

Report on ICTA Project Utilization Data

2021 MARCH

Overview

LGN 2.0 % change in average no. of users (Q3 2020 to Q4 2020)	Usage against allocation	<ul style="list-style-type: none">374 (43.6%) Organizations utilized 25%-50% of their allocated bandwidth during 1st quarter 2021124 (41.5%) Organizations utilized 50%-75% of their allocated bandwidth during 1st quarter 2021453 (51.4%) organizations have increased their average numbers of active users by 0-25% from Q4 2020 to Q1 2021278 (32.8%) organizations have decreased their average numbers of active users by 0-25% from Q4 2020 to Q1 2021In Q1 2021 799 (93%) organizations used less than 2 Mbps of bandwidthNine awareness sessions carried out. 1430 government officers participated at the training workshops.																																																												
<table><tr><th>% change in average no. of users</th><th>#. of Orgs</th></tr><tr><td>Increase 0%-25%</td><td>435</td></tr><tr><td>Increase 25%-50%</td><td>63</td></tr><tr><td>Increase 50%-75%</td><td>6</td></tr><tr><td>Increase >75%</td><td>17</td></tr><tr><td>Decrease 0%- 25%</td><td>278</td></tr><tr><td>Decrease 25%- 50%</td><td>23</td></tr><tr><td>Decrease 50%- 75%</td><td>14</td></tr><tr><td>Decrease >75%</td><td>11</td></tr></table>	% change in average no. of users		#. of Orgs	Increase 0%-25%	435	Increase 25%-50%	63	Increase 50%-75%	6	Increase >75%	17	Decrease 0%- 25%	278	Decrease 25%- 50%	23	Decrease 50%- 75%	14	Decrease >75%	11	<table><tr><th>% of Allocation</th><th>1st Quarter 2020</th><th>2nd Quarter 2020</th><th>3rd Quarter 2020</th><th>4th Quarter 2020</th><th>1st Quarter 2021</th></tr><tr><td><10%</td><td>214</td><td>193</td><td>120</td><td>137</td><td>144</td></tr><tr><td>10% - 25%</td><td>342</td><td>269</td><td>174</td><td>195</td><td>214</td></tr><tr><td>25% - 50%</td><td>302</td><td>305</td><td>331</td><td>331</td><td>374</td></tr><tr><td>50%- 75%</td><td>2</td><td>90</td><td>226</td><td>187</td><td>124</td></tr><tr><td>75%- 100%</td><td></td><td>3</td><td>8</td><td>8</td><td>2</td></tr><tr><td>>100%</td><td></td><td></td><td>1</td><td></td><td>0</td></tr></table>	% of Allocation	1st Quarter 2020	2nd Quarter 2020	3 rd Quarter 2020	4th Quarter 2020	1st Quarter 2021	<10%	214	193	120	137	144	10% - 25%	342	269	174	195	214	25% - 50%	302	305	331	331	374	50%- 75%	2	90	226	187	124	75%- 100%		3	8	8	2	>100%			1		0
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E Revenue License <ul style="list-style-type: none">Average annual increase of online issuance of licenses: 76% for last 3 years (2017- 26,695, 2018 – 58,132, 2019 – 89,098, 2020- 109,483) – although the online assurance of RL in 2020 is 2% of total issued)Nearly 500,000 vehicles are added to the vehicle fleet every yearTotal # of licenses issued online- in 2020 is 109,483 and in 1st quarter of 2021 is 29,267	Cross Gov Digital Document Management System- <ul style="list-style-type: none">The system installed in 20 organizations (Presidential Secretariats, 7 Ministries, 10 Zonal Education offices, 1 commission, 1 Corporation)4 organizations have completed more than 50% of document uploading.Documents are being unloaded, Rapid Outcome Assessment is being carried outChange management and Adoption program in progress	NSDI Phase 1 of the NSDI has been completed except NSDI Policy which is in the finalization stage. Phase 2 bidding stage <ul style="list-style-type: none">25 Stakeholder organization has shared 125 data layers with NSDI																																																												
E Health: Electronic Medical Records <ul style="list-style-type: none">The system implemented in 40 hospitals successfullyNational Hospital-1 , District Hospitals - 11, Base Hospital 24 other – 4Laboratory Management and Pharmacy Management- 34# of hospital staff Trained - 1740Issued 5.2 million electronic patient cards as at March 2021Available 13.9 million electronic patient records in HHIMS as at March 2021Outcome assessment is being carried out	E Heritage projects Digital content (text, audio, photos, geo location) on heritage sites in Polonnaruwa district completed System Upgrade is being carried out. Government Information Center (GIC) Total # of call received in 2021 (Jan – March)-0.4 mn #. of calls answered within 30 seconds in March 2021 38% Challenges for achieving outcomes <ul style="list-style-type: none">→ 50% of the callers ask only the contact number of the organizations→ The knowledge base does not get regularly updated→ Number of callers from North, East and Uva provinces are less than 5%. Also the calls received in Tamil language is less than 4%.	Government websites Developed and launched 380 websites (331 for Divisional Secretariat Offices, 25 Districts Secretariat Offices and 24 other organizations). 40% of websites updated during last 2 months <table><tr><td># of websites with one or more download facilities as mentioned below</td><td>81%</td></tr><tr><td>Forms/ Applications</td><td>70%</td></tr><tr><td>Articles/ Publications</td><td>67%</td></tr><tr><td>Gov Circulars/ Gov Policies</td><td>64%</td></tr></table>	# of websites with one or more download facilities as mentioned below	81%	Forms/ Applications	70%	Articles/ Publications	67%	Gov Circulars/ Gov Policies	64%																																																				
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E Services- 12 e Services Developed since 2016 out of which only 2 services are properly functioning (a) Mahaweli Authority- Bungalow Reservation and																																																														

Management System, eTicketing mobile application for heritage sites		
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<u>E Learning Platform</u> <ul style="list-style-type: none"> • 3160 active user enrolled for online courses since April 2019. • 644 officers have been successfully completed online courses through GELP platform from April 2019. • Users from 100 government organizations have registered (including ministries, departments, statutory bodies, local government, district secretariat, and divisional secretaries) • During Covid situation, the number of user enrolments increased 	<u>E Parliament</u> <p>Iteration 1 of the Document Management System (DMS) has been fully completed. - Iteration 2 and 3 completed 90% and 30% respectively.</p> <p><u>Video Conferencing facility-</u> previous phases – Stuck in the procurement process, now revisited WB funding for 100 organizations</p> <p><u>E Cabinet</u> – not started</p>	<u>Digital Libraries</u> <ul style="list-style-type: none"> • Established 08 model digital public libraries • Completed official launches of 3 libraries (Colombo, Batticaloa, Polonnaruwa) and two more libraries to be launched (Kirimatiyana and Opanayake) • Hired an individual Consultant (Full Time) for the project. • The procurement of hiring an Individual Consultant (Part Time) is at contract awarding stage. • Initiated the procurement of procuring the Hardware and Networks for the 18 libraries to be established. • Selection of Libraries (New 18 Libraries) for the project id 50% completed. • Evaluation Study is being carried out.
<u>SSC</u> <ul style="list-style-type: none"> • 860 SSCs have been established across the country • Up to 8000 new Knowledge agents trained • National and & Forums on various national level platforms for SSC conducted. • Total Number of FB pages of SSS reviewed – 581 (randomly) • Total Number of Active FB pages - 319 • % of active FB pages - 55% • Evaluation carried out and recommendations were provided to further improve the performance of the projects 	<u>Software Solution for Plantation Sector (Manage Census Data) (Ministry of Hill Country New Villages, Infrastructure and Community Development)</u> <ul style="list-style-type: none"> • The vendor abundant the project after completion of the SRS. • Procurement and legal division were informed <u>E Swabhimani</u> <ul style="list-style-type: none"> • Commenced application calling for eSwabhimani Award Ceremony for 2020 and received 235 applications. • e-Swabhimani Grand Jury 2020 was conducted on 28th-30th Aug. 2020. Completed the selection of winners. • Submitted 7 nominations for World Summit Awards 2020. • Due to the Covid 19 pandemic situation, Gala event for 2020 was held in March 2021. 	<u>Industry Development Program</u> <ul style="list-style-type: none"> • Various activities under the following projects have been successfully carry out carried out focusing on outcomes of improving revenue, increased jobs and enhance industry competitiveness • Disrupt Asia, SME business support for digital adoption - Entrepreneurship development Tech Startups Support - Spirulation Educate to Innovate Program, business Market Access, Business Clinics for Regional IT-SMEs • Outcome assessment is being carried out. Completed Person-to-person Interviews (virtual) with 40 founders under the Tech Startup Program-‘Spirulation’ program 2016-2020 for budding tech startup companies and Data analysis in progress

