



OFFICE OF THE CHIEF SECRETARY · EASTERN PROVINCE

How to Fill the IT Inventory & Digitalization Plan Collection

A complete, step-by-step guide — with real screenshots and worked examples for every question — for anyone filling in the province-wide IT survey. No technical background needed. If you can fill in a form like this one, you already have everything you need.

What's in this guide

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2. What kind of office is this? (new — added 2026-09-10)
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5. If you are a Local Authority
6. If you are a Hospital
7. Section B — Describing each system (now includes per-system dev/maintenance difficulties)
8. Section C — Development & maintenance experience
9. Section D — Your digitalization plan
10. Section E — Process & readiness
11. Section F — Anything else, and submitting
12. Getting help

1. Before you start — the short version

This form does two things: it builds an accurate **inventory** of the IT systems your office uses today, and it captures **your office's own digitalization plan** — what you'd want built or fixed next, in your own words. It is **not an audit** and will not be used to criticise past decisions — it's how the province gets an honest, accurate picture so future digitalization work is planned properly. There is a live “Need help?” button at the bottom-right of every page of the form if you get stuck — see the last section of this guide.

DO THIS

Answer honestly, even if the honest answer is “we don't have anything” or “I'm not sure.” Those are useful, valid answers.

DON'T DO THIS

Don't guess a number or technical term you're not sure about — write “not sure” instead of making something up.

DO THIS

Write in plain language, the way you'd explain it to a colleague — full sentences aren't needed.

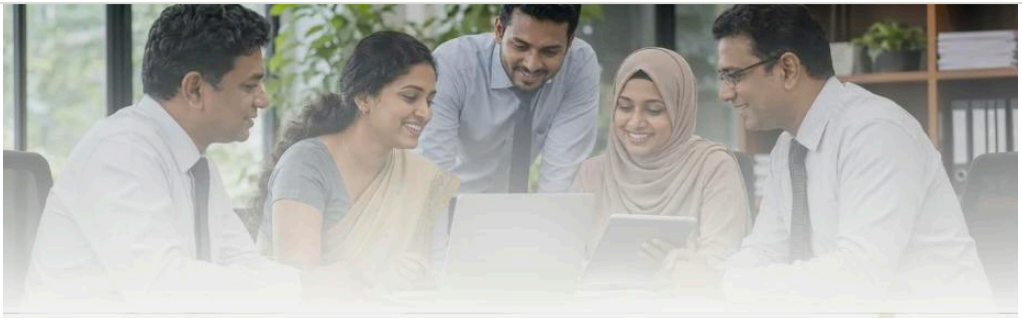
DON'T DO THIS

Don't leave everything blank if you're unsure where to start — even a rough answer is more useful than no answer.

Throughout this guide and the form itself, questions often show **two or three** worked examples rather than just one — that's deliberate, so you don't feel pushed to copy the one example given. Use them as a range of what a good answer looks like, then write your own.

2. What kind of office is this? (new)

The very first question on the form now asks what kind of office you are: a **provincial government office**, a **Local Authority** (Municipal/Urban Council, Pradeshiya Sabha), or a **Hospital / health institution**. This changes a couple of questions further down the form — Local Authorities and Hospitals each get a short block of extra questions relevant to their kind of institution (see sections 5 and 6 below). Everything else on the form is the same for everyone.



OFFICE OF THE CHIEF SECRETARY · EASTERN PROVINCE ● COLLECTING RESPONSES

IT Inventory & Digitalization Plan Collection

This is being circulated by the Office of the Chief Secretary, Eastern Province, by circular, to do two things: (1) build an accurate, province-wide **inventory** of the IT systems your office actually uses today, and (2) capture your office's own **digitalization plan** — what you'd want to build or fix next, and why. It is not an audit and will not be used to assign blame for past decisions — it is the foundation for planning any future digitalization work responsibly, with real information rather than assumptions. Please answer as completely as you can; "not sure" or "no system currently" are valid, useful answers. Stuck on a question? Tap the **help button** at the bottom of the screen any time, or read the full filling manual (online / PDF).

A. Your office

WHAT KIND OF OFFICE IS THIS? *

This changes a couple of questions further down the form to match your kind of institution.

- (●) Provincial government office
- ( ) Local Authority (Municipal/Urban Council, Pradeshiya Sabha)
- ( ) Hospital / health institution

OFFICE / DIVISION / MINISTRY NAME *

Like this (example 1): Ministry of Agriculture — Head Office

Like this (example 2): District Secretariat, Batticaloa

Like this (example 3): Provincial Department of Health — Records Unit

Not this: Just "Agri" or a short-form only your own office would recognise.

Need help?

