



UNDP Capacity Development Initiative Technical Assistance to the GPC

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Case Study



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- General Personnel Council (GPC) strategic approach to the Development of:
 - GPC portal for service delivery to civil servants.
 - Human Resources Management system (HRMIS).





“ ICTs improve government performance and positively impact all dimensions of social development ranging from health and human services to economic management, labor, agriculture, health, education, transport, industry, trade and information transfer “

National Strategy for Telecommunications, Information Technology and Post in Palestine , MTIT 2009, Page 3



More



✓ MOPAD, Administrative Development Sector Strategy highlights the role of the ICT in the ADSS implementation process.

✓ The other 22 PRDP sector strategies also rely heavily on ICT to assist in a cross cutting way with administrative efficiencies, and this is a huge challenge for the MIT who must lead the process



At the National Level

- Capacity development in the formulation of national plans.
- Institutions are faced with serious difficulties to engage in:
 - ✓ Strategic planning.
 - ✓ Policy formulation.
 - ✓ Monitoring and evaluation.
 - ✓ Coordination and consultation with stakeholders.



Capacity Development Initiative



Purpose

Support the development of institutional, organizational, and human capacities needed to execute core public management functions.

Sustain the building of a national public services, within an environment of open, structured, reliable, and accountable government.



In today's world, technology is changing everything



ICT is a key enabler and one of the core components of the CDI .



General Personnel Council (GPC)



- Made great strides in management of administrivia.
- More open in the way it shares information.
- recognises the continuing need to refine and devolve administrative processes.

