E-GOVERNANCE
SERVICE CADRE

Proposal for establishment of performance-oriented eGovernance Cadre

1.Background

E-Government is an interconnecting system of government to ensure the digital accessibility to its various departments and citizen. E-Government provides the valuable services to public sectors and adds the information to citizens via information and communication technology. The adaptation of e-government initiatives around the world with an appropriate use of ICT has improved the digital governmental functions in the public sectors at global level. Information system has become a global phenomenon to support the emerging nations like Pakistan that require appropriate IT policies to promote e-Government. The e- government must be adhered to assure provision of better services to citizens.

Under the Science & Technology and Information Technology Department, is working in since 2002 to meet the obstacles concerning the e-Government schemes in the country. The desired goals of the government could not meet to its set targets due to certain challenges in this regards thus mega projects relating to e-government has been unsuccessful in the country. It is a core of debate in the third world nations like Pakistan that government investing hug finance on the information and communication technology (ICT) infrastructure but all initiatives become an abortive effort and unproductive. Given the augmented IT demand and growth, it has become imperative to formulate the Khyber Pakhtunkhwa Digital Policy: one that takes into account its increasingly transformed role across all sectors of socio-economic development; their accelerated digitization, and transformational modernization into integrated components of a holistic knowledge based economy. With this in mind, ST&IT department in consultation with Khyber Pakhtunkhwa Information Technology (KPITB) has formulated this policy document based on a multi-stakeholder model. The Khyber Digital Policy imperatives are also very much intertwined and therefore addressed holistically to transform the eGovernance, IT and other sectors of economy on fast track basis.

The e-government adaptation can promote the service efficiency, transparency and reducing corruption phenomenon and trouble-free accessibility of information. E-Government sustains the internal and external relationship of public sector that enabled through net, information technology and communications (ICT) to advance an effective delivery of services and ensures the public participation. Security's dilemmas have emerged as the main challenges for the triumph of e-Government use and it can be solved when, there is an effective e-policies

execution process prevails in order to achieve the true essence of development in the province. The accelerating pace of technological disruption is transforming government and business models, changing the skills that employers need and shortening the shelf-life of employees' existing skill sets in the process. The availability of appropriate skills for planning, developing, implementing and using information and communication technology (ICT) is an important condition for the competitiveness, innovation capabilities and implementing eGovernance roadmap of the government. The skills required go far beyond the narrow confines of traditional ICT practitioner expertise.

Digital transformation sets new demands on the leadership of the government. There has been a wave of new senior positions. These roles demand experience and both technology and government process engineering capabilities. Speed and agility are also key in most transformation efforts, which leads government to adopt agile development methods and foster culture of IT governance. In this line, the proposed eGovernance cadre will facilitate Government to execute the eGovernment and Digital KP road map, enabled the existing IT employees to have a holistic, integrated and performance oriented career progression in the Government, proposed & implement the agenda of good governance via eGovernance.

2. Rational and Need Assessment

Currently approximately 3454 IT employees *(Analysis Annex-I)* are serving government of Khyber Pakhtunkhwa in different capacities out of which only 297 IT employees have privilege to work under the cadre. However, the existing cadre needs a major revamp in organization, standardization, modernizing career progression, upgrading skillsets, and leveling to the international standard workforce. The approach to arriving at the need assessment, demand forecast and the associated rationales have several strands but limited to these.

1. Limited strategic and digital transformation oversight (multiple stakeholders, no integration)
2. Non-sustainability of eGovernance interventions
3. Obsolete skillsets in planning, executing and implementing eGovernance systems
4. Lack of career progression
5. Planning, execution, implementation and post-implementation gaps
6. IT Cadre exists in Civil Secretariat, attach formation and district administration and line departments are out of the mandate of IT Cadre
7. Lack of Performance benchmark

8. Inadequate Return on Investment
9. Improper nomenclature, posts, designation, and pay scales
10. Support driven

3. eGovernance Cadre – Structure and Semantics, Framework, KPIs

The Government of Khyber Pakhtunkhwa was quick to recognize the potential for employing eGovernance to improve government services in the overall context of speeding up citizen empowerment and economic development. The desire to translate this potential into a reality soon brought to the fore a number of challenges, among them:

a. **Technology**:

Fast-changing technology horizons, making it difficult to evaluate options and arrive at appropriate cost-effective, scalable and inter-operable solutions.

b. **Human Resource**:

The need for investing huge resources at a fast pace to implement a large number of interrelated projects in a synchronized mode to create the required impact.

c. **Prioritization**:

The compelling need to prioritize e-Government applications, given the fact that there are a number of services that could be improved with ICT.

d. **Implementation**:

The need to ensure that e-Government projects are implemented in a way that benefits to citizens are provided in a cost-effective and sustained way.

Components of Cadre

The cadre is providing coverage to the following domains

1. **Title**

   Khyber Pakhtunkhwa e-Governance Service (eGS)

2. **Coverage**

   IT Employees of Provincial Secretariat, Directorates, Attach Formation, Division, District Administration, and Devolved Departments

3. **Governance**

   Science Technology and Information Technology Department will govern the service matters of all employees under this cadre.

4. **Classification**

   The employees will be placed in the following 3-tiers i.e. T1, T2, and T3. The

perks, and privileges/service matters regarding posting transfer will be within the same tiers up-to BS-19. All tires will merged at BS-20

    a. "Tier-I" means members of service belongs to Provincial Secretariat Departments.

    b. "Tier-II" means members of service belongs to provincial directorates, attached units.

    c. "Tier III" means members of service belongs to divisions, and districts.

5. Timescale

a. The officers/officials who have served for more than a specified years of service in the same scale/post, even if they have opportunity of promotion , but they are not promoted due to a few number of posts in the upper tier may be up-graded as personal to them as one time dispensation, subject to the condition that they possess required qualification, experience and satisfactory performance index.

b. The officer in BS-16 and above having stagnant posts may also be allowed time scale promotion on completion of specified years possess satisfactory performance index.

6. Freelancing

The member of service shall be allowed for freelancing in the analogy of Technology Professionals or as may be prescribed by Government as on the condition that the official business of the departments will not be suffered and there is no conflict of interest. This will help the existing IT employees to have IT industry insight and up to date on the emerging trends and technologies of the industry and how to use them in Government as well.

7. Recruitments

    a. **Number and nature of posts.**—The service shall comprise the posts specified in the *Schedule -I* and, such other posts as may be determined by Government from time to time.

    b. **Syllabus and examination for appointment by initial recruitment.**—
Syllabus and standard for competitive examination for appointment by initial recruitment to the post in BS-17 and above shall be, as laid down in Schedule-II.

    c. **Method of Appointment.—**Method of appointment, qualifications and other conditions to applicable to a post in the service shall be such as

laid down in Schedule - III.

8. **Conditions of Service**

    a. On appointment to a post borne on the service in BS-17, every officer so appointed shall complete six months mandatory training including attachment as specified in schedule -II.

    b. The training shall be followed by departmental examination to be conducted by Science Technology and Information Technology Department, which will be part of probation period.

9. **In-Service Training** - **S**election for in-service trainings which are linked with promotion shall be done on seniority basis and those at verge of promotion shall be given priority.

10. **Attachment:** The trainees for the purpose of acquaintance with practical disposal of Official/Government business shall undergo two months attachment on rotation basis at different sections of eGovernance/Digital Transformation Wings of different line departments and district administration/divisional eGoverannce cells.

11. **Indication :** 10% quota will be reserved for indication in different tiers of the cadre

12. **Quota in PMS/PPS Cadres:** Ten per cent by selection on merit, on the basis of competitive examination, to be conducted by the Commission in accordance with the provisions contained in Schedule-I (5) of PMS and PPS rules from amongst persons holding substantive posts member of eGovernance Services in BS-16 to BS-19 who possess equal qualification and experience as per their respective cadre

13. **Nomenclature of Positions, Job Description, Promotions, Key Performance indicators :** The officers are placed in their respective tier. The uniform nomenclature, positions and key performance indicator of each member of service is reflected in schedule III and IV.

14. **eGovernance Allowance**. The member of service shall be allowed to take benefit of eGovernance allowance as prescribed in schedule VI.

15. **eGovernance Council** - The council will be constituted to track the performance of eGovernance initiatives, planning, execution and implementation status, operational issues, capability building constraints and will issue policy directions for corrective measure for IT interventions. The council will review the progress of all head of eGovernance Service Delivery Units (eGSDU) on bimonthly basis. The Head of eGSDU will review the progress and performance of their respective departments/division/districts/attach formations on monthly basis.

16. **Deletion of posts.**—Posts/designation/job description etc. reflected in the in document shall stand deleted from any other service rules for the time being in force and such rules shall be deemed to have been amended to the above extent

Schedule –I (Schedule of Positions in Tier I)

Overall Departments vacant Posts												888
Total Demand for new Posts												**325**

Department	Proposed BPS 20	Existing Posts Budget 2019-20 BPS 19	Demand for new Posts BPS 19	Existing Posts BPS 18	Demand for new Posts BPS 18	Existing Posts Budget 2019-20 BPS 17	Demand for new Posts BPS 17	Existing Posts Budget 2019-20 BPS 16	Demand for New Posts BPS 16	Total Existing Posts	Total new Posts demanded	Existing vacant Posts	Proposed Total Sanctioned Posts
Administration Department	-		0	1	1	0	1	2	4	3	6	36	9
SMBR		2	1	4	2	0	4	6	6	12	13	21	25
Agriculture, Livestock, Cooperatives	-		1	1	1	1	2	3	6	5	10	20	15
Auqaf, Hajj, Religious & Minority Affairs	-		0	0	0	0	1	2	4	2	5	11	7
Chief Minister Secretariat	-		1	0	1	1	2	8	2	9	6	44	15
Communication & Works	-	1	1	1	2	4	2	12	2	18	7	31	25
Elementary & Secondary Education	-	1	1	2	2	3	2	18	0	23	5	73	28
Energy & Power	-		0		1	0	1	2	4	2	6	23	8
Establishment Department	-		2	1	4	5	6	11	0	17	12	112	29
Excise, Taxation & Anti-Narcotics	-		1	1	1	1	2	5	6	7	10	13	17
Finance Department	-	1	2	2	2	7	2	36	0	46	6	33	52
Food Department	-		0		1	0	1	5	6	5	8	20	13

Department												
Forest, Environment & Wildlife	-		0		1	0	1	1	4	1	6	-	7
Health Department	-		1	1	2	1	2	12	0	14	5	32	19
Higher Education Archives & Library	-		1	1	2	3	2	11	1	15	6	48	21
Home & Tribal Affairs	-		0	1	1	1	1	4	4	6	6	38	12
Housing Department	-		0		1	0	1	2	4	2	6	8	8
Industry, Commerce & Technical Education	-		1		2	0	2	7	6	7	11	22	18
Information & Public Relations	-		0		1	0	1	2	6	2	8	9	10
Irrigation Department	-		0		1	0	1	3	6	3	8	23	11
Inter Provincial Coordination Department						1	1	1	3	2	4	6	6
Labour Deparment	-		0		1	0	1	0	6	0	8	7	8
Law, Parlimentary Affairs & Human Rights	-		0		1	2	1	10	2	12	4	33	16
Local Government, Elections & Rural Development	-		1	1	2	1	2	5	7	7	12	16	19
Mine & Minerals Department	-		0		1	0	1	2	6	2	8	21	10
Planning & Development	-		2	1	2	1	2	25	0	27	6	57	33
Population Welfare	-		0		1	0	1	1	5	1	7	5	8
Public Health Engineering	-		0		1	0	2	4	4	4	7	14	11
Relief, Rehabalitation & Settlement	-		0		1	0	1	0	10	0	12	14	12
Science, Technology & Information Technology	1	0	2		4	1	4	4	6	5	16	15	21