YOUR NAME, DESIGNATION, CONTACT *

The new first question — pick whichever describes your office. This decides which extra questions you'll see later.

3. Section A — Your office

Tell us your office's basic details first — office name, your name and contact, and an IT contact if that's someone else.



The very top of the form — title, explanation, and the "Need help?" / "full filling manual" links mentioned throughout.

A. Your office

OFFICE / DIVISION / MINISTRY NAME *

Ministry of Agriculture — Head Office

Like this (example 1): Ministry of Agriculture — Head Office

Like this (example 2): District Secretariat, Batticaloa

Like this (example 3): Provincial Department of Health — Records Unit

Not this: Just "Agri" or a short-form only your own office would recognise.

YOUR NAME, DESIGNATION, CONTACT *

Name — Designation — email/phone

Like this (example 1): K. Perera — Administrative Officer — kperera@example.gov.lk / 077 123 4567

Like this (example 2): S. Fernando — Divisional Secretary — 026 222 1234

IT POINT OF CONTACT, IF DIFFERENT FROM YOU

Leave blank if you're also the right person to ask about IT.

Like this (example 1): N. Silva — Data Entry Clerk (handles IT informally) — 071 555 0199

Like this (example 2): Leave blank if that's you.

Section A, filled in. Green boxes under a question always show worked examples for that exact question.

Office / division / ministry name

"Ministry of Agriculture — Head Office"

"District Secretariat, Batticaloa"

"Agri" or a short-form only your office would recognise

Your name, designation, contact

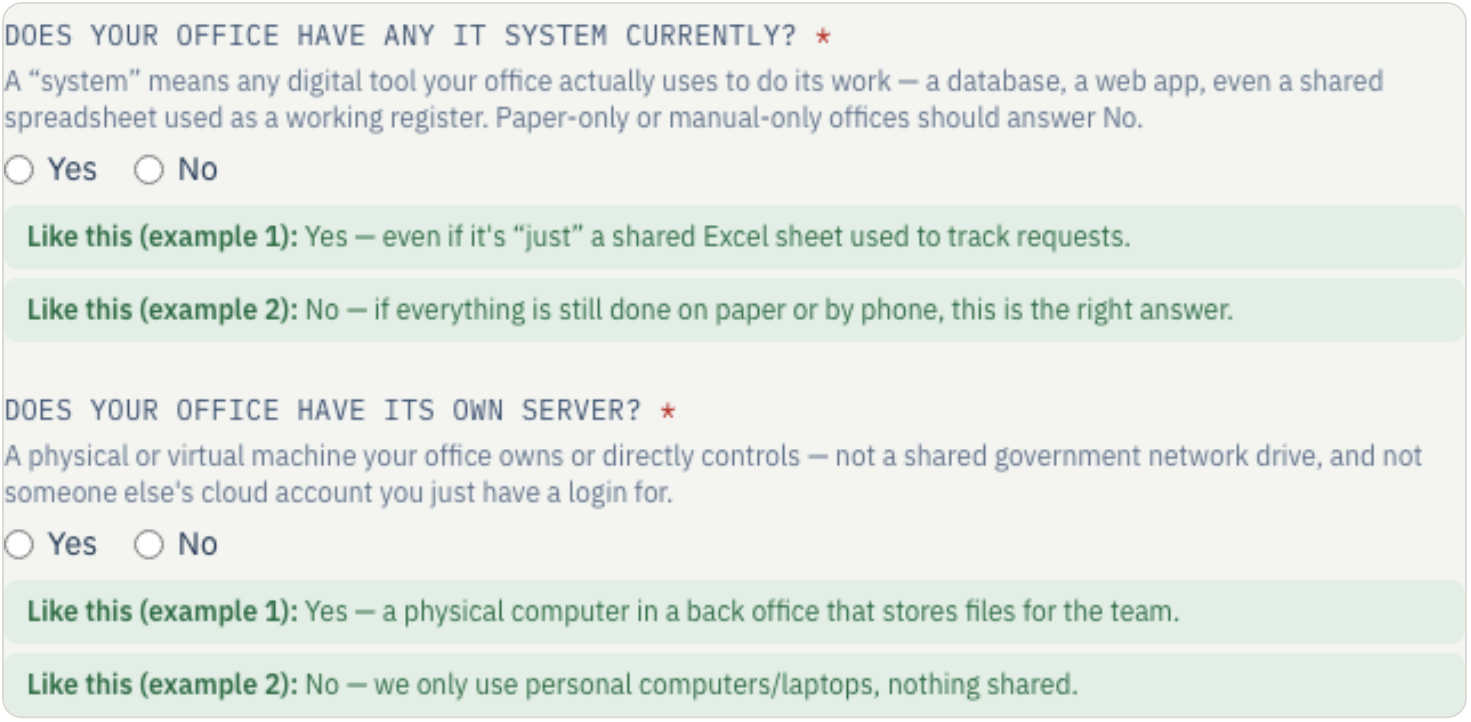
"K. Perera — Administrative Officer — kperera@example.gov.lk / 077 123 4567"

4. The two gate questions

These two questions are the most important on the whole form — they decide what you see next.

