

THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE
e-GOVERNMENT AUTHORITY
ISO 9001:2015 | ISO/IEC 27001:2022 CERTIFIED



List of Current e-Government Standards and Guidelines

July, 2026

1. Summary of Current eGovernment Guidelines

A. Policy Level Directives – Level 1

No.	Document name	Document No.	Version & Year
1.	e-Government Guidelines	-	Dec 2017
2.	Guidelines and Standards for Integrated Health Facility Electronic Management Systems	-	Nov 2019
3.	Guidelines for Management and Maintenance of Government Websites	-	Dec 2014
4.	Guidelines for Video Conferencing in the Government	-	Dec 2014
5.	ICT Project Management Guidebook	-	Ver 1.0 – Jan 2010
6.	Mwongozo wa Matumizi Bora, Sahihi na Salama ya Vifaa na Mifumo ya TEHAMA Serikalini	-	2022

A. Standards and Technical Guidelines – Level 2

No.	Document name	Document No.	Version & Year
1.	e-Government Architecture Vision – Standards and Technical Guidelines	eGA/EXT/AVS/001	Version: 1.0 – Nov 2017
i.	Guidebook for Formulating and Governing Enterprise Architecture in Public Institutions	eGA/EXT/AVS/004	Version 1.0 – Dec 2024
ii.	Creation of Government ICT Management Documents – Technical Guide	eGA/EXT/AVS/003	Version: 2.0 – Feb 2026
iii.	Guidelines for Operationalization of Institutional ICT Steering Committee	eGA/EXT/AVS/006	Version: 1.0 – Apr 2020
iv.	e-Government Capability Maturity Framework	eGA/EXT/AVS/007	Version: 1.1 – Feb 2026
2.	eGovernment Business Architecture – Standards and Technical Guidelines	eGA/EXT/BSA/001	Version: 1.0 – Nov 2017
i.	Government Mobile Short Codes Allocation Procedures	eGA/EXT/PRC/001	Version: 1.1 – March 2024
ii.	Government ICT Projects Review Criteria and Checklist	eGA/EXT/BSA/11	Version: 2.0 – Dec 2024
iii.	e-Government Helpdesk & ICT Support Process	eGA/EXT/BSA/004	Version: 2.0 – Sept 2023
iv.	e-Government Authority Services-Security Responsibilities Guidelines	eGA/EXT/BSA/005	Version: 1.0 – July 2019
v.	e-Service Sustainability Framework	eGA/EXT/BSA/006	Version: 1.1 – May 2024

No.	Document name	Document No.	Version & Year
vi.	Standards and Guidelines for Government ICT Project Implementation	eGA/EXT/BSA/008	Version: 2.0 – Dec 2024
vii.	Procedures for Government ICT Project Clearance, Monitoring and Closure	eGA/EXT/BSA/009	Version: 2.0 – Dec 2024
3.	eGovernment Information Architecture – Standards and Technical Guidelines	eGA/EXT/IFA/001	Version: 1.0 – Nov 2017
i.	Institutional Data Dictionary Technical Standards and Guidelines	eGA/EXT/IFA/002	Version: 1.0 – July 2021
4.	e-Government Infrastructure Architecture – Standards and Technical Guidelines	eGA/EXT/IRA/001	Version: 1.0 – Nov 2017
i.	Technical Guidelines for Video Conference Systems in the Government	eGA/EXT/IRA/002	Version: 1.0 – Apr 2020
ii.	Data Center Standards and Guidelines for Public Institutions	eGA/EXT/IRA/003	Version: 2.0 – Feb 2026
iii.	Government Hardware and Software Standards	eGA/EXT/IRA/004	Version: 1.1 – July 2022
iv.	Government Hardware and Software Specifications	eGA/EXT/IRA/005	Version: 2.0 – Feb 2024
v.	Standard and Guidelines for ICT Readiness in Government Owned Infrastructure	eGA/EXT/IRA/006	Version: 1.0 – July 2022
vi.	Guidelines and Criteria for Cloud and Standalone deployment of e-Government shared systems	eGA/EXT/IRA/007	Version: 1.0 – July 2022
vii.	e-Government Technology Roadmap	eGA/EXT/IRA/008	Version: 1.0 – Feb 2024
5.	e-Government Application Architecture – Standards and Technical Guidelines	eGA/EXT/APA/001	Version: 1.0 – Nov 2017
i.	Government Software Applications Quality Assurance Guidelines and Checklist	eGA/EXT/APA/002	Version: 2.0 – May 2024
ii.	Government Domain Naming Standards	eGA/EXT/APA/003	Version: 2.0 – July 2022
iii.	Government Email Naming Standards	eGA/EXT/APA/004	Version: 1.1 – July 2022
iv.	Standards and Guidelines for Development, Acquisition, Operation and Maintenance of e-Government Application	eGA/EXT/APA/005	Version: 3.0 – Feb 2026
v.	Quality Assurance Compliance Guidelines for e-Government Applications	eGA/EXT/APA/007	Version: 1.2 – May 2024