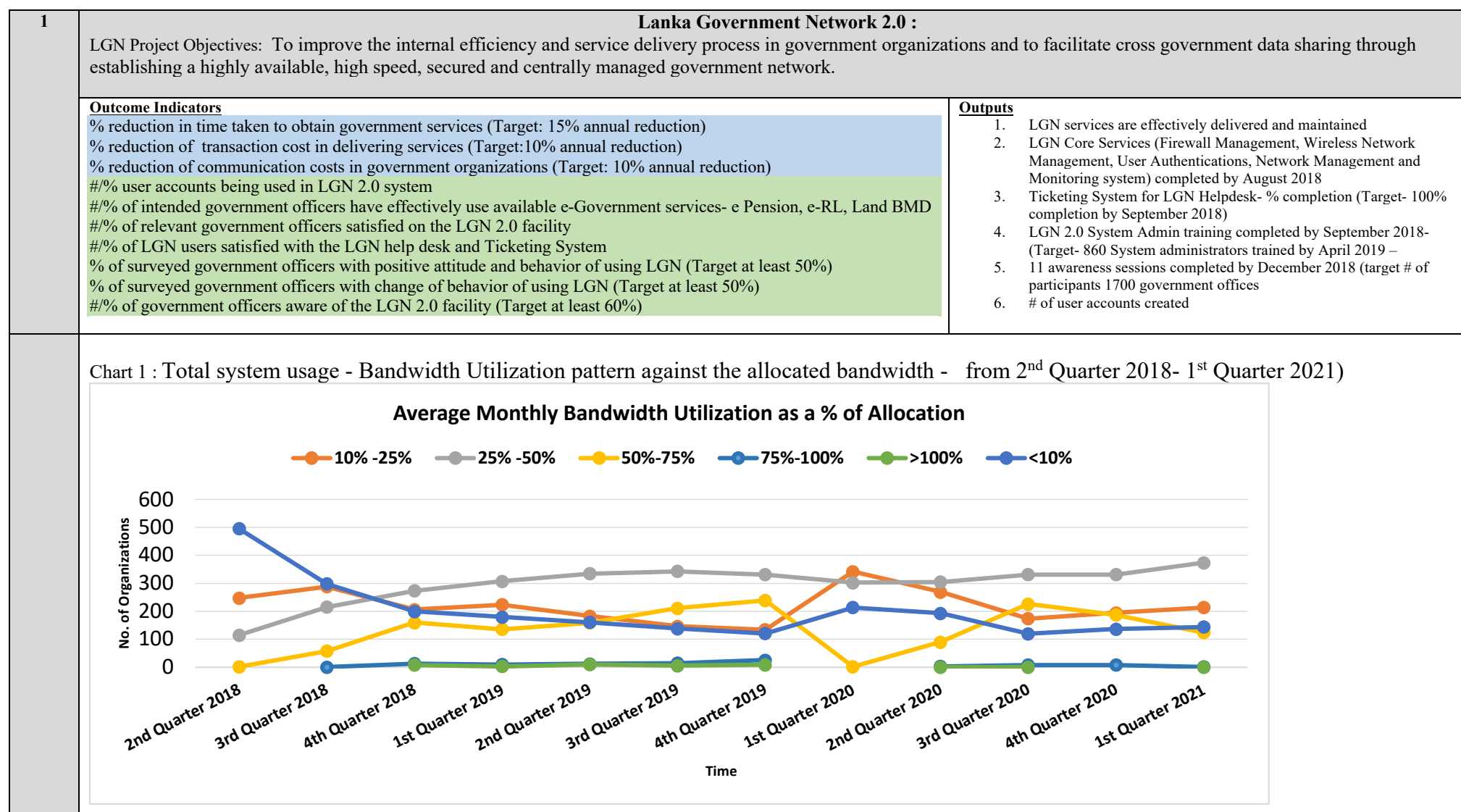
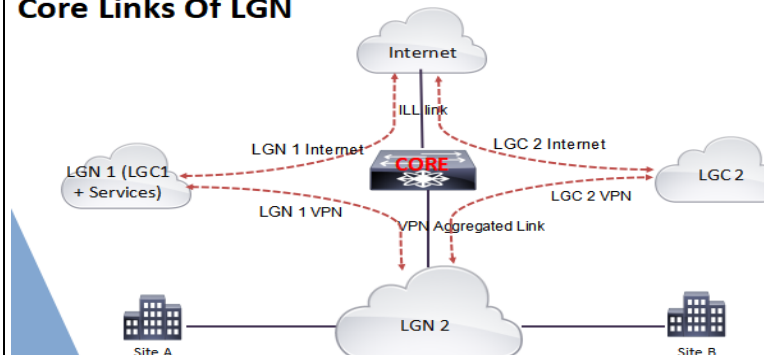


Table 1-1 % changing of average # of users – organization wise

% of increase or decrease in Average no. of users	#. of Organizations			
	from Q1 2020 to Q2 2020	from Q2 2020 to Q3 2020	from Q3 2020 to Q4 2020	from Q4 2020 to Q1 2021
Increase 0%-25%	101	390	284	435
Increase 25%-50%	8	139	26	63
Increase 50%-75%	2	65	7	6
Increase >75%	11	79	21	17
Decrease 0%- 25%	507	152	454	278
Decrease 25%- 50%	174	11	35	23
Decrease 50%-75%	35	6	11	14
Decrease >75%	10	6	7	11
Total	848	848	845	847

Core Links Of LGN

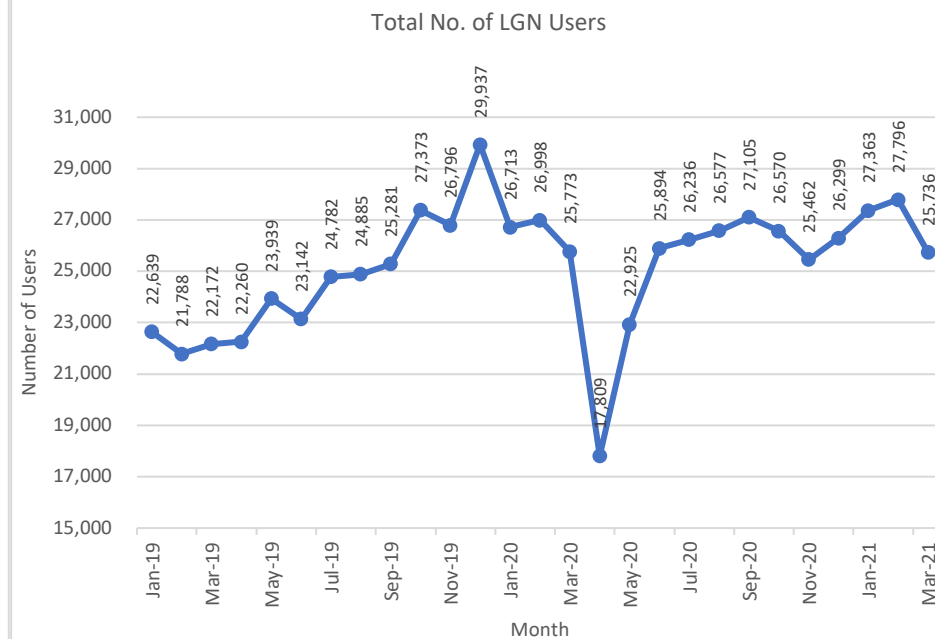
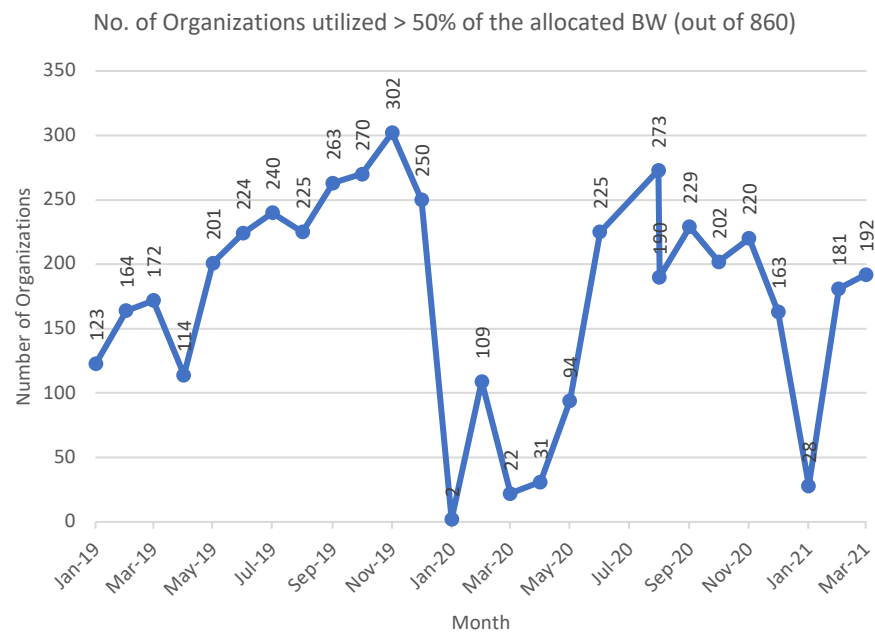
Table 1.2 bandwidth utilization as a percentage against allocation (from 2nd Quarter 2018- 1st Quarter 2021)

% of Allocation	No. of Organizations											
	2nd Quarter 2018	3rd Quarter 2018	4th Quarter 2018	1st Quarter 2019	2nd Quarter 2019	3rd Quarter 2019	4th Quarter 2019	1st Quarter 2020	2nd Quarter 2020	3rd Quarter 2020	4th Quarter 2020	1st Quarter 2021
<10%	495	298	200	180	161	138	121	214	193	120	137	144
10% -25%	248	288	206	224	183	147	134	342	269	174	195	214
25% -50%	115	215	273	307	335	343	331	302	305	331	331	374
50%-75%	2	58	160	136	159	211	239	2	90	226	187	124
75%-100%		1	13	10	12	15	26		3	8	8	2
>100%			8	3	10	6	9			1		0

Table 1.4 Average bandwidth Utilization (Mbps)