Department													
Sports, Culture, Tourism, Archealogy & Youth Affairs	-		1		2	1	2	5	5	6	10	31	16
Transport & Mass Transit Department	-		1		2	0	2	5	5	5	10	22	15
Zakat, Usher, Social Welfare & Woment Empowerment	-		0	1	1	1	2	15	0	17	3	30	20
Total	1	5	20	18	48	35	59	229	205	287	332	888	619
Demanded Posts													

Schedule of Positions in Tier II – Directorates

Department Name	Directorate / Attach Formation	Sanctioned Posts	Sanctioned BPS 16	Demand BPS 16 T1	Demand BPS 16 T2	Sanctioned BPS 17	Demand BPS 17	Sanctioned BPS 18	Demand BPS 18	Sanctioned BPS 19	Demand BPS 19	Total Existing IT Pots	Total Demand Posts
Agriculture, Livestock, Cooperatives	PR4374 Directorate General Agriculture Extension	71	1	3	8	0	1	0	1	0	1	1	14
Agriculture, Livestock, Cooperatives	PR4377 Directorate of agriculture Engineering	28	2	3	8	0	1	0	0	0	0	2	12
Agriculture, Livestock, Cooperatives	PR4378 Crop Reporting Services Headquarter Peshawar	32	2	2	2	0	1	0	0	0	0	2	5
Agriculture, Livestock, Cooperatives	PR4380 Bureau of Agriculture Information	56	2	3	10	0	1	0	1	0	0	2	15
Agriculture, Livestock, Cooperatives	PR4387 Directorate of Soil Conservation	48	3	2	6	0	1	0	1	0	0	3	10
Agriculture, Livestock, Cooperatives	PR4392 Director General OFWM	49	5	2	6	0	1	0	1	0	1	5	11
Agriculture, Livestock, Cooperatives	PR4396 Director General L&DD (Research) Peshawar	177	1	2	6	1	1	0	1	0	1	2	11
Agriculture, Livestock, Cooperatives	PR4397 Director General L&DD (Extension) (Provincial)	617	11	2	6	0	1	0	1	0	1	11	11
Agriculture, Livestock, Cooperatives	PR4400 Director Breed Improvement	40	1	1	3	0	1	0	0	0	0	1	5
Agriculture, Livestock, Cooperatives	PR4407 Assistant Director Fisheries Carp Hatchery & Training Centre Peshawar	72	1	1	3	0	1	0	0	0	0	1	5

Department	Institution												
Agriculture, Livestock, Cooperatives	PR4736 Director General Agriculture Research Peshawar	67	1	1	8	0	1	0	1	0	0	1	11
Agriculture, Livestock, Cooperatives	PR4885 Directorate of Fisheries Peshawar (Headquarter)	44	5	1	8	0	1	0	1	0	0	5	11
Agriculture, Livestock, Cooperatives	PR4886 Directorate of Livestock Research & Development Peshawar	49	1	1	2	0	1	0	1	0	0	1	5
Elementary & Secondary Education	PR5207 Directorate of Elementary & Secondary Education Peshawar.	187	37	4	20	0	2	0	1	0	1	37	28
Elementary & Secondary Education	AD4335 Directorate of Curriculum & Teacher Education (DCTE)	8	4	1	2	1	1	0	0	0	0	5	4
Establishment Department	PR4015 Provincial Inspection Team	59	4	3	8	0	1	0	1	0	0	4	13
Establishment Department	PR4016 Secretariat Training Institute	37	2	2	6	1	1	0	1	0	0	3	10
Establishment Department	PR4024 Services Tribunal	76	4	3	10	1	1	0	1	0	0	5	15
Establishment Department	PR4025 Public Service Commission	301	26	4	20	3	4	1	2	0	1	30	31
Establishment Department	PR4027 Anti Corruption Establishment	565	3	2	6	1	1	0	1	0	0	4	10
Establishment Department	PR8028 IT Professional Training Centre(Reg Act)	24	0	2	6	17	1	0	1	0	0	17	10
Excise, Taxation & Anti0Norcotics	PR4050 Director General Excise and Taxation	217	24	4	18	2	2	2	2	0	1	28	27
Excise, Taxation & Anti0Norcotics	PR7002 Excise and Taxation Officer I Peshawar	87	9	1	10	0	0	0	0	0	0	9	11

Department	Office												
Excise, Taxation & Anti0Norcotics	PR7003 Excise and Taxation Officer II Peshawar	97	5	1	10	0	0	0	0	0	0	5	11
Excise, Taxation & Anti0Norcotics	PR7004 Excise and Taxation Officer III Peshawar	50	5	1	8	0	0	0	0	0	0	5	9
Excise, Taxation & Anti0Norcotics	PR7005 Excise and Taxation Officer IV Peshawar	51	2	1	8	0	0	0	0	0	0	2	9
Excise, Taxation & Anti0Norcotics	PR7006 Excise and Taxation Officer V Peshawar	23	3	1	6	0	0	0	0	0	0	3	7
Health Department	PR4309 Director General Health Services	406	30	3	18	4	4	3	3	0	1	37	29
Health Department	PR5890 Provincial Health Services Academy Peshawar	75	4	1	8	1	1	1	0	0	0	6	10
Health Department	PR5875 Independant Monitoring Unit (IMU) Health Khyber Pakhtunkhwa	173	1	1	4	0	1	1	1	0	0	2	7
Health Department	PR5988 Prime Minister's Program for Prevention and Control of Hepatitis(Reg Act)	3	1	1	2	0	0	0	0	0	0	1	3
Health Department	PR5989 Integrated HIV0Aids Hepatitis and Thalaseemia Control Program (Reg Act)	29	1	1	4	1	1	0	0	0		2	6
Health Department	PR5990 Strengthening of TB Control Program Khyber Pakhtunkhwa (Reg Act)	39	2	1	4	1	1	0	0	0		3	6
Health Department	PR5992 Mother, Neonatal and Child Health(MNCH) Program in Khyber Pakhtunkhwa (Reg Act)	398	30	1	18	0	1	0	0	0	0	30	20

Department	Project												
Health Department	PR8001 Social Health Protection Initiative, Khyber Pakhtunkhwa (Reg Act)	59	4	1	4	1	1	1	0	0	0	6	6
Higher Education Archives & Library	PR4133 Directorate of Higher Education (Colleges)	156	11	3	10	0	2	0	1	0	1	11	17
Higher Education Archives & Library	PR5795 Directorate General of Commerece Education & Management	47	2	2	4	0	1	0	1	0	1	2	9
Higher Education Archives & Library	PR4286 Directorate of Archives (Provincial)	114	5	2	7	2	1	0	1	0	0	7	11
Higher Education Archives & Library	PR4980 Establishment of Higher Education Teachers Traning Academy at Peshawar	28	3	2	6	0	1	0	1	0	0	3	10
Home & Tribal Affairs	PR5997 Prisons		15	3	10	0	1	0	1	0	0	15	15
Home & Tribal Affairs	PR4601 Directorate of Prosecution (Provincial)	98	25	3	20	1	1	0	1	0	0	26	25
Home & Tribal Affairs	PR4646 Provincial Public Safty & Complaint Commission	14	3	2	4	1	1	0	1	0	0	4	8
Home & Tribal Affairs	PR5996 Computerization of Arms License(Reg Act)	113	107	31	75	3	2	0	1	0	0	110	109
Information & Public Relations	PR4075 Directorate General. information & Public Relations Peshawar	160	11	3	12	21	4	1	2	0	1	33	22
Information & Public Relations	PR5480 Radio Station Peshawar	25	1	1	2	0	1	0	0	0	0	1	4
Information & Public Relations	PR5903 Establishment of Special Media Cell (Reg Act)	9	2	1	2	2	1	0	0	0	0	4	4

Department	Project												
Information & Public Relations	PR5904 Strengthening of Information Department (Reg Act)	11	4	2	2	1	1	0	1	0	0	5	6
Local Government, Elections & Rural Development	PR5704 Directorate General Local Government & Rural Development	45	4	2	8	0	2	0	1	0	1	4	14
Mine & Minerals Department	PR4442 Headquarter's Office Mineral Development Department Peshawar	219	10	3	10	1	1	0	0	0	0	11	14
Mine & Minerals Department	PR4365 Inspectorate of Mines Provincial (in the Directorate General Mines& Minerals	105	8	3	10	0	1	0	1	0	0	8	15
Mine & Minerals Department	PR5161 Mineral Testing Laboratory Exploration promotion Division Mines & Mineral Hayat Abad peshawar	52	2	2	4	0	1	0	0	0	0	2	7
Mine & Minerals Department	PR5472 Commissioner of Mines, Labour Welfare	29	2	2	4	0	1	0	0	0	0	2	7
Planning & Development	PR4654 Project Planning and implementation Cell	35	3	1	2	0	1	0	0	0	0	3	4
Planning & Development	PR5900 Urban Policy Unit (UPU) (Reg Act)	36	0	1	2	1	1	0	1	0	0	1	5
Planning & Development	PR5902 Sustainable Development Unit (SDU) (Reg Act)	27	3	4	8	1	2	0	0	0	0	4	14
Planning & Development	PR5919 Monitoring & Evaluation System (M&E) Peshawar Division (Reg Act)	13	3	1	2	0	1	0	1	0	0	3	5

Department	Entity												
Planning & Development	PR5920 Director General Monitoring & Evaluation System (M&E) (Reg Act)	62	8	3	10	0	2	0	1	0	1	8	17
Planning & Development	PR4069 Bureau of Statistics Provincial	72	1	3	8	1	2	0	0	0	0	2	13
Population Welfare	PR4952 Directorate General of Population Welfare	118	3	3	10	2	2	0	1	0	1	5	17
Relief, Rehabalitation & Settlement	PR4976 Civil Defence Provincial	32	1	2	4	0	1	0	0	0	0	1	7
Relief, Rehabalitation & Settlement	PR4977 Rescue 1122 Peshawar (HeadQuarter)	81	1	3	10	3	2	0	1	0	0	4	16
Relief, Rehabalitation & Settlement	PR5624 D.G Provincial Disaster Management Authority (PDMA)	195	25	4	20	0	2	0	1	0	0	25	27
Relief, Rehabalitation & Settlement	PR8003 Provincial Reconstruction,Rehabilitation & Settlement Authority (PaRRSA) (Reg Act)	66	6	1	2	2	1	0	0	0	0	8	4
Sports, Culture, Tourism, Archealogy & Youth Affairs	PR4355 Directorate of Sports Pakhtunkhwa (Provincial Level)	221	2	2	4	0	2	0	1	0	1	2	10
Sports, Culture, Tourism, Archealogy & Youth Affairs	PR4895 Archeology and Museums (Provincial)	152	1	2	4	0	1	0	1	0	0	1	8
Sports, Culture, Tourism, Archealogy & Youth Affairs	PR4947 DIRECTORATE OF TOURIST SERVICES PESHAWAR	122	5	3	8	0	2	0	1	0	1	5	15
Sports, Culture, Tourism, Archealogy & Youth Affairs	PR4989 Directorate of Youth Affairs Khyber Pakhtunkhwa	36	5	3	8	0	2	0	1	0	0	5	14

