

MASASI - NACHENGWEA WATER SUPPLY AND SANITATION AUTHORITY

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**MANAWASA**

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MASASI

MTWARA

*Masasi-Nachingwea Water Supply and Sanitation Authority*

# INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) POLICY

MNWS/IPD/001

Version: 1.0 – July 2020



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DOCUMENT TITLE: INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)  
POLICY

DOCUMENT NUMBER: MNWS/IPD/001

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*Masasi-Nachingwea Water Supply and Sanitation Authority*

## 1 CHAPTER ONE: INTRODUCTION

### 1.1 HISTORY, LEGAL STATUS, AND OWNERSHIP

Masasi – Nachingwea Water Supply and Sanitation Authority (MANAWASA) was officially established in the Government Notice on 10th May 2013 (GN No. 105), but before the formulation of MANAWASA there were two water Authorities known as Masasi Urban Water Supply and Sanitation Authority (MAUWASA) and Nachingwea Urban Water Supply and Sanitation Authority (NAUWASA) which were operating Masasi (Mtwara Region) and Nachingwea (Lindi Region) respectively. MAUWASA and NAUWASA were merged to form one water authority as MANAWASA.

The authority is responsible for supplying potable water and collecting wastewater in Masasi and Nachingwea towns as well as supplying potable water in the villages along with Masasi and Nachingwea gravity mains coming from Mbwinji source. Right now, MANAWASA serves Masasi, Nachingwea, Nanyumbu town as well as villages along Mwena to Masasi gravity main and Mbwinji to Nachingwea gravity main including some villages from Ruangwa district.

MANAWASA is a National Project the parent being the Government of Tanzania and operates under the umbrella of the Ministry of Water. In executing its duties, MANAWASA shall operate and maintain a policy adherence for the effective use of resources assuring maximum customer service satisfaction. MANAWASA has the major areas of business departments which are Commercial, Finance, Technical, and Human Resource and Administration. The major responsibilities of all these departments are to ensure MANAWASA meet its core objective of serving the society with the clean water and collecting wastewater in particular.

### 1.2 THE IMPORTANCE OF ICT IN MANAWASA

ICT integration in the organization aims at improving water and sanitation services to be performed by MANAWASA. Reliance on ICT provides an organization with the chance to deliver sustainable services to the intended domain along with smoothing the operations inside the Organization. Specifically, integrating ICT in MANAWASA reduces the duration and costs of monitoring and inventory activities as ICT can help make the data transfer more efficient, reduce manual data errors, and increase the frequency of monitoring due to relative cost-effectiveness. Improving revenue

collection through the

use of e-payment systems to collect money from customers as well as enhancing communication inside and outside the organization. For MANAWASA to comprehend the value of ICT investment, ICT must be deployed to improve the efficiency of service delivery inside and outside the organization. This implies that a complete framework established by the ICT Policy to offer suitable directives to harness ICT is necessary for the achievement of MANAWASA's objectives.

The formation of ICT Policy is a vital stage toward ensuring that ICT will support MANAWASA to achieve its objectives. The ICT Policy will guarantee that the ICT infrastructure and dimensions are used efficiently in alignment with the MANAWASA's strategic objectives, National ICT Policy, and the e-Government Standards and Guidelines.

### 1.3 ICT SITUATIONAL ANALYSIS OF MANAWASA

From 2013-2014, MANAWASA used a paper-based system to store customer records which were quite harder as it takes a lot of time to process customer data and get the required information. Also, there were some difficulties in managing storage space as paper documents occupied a significant amount of space, and the quantity of paper was increased day by day. Paperwork posed the organization at the biggest information security risks because printed documents could be easily lost, mishandled, or damaged. Also, there was limited communication and collaboration between working groups inside the organization.

From 2015-2016, MANAWASA started to embed ICT purposely for automating its core business processes. The organization installed Local Area Network and acquired various information systems such as billing software (Maji Billing software) for smoothing water billing activities and storing customer data in a single central point, accounting software (Quickbooks) for managing financial processes, pay easy software for managing employee records and their payroll and GIS (Geographic Information System) for managing and storing geographical data of water distribution network and customers alongside the distribution network. The shifting paradigm from using the paper-based system to information system brings MANAWASA into a fast data processing era, single point of data storage, assurance of services restoration in case of any failure, proper reporting among working groups inside the organization, and quality service delivery to customers.



