

## **BASIS**

### **‘Best IT Use – 2012’ Award**

#### **GUIDELINES FOR FILLING Best IT Use – 2012 Awards QUESTIONNAIRE**

##### **Important points to note**

Please note that the filled questionnaire has to be signed and stamped by the CEO or authorized IT manager/Head of IT/CIO/ CTO or the person who is authorized to provide all the information in the questionnaire. Please fill every detail with utmost care and ensure the information is correct to the best of your knowledge. Kindly fill in the FORM very neatly, so that it is easy to understand. TYPE / WRITE IN BOLD, IF POSSIBLE.

Please send the completed questionnaires to BASIS Secretariat. Please understand that it would be difficult to incorporate the information, beyond the due date.

##### **Documents to demonstrate as evidence**

1. Evidences/ proof/ some written document (wherever needed). It could be in form of letter, outlay & expenditure statements, etc. You need to attach the photocopies of various evidences and sign them (with seal) for our reference.

We would request you to show the proofs/ evidences to the BASIS Physical Verification Team or Panel of Judges on demand. Your cooperation would be much appreciated.

#### **Instructions for filling in the Questionnaire**

##### **Basic Information of the Nominated Organization**

###### **1. Nominee Organization Details [Form –A]**

1.a. and 1.b. – Please enter the details of the organization (Form A)

- 1.c. Please tick your response in appropriate box
2. Please mention the name of the CEO
3. Please describe your reasons for nominating the organization for the award, for instance, mention about the effective use of the solution that you supplied.

##### **Detail Information of the Solution Proposed for the Award**

1. Name of the solution proposed for the award  
- *Self explanatory*
2. Purpose and objective of procurement of the solution

- *Why the solution was procured and to satisfy what needs of the organization.*

3. Why the solution? Specify the identified needs  
- *Please specify the exact identified needs that the organization considered to satisfy which the solution was procured and implemented.*
4. Decision making process for procurement and implementation of the solution.  
- *Please describe how the decision for the procurement was made. This is about the organization's internal process. For example, HR department specified the needs for which the organization needs a Payroll System that was required to be procured from or developed by the BASIS member. It would require a fund to be allocated. The process may be that HR Department raises the proposal for the procurement, Managing Director agrees and approves the procurement and allocates the fund and HR Dept. places the order. The BASIS member develops the solution and supplies to the organization and both HR and BASIS members jointly put in efforts for implementation. During implementation a number of challenges, namely, users' resistance, training, procurement new hardware etc. are faced.*

*As much as possible the details are to be elaborated.*

5. Drives for sourcing of the solution (please select any of the following as applicable and elaborate) (Please use extra sheet of paper for elaboration, if needed).
  - a. Did you get the solution developed from scratch by the solution provider for satisfying the identified needs? If yes, please elaborate the process, how.Or,
  - b. Did the solution provider pushed the solution that you observed satisfying the identified needs? If yes, please elaborate the process, how.

- *Select any of the options a or b and elaborate. Say for option (a), describe:*

1. *Process of identification of the needs*
2. *Contacting the vendors*
3. *Selecting a vendor based on some conditions*
4. *Explaining the needs to them*
5. *Guide them to help them carry out the requirement analysis*
6. *Monitor the development and testing phases*
7. *Implement and help the vendor implement*
8. *Take the ownership for using the solution for the benefits of the organization*

6. Price paid for the solution (You can segregate the price in software. Hardware and services)  
- *Self explanatory*
7. Infrastructure (please select any of the following as applicable and elaborate) (Please use extra sheet of paper for elaboration, if needed).

a. Implementation on the existing infrastructure? If yes, please describe the infrastructure involved.

Or,

b. Implementation on the newly developed infrastructure, especially meant for the solution? If yes, please describe the infrastructure involved.

- *Select any of the options a or b and elaborate. Say for option (a), describe:*

*1. Database compatibility*

*2. Availability of the hardware and Operating systems platforms*

*3. Any other aspect (specify)*

8. Total Cost of implementation

As a percentage of the year's investment in IT

As a percentage of total cost of operation

- *Self explanatory*

9. Payback Period (estimated)

- *Please state the period by which the cost of the solution including implementation would be recovered or paid back.*

10. Briefly describe the functionality of the solution. What does/do it/they do?

- *Describe what the solution does for satisfying the needs. Please be specific in terms of operations and functionality being performed.*

11. Nature of the solution (elaborate on the applicable point below)

a. If the solution is integrated, level of integration (elaborate on the applicable point below)

i. Totally integrated covering all operational functions e.g. Finance & Accounts, Procurement, Sales/Marketing, business operations, Manufacturing (if any), etc.

ii. Covering one or more operational function(s) (specify), but integrated with existing solutions.

iii. Covering one or more operational function(s) (specify) without any further integration.

b. Add-on component, but integrated with already existing solutions

c. Add-on component (isolated) for satisfying the needs emerged later

d. Independent solution

- *a. i. ii. and iii are Self explanatory*

- *b. For example, you procure Attendance Recording system that is integrated with your existing Payroll system.*