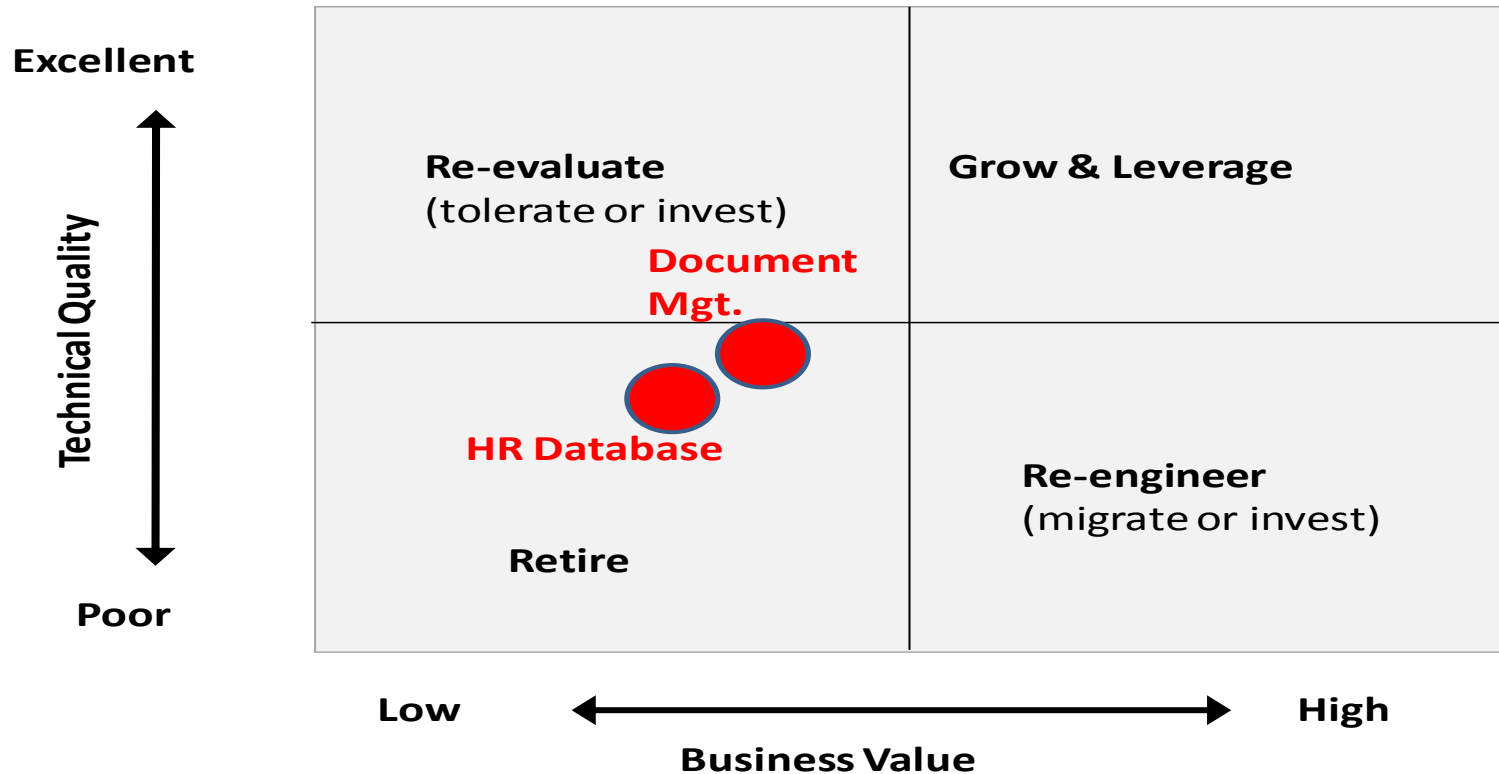


But?

all of which will be dependent
upon technology-enablement



GPC Systems



Courtesy of : West Bank and Gaza - report on payroll controls and HR information systems , June 2010 - **Document of the World Bank**



Current HR Status

- ✓ No clear human resource management policy .
- ✓ Incomplete guide for government institutions towards implementing the latest approaches in staff management.
- ✓ Particularly in terms of personnel recruitment, promotion process and performance appraisal system.



HR integration



The 13th Government plan expects the integration of:

- Ministry of Finance , Salary department
- Pensions agency



GPC / UNDP Mission



➤ Working parallel on different Tracks towards realizing the HRMIS

➤ Assessing administrative Processes

➤ Assisting with technology enablement.



The presentation sheds light from a technological perspective



Framework



- ✓ GPC should be part of a broader PNA ICT strategy.
- ✓ Investment in IT resources needs to have a long-term vision for both GPC and PNA (other ministries).
- ✓ Balancing between use of existing legacy systems and current or future implementations.
- ✓ Emphasis on the role and involvement of the GPC staff (core of CDI project)



Outcomes



- ✓ Assist with process automation for the GPC to start the development of the its Portal
- ✓ Assessing ICT infrastructure @ GPC and provide recommendation (Technology, data integration etc)
- ✓ Develop HRMIS technical specifications.



GPC Portal



السلطة الوطنية الفلسطينية / ديوان الموظفين العام - Mozilla Firefox

File Edit View History Bookmarks Yahoo! Tools Help

http://www.gpc.pna.ps/diwan/index.gpc

Most Visited Getting Started Latest Headlines Kids' ThernaCheck@ ...

Search Web Mail Shopping Personals My Yahoo! News Games Travel Finance Answers Sports

السلطة الوطنية الفلسطينية ...

السلطة الوطنية الفلسطينية
ديوان الموظفين العام
General Personnel Council

صفحة الرئيسية | عن الديوان | الامارات العامة | أنظمة وقوانين | وظائف شاغرة | مركز الإدارة والتقيية | الخدمات الإلكترونية | نماذج الديوان | اتصل بنا

الثلاثاء 6 تموز / 2010 حسابي

الدخول الى الحساب

أسم المستخدم:
كلمة المرور:

إلغاء دخول

مستخدم جديد - نسيتم كلمة المرور

مادة الديوان

استطلاع الرأي

ما هو رأيك بخدمات ديوان الموظفين العام؟

ممتاز
جيد جدا
جيد
غير مقبول

التصويت التصيحة

الأخبار الإعلانات

ديوان الموظفين يعقد ورشة عمل بخصوص نموذج التميز الأوروبي AFQM

كلمة رئيس الديوان

تشهد فلسطين حالياً إصلاحات سياسية واقتصادية هامة هدفها خلق أفضل الفرص أمام الشعب الفلسطيني. وتعمل السلطة الوطنية الفلسطينية على أن تستغل فرصة هذا التغيير من أجل مستقبل أفضل للشعب الفلسطيني. من هذا المنطلق فإن الحكومة الفلسطينية تركز جُل اهتماماتها على تعزيز وبناء الهيكل الإداري لقطاع الخدمة العامة.