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From 2017 to date, MANAWASA shifted from using Maji Billing Software and purchased a new billing system (Smart Billing Manager) for accommodating billing processes, customer data management, customer connections, and disconnections, payments management, and other related changing requirements. MANAWASA acquired internet services from registered internet service providers in Tanzania (TTCL and HALOTEL) to facilitate cyberspace activities, information exchange between integrated systems, internal communication among staff members, and supporting other activities within the organization.

Change in technology trends and the introduction of new services from the Government made MANAWASA dissolving completely to ICT usage in the daily operation by integrating its Billing information system with government system (Gepg), the integration between Billing information system and Gepg made customers able to pay directly to MANAWASA using mobile phones, mobile money agents and banks as well it improve proper reporting and management of government resources. Also, MANAWASA acquired Domain hosting service from eGA which facilitates the organization to use services such as Government Mailing System for managing email communication inside and outside the organization, website hosting service, mGov platform for USSD service whereby customers viewed their water accounts details, payments, and water consumptions via mobile phones. Similarly, mGov platforms help MANAWASA to send a short message of monthly water bills to its customers.

In the future; as MANAWASA's operational domain continues to grow, and for the organizations to meet its strategic move ICT is the key to ensure improving connectivity between all centers of operations that deals with water supply activities and operate under MANAWASA canopy, gives better access to shared systems between MANAWASA and government, high-quality services to customers are expected to be assured and security of data, information, processes or systems will be maintained accordingly.

#### 1.4 RATIONALE

MANAWASA needs to attain its objective of improving services and increasing throughput by leveraging innovative technologies to facilitates internal business processes. The increasing dependence on ICT, make the Organization vulnerable to ICT related risks. Hence proves the need for MANAWASA to develop and operationalize a complete ICT Policy to direct ICT execution within the Organization to ensure proper integration of information systems, capturing business processes, and proper reporting between working groups.



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## 1.5 PURPOSE

The main purpose of this document is to establish guidelines for the use and management of ICT infrastructure at MANAWASA and for the execution of a level of security that will protect data and information technology resources from unintentional or deliberate unauthorized disclosure, alteration, or destruction by people in the Organization.

## 1.6 SCOPE

This policy applies to all MANAWASA's staff and its associates (vendors/suppliers), all users of ICT equipment owned or leased by the Organization as well as all equipment connected to MANAWASA's ICT related infrastructure and services.







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## 2 CHAPTER TWO: POLICY JUSTIFICATION, VISION, MISSION, AND OBJECTIVES

### 2.1 POLICY JUSTIFICATION

This policy is expected to improve the quality of services offered by MANAWASA to its customers as well as leveraging the internal administrative and operational functions using the modern approaches enabled by ICT. With the ICT in place; will enhance interactions among staff and customers, reduce staff workloads, enhance access to electronic information resources, and other shared services offered by the government. Correspondingly the policy is also intended to increase competence and effectiveness of the MANAWASA's administrative functions as it aligns with the strategic objectives of the organization which supports the use of ICT to improve services, increase the efficiency of information systems used, cost-effectiveness, and ensuring information confidentiality, availability, and integrity.

Attaining MANAWASA's vision and mission, which represent the objectives of this Policy document, hang on the existence of numerous critical success factors at the national and organizational levels. The critical success factors at the national level include the availability of favorable ICT policy and regulatory frameworks, that direct proper ICT implementation in government institutions. MANAWASA is required to closely align its ICT practices to national ICT policies and regulatory environments to take advantage of them. Likewise, at the organizational level, critical success factors contain stakeholders' commitment to ICT developments; predominantly readiness of the top management, satisfactory funding of ICT, effective procurement process, as well as the willingness and capacity of staff to create an ICT-responsive environment inside the organization.

### 2.2 VISION

Utilizing, improving, and maintaining excellent ICT solutions for quality service delivery.

### 2.3 MISSION

Monitoring and effective control of ICT resources to the highest attainable levels by ensuring ICT services availability, confidentiality, and integrity of information.

## 2.4 OBJECTIVES

To achieve the goal of this Policy, MANAWASA shall:

- i. Improve and maintain a reliable ICT infrastructure.
- ii. Maintain integrated management of information systems.
- iii. Promote the prevalent use of ICT in customer service delivery and administrative functions.
- iv. Ensure compliance with standards in the management and use of ICT.
- v. Establish, implement, and maintain appropriate ICT security procedures.
- vi. Develop, acquire, manage, and promote utilization of electronic information resources to support customer services.
- vii. Ensure that staff inside the organization are satisfactorily equipped with the essential skills to enable them to fulfill their duties.
- viii. Ensure sustainable use of ICT inside the organization for better performance.

