

THE UNITED REPUBLIC OF TANZANIA

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SUBSIDIARY LEGISLATION

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THE e-GOVERNMENT ACT,
(CAP. 273)

REGULATIONS

(Made under section 60)

THE e-GOVERNMENT GENERAL (AMENDMENT) REGULATIONS, 2025

Citation
GN. No.
75 of
2020

1. These Regulations may be cited as the e-Government General (Amendment) Regulations, 2025 and shall be read as one with the e-Government General Regulations 2020, hereinafter referred to as “the principal Regulations”.

Amend
ment of
regulati
on 7

7-

2. The principal Regulations are amended in regulation

(a) in subregulation (1), by adding the words “at every quarter of the financial year” immediately after the word “Committee” appearing at the end of that subregulation;

(b) by adding immediately after subregulation (1) the following:

“(2) The Chairman of e-Government Technical Committee may at any time call an extra-ordinary meeting to deliberate on any urgent matter which needs to be deliberated by the Committee or upon request by not less than two-third of the Committee members.”; and

(c) by renumbering subregulation (2) as subregulation (3).

Amend
ment of
regulati
on 15
Amend
ment of
regulati
on 27

3. The principal Regulations are amended in regulation 15 by deleting the word “proposal” wherever it appears and substituting for it the words “concept note”.

4. The principal Regulations are amended in regulation 27-

(a) in subregulation (1)(b), by deleting the word “planning” and substituting for it the words “implementation plan”;

(b) in subregulation (2), by deleting the words “or proposal”;

(c) in subregulation (4), by deleting the words “whose value is of, or above fifty million shillings”;

(d) by deleting subregulation (5);

(e) in subregulation (6), by deleting the words “a proposal” appearing in the opening phrase and substituting for them the words “an ICT project concept note”; and

(f) by renumbering subregulation (6) as subregulation (5).

Deletion
and
substitut
ion of
regulati
on 29

5. The principal Regulations are amended by deleting regulation 29 and substituting for it the following:

“ICT
projects
planning

29 -(1) Subject to the requirement of these Regulations, a public institution shall, after receiving clearance from the Authority, prepare and submit to the Authority ICT project implementation plan using Form No. 008 as prescribed in the Second Schedule to these Regulations.

(2) Without prejudice to subregulation (1), a public institution upon execution of ICT project, shall prepare and submit to the Authority ICT project progress report and ICT project change management process by using Forms No. 009 and 010 as prescribed in

the Second Schedule to these Regulations.”.

Amend
ment of
regulati
on 34

6. The principal Regulations are amended in regulation 34 by deleting subregulation (3) and substituting for it the following:

“(3) The inspector shall report to the Authority the observations by using Form No. 011 as prescribed in the Third Schedule to these Regulations.”.

Amend
ment of
Second
Schedul
e

7. The principal Regulations are amended in the Second Schedule by-

- (a) deleting the word “MANAGEMENT” appearing in the title of the Schedule and substituting for it the word “IMPLEMENTATION”; and
- (b) deleting Forms No. 007, 008, 009, 010, 011, 012 and 013 and substituting for them the following:

“FORM 007: GOVERNMENT ICT PROJECT CONCEPT NOTE

- 1. Introduction
<<Insert name of the public institution>>is a Government institution with the functions of << Provide background information and short description of the institution's legal status>>. <<Provide a short general overview of the proposed project by describing the relationship between the project and institution strategy (vision, mission and objectives)>>.
- 2. Objectives
<<Insert the name of the project>> is desired to achieve <<Provide the objectives of the project to be accomplished, the objectives should be SMART>>
<<Insert objective 1>>
<<Insert objective 2>>
<<Insert objective 3>>
- 3. Project Rationale

The drive for conducting <<insert the name of the project>> is <<Provide a clear statement of why the projects need to be undertaken and how the project ‘came to be’ >>. <<Provide a detailed explanation of why the project is required in the Public institution>><< Explain the reasons behind the project, why is there a need for this particular of a project? Why should the institution go ahead with this project?>>

4. Problem/Opportunity Statement
<<Provide the description of the existing problem, issues or gap that needs to be addressed by implementing the proposed project and explanation why it’s a problem what the ideal state would be>>. This section should Clearly state “As- Is” Business Processes and “To-Be” Business Processes.
5. Project Scope
<<Insert name of the project>> will involve the following boundaries;
<<Project scope includes defined features and functions of a product, or the scope of work needed to finish a project. Scope involves getting information required to start a project, and the features the product would have that would meet its stakeholders’ requirements>>
6. Project Implementation Mode
<<Provide details of project implementation mode if in-house, out-sourced or both.
<<For in house project clearly describe the implementation team>>
<<For the Out Sourced project implementation mode, explain in

details if the vendor how you will obtain a vendor. And if that vendor is local or foreign, and clearly articulate the reasons for out sourcing foreign vendor>>

7. Project Benefits
Outline the benefits of the project to Government as whole

	Benefits	Description

8. Project Milestones and Deliverables

Outline milestones and deliverables of the project with their expected start and end date.

	Mile stone	Deliverable	Expected Start Date	

9. Success Criteria

Outline the success criteria. (The criteria describe how the success of the project will be measured and accepted by the end user or key stakeholder)

	Criteria Name	Description

10. Constraints

Describe the limitations associated with the implementation of the project

	Constraint Name	Description
	Budget	
	Resources (Hr)	
	Timeline	
	etc	

11. Key Assumptions

Mention key assumptions associated with the proposed project.

