

# THE UNITED REPUBLIC OF TANZANIA



## PRESIDENT OFFICE

## REGIONAL ADMINISTRATION AND LOCAL GOVERNMENT

## TANGA CITY COUNCIL



### *ICT POLICY*

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## **1. INTRODUCTION**

### **1.1. Overview**

The trend towards a knowledge-based economy has emphasized the importance of ICT in development efforts in Financial, Education, Communication, Agriculture, Industrial, Building, Transportation etc. This shift requires a well-developed technology investment plan and intelligent deployment and maintenance management.

For Tanga City Council to realize the value out of ICT investment, ICT must be deployed to improve efficiency and effectiveness in internal and external services delivery. This means that, a comprehensive framework established by ICT Policy to provide appropriate directives to bind ICT, is necessary for achievement of Tanga City Council's objectives.

Establishment of ICT Policy is the important step toward ensuring that ICT will assist Tanga City Council to attain its objectives. The ICT Policy will ensure that the ICT infrastructure and capacity are utilized effectively and are in alignment with the Tanga City Council's strategic objectives/plan, National ICT Policy, National e-Government Strategy and the e-Government Standards and Guidelines.

### **1.2. Rationale**

Tanga City Council need to meet its objective of improving its services and increasing productivity by leveraging on new technologies. Tanga City Council has been investing in ICT to facilitate its internal business operations so as to attain its strategic goals. Tanga City Council operations are increasingly depending on ICT, making the Institution vulnerable to ICT related risks. In this regard, it is evident that, Tanga City Council needs to develop and operate comprehensive ICT Policy to direct ICT adoption and usage within the Institution.

### **1.3. Purpose**

This document provides the highest level ICT directives for Tanga City Council. The main purpose of this document is to ensure that Tanga City Council's ICT related investment, operations and maintenance processes and usage are well directed. The specific objectives of this policy are;

- i. To ensure ICT governance is integral part of the institutional governance.
- ii. ICT services provisions are in line with Tanga City Council's business requirements based on existing e-Government standards and best practices.
- iii. All the Institution information resources and services are well secured using appropriate controls.
- iv. To ensure the members of the Institution use ICT facilities and services in an appropriate and responsible manner and to ensure that other persons do not misuse those ICT facilities and services.

#### **1.4. Scope**

This policy is applicable to all Tanga City Council's staff and its associates, all users of ICT equipment owned or leased by the Institution as well as all equipment connected to Tanga City Council's ICT related infrastructure. This policy applies to all Tanga City Council's ICT related resources and services.

## **2. ICT POLICY STATEMENTS**

### **2.1. ICT Governance**

ICT Governance is an integral part of corporate governance and consists of the leadership, organisational structures and processes that ensure that the organisation's ICT sustains and extends the organisation's strategies and objectives.

The general objective of ICT Governance is to put the strategic and operational management of ICT within the principles of ICT Governance and within the context of Tanga City Council strategic directions. Specific objectives are:

- i. Establishing a framework for ICT investment decisions, accountability, monitoring and evaluation; and
- ii. Ensuring there is formal ICT governance process that is consistent across the enterprise and has strong accountability.

#### **2.1.1. ICT Processes and Organisation**

- 2.1.1.1. Tanga City Council will set up an ICT Ggovernance model so that it have the right structure to manage ICT operations and a secure ICT environment that complies with e-Government standards.
- 2.1.1.2. There shall be an ICT Steering Committee to determine prioritization of ICT-enabled investment programs in line with the Organization's business strategy and priorities, track status of ICT initiatives, resolve resource conflicts and monitor ICT services.
- 2.1.1.3. Tanga City Council shall establish a strong ICT Unit capable of supporting strategic objectives of the institution.
- 2.1.1.4. Tanga City Council shall ensure that ICT strategic plan and Enterprise Architecture are established and operate.
- 2.1.1.5. Tanga City Council shall ensure that ICT plans fit the current and on-going needs of the Organization and that the ICT plans support the institute strategic plans.
- 2.1.1.6. Tanga City Council shall ensure that ICT Risk Management periodically done, where ICT risk assessment is conducted and reviewed, likelihood and occurrence identified, mitigation strategy established and risks treated, accepted, transferred or avoided.

#### **2.1.2. Roles and Responsibilities for ICT**

- 2.1.2.1. Tanga City Council shall ensure that individuals and groups within the Institution understand and accept their responsibilities for ICT.