### 3 CHAPTER THREE: ICT POLICY STATEMENTS

#### 3.1 ICT GOVERNANCE

ICT Governance is a subset discipline and an integral part of corporate governance. It consists of the leadership, organizational structures, and processes that ensure that the enterprise's ICT sustains and extends the organization's strategies and objectives.

The overall objective of ICT Governance is to set the strategic and operative management of ICT within the principles of ICT Governance and in the context of MANAWASA's strategic directions. Specific objectives are;

- i. Founding a framework for ICT investment decisions, responsibility, monitoring, and evaluation.
- ii. Ensuring there is a formal ICT governance process that is steady across the organization and has strong accountability.
- iii. Assessing business direction, business control, strategy, and policy.

##### 3.1.1 ICT Processes and Organisation

3.1.1.1 MANAWASA will set up an ICT governance model so that it has the right structure to manage ICT operations and a secure ICT environment that complies with eGovernment standards.

3.1.1.2 There shall be an ICT Steering Committee to determine the prioritization of ICT-enabled investment programs aligned with the Organization's business strategy and priorities, trail the status of ICT initiatives, resource conflicts resolutions and monitor ICT services.

3.1.1.3 MANAWASA shall found a solid ICT unit skilled in supporting the strategic objectives of the Organization.

3.1.1.4 MANAWASA shall ensure that the ICT strategic plan and Enterprise Architecture are well established and operational.

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- 3.1.1.5 MANAWASA shall ensure that ICT plan fit the current and on-going needs of the Organization as well as supporting the organization's strategic plans.
- 3.1.1.6 MANAWASA shall ensure effective ICT Risk Management is periodically done to assess ICT risks, probe its likelihood of occurrence and impacts, and establish mitigation strategy towards the identified risks.
- 3.1.1.7 MANAWASA shall adopt comprehensive standards for acquisition, maintenance, and utilization of ICT facilities and information processing methods.
- 3.1.1.8 There shall be Annual budgeting of a reasonable amount of funds for maintaining and deployment of ICT systems.
- 3.1.1.9 MANAWASA shall promote needed relations and enabling the environment to facilitate cooperation with other organizations and ICT stakeholders in sharing experiences on the utilization and exploitation of ICT.

### 3.1.2 Roles and Responsibilities for ICT

- 3.1.2.1 MANAWASA shall ensure that individuals and groups inside the Organization comprehend and admit their responsibilities for ICT.
- 3.1.2.2 MANAWASA shall ensure that agreed terms and conditions specified in any ICT services providers' contract adhered.
- 3.1.2.3 MANAWASA shall ensure that acceptable use and related policy are recognized and obeyed by staff.

### **3.1.3 ICT Resources Management**

- 3.1.3.1 MANAWASA shall define a set of policies for ICT security, which shall be approved by management, published and communicated to employees and related external parties.
- 3.1.3.2 MANAWASA shall confirm that ICT acquisitions are done for permitted reasons based on the appropriate and on-going analysis.
- 3.1.3.3 MANAWASA shall ensure that there is an appropriate equilibrium between costs, risks, long and short-term benefits.
- 3.1.3.4 MANAWASA shall protect ICT resources per their sensitivity or importance.

### **3.1.4 ICT Performance Management**

- 3.1.4.1 MANAWASA shall ensure that ICT fit its purpose in supporting the Organization, and is saved reactive to changing business requirements.
- 3.1.4.2 MANAWASA shall ensure that ICT Services are performing well such as Email services, billing services, and customer services.
- 3.1.4.3 MANAWASA shall found a mechanism for evaluating and monitoring ICT services like Service accessibility, staff satisfaction, or feedback system.

### **3.1.5 Conformance**

- 3.1.5.1 MANAWASA shall ensure that ICT conforms to eGovernment standards and guidelines, other related external regulations and internal policies, procedures, and practices.
- 3.1.5.2 All employees and third parties have a personal commitment to conform with approved internal ICT policy, guidelines, and procedures. Failure to comply could result in legal or disciplinary actions.
- 3.1.5.3 All software installed in the Organization should be licensed to conform to copyright rules.