Department	Project												
Sports, Culture, Tourism, Archealogy & Youth Affairs	PR4991 Directorate of Culture Pakhtunkhwa	53	2	2	4	1	2	0	1	0	0	3	9
Science, Technology & Information Technology	PR4528 Science and Technology Directorate	64	6	3	10	2	4	0	2	2	2	10	21
Science, Technology & Information Technology	PR5994 ICT Infrastructure for Govt. of Khyber Pakhtunkhwa (Reg Act)	16	4	2	4	4	6	0	3	0	1	8	16
Transport & Mass Transit Department	PR5122 Directorate of Transport	341	68	5	55	3	4	1	2	0	0	72	66
Zakat, Usher, Social Welfare & Woment Empowerment	PR4359 Social Welfare Provincial	93	4	2	4	0	1	0	1	0	0	4	8
Zakat, Usher, Social Welfare & Woment Empowerment	PR4986 Ombudsperson Office for Protection Against Harrasment of Women at Workplace Act 2010	13	1	1	2	0	1	0	0	0	0	1	4
Communication & Works	PR5225 XEN Provincial Buildings Maintenance Cell	526	2	2	4	0	1	0	0	0	0	2	7
Communication & Works	PR5437 Chief Engineer (Centre)	74	3	2	6	0	1	0	1	0	0	3	10
Communication & Works	PR5438 Chief Engineer (North)	76	5	2	6	0	1	0	1	0	0	5	10
Forest, Environment & Wildlife	PR4402 Dir Budget & Accounts Officer (Envt:)	31	3	2	4	1	1	0	0	0	0	4	7
Forest, Environment & Wildlife	PR4405 Chief Conservator Forest	73	1	2	4	0	1	0	1	0	0	1	8
Forest, Environment & Wildlife	PR4779 Integrated specialized Units Human Resource Development	55	4	3	8	0	1	0	1	0	0	4	13

Department	Project												
Forest, Environment & Wildlife	PR4780 Integrated specialized Unit Gender and Development	97	2	3	8	0	1	0	1	0	0	2	13
Forest, Environment & Wildlife	PR4781 R&D Directorate Central and Southern at Peshawar HQ	23	1	2	4	0	1	0	0	0	0	1	7
Forest, Environment & Wildlife	PR4804 Deputy Director Planning	12	2	1	2	0	1	0	0	0	0	2	4
Forest, Environment & Wildlife	PR4806 Conservator of Forest S.Circle Peshawar	33	1	1	2	0	1	0	0	0	0	1	4
Forest, Environment & Wildlife	PR4808 DFO0I II III FMC Peshawar	89	1	2	4	0	1	0	1	0	0	1	8
Forest, Environment & Wildlife	PR4815 Director Non Timber Forest Product (NTFP)	12	2	1	2	0	1	0	0	0	0	2	4
Forest, Environment & Wildlife	PR4877 Environment Directorate (EPA)	94	5	3	8	1	1	0	1	0	0	6	13
Forest, Environment & Wildlife	PR4958 Director General, Pakistan Forest Instit ute Peshawar.	521	3	3	8	0	1	0	1	0	0	3	13
Finance Department	PR5749 Energy Monitoring Unit, Finance Departt.	24	4	2	4	0	1	0	1	0	0	4	8
Finance Department	PR4742 Directorate of Treasuries & Accounts	32	1	2	4	0	1	0	1	0	0	1	8
Finance Department	PR5883 Automation of Pension Payment and Monitoring Cell Peshawar (Reg Act)	88	77	5	60	3	1	0	1	0	0	80	67
Finance Department	PR4057 Local Fund Audit	255	4	3	8	0	1	0	1	0	0	4	13
Food Department	PR4450 Director Food (Head Office)	111	31	3	10	1	1	0	1	0	0	32	15

Industry, Commerce & Technical Education	PR4443 Headquarter's Office Peshawar (Directorate of Industries)	98	1	3	8	0	1	0	1	0	0	1	13
Industry, Commerce & Technical Education	PR7239 Consumer Protection Council in the Direc torate of Industries Peshawar.	9	1			0		0		0		1	0
Irrigation Department	PR4415 Chief & Engineer (North) Irrigation	90	4	2	4	0	1	0	0	0	0	4	7
Irrigation Department	PR4417 Executive Engineer Peshawar Canal Division Peshawar	262	1	1	2	0	1	0	0	0	0	1	4
Irrigation Department	PR4418 Special Revenue Peshawar Canal Division Peshawar	81	1	1	2	0	1	0	0	0	0	1	4
Irrigation Department	PR4419 Executive Engineer Warsak Canal Division Peshawar	331	1	1	2	0	1	0	0	0	0	1	4
Irrigation Department	PR4420 Special Revenue Worsak Canal Division Peshawar	66	2	1	2	0	1	0	0	0	0	2	4
Irrigation Department	PR4424 Executive Engineer Mechanical Irrigation Division Peshawar	113	3	1	2	0	1	0	0	0	0	3	4
Irrigation Department	PR4487 Director General Small Dams Khyber Pakthunkhwa	41	2	1	2	0	1	0	1	0	1	2	6
Irrigation Department	PR4883 Suptt: Engineer Peshawar Circle Peshawar	36	1	1	2	0	1	0	0	0	0	1	4
Irrigation Department	PR4892 CHIEF ENGINEER (South)	111	3	2	4	0	1	0	1	0	0	3	8

Department	Office												
Labour Deparment	PR4067 Weights and Measures Cell Provincial	16	1	1	2	0	1	0	0	0	0	1	4
Labour Deparment	PR4363 Director Labour Welfare Activities	79	3	2	4	1	2	0	1	0	0	4	9
Law, Parlimentary Affairs & Human Rights	PR4005 Advocate General	162	7	3	8	2	2	0	1	0	0	9	14
Law, Parlimentary Affairs & Human Rights	PR4959 DIRECTROATE GENERAL OF LAW & HUMAN RIGHT	67	4	3	8	0	2	0	1	0	1	4	15
Public Health Engineering	PR5418 Chief Engineer (North) Public Health Engineering	61	4	3	10	0	2	0	1	0	0	4	16
Public Health Engineering	PR5419 Chief Engineer (South) Public Health Engineering	63	4	3	10	0	2	0	1	0	0	4	16
Energy & Power	PR5126 Electric Inspector Provincial	44	5	3	10	1	2	0	0	0	0	6	15
		6684	804	258	885	97	144	11	76	2	21	914	1384

Schedule of Positions in Tier III – SMBR/Division/Districts/Devolved Departments

Divisional Headquarters

Division	Existing BPS 19	Demand BPS 19	Existing BPS 18	Demand BPS 18	Existing BPS 17	Demand BPS 17	Existing BPS 16	BPS 16 (Tech)	BPS 16 (IT Support)	Existing Total IT Posts	Total Demand for Posts
Bannu Division	0	1	0	1	0	2	2	2	6	2	12
Dera Ismail Khan Division	0	1	0	1	0	2	3	2	6	3	12
Hazara Division	0	1	0	1	0	2	3	2	6	3	12
Kohat Division	0	1	0	1	0	2	2	2	6	2	12
Malakand Division	0	1	0	1	0	2	5	2	6	5	12
Mardan Division	0	1	0	1	0	2	2	2	6	2	12
Peshawar Division	0	1	0	1	0	2	2	2	6	2	12
Total	0	8	0	9	0	18	19	18	52	19	124

District Commissioners Offices

District Administration	Existing Posts Budget 2019-20 BPS 16	Demand for new Posts BPS-16	Existing Posts Budget 2019-20 BPS 17	Demand for new Posts BPS 17	Total Posts BPS 17 (D+E)	Existing Posts Budget 2019-20 BPS 18	Demand for new Posts BPS 18	Existing Posts Budget 2019-20 BPS 19	Demand for new Posts BPS 19	Total Existing	Total Demand for new Posts
Deputy Commissioner Abbottabad	22	0	2	2	4	3	1		0	27	3

Deputy Commissioner Bannu	28	0	2	2	4	4	1			0	34	3
Deputy Commissioner Battagram	19	0	3	2	5	1	1			0	23	3
Deputy Commissioner Buner	41	0	2	2	4	3	1			0	46	3
Deputy Commissioner Charsadda	27	0	3	2	5	1	1	1		0	32	3
Deputy Commissioner Chitral	27	0	2	2	4		1			0	29	3
Deputy Commissioner D I Khan	27	0	2	4	6	4	2			0	33	6
Deputy Commissioner Dir Lower	36	0	2	2	4	0	1			0	38	3
Deputy Commissioner Dir Upper	29	0	2	2	4	0	1			0	31	3
Deputy Commissioner Hangu	19	0	3	2	5	1	1			0	23	4
Deputy Commissioner Haripur	19	0	3	2	5	1	1			0	23	4
Deputy Commissioner Karak	22	0	3	2	5	1	1			0	26	3
Deputy Commissioner Kohat	24	0	2	2	4	3	1			0	29	3
Deputy Commissioner Kohistan	8	0	1	2	3	0	1			0	9	3
Deputy Commissioner Kohistan Lower	8	0	1	2	3	0	1			0	9	3
Deputy Commissioner Kolai Pallas Kohistan	1	7		2	2	0	1			0	1	10
Deputy Commissioner Kolai Pallas, Kohitsan	2	6	1	2	3	0	1			0	3	9
Deputy Commissioner Lakki Marwat	19	0	3	2	5	1	1			0	23	4
Deputy Commissioner Malakand	22	0	2	2	4	0	1			0	24	3
Deputy Commissioner Mansehra	23	0	3	2	5	1	1			0	27	3
Deputy Commissioner Mardan	31	0	2	4	6	4	2			0	37	6
Deputy Commissioner Nowshera	44	0	3	2	5	1	1			0	48	3
Deputy Commissioner Peshawar	35	0	2	2	4	5	1			0	42	3
Deputy Commissioner Shangla	38	0	3	2	5	1	1			0	42	3
Deputy Commissioner Swabi	29	0	3	2	5	1	1			0	33	3
Deputy Commissioner Swat	89	0	3	4	7	1	2			0	93	6
Deputy Commissioner Tank	19	0	3	2	5	1	1			0	23	3

Deputy Commissioner Tor Ghar	8	0	2	2	4	0	1		0	10	3
Deputy Commissioner Chitral Upper		6	0	2		0	1		0	0	9
Deputy Commissioner Khyber		6	0	2	1	0	1		0	0	9
Deputy Commissioner Orakzai		6	0	2	1	0	1		0	0	9
Deputy Commissioner Bajaur		6	0	2	1	0	1		0	0	9
Deputy Commissioner Mohmand		6	0	2	1	0	1		0	0	9
Deputy Commissioner North Waziristan		6	0	2	1	0	1		0	0	9
Deputy Commissioner Kurram		6	0	2	1	0	1		0	0	9
Deputy Commissioner South Waziristan		6	0	2	1	0	1		0	0	9
	716	61	63	79	133	38	40	1	0	818	180

District Departments

Parent Department	Department	Existing BPS 17	Demanded BPS 17	Existing BPS 16	Demanded BPS 16 Tech	Demanded BPS 16 IT Support	Total
Agriculture	Agriculture Extension	0	1	1	0	1	2
Agriculture	Livestock and Dairy Development	0	1	5	0	1	2
Agriculture	On-farm water Management	0	1	25	0	1	2
Agriculture	Fisheries	0	1	2	0	1	2
Agriculture	Soil Conservation	0	1	0	0	1	2
Agriculture	Cooperatives	0	1	0	0	1	2
Summary	Total for each District (35)	0	210	33	0	210	420
	vacant Posts						1371
Communication and Works	Communication and Works (Roads)	0	1	16	0	1	2