Does your office have any IT system currently?

A "system" here means **any digital tool** your office actually uses to do its work. That includes a proper database or app, but it also includes something as simple as a shared Excel sheet your office uses as a working register. If your office runs entirely on paper, answer **No** — that's a completely valid, common answer.



Answer Yes or No here. Answering No is not a wrong answer.

DOES YOUR OFFICE HAVE ANY IT SYSTEM CURRENTLY? *

A "system" means any digital tool your office actually uses to do its work — a database, a web app, even a shared spreadsheet used as a working register. Paper-only or manual-only offices should answer No.

◯ Yes ◉ No

Like this (example 1): Yes — even if it's "just" a shared Excel sheet used to track requests.

Like this (example 2): No — if everything is still done on paper or by phone, this is the right answer.

No problem — Section B and the systems-only parts of Section C below are skipped automatically. Please continue to Section D (Future plans) onward — that's where we capture your office's digitalization plan.

DOES YOUR OFFICE HAVE ITS OWN SERVER? *

A physical or virtual machine your office owns or directly controls — not a shared government network drive, and not someone else's cloud account you just have a login for.

◯ Yes ◯ No

Like this (example 1): Yes — a physical computer in a back office that stores files for the team.

Like this (example 2): No — we only use personal computers/laptops, nothing shared.

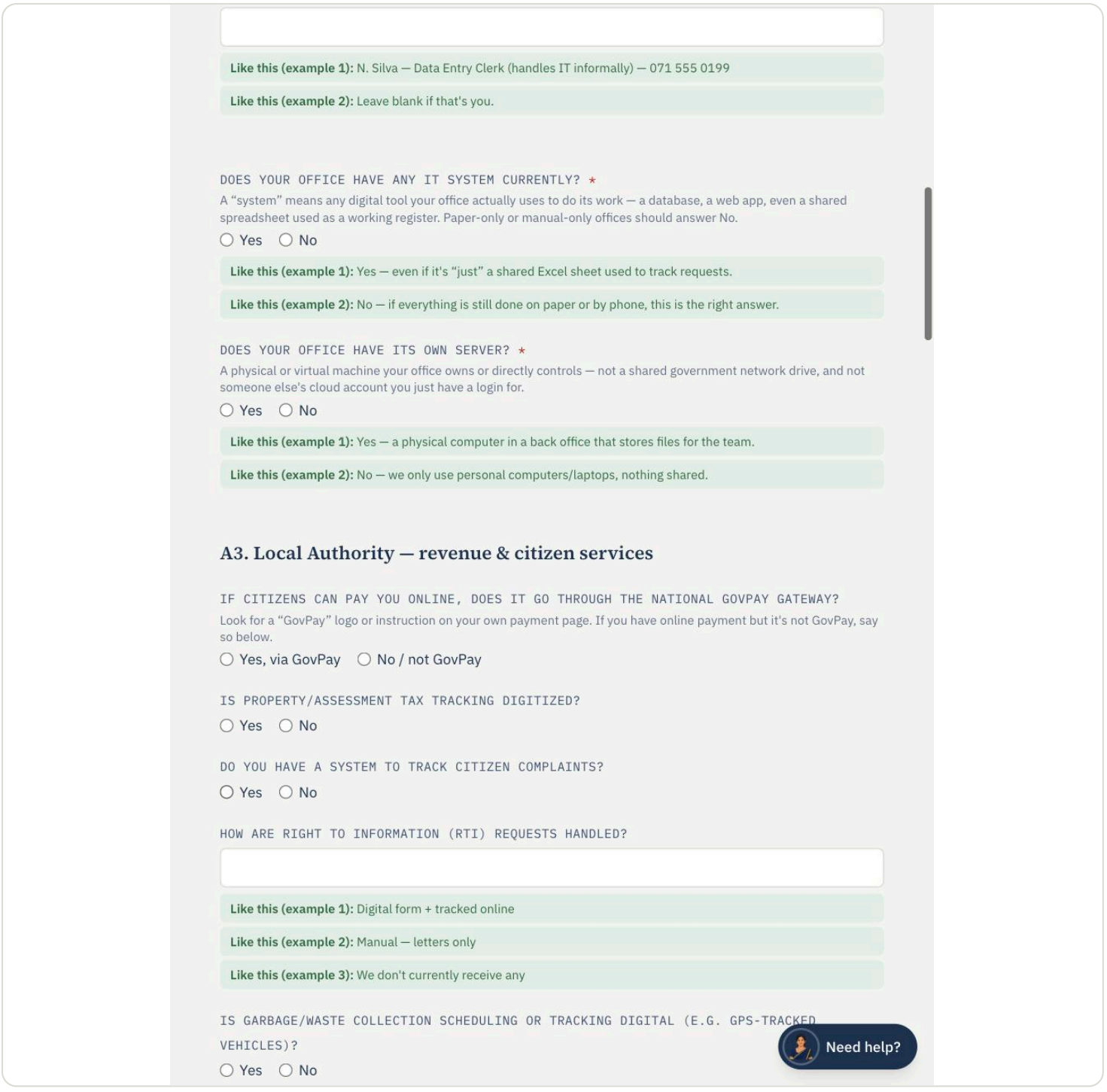
If you answer No, the form tells you so and skips the systems section (and the systems-only parts of Section C) automatically.