### 3.1.6 ICT Projects Management

3.1.6.1 MANAWASA shall guarantee that ICT conforms to the Government ICT project management procedures and developed internal procedures for managing projects.

3.1.6.2 MANAWASA ICT unit will monitor the key ICT projects undertaken and provide regular progress reports on recognized risks and precautionary actions taken.

### 3.1.7 Procurement of ICT Equipment and Services

3.1.7.1 MANAWASA management will implement essential controls to ensure that all ICT procurements are done as per the requirements of the Public Procurement Act (PPA).

3.1.7.2 User Departments shall establish and submit, in writing, all ICT related requirements to the ICT unit, who will process and submit them to the procurement unit.

3.1.7.3 ICT unit shall ensure that all requirements for ICT procurements comply with standards and guidelines provided.

3.1.7.4 The procurement unit shall not procure any ICT System, Service, or Equipment if the request is not originating from the ICT unit.

## 3.2 ICT INFRASTRUCTURE

ICT infrastructure is the spine for supporting the MANAWASA's business processes by permitting information exchange and providing secure access to different applications. The ICT infrastructure as a whole consists of hardware devices such as network devices, servers, workstations, laptops, storage, back-up, operating facilities, and supporting platforms like database and operating systems.

The general management of the ICT Infrastructure improves processes optimization to deliver high-quality services and support business-relevant operations based on ICT planning and management best practices.

### **3.2.1 Infrastructure Planning and Design**

3.2.1.1 MANAWASA shall ensure that ICT infrastructure architecture is in position and harmonized with the current and future Organization requirements.

3.2.1.2 MANAWASA shall ensure that proper ICT infrastructure is set up and well managed.

### **3.2.2 Data Management and Storage**

3.2.2.1 MANAWASA shall ensure that all business-related data be stored to facilitate back up procedures and access when needed.

3.2.2.2 MANAWASA shall ensure secure data processing and controlling its availability to authorized personnel.

3.2.2.3 MANAWASA shall develop procedures for efficient data storage, retention, and archiving to meet business objectives, the organization's ICT Security Policy, and regulatory requirements.

3.2.2.4 MANAWASA's business requirements for data management shall be determined and data shall conform to the Government data and metadata standards.

### **3.2.3 ICT Equipment and Hosting**

3.2.3.1 MANAWASA shall acquire computing equipment from authorized suppliers.

3.2.3.2 All ICT resources shall be acquired in consultation with the ICT unit.

3.2.3.3 On issuance of ICT equipment, end-users shall be adequately trained on how to use the particular equipment.

3.2.3.4 MANAWASA shall ensure that a suitable environment for hosting computing and storage equipment based on standards and best practices is established.



### 3.2.4 Infrastructure Maintenance and Support

- 3.2.4.1 MANAWASA shall ensure that all ICT infrastructure components are maintained at a sensible operational and secure level.
- 3.2.4.2 The ICT resources shall be available as required by users and business operations can be processed with minimal disruption.
- 3.2.4.3 MANAWASA shall ensure that the standard software list including the operating system to be installed into the Organization's equipment is established.
- 3.2.4.4 MANAWASA shall procure maintenance services from an organization that has technical capabilities in case there is a needful to do so.
- 3.2.4.5 MANAWASA shall ensure that maintenance services for ICT infrastructures are procured in consultation with the ICT unit.

### 3.3 SOFTWARE APPLICATIONS

These are software designed for end-users that help them to engage with daily operations to support the organization's business processes.

The overall objective of managing software applications is to ensure that ICT applications used or to be acquired address the business requirements of the organization and provide a reasonable return on investment. In managing software applications, the organization should specifically ensure that system acquired follow proper procedures, establishing controls for effective acquisition and management of applications, and boost accountability on the management and usage of ICT Applications.

### 3.3.1 Software applications Acquisition and Deployment

- 3.3.1.1 There shall be comprehensible business and system requirements before any software application acquisition.
- 3.3.1.2 User departments shall submit to the ICT unit their ICT requirements to be included in the ICT resource budget.
- 3.3.1.3 All software applications provided shall be checked by the ICT unit to verify if the technical requirements established are met and approved.
- 3.3.1.4 ICT unit shall ensure proper adherence to the established software standards to facilitate acquisition or development.
- 3.3.1.5 ICT unit shall ensure the best configuration is adopted for the acquired system.

