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Procedure
For
Change Management and Release of e-Governance Standards

Government of India
Department of Electronics and Information Technology
Ministry of Communications and Information Technology
New Delhi – 110 003

Metadata of the Document

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12.	Brief Description	Published Standards may require revisions /upgrades from time to time due to technology advents, or change in the versions of technical specifications, or feedback / comments of the stakeholders, who use them. Change management of standards is also part of Institutional Mechanism for Standards Formulation.

S. No.	Data elements	Values
		<p>This document addresses the procedure for change management of notified e-Governance standards and their release after approved changes.</p> <p>The duly approved and notified Standards need to be made available to the concerned stakeholders for their enforcement in e-Governance applications in India. A repository of latest versions of the standards needs to be web published, along with appropriate links to backward traceability of older versions.</p> <p>The scope of this document includes procedure for time to time review of Standards published on e-Governance Standards portal https://egovstandards.gov.in, and their updation, which may be required due to any of the following reasons:</p> <ul style="list-style-type: none"> (i) Practical experience of using the released Standards in real life projects (ii) New technological developments/ innovations / industry preparedness for adoption of Standards (iii) Need for adding supplements to address additional requirements of mapping /interoperability between legacy systems, and the new systems developed on the basis of already released Standards. (iv) To address new requirements due to some policy changes or any other reason.
13.	Target Audience <i>(Who would be referring / using the document)</i>	All stakeholders under GoI (eGD (DeitY), eGSD(NIC), eGD(STQC), Expert Committees, Change Review Group (CRG)) responsible for release and maintenance of e-Governance Standards
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Contents

1. INTRODUCTION	- 1 -
1.1. SCOPE	- 1 -
1.2. PURPOSE	- 2 -
1.3. DESCRIPTION	- 2 -
1.4. APPLICABILITY	- 3 -
2. TARGET AUDIENCE	- 3 -
3. TYPE OF STANDARD DOCUMENT & ENFORCEMENT CATEGORY	- 3 -
4. DEFINITIONS AND ACRONYMS	- 3 -
5. PROCEDURE FOR CHANGE MANAGEMENT AND RELEASE OF E-GOVERNANCE STANDARDS	- 3 -
5.1. ROLES & RESPONSIBILITIES OF STAKEHOLDERS	- 3 -
5.2. PROCEDURE FOR CHANGE MANAGEMENT OF RELEASED STANDARD	- 7 -
5.2.1. DETAILING OF ACTIVITIES OF THE STAKEHOLDERS	- 9 -
ANNEXURE I: DEFINITIONS AND ACRONYMS	- 13 -
ANNEXURE II: TEMPLATE FOR CHANGE REQUEST/ FEEDBACK FOR STANDARDS DOCUMENT	- 14 -
ANNEXURE III: TEMPLATE FOR CRG RECOMMENDATIONS / ACTION TAKEN REPORT	- 15 -

1. Introduction

The success of e-Governance at the Central Government and State Governments depends on well laid policies and guidelines with focus around Interoperability, re-usability, risk reduction, optimization, scalability etc. It is therefore critical to lay down adequate specifications and Standards in the above areas to facilitate faster proliferation and implementation of solutions for integrated services delivery.

The process of Standards formulation needs a collaborative and consultative approach, being adopted by the dedicated teams working at different levels, from the policy level to focused groups. The teams ensure balance between their wider adoptions with minimum conflicts across different interest groups having wide cross compatibility.

Recognizing the critical role that well-designed Standards play in the rapid growth of e-Governance in the country, the Department of Electronics and Information Technology (DeitY), Government of India, has established an Institutional Mechanism for Standards Formulation. Its scope of work includes formulation of policies Technical Standards/ Guidelines / Best Practices / Procedures etc, through duly constituted Expert Committees/Specialist Committees. The drafts prepared by these committees undergo several stages of review by various stakeholders like DeitY, National Informatics Centre (NIC) & Standardization Testing & Quality Certification Directorate (STQC), Subject Experts from various Ministries / Departments, Industry, Academia, Civic Societies etc. They are finally reviewed and approved by Apex Body on Standards under the chairmanship of Secretary (DeitY) for notification and release for use by e-Governance applications.

Further, published Standards may require revisions / up gradations from time to time due to technology advents, or change in the versions of technical specifications, or feedback / comments of the stakeholders, who use them. Change Management of Standards is also a part of Institutional Mechanism for Standards formulation.