	Assumption Name	Description
	Budget assumption	
	Resource assumption	
	Scope assumption	
	Availability of devices/tools	
	Maintenance	

12. Project Financial Details

Provide financial details of the project by specifying the source of funds and the breakdown cost.

12.1 Project Fund Sources

	Source Name	Description
	Government Fund	
	Development Partner	

12.2 Project Breakdown Cost

	Type	Cost (TZS)	
		Initial	
	Development/Implementation		
	License cost		
	Maintenance cost		
	Operation cost		
	Hardware cost		
	Training cost		
	Hosting cost		
	Total Cost		
	VAT * (X%)		
	Grand Total Cost (Total cost + VAT)		

13. Project Stakeholders Analysis

Provide a list of participating stakeholders with their roles and responsibilities

	Stakeholder's Name	Roles	Responsibilities	Project requirement

14. Project Risk Register

Provide a list of risks associated with the project by describing their mitigation measures, impact and responsible institution/personnel

	Risk Name	Mitigation	Impact

15. Project Sustainability

Outline the following aspects on project sustainability.

	Item	Description
1.	Involvement of internal ICT team during project/system development cycle	
2.	ICT Project maintenance and operations	
3.	User training	

16. Project Implementation Timeline

Milestones	Deliverables (as per the project plan)	Time [in weeks & months]											

17. Approval Details

Planned start date		<<dd/mm/yy>>	
Planned end date		<<dd/mm/yy>>	
APPROVAL			
Name	Job Title	Signature	Date
<<Full name of the Accounting Officer>>	<<Title e.g. DG, CEO>>		

<<Full name of the Project Manager>>	<<Title>>		

FORM NO. 008 GOVERNMENT ICT PROJECT IMPLEMENTATION PLAN

1. General Information
The section provides a high level overview of the project and what is included in this Project implementation Plan. This should include a high level description of the project and describe the projects deliverables and benefits. This section of the project implementation plan template should provide a summarized framework of the project and its purpose.
Project Overview
Scope Statements
Goals and Objectives
Stakeholders and Key Personnel

2. Project Organization
This section outlines the overall management approach for the project. This section should describe, in general terms, the roles and authority of project team members. It should also include which organizations will provide resources for the project. If there are any decisions which must be made by specific individuals—for example authorizing additional funding by the project sponsor—this should also be stated here.

3. Assumptions and Constraints
This section describes the assumptions on which the project is based and the imposed constraints on the project such as: schedule, budget, resources, quality, software to be reused, existing software to be incorporated, technology to be used, and external interfaces.
Assumptions
Constraints

4. Project Deliverables		
This section breaks the complex scope of the project into a set of individual deliverables.		
	Deliverable	Completion Demonstrated By

5. Schedule Management
This section provides a summary of the schedule for the project.
Project Schedule

Milestones			
S/No	Milestone	Description	Estimated Completion Date

6. Cost Management
This section defines how the costs on a project will be managed throughout the project's lifecycle. It sets the format and standards by which the project costs are measured, reported, and controlled.

7. Roles and Responsibilities						
This section identifies and state the nature of each major work activity as well as identify the organizational units that are responsible for those activities.						
RASCI Matrix						
S/No.	Activity	Responsible	Supports	Consult	Inform	Approver

8. Estimates

This section specifies the estimated cost, schedule and resource requirements for conducting the project, Staffing. It also specifies the number of required staff, providing the following details: number of personnel by skill level, numbers and skill levels in each project phase, and duration of personnel requirement as well as specify the sources of staff personnel (e.g.: internal transfer, new hire, contracted, etc.)

9. Resource Acquisition

This section specifies the plan for acquiring the resources and assets, in addition to personnel, needed to successfully complete the project. It also specifies acquisition plans for equipment, computer hardware and software, training, service contracts, transportation, facilities, and administrative. Furthermore, the section specifies when in the project schedule the various acquisition activities will be required as well as any constraints on acquiring the necessary resources.

10. Project Staff Training

This section specifies the training needed to ensure that necessary skill levels in sufficient numbers are available to successfully conduct the ICT project. In addition, the following training information will be specified:
the types of training to be provided,
numbers of personnel to be trained,
entry and exit criteria for training, and
the training method, for example: lectures, consultations, mentoring, computer-assisted training, etc.

11. Work Breakdown Structure

This section specifies the various work activities to be performed in the ICT project, and to depict the relationships among these work activities.

For each work activity the following factors should be specified:

- estimated duration,
- products or deliverables of the activity,
- acceptance criteria for the work activity products, and
- predecessor and successor work activities.

It also specifies the numbers and required skill levels of personnel for each work activity as well as specify as appropriate, the allocation of the resources like computing resources, software tools etc.

12. Budget Allocation
This section provides a detailed breakdown of the necessary resource budgets for each of the major work activities in the WBS. It also specifies the estimated cost for activity personnel, and include as appropriate, the costs for the following items: travel, meetings, computing resources, software tools, special testing and simulation facilities, and administrative support.

