UNDP Capacity Development Initiative
Technical Assistance to the GPC

Mohammad Hamarsheh
ICT Expert
6-Jul-2010
Case Study

Jan – June, 2010

• 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

Excellent

Technical Quality

Poor

Re-evaluate
(tolerate or invest)

HR Database

Retire

Grow & Leverage

Re-engineer
(migrate or invest)

Document Mgt.

Low

Business Value

High

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.
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?
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