No.	Document name	Document No.	Version & Year
vi.	Technical standards and Guidelines of Government Website	eGA/EXT/APA/009	Version: 2.0 – July 2022
vii.	Data Entry Verification Self Audit Checklist	eGA/EXT/APA/010	Version: 1.1 May 2024
6.	e-Government Security Architecture – Standards and Technical Guidelines	eGA/EXT/ISA/001	Version: 1.0 – Nov 2017
i.	Creation of ICT Security Policy – Technical Guide	eGA/EXT/ISA/003	Version: 1.1 – May 2024
ii.	e-Government Security Operations Guideline	eGA/EXT/ISA/004	Version: 1.0 – Aug 2023
7.	eGovernment Integration Architecture – Standards and Technical Guidelines	eGA/EXT/ITA/001	Version: 1.0 –Nov 2017
i.	Electronic Data Sharing and Exchange Guidelines	eGA/EXT/ITA/002	Version: 1.1 – July 2022
ii.	Criteria for Data Sharing and Exchange through Government Enterprise Service Bus (GovESB)	eGA/EXT/ITA/003	Version: 1.0 – July 2022
8.	e-Government Architecture Processes and Governance – Standards and Technical Guidelines	eGA/EXT/PAG/001	Version: 1.0 – Nov 2017
9.	e-Government Interoperability Framework – Standards and Technical Guidelines (e-GIF)	eGA/EXT/GIF/001	Version: 1.0 – Feb 2016

B. Institutional Guidelines – Level 3

No	Document name	Document No.	Version & Year
1.	ICT Policy Sample	eGA/EXT/SAM/001	Ver: 1.0 – Feb 2016
2.	ICT Security Policy Sample	eGA/EXT/SAM/002	Ver: 1.0 – Feb 2016
3.	Acceptable ICT Use Policy Sample	eGA/EXT/SAM/003	Ver: 1.0 – Feb 2016
4.	Disaster Recovery Plan Sample	eGA/EXT/SAM/004	Ver: 2.0 – Feb 2026
5.	ICT Strategy sample	eGA/EXT/SAM/005	Ver: 1.1 – Feb 2026
6.	Operational Level Agreement Sample	eGA/EXT/SAM/006	Ver: 1.0 – Sep 2021
7.	ICT Service Management Procedures Sample	eGA/EXT/SAM/007	Ver: 1.0 – Sep 2021

8.	ICT Development, Acquisition, Operation and Maintenance Procedures Sample	eGA/EXT/SAM/008	Ver: 1.0 – Mar 2024
9.	Enterprise Architecture Sample	eGA/EXT/SAM/009	Ver: 1.0 – Mar 2024
10.	e-Government Implementation Report Template	eGA/EXT/TEM/001	Ver: 1.0 – Dec 2020
11.	ICT Project Concept Note Template	eGA/EXT/TEM/002	Ver: 1.0 – Dec 2020
12.	ICT Project Proposal Template	eGA/EXT/TEM/003	Ver: 1.0 – Dec 2020
13.	ICT Project Progress Report Template	eGA/EXT/TEM/004	Ver: 1.0 – Dec 2020
14.	Final Project Report Template	eGA/EXT/TEM/005	Ver: 1.0 – Dec 2020