13. Project Tracking Plan
This section describes the controlling of requirements, schedule, budget and quality of the project
Requirements Management This sub-section specifies the process for measuring, reporting and controlling changes to the project requirements, requirements change on product and impacts of requirements changes on project schedule, budget, resources and risk factors
Schedule Control This sub-section describes the schedule control activities to be used for the following purposes: to measure the progress of work completed at the major and minor project milestones, to compare actual progress to planned progress, and to implement corrective action when actual progress does not conform to planned progress.
Budget Control This sub-section describes the budget control activities by identifying the processes to be used for the following purposes: the cost of work completed, to compare the actual cost to the planned and budgeted costs, and corrective action when the actual cost does not conform to the budgeted cost.
Quality Control This sub-section identifies project performance audits and process assessment

<p>Project Closeout This sub-section identifies the plans for closeout of the project. The activities include archiving project materials, capturing project metrics and lessons learned as well as an analysis of project objectives achieved.</p>
<p>Product/ Service Acceptance This sub-section specifies the plan for acceptance of the deliverables generated by the ICT project. It also specifies objective criteria for determining acceptability of the deliverables, testing/demonstration/analysis and inspection.</p>
<p>Documentation This sub-section specifies non-deliverable and deliverable project documentation. These includes: list of documents to be prepared, controlling template or standard for each document, who will prepare each document, who will review each document, due dates for review copies, due dates for initial baseline versions, and a distribution list for review copies and baseline versions and quantities required</p>

14. Risk Management				
This section Include details of key risks identified as part of planning risk workshops.				
S/N o.	Risk (Threats and Opportunities)	Risk Score	Owner	Mitigation/Risk Action

15. Project Management Plan Approval				
S/No.	Full Name	Position	Signature	Date (dd/mm/yyyy)

16. Document Control			
Versio n	Name	Comment	Date (dd/mm/yyyy)

**FORM NO. 009: GOVERNMENT ICT PROJECT
PROGRESS REPORT**

1. General Information							
Report No							
Reporting Date							
Institution Name							
Project Name							

2. Schedule							
S/ /No.	Deliverable/Milestone	Milestone/Deliverable Description	Status	Plan completion date	Revised date	Actual completion date	% complete

3. Cost					
S/No.	Item Description	Budget (Planned Expenditure)	Actual	Variance (Deficit/Surplus)	Remarks

4. Problems and Proposed Corrective Action			
S/No.	Problem Description	Corrective Action	Status

5. Change Control Log

S/No.	Change Description	Requested Date	Status

6. Issue or Risk Log

S/No.	Issue or Risk	Issue or Risk Description

7. Work plan

S/No.	Task Description	Expected Start Date	Expected End Date

8. Recommendations

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9. Document Control

Version	Name	Comment	Date (dd/mm/yyyy)

FORM NO. 010 ICT PROJECT CHANGE MANAGEMENT PROCESS

1. Introduction

The Project Change Request summarizes the impact that a proposed change(s) would have on the execution of ICT project and is a key document in the Project Change Control Procedure. This document is used to communicate a significant change in project scope, deliverables, budget, schedule, and/or resourcing, while also documenting the reasons that necessitated the change.

2. Government ICT project change request

Project:	<i>< Project Name and ID></i>	Change request no:	
Change Request			
Change Title:		Identification Date:	
Originator:	<i><The name of the requestor/group></i>	Category:	
Phone No:			
Items to be changed		Reference(s)	
Change Description & Details			

<p>Description: <i>Provide a brief description of the reasons that necessitated the change to the project.</i></p> <p>Proposed Change <i>Describe the project change required to achieve the objectives. Provide details of the impacts of the change(s) to project scope, deliverables, budget, scheduling and/or resourcing.</i></p> <p>Constraints <i><impact on other deliverables, implications of not proceeding, Risks></i></p> <p>Out of Scope: <i><Clarify what is out of the scope of this change request. This clarifies further the boundaries of the requested change and ensures that only the needed change is implemented.></i></p> <p>Estimated cost, and time to implement: <i><Clarify the cost and timeline of this change request (quotation attached? Yes No)></i></p>			
Priority:	<input type="checkbox"/> Very High	<input type="checkbox"/> High	<input type="checkbox"/>
	Medium	<input type="checkbox"/> Low	<input type="checkbox"/>
	Very Low		

3. ICT Project Change Evaluation and Approval

Change evaluation			
What is affected	Work required (sources, costs, dates)		
Related change requests			
Name of evaluator	Date evaluated	Signature	
APPROVAL			
Name	Job Title/ Role	Signature	Date
<<Full name of the Project Manager>>	<<Tittle>>		
<<Full name of the Accounting Officer>>	<<Tittle>>		

Amend
ment of
Third
Schedul
e

8. The principal Regulations are amended in the Third Schedule by deleting Form No. 014 and substituting for it the following:

FORM NO. 011: GOVERNMENT ICT PROJECT INSPECTION FORM

1. GENERAL INFORMATION

GENERAL INFORMATION

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Institution Name <i>[Describe Institution Name in Full Name followed by - and abbreviation]</i>	
Institution Profile <i>[Describe Institution Profile Information from either Institution Website About Us or Act Establishing Institution or Institution Strategic Plan]</i>	
Inspection Engagement <i>[Describe whether the inspection is being conducted as part of Regulatory Obligation or Institution's Request to e-GA or Higher Authority Directives to e-GA]</i>	
Nature of Inspection <i>[Describe whether the inspection is spot if notice has been issued in less than 14 working days or periodic if the notice has been issued for a period of at least 14 working days prior inspection]</i>	
Scope of Inspection <i>[Describe list of ICT Projects planned/have been inspected] [Describe the period the inspection was conducted] [Describe the limitations (if exists) that impacted the agreed scope]</i>	

<p>Methodology</p> <p><i>[Describe Act/Regulation/Standards/Guidelines/International Best Practices that guided conduct of inspection]</i></p> <p><i>[Describe list of project technical documentation that were reviewed]</i></p> <p><i>[Describe observations/walkthroughs/visit made at listed project sites]</i></p> <p><i>[Describe interviews held with key project personnel and stakeholders to gain their views on the project related matters]</i></p>	
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2. PREVIOUS INSPECTION ISSUES

[If there are no previous inspection issues that exist for follow up, describe using the statement below:]

There were no outstanding inspection issues that exist for follow up on their implementation status based on the recommendations issued following up the previous inspection activities undertaken at [Institution Full Name].