Department	Office						
Communication and Works	Communication and Works (Buildings)	0	1		0	1	2
Summary	**Total for each District (35)**	**0**	**70**	**16**	**0**	**70**	**140**
	vacant Posts						**681**
Elementary and Secondary Education	Elementary & Secondary Education (MALE) (Administrative Office)	0	1	389	1	2	4
Elementary and Secondary Education	Elementary & Secondary Education (FEMALE) (Administrative Office)	0	1		1	2	4
Summary	**Total for each District (35)**	**0**	**70**	**389**	**70**	**140**	**280**
	vacant Posts						**2509**
Health	Health	0	1	107	0	2	3
Health	Health Care Commission	0	0		1	2	3
Health	Drug inspectors	0	0		1	2	3
Summary	**Total for each District (35)**	**0**	**35**	**107**	**70**	**210**	**315**
	vacant Posts						**13235**
Local Government	Local Government and Rural Development	0	1	52	0	1	2
Summary	**Total for each District (35)**	**0**	**35**	**52**	**0**	**35**	**70**
	vacant Posts						**1289**
Home Department	District Public Safty Commission	0	0	25	1	1	2
Home Department	District Public Prosecutors	0	0	63	1	1	2
Summary	**Total for each District (35)**	**0**	**0**	**88**	**70**	**70**	**140**
	vacant Posts						**575**
Finance Department	Treasury Establishment	0	0	1	1	1	2

Summary	**Total for each District (35)**	**0**	**0**	**1**	**35**	**35**	**70**
	vacant Posts						**166**
Population Welfare	Population Welfare	0	1	1	0	1	2
Summary	**Total for each District (35)**	**0**	**35**	**1**	**0**	**35**	**70**
	vacant Posts						**546**
Public Health Engineering	Public Health Engineering (Rural)	0	1	28	0	1	4
Summary	**Total for each District (35)**	**0**	**35**	**28**	**0**	**35**	**140**
	vacant Posts						**569**
Social Welfare	Social Welfare	0	1	28	0	1	2
Summary	**Total for each District (35)**	**0**	**35**	**28**	**0**	**35**	**70**
	vacant Posts						**758**
Sports	Sports, Culture & Youth affairs	0	1	48	0	1	4
Summary	**Total for each District (35)**	**0**	**35**	**48**	**0**	**35**	**140**
	vacant Posts						**758**
Law Department	District Attorney	0	0	44	1	1	4
Summary	**Total for each District (35)**	**0**	**0**	**44**	**35**	**35**	**140**
	vacant Posts						**96**
Excise and Taxation Department	Excise and Taxation	0	1	49	0	1	4
Summary	**Total for each District (35)**	**0**	**35**	**49**	**0**	**35**	**140**
	vacant Posts						**132**
Food	District Food Controller	0	1	25	0	1	4
Summary	**Total for each District (35)**	**0**	**35**	**25**	**0**	**35**	**140**
	vacant Posts						**168**
Relief Department	Rescue 1122	0	1	362	0	1	4
Summary	**Total for each District (35)**	**0**	**35**	**362**	**0**	**35**	**140**

	vacant Posts								1779
	Grand Total		0	665	1271	280		1050	2415

Overall Breakup of Positions (BPS and Tier-wise)

Tiers wise details	BPS 20	BPS 19	BPS 18	BPS 17	BPS 16	Total Demanded	Total Existing Posts	Total Vacant Posts (Overall)	Required Posts from Overall Vacant Posts
T1 (Secretariat)	1	20	48	59	205	333	287	888	37 %
T2 Divisions	0	8	9	18	19	54	19	80	67 %
T2 DCs	0	0	40	79	61	180	818	1913	9 %
T2 District Dept.	0	0	0	665	1330	1995	1271	25207	8 %
T3 Directorates / Attach Formations	0	21	76	144	1143	1436	914	2818	50 %
Total	1	49	173	965	2758	3998	3309	30906	12 %

Schedule- II

Syllabus and Standard for competitive exam for initial recruitment in BS-17

The Examination shall include General Technical Compulsory and Specialized Technical Compulsory Subjects, and every candidate will take all the compulsory subjects.

1. A candidate shall answer the papers in English unless otherwise directed.

2. The total marks of General Technical Compulsory Subjects are 350 while there should be two Specialized Technical Compulsory Papers of 300 marks each covering 150 marks.

3. The general technical compulsory and specialized technical compulsory subjects and maximum marks fixed for each subject shall be as shown in the statement below:

S.No	General Technical Compulsory	
	Subjects	Maximum Marks
1	Computer Science and Information Technology	*100*
2	e-Governance and Mobile Governance	*50*
3	Digital Transformation and Potential cases studies	*50*
4	Information Management, Management Information System and Software Engineering	*50*
5	State of the art of emerging technologies	*50*
6	IT Project Planning, Development, Management and executions (Agile, Scrum, Six Sigma)	50
	Total	**350**
	General Specialized Compulsory	
1	Web Technologies, Application Development, Database Design, IT infrastructure, IoT, blockchain, Smart ICT Solutions, Semantic Web, Human Computer Interaction, UX/UI, Usability, Software Engineering, Sensor Network, Data warehousing/data mining	200
2	IT Service Management, Governance of Enterprise IT, IT Governance, Management of IT applications/services and projects	200
	Total	**400**

Detailed course contents of these courses will be designed by ST&IT Department and will share with Public Service commission or any organization want to hire officers by initial recruitment.

Training Schedule :

The training is divided into two portions:

o Theory   total duration 2 months
o Practical   total duration 4 months

Theory:

To be imparted in ST&IT Department in collaboration with KPITB, Other training institutes, NIMS, University of Peshawar, IMSciences etc.

Topics:

1. The conceptual and practice-based boundaries and foundations of the field of e-Government
2. Agendas for e-Government research and research roadmaps
3. Foundations and research methodologies for the study of e-Government
4. The nature of inter- and multidisciplinary research designs in e-Government
5. Theoretical foundations and analytical approaches in the study of e-Government
6. e-government education, knowledge and competencies
7. ICT-enabled policy-making and e-government policies
8. ICT-enabled organizational forms/networked e-government
9. Mobile to legacy/non-mobile application integration
10. Mobility and e-government transformation: Challenges and opportunities
11. Web 2.0/3.0 in government
12. Open data: Challenges, opportunities, standards, and protocols
13. Data-driven public policy and decision making
14. RFID-enabled smart government

15. Government's role in open-source
16. Archiving and preservation of government records in digital form, in particular for small organizations
17. IT, government, and an aging population
18. Societal challenges and e-Government, for instance, engaging citizens through technology
19. Esta code etc.

Training Schedule :

The training is divided into two portions:

o Theory   total duration 2 months
o Practical   total duration 4 months

Practical Training (Attachment): Duration 4 months

During this period the under trainee eGoverannce officers will be attached with different sections and institutions to gain supervised Practical experience which will help in developing the needed skills.

Schedule –III
Nomenclature, Transfer/Postings, Key Performance Indictors

BS-20
Strategic IT Governance, IT Portfolio and Program Management, Digital Transformation, Policy Formation, eGovernment

Nomenclature of Post.	Age Limit	Placement	Promotion Criteria			KPIs
-	-	-	-	**Required Education**	**Required Certification**	
Chief eGovernance	45-50	ST&IT	10 Years 12 Years 15 Years	PhD MS(CS/IT/SE) BS(CS/IT/SE), MSc. MIT	PMP, ITIL, COBIT 5	**Annexed – A1**

BS-19
Planning and Governance of Enterprise IT Service Management
IT Service Management and IT Operations (Planning and Governance, Technology and Innovation Wing)

Nomenclature of Post.	Age Limit	Placement	Promotion Criteria			KPIs
				Required Education	**Required Certification**	
-	-	-	-			
Director eGovernance	35-45	T1	08 Years 10 Years 12 Years	PhD MS(CS/IT/SE) BS(CS/IT/SE), MSc., MIT	PMP, ITIL, COBIT 5	**Annexed – B1**
Additional Chief IT	35-45	Planning and Development, Finance	08 Years 10 Years 12 Years	PhD MS(CS/IT/SE) BS(CS/IT/SE), MSc. MIT	PMP, ITIL, COBIT 5	**Annexed – B2**
Director eGovernance	35-45	T2 T3	08 Years 10 Years 12 Years	PhD MS(CS/IT/SE) BS(CS/IT/SE), MSc, MIT	PMP, ITIL, COBIT 5	**Annexed – B3**

BS-18

Tech-Services, Integration, Transformation & Data Analysis, Cyber Security, Solution Design and Application Deployments

Nomenclature of Post.	Sub Steam	Age Limit	Placement	Promotion Criteria			KPIs
-	-	-	-	*Required Experience*	*Required Education*	*Required Certification*	
Deputy Director eGovernance	*Assistant Director eGovernance*	35-45	T1	07 Years	MSc or BS , MIT	Any Microsoft or Cisco or Other Certification	*Annexed – C1*
Deputy Director eGovernance	*Assistant Director eGovernance*	35-45	T2 T3	07 Years	MSc or BS , MIT	Any Microsoft or Cisco or Other Certification	*Annexed – C2*

BS-17

Enterprise application, Infrastructure, Security, Geo-spatial, IT Administration & Communication, IT Service Management

Nomenclature of Post.	Sub Steam	Age Limit	Placement	Promotion Criteria			KPIs
-	-	-	-	Required Experience	Required Education	Required Certification	
Assistant Director eGovernance	Additional Assistant Director eGovernance	35-45	T1 T2 T3	05 Years	*MSc or BS, MIT, BA with One Year Diploma in IT*	*Mandatory 3 months Training*	**Annexed – D1**
Assistant Director eGovernance	Additional Assistant Director eGovernance			05 Years	*MSc or BS, MIT, BA with One Year Diploma in IT*	*Mandatory 3 months Training*	**Annexed – D2**
Assistant Director eGovernance	Additional Assistant Director eGovernance			05 Years	*MSc or BS, MIT, BA with One Year Diploma in IT*	*Mandatory 3 months Training*	**Annexed – D3**
Assistant Director eGovernance	Additional Assistant Director eGovernance			05 Years	*MSc or BS, MIT, BA with One Year Diploma in IT*	*Mandatory 3 months Training*	**Annexed – D4**
Assistant Director eGovernance	Additional Assistant Director eGovernance			05 Years	*MSc or BS, MIT, BA with One Year Diploma in IT*	*Mandatory 3 months Training*	**Annexed – D5**
Assistant Director eGovernance	Additional Assistant Director eGovernance			05 Years	*MSc or BS, MIT, BA with One Year Diploma in IT*	*Mandatory 3 months Training*	**Annexed – D6**
Assistant Director	Additional Assistant			05 Years	*MSc or BS, MIT, BA with One*	*Mandatory 3 months*	**Annexed –**

| eGovernance | Director eGovernance | | | | *Year Diploma in IT* | *Training* | **D7** |

BS-16
IT Support, Information System Management, System Support, Data Analysis, System Delivery, Database operations