Average Monthly Bandwidth Utilization	No. of Organizations											
	2018 Q2	2018 Q3	2018 Q4	2019 Q1	2019 Q2	2019 Q3	2019 Q4	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1
<2 mbps	858	847	811	811	796	783	775	839	766	786	801	799
2-5 mbps	2	12	45	46	59	66	71	20	90	63	50	52
5-10 mbps		1	3	3	4	10	14	1	2	9	6	6
10-15 mbps			1 ¹			1 ³			1 ⁴	2	1	1
15-20 mbps					1 ²							
>20 mbps									1 ⁵			

1. Min. of Child Affairs), 2. Udubaddawa Div Sec, 3. Udubaddawa Div.Sec, 4. Dept of Agri – Gannoruwa, 5. Min of Regional Dev



Data source: System data 2021

E Revenue License (eRL)

Outcome Indicators

- 1) Improved perception of general public and other stakeholders toward public services.- % /3 of users satisfied with the quality of services received
- 2) Reduced operational cost for PDMT. % annual reduction of internal admin cost
- 3) Reduced time and cost for citizens for obtaining revenue licenses- % reduction of time take to obtain the service
- 4) % of users carry out online transaction to obtain the service

Output indicators

- 1) Availability of Integrated eRL system in order to improve the quality of services rendered to the citizens.
- 2) Availability of Online interface for citizens to renew their revenue licenses 24 X 7 from any part of the world
- 3) Online transactions out of total licenses issued

Chart 2.1- Number revenue lincenses issued in conter and online (2020-March 2021)

It is evidence that over counter number is incresing, but compararately online facility used number is incse in nearly 1% every year.

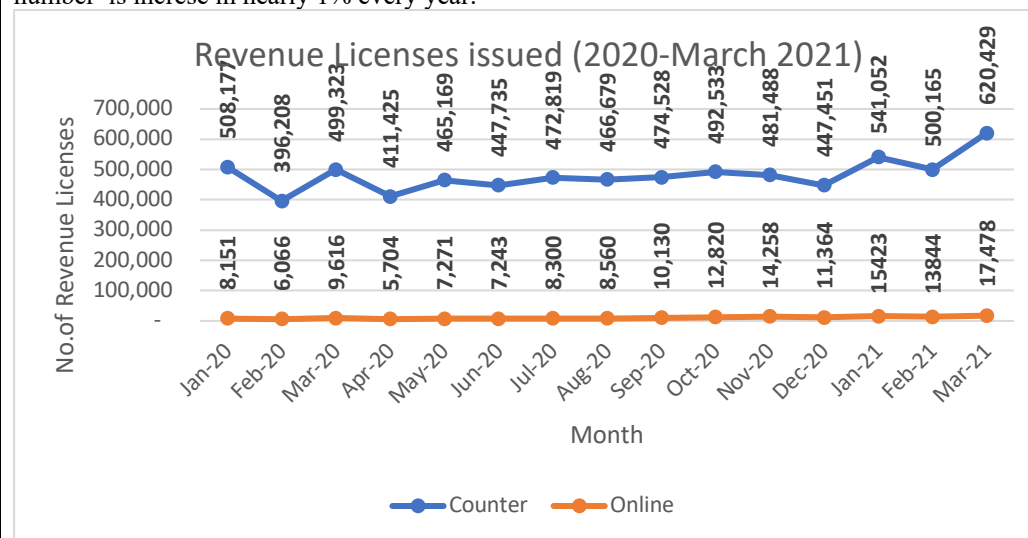


Chart 2.2 - Number revenue lincenses issued in conter and online 2021

Montly avarage for over conter revenue licence issed is 553,882 and 15582 online for the 1st Quarter in 2021

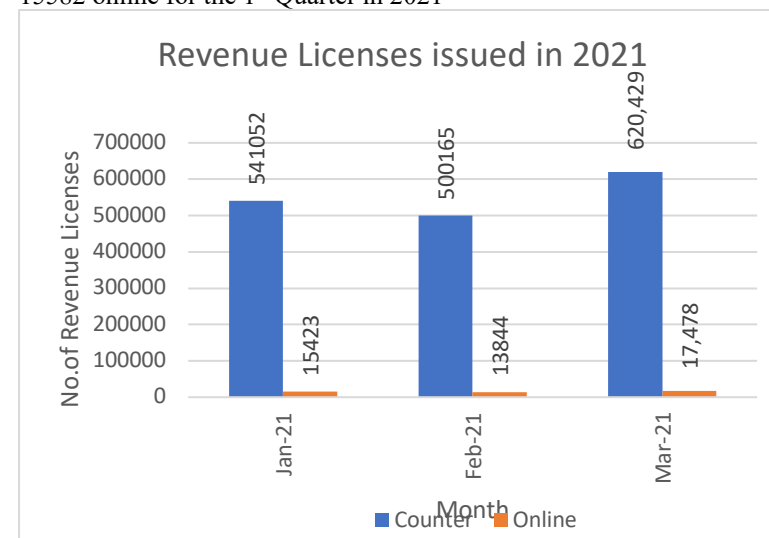


Table 2.1 Number of license issued vs Number and % of online transactions

It is evident that online license issued has been increasing over the years. Yet it has been a 2-3 % compare to the total number of license issued.

Year	2016	2017	2018	2019	2020	2021 (Till March)
No. of Total licenses issued	4,405,391	4,658,023	4,973,948	5,412,591	5,673,018	1,708,391
No. of online licenses issued	15,542 (0.35%)	26,695 (0.57%)	58,132 (1.17%)	89,098 (1.65%)	109,483(1.93%)	46,745 (2.7%)

Recommendation

1. It is good to increases the awareness among users on online (24* 7) process
2. Promotion campaign - After counter issued could be have orientation/ leaflet for next time
3. User satisfaction survey after completion

Data source: System data 2021

3

Lanka Government Cloud (LGC) 2.0 (Project is Completed)

→ 200 (Dec 2020) Govt. Organizations hosted data and application the Cloud (130 application and 900+ Virtual Machines created)

→ Lanka Government Cloud 2.0 (LGC 2.0) is live since August 2018.
 → Provides the servers on both infrastructure as a service (IaaS) and platform as a service (PaaS) in order to facilitate government institutional requests.
 → All e-Gov. applications implemented by ICTA in LGC are connected to government organizations, which has improved the G2G communication between government organizations.

Data source: ICTA Monthly Project Review Meeting Presentation-March 2021

4

Employee Trust Fund Management (ETF) System

The system not yet completed. No data generated from the system on the utilization yet. A study carried out to understand the level of engagement of primary stakeholders in the system development process though the MG consultant and development of the core system has awarded to Inova IT system. Based on BPI study, it was taken almost 7 months to complete the requirement gathering of the project. Therefore it was exceeded the NPD approval timeline.

Current Progress

- 1) The system development is in progress - design and development of the core system of ETFB is in progress (100% of Iteration 1 completed and 40% of Iteration 2 completed)
- 2) Training and change management programs are still to be carried out.
- 3) Procured a consultant to carryout implementation of Accounting package.

Data source: ICTA Project Records, December 2020 / DPMM Report December 2020/ ICTA Monthly Project Review Meeting Presentation-March 2021

5	<p style="text-align: center;">Integrated Welfare Management System (IWMS)</p> <p>System not yet completed. No data generated from the system on the utilization.</p> <p>Current Progress</p> <ol style="list-style-type: none"> 1) Completed the IWMS up to iteration 2 and UAT to be signed, discussions are being carried out. 2) Completion of Enhancement of IWMS System based on the change request- completed and UAT accepted. 3) Completion of knowledge transfer (Technical Training) -184 Officers form 92 DS were trained by the Welfare Benefit Board. 4) Complete of conduct UAT Signoff - Iteration 2 is pending for signoff and agreed to sign off with a one year support and maintenance. 5) Facilitated and successfully completed a Criteria Generation testing on Samurdhi data for 3 Districts. <p style="text-align: right;">Data source: ICTA Project Records, December 2020 / DPMM Report December 2020/ ICTA Monthly Project Review Meeting Presentation-March 2021</p>
7	<p style="text-align: center;">eLocal Government Programme</p> <p>No Utilization data available.</p> <p>Current Progress</p> <ol style="list-style-type: none"> 1. The eLG system was implemented in 35 local authorities and currently 12 locations are using the eLG system. (This phase of the project has abandoned due to the technical issues) 2. Initiated the project of eLG 2.0 (New phase) 3. Initiated the procurement on hiring a Consulting Firm for eLG 2.0 4. Integration of CASA payment system is temporary hold until the new system (eLG 2.0) will be developed. <p>Planned Rapid Assessment on eLG 1.0 by external M&E Team is temporary hold on the request of ICTA</p> <p style="text-align: right;">Data source: ICTA Project Records, December 2020 / DPMM Report December 2020</p>
8	<p style="text-align: center;">Implementation of Gov.lk “Single Window” for Cross Government (Cluster implementation)</p> <p>A project for maintaining Lanka Gate infrastructure. No data available.</p> <p>Current Progress</p> <p>A consultant was hired to manage key components of middleware infrastructure included Lanka Gate, GOV.LK country portal, API Manager, Lanka Government Payment Service and Government SMS solution. Work has been commenced from 24th Sep 2019 to May 2020.</p> <p style="text-align: right;">Data source: ICTA Project Records, December 2020 / DPMM Report December 2020</p>