- 2.1.2.2. Tanga City Council shall ensure that clear and well understood contracts exist for external suppliers.
- 2.1.2.3. Tanga City Council shall ensure that acceptable use and related policy are known and adhered to by staff.
- 2.1.3. ICT Resources Management**
- 2.1.3.1. Tanga City Council shall define a set of policies for ICT security, which shall be approved by management, published and communicated to employees and relevant external parties.
- 2.1.3.2. Tanga City Council shall ensure that ICT acquisitions are made for approved reasons in an approved way; on the basis of appropriate and on-going analysis.
- 2.1.3.3. Tanga City Council shall ensure that there is appropriate balance between costs, risks, long-term and short-term benefits.
- 2.1.4. ICT Performance Management**
- 2.1.4.1. Tanga City Council shall ensure that ICT is fit for its purpose in supporting the Institution, is kept responsive to changing business requirements.
- 2.1.4.2. Tanga City Council shall ensure that ICT Services are defined, e.g. Email services, Printing services.
- 2.1.4.3. Tanga City Council shall establish mechanism for evaluating and monitoring ICT services (E.g. Service availability, staff satisfaction / feedback system).
- 2.1.5. Conformance**
- 2.1.5.1. Tanga City Council shall ensure that ICT conforms to e-Government standards and guidelines and all external regulations and complies with all internal policy, procedures and practices.
- 2.1.5.2. All employees and third parties have a personal obligation to comply with internal ICT policy, guidelines and procedures and must keep abreast of, and comply with, any changes. Failure to comply may result in legal or disciplinary actions.
- 2.1.6. ICT Projects Management**
- 2.1.6.1. Tanga City Council shall ensure that ICT comply to the Government ICT projects management procedures and complies with all internal developed procedures for managing projects.
- 2.1.6.2. Tanga City Council management team will monitor the key ICT projects undertaken and provide regular progress reports on risks identified and preventive/detective actions taken.
- 2.1.7. Procurement of ICT Equipment and Services**
- 2.1.7.1. Tanga City Council management will implement the necessary controls to ensure that all ICT procurements are done in line with requirements of Public Procurement Act (PPA)

- 2.1.7.2. User Departments shall establish and submit, in writing, all ICT related requirements to ICT Unit who will process and submit them to procurement unit for procurement processes.
- 2.1.7.3. ICT Unit shall ensure that all requirements for ICT procurements comply with e-Government Standards and Guidelines.
- 2.1.7.4. Procurement unit shall not procure any ICT System, Service, Equipment, Consumable or Accessory if the request is not originating from ICT Unit.

## **2.2. ICT Infrastructure**

ICT infrastructure is the backbone for supporting the Tanga City Council business operations by enabling information exchange and providing secure access to different applications. This consists of all hardware devices such as network devices, servers, workstations, laptop, storage, back-up, operating facilities and supporting platform like operating systems and databases.

The objective managing ICT Infrastructure is to ensure that the Tanga City Council's ICT infrastructure operations are optimized in order to deliver higher level service quality and support business-relevant operations based on ICT planning and management best practices.

### **2.2.1. Infrastructure Planning and Design**

- 2.2.1.1. Tanga City Council shall ensure that ICT infrastructure architecture is in place and in line with the Institution's current and future requirements.
- 2.2.1.2. Tanga City Council shall ensure that appropriate ICT infrastructure is setup and well managed.

### **2.2.2. Data Management and Storage**

- 2.2.2.1. Tanga City Council shall ensure that all business related data shall be stored in a way to facilitate back up procedures and access.

### **2.2.3. ICT Equipment and Hosting**

- 2.2.3.1. Tanga City Council shall acquire desktop computers, laptop, servers printers and networking equipment from authorized suppliers.
- 2.2.3.2. All ICT resources shall be acquired in consultation with ICT Unit.
- 2.2.3.3. Tanga City Council shall ensure that approved Government environment for hosting computing and storage equipment based on standards and best practices is used.

### **2.2.4. Infrastructure Maintenance and Support**

- 2.2.4.1. Tanga City Council shall ensure that all ICT infrastructure components are maintained at a reasonable operational and secure level.
- 2.2.4.2. Tanga City Council shall ensure that standard software list including the operating system to be installed into the Institution's equipment is established.
- 2.2.4.3. Tanga City Council shall procure maintenance services from organization that have technical capabilities.

- 2.2.4.4. Tanga City Council shall ensure that maintenance services are procured in consultation with ICT Unit.

### **2.3. Applications**

Applications are software designed for end-users to use in their daily operations to support the enterprise business processes.

The general objective of managing applications is to ensure that ICT applications that are in use or are to be acquired to address the business requirements of the Institute and provide reasonable return on investment. Specific objectives are:

- i. To ensure system acquired follow proper procedures.
- ii. To establish controls for efficient acquisition and administration of applications.
- iii. To enhance accountability on the management and usage of ICT Applications.

