

Appendix C. E-Governance Initiatives & IT Requirement of IMIS

Aspects	SN	Requirements	Importance (M=Mandatory, D=Desirable)	Availability (Yes/No)	Remarks
e-GOVERNANCE	1	Is LG currently using any software applications (e.g., Tax Collection System, MIS, etc.), or are they in the process of implementing any?	D		
	2	Does LG employ any online payment mechanisms to deliver municipal services?	D		
	3	Is LG utilizing any mobile apps to provide information to its citizens or deliver municipal services?	D		

IT INFRASTRUCTURE	4	Does LG have an in-house IT department, outsource IT services, or hire temporary IT personnel to support IT-related issues?	M		
	5	If not, is LG willing to hire IT personnel to support IMIS operation within its own budget?	M		
	6	Do LG staff members possess good computer skills?	M		
	7	Does LG have sufficient computers and accessories in relevant departments, such as revenue, building, infrastructure, and sanitation departments, to support IMIS?	M		
	8	Does LG have reliable fast internet access within its office premises?	M		

9	Are personnel responsible for sanitation service delivery, such as desludging vehicle drivers and treatment plant operators, capable of using computers and mobile applications?	M		
10	Does LG have any Annual Maintenance Contracts (AMCs) with private companies to maintain any of its software applications?	D		
11	Are there any restrictions on hosting software with a commercial hosting service provider, whether it be a national or international provider?	M		
SUSTAINABILITY	11	Is LG willing to make a partial investment in the required dataset if the dataset as per the IMIS framework is not entirely available?	D	
	12	Is LG willing to designate a focal person with clear mandates to oversee the implementation and operation of IMIS?	M	

13	Is LG willing to share the cost of hosting IMIS on the cloud if there is no provision for hosting it on the government cloud?	M		
14	Is LG aware that regular investment is necessary for the maintenance and hosting of any software application once it is implemented? Will LG be prepared for this investment?	M		
15	Are there any urban planner staff (permanent/temporary) employed by LG?	D		

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