[If there are previous inspection issues that require follow up to ascertain their implementation, review measures taken by Management for reasonableness and describe the implementation status using the table below:]

Report Number: Report Title:				Report Date:
S/No	Inspection Issue	Recommendation	Measures Taken by Management	Inspector's Remarks on Implementation Status

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3. ICT GOVERNANCE CHECKLIST

ICT GOVERNANCE CHECKLIST					
S/No	Classification	Assessment Criteria	Areas to probe/be inspected	Record of Work done and Results	Remarks
	ICT Management Unit	Section 21 (4) of e-Government Act, 2019 on Establishment of ICT Management Unit Paragraph 5.3.2 of e-Government Guidelines 2017 on Governance and Management Guidelines	Review the Institution organization structure to determine whether the ICT Unit is positioned to report directly to the Accounting Officer of the		<u>Exception 3.1 (a):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>

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			Public Institution for the purpose of efficient performance of functions in the respective public institution and for better carrying out the provisions of e-Government Act, 2019.		
			Confirm through interview and inspect sampled documents such as executive management meeting, dokezo, ICT reports etc. to determine whether the head of ICT is among the participants attending the		<u>Exception 3.1 (b):</u> <u>Root Cause(s):</u> <u>Implication (s):</u> <u>Recommendation (s):</u>

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			manage ment meeting and reporting relations hip in addressin g of Institutio nal ICT related matters		
		Section 21 (1) & (2) of e- Government Act, 2019 on Establishme nt of ICT Management Unit	Enquire through interview and document ation review of the IT organizati on structure to confirm that available and required IT skills and competen cies as well as staffing requireme nts are sufficient to adequatel y and appropriat ely support the organizati on goals		<u>Exception</u> 3.1 (c): <u>Root</u> <u>Cause(s):</u> <u>Implication</u> <u>(s):</u> <u>Recommen</u> <u>dation (s):</u>

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			and objectives		
	Institutional ICT Steering Committee	Section 18 (1) e-Government Act, 2019 on Institutional ICT Steering Committee	Enquire through interview and confirm through formal documentation on the existence of Institutional ICT Steering Committee		<u>Exception 3.2 (a):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>
		Section 18 (2) or (4) or (5) e-Government Act, 2019 on Institutional ICT Steering Committee	Enquire through interview and confirm through formal documentation on the member composition of Institutional ICT Steering		<u>Exception 3.2 (b):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>

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			Committee		
		Section 18 (7) and 19 e-Government Act, 2019 on Institutional ICT Steering Committee Regulation 13 of e-Government General Regulations, 2020 on Records of meetings of Institutional ICT Steering Committee	Enquire through interview and verify through meeting minutes to determine whether the quarterly Institutional ICT Steering meetings are effectively being held		<u>Exception 3.2 (c):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>
	IT Governance Artifacts	Institutional ICT Strategy: Regulation 14 (6) of e-Government Regulations, 2020 on Review of e-Government Policy Framework Section 18 (3) (a) of e-Government Act, 2019 on Institutional ICT Steering Committee Paragraph 2.3 of e-Government Guidelines 2017 on Institutional	(a) Enquire through interview and confirm through formal documentation on the existence of Institutional ICT Strategy, kept up to date and		<u>Exception 3.3 (a):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>

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		ICT Strategy Development Guidelines	has been approved by Institutional ICT Steering Committee		
		Institutional ICT Policy: Regulation 14 (6) of e-Government Regulations, 2020 on Review of e-Government Policy Framework Section 18 (3) (a) of e-Government Act, 2019 on Institutional ICT Steering Committee Paragraph 1.3 of e-Government Guidelines 2017 on Institutional ICT Policy Development Guidelines	(b) Enquire through interview and confirm through formal documentation on the existence of Institutional ICT Policy, kept up to date and has been approved by Institutional ICT Steering Committee		<u>Exception 3.3 (b):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>
		Institutional ICT	(c) Enquire		<u>Exception 3.3 (c):</u>

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		Security Policy: Paragraph 4.3.2 of e-Government Guidelines 2017 on Institutional Security Architecture Development Guidelines	through interview and confirmation through formal documentation on the existence of Institutional ICT Security Policy, kept up to date and has been approved by Institutional ICT Steering Committee		<u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>
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		<p>Institutional Disaster Recovery Plan (DRP): Section 42 (b) of e-Government Act, 2019 on Information System Continuity Management Regulation 39 (a) of e-Government Regulations, 2020 on Reliable and Citizen centric e-Government Services Paragraph 4.3.3 of e-Government Guidelines 2017 on Institutional Security Architecture Development Guidelines</p>	<p>(d) Enquire through interview and confirm through formal documentation on the existence of Institutional Disaster Recovery Plan, kept up to date and has been approved by Institutional ICT Steering Committee</p>	<p><u>Exception 3.1 (a):</u></p> <p><u>Root Cause(s):</u></p> <p><u>Implication(s):</u></p> <p><u>Recommendation(s):</u></p>
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4. ICT PROJECT MANAGEMENT CHECKLIST

