

I. Novelty

The submitted application/system has to be either completely based on a new idea or it may also be an improved version or a better solution to an already existing application in Bhutan.

II. Popularity

It refers to the number of users, transactions, followers, members or downloads which will be scored based on the following formula:

Popularity= $((\text{number of downloads or registration})/\text{maximum downloads of all the apps}) * 10$

Number of downloads: Number of times application was downloaded

Number of users: Number of users or members who have registered/has used the system

Number of transactions: Number of applications processed using the system

Number of followers: Number of followers of the system on social media

Maximum downloads of all the apps: Application having highest downloads among the competing apps/systems.

III. Social Impact

It refers to the impact of the system in terms of time, cost, and benefits to the people/users.

IV. Usability

The usability of a system can be measured only by taking into account the context of use of the system—i.e., who is using the system, what they are using it for, and the environment in which they are using it. Furthermore, measurements of usability have several different aspects:

- **Layout design:** Layout design refers to the aesthetic and user-friendliness of the system and will be rated based on, (1) meaningful use of graphics (2) clear visibility of information, (3) consistent presentation and, (4) Excellent combination of colors.
- **Compatibility:** it refers to the compatibility of the system with the operating systems, browsers and devices.
- **Effectiveness:** It refers to the accuracy and completeness with which users achieve specified goals (ISO/IEC 9126-4 Metrics) and the rating is left to the discretion of the evaluators.
- **Satisfaction:** It refers to the comfort and acceptability of use (ISO/IEC 9126-4 Metrics) and the rating is left to the discretion of the evaluators.

V. Development Complexity

- Incorporation of security features: will be rated based on, 1)User authentication module 2) Regular patch update, 3) Maintenance of log files, 4) Input validation, 5) Backup and recovery module
- Development platforms (Open source/proprietary) used will be checked. More marks for open source.
- Number of modules used.
- Number of stakeholders involved.

Nomination form for category 1, Applications: <https://goo.gl/forms/b1EOqn30ddnLVKei1>

Documents required:

- ❖ Backup and Recovery plan
- ❖ Social media links
- ❖ Dummy credentials for evaluators
- ❖ Business continuity plan
- ❖ Business plan/model: Nominees to submit business plan/model on how to sustain their initiative
- ❖ List of users
- ❖ Copy of reviews from at least 10 users
- ❖ Reference letters wherever relevant
- ❖ Evidences of time and cost reductions

2) Hardware/Infrastructure

It refers to any ICT hardware devices innovated to address certain issues. Some examples are locally manufactured laptop, mobile devices and use of Raspberry Pi.

The ICT Champion under this category will be evaluated based on the following criteria:

- I. Cost Saving

The initiative taken by the individual or team to develop/maintain the hardware which is cost effective and cost saving to the organization.

Note: Reduction in cost by certain percentage.

$$\text{Reduction in cost} = \frac{(\text{Cost of previous solution} - \text{Cost of current solution})}{(\text{Cost of previous solution})} * 20$$

Cost of current solution: current cost of hardware .

Cost of previous solution: cost of hardware used in the past for similar initiatives.
- II. Innovation
- III. Usability

The usability of a hardware/network solutions can be measured only by taking into account the context of use of the system—i.e., who is using, what they are using it for, and the environment in which they are using it. Furthermore, measurements of usability have several different aspects:

 - A. **Effectiveness:** It refers to the accuracy and completeness with which users achieve specified goals (ISO/IEC 9126-4 Metrics) and the rating is left to the discretion of the evaluators.
 - B. **Efficiency:** A set of attributes that bear on the relationship between the level of performance of the software and the amount of resources used, under stated conditions and the rating is left to the discretion of the evaluators
 - C. **Satisfaction:** It refers to the comfort and acceptability of use (ISO/IEC 9126-4 Metrics) and the rating is left to the discretion of the evaluators.

- D. **Scalability:** plan for at least 5 years
- E. **Reliability:** The rating will be based on 1) power backup, 2) cluster/high availability/redundant link.

IV. **Impact**

It refers to the impact of the hardware initiative in going paperless, automating process, growth of information services and sharing information among the agencies or stakeholders. The marking will be based on the following points:

- A. Automation of the process/ going paperless
- B. Ease of data backup : ease of using data backup mechanisms
- C. Enhance availability: disaster recovery and negligible downtime
- D. Enhance interoperability

V. **Business continuity**

It refers to the business continuity mechanism such as maintenance plan including warranty support; OS/application updates; patches; basic security implementation and will be based on the following criteria:

- A. Maintenance plan and implementation: the rating will be based on 1)warranty support, 2) installation of updates/patches of OS/application 3)changing of default username and password, 4) changing of default location.
- B. Promotion of the initiative — activities undertaken to promote the initiative through operations/administration training, awareness creation, etc.