2. Description of e-Government Standards and Guidelines

A. Policy Level Directives – Level 1

GROUP	DOCUMENT NAME	DESCRIPTION
eGovernment Guidelines	<u>eGovernment Guidelines - 2017</u>	This guideline is for technical guidance to public institutions and civil servants to follow the directives on usage of ICT and related equipment.
	RELATED DOCUMENT(S)	
	<u>Guidelines for video Conferencing in the Government</u>	This guideline provides procedures and responsibilities to comply with by public servants in the use of the communications through video conferencing.
	<u>Guidelines for Management and Maintenance of Government websites</u>	This guideline provides technical guidance in designing, maintaining and hosting of Government websites in accordance with internationally accepted standards.
	<u>Guidelines and Standards for Integrated Health Facility Electronic Management Systems</u>	This guideline describes minimum requirements, standards and guidelines for successful implementation and use of the iHFeMS in Tanzania private and public Health facilities. It also describes the leadership and governance structure, centered on the National eHealth Steering Committee (NeHSC) that will help ensure

		the timely implementation of eHealth initiatives.
	<u>ICT Project Management Guidebook</u>	This Guidebook provides a step-by-step and practical approach to facilitating Project Management for successful implementation of ICT project and managing implementation risks.
	<u>Guide for the Appropriate, Proper, and Safe Use of ICT Equipment, Data, And Systems in the Government 2022</u>	Provides guidelines for the appropriate, proper, and safe use of ICT equipment, data, and systems in the Government.

B. Standards and Technical Guidelines – Level 2

GROUP	DOCUMENT NAME	DESCRIPTION
e-Government Architecture Vision	<u>eGovernment Architecture Vision - Standards and Technical Guidelines</u>	Gives information related to the whole of government, government services, data, applications and technology reference models are defined.
	RELATED DOCUMENT(S)	
	<u>Guidebook for Formulating and Governing Enterprise Architecture in Public Institutions</u>	This document provides a systematic approach to enterprise architecture, covering essential concepts, methodologies, best practices, and practical insights to support architecture practitioners at every phase of their journey. Whether you are establishing a new EA practice, refining existing processes, or seeking to leverage EA to drive digital

		transformation, this guidebook offers valuable guidance and actionable strategies.
	<u>Creation of Government ICT Management Documents - Technical Guide</u>	This document aims to ensure that ICT Management Documents standardization across the Government. Thus, having a uniform guide for the document format with all vital information that is legible and adequately indexed.
	<u>Guidelines for Operationalization of Institutional ICT Steering Committee</u>	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.
	<u>e-Government Capability Maturity Framework</u>	This document provides means for Public Institutions to self-evaluate their ICT Maturity Status as a mechanism of informing their continuous efforts to grow to the highest level of ICT Maturity necessary for e-Government evolution. Therefore, this framework will help set clear objectives and provide guidance for future investments to improve performance and enhance security of Government solutions and systems.

e-Government Interoperability Framework	<u>eGovernment interoperability framework – standards and technical guidelines</u>	Issues information for government to share, collaborates, integrates information and organized its processes by use of common open standards.
e-Government Business Architecture	<u>eGovernment Business Architecture - Standards and Technical Guidelines</u>	Provides information related to the delivery of services by government that are critical, flexible and sensitive to citizen needs as well as those common services which can be re-used by other public institutions.
RELATED DOCUMENT(S)		
	<u>Government Mobile Short Codes Allocation Procedures</u>	This document gives requirements and procedures to be followed by Public Institutions for allocation of mobile short codes.
	<u>Government ICT Projects Review Criteria and Checklist</u>	The document outlines the criteria for reviewing ICT projects aiming to offer a clear, objective, and consistent approach towards provision of clearance and technical recommendations on submitted ICT initiatives. Moreover, it also provides review checklist that Public Institutions shall use for self-assessment before submission of the ICT project to the Authority.
	<u>eGovernment Helpdesk & ICT Support Process</u>	This document establish how e-Government Helpdesk and ICT support Processes are set up, managed, reported on and developed by eGA for Public Institutions.

	<u>e-Government Authority Services-Security Responsibilities Guidelines</u>	This document is to pinpoint specific ICT security roles and responsibilities for both service recipient (Public Institution) and service provider (e-GA) during the entire cycle of eGovernment service provisioning.
	<u>e-Service Sustainability Framework</u>	e-Service sustainability framework ensures that e-Services are sustainable and fulfil Public Institutions' objectives and goals by providing sustainability aspects aligned to e-Government standards and guidelines.
	<u>Standards and Guidelines for Government ICT Project Implementation</u>	Provides a Guide to Public Institutions in managing ICT projects to ensure successfully implementation, not vendor driven, no duplication of efforts, risks are managed at an acceptable level, benefits are realized, and resources are optimized.
	<u>Procedures for Government ICT Project Clearance, Monitoring and Closure</u>	The document establishes procedures for the Authority to effectively perform e-Government project clearance, monitoring and control as well as ensure successful project closure.
e-Government Application Architecture	<u>eGovernment Application Architecture</u>	Provides information on application architecture in the Government. This includes areas of application usability and simplicity, service orientation, adherence to open standards, reusability, flexibility and extensibility.