Nomenclature of Post.	Sub Steam	Age Limit	Placement	Promotion Criteria			KPIs
-	-	-	-	**Required Experience** *MSc or BS, MIT, BA with One Year Diploma in IT*	**Required Education**	**Required Certification**	
Additional Assistant Director eGovernance	eGovernance Applications, Portals and Services, Service transition, Service Operation, Continual Service Improvement		T1 T2 T3	1 Year	*MSc or BS, MIT, BA with One Year Diploma in IT*	*Mandatory 3 months Training*	**Annexed – E1**
Additional Assistant Director eGovernance	System Analyst, BRR, Web, Desktop, Mobile, Programming, Agile			1 Year	*MSc or BS, MIT, BA with One Year Diploma in IT*	*Mandatory 3 months Training*	**Annexed – E2**
Additional Assistant Director eGovernance	Data Governance, Data Architecture, Data base design, Modeling, data Security, Integration, Storage, Performance, Backup and Optimization, Business Intelligence, Data Warehousing, Data Mining			1 Year	*MSc or BS, MIT, BA with One Year Diploma in IT*	*Mandatory 3 months Training*	**Annexed – E3**
Additional Assistant Director eGovernance	System, Communication, Networking, Servers, Cloud, Clustering, Load Management, Network Optimization)			1 Year	*MSc or BS, MIT, BA with One Year Diploma in*	*Mandatory 3 months Training*	**Annexed – E4**

Additional Assistant Director eGovernance	Geographic Information System, Remote Sensing, Digital Imagining, Data Analysis, Google Mapping, Geo statistics, Web Mapping, Spatial Analysis, Geospatial Intelligence		1 Year	*MSc or BS, MIT, BA with One Year Diploma in IT*	*Mandatory 3 months Training*	**Annexed – E5**
				IT		
Additional Assistant Director eGovernance	Cyber Security Planning, Intrusion detection, Malware analysis & Reversing, Ethical Hacking, Penetration Testing, Security Analysis, Encryption		1 Year	*MSc or BS, MIT, BA with One Year Diploma in IT*	*Mandatory 3 months Training*	**Annexed – E6**
Additional Assistant Director eGovernance	IT Support, Service Management, Operations, Troubleshooting, Implementation of IT Systems, Service Operation	T1 T2 T3	Year	*MSc or BS, MIT, BA with One Year Diploma in IT*	*Mandatory 3 months Training*	**Annexed – E7**

Overall Breakup of Positions (BPS and Tier-wise)

	BPS 20	BPS 19	BPS 18	BPS 17	BPS 16 (Tech)	BPS 16 (IT Support)	Total
T1	1	18	44	95	96	384	638
T2	0	7	14	28	32	70	151
T2 Districts	0	0	29	62	102	174	367
T2 District Dept.	0	0	35	805	400	1600	2840
T3	0	3	94	188	270	900	1455
Total	1	28	216	1178	900	3128	5451

Schedule –IV
Promotion and Transfers (Department, Division, District and Devolved Departments)

Nomenclature of Post.	Qualification and Experience by initial Recruitment	Age Limit	Applicable Tire	Method of Appointment	Promotion Criteria
Chief IT (BS-20)	PhD with 10 Years, MS(CS/IT/SE) with 12 Years, BS(CS/IT/SE)/MCS/MIT MSc with 15 Years Having International Certification in CGEIT, PMP, RMP, COBIT, TOGAF.	35-50	T1, T2, T3	50% by promotion and 50% by Initial Recruitment. By promotion, on the basis of selection on merit, from amongst the Members of Services in (BS-19) on the basis of Seniority cum fitness .Four months advance in-service training from a recognized institution or KP Information Technology Board or ST&IT nominated organizations.	PhD with 10 Years, MS(CS/IT/SE) with 12 Years, BS(CS/IT/SE)/MCS/MIT MSc with 15 Years Having International Certification in CGEIT, PMP, RMP, COBIT, TOGAF
Director eGovernance (BS-19)	PhD with 08 Years, MS(CS/IT/SE) with 10 Years, BS(CS/IT/SE)/MCS/MIT MSc with 12 Years Having International Certification in ITIL, PMP, COBIT, MSCD or CCNP	35-45	T1	100% by promotion. By promotion, on the basis of selection on merit, from amongst the Members of Services in (BS-18) on the basis of Seniority cum fitness.	PhD with 08 Years, MS(CS/IT/SE) with 10 Years, BS(CS/IT/SE)/MCS/MIT MSc with 12 Years Having International Certification in ITIL, PMP, COBIT, MSCD or

				Four months advance in-service training from a recognized institution or KP Information Technology Board or ST&IT nominated organizations.	CCNP
Deputy Director eGovernance (BS-18)	PhD with 08 Years, MS(CS/IT/SE) with 10 Years, BS(CS/IT/SE)/MCS/MIT MSc with 12 Years Having International Certification in ITIL, PMP, COBIT, MSCD or CCNP	30-40	T1	100% by promotion. By promotion, on the basis of selection on merit, from amongst the Members of Services in (BS-17 – All sub streams) on the basis of seniority cum fitness basis Four months advance in-service training from a recognized institution or KP Information Technology Board or ST&IT nominated organizations.	7 Years with any relevant certification or mandatory training
Deputy Director eGovernance (BS-18)	PhD with 08 Years, MS(CS/IT/SE) with 10 Years, BS(CS/IT/SE)/MCS/MIT MSc with 12 Years Having International Certification in ITIL, PMP, COBIT, MSCD or CCNP	30-40	T2, T3	100% by promotion. By promotion, on the basis of selection on merit, from amongst the Members of Services in (BS-17 – All sub streams) on the basis of seniority cum fitness basis Four months advance in-service training from a	7 Years with any relevant certification or mandatory training

				recognized institution or KP Information Technology Board or ST&IT nominated organizations.	
Assistant Director eGovernance (BP-17)	PhD with 01 Years, MS(CS/IT/SE) with 03 Years, BS(CS/IT/SE)/MCS/MIT MSc with 05 Years Certification in MSCD or MCSE or CCNP or OCP or CISP or CEH or Andriod/IoS or CCNA or Cloud, VM certification or GIS/RS or CISSP or CEH or MCP or MOUS	28-33	T1, T2, T3	100% by promotion. By promotion, on the basis of selection on merit, from amongst the Members of Services in (BS-16-All sub steams) on the basis of Seniority Cum fitness basis. Six months advance in-service training from a recognized institution or KP Information Technology Board or ST&IT nominated organizations.	5 Years with any relevant certification or mandatory training
Additional Assistant Director eGovernance (BS-16)	MS(CS/IT/SE) with 06 months, BS(CS/IT/SE)/MCS/MIT MSc with 01 Year Having International Certification in MOUS or MCP or MCSE or CCNA or GIS/RS	22-30	T1, T2, T3	By Initial Recruitment	

Key Responsibilities and Key Performance Indicators

A1: Chief Information Technology (BS-20)

Key Role and Responsibilities

1. Responsible for developing collaborations to advance the GO KP mission of eGovernance and Technology-Driven Government
2. Leadership in the development of a strategic direction for information technology services, gauging and anticipating the diverse needs of Government of KP Departments/Directorates/Districts, monitoring trends and innovations in the industry to meet those needs; developing and implementing strategic long and short-term technology plans; and making actionable recommendations to senior leadership;
3. Ensure IT data security, risk management, disaster recovery and business continuity planning processes are in place and receive regular review for currency and adequacy;
4. Exercise diligent evaluation and careful budgetary management, including budget preparation and the ability to analyze and resolve complex issues
5. Develop and organize technology talent that is structured to efficiently deliver services across the organization;
6. Develop, successfully implement, and oversee strategic technology policies throughout the Government;
7. Works with the allied body and IT professionals to advance the Government experience with creative technology integration in areas of open Government, Citizen Participation and Public Service Delivery.
8. Conducts ongoing assessment, planning and oversight of the proper management of technology and daily service delivery;
9. Participates in strategic and operational planning committees;
10. Develops and maintains an IT organizational structure designed to meet institutional needs and demands, assessing and identifying the most cost effective investment of financial resources toward IT systems, staffing, daily operations, product purchases and/or in-house development activities;
11. Cultivates and manages strategic relationships with both internal and external government organizations;
12. Performs other duties and functions as assigned.

Reporting Line

Secretary ST&IT

Key Performance Indictors

1. No of Strategic plans/policies/SOPs/guidelines developed and implemented
2. No of Master plans drafted, approved and implemented
3. No of eGovernance Program and project implemented
4. No of Capability building activities initiated

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Portfolio Management

Mandatory Certification

CGEIT, PMP, RMP, COBIT, TOGAF

Mandatory Skills
Strategic planning skills, Leadership skills, Interpersonal skills, Change management skills, Technical Management Skills

Mandatory domains of understanding:
Strategic IT Governance, IT Portfolio and Program Management, Digital Transformation, Policy Formation, eGovernment Master planning

B1: Director eGovernance (BS-19)

Key Role and Responsibilities

1. Responsible for developing collaborations to advance the GO KP mission of eGovernance and Technology-Driven Government
2. Oversees the technical assessments of new technologies and development of technology standards for end user hardware and software.
3. Responsible for planning, designing, implementation, post-implementation support of all ICT/eGovernance application of their respective hierarchy/tire
4. Manage information technology, computer systems, web portal and eservices
5. Plan, organize, control and evaluate IT and electronic data operations and services
6. Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
7. Design, develop, implement and coordinate systems, policies and procedures
8. Ensure security of data, network access and backup systems
9. Act in alignment with user needs and system functionality to contribute to organizational policy
10. Identify problematic areas and implement strategic solutions in time
11. Audit systems and assess their outcomes
12. Preserve assets, information security and control structures
13. Handle annual budget and ensure cost effectiveness
14. Identifies opportunities and solutions for operational improvements.
15. Performs other duties and functions as assigned.

Reporting Line

Chief IT

Key Performance Indictors No of eGovernment Projects Planned

1. No of eGovernment Projects Implemented
2. No of eGovernment interventions are successfully completed
3. No of Capability building activities initiated
4. No of eGovernance reforms introduced
5. No of Innovative ideas implemented

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Planning Management

Mandatory Certification

ITIL, PMP, COBIT, MSCD or CCNP

Mandatory Skills
Strategic planning skills, Leadership skills, Interpersonal skills, Change management skills, Technical Management Skills, IT Service Management Skills, Risk Management

Mandatory domains of understanding:
Planning and Governance of Enterprise IT Service Management
IT Service Management and IT Operations (Planning and Governance, Technology and Innovation Wing)

B2: Additional Chief IT (BS-19)

Key Role and Responsibilities

1. Responsible for planning annual development program in IT Sector, review existing IT schemes, identify the potential bottlenecks in existing projects and rectify the issues.
2. Prepare long-term, mid-term and short strategic plans, i.e. the visions and goals with concrete milestones.
3. Oversees the technical assessments of new technologies and development of technology standards for end user hardware and software.
4. Coordinate the formulation of guidelines for preparation of Five Year Plans and Annual Plans
5. Guide the coordination of the Mid-term Review Meetings and follow up actions on policy recommendations;
6. Assist in developing, implementing and monitoring the Strategic and Business Plans of the Government of Khyber Pakhtunkhwa in collaboration with IT Head of concerned department/attach formation/district etc.
7. Ensuring a right first time approach by maintaining high productivity, efficiency and effectiveness.
8. Undertake field visits for verification of authenticity/correctness of monitoring and evaluation reports; and
9. Assist in developing and reviewing policies which affect the Departments
10. Prepare working papers, reports and briefs designed to aid in the process of planning, policy formulation and problem solving.
11. To participate and clear scheme from Finance and P&D Departments
12. Evaluate project performance against goals and take necessary action to address deviations
13. Report to Head, Policy and Planning on developments and changes in legislation, regulations, international standards and other relevant research.
14. Identifies opportunities and solutions for operational improvements.
15. Performs other duties and functions as assigned.