Nomination form for category 2, Hardware/Infrastructure:

<https://goo.gl/forms/eXte4w3HZdlGgIgm2>

Documents required:

- Backup and Recovery plan
- Social media links
- Dummy credentials for evaluators
- Business continuity plan
- Copy reviews
- Business plan/model: Nominees to submit business plan/model on how to sustain their initiative.
- List of users
- Copy of reviews from at least 10 users
- Reference letters wherever relevant
- Evidences of time and cost reductions

3) ICT for Social Cause

The ICT initiative under this category refers to using existing ICT technologies to support social cause, improve service delivery, information sharing, social support etc. that helps the society at large and brings about a social impact. The selection for champion under this category is based on the following criteria:

- I. **Social Theme:** Social theme refers to any social cause that the initiative intends to support.
- II. **Impact on time and cost:** It refers to the reduction in time and cost in availing services compared to previous process with the use of the initiative (e.g. passport).

- a) Time
- b) Cost
- III. Sustainability
 - a) Number of users
 - b) Business planning
- IV. Service Delivery
 - a) Reviews
 - b) Total no. of services

Nomination form for category 3, ICT for Social Cause: <https://goo.gl/forms/AEaz8qjAaxdjfyZ2>

Documents required:

- Business plan/model: Nominees to submit business plan/model on how to sustain their initiative.
- List of users
- Copy of reviews from at least 10 users

4) ICT for Excellence in Management

This category is meant for leaders or managers who have promoted ICT adoption through the use of existing ICT systems and the selection will be based on the following criteria:

- I. Resource optimization: It refers to using existing hardware or applications such as google suite, and open source software packages to optimize resource utilization and the rating will be based on, 1) increased revenue 2) conflict resolution and 3) Reduce administration costs
- II. Number of initiatives: Number of existing and new systems implemented to improve management thereby promoting ICT adoption.
 - a. Number of existing hardware/applications implemented
 - b. Number of new systems implemented
- III. Impact: It refers to the impact brought through the implementation of the initiatives and will be evaluated based on the users' reviews.
- IV. Improvement in service delivery: It refers to the improvement in service delivery within the organisation in terms of accessibility and reduction in TAT through automation of the processes and will be evaluated based on these criteria:
 - a. Improvement in accessibility
 - b. Reduction in TAT
 - c. Number of processes automated

Nomination form for category 4, ICT for Excellence in Management:

<https://goo.gl/forms/5BM8hYNZdEYBBucO2>

Documents required:

- Reviews from at least 10 users
- Number of users
- Social media links
- Reference letters
- Evidence on reduction in time and cost

5) Past ICT Champions

This category is specifically for the ICT initiatives that have been awarded ICT Champions in the past. With this category, initiatives that were awarded in the past will be reassessed for the maintenance, further enhancement and promotion works that have been carried out for the continuity of the initiative. The evaluation will be carried out based on the following criteria and sub criteria:

- I. Continuity/sustainability: This broad criteria will assess how actively the initiative has been monitored, maintained and enhanced in order to create sustainable benefit to larger section of the population and will be judged based on following sub criteria:
 - A. Monitoring: It will measure how effectively the initiative has been monitored to detect and fix bugs, collected feedback for improvement, and understand general attitudes of the people towards the initiative. Frequency of monitoring and method of monitoring will be checked.
 - B. Maintenance: This sub criteria will measure how effectively the initiative has been maintained in order to keep the initiative alive and active without losing the goodwill of the people.
 - C. Enhancement: This sub criteria will assess if there any kind of enhancements works has been carried out to enhance the functionality.
- II. Enhanced Impact: This criteria will assess how much impact the initiative as created to the society and how much effort has been put to promote the initiative. Evaluation will be carried out based on following sub criteria:
 - A. Promotion: This sub criteria is intended to access how much effort has been made to promote the initiative to make it known to others and create larger impact.
 - B. Further Recognition/Popularity: It will be used to evaluate if the initiative has gained any other recognitions, for example, whether it has been used by others and how popular it has become over the years.
 - C. Enhanced Social Benefit: It will be used to evaluate whether the benefits, in terms of time and resources to the society has been further enhanced.

Nomination form for category 5, Past ICT Champions: <https://goo.gl/forms/yxmO4Jt4ppnbvrnL2>

Documents required:

1. Any evidence of regular monitoring, evidence of face-to-face consultation (photos, letters etc.), and feedbacks collected. A applicant may submit a write up explaining how frequently the initiative has been monitored.
2. Any evidence of maintenance and enhancement works. An applicant can submit justifications on the maintenance and enhancement works carried out mentioning how much effort has been put and how many extra functions has been added.
3. Evidence of promotional works carried out. If the initiative has been promoted using social media (Facebook, Youtube), print media, groups and communities and paper publications.
4. Any evidence of further recognition. Explain if the initiative received further recognition, invited for talks, if idea has been duplicated and used by others, and if the story of the initiative has been

shared by international or national media. How did the initiative benefit the society in terms of cost and time and promoted equality and fairness.