THE MWALIMU NYERERE MEMORIAL ACADEMY

Approved by

THE UNITED REPUBLIC OF TANZANIA

Approval	Name	Job Title/Role	Date	Signature
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Applicable Public Institution
The Mwalimu Nyerere Memorial Academy

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ICT POLICY

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1.0 OVERVIEW

Introduction

The trend towards a knowledge-based economy has emphasized the importance of ICT in development efforts in Education sector. This shift requires a well-developed technology investment plan and intelligent deployment and maintenance management.

For The Mwalimu Nyerere Memorial Academy 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 harness ICT, is necessary for achievement of The Mwalimu Nyerere Memorial Academy's objectives.

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

1.2 Rationale

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

1.3 Purpose

This document provides the highest level ICT directives for The Mwalimu Nyerere Memorial Academy. The main purpose of this document is to ensure that The Mwalimu Nyerere Memorial Academy'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 The Mwalimu Nyerere Memorial Academy'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 The Mwalimu Nyerere Memorial Academy's staff and its associates, all users of ICT equipment owned or leased by the Institution as well as all equipment connected toThe Mwalimu Nyerere Memorial Academy's ICT related infrastructure. This policy applies to all The Mwalimu Nyerere Memorial Academy's ICT related resources and services.

2.0 ICT POLICYSTATEMENTS

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 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy will set up an ICT governance model so that it have the right structure to manage ICT operations and a secure ICT environment that complies with eGovernment standards.

2.1.1.2 There shall be an ICT Steering Committee (or equivalent) to determine prioritisation of ICT-enabled investment programmes in line with the Institution's business strategy and priorities, track

status of ICT initiatives, resolve resource conflicts and monitor ICT services.

2.1.1.3 The Mwalimu Nyerere Memorial Academy shall establish a strong ICT department/unit capable of supporting strategic objectives of the institution.

2.1.1.4 The Mwalimu Nyerere Memorial Academy shall ensure that ICT strategic plan and Enterprise Architecture are established and operationalized.

2.1.1.5 The Mwalimu Nyerere Memorial Academy shall ensure that ICT plans fit the current and on-going needs of the institute and that the ICT plans support the institute strategic plans.

2.1.1.6 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy shall ensure that individuals and groups within the Institution understand and accept their responsibilities for ICT.

   2.1.2.2 The Mwalimu Nyerere Memorial Academy shall ensure that clear and well understood contracts exist for external suppliers.

   2.1.2.3 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy 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   The Mwalimu Nyerere Memorial Academy 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   The Mwalimu Nyerere Memorial Academy shall ensure that ICT is fit for its purpose in supporting the Institution, is kept responsive to changing business requirements.

        2.1.4.2   The Mwalimu Nyerere Memorial Academy shall ensure that ICT Services are defined, e.g. Email services, Printing services.

        2.1.4.3   The Mwalimu Nyerere Memorial Academy 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   The Mwalimu Nyerere Memorial Academy shall ensure that ICT conforms to eGovernment 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   The Mwalimu Nyerere Memorial Academy shall ensure that ICT conforms to the Government ICT projects management procedures and complies with all internal developed procedures for managing projects.

        2.1.6.2   The Mwalimu Nyerere Memorial Academy 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   The Mwalimu Nyerere Memorial Academy 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 weather ad-hoc or planned, to ICT The Mwalimu Nyerere Memorial Academy who will process and submit them to procurement unit.

    2.1.7.3   ICT Technical Unit , shall ensure that all requirements for ICT procurements comply with eGovernment 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 Technical Unit

2.2   ICT Infrastructure

ICT infrastructure is the backbone for supporting The Mwalimu Nyerere Memorial Academy 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 Mwalimu Nyerere Memorial Academy'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   The Mwalimu Nyerere Memorial Academy shall ensure that ICT infrastructure architecture is in place and in line with the Institution's current and future requirements.

    2.2.1.2   The Mwalimu Nyerere Memorial Academy shall ensure that appropriate ICT infrastructure is setup and well managed.

2.2.2 Data Management and Storage

2.2.2.1   The Mwalimu Nyerere Memorial Academy 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   The Mwalimu Nyerere Memorial Academy 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 Technical Unit.

2.2.3.3   The Mwalimu Nyerere Memorial Academy shall ensure that appropriate environment for hosting computing and storage equipment based on standards and best practices is established.

2.2.4 Infrastructure Maintenance and Support

2.2.4.1   The Mwalimu Nyerere Memorial Academy shall ensure that all ICT infrastructure components are maintained at a reasonable operational and secure level.

2.2.4.2   The Mwalimu Nyerere Memorial Academy shall ensure that standard software list including the operating system to be installed into the Institution's equipment is established.