9	e-Government Policy and Strategy and related activities - (Formulation of digital Strategy and Digital Gov Policy) Policy is being finalized, cabinet approval pending, once the policy is implemented, data on the adoption/compliance will be collected. A mechanism to monitor the policy compliance need to be finalized
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Data source: ICTA Project Records, December 2020 / DPMM Report December 2020

10

Implementation of Cross Government Digital Document Management System

Outcome Indicators:

% reduction of annual administrative and transaction cost of the organizations (15% annual cost reduction) (e Gove Survey)

% Reduction of time take to obtain services (20% annual cost reduction)

#/% of intended users effectively using the system

#/% of users satisfied with the system


Output indicators

% completion of the document management system and installed in 20 organizations

% completion of uploading documents

Table 10.1 Details of utilization of the system (Data Source: DDMS evaluation study , October2020)

Organization	Type of Document	No. of Staff in the Division	Total No. of files	No. of files per staff member (approx.)	Size Range of files (Pages)	Average no of files Scanned	Average no of files Uploaded
1.Ministry of Petroleum	Supplier Documents	3	80	30	50-400	6	0
2 Ministry of Ports & Shipping	Personnel Document	5	90	50	60-1000	20	20
3.Ministry of Skills Development	Personnel Documents	5	435	90	30-1000	170	10
4.Rubber Development Department	Personnel Documents	4	85	22	50-1000	60	60
5.Ministry of Education	Personnel Documents	10	900	90	10-1000	100	100
6.Western Province Education Department	Personnel Documents	5	200	60	20-1000	10	0
7.Zonal Education Office -Piliyandala	Personnel Documents	13	4000	300	35-3000	0	0
8.Zonal Education Office -Homagama	Personnel Documents	9	3800	400	50-1000	15	0
9.Zonal Education Office-Colombo	Personnel Documents	24	9100	370	50-600	0	0
Total		78	18690			360	190

	<p>Recommendations of the Evaluation carried out by External M&E Team in September / October 2020</p>  <p>Follow-up on Progress Follow-up with required training, awareness building for staff members Increase the staff motivation for implementation</p> <p>Improve Facilities Organize required infrastructure facilities for scanning work, arrange required IT support service to back up the operating staff.</p> <p>Monitoring Mechanism Strengthen the stakeholder monitoring system to record the progress, identify performance gaps, and generate shared understanding about implementation among the stakeholders.</p> <p>HR Requirements Enhance the human resource requirements of ICTA to lead the project implementation with regular visits to these organizations and interact with the vendor to resolve emerging issues</p> <p>Strengthen ICTA Facilitation Role Strengthen the facilitation role of ICTA to assure citizen service provision objectives</p> <p>Strengthen Project Planning Strengthen project planning stage; including stakeholder engagement, in depth feasibility study, detail project adaptation plan, etc</p> <p>Current Progress: Change management and Adoption program in progress</p> <p>Data source: DDMS evaluation study, October2020/ ICTA Monthly Project Review Meeting Presentation-March 2021</p>
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11	<p>ICT Solution for Government Analyst Department (GAD)</p> <p>No system data available.</p> <p>Current Progress UAT sessions were conducted in all 11 divisions and identified gaps to be addressed in the developed system. ICTA requested from each of the JV partner of the Consultant team to undertake the responsibility of completing the total remaining scope of the project as within 15% variant to the total contract price. The KPMG agreed to let the contract stand as terminated without prejudice to any contractual obligations. Informatics expressed willingness to undertake the assignment.</p> <p>Data source: ICTA Project Records, December 2020 / DPMM Report December 2020/ ICTA Monthly Project Review Meeting Presentation-March 2021</p>
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12

Implementation of Electronic Medical Records in Sri Lankan Government Hospitals (Digital Health Project) – (Support and Maintenance)

Outcome indicators

% reduction of time to complete the service - Average waiting time to meet a doctor

% /# of Patients satisfied with the quality of the service compared to the previous options

Output Indicators

of patients who has a personal electronic medical records

of hospitals with functioning Electronic Medical record (EMR) systems

of health staff are trained on basic computer skills

of patients registered in the EMR systems

of functioning Laboratory Management and Pharmacy Management Systems in Government hospitals

of functional e-Health steering committees at hospital and provincial level

Indicators

of hospitals with functioning Electronic Medical record (EMR) systems- 40 completed

of health staff trained on basic computer skills- 1780 staff on HHIMS from beginning of the project to date

of functioning Laboratory Management and Pharmacy Management Systems in Government hospitals- 40

of patients who has a personal electronic medical records

of patients registered in the EMR systems

Issued 5.2 million electronic patient cards as at March 2021

Available 13.9 million electronic patient records in HHIMS as at March 2021

Table 12 : # of personal electronic medical records for March 2021

No	Province	Hospital	No of electronic	No of electronic	No	Province	Hospital	No of electronic	No of electronic
1	Sabaragamuwa	Base Hospital Karawanella	57,968	94,822	22	Western	District Hospital Dompe	105,123	593,351
2		Base Hospital Balangoda	34,639	71,758	23		Base Hospital Avissawella	359,495	1,241,055
3		Base Hospital Warakapola	95,111	292,540	24		Base Hospital Panadura	228,449	1,205,414
4	Eastern	District General Hospital Trincomalee	95,525	447,849	25		National Hospital for Respiratory	123,817	396,858
5		District General Hospital Ampara	205,297	775,205	256		National Hospital	688,049	834,686
6		Base Hospital Nintavur	16,160	25,474	27		Base Hospital Homagama	250,281	1,032,372
7		Base Hospital Kalavanchikudy	64,509	132,326	28		District General Hospital Kalutara	231,160	452,545
8		Base Hospital Mahaoya	60,977	563,665	29		Base Hospital Horana	205,740	812,089
		Base Hospital Muthur	21,374	25,902	30		Base Hospital Wathupitiwala		
9		Base Hospital Kalmunai North	4,314	6,917	31	Central	Base Hospital Theldeniya	74,119	220,903
11	Nothorn	District General Hospital Vavuniya	159,901	331,484	32		Base Hospital Dickoya	5,566	6,211
12		District General Hospital Mullaithivu	35,200	47,772	33		District General Hospital	64,009	131,249
13		District General Hospital Mannar	61,378	103,744	34	North Western	Base Hospital Dambadeniya	253,951	421,782
14	Southern	Base Hospital Tangalle	37,426	198,183	35		Base Hospital Galgamuwa	104,725	550,604
15		Base Hospital Kamburupitiya	90,589	210,480	36		District General Hospital Chilaw	121,307	174,118

	16	Uwa	Teaching Hospital Karapitiya	445,434	485,419	37	North Central	District General Hospital	240,992	680,851
	17		Base Hospital Elpitiya	190,949	428,206	38		Base Hospital Medirigiriya	64,164	289,065
	18		Base Hospital Udugama	8,398	4,901	39		Base Hospital Thambuttegama	52,190	101,405
	19		Base Hospital Wellawaya	71,966	293,394	40		TH Anuradhapura	214,277	194,082
	20		Base Hospital Mahiyanganaya	62,972	67,736	Total			5,215,133	13,958,853
	21		Base Hospital Diyathalawa	7,632	12,436	Data source: System data 2021				

13	e-Heritage Project: Cutting-edge Technology for Heritage Information																									
	<div><div>Outcome indicators</div><div><ul style="list-style-type: none">Increased tourists’ satisfaction on Heritage sitesIncreased tourists’ knowledge on Heritage sitesIncreased tourists’ perception on Sri Lanka as a Heritage Destination in South-East AsiaNo of users who download the application</div></div>	<div><div>Output indicators</div><div><ul style="list-style-type: none">Digital content on Heritage site are available and accessible% completion Heritage Content management System# of sites completed</div></div>																								
	<div><div>a) Outcome Indicator: No of users who download the application</div><div>Table 13.1 # of downloads of applications</div><div><table><tr><th>OS</th><th># of downloads</th></tr><tr><td>Android</td><td>182</td></tr><tr><td>iOS (Apple)</td><td>67</td></tr><tr><td>Total</td><td>249</td></tr></table></div><div><div>➤ System Data as at March 2021 is not available due to a system upgrade</div><div>Data source: ICTA Project Records, December 2020</div></div></div>	OS	# of downloads	Android	182	iOS (Apple)	67	Total	249	<div><div>Outputs</div><div><ul style="list-style-type: none">Developed digital content (text, audio, photos, geo location) on heritage sites in Polonnaruwa districtDeveloped lists of heritage sites, monuments, structures and buildings on Polonnaruwa, Anuradhapura, Galle, Matale, and Kandy districts.Heritage Sri Lanka Content management System completed</div><div>Table 13.2 – output data</div><div><table><tr><td>Total number of text content developed:</td><td>845</td></tr><tr><td># of Text Content Developed in three languages :mobile and web applications : (206 * 3 = 618)</td><td>618</td></tr><tr><td>Number of Text Content Developed in three languages - for the database</td><td>277</td></tr><tr><td>Number of Text content integrated</td><td>618</td></tr><tr><td>Number of digital photographs integrated:</td><td>625</td></tr><tr><td>Number of Audios developed in three languages and integrate</td><td>618</td></tr><tr><td>Number of Geo locations data collected</td><td>433</td></tr><tr><td>Number of Unique Identifiers established at Heritage sites</td><td>157</td></tr></table></div></div>	Total number of text content developed:	845	# of Text Content Developed in three languages :mobile and web applications : (206 * 3 = 618)	618	Number of Text Content Developed in three languages - for the database	277	Number of Text content integrated	618	Number of digital photographs integrated:	625	Number of Audios developed in three languages and integrate	618	Number of Geo locations data collected	433	Number of Unique Identifiers established at Heritage sites	157
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14	National Spatial Data Infrastructure (NSDI) - Phase II																									
	<div><div>Outcome Indicators</div></div>	<div><div>Output indicators</div></div>																								

