



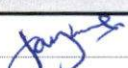
THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE, PUBLIC SERVICE MANAGEMENT AND GOOD GOVERNANCE
e-GOVERNMENT AUTHORITY

Document Title

Guidelines for Operationalization of Institutional ICT Steering Committees

Document Number

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APPROVAL	Name	Job Title/ Role	Signature	Date
Approved by	Dr. Jabiri Kuwe Bakari	For: Director General		09/04/2020

PREFACE

In recent years, the world has witnessed the rapid growth and ever-increasing importance of ICT in institution's internal operations and service delivery. ICT has become a dynamic, strategic and indispensable asset for institutions in the achievement of their missions and strategic goals. In this context, it is important to manage on how institutions harness the power of ICT effectively. Therefore, the appropriate way to achieve this is to institute a proper ICT governance in an institution.

Thus, there is a need to establish a proper governance capable of ensuring the ICT usage is adequately aligned with the respective institutional business objectives in order to appropriately guarantee value creation from ICT investments. It is also important to manage the related risks and resources, especially human resource to attain the same objective. Ultimately, there is a need of undertaking continuous performance measurement to ensure all components of ICT governance are on track for realizing the intended results.

Therefore, e-Government Act No. 10 of 2019 Section 18(1) requires the Accounting Officers to establish institutional ICT steering committees to ensure efficient and effective ways of using ICT as a strategic enabler for facilitating improvement of operational functions and for delivering public services. Moreover, the established committee will ensure ICT policies, strategies, and investment are properly reviewed and approved. In addition, the Section 24 (2) (a) of the Act requires ICT project to be submitted to e-Government Authority for advisory and clearance.

These guidelines provide directives on how the Institutional ICT Steering Committee shall be operationalized across public sector by stipulating the contents of the committee's charter, which state the requisite terms of reference.

Thus, the Authority calls upon public institutions to observe these guidelines when establishing and operationalizing their respective ICT Steering Committees.



Dr. Jabiri Kuwe Bakari

For: **DIRECTOR GENERAL**

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1. INTRODUCTION

1.1. Overview

e-Government Authority also known as "e-GA" is a public institution established in September, 2019 under the e-Government Act No. 10 of 2019 mandated to coordinate, oversee and promote e-Government initiatives as well as enforce e-Government related policies, laws, regulations, standards and guidelines in Public Institutions.

Pursuant to Section 5(2)(c) of the Act, the Authority has developed the Guidelines for Implementing Institutional ICT Steering Committees in Public Institutions, established under with Section 18(1) of the Act.

1.2. Purpose

The committee shall ensure among other things, the ICT plans, investment decisions and usage in the respective institution are strategically aligned, cost effective, value driven and delivered timely and within budget.

1.3. Rationale

The ICT decisions have become too important to be left solely to the ICT department, as such there a need to institute a proper ICT governance mechanisms, which will facilitate actualization and sustenance of the intended institutional objectives through ICT usage. As the ICT decisions often have effect on the institution budget that might engender tradeoffs among competing business demands, therefore, ICT decisions and institutional decisions must act and move in tandem in a mutual dependent manner through Institutional ICT Steering Committee.

1.4. Scope

This document will be used by all public institutions during implementation of their respective Institutional ICT Steering Committees.

2. THE GUIDELINES

2.1. Implementation of Institutional ICT Steering Committees

In implementing institutional ICT Steering Committees, public institution shall:

- i. Develop a charter, in accordance with the Appended template, in consideration of the respective institution's specific set up.
- ii. Through, the Accounting Officer, approve the charter that gives among other things detailed terms of reference.

2.2. The Charter for Institutional ICT Steering Committee

The prepared charter shall be used in guiding operationalization of the institutional ICT steering committee, which have the following contents that may be customized to suit the respective institution's needs.

2.2.1. Roles and Responsibilities of the Committee

This part shall outline the roles and responsibilities in accordance with the provisions of Section 18 of e-Government Act as follows:

- i. To review and approve ICT policy and strategy of the institution, followed by relevant approval requirements, if applicable;
- ii. To ensure alignment of ICT with organization's business needs so that ICT initiatives and services facilitate achievement of organization's strategic objectives;
- iii. To review and provide advice on ICT investment portfolio and priorities with a view of attaining value delivery;
- iv. To ensure all ICT related risks are properly managed, this includes reviewing and approving institutional disaster recovery plan and ensure its effective implementation;
- v. To ensure e-Government guidelines and standards are implemented by institution in order to meet compliance requirements;
- vi. To ensure optimal resource utilization in ICT initiatives implementation, including proper management of ICT infrastructure, human capital and finance;

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- vii. To undertake continuous monitoring and evaluation of institutional ICT projects to ensure the anticipated benefits are realized;
- viii. To approve any other institutional e-Government sub-committee as may, from time to time, be constituted and address specific ICT related matters;
- ix. To prepare and submit quarterly e-Government progress report to the Authority; and
- x. To perform such other functions as may be directed by the Accounting Officer or Authority.