ICT PROJECT MANAGEMENT CHECKLIST					
S/N o.	Classification	Assessment Criteria	Areas to probe/be inspected	Record of Work done and Results	Remarks
4.1	Fact gathering and pre-fieldwork preparation	Institutional project (s) details found on GISP: Section 24 (1) & (2) of e-Government Act, 2019 on ICT Projects Regulations 27 (2) & (3) of e-Government General Regulations, 2020 on ICT projects implementation guidance	(a) Upon dispatch of notification letter, start performing a detailed walkthrough of the project (s) to be inspected to determine the submission of the details of the project (s) onto GISP for the respective Institution and establish list of technical	<p><u>Exception 4.1 (a):</u></p> <p><u>Root Cause(s):</u></p> <p><u>Implication (s):</u></p> <p><u>Recommendation(s):</u></p>	

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			recom mendat ions issued by the Author ity in order to obtain an underst anding of the project before inspect ion.		
		Confirm ation of receipt of notificati on of inspectio n: Regulati ons 32 (2) of e-Govern ment General Regulati ons, 2020 on Notificat ion of Inspectio n	(b) Enquir e whethe r and confir m that Institut ional ICT Manag ement Unit has receive d notific ation of inspect ion, determ ine availab ility of the project docum entatio n require		<u>Exception 4.1 (b):</u> <u>Root Cause(s):</u> <u>Implicatio n(s):</u> <u>Recommen dation(s):</u>

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			d has been prepared as per engagement plan and confirmation on the presence of project responsible personnel (ICT, Business) for the conduct of opening meeting on first day of the inspection.		
		Inspection working resources/materials: Regulations 34 (1) of e-Government General Regulations,	(c) Prepare working materials that will be used for documenting inspections observ		<u>Exception 4.1 (c):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>

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		2020 on Inspection Observations	ations together with supported evidence. The materials include inspection notification letter, engagement plan, agenda for opening meeting, work papers for recording inspection observations, attendance registers for interviews conducted, inspection request memorandum that will be		
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			used to request list of additional information/documentation etc.		
4.2	Inspection Opening Meeting	Regulations 33 (1) of e-Government General Regulations, 2020 on Conduct of Inspection	(a) Conduct an opening meeting to discuss the inspection objectives with personnel responsible for project (s) inspected, scope of the inspection, resource requirements i.e. working space/inspection venue, whether		<p><u>Exception 4.2 (a):</u></p> <p><u>Root Cause(s):</u></p> <p><u>Implication(s):</u></p> <p><u>Recommendation(s):</u></p>

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			r site visit will be conduc ted as part of inspect ion, identifi cation of key project person nel for intervi ews, project docum entatio n that will be availab le for review, time frame (start and end dates, Institut ional focal person for inspect ion logistic s and admini strative arrang ements , inspect ion deliver ables		
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			(initial findings, draft report, due dates for institutional management responses, final report) and mode of communication.	
4.3	Enterprise Governance	Understanding the organization Paragraph 1.6 of AFROS AI-E IT Audit Manual Overview of the IT Audit process retrieved from https://afrosai-e.org.za/wp-content/uploads/2019/07/IT-Audit-	(a) Read background material found including organization publications, organization strategic plan and interview key personnel to obtain a general understanding of the	<u>Exception 4.3 (a):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>

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		<u>Manual-2017-1st-Edition.pdf</u>	organi- zation by taking into accoun- t followi- ng compo- nents: Act, Regula- tions, Princip- les, Policie- s, Frame- works, Proces- ses, Organi- zationa- l functio- n, and Organi- zationa- l hierarc- hy, Busine- ss practic- es, Operat- ing enviro- nment and Stakeh- older.		
		Institio- nal ICT Projects Universe	(b) Enquir- e throug- h intervi		<u>Exception 4.3 (b):</u>

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		<p>Section 24 (1) & (2) of e-Government Act, 2019 on ICT Projects Regulations 27 (2) & (3) of e-Government General Regulations, 2020 on ICT projects implementation guidance Directives of e-Government Authority (e-GA) issued through letter with Ref. No: AC.155/287/01J/150 dated 31st March, 2020 with subject "Uwasili shaji wa Taarifa za</p>	<p>ew and confirm through formal documentation on ALL ICT projects implemented by the organization. Determine the phase/s tage of each ICT project implemented by the organization and obtain clarifications and basis of the ICT projects that are not registered onto GISP.</p>	<p><u>Root Cause(s):</u></p> <p><u>Implication (s):</u></p> <p><u>Recommendation (s):</u></p>
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		Miradi na Mifumo ya TEHAM A”			
		Institutional Structures for Managing ICT Projects Paragraph 2.3.1 (iii) of Standards and Guidelines for Government ICT Project Implementation Project Initiation Paragraph 2.5 of ICT Project Management Guidebook on Key Responsibilities	Enquire through interview and confirm through formal documentation (project concept note) to determine existence of clearly defined institutional structures together with defined roles and responsibilities for implementation of ICT projects including oversight, decision making, alignment to strategy		<u>Exception 4.3 (c):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation (s):</u>
4.4	Strategic Alignment	Strategic Assessment Paragraph 2.3.1 (i) of Standard	(a) Inspect to obtain documented evidence on		<u>Exception 4.4 (a):</u> <u>Root Cause(s):</u>