Does your office have its own server?

A physical or virtual machine your office owns or directly controls — not a shared government network drive, and not someone else's cloud account you just have a login for. If Yes, you'll be asked briefly what it's used for and whether it runs any system or file storage.

5. If you are a Local Authority

This block only appears if you picked “Local Authority” in question 2 above. It covers revenue and citizen-service digitalization specific to Local Authorities — online payment/GovPay, property tax, complaint tracking, RTI handling, garbage collection tracking, and digital publishing of council notices.



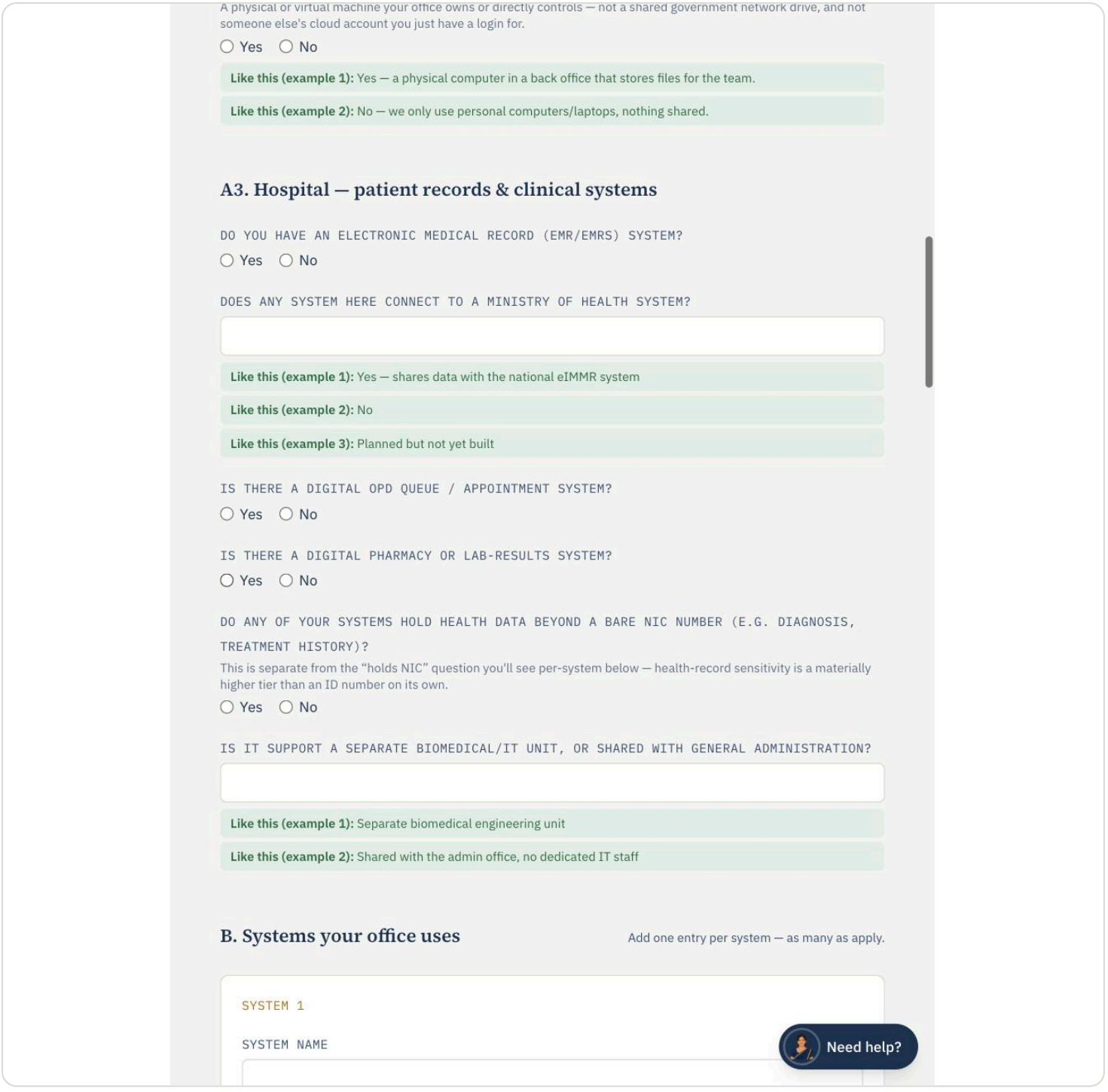
The Local Authority block, right after the two gate questions.