Reporting Line

Chief IT

Key Performance Indictors

1. No of eGovernment New Programs Planned
2. No of eGovernment Projects completed on time/delayed
3. No of eGovernment interventions are successfully completed
4. No of new projects proposed
5. No of Innovative ideas planned and projected
6. No of M&E inspections performed

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Planning Management

Mandatory Certification

PMP, ITIL, COBIT, Six Sigma, PgMP

Mandatory Skills
Planning skills, Interpersonal skills, Quality Management, Process Improvement, Process Control, Change management skills, Technical Management Skills, IT Service Management Skills, Risk Management

Mandatory domains of understanding:

Planning and Governance, Technology and Innovation Wing, Process improvement, Process re-engineering, Technology Management and technology adaptation.

B3: Additional Director eGovernance and Digital Transformation (BS-19)

Key Role and Responsibilities

1. Responsible for developing collaborations to advance the GO KP mission of eGovernance and Technology-Driven Government
2. Responsible for planning, designing, implementation, post-implementation support of all ICT/eGovernance application of their respective hierarchy/tire
3. Oversees the technical assessments of new technologies and development of technology standards for end user hardware and software.
4. Manage execution and implementation activities at attach formation and division level. Identify new areas of collaboration and technology implementation for improved service delivery.
5. Manage information technology, computer systems, web portal and eservices
6. Plan, organize, control and evaluate IT and electronic data operations and services
7. Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
8. Design, develop, implement and coordinate systems, policies and procedures
9. Ensure security of data, network access and backup systems
10. Act in alignment with user needs and system functionality to contribute to organizational policy
11. Identify problematic areas and implement strategic solutions in time
12. Audit systems and assess their outcomes
13. Preserve assets, information security and control structures
14. Identifies opportunities and solutions for operational improvements.
15. Handle annual budget and ensure cost effectiveness
16. Performs other duties and functions as assigned.

Reporting Line

Chief IT

Key Performance Indictors

1. No of eGovernment Projects Planned
2. No of eGovernment Projects Implemented
3. No of eGovernment interventions are successfully completed
4. No of Capability building activities initiated
5. No of eGovernance reforms introduced
6. No of Innovative ideas implemented

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Planning Management

Mandatory Certification

ITIL, PMP, COBIT, MSCD or CCNP

Mandatory Skills
Strategic planning skills, Leadership skills, Interpersonal skills, Change management skills, Technical Management Skills, IT Service Management Skills, Risk Management

Mandatory domains of understanding:

Planning and Governance of Enterprise IT Service Management IT Service Management and IT Operations,

C1: Deputy Director eGovernance (BS-18)

Key Role and Responsibilities

1. Formulating mobile apps, applications, systems software, network systems & programming and data center operations strategy to meet departmental goals, developing schedules, work plans and cost controls.
2. Proposing technical design of IT system for the Government with proper technical and operational framework and implementation strategy.
3. Directing, assigning, coordinating, reviewing and evaluating the work of staff for maximum productivity.
4. Analyzing staffing pattern in terms of career development and turnover to estimate recruiting/promotion and training needs.
   Assessing workload of sections and activities, reassigning staff and evaluating and modifying work assignments as necessary.
5. Communicating technical information technology concepts, problem solutions and project progress and needs in a timely and understandable fashion to non-technical policy-makers in the Government.
6. Identifying and analyzing problems; drawing logical conclusions, developing effective courses of action.
7. Understanding and considering the impact of organizational, management, administrative and personnel aspects of information systems design; resolving related problems, and making appropriate recommendations.
8. Applying principles of cost benefit analysis and cost effectiveness to data processing activities and implementation of eGovernance interventions in KP.
9. Working effectively with superiors and subordinates, other information systems officers and staff, personnel from departments and business analysts.
10. Gathering and analyzing data, drawing sound conclusions, preparing clear, concise written reports, and making effective verbal presentations.
11. Responsible for execution, implementation, post-implementation support of all ICT/eGovernance application of their respective hierarchy/tire
12. Audit systems and assess their outcomes
13. Preserve assets, information security and control structures
14. Identifies opportunities and solutions for operational improvements.
15. Performs other duties and functions as assigned.

Reporting Line

Director eGovernance

Key Performance Indictors

1. No of eGovernment Technical Plans, SOPs and Guidelines implemented
2. No of technical issues resolved
3. No of eGovernment interventions are successfully completed

Sub Steams

1. eGovernance & Digital Transformation
2. IT Operations/Support

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Planning Management

Mandatory Skills
Technical Management Skills, IT Service Management Skills, Information Management

Mandatory domains of understanding:
Tech-Services, Integration, Transformation & Data Analysis, Cyber Security, Solution Design an Application Deployments

D1: Assistant Director eGovernance (BS-17)

Key Role and Responsibilities

1. Responsible for developments and trends in information technology.
2. Principles of planning and control as applied to a large data processing installation.
3. Oversees the technical assessments of new technologies and development of technology standards for end user hardware and software.
4. Develops and implements asset management practices and policies for maintaining accurate inventory records for hardware and software allocation and billing
5. Oversees the effective implementation of Incident and Problem management.
6. Analyzing staffing pattern in terms of career development and turnover to estimate recruiting/promotion and training needs.
7. Communicating technical information technology concepts, problem solutions and project progress and needs in a timely and understandable fashion to non-technical policy-makers in the Government.
8. Identifies opportunities and solutions for operational improvements.
9. Identifying and analyzing problems; drawing logical conclusions, developing effective courses of action.
10. Understanding and considering the impact of organizational, management, administrative and personnel aspects of information systems design; resolving related problems, and making appropriate recommendations.
11. Gathering and analyzing data, drawing sound conclusions, preparing clear, concise written reports, and making effective verbal presentations.
12. Responsible for execution, implementation, post-implementation support of all ICT/eGovernance application of their respective hierarchy/tire
13. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Deputy Director eGovernance

Key Performance Indictors

1. No of technical issues resolved
2. No of implementations performed
3. No of eGovernment interventions are successfully completed

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Service Management

Mandatory Skills
Technical Management Skills, IT Service Management Skills, Information Management

Mandatory domains of understanding:
eGovernance Applications, Portals and Services, Service transition, Service Operation, Service Improvement

D2: Assistant Director eGovernance and Digital Transformation (BS-17)

Key Role and Responsibilities

1. Writes, implements and monitors policies and procedures for all programming and/or operational functions, and establishes standards for quality assurance.
2. Screens user requests for services in terms of cost, time and feasibility or redundancy.
3. Principles of planning and control as applied to a large data processing installation.
4. Supporting daily operation and backups of the ICT system and interfacing support systems.
5. Oversees the technical assessments of new technologies and development of technology standards for end user hardware and software.
6. Develops and implements asset management practices and policies for maintaining accurate inventory records for hardware and software allocation and billing
7. Oversees the effective implementation of Incident and Problem management.
8. Communicating technical information technology concepts, problem solutions and project progress and needs in a timely and understandable fashion to non-technical policy-makers in the Government.
9. Identifies opportunities and solutions for operational improvements.
10. Manage software development teams (external and internal teams).
11. Work through the software development process from conception to final release. (Software commissioning may require field work as some of the experiences may be permanently deployed within Universal Studios).
12. Create mockups and proof-of-Concepts.
13. Work closely with development teams on creating the concept of the overall experience and ensuring delivery meets all creative requirements.
14. Stay up-to-date with the latest in technology and industry trends and introduce new technology concepts.
15. Developing software specifications that will be bid to 3rd party development teams.
16. Gathering and analyzing data, drawing sound conclusions, preparing clear, concise written reports, and making effective verbal presentations.
17. Responsible for execution, implementation, post-implementation support of all ICT/eGovernance application of their respective hierarchy/tire
18. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Deputy Director eGovernance and Digital Transformation

Key Performance Indictors

1. No of Application designed/developed/implemented
2. No of Updation activities performed
3. No of eGovernment interventions are successfully completed

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Service Management

Mandatory Skills
Technical Management Skills, IT Service Management Skills, Information Management

Mandatory domains of understanding:
eGovernance Applications, Portals and Services, Service transition, Service Operation, Service Improvement

D3: Assistant Director Data Management (BS-17)

Key Role and Responsibilities

1. Facilitates the development of the team, information infrastructure, and data management processes to move the organization to a more sophisticated, agile and robust target state data architecture.
2. Develops data management processes and infrastructure to efficiently source and integrate multiple internal / external data sources to increase the value of the data to the organization.
3. Manages teams to effectively develop data management processes to reduce complexity, improve data quality, and increase efficiency throughout the information management lifecycle.
4. Conducts reviews of data management processes to ensure continued effectiveness and alignment with best practices.
5. Ensures team adherence to standard data operating procedures, data quality standards, and data privacy/security requirements.
6. Managing the daily operations of the staff involved in providing data base administration, storage media space allocation and management, and monitoring productivity of data base systems.
7. Manages the data architecture, data quality management, data modeling, and data usage within the informatics or technical services for the organization.
8. Manages contracts with vendors, life cycles of applications and devices, requests for proposals, performance and quality
9. Continue to lead ongoing design, implementation and execution of a Data Management / Master Data Management strategy
10. Define measureable metrics and the minimal required attributes for each domain or subject area to support a robust and successful reporting and continued growth of the current and future Data Management / Master Data Management platform
11. Analyze current business practices, processes, and procedures and identify future business opportunities for leveraging data management and retrieval system capabilities as well as reducing redundant data processes.
12. Develop strategic best practices around design, availability, replication, security, audit and backup/recovery methodologies.
13. Work with head of organization to translate business needs into a vision for data management design.
14. Manages specific Data Warehouse and BI product development efforts and capability updates
15. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Deputy Director eGovernance / eGovernance and Digital Transformation

Key Performance Indictors

4. No of Databases designed/developed/implemented
5. No of Database operations performed
6. No of Data analysis activities performed

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Service Management

Mandatory Skills
Technical Management Skills, IT Service Management Skills, Information Management

Mandatory domains of understanding:
System Analyst, BRR, Web, Desktop, Mobile, Programming, Agile and Scrum

D4: Assistant Director IT Infrastructure (BS-17)

Key Role and Responsibilities

1. Manages the day-today operations of the IT Services directly or through subordinate , determines performance standards, assigns special network projects, and distributes work load. Reviews and monitors overall IT infrastructure performance.
2. Resolves complex issues related to system software, hardware, programming, operations, configurations, etc.
3. Assures quality, end user satisfaction, and appropriate documentation of IT systems.
4. Determines and prioritizes information system requirements. Evaluates cost vs. benefit and assesses feasibility. Determines performance standards; assigns special projects and distributes work load; Assures completion of projects within set time frames.
5. Coordinates implementation of appropriate, consistent, security through the Shared IT Services with the Deputy Director eGovernance.
6. Coordinates the acquisition of approved hardware and related software: coordinates with vendors to expedite the resolution of problems.
7. Provides timely direction and support for PC/Desktops, Telecommunications, Network, Email, and Helpdesk IT systems (hardware and software), that enhance mission-critical business operations. Coordinates with KP Data Center team to identify, recommend, develop, implement, and support cost-effective IT systems.
8. Assures quality, end user satisfaction, and appropriate documentation of IT systems.
9. Manage multiple network server and workgroup environments
10. Ensure that property IT support teams provide an efficient and stable operating environment for property end-users by maintaining operational standards and troubleshooting local systems, networks (LAN) and peripherals.
11. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Deputy Director eGovernance / eGovernance and Digital Transformation

