



THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT
e-GOVERNMENT AGENCY

Document Name

e-Government Helpdesk & ICT Support Process

Document Title

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| APPROVAL | Name | Job Title/ Role | Signature | Date |
|-----------------|-------------------|-------------------------|------------------|-------------|
| Approved by | Dr. Jabiri Bakari | Chief Executive Officer | | 09/11/16 |

1. INTRODUCTION

1.1. Overview

The e-Government Agency (eGA) is established under the Executive Agencies Act No.30, 1997, Cap. 245 as a semi-autonomous Institution under President's Office Public Service Management. eGA is charged with the mandate of providing coordination, oversight and provision of e-Government initiatives and enforcement of e-Government standards to Public Institutions. In executing its duties, eGA shall implement and maintain a coordinated government operations for Information and Communication Technology (ICT) that include the formulation of standards, technical guidelines and procedures to effectuate the purposes of the Agency.

e-Government Agency (eGA) under the Ministry responsible for e-Government (President's Office, Public Service Management) has established the e-Government Helpdesk as a Single Point of Contact (SPOC) for providing ICT technical support on issues facing Public Institutions that are related to eGovernment.

e-Government is the use of information and communication technologies (ICTs) to improve the activities of public institutions. ICT needs proper support processes to ensure that users experience the most desired result from the accessed ICT resources, applications, business processes or an entire ICT solution stack. Support process that eGA uses in the eGovernment HelpDesk is based on ITIL Service Management Framework.

1.2. Rationale

Establishment of eGovernment HelpDesk and ICT Support Processes improves eGovernment Agency's capacity to implement eGovernment initiatives by providing effective and efficient ICT support to public institutions and managing activities and processes involved in providing ICT services. This is in the 2012/13- 2016/17 eGA Strategic Plan.

