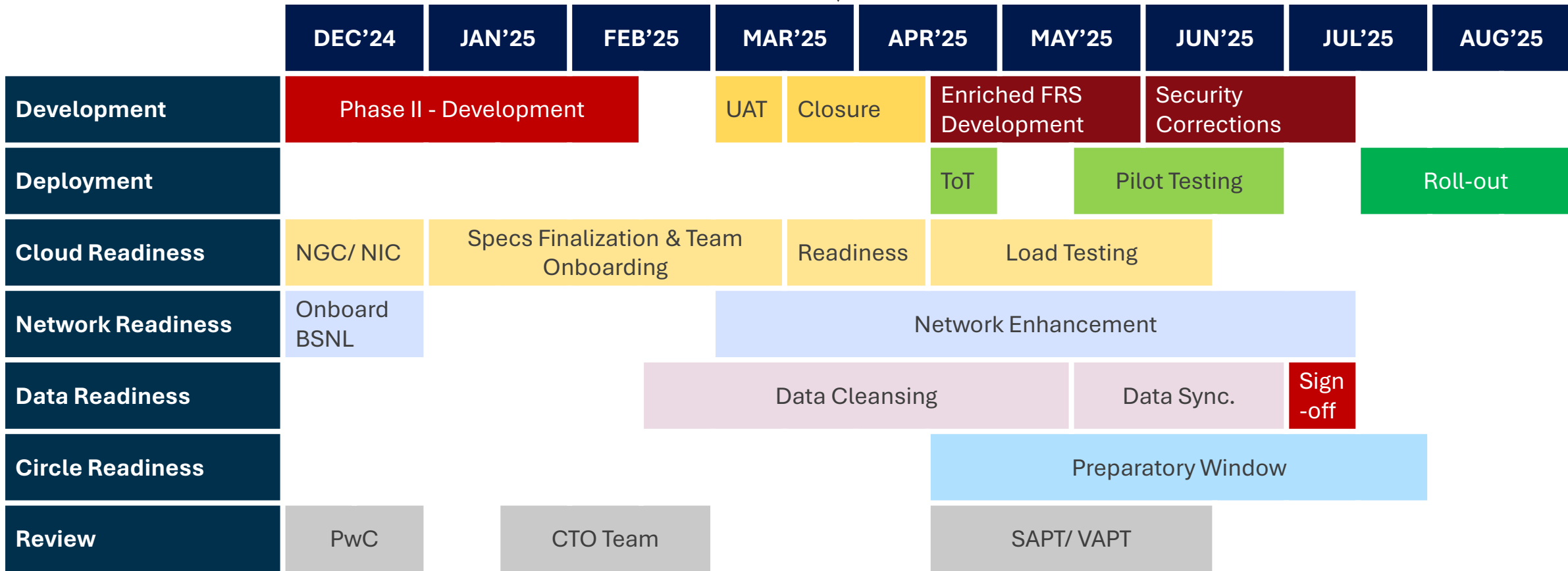


IT 2.0 : DRIVING THE FUTURE

PLANNED TIMELINES

IT 2.0 & ANALYTICS

Successful/ On-Time Completion



MICRO-SERVICES

Domestic/ International, Money Order, Retail & 3 rd party, Counter ops, Labels	Booking	IDAM, MDM & Gateway	Master Data Management, Payment Gateway, Online Services for Customers
Delivery Mgmt (PMA), Recall & Return, Recruitment, Transfer & Allotment	Delivery	HRMS I	PIS, Leave Mgmt, Post Mgmt, Exit Mgmt
Pickup, induction, inventory	Pick-up, Induction & Internal Portal	HRMS II	Payroll, Loans & Advances, Establishment, LMS Integration, NPS
Schedule, Sorting, Bag, Logistic Post, Track & Trace	Transmission	PO Accounts	Treasury, Accounts & Sub Accounts, Bank Reconciliation
Customer Mgmt, Portal, Grievances, Support Desk, Call Centre/ IVRS	CRM	PAO Accounts	Budget, Tariff & Costing, PAO Module with PFMS integration
Enterprise, Philately	Customer Portals	BCP Solution	IBCP Solution
Website	e-Commerce	DB & Reports	Data Warehouse, Audit DB, MIS
Mobile App	Customer Mobile App	eFRM & Inspections	eFRM, Vigilance, Investigations, Inspection & Audit
Mobile App	Internal Mobile App	IPS	IPS & CDS, DNK
Chatbot	AI/ML	Migration	Master, Transactional, Roll-Out data migration, archival