- *c. For example, Information from daily attendance is used for allocating the work force for specific work areas.*

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- *d. For example, An Inventory Management System is procured for managing the inventory in the organization where no other solution is existing.*

#### 12. Efforts

##### Development

- Involvement of the nominee in generation of Ideas (business innovation, Process innovation and improvement, Technology Innovation)
- Use of innovative technology/solution/ideas
- Tools used
  - Common tools
  - Specialized tools
  - Innovative tools
  - Combination of tools and technologies

##### Implementation

- Level of Involvement of the nominee (users)
- Ownership of the implemented solution
- *Self explanatory*

#### 13. Usability

- Acceptability to the users of all levels
- Ease of use
- Training needed
- Number of users using the solution (starting from input upto utilization of generated information or results)
- *Self explanatory*

#### 14. Benefits attained by using the solution in terms of 1) Business functionality, 2) Extent of automation, 3) Speed of generation and accuracy of information/results, 4) Attainment of competitive advantages, 5) User satisfaction, 6) Financial benefits, 7) Diversification, 8) Monitoring and control, 9) Cost saving, 10) Continuous improvement, 11) Business process automation and scalability, 12) Others.

Pick any or more of the above and elaborate. Please use separate sheet of paper for elaboration.

- *Please elaborate what benefits have been attained in terms of the above pointers*

#### 15. Enthusiasm (all round) and appreciation (all round from bottom to top)

- *Self explanatory*

#### 16. Problem, if any, faced (Challenges)

- *Self explanatory*

17. Why do you think that your organization deserves to get the Best IT Use – 2012 Award?

*- Self explanatory*

### **Detail Information of the Export or Outsourced Projects**

1. Name of the Organization  
*Please include the name of the organization you are nominating*
2. Country  
*Name of the country the nominated organization is from*
3. Process of Business development  
*Please specify what efforts were taken to attract the attention of the overseas organization. Include the trips abroad, communications, presentations, personal contacts, use of any other media for establishing contacts, organizational strengths etc.*
4. Process of Contract Procurement  
*Please elaborate how the contract was procured. For instance, by demonstrating the performance of the available skills, or by demonstrating the quality of jobs or any other means. Please also state who initiated the dialogue for awarding or obtaining the contract and how the contract took the shape of what you have achieved.*
5. Type of Jobs  
*Description of the jobs that your company has done or currently doing*
6. Types of skills requirement  
*Elaborate the requirement of special skills for doing the specified jobs.*
7. Process of Skills development  
*How were the required skills developed? Did you provide or receive any help, assistance or guidance for getting the required skills developed locally.*
8. Process of transfer of technology  
*Please elaborate how the technology or knowledge was transferred, both ways.*
9. Technology and tools being used  
*Self explanatory*
10. Estimated cost of the technology and tools  
*Self explanatory*
11. Methodology for providing services  
*Please elaborate how the services were delivered.*

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12. Manpower involved including number of skilled and unskilled resources  
*Self explanatory*
13. Value in last 12 months.  
*Self explanatory*
14. Contract in hand  
*Please state whether you have the contract continuing, or it has expired. Are you expecting any other contract?*
15. Name of the end-user companies  
*Self explanatory.*
16. Repeat Order, if any  
*Please state whether you have received or are you expecting repeat orders from the same source.*
17. Scope of using this project as reference  
*Please state if you may use the same contract as reference to other potential clients.*

### **Detail Information of the IT Enabled or IT Consultancy Services**

1. Name of the Organization  
*Please include the name of the organization you are nominating*
2. Process of services requirement identification  
*Please describe how the requirement of specialized services was identified. You may consider volume of repetitive jobs to be done requiring special skills or use of special types of technology, the expertise in which your organization does not have or it is not your core business competency and line. For example, getting the volume of generated data entered in specific format, or you need special consulting services for improving the business performance or productivity.*
3. Process of awarding contract for the required and identified services  
*Please describe how the decision for the awarding the contract was made. This is about the organization's internal process. The process may include, identifying and selecting a vendor, allocation of required fund internally, development and testing of the prototypes or evaluating of previously done jobs etc. and finally the process of awarding contract.*
4. Types of services required and received/acquired  
*Please specify what exact services you received.*
5. Skills required (on the part of the provider) for ensuring delivery of the services.  
*Self explanatory*

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6. Process of development of the required solution for providing the required services (Re: IT Enabled Services); or process of providing expert services based on knowledge and skills and technology tools, if any (Re: IT Consultancy Services).  
*Please specify how the vendor or service provider developed the solution required or how expert consulting services were developed and what exactly were delivered.*
7. Technology and tools used  
*Self explanatory*
8. Operational methodology for providing services  
*Please elaborate how the services were delivered.*
9. Manpower involved including number of skilled and unskilled resources (of the provider)  
*Self explanatory*
10. Value of service in last 12 months  
*Self explanatory*
11. Scope of using this project as reference  
*Please state if you may use the same solution as reference to other potential jobs.*