#### **2.3.1. Applications Acquisition and Deployment**

- 2.3.1.1. There shall be clear understandable business and system requirements before any application acquisition.
- 2.3.1.2. User departments shall submit to ICT Unit their ICT requirements to be included in ICT resource budget.
- 2.3.1.3. All applications supplied shall be checked by ICT Unit to verify the technical if requirements established are met and approved.
- 2.3.1.4. ICT Unit shall establish appropriate software standards to facilitate acquisition/development.
- 2.3.1.5. ICT Unit shall ensure the best configuration is adopted for the system acquired.

#### **2.3.2. Applications Maintenance and Support**

- 2.3.2.1. Administration and maintenance of applications shall be an on-going process that will last throughout the life cycle of the application.
- 2.3.2.2. Every application acquired by the Institute shall have documentation in place and updated regularly.
- 2.3.2.3. Installation of additional applications or overriding existing one shall follow change management procedures.
- 2.3.2.4. Software acquired for installation into the Institute equipment shall be licensed.

### **2.4. ICT Service Management**

ICT Service management deals with how ICT resources and core business practices altogether are delivered in such a way that the end user experiences the most desired results from accessing the entire solution stack.

The objectives of ICT Service Management are:

- i. To improve internal and external stakeholders satisfaction.

- ii. To assist in defining meaningful metrics to measure service results and using the metrics to drive continuous service improvement.
- iii. To enable the monitoring and improvement of service quality through the effective application of processes.
- iv. To ensure compliance with all e-Government Standards and Guidelines relating to the ICT Service Management.

**2.4.1. ICT Service Desk**

- 2.4.1.1. Tanga City Council shall operate an ICT service and support function which will ensure that business disruptions are minimized, users' queries are responded to and ICT problems are resolved. An ICT Service Management document shall be developed accordingly.

**2.4.2. Management of Service Levels**

- 2.4.2.1. Tanga City Council shall ensure that for every ICT services provided, Service Level Agreements between the providers and the recipients are established.
- 2.4.2.2. Tanga City Council shall ensure that reports on service quality are reviewed periodically with customers along in order to determine things that could be added or changed to improve service delivery and support.

**2.4.3. Management of Third Party Services**

- 2.4.3.1. Tanga City Council shall ensure proper processes and procedures for managing vendors are in place.
- 2.4.3.2. Tanga City Council shall ensure that services procured from third parties (suppliers, vendors and partners) meet business requirements.
- 2.4.3.3. Tanga City Council shall ensure that it builds good relationships with the business and third party providers to ensure that ICT services delivered continue to meet evolving Institution's business needs.

**2.4.4. ICT Service Requests, Incidents and Problems Management**

- 2.4.4.1. Tanga City Council shall set up a single point of contact i.e. service desk for end users where requests will be recorded, escalated to the correct group, resolved and closed to ensure restoration of normal service operations as quickly as possible.
- 2.4.4.2. Tanga City Council shall ensure that ICT service catalogue is prepared and approved.
- 2.4.4.3. Tanga City Council shall ensure that Service Requests and Incidents Management processes and procedures are established to ensure minimal adverse impacts on customers.
- 2.4.4.4. Tanga City Council management shall review all reports about problems that resulted to systems downtime in order to identify root causes of problems.



**2.4.5. Change Management**

2.4.5.1. Tanga City Council shall ensure that a process for recording, assessing and authorizing all changes prior to implementation, including changes procedures, processes, systems and service parameters is established.

**2.4.6. ICT Service Availability**

2.4.6.1. Tanga City Council shall implement an availability management process to ensure that services are available, when needed, and as defined in approved Service Level Agreements.

**2.4.7. ICT Service Continuity**

2.4.7.1. Tanga City Council shall conduct a Business Impact Analysis to identify critical Business functions to be supported by ICT.

2.4.7.2. Tanga City Council shall ensure that a robust business continuity and service recovery plans are in place and that these plans are regularly reviewed and tested and key staff are appropriately trained.

**2.4.8. Configuration Management**

2.4.8.1. All information regarding ICT assets, Service Level Agreements, End User documentations version control and change requests shall be loaded into the configuration management system.

**2.4.9. Capacity Management**

2.4.9.1. Tanga City Council shall establish a capacity plan to monitor ICT resources usage for existing and planned systems in order to assist in time and cost effective purchase of additional resources so as to avoid panic purchase when resources run out.