VALIDATION OF MICROSERVICES - TRIAGING INPUTS

- **Readiness Assessment Report** (PwC Team) – Dec 2024
 - Solution Architecture & Design Review
 - Technical Solution Stack & Configurations
 - Program Governance
- **Document Review** (Functional Teams) – Feb 2025
 - FRS verification
 - Clarification Cycle
- **UAT** (Functional Teams) – Mar 2025
 - Review by respective Functional Teams
 - High confidence based on test outcomes

Assessment Report

- Recommendations from PwC
 - Data Sanitation & Encryption
 - Data Migration Strategy
 - Cut-over Strategy
 - Pilot Roll-out

Document Review

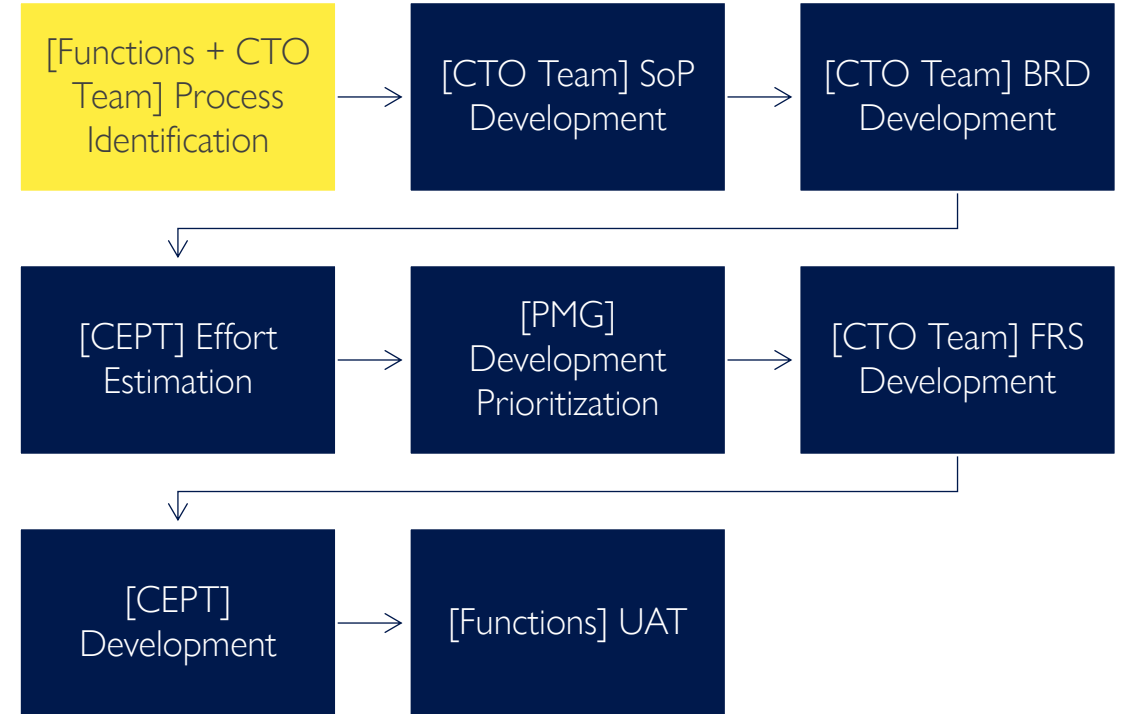
- 677 clarifications on various functions
- MVP Defined
- Critical Processes – SOPs finalized
- API Design Documents created

Acceptance Testing

- Conducted over 2 weeks
- 10 primary user testing groups
- Periodic follow-ups & tech releases
- Outcomes documented

FURTHER ENHANCEMENT OF IT2.0

1. Enriched functionalities especially for Mails/ Parcels/ BD Divisions **to be completed by Aug 2025**
2. Development in sync with new product launches
3. Goals: Seamless process, expectation alignment, and clear documentation