	#/type of spatial based mobile applications available \																			
	#/% of staff with improved attitudes, skills and behavior towards the usage of spatial data infrastructure		- Completion of the National Map Portal by Dec, 2018 - Completion of the Meta-data portal by Dec, 2018 - Completion of Base Data layer of the NSDI by Dec, 2018 - Completion of the National Spatial Data Policy by Dec, 2018 - Number and types of spatial data sets uploaded to the system by Dec, 2018																	
	<p><u>Outputs</u></p> <p>Completed Phase I of the NSDI Platform and now it is on live (www.nsd.gov.lk)- National Map Portal ,Completion of the Meta-data portal , Base Data layer completed</p> <p># of organizations using NSDI Website and Geo Portal- 24 (list of organizations given) – 104 data layers of Data organizations available</p> <p>Immediate Outcomes</p> <ul style="list-style-type: none">• 25 Stakeholder organization has shared 125 data layers with NSDI• NSDI Policy is in draft stage - to be finalized and obtained cabinet approval• 3 organizations - Survey Dept., Dept. of Land Use and Policy Planning (LUPPD) 25+ , Total number of data services 30 updated• Forest Dept, Dept. of Examination, Ministry of Law and Order, eGramaniladari Project, Dept. of Agrarian Services - has requested services of NSDI <p>Phase 1 of the NSDI has been completed (96%), except NSDI Policy which is in the finalization stage.</p> <table><tr><td>Specific organizations requested NSDI services 1. eGrama Niladhari Project (eGN) - GN boundaries 2. Colombo Maniple Council - Parcel Fabric 3. Disaster Management Centre - emergency operation system - 4. Application of the Tourism Development Authority - Site Suitability Analysis</td><td>5. Application of the Agriculture information system 6. Application of Archeology Department - Archaeology Clearance Support 7 Application of the UDA - Building Permit Support 8. Survey Department Application - GEO Location Application for Survey Gen Dept. 9. The World Bank - safe travel within Colombo application</td></tr></table>				Specific organizations requested NSDI services 1. eGrama Niladhari Project (eGN) - GN boundaries 2. Colombo Maniple Council - Parcel Fabric 3. Disaster Management Centre - emergency operation system - 4. Application of the Tourism Development Authority - Site Suitability Analysis	5. Application of the Agriculture information system 6. Application of Archeology Department - Archaeology Clearance Support 7 Application of the UDA - Building Permit Support 8. Survey Department Application - GEO Location Application for Survey Gen Dept. 9. The World Bank - safe travel within Colombo application														
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15	Web Development Initiative																			
	<p><u>Outcome Indicators</u></p> <ul style="list-style-type: none">- Websites are regularly updated with relevant information- Number of users of web sites		<p><u>Output Indicators</u></p> <ul style="list-style-type: none">- Total Number of Websites Developed by ICTA – 380- Key features included in the developed web sites																	
	<ul style="list-style-type: none">• Developed and launched 380 websites (331 for Divisional Secretariat Offices, 25 Districts Secretariat Offices and 24 other organizations). Provided one year support and maintenance service through the vender during 2019.Successfully completed the migration of government websites (357 Divisional and District secretariat websites) to Lanka government cloud (LGC 2.0).		<p>Output Indicators: Total Number of Websites Developed by ICTA – 380</p> <p># of websites reviewed (Sample) - 70</p> <p>Table 15.1 – Quality of web sites – both outputs and outcomes related data</p> <table><tr><th>#</th><th>Website Evaluation Breakdown</th><th># of Websites</th><th>as a %</th></tr><tr><td>1</td><td># of websites with user logging option</td><td>7</td><td>10%</td></tr><tr><td>2</td><td># of websites with trilingual option</td><td>57</td><td>81%</td></tr><tr><td>3</td><td># of websites with view count option</td><td>9</td><td>13%</td></tr></table>		#	Website Evaluation Breakdown	# of Websites	as a %	1	# of websites with user logging option	7	10%	2	# of websites with trilingual option	57	81%	3	# of websites with view count option	9	13%
#	Website Evaluation Breakdown	# of Websites	as a %																	
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2	# of websites with trilingual option	57	81%																	
3	# of websites with view count option	9	13%																	

		4	# of websites with access to other web links	60	86%	
		5	Website update details			
			# of websites updated within last two months	28	40%	
			# of websites updated between two to six months	7	10%	
			# of websites updated between six to twelve months	1	1%	
			# of websites updated before twelve months	3	4%	
			# of Websites which are not mention the updated date	31	44%	
		6	# of websites with online document submitting/ uploading facility	23	33%	
		7	# of websites with online payment facility	6	9%	
		8	# of websites with facility to provide visitor feedback	56	80%	
		9	# of websites with frequently Ask Questions (FAQs)	41	59%	
		10	# of websites with pop-up error messages	8	11%	
		12	Download Facilities			
			# of websites with one or more download facilities as mentioned below	57	81%	
			Forms/ Applications	49	70%	
			Articles/ Publications	47	67%	
			Gov Circulars/ Gov Policies	45	64%	

16	Development of Electronic Services		
	Outcome indicators		Output indicators
	<ul style="list-style-type: none"> % of reduction in time taken to complete the transaction in obtaining the govt service (Reduced time taken to obtain service)- Improved satisfaction of citizens- % of citizens satisfied the service obtained 		<ul style="list-style-type: none"> # of online services available
	Table 16.1 Status of the eServices developed since 2016		
	E Services	The service	Status
	1. Ticket Reservation eService for heritage sites	Online eService for ticket reservation	Online eService was not functioning since January 2020. Support and maintenance team not available
	2. License Issuance System for Import and Export Control Department - Customer Online Application Submission and connect 6 recommendation authorities	To Register as an individual user	The service is not functioning
		To Register as a firm	The service is not functioning

	issuing import licenses for certain products	Feedback of the client organization: the system launched in 22nd January 2018. When customer start using the system, customers experienced lots of data entry errors, wrong field, not having required fields in the drop down list, when run the summary it appeared incorrect data etc. Several discussions carried out with ICTA but was not able to get the system completed.	
3.	Department of Forests-	Online Issuance of Export Permits System (OIEP)	Not yet launched. Change requests were rectified and complete by ICTA. CTO was informed and will handle the matter
4.	Department of Forests-	Bungalow Reservation and Management System	The eService was not functioning.
5.	Inland Revenue Department	Revenue Generating Institutions Integrating Software with RAMIS at IRD	Ready to launch. ICTA completed the eServices and UAT completed with organizations. Contract has been expired.
6.	Visa Recommendation System for MDIIT	Not launched yet, New features to be added.	Not Functioning, received a change request
7.	Mahaweli Authority- Bungalow Reservation and Management System	The eService started in October 2017 and has been functioning successfully	Data to be collected Annual average Revenue increased by 3 Million
8.	Budget monitoring system for National Budget Department	Central facility to monitor the progress of budget of Govt organizations	eService is working/but not using Representative of the client indicated the there is no issue in the system, but the system if not relevant now.
9.	Emergency Safety Mobile Application	The mobile application has been developed and piloted. But not introduced to other universities. Management of the University Grant Commission is in process of deciding whether the application is using or not.	eService is working/but not using
10.	eTicketing mobile application for heritage sites	Mobile application	Functioning, Ticketing System can be accessed via mobile app

Table 15.2 Usage of eTicketing mobile application for heritage sites								
Summary	Dec-19		Jan-20		Feb-20		Mar-20	
	No of Tickets	Amount in Rs	No of Tickets	Amount in Rs	No of Tickets	Amount in Rs	No of Tickets	Amount in Rs
Foreign Walk in Ticket	42322	172,930,612.50	49941	205,795,434.10	36738	152,966,013.40	16493	70,571,748.10
Foreign e Ticket	64	-	46	-	0	-	0	-
Local Walk in Ticket	87994	3,985,125.00	32958	1,541,125.00	43918	1,926,350.00	20727	857,725.00
Local e Ticket	1	-	0	-	0	-	0	-
Total	130381	176,915,737.50	82945	207,336,559.10	80656	154,892,363.40	37220	71,429,473.10

11.	Application for Excise Department to provide information required to IRD	According to Excise Department, the eService has been completed in terms of software development, testing and data migration. Since the contract with ICTA and	Completed /Not working
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		consultant was expired, Excise Department stated that they still need the support from the Consultant to carry out successfully implementation of the eService and support and maintenance. Now the Excise Department is in process of preparing of contract extension with consultant. Further, the Excise Department has not communicated with IRD regarding status of information sharing.		
	12. Directory of Emergency Numbers of Key Citizen Services		Completed / Not Launch Application can be downloaded. Not receiving the verification code - In order to activate app, it requests a verification code which comes via SMS There is no stakeholder to take the ownership and no infrastructure for operational the facility	
	<p>***Data for previously developed 40 e services are being collected</p> <p>- Based on the data presented in the utilization reports produced in August 2020, e Services are being revamped by the ICTA Technology Team.</p> <p>- Based on the request made by the ICTA management the planned e Services evaluation had to be postponed until the revamping process completed.</p>			