2.2.4.3   The Mwalimu Nyerere Memorial Academy shall procure maintenance services from organization that have technical capabilities.

2.2.4.4   The Mwalimu Nyerere Memorial Academy shall ensure that maintenance services are procured in consultation with ICT Technical 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; and

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 Technical Unit their ICT requirements to be included in ICT resource budget.

    2.3.1.3 All applications supplied shall be checked by ICT Technical Unit to verify the technical if requirements established are met and approved.

    2.3.1.4 ICT Technical Unit shall establish appropriate software standards to facilitate acquisition/development.

    2.3.1.5 ICT Technical 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 eGovernment Standards and Guidelines relating to the ICT Service Management.

2.4.1 ICT Service Desk

2.4.1.1 The Mwalimu Nyerere Memorial Academy shall operate an ICT service and support function which will ensure that business disruptions are minimised, 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 The Mwalimu Nyerere Memorial Academy shall ensure that for every ICT services provided, Service Level Agreements between the providers and the recipients are established.

2.4.2.2 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy shall ensure proper processes and procedures for managing vendors are in place.

2.4.3.2 The Mwalimu Nyerere Memorial Academy shall ensure that services procured from third parties (suppliers, vendors and partners) meet business requirements.

2.4.3.3 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy shall ensure that ICT service catalogue is prepared and approved.

2.4.4.3 The Mwalimu Nyerere Memorial Academy shall ensure that Service Requests and Incidents Management processes and procedures are established to ensure minimal adverse impacts on customers.

2.4.4.4 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy shall conduct a Business Impact Analysis to identify critical Business functions to be supported by ICT.

2.4.7.2 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy's business requirements for data management shall be determined and data shall conform to the Government data and metadata standards.

2.4.10.2 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy's ICT resources from accidental or malicious act while preserving the open information sharing requirements of the Government; and

ii. Making the The Mwalimu Nyerere Memorial Academy's stakeholders aware of their responsibilities with respect of ICT security.

2.5.1 ICT Security Management

2.5.1.1 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy 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 highlighting 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 The Mwalimu Nyerere Memorial Academy systems shall be responsible for protecting the institute's information resources.

2.5.1.5 The Mwalimu Nyerere Memorial Academy shall retain overall responsibility and ownership for all Institution's information assets.

2.5.2 Monitoring

2.5.2.1 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy 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.

3.0 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 The Mwalimu Nyerere Memorial Academy 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 eGovernment standards and guidelines and where necessary detail procedures could be developed.

3.1.3 The Mwalimu Nyerere Memorial Academy 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 authorised users of The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy systems and networks.

3.1.6 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy administrative regulations.

3.1.7 This document shall be reviewed within three years, or whenever business environment ofThe Mwalimu Nyerere Memorial Academy 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 Accounting officer

3.3.1.1 Review and approve General ICT Policy, and provide strategic directives on utilisation 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 propose The Mwalimu Nyerere Memorial Academy's ICT Policy for the consideration of Accounting officer;

3.3.2.2 Shall coordinate the establishment and continues review of The Mwalimu Nyerere Memorial Academy's ICT Policy, ICT Strategy and Enterprise Architecture;

3.3.2.3 Shall ensure that the ICT Strategy is aligned with The Mwalimu Nyerere Memorial Academy's Corporate Plan;

3.3.2.4 Shall advice the Accounting officer, in making considered decisions about the focus of ICT resources;

3.3.2.5 Shall review all ICT services and applications including The Mwalimu Nyerere Memorial Academy's website and infrastructure with the view to advice The Mwalimu Nyerere Memorial Academy on required improvements; and

3.3.2.6 Shall ensure that risks associated with ICT are managed appropriately.

3.3.3 Directors/ Managers/Head of Sections/Units

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 The Mwalimu Nyerere Memorial Academy's ICT resources.

3.3.3.5   Shall be custodian of "Data and Information" for their respective Departments/sections/Units.

3.3.4   Head of ICT Technical Unit
Subject to general oversight of Accounting officer, 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 The Mwalimu Nyerere Memorial Academy'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 The Mwalimu Nyerere Memorial Academy'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 eGovernment Standards and Guidelines.

3.3.4.7 Be the custodian of all ICT resources of The Mwalimu Nyerere Memorial Academy's 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 Function of The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy 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 The Mwalimu Nyerere Memorial Academy ICT Policy, Strategic Plan and Enterprise Architecture.

4.0 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
- CTV – Closed Circuit Television
- ICT – Information & Communication Technology

5.0 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

6.0 DOCUMENT CONTROL

VERSION	NAME	COMMENT	DATE
Ver. 1.0	ICT TECHNICAL UNIT	APPROVED FOR USE	25/10/2017