### 3.3.2 Software Applications Maintenance and Support

- 3.3.2.1 Management and maintenance of software applications shall be an on-going process that will last throughout the application's life cycle.
- 3.3.2.2 Each software application acquired by the organization shall have documentation prepared and updated frequently.
- 3.3.2.3 Installation of added software applications or overriding current ones shall follow change management procedures.
- 3.3.2.4 Software acquired for installation into the organization equipment shall be licensed.

## 3.4 ICT SERVICE MANAGEMENT

ICT Service management describe how the ICT resources and fundamental business practice are delivered to enable the end-user experiencing the maximum desired outcomes from accessing the whole ICT services from the organization. The purposes of ICT Service Management are, to advance internal and external stakeholders' satisfaction, monitoring, and improving quality of service through the effective application of processes as well as to ensure compliance Standards and Guidelines.

### **3.4.1 ICT Service Desk**

3.4.1.1 MANAWASA shall operate an ICT service and support function which will ensure that business interruptions are minimized, users' inquiries are responded accordingly and ICT related problems are resolved.

### **3.4.2 Management of Service Levels**

3.4.2.1 MANAWASA shall ensure that for each ICT service provided, Service Level Agreements amongst the service providers and the beneficiaries are established and effectively adhered to.

3.4.2.2 MANAWASA shall ensure periodical review on ICT service quality to determine things that could be changed to improve service delivery and support.

3.4.2.3 MANAWASA shall ensure that ICT services are available when needed as stipulated in approved Service Level Agreements.

### **3.4.3 Management of Third Party Services**

3.4.3.1 MANAWASA shall ensure appropriate processes and procedures for managing vendors are in position.

3.4.3.2 MANAWASA shall ensure that services acquired from third parties meet required business requirements.

3.4.3.3 MANAWASA shall ensure the existence of good relationships with the ICT services providers to meet developing organizations' business needs.

### **3.4.4 ICT Incidents Management**

3.4.4.1 MANAWASA shall ensure effective and consistent management of reported incidents; For legal insurance and administrative requirements, all incidents must be reported using the Incident Report Form.

3.4.4.2 ICT security incidents and problems should be reported to the ICT unit for resolution.

3.4.4.3 ICT unit shall review all reports about problems that resulted in systems downtime to identify the root causes of problems.

### 3.5.1 ICT Security Management and Monitoring

- 3.5.1.1 MANAWASA shall support ICT security within the organization through clear direction, demonstrated obligation, explicit assignment, and acknowledgment of ICT security responsibilities.
- 3.5.1.2 MANAWASA shall ensure information systems are acquired and implemented with effective ICT security controls to protect its confidentiality, integrity, and availability.
- 3.5.1.3 ICT Security Policy shall be established to highlight the implemented ICT security controls that ensure ICT security risks are mitigated and controlled.
- 3.5.1.4 All information systems' users shall be accountable for protecting the organization's information resources.
- 3.5.1.5 MANAWASA shall retain full accountability and ownership for all organization's information assets.
- 3.5.1.6 MANAWASA will monitor the use of its ICT facilities and premises to ensure that the organization's business interests are protected for quality control purposes.

## 4 CHAPTER FOUR: IMPLEMENTATION, REVIEWS, AND ENFORCEMENT

### 4.1 IMPLEMENTATION AND REVIEWS

- i. This document shall come into operation once tabled and agreed in a management meeting and approved in its first page, and then shall be considered mandatory for all MANAWASA's business operations related to ICT matters.
- ii. All employees and other authorized users of MANAWASA shall comply with the requirements of this policy.
- iii. MANAWASA staff found to have violated this policy may be subject to withdrawal and or suspension of systems and network privileges or disciplinary action per rules defined by the organization's administrative regulations.
- iv. This document shall be reviewed within three (3) years, or whenever the business environment of MANAWASA changes in a way that affects the current policy.

## 4.2 EXCEPTIONS

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

## 4.3 ROLES AND RESPONSIBILITIES

### 4.3.1 Accounting officer

4.3.1.1 Review and approve General ICT Policy, and provide strategic directives on the utilization of ICT to improve productivity by ensuring operative and well-organized systems.