2.2.2. Members of the Committee

This part shall outline a minimum of six and maximum of seven members to constitute the committee by name and position, in accordance with the institutional needs, and as provided under Sections 18 and 19 of e-Government Act as follows:

- i. Accounting Officer who shall be the chairperson of the committee;
- ii. Head of the ICT who shall provide secretariat to the committee;
- iii. Head of Planning;
- iv. Head of Procurement;
- v. Chief Internal Auditor;
- vi. Chief Accountant;
- vii. At least one member of key business unit;
- viii. A member from the Ministry, if the public institution is not a Ministry, Region or Local Government Authority; and
- ix. A member from the respective Region for Local Government Authority.

2.2.3. Meetings of the Committee

The Committee shall determine the conduct of its meetings as follows:

- i. To meet once in every three months;
- ii. Two third of the members shall form a quorum for meeting;
- iii. An ordinary meeting of the Committee shall be convened by the Chairman, and the notice specifying the place, date and time of the meeting shall be sent to each member at his usual place of business or residence;

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- iv. Where the Chairman is unable to act by any reason, the Vice Chairman, selected amongst members present, shall convene the meeting;
- v. The Committee may review its own decision made under this Charter;
- vi. Decision of the Committee shall be decided by majority of the vote of the members present and in the event of the equality of the vote the Chairman shall have a casting vote;
- vii. The Committee may co-opt any person whose presence is in its opinion desirable to attend and to participate in the deliberation of the meeting of the Committee and such person shall have no right to vote; and
- viii. Members may attend meetings of the Committee by teleconference, videoconference, or by similar communication equipment by means of which all persons participating in the meeting can communicate with each other.

2.2.4. Sub-Committees

- i. In exercising its functions, the accounting officer to which the institutional ICT steering committee relates:
 - a) May establish sub-committees in the areas relating to data, security and Service governance;
 - b) May appoint persons from within or outside institutional ICT steering committee as sub-committee members;
 - c) Shall require the appointed sub-committee members to be direct accountable to him/her;
- ii. In accordance to Regulation 18(3)(g), other sub-committees may be established.

2.2.4.1. Data management sub-committee

In accordance to Section 47 - 49 of e-Government Act, Regulations 53 - 57 of the Act and any other relevant written laws, the established sub-committee shall review and provide recommendation on internal data management policy, strategy and dictionary.

2.2.4.2. Security management sub-committee

The security management sub-Committee is tasked to:-

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- i. To review and provide recommendation on security matters stipulated on ICT policy/strategy;
- ii. To advise on institutional ICT security program; and
- iii. To review institutional System/infrastructure/security assessment reports.

2.2.4.3. Service management sub-committee

In accordance with Section 27 - 35 of the Act, Regulations 37 - 44 of the Act and any other written laws, the established sub-committee shall:

- i. Review and provide recommendation on e-government services management; and
- ii. Review and provide recommendation on automation of business processes.

2.2.5. Communication and Reporting

In facilitating the operationalization of the committee, the charter shall stipulate:

- i. A direct reporting relationship to Accounting Officer; and
- ii. Requirements of regular advice to Accounting Officer on the significant ICT developments and issues or as requested.

3. IMPLEMENTATION AND REVIEWS

This document shall be:

- (i) Effective upon being signed by the Director General on its first page.
- (ii) Subjected to review at least once every three years or whenever necessary changes are needed; and
- (iii) Consistently complied with, any exceptions to its application must duly be communicated to and authorized by the Director General.

4. GLOSSARY AND ACRONYMS

4.1. Glossary

Charter	A document stipulating terms of reference and working relationships of Institutional ICT steering committee.
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Disaster Recovery Plan	Is a business plan that describes how work can be resumed quickly and effectively following a disaster.
Committee	Means Institutional ICT Steering Committee
Institutional ICT Steering Committee	It is a management committee established for the purpose of deliberating and advising on institutional ICT related issues.
ICT investment portfolio	Represents the set of ICT assets that a public institution holds such as servers, networks, equipment, applications and systems.

4.2. Acronyms

e-GA	e-Government Authority
ICT	Information Communication Technologies

5. RELATED DOCUMENTS

- i. e-Government Act No. 10. of 2019.
- ii. e-Government General Regulations, 2020.
- iii. e-Government Guidelines (**PO-PSM, 2017**).
- iv. e-Government Architecture Vision – Standards and Technical Guidelines (**eGA/EXT/AVS/001**).

