



Awareness on IS-15700 Quality Management in Public Organizations

Introduction

Citizen and business requires services with characteristics that satisfy their needs and expectation. These needs and expectations are expressed in terms of service specifications. Citizen requirement generally are not specified contractually by the citizen, and generally by government organization itself. Citizens ultimately determine the acceptability of the service directly and indirectly through the political process. Since Government services are delivered in a monopolistic & non-competitive environment there is risk of dilution in meeting service specification. Quality Assurance approach will assist Government organization in enhancing citizen satisfaction The Quality assurance approach encourages to analyze requirements, defines the processes and keep them under control. It provides the framework for continual improvement, increases the probability of enhancing the satisfaction.

Course Objective

The goal of this programme is to build the foundation on “QA in eGovernance”. Upon completion of this course, participants should be able to:

- Understand the concept of “Quality Assurance in eGovernance”.
- Standard and Best Practices on “Quality Assurance framework and conformity assessment requirements”
- Requirements of Government process re-engineering
- Requirements of application quality, Information security and IT services management.
- QMS in public service organization and its role in facilitating effective eGovernance implementation

Broad Contents: Day 1

- Quality Assurance framework
- Requirements for eGovernance System
- Government Process Re- Engineering
- Conformity Assessment Requirement

Day II

- Quality in Public Service Organization
- Software Application Quality
- Information Security Management System
- IT Service Management
- User Satisfaction Measurement

**Audience**

The course will benefit Project Manager, his team members and e Gov. RFP writers

Duration : Two days

Faculties

The faculties for this program are STQC ITSM Lead Auditors/ Auditors and or STQC approved trainers to conduct this awareness programs.

Course Material

The delegates will receive a standard course book prepared by STQC along with useful documents including exercise manual etc during the commencement of course. .

Medium of course delivery shall be in English language.