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		<p>s and Guidelines for Government ICT Project Implementation on Project Initiation</p>	<p>whether there is a clear link between the Organizational Strategy, wider Government objectives and why the project is being implemented, the project implementation reflects the current organizational legislation, policy, regulatory, operating environment, and that assum</p>	<p><u>Implication(s):</u></p> <p><u>Recommendation(s)</u></p> <p>:</p>
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			ptions or circumstances related to change in organization policy direction have been taken into consideration as well as it has support from the Organization's senior management such as Board or Executive Management or Parent Ministry		
4.5	Project Scope Management	Understanding of the Scope Paragraph 2.3.1 (ii) of	(a) Enquire through interview and		<u>Exception 4.5 (a):</u> <u>Root Cause(s):</u>

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		Standards and Guidelines for Government ICT Project Implementation on Project Initiation	review formal documentation to determine what is in and out of scope from the description of the project, appropriately defined and appropriate levels if management have reviewed it		<u>Implication(s):</u> <u>Recommendation(s):</u>
4.6	Project Risk Management	Risk Identification Paragraph 2.3.1 (vi) of Standards and Guidelines for Government ICT Project Implementation	(a) Enquire through interview and confirm through formal documentation on existence of compr		<u>Exception 4.6 (a):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>

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		Project Initiation	comprehensive list of project risks kept up to date, regularly reviewed and respective mitigation options or contingency plans are defined		
		Risk Management Paragraph 2.3.2 (v) of Standards and Guidelines for Government ICT Project Implementation on Project Planning	(b) Enquire through interview and confirm through formal documentation on existence of procedures for risk management, risk allocation respon		<u>Exception 4.6 (b):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>

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			sibilities, escalation procedures and action to manage risks identified and where appropriate action taken		
		Assurance on Implementation of Risk Measures Paragraph 2.3.4 (v) of Standards and Guidelines for Government ICT Project Implementation on Project Monitoring and Controlling	(c) Enquire through interview and confirmation through formal documentation that measures and risk action recommendations have been turned into action plans		<u>Exception 4.6 (c):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>
4.7	Project Implementation	Fully In-house	(a) Enquire through		<u>Exception 4.7 (a):</u>

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	on Approach	implementation Paragraph 2.1 (i) of Guidelines for Development, Acquisition, Operation and Maintenance of e-Government Applications on General Guidelines	h interview and confirmation through formal documentation that the organization has competent internal ICT team with appropriate knowledge and skills matching the project requirements		<u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>
		In-house implementation with assistance from other public institutions Paragraph 2.2.1.2 (ii) of Guidelines for Develop	(b) Enquire through interview and confirmation through formal documentation for evidence on		<u>Exception 4.7 (b):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>

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		ment, Acquisition, Operation and Maintenance of e-Government Applications on Guidelines for Software Development	necessity for seeking assistance from other capable public institutions		
		Outsourced implementation Paragraph 2.2.1.1 (ii) of Guidelines for Development, Acquisition, Operation and Maintenance of e-Government Applications on Software Development and Acquisition	(c) Enquire through interview and confirm through formal documentation for evidence that organization internal ICT team lacks the required capacity to undertake in-house		<p><u>Exception 4.7 (c):</u></p> <p><u>Root Cause(s):</u></p> <p><u>Implication(s):</u></p> <p><u>Recommendation(s):</u></p>

			development and has failed to get assistance from other public institutions		
		For Non-Fully In-house implementation Paragraph 2.2.1.2 (iii) of Guidelines for Development, Acquisition, Operation and Maintenance of e-Government Applications on Guidelines for Software Development	(d) Enquire through interview and confirm through formal documentation to determine whether the ICT team leads and maintain accountability throughout the development life cycle in order		<p><u>Exception 4.7 (d):</u></p> <p><u>Root Cause(s):</u></p> <p><u>Implication(s):</u></p> <p><u>Recommendation(s):</u></p>

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			to avoid dependency to vendor or other public institutions where assistance is being sought		
4.8	Project Stakeholder Engagement	Stakeholder Engagement Section 25 (a) (ii) of e-Government Act, 2019 on e-Government Systems Paragraph 2.3.1 (iv) of Standards and Guidelines for Government ICT Project Implementation on Project Initiation	(a) Interview sampled stakeholders to determine their involvement, roles and responsibilities in the project		<u>Exception 4.8 (a):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>
4.9	Project Schedule	Current Status	(a) Gain an under		<u>Exception 4.9 (a):</u>