1.1. Scope

The duly approved and notified Standards need to be made available to the concerned stakeholders for their enforcement in e-Governance applications in India. A repository of latest versions of the Standards needs to be web published, along with appropriate links to older versions for backward traceability.

The scope of this document includes the procedure to be adopted for for time to time review of Standards, and for their updating/ changes, if any, which may be required due to any of the following reasons:

- (i) Practical experience of using the released Standards in real life projects
- (ii) New technological developments/ innovations / Industry preparedness for adoption of Standards
- (iii) Need for adding supplements to address additional requirements of mapping /interoperability between legacy systems, and those of the new systems developed on the basis of already released standards.
- (iv) To address new requirements due to some policy changes or any other reason.

The document also describes the roles and responsibilities of various stakeholders, who are involved in the process of Change Management and Release of updated Standards.

1.2. Purpose

The purpose of preparation of this document is to have uniformity, accountability of identified stakeholders, and systematic approach for versions control and traceability of old versions of Standards, along with history of changes.

1.3. Description

1.3.1 Process of Change Management of released Standards

- a. Change Request to be submitted on eGov Standards Portal by a Stakeholder
- b. Acknowledgement of receipt of Change Request by eGSD(NIC)
- c. Classification of Change requests like:
 - Requiring immediate corrective action
 - Requiring Minor change / Editorial corrections
 - Requiring Major technical change
 - Requiring change in the version of the technology Standard
- d. Impact Analysis of change to judge its severity and urgency
- e. Action timelines for Change request– (urgent corrigendum / minor release warranted /can wait for incorporation in major release)
- f. Guidelines for handling various classes of Change requests
- g. Change Coordination procedure
- h. Revision of current version of released Standard document, by appropriately recording the Change request, change made, and justification for the action taken
- i. Change implemented / updated in Standard document
- j. Release of changed version of the Standard / Withdrawal of already published standard
- k. Publicity about the change

1.3.2 Process to be followed for Release of e-Governance Standards, after changes approved by Apex Body

- a. Allocation of Document Identification Number, Version Number etc.

Procedure for Change Management and Release of e-Governance Standards

- b. Filling up / Updating of Metadata of the Standard document
- c. Editing of the format, if required, to ensure uniformity with already released Standards
- d. Conversion into PDF file
- e. Web publishing of the Standard on eGov Standards Portal <https://egovstandards.gov.in>
- f. Information to all stakeholders including those mentioned in Section 1.0
- g. Publicity about the released Standard

1.4. Applicability

This is an internal procedure which would be applicable to all e-Governance standards published on e-Governance Standards portal (<https://egovstandards.gov.in/>) and owned by Department of Electronics & Information Technology (DeitY), Government of India, for use by various Ministries/ Departments in the e-Governance Projects life cycle.

2. Target Audience

All stakeholders under Gol (eGD (DeitY), eGSD(NIC), eGD(STQC), Expert Committees, Change Review Group (CRG)) are responsible for release and maintenance of e-Governance Standards.

3. Type of Standard document & Enforcement category

Type of Standard : Procedure (For internal use only)

Enforcement Category: Mandatory

4. Definitions and Acronyms

Refer Annexure I

5. Procedure for Change Management and Release of e-Governance Standards

5.1. Roles & Responsibilities of Stakeholders

The Stakeholders involved in the Procedure for Change Management and Release of standards will have following roles and responsibilities, in addition to those already mentioned in the Institutional Mechanism for Standards formulation:

Procedure for Change Management and Release of e-Governance Standards

S.No.	Roles	Responsibilities with respect to Change management and Release of e-Gov Standards
1.	<p>Apex Body on Standards under the chairmanship of the Secretary, DeitY</p>	<ul style="list-style-type: none"> a. Act on behalf of the Government of India (GoI) and design the broad policy framework for setting changes in the Standards for the e-Governance initiatives in India b. Approval for release of revised versions of already released Standards, in case of major technical changes only c. Guide on the issues of strategy, conflict resolution and the exemptions during Change Management; also manage the resistance to change d. Ensure that the Standards recommended are in conformity with the relevant international Standards, wherever applicable and, if required, suggest any best practices from the international Standards, which can be adopted.
2.	<p>CRG Change Review Group It is a technical core group consisting of members nominated from DeitY, NIC and STQC and those working under eGSD NIC, and also member secretaries of Expert Committees of notified Standards</p>	<ul style="list-style-type: none"> a. Annual review of released Standards, and compilation of review comments / feedback received from various agencies from time to time, along with recommendations for action for revisions, if any b. Participate in Closed Group / Public Review of revised versions
3.	<p>eGD(DeitY) e-Governance Division, DeitY</p>	<ul style="list-style-type: none"> a. Forward feedback / comments received by DeitY, if any for released Standards to eGSD (NIC)/ CRG b. Evaluate the feedback on released Standards, which is compiled by Change Review Group (CRG) c. Depending upon the type of recommendations, initiate action for revising the released Standards through procedure laid down in this document. d. Forward the approved revised Standards to eGSD(NIC) for web publishing on the eGov Standards portal e. Be a member of CRG.
4.	<p>eGSD(NIC)</p>	<ul style="list-style-type: none"> a. Release of revised Standards / new versions of Standards on