GovPay vs. some other online payment

If citizens can pay you online, check whether it actually goes through the national **GovPay** gateway (look for a “GovPay” logo or instruction on your payment page) or a different, locally-built payment flow. If it's not GovPay, briefly describe what it is.

6. If you are a Hospital

This block only appears if you picked “Hospital / health institution” in question 2 above. It covers patient records and clinical systems — whether you have an EMR/EMRS system, whether it connects to any Ministry of Health system, digital OPD/ pharmacy/lab systems, and whether any system holds health data more sensitive than a bare NIC number.



The Hospital block, right after the two gate questions.

Health data sensitivity — separate from "holds NIC"

The per-system "holds NIC" question you'll see in Section B is about a bare ID number. This question is different and asks about diagnosis, treatment history, and other health data — a materially more sensitive category on its own, so it's asked separately.

7. Section B — Describing each system (only if you answered Yes above)

For every system your office uses, click **"+ Add another system"** and fill in one block per system — there's no limit. Below is a fully filled example showing the kind of answer expected for every single question in this section.



One system entry, start to finish — every field has its own examples directly underneath.

Field-by-field notes

What kind of system is it?

Pick whichever category is the closest fit — Google Sheet, database, website, web app, desktop app, or file server. If nothing quite fits, choose "Other" and describe it in the next question.

Who built it — vs. — Hosting vendor

These are two different questions. **"Who built it"** is the company/team that made the system. **"Hosting vendor"** is who keeps it running day to day (e.g. AWS, Azure, a local hosting company). If it just runs on a computer in your own office, leave hosting vendor blank.

When was it built? / How long did it take?

"2021" · "around 3 years ago" · "not sure"

"about 2 months" · "a few weeks"

Build cost / Maintenance cost

"Rs. 350,000" or "don't know"

"Rs. 10,000/month, paid from office budget"

What kind of data does it store? / Does it hold NIC numbers?