CRITICAL COMPONENTS

IT 2.0 & ANALYTICS

- **CEPT (in-house development)**
- UAT Complete, updates being incorporated

Development

Ops & Maintenance

- To be onboarded by Jun 15
- Licenses, Operations, & Maintenance on T&M basis

- Onboarded NGC/ NIC
- **Environment**
Readiness: April 2nd Week

Cloud Infrastructure

Network

- Onboarded BSNL
- NOC being established

- Onboarded STQC
- VAPT to begin from April 2nd Week

VAPT/ SoC

Management

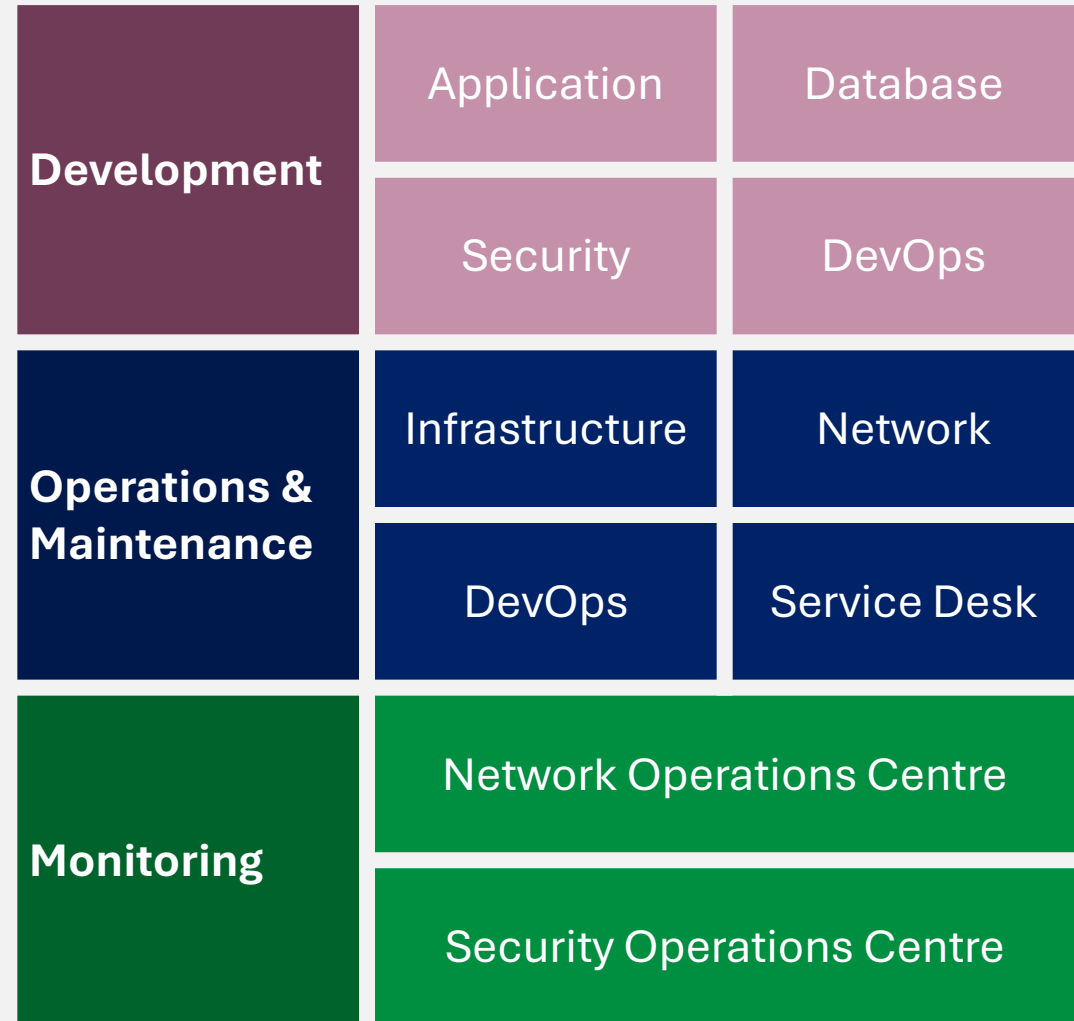
- Onboarded CTO Office in January 2025

MANAGED SERVICES OFFICE

PMG providing effective oversight/ managerial support & CTO Office is providing functional support. Additional technical support is however needed.

- Managed Services Office (MSO) will be set up under CEPT.
- MSO shall provide technical oversight & support to SI, augment capabilities in critical areas, and enable business continuity in case of failure
- Some indicative KPIs of the MSO
 - Schedule Variance
 - Compliance Rate
 - Risk Mitigation Effectiveness
 - Process Improvement Rate

Managed Services Office (MSO)



PRE-ROLLOUT ACTIVITIES

04. Master Trainer Training

- Refresher training for Master Trainers from April 21st to April 26th, 2025 (6 days).
- Circle SPOC & DPS (HQ) will attend a 2-day workshop with Master Trainers.
- CEPT will provide access to operational guides and applications one week in advance.