Procedure for Change Management and Release of e-Governance Standards

S.No.	Roles	Responsibilities with respect to Change management and Release of e-Gov Standards
	e-Governance Standards Division, NIC	<p>the website https://egovstandards.gov.in by following the laid down procedure for release of Standards</p> <p>b. Forward feedback / comments received by the division, if any, for released Standards to CRG, while acknowledging the receipt of feedback to the requester</p> <p>c. Steer the activity of change management in collaboration with eGD(DeitY), CRG and concerned Expert Committee (if already existing) / Special Technical Group to study change requests (if Expert committee not existing)</p> <p>d. Maintain archive of changes made from one version to another version of released Standards, and also to provide links to old versions of the Standard to be kept in Archival section in the eGov Standards portal</p> <p>e. Steer the activities like Closed group Review / Public Review and approval of Apex Body, in case the Expert Committee / Special Technical Group formed with subject Experts feels that the feedback requires technical deliberations for major changes / withdrawal etc.</p> <p>f. Be a member of CRG.</p>
5.	eGD(STQC) e-Governance Division, STQC	<p>a. In the capacity of Standards enforcement and Compliance agency, give recommendation for changes in the released standards</p> <p>b. Be a member of CRG.</p>
6.	Expert committee / Special Technical Group of subject experts , in case the Expert Committee's tenure is over.	<p>a. Study the change requests compiled by CRG, and also recommendations of eGD(DeitY), if any and feedback on these change requests</p> <p>b. Categorise the change requests for further action like: can be ignored / editorial correction only / needs technical deliberations / feedback requiring immediate corrective action etc.</p> <p>c. Work on the revision of the Standard within stipulated time period</p> <p>d. In case of feedback requiring technical deliberations for major changes / withdrawal of certain sections, the committee to</p>

Procedure for Change Management and Release of e-Governance Standards

S.No.	Roles	Responsibilities with respect to Change management and Release of e-Gov Standards
		recommend following of procedure as laid down in the Institutional Mechanism for necessary reviews / approvals.
7.	<p>Committee for Technology Standard version control (A technical group with members nominated from DeitY, NIC, STQC, Industry and those working under eGSD NIC + member secretary of Expert Committee on Technology Standards)</p>	<p>a. Keep track of the version changes in the Technology Standards</p> <p>b. Review the new versions of the notified Technology Standards for their openness and maturity</p> <p>c. Work on the revision of the Technology Standard within three months of version change announcement by ISO/ W3C, for the concerned Standard, if applicable.</p>

5.2. Procedure for Change Management of Released Standard

Any Standard, released or revised, is made available on the e-Governance Standards Portal <https://egovstandards.gov.in> and is open for revisions; the reason being technology advents, user feedbacks, or changes in the versions of technical specifications, which are proposed to be adopted.

Duly approved Standard / updated version of a Standard undergoes a defined process for release of new Standard /new version of updated Standard. Section 4.0 of the document 'Institutional Mechanism for Standards Formulation' provides step-by-step procedure to be followed for release of e-Governance standards. A feedback mechanism shall be made available on the e-Governance Standards Portal through which comments, acknowledgements and reviews from various stakeholders/ users may be received. Feedback may also be received via email id egovstandards@nic.in and also through hard copies which may be sent to DeitY/ NIC at the address specified in the portal.

Feedback / Review comments received from various Stakeholders / Users, will be forwarded by eGSD(NIC) to Change Review Group(CRG). The CRG compiles the review comments, and if required, consults the subject experts.

The compiled comments, with recommended further action for changes, will be forwarded by CRG to eGD(DeitY) and eGSD(NIC), for version management of the various standards as per their scope. Based upon the feedback/ responses received, the eGSD shall take action accordingly.