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	<p>Management</p>	<p>Paragraph 2.3.4 (ii), (iii), (iv) of Standards and Guidelines for Government ICT Project Implementation on Project Monitoring and Controlling</p>	<p>standing of:</p> <ul style="list-style-type: none"> - Current status of the project with regard to time and whether there are any deviations from the plan. - Key concerns with respect to status - Why any deviations occurred and respective corrective actions taken to address deviations 	<p><u>Root Cause(s):</u></p> <p><u>Implication(s):</u></p> <p><u>Recommendation(s):</u></p>
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4.10	Project Cost Management	Sustainable Source of Funds Paragraph 1.9.1 and 1.9.4 of Government ICT Projects Review Criteria on Financial Considerations	(a) Enquire through interview and confirm through formal documentation to determine whether sufficient budget has been allocated to support running, upgrade, license costs and funds source are sustainable as well as terms and	<p><u>Exception 4.10 (a):</u></p> <p><u>Root Cause(s):</u></p> <p><u>Implication(s):</u></p> <p><u>Recommendation(s):</u></p>
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			conditions are of National interest (favorable)		
4.11	Project Change Management	Institutional ICT project change management procedures Paragraph 2.1 (viii) of Guidelines for Development, Acquisition, Operation and Maintenance of e-Government Applications on General Guidelines	(a) Enquire through interview and confirm through formal documentation on the existence of Institutional ICT project change management procedures, kept up to date and has been approved		<p><u>Exception 4.11 (a):</u></p> <p><u>Root Cause(s):</u></p> <p><u>Implication(s):</u></p> <p><u>Recommendation(s):</u></p>

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			by Institutional ICT Steering Committee		
		Compliance with Institutional ICT project change management procedures Paragraph 2.1 (viii) of Guidelines for Development, Acquisition, Operation and Maintenance of e-Government Applications on General Guidelines	(b) Obtain sampled changes from change management log to verify that appropriate description of change has been documented, benefits of change have been analyzed including their effect on key risks, costs and delivery dates as well as approp		<u>Exception</u> 4.11 (b): <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>

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			riate approvals were obtained accordingly		
4.12	Project Communication Management	Project Communication Plan Paragraph 2.3.2 (vii) of Standards and Guidelines for Government ICT Project Implementation on Project Planning	(a) Enquire through interview and confirm through formal documentation on the existence of project communication plan, kept up to date and has been approved by Institutional ICT Steering Committee		<u>Exception 4.12 (a):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>
		Project Progress Communication in	(b) Obtained		<u>Exception 4.12 (b):</u>

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		line with Project Communication Plan Paragraph 2.3.3 (iv) of Standards and Guidelines for Government ICT Project Implementation on Project Execution	progress reports from project artifacts to verify that appropriate communication of project status /progress was performed throughout the life cycle of project so that issues, surprises and delays are attended timely		<u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>
4.13	Project Sustainability	Knowledge Transfer and	(a) Enquire through		<u>Exception 4.13 (a):</u>

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		Training Plans Paragraph 2.2.1.1 (viii) of Guidelines for Development, Acquisition, Operation and Maintenance of e-Government Applications on General Considerations	interview and confirm through formal documentation on the existence of knowledge transfer and training plans, kept up to date and has been approved by Institutional ICT Steering Committee		<u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>
		Knowledge Transfer Practices Paragraph 2.3.5 (iii) of Standards and Guidelines	(b) Interview sampled users and ICT technical team to determ		<u>Exception 4.13 (b):</u> <u>Root Cause(s):</u> <u>Implication(s):</u>

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		es for Government ICT Project Implementation on Project Closure	ine whethe r capacit y buildin g/kno wledge transfe r was approp riately done throug hout the project lifecyc le to enable users use in their day-to- day operati ons and ICT team to manag e, suppor t and mainta in the technol ogy used		<u>Recommen dation(s):</u>
		Minimum Set Documentation Application Development	(c) Enquire through h intervi ew and confir m throug		<u>Exception 4.13 (c):</u> <u>Root Cause(s):</u> <u>Implicatio n(s):</u>

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		<p>Lifecycle Paragraph 2.1 of Guidelines for Development, Acquisition, Operation and Maintenance of e-Government Applications on Application Development Standards Paragraph 2.3.5 (ii) of Standards and Guidelines for Government ICT Project Implementation on Project Closure</p>	<p>h formal documentation on the existence of respective minimum set of documentation as per Software Development Life Cycle phases, kept up to date and has been approved by appropriate stakeholders</p>		<p><u>Recommendation(s):</u></p>
4.14	Project Technology	<p>Technology Used Regulation 22 of e-Government</p>	<p>(a) Enquire through interview and confirm</p>		<p><u>Exception 4.14 (a):</u> <u>Root Cause(s):</u> <u>Implication(s):</u></p>

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		<p>General Regulations 2020</p> <p>Paragraph 4.3.8 of e-Government Guidelines 2017 on Institutional Security Architecture Development Guidelines</p> <p>Paragraph 2.2.1.2 (xi) of Guidelines for Development, Acquisition, Operation and Maintenance of e-Government Applications on Software Development</p> <p>Paragraph 2.2 of</p>	<p>through formal documentation to identify the technology used and determine whether the technology stack used is:</p> <ul style="list-style-type: none"> - latest, stable and supported in the market; - Platform independent; - Vendor neutral; - Able to be used across multiple implementations; and 		<p><u>Recommendation(s):</u></p>
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		e-Government Integration Architecture – Standards and Technical Guidelines on e-Government Integration Architecture Standards	- Allow sustainable information exchange, interoperability, flexibility, data preservation and greater freedom from technology and vendor lock in		
		Source Codes Ownership Paragraph 2.2.1.1 (x) of Guidelines for Development, Acquisition, Operation and Maintenance of e-Government	(b) Enquire through interview and confirm through formal documentation to determine wheth		<p><u>Exception</u> 4.14 (b):</p> <p><u>Root Cause(s):</u></p> <p><u>Implication(s):</u></p> <p><u>Recommendation(s):</u></p>