Key Performance Indictors

7. No of Network operations performed
8. No of IT Control mechanism are ensured.

Mandatory Training(s)

6 Months mandatary training on Infrastructure, networking and communication

Mandatory Skills
Technical Management Skills, IT Service Management Skills, Information Management

Mandatory domains of understanding:
System, Communication, Networking, Servers, Cloud, Clustering, Load Management, Network Optimization)

D5: Assistant Director Geo-spatial (BS-17)

Key Role and Responsibilities

1. Develop and maintain computerized data bases of multi-layered maps and relational spatial data. Involves: Apply standards for symbology, code use, labeling, layering, and other features to assure consistency between layers. Operate computer workstation to perform map digitizing, record entry, file translation and research. Import and export files and databases. Review and correct errors.
2. Manages a centralized multi-user Geodatabase, including the management of hardware/software resources, systems, licenses, and configuration, using current GIS mapping software, such as Esri products including ArcGIS Desktop, ArcGIS Server.
3. Collects, prepares, digitizes and codes spatial data into GIS format.
4. Develops and maintains links between attributes and other databases.
5. Generates reports and produces graphic products for use by internal and external customers.
6. Provides project and system support and oversight to GIS Analysts decentralized in various departments; programs application modifications and enhancements and manipulates, integrates, and compiles data to accomplish objectives; develops web enabled applications
7. Refines GIS data sets and procedures, and performs audits and quality control checks to assure integrity of GIS data and applications; manages technical duties to achieve goals with available resources.
8. Reviews and oversees quality control procedures to assure integrity of GIS database and accurate consolidation of data sets; troubleshoots both hardware and software problems related to the function of an EGIS system.
9. Conducts needs analysis and utilizes best practices and available software development tools to recommend and implement effective solutions to meet user needs; creates database designs and models, develops documentation, and conducts system checks to verify functional and customer requirements; develops detailed functional plans, system, and program specifications using structured design methodologies and provides advanced GIS analysis to meet established goals and objectives.
10. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Deputy Director eGovernance / eGovernance and Digital Transformation

Key Performance Indictors

1. No of GIS Maps digitized
2. No of GIS projects/layers implemented .

Mandatory Training(s)

6 Months mandatary training on GIS and Remote Sensing

Mandatory Skills
Geo-Spatial Analysis, Geo-Mapping, Remote Sensing and Geographic Information System

Mandatory domains of understanding:
Geographic Information System, Remote Sensing, Digital Imagining, Data Analysis, Google Mapping, Geo statistics, Web Mapping, Spatial Analysis, Geospatial Intelligence

D6: Assistant Director Cyber Security (BS-17)

Key Role and Responsibilities

1. Develops, implements and monitors a strategic, comprehensive information security guidelines to ensure appropriate levels of confidentiality, integrity, availability, safety, privacy and recovery of information assets
2. Provides guidance, objective analysis, and recommendations regarding cybersecurity technologies and techniques (including on cybersecurity controls such as access and identity management, endpoint security, perimeter defenses, and threat intelligence)
3. Provides leadership through strong working relationships and collaboration to develop strategic goals for information security compliance and risk mediation
4. Oversight of teams dealing with IT security issues, optimizing the contribution of people involved
5. Manage the work of a team of operating systems programmers and analysts that are responsible for network system planning, configuration, installation, maintenance, trouble shooting and security.
6. Leads and coordinates the development and maintenance of information systems security policies, procedures, standards, and guidelines, ensuring compliance with appropriate federal and state laws and regulations
7. Analyze, respond, and mitigate cyber security threats and vulnerabilities
8. Analyze log data to determine valid traffic patterns from potentially malicious traffic patterns
9. Research threats and attack vectors that impact web applications and infrastructure
10. Assess new and existing applications and system deployments for vulnerabilities and design flaws and prioritize remediation efforts based on risk
11. Recommend application and operating system security configurations
12. Support regulatory examinations and internal audits as needed
13. Oversees and implements the acquisition and installation of state-of-the-art telecommunications and cyber security equipment/appliances.
14. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Deputy Director eGovernance / eGovernance and Digital Transformation

Key Performance Indictors

1. No of Security Inspections/Audit performed
2. No of Operations for data security performed

Mandatory Training(s)

6 Months mandatary training on Cyber Security and information security

Mandatory Skills
Cyber Security, Ethical Hacking, Penetration Testing

Mandatory domains of understanding:
Cyber Security Planning, Intrusion detection, Malware analysis & Reversing, Ethical Hacking, Penetration Testing, Security Analysis, Encryption

D7: Assistant Director IT Support (BS-17)

Key Role and Responsibilities

1. Meeting established service level agreements; assuring the compliance of new applications to the LAN and desktop infrastructure standards, and providing advanced technical support and to the staff
2. Oversee IT Support operations which may include software deployments, infrastructure upgrades, hardware rollouts, troubleshooting, incident response, event planning and other related IT operation functions.
3. Maintenance of facility computer hardware, video wall, projectors, software, and network systems.
4. Maintains and administers e-mail system
5. Maintains and upgrades hardware for individual users.
6. Provides support and upgrade of software as required.
7. Maintaining video conferencing scheduling
8. Primarily responsible for set up/take down of electronic equipment at primary worksite, although travel may be required to provide support at other locations.
9. Works to continually improve information technology services for users.
10. Act as escalation point for all requests and incidents. Develop and mature phone/email/ticket escalation processes to ensure free flowing escalation and information within the Departments. Determine root cause of issues and communicate appropriately to internal and external users.
11. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Deputy Director eGovernance / eGovernance and Digital Transformation

Key Performance Indictors

1. No of Issues reported and Resolved
2. No of Digital Services provided to department users

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Service Management

Mandatory Skills
IT Support, Services Support and Management

Mandatory domains of understanding:
IT Support, Service Management, Operations, Troubleshooting, Implementation of IT Systems, Service Operation

E1: eGovernance Officer (BS-16)

Key Role and Responsibilities

1. Follow information systems policies and procedures to ensure compliance with IT System requirements.
2. Develops and implements asset management practices and policies for maintaining accurate inventory records for hardware and software allocation and billing
3. Oversees the effective implementation of Incident and Problem management.
4. Assist in the implementation of hardware or software according to work plan.
5. Identifies opportunities and solutions for operational improvements.
6. Identifying and analyzing problems; drawing logical conclusions, developing effective courses of action.
7. Maintains inventory and orders necessary supplies as needed and approved.
8. Gathering and analyzing data, drawing sound conclusions, preparing clear, concise written reports, and making effective verbal presentations.
9. Responsible for execution, implementation, post-implementation support of all ICT/eGovernance application of their respective hierarchy/tire
10. Maintains good punctuality and attendance to work.
11. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Assistant Director eGovernance

Key Performance Indictors

1. No of technical issues resolved
2. No of implementations performed

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Service Management

Mandatory Skills
Technical Management Skills, IT Service Management Skills, Information Management

Mandatory domains of understanding:
eGovernance Applications, Portals and Services, Service transition, Service Operation, Service Improvement

E2: Digital Transformation Officer (BS-16)

Key Role and Responsibilities

1. Writes, implements and monitors policies and procedures for all programming and/or operational functions, and establishes standards for quality assurance.
2. Under general supervision, design, develop, implement and maintain web-based application systems/websites
3. Enhancement/maintenance of existing systems applications
4. Defines software objectives by analyzing user requirements; envisioning system features and functionality.
5. Completes applications development by coordinating requirements, schedules, and activities
6. Screens user requests for services in terms of cost, time and feasibility or redundancy.
7. Supporting daily operation and backups of the ICT system and interfacing support systems.
8. Communicating technical information technology concepts, problem solutions and project progress and needs in a timely and understandable fashion to non-technical policy-makers in the Government.
9. Identifies opportunities and solutions for operational improvements.
10. Manage software development teams (external and internal teams).
11. Create mockups and proof-of-Concepts.
12. Stay up-to-date with the latest in technology and industry trends and introduce new technology concepts.
13. Gathering and analyzing data, drawing sound conclusions, preparing clear, concise written reports, and making effective verbal presentations.
14. Responsible for execution, implementation, post-implementation support of all ICT/eGovernance application of their respective hierarchy/tire
15. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Assistant Director eGovernance and Digital Transformation

Key Performance Indictors

1. No of Application designed/developed/implemented
2. No of Updation activities performed
3. No of eGovernment interventions are successfully completed

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Service Management

Mandatory Skills
Technical Management Skills, IT Service Management Skills, Information Management

Mandatory domains of understanding:
eGovernance Applications, Portals and Services, Service transition, Service Operation, Service Improvement

E3: Data Management Officer (BS-17)

Key Role and Responsibilities

1. Develop and implement an efficient and effective data collection process.
2. Integrate IT standardization and well-established processes and procedures into daily operations.
3. Perform database queries, compile and analyze data, identify trends, and furnish statistical analyses and reports pertaining to ICT system
4. Knowledge of database management and the ability to manipulate data to meet user needs
5. Skilled in extracting data from management systems and in analyzing that data
6. Ability to write SQL for reporting, transformations, and data loading/extraction.
7. Operationalize and scale machine learning training and scoring components by joining and aggregating data from multiple datasets to produce complex models and low-latency feature stores.
8. Assist in data cleansing and manipulation to support ongoing data management and analysis;
9. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Assistant Director eGovernance / eGovernance and Digital Transformation

Key Performance Indictors

1. No of Databases designed/developed/implemented
2. No of Database operations performed
3. No of Data analysis activities performed

Mandatory Training(s)

6 Months mandatary training on Data Governance and Data Management

Mandatory Skills
Technical Management Skills, IT Service Management Skills, Information and Data Management

Mandatory domains of understanding:
System Analyst, BRR, Web, Desktop, Mobile, Programming, Agile and Scrum

E4: IT Infrastructure Officer (BS-16)

Key Role and Responsibilities

1. Provide troubleshooting for network issues, outages and wireless related problems
2. Create and update documentation for existing and new network infrastructure equipment
3. Maintain network tools to ensure reliable monitoring and reporting of network equipment operation and traffic patterns
4. Assist the implementation and configuration of new communication technology deployments
5. Provide network support for special events, with tasks including vendor and staff consultations, installation of temporary network equipment and on call duty for the duration of the events
6. Monitors and tracks network performance, utilization, usage trending and capacity to ensure network availability and reliability.
7. Identifies opportunities for improving and/or increasing operational efficiency of the network infrastructure by working with vendors, researching, testing, evaluating, and recommending solutions.
8. Creates and maintains procedural, process, administrative, and technical documentation.
9. Maintains up-to-date knowledge of emerging tools and network technologies.
10. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Assistant Director eGovernance / eGovernance and Digital Transformation

Key Performance Indictors

1. No of Network operations performed
2. No of IT Control mechanism ensured.

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Service Management

Mandatory Skills
Technical Management Skills, IT Service Management Skills, Information Management

Mandatory domains of understanding:
System, Communication, Networking, Servers, Cloud, Clustering, Load Management, Network Optimization)

