THE UNITED REPUBLIC OF TANZANIA

PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT

e-GOVERNMENT AGENCY

Document Title

Creation of Government ICT Management Documents – Technical Guide

Document Number

eGA/EXT/AVS/003

APPROVAL	Name	Job Title/ Role	Signature	Date
Approved by	Dr. Jabiri Bakari	Chief Executive Officer		

Version 1.0 – April 2016

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1 OVERVIEW

1.1. Introduction

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.

This is one of the standards documents formulated and it establishes a comprehensive and uniform process for preparation, review, approval, deletion and documentation of ICT Management Documents. **ICT Management Documents are defined as ICT Policies, Standards, Processes, Guidelines, Procedures and other documents used in information and communication technology management by Public Institutions**. This standard also defines the specific meaning of the terms "ICT Policy," "ICT Standards," "ICT Processes/Guidelines/Procedures," and "Other ICT Management Documents (Architectures, Strategies, Baselines, Roadmaps, Frameworks, Charters and Programs)" as used in the Government.

1.2. Rationale

Pursuant to Strategic Plan 2012/13-2016/17, it is the objective of the Government through e-Government Agency to improve Public Institutions capacity to implement e-Government Initiatives. The Government also needs e-Government Standards and Guidelines to be formulated and operationalized so that e-Government initiatives are coordinated, managed and comply with Government requirements.

1.3. Purpose

The purpose of this document is to ensure that ICT Management Documents are standardized across the Government. This document provides details on *eGovernment Architecture Vision – Standards and Guidelines (eGA/EXT/AVS/001).*

2 THE STANDARDS

2.1. Definitions for ICT Management Documents

2.1.1. **ICT Policies** – Documents that elaborate on the Public Institution's Information and Communication Technology Management Philosophy by providing general statements of purpose, direction and required activities for one or more defined areas of the ICT Management Framework.

2.1.2. **ICT Standards** – Documents that elaborate on the Public Institution's Information and Communication Technology Management Program by providing required technical or programmatic activities in detail for a specific area of the ICT Management Framework.

2.1.3. **ICT Processes/Guidelines/Procedures** – Documents that provide information on optional activities related to an area of control for the Public Institution's Information and Communication Technology Management Program. Activities in processes, guidelines or procedures are considered to be best practices but are not mandatory.

2.1.4. **Other ICT Management Documents (Architectures, Strategies, Baselines, Roadmaps, Frameworks, Charters and Programs)** – Documents prepared at the direction of the Minister responsible for eGovernment through various ICT Governance bodies or Board of Directors/Trustees of the Institution or Accounting Officer or ICT Steering Committee of the Institution or ICT Head of Institution and involve miscellaneous information and communication technology related issues.

2.2. ICT Management Documents Creation Standards

2.2.1. ICT Management Documents are prepared as directed by the Minister responsible for eGovernment through various ICT Governance bodies or as my may seem necessary by a Public Institution.

2.2.2. ICT Management Documents follows a format and framework as in the **Appendix.** The format for that purpose is:

Font – Verdana; **Font Size** – 11; **Style** – Normal; **Line Spacing** – 1.15; **Paragraph** – Justify.

2.2.3. Final approvals for ICT Policies (That is Institutional ICT Management Policies) are done by Accounting Officer or Board of Directors/Trustees. The Accounting Officer approve or delegates approval of ICT Standards, Processes, Guidelines and Procedures to appropriate Management.

2.2.4. All ICT Management Documents are reviewed every three years or earlier as deemed necessary. To delete an irrelevant ICT Management Document, a case should be built, written and follow the same approval process that created it.

2.2.5. All ICT Management Documents follows a standards numbering pattern (Serial) established by a Public Institution, for easy of reference.

2.2.6. All approved hard copies of ICT Management Documents are properly kept and soft copies of approved documents are sent to egov.helpdesk@ega.go.tz or put directly in Government ICT Portfolio System (GIP).

2.2.7. Human Resource Department/Section of the Public Institution is the one that handles disciplinary issues related to violation of ICT policies and standards in accordance Institution's staff rules and regulations or standing orders.

2.3. Creation of ICT Management Documents Technical Guidelines

2.3.1. ICT Management Documents of a Public Institution should follow a Structure described in the *Figure 1.* Guidelines on how to create the ICT Management Documents, and where necessary **Samples** to be easily adapted for preparation of the documents will be provided by the Government. Samples are merely the tools to assist in creation ICT Management Documents and they must be modified with additions or deletions, to suite Public Institution's need.

2.3.2. Public Institutions that have already established their ICT Management Documents, in a different structure, should plan to migrate to the structure in *Figure 1* in a realistic timeline. Soft copy of approved ICT Management Documents should be sent to eGA.

2.3.3. Institutions that will not be able to comply with structure for ICT Management Documents in *Figure 1,* should get non-compliancy approval from PO-PSM. They should then have their structure discussed with eGA to ensure that it addresses requirements of the Government.