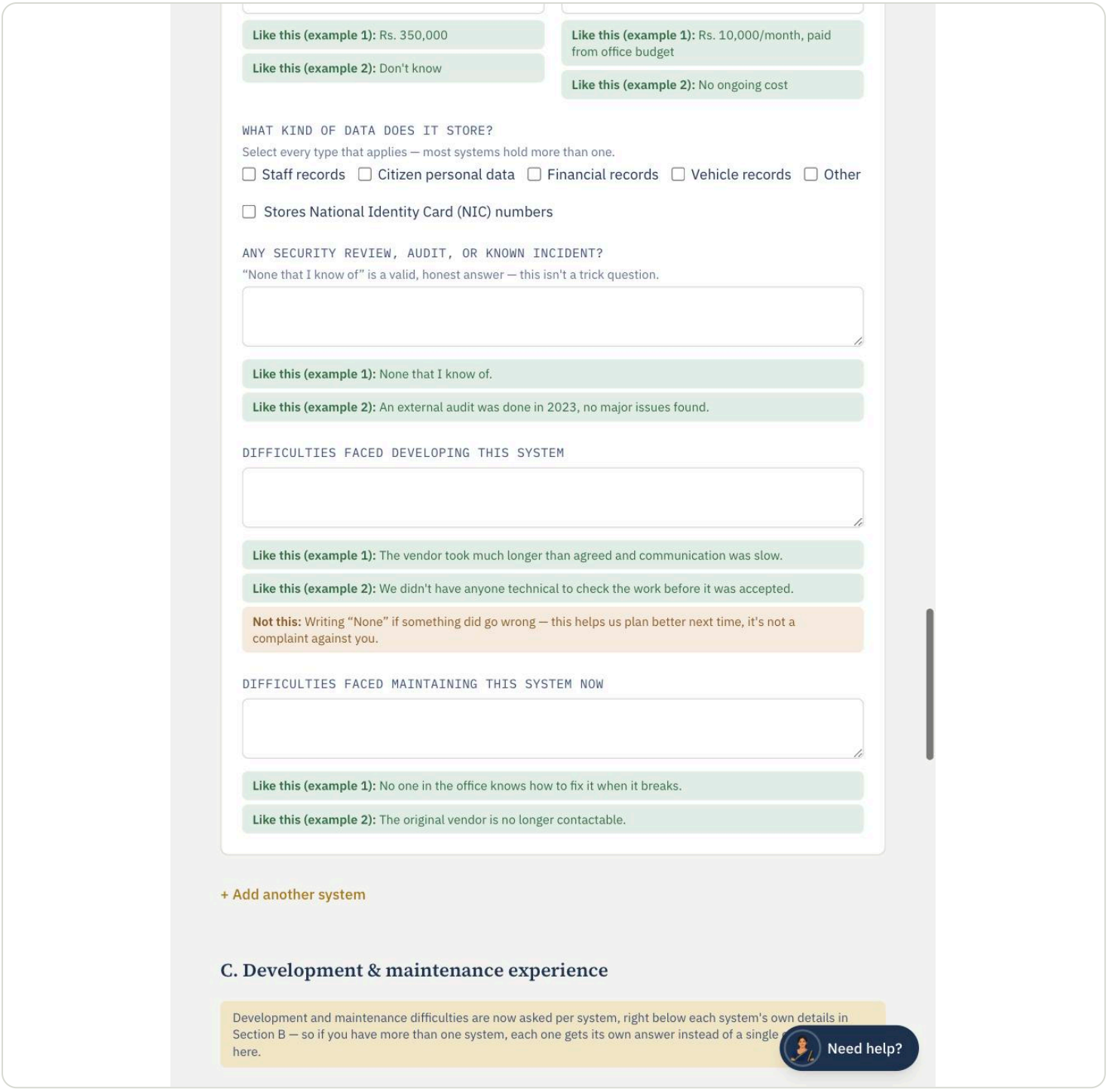
Tick every data type that applies — most systems hold more than one (e.g. staff records AND financial records). Separately tick the NIC checkbox if National Identity Card numbers are stored anywhere in the system.

Any security review, audit, or known incident?

"None that I know of." — this is a completely valid, honest answer, not a trick question.

Development & maintenance difficulties (moved here 2026-09-10)

These two questions used to be asked once for the whole office. They're now asked **per system**, right at the end of each system's own block — so if you have more than one system, each one gets its own answer instead of a single combined one.



The end of a system's block — security review, then its own dev/maintenance difficulty questions, then the updated Section C note pointing back here.

8. Section C — Development & maintenance experience

If you answered **Yes** to having an IT system, you'll be asked about difficulties faced building it and difficulties maintaining it now. If you answered **No**, these two are skipped automatically — but everyone is asked about their biggest day-to-day frustration, whether that's a system problem or a manual/paper process problem.

Development and maintenance difficulties are now asked per system in Section B above (see the note and screenshot there) — this section now only asks the one question below, which everyone answers.