Government Information Center (GIC)

Outcome Indicators

- Satisfaction of the callers

Output Indicators

- Total # of calls received by language, purpose,
- Number of calls successfully addressed

GIC Data 2020

Calls	2020 (January – December)	January 2021	February 2021	March 2021
Total no. of calls	1,520,494	143,857	134,545	147,502
No. of calls successfully answered	1,569,373	104,436	89,937	96,777
No. of calls answered within 30 seconds	830,783	48,976	36,703	36,731
Average waiting time in queue		00.00.49	00.00.58	00.00.64
No. of calls abandoned by the caller	262,336	39,421	44,608	50,725

Chart 17.1

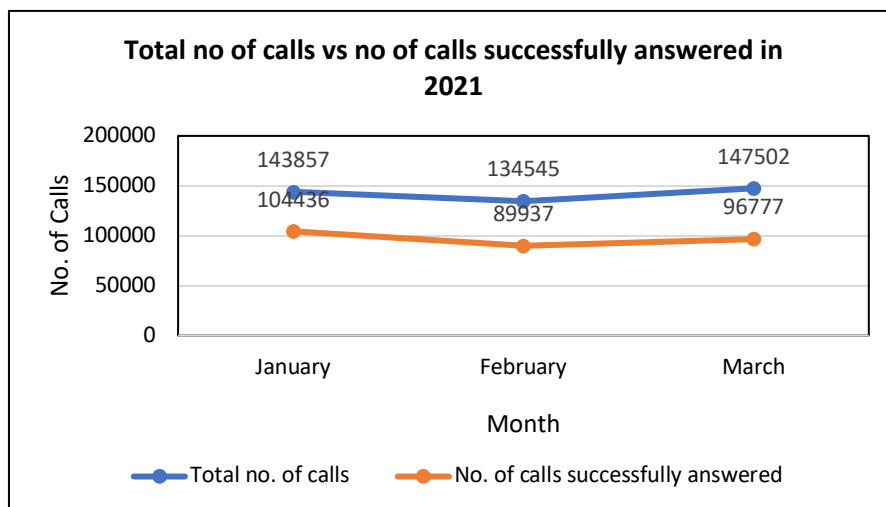


Chart 17.2

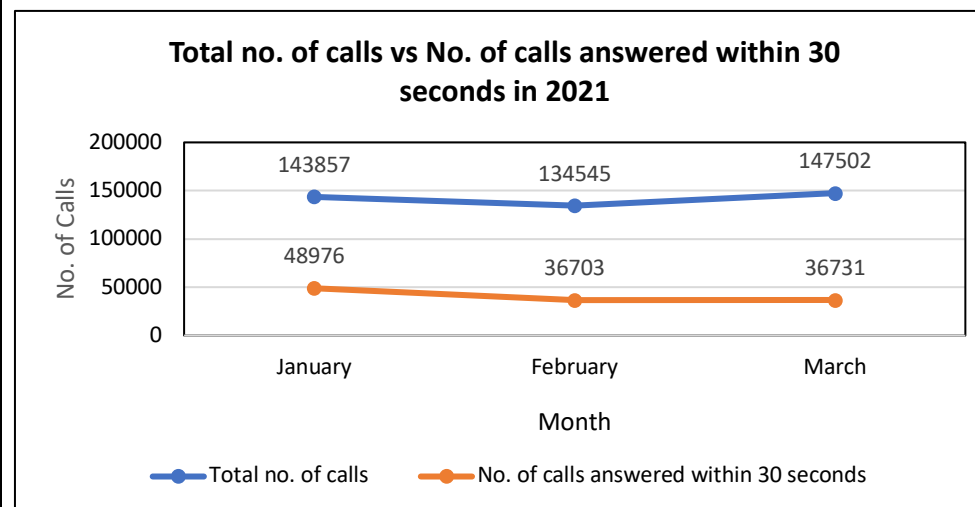


Chart 17.3

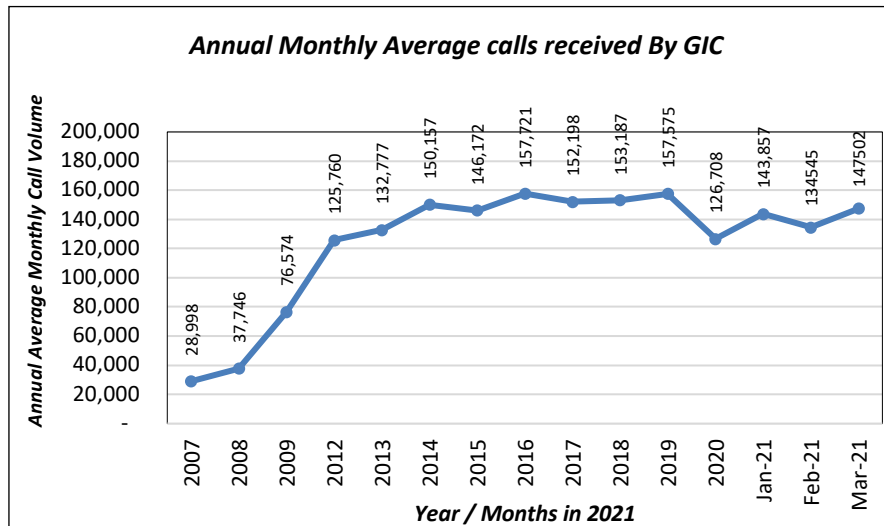


Chart 17.4

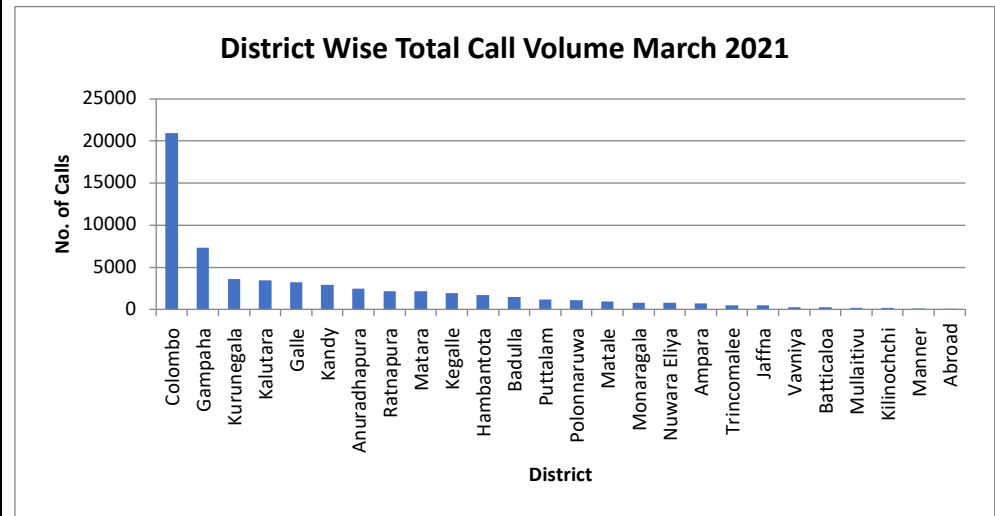


Chart 17.5 Total no. of Calls by Language

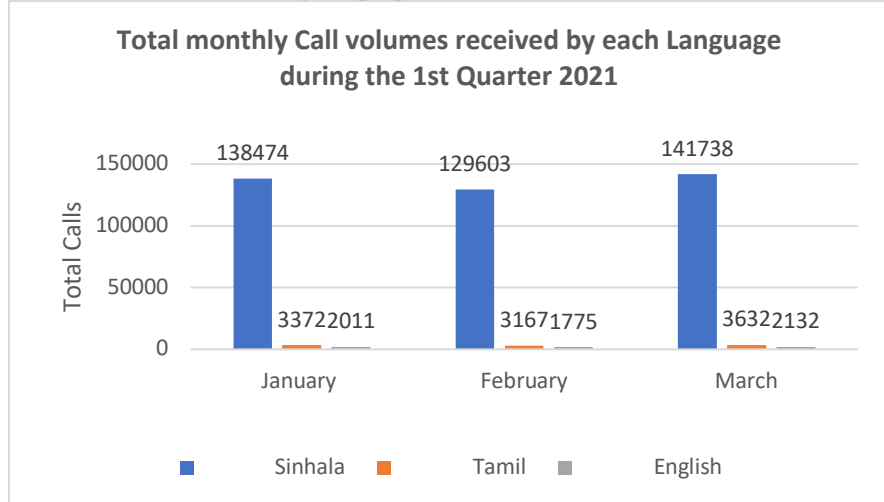
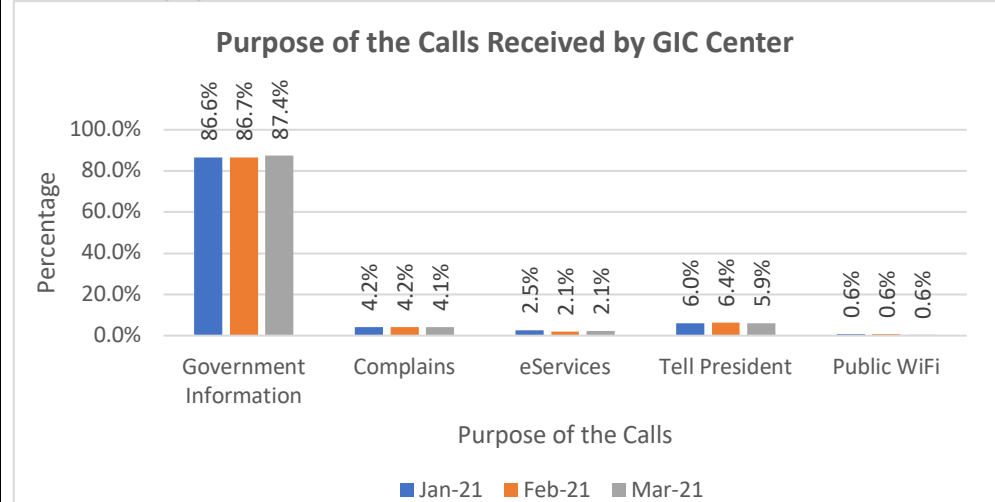