2.3.4. The minimum set of ICT Management Documents that a Public Institutions are **nine (9)** documents as shown in *Figure 1*. In some cases, more details or important documents cannot be provided by these 9 documents. In this situation, more ICT Management Documents which are linked to these 9 principle documents should be created by the Public Institution to meet the demand.

Structure of ICT Policies & Guidelines in Public Institutions
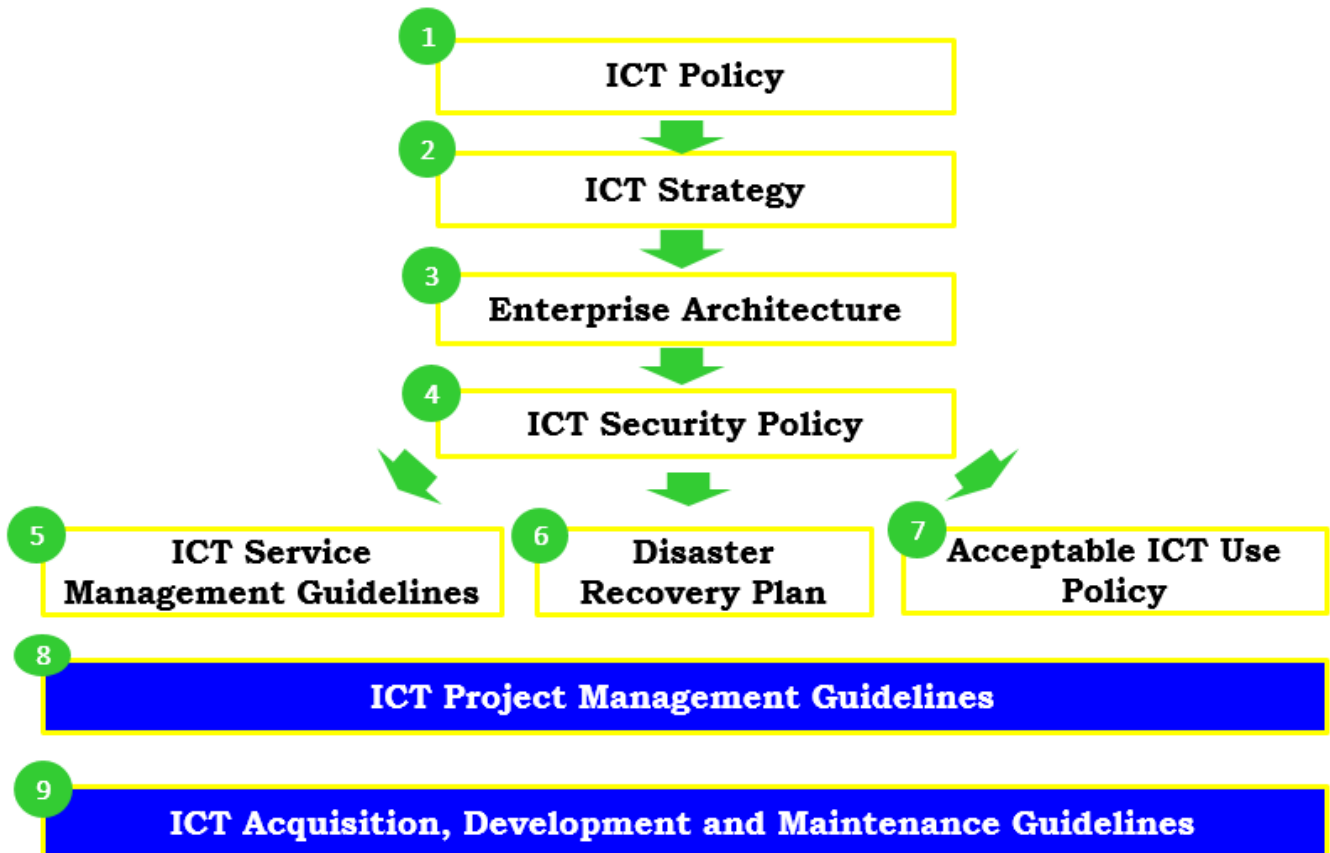

Figure 1: Structure of ICT Policies, Standards and Guidelines

3   IMPLEMENTATION, REVIEW AND ENFORCEMENT

3.1. This document takes effect from April 2016.

3.2. This document is subject to review at least once every three years.

4   ACRONYMS

4.1.   eGA – eGovernment Agency

4.2.   ICT – Information and Communication Technology

5   RELATED DOCUMENT

5.1.   eGovernment Guideline, 2016.

5.2.   eGovernment Architecture Vision – Standards and Technical Guidelines
        (eGA/EXT/AVS/001)

6   DOCUMENT CONTROL

Version	Name	Comment	Date
Ver. 1.0	eGA	Creation of Document	April 2016

APPENDIX: Template for ICT Management Document

THE UNITED REPUBLIC OF TANZANIA	
Applicable Public Institution **(Public Institution)**	**Document Name** (Name of the ICT Policy/Guideline/Procedure)
	Document Title : (Public Institution Number)

APPROVAL	Name	Job Title/ Role	Signature	Date
Approved by	Name of AO	Accounting Officer (AO)		

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