



# BRUHAT BENGALURU MAHANAGARA PALIKE

Office of the Chief Commissioner  
BBMP Head Office, NR Square, Bengaluru - 560 002

No: BBMP-DCIO0IT(PR)/26/2022

Dtd: 30-08-2023

## Standard Operating Procedure for IT Department BBMP

Sub: Guidelines / Standards for Software Applications Development,  
Maintenance & IT Infrastructure Services in BBMP - Reg.,

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With reference to the above, it is mandatory to streamline the procedure for software development, maintenance & IT infrastructure related services being used in all the departments of BBMP. It is observed that various departments of BBMP are developing IT applications from third party vendors without concurrence or any knowledge of IT Department.


As cyber security vulnerability assessment is to be undertaken before hosting these IT applications into BBMP data server and as the departments are not obtaining certification from Indian Computer Emergency Response Team (CERT-In) empanelled authorized vendors, we are unable to host any IT applications, requests being received from various departments.

Hence the following guidelines / standards are to be adopted henceforth by all Head of the Departments who are using Web and Mobile Applications and informed to issue suitable directions to the existing Third-party Vendors who are already developed Web and Mobile Application and hosted at the Data Centre, IPP Building, Malleshwaram.

### GUIDELINES / STANDARDS


1. Any department must not develop any software applications without the knowledge and guidance of IT department.
2. Any departments intending to develop a new IT application shall approach IT Department along with their requirement through Chief Commissioner. IT Department will examine the requirements and design the documents for development, then place a proposal before Director (IT) for suggestions on way to go forward and develop the applications either through in-house OR Third party as applicable, by getting proper approval from Chief commissioner, BBMP or Technical Advisory Committee formed with at least three experts consisting of one technical representative of the procuring entity, one technical representative of the Government organization dealing with similar procurement/software development and one representative from a reputed Academic or Research Institution or Non-Commercial Institution having expertise in such line to examine and recommend for Development.

Page 1 of 4

  
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3. Application development should be as per the SDLC and should follow the Standard of MeitY/ GOI and E-Governance Department of GoK guidelines. Existing technology from stack shall be preferable for application development used in the majority of the IT applications in BBMP & the same should be used for new developments. New technologies can be used for only innovative and leveraging.
4. User department should be the owner of the - application and data.
5. Three level milestone method should be adopted for software development and payments as -
  - I. Communication, Requirement gathering, Feasibility study, System analysis and Software design, Coding, testing and integration (payment1: 40% of the project approved cost)
  - II. UAT and VAPT certification (Security Audit) deployment, knowledge transfer, handover of code and deliverables (payment2: 40% of the project approved cost)
  - III. 20% will be released finally after successful warranty and handholding period based on certification.
6. Once the application is developed, the development agency should handover the source code, database schematic diagram, APIs, user manual, application demo video, application logic / algorithms, architecture designs, documents, knowledge transfer to the BBMP IT Department
7. Whenever modifications and enhancements needed in the application, the user departments should raise a change request (CR) form available in IT department and same should be carried out under the supervision of IT department only.
8. Admin credentials of the each application should be with its User department and super admin credentials of all the software's should be with the IT department.
9. The User departments who had developed Software applications by their own through third party vendors, should have Admin credential with the department and to hand over all related files, documents, designs, source code of the software's to the IT department compulsorily and the developers should report to the Director (IT) .
10. The third-party vendors who are under maintenance of software developed, should work under the local IT environment only in exceptional case should raise their request for server access and CRs through the HOD of user departments only
11. Hosting of any data in any private server or cloud server is prohibited. The data so developed shall be hosted in BBMP data server or State data server only. Since the User department is the owner of the data in exceptional case user department should take opinion from IT department and Approval from chief commissioner, BBMP to host at MeitY Empanelled third party environments in that case the server licences should be in the name of BBMP only.

  
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12. Before hosting any application, which is not developed in-house, it is mandatory to obtain a safe to host certificate from the Indian Computer Emergency Response Team (CERT-In) Empanelled agencies. The costs towards the same should be incurred by the software development agency in their application development cost. The provision for budget so required shall be made available in the overall cost of the project and project cost should be borne by the respective user department.
13. Overall security audit and all security, server, data, network, and protection related licenses should be renewed periodically by the IT department.
14. The IPS, Application control, SSL, URL Filtering, Content awareness, Anti-Virus, Anti-bot, VPN, Threat extraction, Anti-Spam and email security blades are to be installed at the firewall to protect applications, network, and data. Regular Database backup, network monitor, Server, storage health check-up and network log monitoring to be scheduled and implemented, Endpoint Security should be used to detect and remove viruses and other kinds of malicious software from host machines. The server software's and OS patches needs to be updated regularly.
15. All the IT infrastructure so developed will be the property of BBMP. The person / agency who developed shall not have any intellectual property rights over that. If the person / agency wants to repeat / utilize the same technology in any other private firm / govt agency, proper prior approval shall be obtained in writing from BBMP, otherwise it will attract the breach of "Intellectual Property Rights Acts".
16. The procurement, upgradation of required IT Infrastructure for the Data Centre can be procured by inviting tender through Government e-Market / E-Procurement portal / KEONICS (In Case of 4G Exemption) based on the recommendation and approvals of the Technical Executive Committee / Technical Advisory Committee formed with at least three experts consisting of one technical representative of the procuring entity, one technical representative of the Government organization dealing with similar procurement and one representative from a reputed Academic or Research Institution or Non-Commercial Institution having expertise in such line to examine and recommend for utilisation.
17. The System specifications recommended by the Technical Advisory Panel (Committee) of CeG (GOK) / Technical Executive Committee BBMP / Technical Advisory Committee (BBMP) shall be considered for computer/desktop/ laptop/ printer/ scanner/ Xerox machine etc., while procurement and revised advisories shall be applied as and when declared.
18. While data sharing requests from intra and inter departments, IT and owner Department shall take decision together.
19. IT department shall supervise and advise the departments in all matters of software and hardware technological changes / advancements from time to time in future and adopt the technological / advances from time to time.



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20. The concerned department must periodically update to IT Department for their application usage and non-usage details, at the same time IT department shall review each application periodically if the application is found no longer needed same should be disabled from the public access by getting proper approval, this includes mobile apps which is hosted in app store / play store.
21. All Departments in BBMP should follow all the Government Directives / Circulars / Guidelines / Standards issued with respect to IT services and the same details should be periodically updated in BBMP website in the name of "IT guidelines" all department to follow the same directives.
22. The documents, photos, video and any other information that are to be uploaded in the BBMP website shall be shared with the IT Department through the official mail ID/ e-office/ through proper channel by the Head of the Department.
23. Only government mail ID's and CUG numbers to be used for all the communications & data sharing among the departments. And DSC, OTP, Biometric authentication should be adopted for functional recommendations and administrative decisions wherever it is applicable.
24. All the officers / employees need to follow these guidelines compulsorily.

  
CHIEF COMMISSIONER  
BRUHAT BENGALURU MAHANAGARA PALIKE