Chart 17.6 The purpose of the calls



Data source: System data 2021

ICT Human Resource Capacity Building for Government Digital Transformation – eLearning Platform

E Learning Platform

- 1) 3160 active users enrolled for online courses; about 300 SLAS officers trained, 644 government officers trained through online courses.
- 2) 150 government officers including government CIOs trained
- 3) Knowledge enhancement programmes on website mobilizations were conducted for 524 government officers
- 4) Distance Learning Seminar Series (7 sessions) on Public Sector Innovation for Sustainable Development completed around 40 government CIOs
- 5) 7 Online capacity building programs for Government officials including CIOs conducted in collaboration with industry partners and key stakeholders.
- 6) Initiated Capacity building program with UNDP for Government CIOs.
- 7) Workshops for Digitization of the workplace of Government officials initiated.

Current Progress:

1. Conducted virtual Capacity Building programmes in collaboration with industry partners
2. Utilize the wide network of Gov CIOs to push eGov Solutions in their respective organizations
3. Used Government eLearning platform to build required capacities for Gov Officials
4. Use online solutions to build required capacities among public employees

Table 18.1 Details of courses conducted for CIOs \

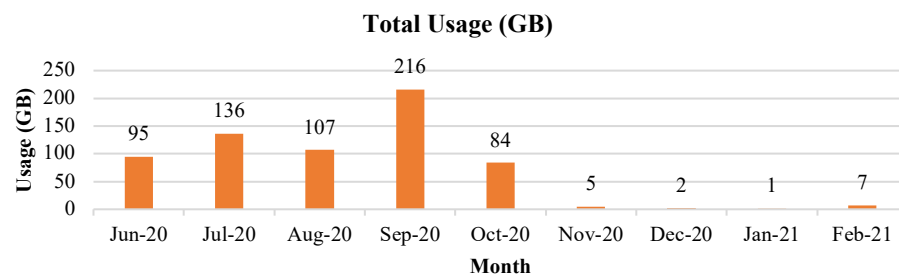
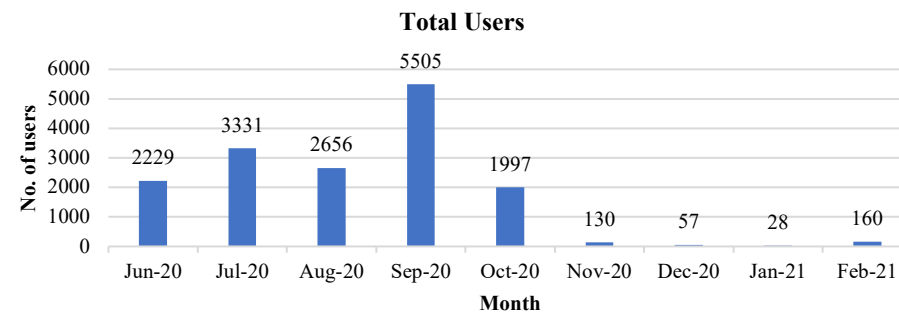
Training Program	Number of participants	Completed	Period
Executive Diploma in e Government	200	135	Before 2014
Postgraduate Diploma in e Government	60	40	Before 2014
Master of Public Administration in e Government)	30	24	2017/18

Data source: ICTA Project Records, December 2020 / DPMM Report December 2020/ ICTA Monthly Project Review Meeting Presentation-March 2021

Citizen Empowerment and Connectivity Development – free Wi-Fi Programme

Table 19.1 District Wise Statistics

#	District	January 2021		February 2021		March 2021	
		# individuals connected	Usage GB	# individuals connected	Usage GB	# individuals connected	Usage GB
1	Kandy			11	1	System data was unable to access to through “portal.publi cwifi.lk” link.	
2	Matale						
3	Trincomalee						
4	Anuradhapura			1	0		
5	Jaffna			2	0		
6	Mannar						
7	Vavuniya						
8	Kurunegala	1		14	1		
9	Puttalam	1		1	0		
10	Kegalle			7	0		
11	Rathnapura			4	0		
12	Galle			5	0		
13	Hambanthota						
14	Matara						
15	Badulla	9	1	20	1		
16	Colombo	8		42	2		
17	Gampaha	3		39	2		
18	Kalutara	6		14	0		
	Total	28	1	160	7		



Data source: System data 2020/2021

20	Video Conferencing	
	The project not yet stated , received WB funding and the project is in the planning stage	
21	E Cabinet	
	<p>Current Progress</p> <p>Overall Progress as of 31 March 2020: Project concept and the scope has been agreed with project owner (Office of the Cabinet Ministers). MoU between the Office of the Cabinet Ministers and ICTA has been signed. 70% of procurement process (System Development and Training) is completed.</p> <p>Project activities are not Initiated.</p> <p style="text-align: right;">Data source: ICTA Project Records, December 2020 / DPMM Report December 2020</p>	
22	E Parliament	
	<p>- Iteration 1 of the Document Management System (DMS) has been fully completed - Iteration 2 and 3 completed 90% and 30% respectively</p> <p style="text-align: right;">Data source: ICTA Project Records, December 2020 / DPMM Report December 2020</p>	

Digital Libraries for Knowledge Enhancement Output Indicators

Outcome Indicators

Outcome indicators

- 1) % increased of new registered users
- 2) Increased revenue by accurately tracking of new user registrations and books borrowings and fees for late book returns.
- 3) % increased access to library System and download of eBooks and other materials

Output Indicators

- 1) # of Digital Libraries completed in phase (I) opened to public (Target -18 Libraries).
- 2) # of public libraries - Koha Integrated library management system installed and customized (target 18 public libraries)
- 3) # of staff trained (# of change management sessions conducted) for all selected public libraries
- 4) % completion of installation of hardware and accessories (target in 18 new public libraries)
- 5) % completion of installation of Modern library furniture and accessories (target: 18 new public libraries)
- 6) % completion of installation of Network infrastructure with LAN (target: to be implemented at 18 public libraries)
- 7) % completion of Online and offline media campaigns
- 8) # of new Digital libraries established and opened to public (target: 18 new libraries)

1. Established 08 model digital public libraries with following outputs:
 - Integrated library management system (ILMS)
 - computer hardware and LAN training programs on basic ICT and ILMS for 50 library staff, online open public access catalogues of 8 libraries
 - digital repository interphase National Union Catalogue
2. Completed official launches of 3 libraries (Colombo, Batticaloa, Polonnaruwa) and two more libraries to be launched (Kirimatiyana and Opanayake)
3. Hired an individual Consultant (Full Time) for the project.
4. The procurement of hiring an Individual Consultant (Part Time) is at contract awarding stage.
5. Initiated the procurement of procuring the Hardware and Networks for the 18 libraries to be established.
6. Selection of Libraries (New 18 Libraries) for the project id 50% completed.

Data source: ICTA Project Records, December 2020 / DPMM Report December 2020

Outcome indicators

of Koha Registrations as at end June 2020

Table 23.1 Total record count and Active members in the Koha system as at March 2021

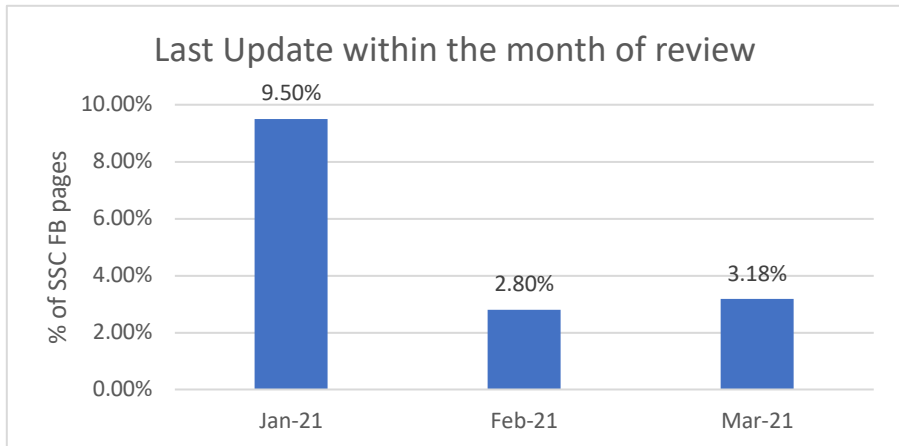
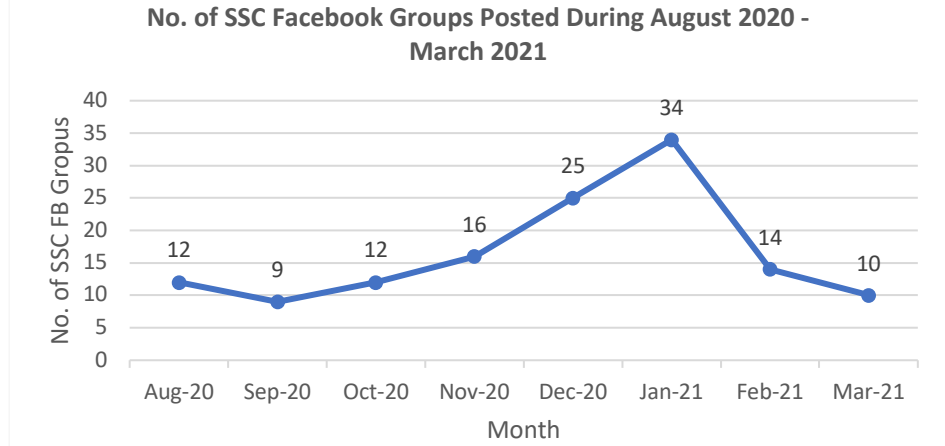
Library	Catalogue (Total Record count) as at end March 2021	Active members as at end March 2021
Kirimatiyana Public Library	21501	1400
Opanayake Public Library	8878	700
Polonnaruwa Public Library	18662	1400
Badulla Public Library	24314	1000
Batticaloa Public Library	25345	1200
Kurunegala Public Library	69201	2000
Colombo Public Library	154511	5000