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		Applications on General Considerations	er the arrangement in place allows source codes to be owned by the Government		
		Technology Roadmap Paragraph 1.6.13 of Government ICT Projects Review Criteria on Project Technology	(c) Enquire through interview and confirm through formal documentation on the existence of technology road map on preparedness for succession upon reach of end		<p><u>Exception 4.14 (c):</u></p> <p><u>Root Cause(s):</u></p> <p><u>Implication(s):</u></p> <p><u>Recommendation(s):</u></p>

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			of life of the technology		
4.15	Project Lessons Learned Management	Mechanisms in place for project lessons learned Paragraph 2.3.5 (v) of Standards and Guidelines for Government ICT Project Implementation on Project Closure	(a) Enquire to determine the processes in place to incorporate lessons learned from the project throughout the project lifecycle, and its components into wider organizational best practices so that the organization is		<u>Exception 4.15 (a):</u> <u>Root Cause(s):</u> <u>Implication(s):</u> <u>Recommendation(s):</u>

			able to learn from projec t imple menta tion		
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Amend
ment of
Fourth
Schedul
e

9. The principal Regulations are amended in the Fourth Schedule-

(a) in paragraph 2, by-

- (i) deleting the words “number of users” appearing in the fourth column and substituting for them the words “and annual subscription”;
- (ii) adding the words “On demand” before the word “Customization” appearing in the fourth bullet of the fifth column; and
- (iii) adding immediately after the second bullet of the fifth column the following:

“ • 200 GB storage fee per branch.”;

(b) in paragraph 3, by adding the words “On demand” before the word “Customization” appearing in the fourth bullet of the fifth column;

(c) in paragraph 4 by-

- (i) deleting the words “number of users” appearing in the fourth column and substituting for them the words “and annual subscription”; and
- (ii) adding the words “On demand” before the word “Customization” appearing in the fourth bullet of the fifth column;

(d) by deleting paragraph 6;

(e) in paragraph 7, by-

- (i) adding the words “+ professional fees” immediately after the words “actual cost” appearing in the fifth column of the ninth item; and

- (ii) deleting the first, fourth, fifth, seventh, eighth, tenth and eleventh items;
- (f) in paragraph 8, by deleting the first and the third items;
- (g) by deleting paragraph 9;
- (h) in paragraph 10-
 - (i) in the first item, by-
 - (aa) inserting the words “including one (1) Mbps” between the words “rack-unit” and “TZS2,000,000” appearing in the first bullet of the fifth column; and
 - (bb) deleting the words “Bandwidth: 1,850,000” appearing in the second bullet of the fifth column and substituting for them the words “Additional Bandwidth: TZS 360,000”; and
 - (ii) in the second item, by-
 - (aa) adding the words “+ one (1) Mbps” between the words “100GB” and “:TZS 1,750,000” appearing in the first bullet of the fifth column; and
 - (bb) deleting the second bullet of the fifth column and substituting for it the following:
 - “
 - Additional storage: TZS 3,500 per GB.
 - Additional 4GB RAM: TZS 650,000.
 - Additional of one (1) core: TZS 650,000.
 - Bandwidth: TZS 360,000 per Mbps per year.”;
- (i) by deleting paragraphs 15 and 16;
- (j) in the first item of paragraph 17, by-

- (i) deleting the words “TZS 15/SMS” appearing in the first bullet of the fifth column and substituting for them the words “TZS 13/SMS”;
 - (ii) deleting the words “TZS 13/SMS” appearing in the second bullet of the fifth column and substituting for them the words “TZS 11/SMS”; and
 - (iii) deleting the words “TZS 10/SMS” appearing in the third bullet of the fifth column and substituting for them the words “TZS 8/SMS”;
- (k) by renumbering paragraphs 7 to 18 as paragraphs 6 to 14 respectively; and
- (l) by adding immediately after paragraph 14 as renumbered the following:

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15	e-Board Service (Cloud Standard Based)	Yes	Storage capacity and annual subscription	(a) Annual subscription fee: TZS 4,300,000 (including 300GB) Per year. (b) Additional storage: TZS 3,500 per GB per year. (c) On demand Customization cost: Actual Cost + Professional Fees.
16	Training and Seminar Management System (TSMS)	Yes	Storage capacity and annual subscription	(a) Annual subscription fee: TZS 1,100,000 (including 200GB) Per year. (b) Additional storage: TZS 3,500 per GB per year. (c) On demand Customization cost: Actual Cost + Professional Fees.
17	Shared Call Center	Yes	Annual subscription	(a) Annual subscription fee: TZS 4,000,000 (b) On demand Customization cost:

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				Actual Cost + Professional Fees.
18	Shared Helpdesk Service	Yes	Storage capacity and annual subscription	(a) Annual subscription fee: TZS 4,000,000 (including 200GB) Per year. (b) Additional storage: TZS 3,500 per GB per year. (c) On demand Customization cost: Actual Cost + Professional Fees.
19	Shared Platform Advertisements	Yes	Number of days, per advert per system	(a) 0 to 7 days: TZS 1,000,000 (b) 0 to 14 days: TZS 1,800,000 (c) 0 to 21 days: TZS 3,000,000 (d) 0 to 30 days: TZS 4,500,000

Dodoma,
19th may, 2025

GEORGE BONIFACE SIMBACHAWENE
*Minister of State-President's Office Public Service
Management and Good Governance*