المزيد

رئاسة الديوان
إحصائيات
عطل ومناسبات
التقارير السنوية
القوانين الكاملة
المكتبة الإلكترونية
روابط مفيدة

أهم الاحداث والنشاطات

تعليق الدوام للموظفين العاملين في ديوان

Transferring data from www.gpc.pna.ps...

Start 6 Microsoft Off... presentation IT EXPERT for th... WBG payroll and ... Inbox - mhams... SQL Navigator fo... السلطة الوطنية ... EN 8:56 AM



Main Deliverables

- ✓ Portal for all civil servants
- ✓ Online Recruitment system
- ✓ Dynamic content publishing system
- ✓ HRMIS evaluation and specification document (from an IT perspective)



Could the GPC project serve as a template for other PNA ministries ?.



Obstacles/Challenges



- ✓ Balancing between immediate needs and long vision for improvement and establishing proper infrastructure.
- ✓ ICT infrastructure in Palestine (i.e. Internet connections and government network).
- ✓ Working with GPC legacy systems.
- ✓ Lack of adequate skills /Technology awareness





These problems were highlighted in the World Bank Report June 2010

The report emphasized the need for applications and processes integrations across ministries. *"The extent to which further improvements to PA information assets can continue to be facilitated when disparate applications interpose multiple transcription points (a widely recognized point of failure, and an intrinsically error-prone process), extended transaction processing times, and endemic discrepancies between isolated data sets is limited."* (Page 41).



Technology



- ✓ Utilization of Open Source software, when possible
- ✓ Java – based development and programming (Web framework : struts)
- ✓ Linux operating system
- ✓ Oracle DBMS (due to the existence at GPC)



Lessons Learned



- ✓ From an ICT perspective , government needs to work more on standardizing policies, plans .
- ✓ Little details so far in the ICT strategy (general guidelines)
- ✓ More emphasis on unifying efforts across different ministries and institutions.
- ✓ Additional training for staff in the ICT fields according to envisioned plans and policies





What else ?

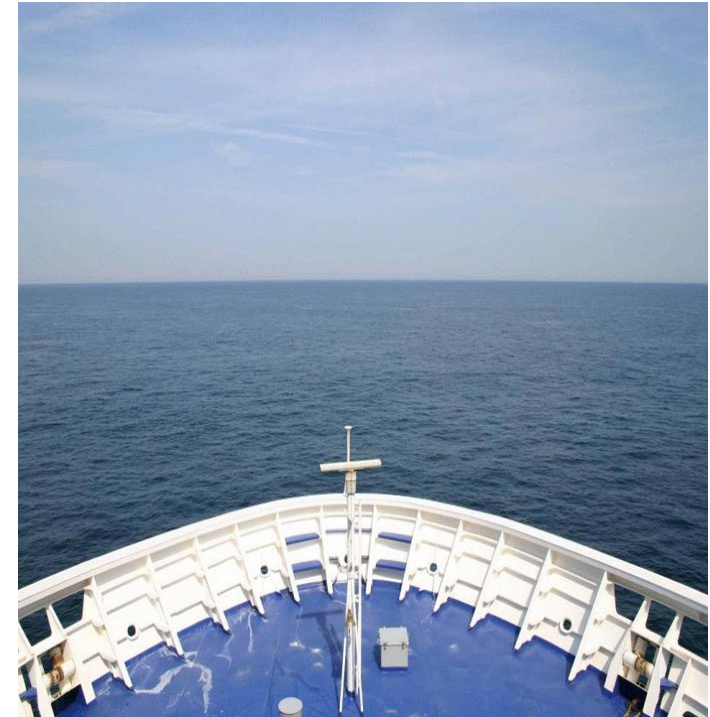


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GPC HR Network



- ✓ Collective endeavor
- ✓ GPC ITC network groups to take the process forward as the next steps with all IT staff in line Ministries and the MIT





Monitoring and Evaluation !

For Improvements





A Short Demo





Q /A



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