Table 23.2 List of new Libraries selected to implement the system as at January 2021

Weera Dencil Kobbekaduwa Memorial Public Library	Hakmana Public Library
Galewela Public Library	Hambantota Public Library
Nochchiyagama Public Library	Alayadivembu Public Library
Ruwanwella Public Library	Dudley Senanayake Memorial Public Library

		Bibila Public Library	Pokunuwita Pradeepa Public Library
		Uppuveli Public Library	Veyangoda Public Library
		Ambalangoda Public Library	
Data source: ICTA Project Records, January 2021/ System Data 2021			

24	Smart Society and Citizen Capacity Building; Smart Social Circles	
	Outcomes Increased usage of new technologies and social media among citizens of Sri Lanka	Outputs 1. Up to 800 new SSC established in multiple phases (Current target is to establish up to 1200 new SSCs by December, 2019). 2. Up to 8000 new Knowledge agents trained on effective use of emerging ICT, technologies and social media 3. Availability of active FB pages to each SSC
	Frequency of updating SSC Facebook pages by SSC groups SSC Facebook pages (N 580) were analysis to understand the number and the percentage of pages are currently active and inactive. Inactive means pages which couldn't access and have no posts on Facebook page) SSC Facebook pages. Accordingly, 55% (319 and 317) of pages are currently active in the months of January to March 2021, and 45% (261 and 264) of the pages are inactive. Below Figure shows that during January - March2021 majority of active SSC Facebook pages have not updated anything on their Facebook pages For example, for January, 9.5% (30 of 319), for February 2021, 2.8% (9 of 319) and for march 3.18 (10 out of 319) active SSC Facebook pages have updated their Facebook pages.	SSC Facebook pages posted during August – December 2020 Below chart shows the number of pages posted during January to March 2020. Majority of active SSC Facebook pages have not posted anything on their Facebook pages. For example, for January 2021, 11% (34 out of 319) and for March 3% (10 of 319) active SSC Facebook pages have posted in their Facebook pages. Monthly average for posting for last 3 month is 19.

<div><p>Last Update within the month of review</p><table><thead><tr><th>Month</th><th>% of SSC FB pages</th></tr></thead><tbody><tr><td>Jan-21</td><td>9.50%</td></tr><tr><td>Feb-21</td><td>2.80%</td></tr><tr><td>Mar-21</td><td>3.18%</td></tr></tbody></table></div>	Month	% of SSC FB pages	Jan-21	9.50%	Feb-21	2.80%	Mar-21	3.18%	<div><p>No. of SSC Facebook Groups Posted During August 2020 - March 2021</p><table><thead><tr><th>Month</th><th>No. of SSC FB Gropus</th></tr></thead><tbody><tr><td>Aug-20</td><td>12</td></tr><tr><td>Sep-20</td><td>9</td></tr><tr><td>Oct-20</td><td>12</td></tr><tr><td>Nov-20</td><td>16</td></tr><tr><td>Dec-20</td><td>25</td></tr><tr><td>Jan-21</td><td>34</td></tr><tr><td>Feb-21</td><td>14</td></tr><tr><td>Mar-21</td><td>10</td></tr></tbody></table></div> <div><p>Data source: System data 2021</p></div>	Month	No. of SSC FB Gropus	Aug-20	12	Sep-20	9	Oct-20	12	Nov-20	16	Dec-20	25	Jan-21	34	Feb-21	14	Mar-21	10
Month	% of SSC FB pages																										
Jan-21	9.50%																										
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Sep-20	9																										
Oct-20	12																										
Nov-20	16																										
Dec-20	25																										
Jan-21	34																										
Feb-21	14																										
Mar-21	10																										
<div><p>Recommendation</p><p>It is recommended to conduct a study to assess the level of project success/ completion in terms of user perception since SSC page update//post is very low</p></div>																											

25	<p>Software Solution for Plantation Sector (Manage Census Data) (Ministry of Hill Country New Villages, Infrastructure and Community Development)</p>
	<p>Current Progress</p> <p>Targeted activities for 2020 is not initiated yet.</p> <p>System Requirement Specification (SRS) completed. Development is on hold due to payments, which the vendor was not paid for other ICTA projects. Vendor has discontinued all ICTA projects undertaken including the software solution for plantation sector.</p> <p>Data source: ICTA Project Records, December 2020 / DPMM Report December 2020</p>

eSwabhimani Annual Programme and Associated Activities

Outcome indicators

3) # of nominations submitted to World Summit Awards (WSA)

Output indicators

1) # of winners

2) # of merits & other categories of awards

Outcomes of e Swabhimani

Category	2018	2019	2020 (Held in 2021)
Winners	14	21	21
Merit	16	11	17
CA	16	9	13
JD	5	1	6
Youth award		2	5
Total	51	44	
WSA	8	6	7 (nominations)

Current Progress

Due to the Covid 19 pandemic situation, e Swabhimani 2020, Gala event was held in March 2021.

Details of Awards eSwabhimani 2020 held in 2021

Category	Total # of App.	Winners	Merit awards	Certificate of	Juror's distinction	Youth awards
Government And Citizen	24	3	1		2	
Health And Well - Being	32	4	3	3	1	2
Learning And Education	46	2	3	1	1	1
Environment and Green Energy	11	2	2	1		1
Culture & Tourism	12	2	2			
Smart Settlement And Urbanization	8			1	1	
Business And Commerce	60	3	2	5		1
Inclusion & Empowerment	23	2	2	1		
Digital Entertainment	18	3	2	1	1	
Total	234	21	17	13	6	5

- Seven products were nominated from Sri Lanka for the World Summit Awards; and five got shortlisted and out of them One winner from Sri Lanka (**mmPro -Mining and Mineral Production Monitoring Solution**)

Data source: ICTA Project Records, March 2021

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In 2018, 2007 teachers trained on STEAM education & Entrepreneurship through 09 workshops on applied STEAM education through coding, makerspaces and entrepreneurship. In 2019, 1136 teachers trained on creative education through Educate to Innovate Program. In 2020, 120 Women supported through Diversity Collective Initiatives. (70 through YouTube content creation sessions; 32 through conditioning the mind & creativity & 18 teachers directly touched via a teacher training session.

Business Market Access

130 companies supported on country branding business promotion in 2016. Business market access were supported 12 companies for Australian market development. 100 startup for local market access and 42 startups for international market access.

Business Clinics for Regional IT-SMEs

40 IT SMEs provided mentoring and business advice through LEAP programme; LEAP XPRESS - focused coaching program launched on 26th June 2020

Outcome Evaluation is being carried out to assess the feedback of the beneficiaries and gather data required to measure outcomes

Progress of the studies as at March 2021

Name of the Initiative	Population	Study	Progress
1. Tech Startup Program-‘Spiralation’ program 2016-2020 for budding tech startup companies	58	30	Completed Person-to-person Interviews (virtual) with 40 founders. Data analysis in progress
2. Disrupt Asia: International Startup Conference and Innovation Exhibition Festival		30	Completed as a part of Tech start up study using the same sample
3. Startup SL web initiative-National platform for tech startups and ecosystem partners		30	Completed as a part of Tech start up study using the same sample.
4. Entrepreneurship Development for undergraduates- Imagine IF	1564 participants	39 of recent participants	Self-administrative brief questionnaire sent to 39 email addresses given by ICTA. Google form has been created for easy monitoring. So far only 4 responses received. Several reminders also made.
5. Regional IT SMEs scaled up to break into global market	40	24	Self-administrative brief questionnaire sent to 24 email addresses given by ICTA. Also planning to conduct Person-to-person Interviews(virtual). Most of them agreed to participate after the new year
6. National IT-BPM Workforce Survey 2019			Brief review will be done
7. Educate to Innovate/Creative education for teachers to motivate and promote creative education to increase STEM education.			No participants contact details available with ICTA since it has been organized by the Ministry of Education. Output -17 workshops conducted for 3143 participants.
8. (STEM- Science, Technology, Engineering, and Technology)			Usefulness of activities will be reviewed.

Data source: ICTA Project Records, December 2020 / DPMM Report December 2020