**2.4.10. Data Management**

2.4.10.1. Tanga City Council's business requirements for data management shall be determined and data shall conform to the Government data and metadata standards.

2.4.10.2. Tanga City Council shall develop procedures for effective and efficient data storage, retention and archiving to meet business objectives, the Institution's ICT Security Policy and regulatory requirements.

**2.5. ICT Security**

ICT Security covers all the processes by which computer-based equipment, information and services are protected from unintended or unauthorized access, change or destruction throughout an organization.

The general objective of managing ICT Security is to provide Tanga City Council with information security mechanism to support the Institution to achieve its strategic goals based on best practices. The specific objectives are:

- i. Protection of the Tanga City Council's ICT resources from accidental or malicious act while preserving the open information sharing requirements of the Government; and
- ii. Making the Tanga City Council's stakeholders aware of their responsibilities with respect of ICT security.

### **2.5.1. ICT Security Management**

- 2.5.1.1. Tanga City Council shall actively support ICT security within the Institution through clear direction, demonstrated commitment, explicit assignment, and acknowledgment of ICT security responsibilities.
- 2.5.1.2. Tanga City Council shall ensure information systems are designed, acquired and implemented with effective ICT security controls to safeguard the integrity, confidentiality and continual availability throughout the entire life cycle.
- 2.5.1.3. ICT security Policy shall be established to high lighting the implemented ICT security controls that ensures ICT security risks are mitigated and controlled. The document may be complemented by other ICT security sub-documents that define more specific security policies for individual components of the ICT environment.
- 2.5.1.4. All users of Tanga City Council systems shall be responsible for protecting the institute's information resources.
- 2.5.1.5. Tanga City Council shall retain overall responsibility and ownership for all Institution's information assets.

### **2.5.2. Monitoring**

- 2.5.2.1. Tanga City Council will monitor use of its ICT facilities and premises. This includes, but is not restricted to, accessing and reviewing the contents of servers, email accounts, hard drives, text messages, the telephone system, voicemail and mobile telephone logs, access control logs and CCTV recordings. This is to ensure that the institution's business interests are protected, for quality control purposes, to detect abuse of the systems, or to detect or prevent crime or misconduct.

### **2.5.3. Continuity Management**

- 2.5.3.1. Tanga City Council will maintain its ICT environment so that it remains in a running state and does not affect the business performance or services. A disaster recovery plan will be developed accordingly.

## **3. IMPLEMENTATION, REVIEWS AND ENFORCEMENT**

### **3.1. Implementation and Reviews**

- 3.1.1. This document shall come into operation once tabled and agreed in management meeting, and approved in its first page, and then shall be considered mandatory for all Tanga City Council business operations.

- 3.1.2.** The policies described below provide top level issues for common understanding of adoption and usage at the Institution based on e-Government standards and guidelines and where necessary detail procedures could be developed.
- 3.1.3.** Tanga City Council management will use this policy in conjunction with the documents in Section 6, below to ensure that it operated within a well geared ICT ecosystem.
- 3.1.4.** All employees and other authorized users of Tanga City Council shall comply with requirements of this policy.
- 3.1.5.** The head responsible for ICT shall enforce compliancy by using audit trails and triggering access denial to Tanga City Council systems and networks.
- 3.1.6.** Tanga City Council staff found to have violated this policy may be subject to withdrawal and or suspension of systems and network privileges or disciplinary action in accordance with rules defined by Tanga City Council administrative regulations.
- 3.1.7.** This document shall be reviewed within three years, or whenever business environment of Tanga City Council changes in a way that affects the current policy.

### **3.2. Exceptions**

- 3.2.1.** In case of any exceptions to this policy, it shall be thoroughly documented and follow through a proper channel of authorization using the same authority which approved this document.

### **3.3. Roles and Responsibilities**

#### **3.3.1. Financial Committee**

- 3.3.1.1. Review and approve General ICT Policy, and provide strategic directives on utilization of ICT in order to enhance productivity by ensuring effective and efficient systems;
- 3.3.1.2. Appoint an ICT Steering Committee (or equivalent) and determine its terms of reference [Could be the Management Team Sitting with a focus on ICT Matters]; and
- 3.3.1.3. Ensure implementation of the ICT Policy.