6. DOCUMENT CONTROL

Version	Name	Comment	Date
Ver. 1.0	e-GA	Creation of the document	April 2020

APPENDIX

APPENDIX: Template of the Charter for Institutional ICT Steering Committee

CHARTER OF THE ICT STEERING COMMITTEE

TABLE OF CONTENTS

1.0 PREAMBLE

This Charter shall apply to <<< **name of the institution** >>>. The Charter has been adopted by the Management during its Meeting held on << **xx** >>, 2020.

2.0 MANDATE

The << **name of the Institution** >> **ICT Steering Committee** ("**Committee**") has been established in accordance with Section 18(1) of the e-Government Act No. 10 of 2019 to provide technical guidance on implementation of ICT initiatives.

3.0 PURPOSE OF THE CHARTER

In carrying out its roles and responsibilities set out in Section 18(3) of the Act, the Committee shall at all times recognize its overriding responsibility to act honestly, fairly, diligently and in accordance with the law in serving the interest of the Government of the United Republic of Tanzania.

The purpose of this Charter is to describe, roles and responsibilities, composition and meeting affairs according to which the Committee shall operate.

4.0 COMPOSITION AND QUORUM OF COMMITTEE

The committee shall be composed of minimum of six and maximum of seven members in accordance with Section 18(2) of the Act as follows:

- i. Accounting Officer who shall be the chairperson of the committee;
- ii. Head of the ICT who shall provide secretariat to the committee;
- iii. Head of Planning;
- iv. Head of Procurement;
- v. Chief Internal Auditor;
- vi. Chief Accountant;

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- vii. At least one member of key business unit;
- viii. A member from the Ministry, if the public institution is not a Ministry, Region or Local Government Authority; and
- ix. A member from the respective Region for Local Government Authority.

5.0 ROLES AND RESPONSIBILITIES OF THE COMMITTEE

- i. To review and approve ICT policy and strategy of the institution, followed by relevant approval requirements, if applicable;
- ii. To ensure alignment of ICT with organization's business needs so that ICT initiatives and services facilitate achievement of organization's strategic objectives;
- iii. To review and provide advice on ICT investment portfolio and priorities with a view of attaining value delivery;
- iv. To ensure all ICT related risks are properly managed, this includes reviewing and approving institutional disaster recovery plan and ensure its effective implementation;
- v. To ensure e-Government guidelines and standards are implemented by institution in order to meet compliance requirements;
- vi. To ensure optimal resource utilization in ICT initiatives implementation, including proper management of infrastructure, human capital and finance;
- vii. To undertake continuous monitoring and evaluation of institutional ICT projects to ensure the anticipated benefits are realized;
- viii. To approve any other institutional e-Government sub-committee as may, from time to time, be constituted and address specific ICT related matters;
- ix. To prepare and submit quarterly e-Government progress report to the Authority; and
- x. To perform such other functions as may be directed by the Accounting Officer or Authority.
- xi. To perform such other functions as may be directed by the Accounting Officer or Authority

6.0 CONDUCT OF AFFAIRS OF THE COMMITTEE

6.1 Meetings

The Committee shall determine the conduct of its meetings as follows:

- (a) The meet once in every three months;
- (b) Two third of the members shall form a quorum for meeting;
- (c) An ordinary meeting of the Committee shall be convened by the Chairman, and the notice specifying the place, date and time of the meeting shall be sent to each member at his usual place of business or residence;
- (d) Where the Chairman is unable to act by any reason, the Vice Chairman, selected amongst members present, shall convene the meeting;
- (e) The Committee may review its own decision made under this Charter;
- (f) Decision of the Committee shall be decided by majority of the vote of the members present and in the event of the equality of the vote the Chairman shall have a casting vote;
- (g) The Committee may from time to time co-opt any person whose presence is in its opinion desirable to attend and to participate in the deliberation of the meeting of the Committee and such person shall have no right to vote.
- (h) Members may attend meetings of the Committee by teleconference, videoconference, or by similar communication equipment by means of which all persons participating in the meeting can communicate with each other.

6.2 Agenda Items for Committee Meetings

Agenda of the Committee may be determined in the following manner:

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- (a) The Chairperson of the Committee, in consultation with the Committee Secretary will develop the agenda and circulate to members before due date of the meeting;
- (b) A detailed agenda and, to the extent feasible, supporting documents and proposed resolutions will be provided to the members at least 7 days prior to each Committee meeting.

6.3 Minutes of the Committee Meetings

The secretary shall record minutes in proper form of each meeting of the Committee, to be confirmed by the Committee in the next meeting.

6.4 Communication and Reporting responsibilities

The Committee shall quarterly report to the **e-Government Authority** about ICT implementation issues and progress.

7.0 REVIEW OF THE CHARTER

This Charter shall be reviewed after every two years or at any time whenever the need arises.

Issued by the Management,
<< Name of the Institution >>,
<< Address Line 1 >>,
<< Address Line 2 >>,
P.O Box xxx,
<< Name of the City/Town >>

Signed:Date:

<<< **Title of the Accounting Officer of the Institution** >>

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