Certain tasks like **revision** of Standard or **withdrawal of a Standard** may require immediate action by eGSD and the remaining complaints shall be compiled and forwarded to concerned Expert Committees for their consideration during annual review or on need basis.

Changes requiring **minor corrections**/ editorial corrections may need a single version change in the entire document, whereas, **Major changes**, especially the changes related to the technical aspects or technological interventions may undergo different stages of drafts/ recommendations/ formal approvals from Apex Body as per the guidelines mentioned in the

Institutional Mechanism for Standards Formulation. The whole procedure of Change Management is as depicted below:

Procedure for Change Management and Release of e-Governance Standards

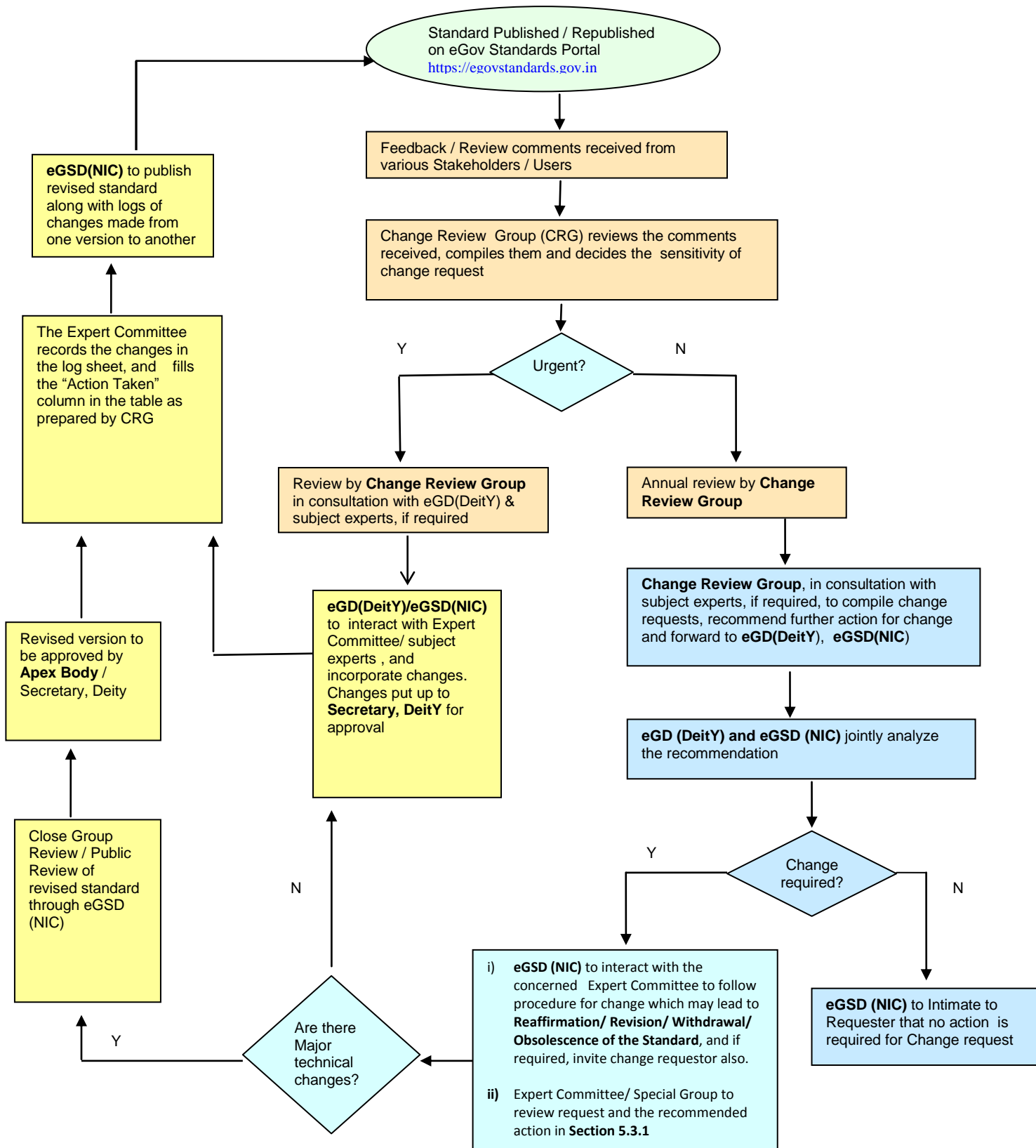


Figure 1 – Change Management Procedure

5.2.1. Detailing of Activities of the Stakeholders

1. Action by Change Review Group (CRG)

Review of Change Requests

CRG will be responsible for annual review of released Standards, and compilation of review comments with recommendations as per the prescribed format (placed at Annexure III) for further action as follows:

i. **Reaffirmation**

Indicating continuation of the Standard without incorporating the change request

ii. **Amendment & Reaffirmation (Minor Change)**

a. **Without version change** : indicating the continued validity of Standard after necessary minor changes due to small typographical errors by issuing a corrigendum, with the approval of the JS/ AS(eGov), DeitY.

b. **With version change in the decimal place only, without incrementing integer part of version number** : indicating the continued validity of same version of the Standard after necessary changes due to more typographical errors, non controversial technical amendments etc. by issuing a duly approved corrigendum, with the approval of the Secretary (DeitY).

iii. **Revision (Major Change)**

Major changes related to technical deliberation requires amendments to be carried by the Expert Committee / Special Technical group for release of revised new version of the Standard by following the Institutional Mechanism for e-Governance Standards Formulation.

The revised Standard will require Closed Group Review / Public Review and approval of the Apex Body.

iv. **Declaration of Obsolescence**

Indicating that the Standard is **NOT recommended for use in new solutions** but needs to be retained for the existing solution / legacy systems that is expected to have a long working life; the reason for declaration of obsolescence should be indicated in this case.

For this recommendation, Institutional Mechanism for Standards formulation will have to be adopted, and the change in status of Standard will require Closed Group Review / Public Review and approval of the Apex Body.

The document will still be retained on the portal, with its current status as "Obsolete".

v. **Withdrawal**

Indicating that the Standard is withdrawn with an advisory **to change the legacy**

systems, where the Standard was used and also directive for NOT using it for new systems. The reason for withdrawal should be indicated in this case.

For this recommendation, Institutional Mechanism for Standards formulation will have to be adopted, and the change in status of Standard will require Closed Group/ Public Review and approval of the Apex Body.

Only the title of the document will be retained on the portal, with its current status as "Withdrawn". The document copy will be archived for record keeping.

Note : Declaration of Obsolescence / Withdrawal is usually recommended, in case, the Standard is technically inadequate; no longer generally acceptable to and not used by the industry; inconsistent with law or established public policy; not in the public interest; or otherwise inappropriate; and revision or amendment is not feasible or would serve no useful purpose

vi. **Subject Experts to decide**

Indicating that CRG is not able to categorize the recommendation type

vii. **Urgent**

High risk/impact Change request, requiring immediate action and closure on a fast track. The Change request requiring urgent action will be immediately forwarded to eGD(DeitY) for necessary action.

2. Action by eGD(DeitY)

- a. In case of recommendations i & ii, eGD(DeitY) would take necessary approvals of JS(eGov) / AS(eGov) and would issue corrigendum for the amendments.
- b. With the copy of approval, eGD(DeitY) would direct eGSD(NIC), to interact with the concerned Expert committee to follow procedure for change. In case of recommendations iii, iv, v & vi eGD(DeitY) would forward the Change through eGSD(NIC), to the concerned Expert Committees, if already existing for considering the change requests. In case of non-existence of Expert Committee, eGSD(NIC) in consultation with DeitY, would constitute Special Technical Group with Subject Experts to review CRG recommendations, and to take necessary action to revise the Standard / to recommend that the Standard be declared as Obsolete/ Withdrawn etc, as deemed appropriate.

(The draft revised standard will have to undergo Closed Group / Public Review as per Institutional Mechanism)

- c. In case of recommendation **vii** - (High risk/impact change request), eGD(DeitY) would take call on case to case basis on how to deal with the issue, and would take necessary

Procedure for Change Management and Release of e-Governance Standards

approval of JS(eGOV) / AS(eGov) for recommended action directly or in consultation with the Expert Committee, through eGSD(NIC) for immediate action.

In case, of major technical changes, eGD(DeitY) would seek the approval of Apex Body on Standards.