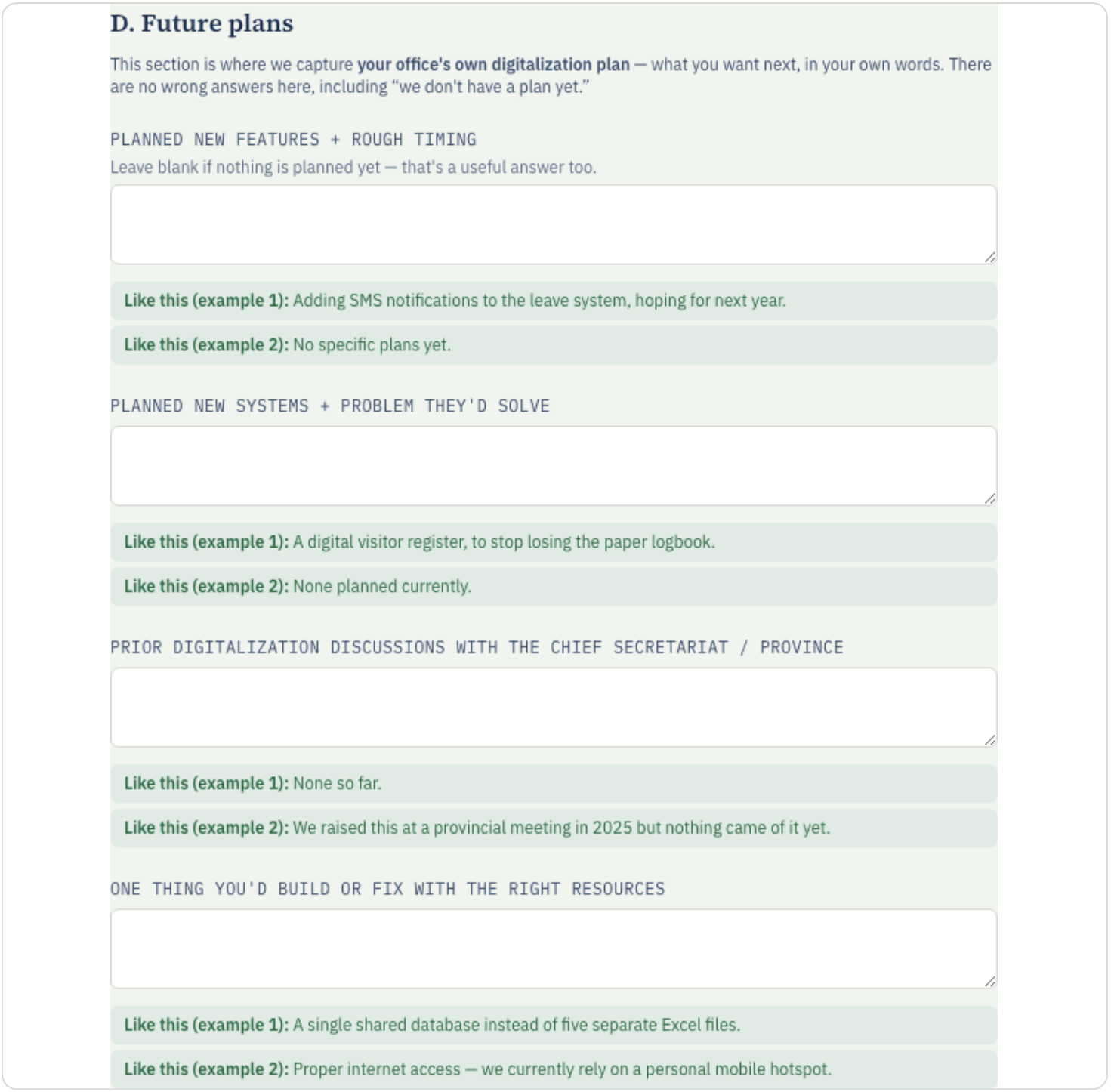
Biggest day-to-day frustration (everyone answers this one)

"Staff still re-type the same data into two different registers."

"Everything is on paper, so finding an old file takes ages."

9. Section D — Your digitalization plan

This is where the form captures **your office's own plan for the future** — not ours. There are no wrong answers here, including “we don't have a plan yet.”



D. Future plans

This section is where we capture **your office's own digitalization plan** — what you want next, in your own words. There are no wrong answers here, including “we don't have a plan yet.”

PLANNED NEW FEATURES + ROUGH TIMING

Leave blank if nothing is planned yet — that's a useful answer too.

Like this (example 1): Adding SMS notifications to the leave system, hoping for next year.

Like this (example 2): No specific plans yet.

PLANNED NEW SYSTEMS + PROBLEM THEY'D SOLVE

Like this (example 1): A digital visitor register, to stop losing the paper logbook.

Like this (example 2): None planned currently.

PRIOR DIGITALIZATION DISCUSSIONS WITH THE CHIEF SECRETARIAT / PROVINCE

Like this (example 1): None so far.

Like this (example 2): We raised this at a provincial meeting in 2025 but nothing came of it yet.

ONE THING YOU'D BUILD OR FIX WITH THE RIGHT RESOURCES

Like this (example 1): A single shared database instead of five separate Excel files.

Like this (example 2): Proper internet access — we currently rely on a personal mobile hotspot.

Section D's own intro makes this explicit — this section is your digitalization plan, in your own words.

Planned new features / new systems

"Adding SMS notifications to the leave system, hoping for next year."

"A digital visitor register, to stop losing the paper logbook."

Leaving both blank without writing "no specific plans yet" — an explicit "not planned" is more useful than a blank field.

One thing you'd build or fix with the right resources

"A single shared database instead of five separate Excel files."

"Proper internet access — we currently rely on a personal mobile hotspot."

10. Section E — Process & readiness

A few short questions about your office's broader digital readiness — internet reliability, IT staffing, and any manual processes that are strong candidates for going digital.

Manual/paper processes suited to digitalization

"Leave applications are still submitted on paper and filed by hand."

Dedicated IT staff — how many / their roles

"0" · "1" · "2"

"Data entry clerk who also handles IT informally."

Network / internet reliability

Pick whichever best describes a typical week — Daily outages, Occasional issues, or Generally reliable.