#### **3.3.2. ICT Steering Committee**

- 3.3.2.1. Shall review and provide ICT policy and strategy of the Tanga City Council;
- 3.3.2.2. Shall review and provide advice on ICT investment portfolio and priorities;
- 3.3.2.3. Shall ensure alignment of ICT with the Tanga City Council's business needs;
- 3.3.2.4. Shall ensure e-Government guidelines and standards are implemented by the Tanga City Council.
- 3.3.2.5. Shall ensure continuous monitoring and evaluation of Tanga City Council ICT project;
- 3.3.2.6. Shall review and approve Tanga City Council disaster recovery plan and ensure its effective implementation;

- 3.3.2.7. Shall approve any other Tanga City Council e-Government sub-committee as may, from time to time, be constituted and address specific ICT related matters;
- 3.3.2.8. Shall prepare and submit quarterly Ministerial e-Government progress report to the Authority; and
- 3.3.2.9. Shall perform such other functions as may be directed by the Council Director. (Chair of Committee)

**3.3.3. Head of Divisions, Units and Sections**

- 3.3.3.1. Shall ensure that all users under their supervision are aware and comply with this policy;
- 3.3.3.2. Shall provide adequate and appropriate protection of ICT assets and resources under their control;
- 3.3.3.3. Shall ensure availability, integrity and confidentiality of information produced by systems under their areas of functional responsibilities and thereby ensure continuity of operations; and
- 3.3.3.4. Shall review and approve procedures, standards, policies and guidelines developed from this policy for the purpose of maintaining business continuity and security of Tanga City Council's ICT resources.
- 3.3.3.5. Shall be custodian of "Data and Information" for their respective Divisions / Units / sections.

**3.3.4. Head of ICT Unit**

Subject to general oversight of Full Council and advice of the ICT Steering Committee, the Head responsible for ICT shall oversee the overall implementation of this policy; and in particular he/she shall;

- 3.3.4.1. Coordinate the review and amendment of this policy, as and when required in order to accommodate new technologies or services, applications, procedures and perceived dangers;
- 3.3.4.2. Plan and develop ICT Strategy and Tanga City Council's Enterprise Architecture and ensure its implementation.
- 3.3.4.3. Monitor adherence to the ICT Policy and the presence of potential threats and risks by ensuring periodic ICT security reviews are conducted
- 3.3.4.4. Keep abreast of ICT developments in respect of ICT industry in General and Tanga City Council's systems in particular.
- 3.3.4.5. Initiate and recommend proposals to change, modify or improve this policy; and
- 3.3.4.6. Recommend procedures, standards and policies for effective implementation of this policy in line with e-Government Standards and Guidelines.
- 3.3.4.7. Be the custodian of all ICT resources of Tanga City Council including those centrally stored in server room/data centre.

**3.3.5. Head of Internal Audit Unit**

- 3.3.5.1. Shall audit the ICT Functions of Tanga City Council and ensure compliancy with the policy.

**3.3.6. Users of ICT Systems**

- 3.3.6.1. Shall be responsible to safeguard ICT assets of Tanga City Council in their custody.
- 3.3.6.2. Shall comply with this policy.

**3.4. Monitoring and Evaluation**

- 3.4.1.1. ICT Steering Committee shall meet at least quarterly to monitor and evaluate the achievements in ICT initiatives against Tanga City Council ICT Policy, Strategic Plan and Enterprise Architecture.

**4. GROSSARY AND ACRONYMS**

**4.1. Glossary**

**ICT Policy**–A document that elaborate on the Public Institution’s ICT Management Philosophy by providing general statements of purpose, direction and required activities for the entire ICT Management Framework, commonly known as ICT Policy of an Institution.

**4.2. Acronyms**

- **CCTV** – Closed Circuit Television
- **ICT** – Information & Communication Technology

**5. RELATED DOCUMENTS**

- 5.1. ICT Strategy
- 5.2. Enterprise Architecture
- 5.3. ICT Security Policy
- 5.4. ICT Service Management Guidelines
- 5.5. Disaster Recovery Plan
- 5.6. Acceptable ICT Use Policy
- 5.7. ICT Project Management Guidelines
- 5.8. ICT Acquisition, Development and Maintenance Guidelines

**6. DOCUMENT CONTROL**

The Council reserves the right, consistent with the relevant legislation, to monitor uses of ICT systems and equipments for Council purpose. Detected misuse of ICT resources with supplied evidence may rise to disciplinary or legal proceedings.

By using Council ICT systems and devices users accept that all use are monitored.



Sipora J. Liana  
**City Director**



Abdulrahman O. Shiloo  
**City Mayor**



I have read and understand Council ICT Security Policy and agree to abide by it. I am also familiar with, and will adhere to the Standards, Procedures and Protocols governing the use of the Council's ICT. I understand that violation of any part of the policy may result in disciplinary action being taken against me.

Thanks.

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\_\_\_\_\_

\_\_\_\_\_

User Name

Division/Unit/Section/Office

Designation

Date

Signature