3. Action by eGSD (NIC)

- i) To forward the change requests received from Public / other stakeholders to Change Review Group
- ii) Change Review Group will decide the type of change to be done and how it be done.
- iii) To steer the activity of Change Management, Institutional mechanism for Standards Formulation is to be followed in case of technical major changes
- iv) Actions for release of approved revised documents, received from eGD(DeitY) as follows:
 - a. **Reaffirmation:** No action on Standard, but keeping the record of change request and the decision taken in the Change Requests Archives.
 - b. **Amendment & Reaffirmation:** Upload the Revised document, on the eGov Standards Portal, along with corrigendum, without changing the integer part of the version number.
 - c. **Revision:** Revise Version no, month and year of the Standard and web publishe the revised Standard, along with the notification for the same. Place the old version in Standards archive. Keep the feedback received and the action taken thereon, in the Change Requests Archive, along with appropriate links to various files
 - d. **Obsolescence:** Retain the Standard on the portal, with a notification stating that the Standard has been declared as obsolete from a particular date, and NOT to be used in new applications. However, legacy applications can use till they undergo major up gradation. The reason for declaring the Standard as “Obsolete” should also be web published
 - e. **Withdrawal:** The title only to be retained on the portal, with a notification that it has been withdrawn on a particular date, with an advisory that legacy applications based on the withdrawn standards also should be upgraded to new standard. The reason for withdrawal can also be published.
- v) The Change Management Procedure should be followed to maintain change history, update Index table, and archival of the old versions. The archives of the standards document may be made available on request, with a time stamp of its status.

4. Action by Expert Committee / Special Technical Group

The Expert Committee / Special Technical Group would review the Change requests, and through further study, would do the needful by following the Institutional mechanism for Standards formulation, wherever applicable. If required, the change requester also would be invited to participate in the change process.

Procedure for Change Management and Release of e-Governance Standards

At the time of incorporating changes, committee/ group will fill up the last column (Action taken and Justification for the same) of the compiled CRG report (given in Annexure III) for a Standard under revision.

After making necessary modifications in the Standard, the Expert Committee /Special Expert Group would record the changes made in the prescribed format as follows:

Format of Log for Amendments & Reaffirmation

Amendment Ref No. & date of amendment	Old Version Number, date and year	Nature of Amendment	Page Reference	New version number incremented in decimal place, if any

Format of Log of Revisions (Approval of Apex Body)

Old Standard document ID, Version No., Month, and Year	Brief description of the Change request	Brief description of the Change(s) made.	The sections, which have been revised / new section added	New Standard document ID, Version No. , Month, and Year

Note: The older versions of the document would be preserved by eGSD(NIC) in the archives, in line with Government procedures of records management.

Annexure I: Definitions and Acronyms

Definitions

Release: A Standard release is the distribution of a new or updated Standard, duly approved by the competent authority

Change Management: Change management is an approach to shifting/transitioning individuals, teams, and organisations from a current state to a desired future state. In the context of Standards, it helps stakeholders raise change requests and get the suggested changes incorporated in the existing Standard. (Source:Wikipedia)

Change Leader: A change leader motivates an individual or a group to implement change for which he or she may not initially have buy-in. (Source:<http://Corpchange.com>)

Resistance to change: Creating barriers or inertia to accepting change

Metadata: Metadata is data about data. It provides information about a certain item's content. Metadata helps us describe the technological information in a precise way for better understanding; it enables easier storage, access and retrieval of information and allows seamless exchange of data.

Acronyms

CRG: Change Review Group

DeitY: Department of Electronics and Information Technology

GoI: Government of India

eGD: e-Governance Division (of DeitY)

eGSD: e-Governance Standards Division (of NIC)

MCIT: Ministry of Communications & Information Technology

NIC: National Informatics Centre

STQC: Standardization Testing and Quality Certification

Annexure II: Template for Change Request/ Feedback for Standards Document

Form for Change Requests/ Feedback Comments		
Document Details		
Name of the Draft Document		Feedback to be emailed to:
Version and Date		egov.standards@nic.in
Reviewer Details		
Name		
Designation		
Organization		
Phone		
e-mail		
General Review Comments		
Specific Section wise Review Comments		
Page No /Section /Para No.	Comment / Feedback/Correction	Justification / Reason

Annexure III: Template for CRG Recommendations / Action Taken Report

Title of the Standard Document: -----

Version number, month, and year: -----

S.No.	Source details of Change Request	Briefing about change request / link to original change request	Level of urgency : - Urgent - Not Urgent	CRG Recommendation type: I. Reaffirmation II. Amendment & Reaffirmation III. Revision IV. Obsolescence V. Withdrawal VI. Expert committee to decide VII. Urgent (High Risk/ Impact)	Action taken by Expert Committee/ Special Technical group, and justification for the same