E5: Geo-spatial (BS-16)

Key Role and Responsibilities

1. Perform various GIS related activities including, but not limited to: GPS field data collection, GIS data creation and conversion, and GIS data management and quality control.
2. Perform GIS projection, editing, cartography, geodatabases, queries
3. Interpret detailed plans, photographs, maps, and legal descriptions
4. Digitize mapping information from a variety of sources and verify digitized data for accuracy.
5. Assist with development and maintenance of GIS data resources to be utilized for public access
6. Perform spatial analyses and create information products using GIS geo-processing tools
7. Assist staff in troubleshooting basic GIS system functions
8. Maintain datasets including addresses, roads, and other primary and secondary mapping layers
9. Catalog and inventory GIS data, including metadata creation
10. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Assistant Director Geo-spatial

Key Performance Indictors

3. No of GIS Maps digitized
4. No of GIS projects/layers implemented

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Service Management

Mandatory Skills
Geo-Spatial Analysis, Geo-Mapping, Remote Sensing and Geographic Information System

Mandatory domains of understanding:
Geographic Information System, Remote Sensing, Digital Imagining, Data Analysis, Google Mapping, Geo statistics, Web Mapping, Spatial Analysis, Geospatial Intelligence

E6: Cyber Security Officer (BS-16)

Key Role and Responsibilities

1. Assist in defining information security requirements for the Department/Districts/Attach formation etc.
2. Assist with implementing information security applications to internal users' computers.
3. Conduct integrated analysis of multiple audit logs (e.g., firewall, Web server).
4. Assist with identifying information security violations and recommend corrective actions to gain compliance.
5. Assist with drafting information systems security information documents (e.g., systems security plans, risk assessments, disaster recovery plans, business continuity plans, and user security guides).
6. Assist with implementing corrective or preventive actions.
7. Assist with mitigating risks by installing security patches, running anti-virus or other security utilities.
8. Assist with identifying and writing specifications to meet IT security requirements at the applications or network server level.
9. Analyze log data to determine valid traffic patterns from potentially malicious traffic patterns
10. Research threats and attack vectors that impact web applications and infrastructure
11. Support regulatory examinations and internal audits as needed
12. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Assistant Director Cyber Security

Key Performance Indictors

5. No of Security Inspections/Audit performed
6. No of Operations for data security performed

Mandatory Training(s)

6 Months mandatary training on Cyber Security and information security

Mandatory Skills
Cyber Security, Ethical Hacking, Penetration Testing

Mandatory domains of understanding:
Cyber Security Planning, Intrusion detection, Malware analysis & Reversing, Ethical Hacking, Penetration Testing, Security Analysis, Encryption

E7: IT Support Officer (BS-16)

Key Role and Responsibilities

1. Meeting established service level agreements; assuring the compliance of new applications to the LAN and desktop infrastructure standards, and providing advanced technical support to the staff.
2. Oversee IT Support operations which may include software deployments, infrastructure upgrades, hardware rollouts, troubleshooting, incident response, event planning and other related IT operation functions.
3. Data Entry, preparing documents, presentations, analyzing data and capturing report from dashboard.
4. Maintenance of facility computer hardware, video wall, projectors, software, and network systems.
5. Maintains and upgrades hardware for individual users.
6. Provides support and upgrade of software as required.
7. Primarily responsible for set up/take down of electronic equipment at primary work station.
8. Act as escalation point for all requests and incidents. Develop and mature phone/email/ticket escalation processes to ensure free flowing escalation and information within the Departments. Determine root cause of issues and communicate appropriately to internal and external users.
9. Performs all other tasks, special projects, analysis, studies, and plans as directed.

Reporting Line

Assistant Director IT Support Officer

Key Performance Indictors

3. No of Issues reported and resolved
4. No of Digital Services provided to department users

Mandatory Training(s)

6 Months mandatary training on eGovernance and IT Service Management

Mandatory Skills
IT Support, Services Support and Management

Mandatory domains of understanding:
IT Support, Service Management, Operations, Troubleshooting, Implementation of IT Systems, Service Operation

Schedule V: Time Scale

Currently Occupied Position	Time Scale	Upgrade scale or position (if position is not available equivalent scale will be offered)	Required Certification/Traini
(BPS-19)	18 Years	(BPS-20)	ITIL, PMP, COBIT, MSCD or CCNP
(BPS 18)	15 Years	(BPS-19)	Mandatory Training
(BPS 17)	10 Years	(BPS 18)	Mandatory Training
(BPS-16)	5 Years	(BPS 17)	Mandatory Training

Schedule VI: E-Governance Allowance

BPS	Existing Computer Allowance Since 2001	Revise Rate	Initial Basic Pay	Rate of eGovernance Allowance Per Month (on the basis of 2017 basic pay)
Officer in BS-20	1500	1.5 Initial Basic Pay	**69, 090**	**103,635**
Officer in BS-19	1500	1.5 Initial Basic Pay	**59, 210**	**88,815**
Officer in BS-18	1500	1.5 Initial Basic Pay	**38, 350**	**57,525**
Officer in BS-17	1500	1.5 Initial Basic Pay	**30, 370**	**45,555**
Officer in BS-16	1500	1.5 Initial Basic Pay	**18,916**	**28,374**

Provision of MS/PhD Allowance in Computer Science and Information Technology

BPS	Existing	Revise Rate
MS Allowance	NA	5000 Per Month
PhD Allowance	10,000 Per Month	25000 Per Month in the analogy of Sindh and Balochistan Government
Highly Attractive Technology Certifications/Awards/Achievement Award/Nation-wide System/Worked on Time-critical successful projects	NA	15000 Per Month

Annex-I : Analysis of Existing IT Staff

BPS , Designation	Total Posts	No of Filled Posts	No of Vacant Posts
No of IT Posts Overall			
BPS-16	**3174**	**1814**	**1360**
Assistant Database Administrator	3	0	3
Assistant I.T Manager	5	0	5
Assistant Network Administrator	5	4	1
Assistant Programmer	98	63	35
Assistant Web Administrator	1	1	0
Assistant Web Developer	1	1	0
Computer Operator	3032	1739	1293
Computer Technician	1	0	1
Data Analyst	2	0	2
Data Entry Operator	2	0	2
Hardware Assistant	1	0	1
Hardware Engineer	1	0	1
IT ASSISTANT	7	3	4
NETWORK ADMINISTRATOR	1	0	1
Network Assistant	1	1	0
Network Engineer	2	2	0
Programme Analyst	1	0	1
System Engineer	1	0	1
System Supervisor	3	0	3
Web Administrator	1	0	1
BPS-17	**205**	**102**	**103**
Android Developer	1	1	0
Application Manager	1	0	1
Assistant Database Administrator	12	0	12
Assistant Director (MIS)	1	1	0
Assistant Director Database	1	0	1
Assistant Director-IT	111	54	57
Assistant I.T Manager	1	1	0
Computer Programmer	2	0	2
Data Analyst	1	0	1
Database Administrator	10	6	4
Deputy Database Administrator	1	1	0
Internet & Information Service Manager	1	0	1
IT OFFICER	23	22	1
M.I.S. Manager	1	0	1
MIS Coordinator	1	0	1
NETWORK ADMINISTRATOR	7	4	3
Network Engineer	1	0	1
Network Manager	2	2	0
PROGRAMMER	16	6	10
System Supervisor	1	0	1

Systems Analyst	2	0	2
Web Administrator	8	4	4
BPS-18	**65**	**25**	**40**
Database Administrator	1	0	1
Database Manager	39	15	24
DEPUTY DIRECTOR OPERATION IT	1	1	0
DEPUTY DIRECTOR-IT	19	9	10
Director MIS	2	0	2
Network Manager	2	0	2
Systems Analyst	1	0	1
BPS-19	**8**	**5**	**3**
Additional Director (I.T)	2	0	2
DIRECTOR-IT	3	3	0
Software Engineer	3	2	1
Grand Total	**3454**	**1946**	**1508**

No of IT Posts (Secretariat level)			
BPS , Designation	Total Posts	No of Filled Posts	No of Vacant Posts
16	**242**	**165**	**77**
Assistant Network Administrator	1	0	1
Assistant Programmer	14	5	9
Computer Operator	227	160	67
17	**39**	**27**	**12**
Assistant Director-IT	27	19	8
Database Administrator	2	1	1
Deputy Database Administrator	1	1	0
NETWORK ADMINISTRATOR	1	1	0
PROGRAMMER	6	4	2
Web Administrator	2	1	1
18	**13**	**7**	**6**
DEPUTY DIRECTOR-IT	13	7	6
19	**3**	**3**	**0**
DIRECTOR-IT	3	3	0
Grand Total	**297**	**202**	**95**

No of IT Posts (DCs level)			
BPS , Designation	Total Posts	No of Filled Posts	No of Vacant Posts

BPS-16	**716**	**555**	**161**
Computer Operator	716	555	161
BPS-17	**68**	**25**	**43**
Assistant Database Administrator	12	0	12
Assistant Director-IT	56	25	31
BPS-18	**38**	**14**	**24**
Database Manager	38	14	24
BPS-19	**1**	**0**	**1**
Software Engineer	1	0	1
Grand Total	**823**	**594**	**229**

No of I.T Posts (Directorate Level)			
BPS , Designation	Total Posts	No of Filled Posts	No of Vacant Posts
BPS-16	**912**	**494**	**418**
Assistant Database Administrator	3	0	3
Assistant I.T Manager	5	0	5
Assistant Network Administrator	4	4	0
Assistant Programmer	35	31	4
Assistant Web Administrator	1	1	0
Assistant Web Developer	1	1	0
Computer Operator	836	451	385
Computer Technician	1	0	1
Data Analyst	2	0	2
Data Entry Operator	2	0	2
Hardware Assistant	1	0	1
Hardware Engineer	1	0	1
IT ASSISTANT	7	3	4
NETWORK ADMINISTRATOR	1	0	1
Network Assistant	1	1	0
Network Engineer	2	2	0
Programme Analyst	1	0	1
System Engineer	1	0	1
System Supervisor	1	0	1
Web Administrator	1	0	1
BPS-17	**81**	**48**	**33**
Android Developer	1	1	0
Application Manager	1	0	1
Assistant Director (MIS)	1	1	0
Assistant Director Database	1	0	1
Assistant Director-IT	14	8	6
Assistant I.T Manager	1	1	0
Computer Programmer	2	0	2

Data Analyst	1	0	1
Database Administrator	8	5	3
Internet & Information Service Manager	1	0	1
IT OFFICER	23	22	1
M.I.S. Manager	1	0	1
MIS Coordinator	1	0	1
NETWORK ADMINISTRATOR	4	3	1
Network Engineer	1	0	1
Network Manager	2	2	0
PROGRAMMER	10	2	8
System Supervisor	1	0	1
Systems Analyst	1	0	1
Web Administrator	6	3	3
BPS-18	**14**	**4**	**10**
Database Administrator	1	0	1
Database Manager	1	1	0
DEPUTY DIRECTOR OPERATION IT	1	1	0
DEPUTY DIRECTOR-IT	6	2	4
Director MIS	2	0	2
Network Manager	2	0	2
Systems Analyst	1	0	1
BPS-19	**4**	**2**	**2**
Additional Director (I.T)	2	0	2
Software Engineer	2	2	0
Grand Total	**1011**	**548**	**463**

E-GOVERNANCE
SERVICE CADRE