03. Monitoring of Rollout

- CTO & Team, in coordination with CEPT, will provide a dashboard for daily monitoring. Each Vice CTO will monitor and report to the concerned functional divisions.
- Each Vice CTO will monitor and report to the concerned functional divisions.

02. Migration Checklist

CEPT will prepare a comprehensive checklist for the migration process.

01. Data Sanitization Completion

All Circles to complete the data sanitization process by April 15th



05. End User – Field Training

- Training Divisions and Circles to conduct end-user training before rollout.
- Ensure Workplace Training Center (WTC) preparedness at Circles.

06. Support Desk

CEPT will establish a dedicated Support Desk and troubleshooting team.

07. Coordination with Stakeholders

Active collaboration with NIC, STQC, BSNL, and CSI (IT 1.0) teams.

08. Project Monitoring Unit

MSO in CEPT will set up the Project Monitoring Unit, guided by the CTO & CEPT Team.

CRITICAL TIMELINES

S. No.	Activity	From
1	Training of Trainers	21.04.2025 (Two Weeks)
2	Pilot – One SO & all its BO in Mysore Division	13.05.2025 (One Week)
3	Pilot – 5 SOs along with with all its BO	19.05.2025 (One Week)
4	Pilot - HO & all its SOs / BOs in one Division	26.05.2025 (Two Weeks)
5	Pilot - Complete Division along with including DO and RMS Division	09.06.2025 (One Week)
6	Pilot - PAO + 1 complete Division + 1 RMS Division	16.06.2025 (One Week)
7	Phase I - Complete Rollout in Karnataka Circle and 1 PAO, 1 Complete Dn. & 1 RMS Division of three circles (Telangana, Assam & Uttarakhand Circles)	23.06.2025 (Two Weeks)
8	Phase II – Complete Rollout of Telangana, Assam & Uttarakhand Circles and 1 PAO, 1 Complete Dn. & 1 RMS Division of next eight circles (MP, RAJ, AP, JKD, WB, OR, GJ, KL)	07.07.2025 (Two Weeks)
9	Phase III – Complete Rollout of eight circles and and 1 PAO, 1 Complete Dn. & 1 RMS Division of rest of 11 Circles (UP, J&K, HP, NE, PB, HR, Delhi, MH, TN, CH, BR)	21.07.2025 (Two Weeks)
10	Phase IV – Complete Rollout of IT 2.0	04.08.2025 onwards

RESPONSIBILITIES

IT 2.0 & ANALYTICS

PMU Dvision	Overall coordination with stakeholders, project monitoring, and reporting.
CEPT	Development, deployment with NGC resources, documentation, and operational guides. Support Desk, rollout, troubleshooting, and training for Master Trainers.
CTO Office	Rollout Dashboard, coordination with CEPT and functional divisions. Circle coordination, monitoring, and feedback for IT 2.0 implementation.
IT Consultant (PwC)	Manage transition from current system integrators (SIs) and vendors. Ensure readiness and go-live with new MSP(s) and maintain a project repository.
Functional Divisions	Conduct functionality testing and assist in rollout coordination.
Training Divisions	Change Management for IT 2.0, Master Trainer programs, and field training.
Circles	Ensure field infrastructure readiness, data sanitization, and training. Manage rollout, monitoring, and act as the Circle SPOC for coordination.

ASK FROM CIRCLES

- ✓ **SPOC Appointment:** Designate a **Single Point of Contact (SPOC)** for **IT 2.0 rollout and implementation**.
- ✓ **Hardware Readiness:** Ensure **availability of requisite hardware** (e.g., printers, scanners) at all **field locations**.
- ✓ **Master Trainer Deputation:** **Depute Master Trainers** to CEPT, accompanied by **SPOC and DPS (HQ)** for training.
- ✓ **Training & WTC Readiness:** Ensure **Workplace Training Centers (WTCs)** are prepared and conduct **field training** for end users.
- ✓ **Data Sanitization:** Complete **data sanitization** to ensure accuracy and readiness for the **IT 2.0 rollout**.
- ✓ **Coordinated Rollout:** Implement **IT 2.0** in collaboration with **field units** and **CEPT** for a smooth transition.

THANK YOU