4.3.1.2 Appoint an ICT Steering Committee (or equivalent) and determine its terms of reference.

4.3.1.3 Ensure the implementation of the ICT Policy.

**4.3.2 ICT Steering Committee**

- 4.3.2.1 Shall propose MANAWASA's ICT Policy for the consideration of the board of directors or accounting officer.
- 4.3.2.2 Shall coordinate the formation and continuous review of MANAWASA's ICT Policy, ICT Strategy, and Enterprise Architecture.
- 4.3.2.3 Shall ensure that the ICT Strategy is aligned with MANAWASA's Business Plan.
- 4.3.2.4 Shall advise the accounting officer in making considered decisions about the focus of ICT resources.
- 4.3.2.5 Shall review all ICT services and applications with the sight to advise MANAWASA on required improvements.
- 4.3.2.6 Shall ensure that risks associated with ICT are managed appropriately.
- 4.3.2.7 Shall act as a final escalation point for major IT issues and their resolutions.
- 4.3.2.8 Shall steer any ICT project inside the organization from start to completion.

#### **4.3.3 Managers/Head of Units**

- 4.3.3.1 Shall ensure that all users under their supervision are aware and comply with ICT policy.
- 4.3.3.2 Shall provide satisfactory and proper protection of ICT assets and resources under their control.
- 4.3.3.3 Shall ensure availability, integrity, and confidentiality of information produced by systems underneath their areas of functional responsibilities hence ensure continuity of business operations.
- 4.3.3.4 Shall be the custodian of data and information for their respective Departments and or Units.

#### **4.3.4 Head of ICT unit**

- 4.3.4.1 Shall supervise the overall implementation of ICT policy.
- 4.3.4.2 Organize the review and amendment of ICT policy, specifically when accommodating new technologies, services, applications, and procedures.
- 4.3.4.3 Plan and develop ICT Strategy and MANAWASA's Enterprise Architecture and ensure its implementation.
- 4.3.4.4 Monitor adherence to the ICT Policy and conduct periodic security reviews to discover potential threats and risks.
- 4.3.4.5 Keep in touch with ICT developments in respect of the ICT industry to innovate ICT services offered by MANAWASA.
- 4.3.4.6 Initiate and recommend proposals to modify, or improve ICT policy.
- 4.3.4.7 Be the custodian of all ICT resources of MANAWASA including those centrally stored in the server room or data center.
- 4.3.4.8 shall be responsible for producing Security Awareness programs regularly.

#### **4.3.5 Head of Internal Audit Unit**

- 4.3.5.1 Shall audit the ICT Function of MANAWASA and ensure compliance with the policy.

## 5 GLOSSARY

**ICT Policy** – a document that defines a set of guidelines that provide an ICT framework for all technology stakeholders addressing ICT duties, responsibilities, and rights. It is concerned with ICT issues and requirements in investment, design, and development, strategy, quality, efficiency, security, legality, and acceptable use.

**ICT Steering Committee** – is a committee of senior executives to direct, review, and approve IT strategic plans, oversee major initiatives, allocate resources, and establishes IT priorities for the business as a whole.

**Service Level Agreements** – is a contract between a service provider and its customer that documents what services the provider will furnish and defines the service standards the provider is obligated to meet.

**Enterprise Architecture** - is a conceptual blueprint that defines the structure and operation of an organization. An enterprise architecture intends to determine how an organization can most effectively achieve its current and future objectives.

**ICT Strategy** - is a plan of action to create an information technology capability for maximum, and sustainable value for an organization.

**Business Continuity** - is the planning and preparation undertaken to ensure that an organization will have the capability to operate its critical business functions during emergency events.

**Security Awareness Program** – is a formal program with the goal of training ICT users on the potential threats to an organization's information and how to avoid situations that might put the organization's data at risk.

**Business Impact Analysis** - is the process of determining the criticality of business activities and associated resource requirements to ensure operational resilience and continuity of operations during and after a business disruption.



**6 ACRONYMS**

ICT – Information and Communication Technology

IT – Information Technology

Gepg – Government Electronic Payment Gateway

TTCL - Tanzania Telecommunication Company Limited

MANAWASA – Masasi – Nachingwea Water supply and Sanitation Authority

**7 RELATED DOCUMENTS**

- i. ICT Strategy
- ii. Enterprise Architecture
- iii. ICT Security Policy
- iv. Disaster Recovery Plan
- v. Acceptable ICT Use Policy
- vi. Change Management Process

**8 DOCUMENT CONTROL**

Version	Name	Comment	Date
Ver.1.0	MANAWASA	Initial draft	05/06/2020
		Management review	27/06/2020