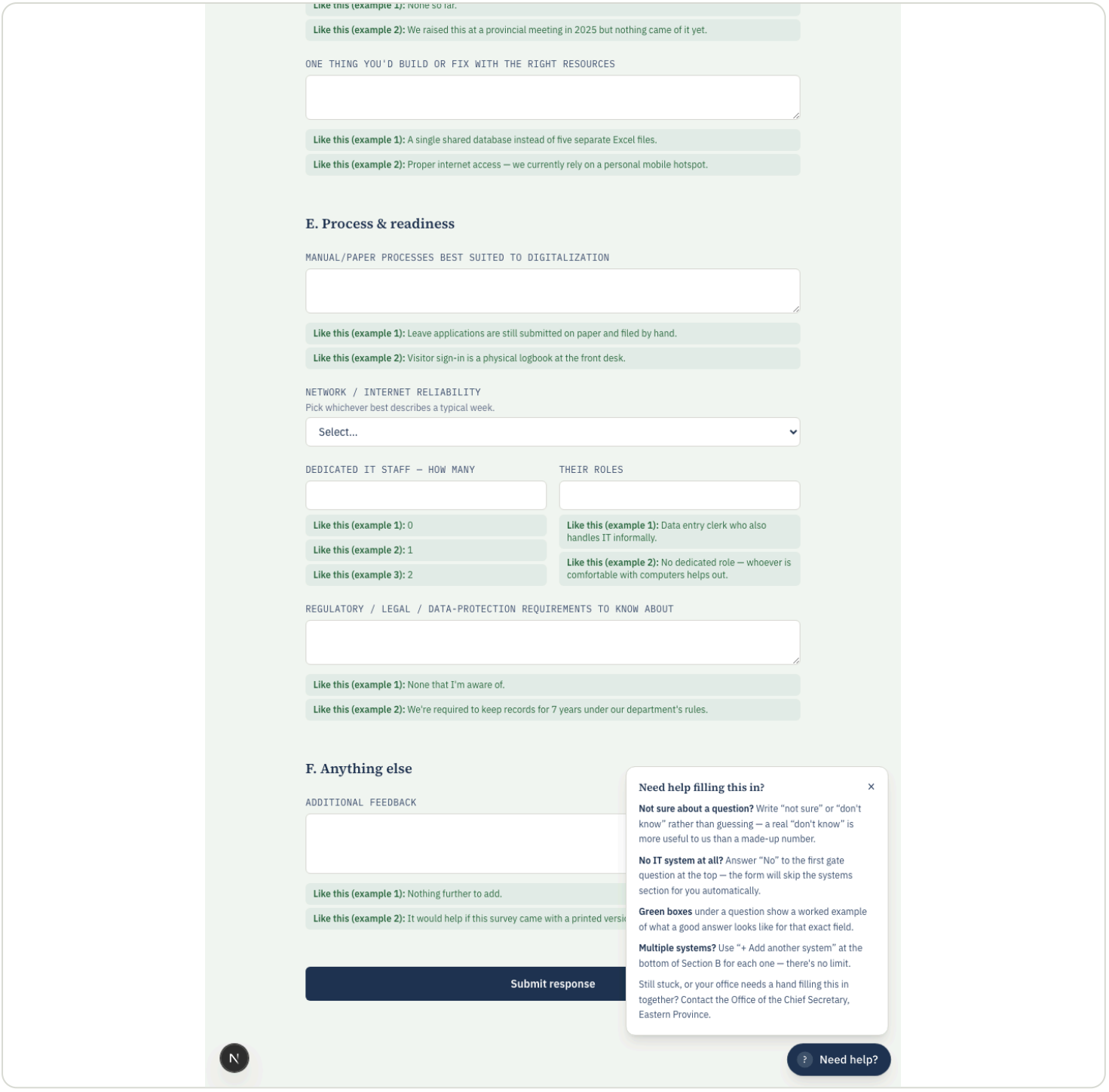
11. Section F — Anything else, and submitting

A final open field for anything not covered above, then submit.

1. Scroll to the very bottom of the form.
2. Press the dark **"Submit response"** button.
3. You'll see a "Thank you" confirmation — that means it went through.
4. If you need to add or correct something afterward, contact the Office of the Chief Secretary directly.

12. Getting help

Every page of the form has a **“Need help?”** button fixed to the bottom-right corner. Tap or click it any time — on a phone, tap it; on a computer, you can also just hover your mouse over it. Works exactly the same on phone and computer.



The help panel — tap the round button to open it, tap the × to close it.

Office of the Chief Secretary, Eastern Province — IT Inventory & Digitalization Plan Collection. This guide was prepared to accompany the survey circular. For questions not covered here, contact the Office of the Chief Secretary.