RELATED DOCUMENT(S)	
<u>Government Domain Naming Standards</u>	This document contains standards for naming domains to ensure uniqueness, facilitate easy recognition and prevent naming collisions among public institutions. It also outlines details standards for naming domains for different categories of public institutions.
<u>Government Email Naming Standards</u>	This document contains standard mechanism for managing email accounts in Public Institutions such as naming, creation, modification etc.
<u>Data Entry Verification Self Audit Checklist</u>	This checklist is designed to help evaluate the processes and procedures being used to track and report against data entry and storage processes.
<u>Government Software Applications Quality Assurance Checklist</u>	The guidelines and checklist assist to ensure effective and efficient quality assurance of processes in an application development life cycle through facilitation, review and internal control checking.
<u>Quality Assurance Compliance Guidelines for e-Government Applications</u>	Quality Assurance Compliance guidelines aims at enabling Public Institutions to review quality of their applications, auditors to assess compliance to quality assurance requirements as well as assist quality assurance officers assist management in

		understanding the quality status of their applications.
	<u>Standards and Guidelines for Development, Acquisition, Operation and Maintenance of e-Government Application</u>	This document details the standards and guidelines for development and all the relevant stages for in-house development or acquisition of the application. It further shows the standards and guidelines for the Operation and maintenance of the in-house developed or acquired applications for public institutions.
	<u>Technical standards and Guidelines of Government Website</u>	This document establishes a technical framework for creating professional Government websites that meet users' minimum criteria for website usability and accessibility design best practices.
e-Government Information Architecture	<u>eGovernment Information Architecture - Standards and Technical Guidelines</u>	Elaborates on the information architecture directives for data creation, availability, ownership, security and confidentiality, archival and retention, use of common data and metadata definition and standards.
	RELATED DOCUMENT(S)	
	<u>Institutional Data Dictionary Technical Standards and Guidelines</u>	Describes Standards and Guidelines to be followed during the Preparation of Institutional Data Dictionary in line with Regulation 54 of the e-Government General Regulations 2020.

e-Government Integration Architecture	<u>eGovernment Integration Architecture- Standards and Technical Guidelines</u>	Provides information on the integration architecture such that various applications within public institutions are integrated to enable real-time seamless information exchange across government.
	RELATED DOCUMENT(S)	
	<u>Electronic Data Sharing and Exchange Guidelines</u>	Provides a Guide on electronic data sharing and exchange across the Public Institutions.
	<u>Criteria for Data Sharing and Exchange through Government Enterprise Service Bus (GovESB)</u>	This document outlines the criteria to facilitate smooth data exchange through the Government Enterprise Service Portal (GovESB). Generally, it covers considerations for both service providers and consumers when it comes to data sharing and exchange through Government Enterprise Service Portal (GovESB).
e-Government Infrastructure Architecture	<u>eGovernment Infrastructure Architecture - Standards and Technical Guidelines</u>	Provides information on technology infrastructure supporting government operations such as server, workstation, storage and network infrastructure, software licensing, ICT disaster recovery and business continuity, ICT vendor management, manpower and service management aspects
	RELATED DOCUMENT(S)	
	<u>Technical Guidelines for Video Conference Systems in the Government</u>	Provides conditions and specifies basic requirements for acquisition and

		implementation of Video Conference systems.
	<u>Data Center Standards and Guidelines for Public Institutions</u>	Provide a guide to public institutions upon deciding where to host Government ICT applications and not to set-up new data center. Furthermore, the standards will be used as minimum requirements in assessing the conformance of the existing data centers to be determined as approved hosting environment.
	<u>Government Hardware and Software Standards</u>	Describes the minimum requirements to be satisfied by the given hardware or software to be used in public institutions. These standards are to guide public institutions to observe value for money, flexibility, scalability, integration and interoperability in sourcing or using hardware and software.
	<u>Government Hardware and Software Specifications</u>	This document provides minimum technical specifications for hardware and software to properly utilize government-owned ICT resources.
	<u>Standard and Guidelines for ICT Readiness in Government Owned Infrastructure</u>	This document establishes standards, technical guidelines, formal elements, and commitments to ensure cost effectiveness and ICT readiness in constructing any government-owned infrastructure. It currently highlights three areas roads & bridges, railways, and buildings.

	<u>Guidelines and Criteria for Cloud and Standalone deployment of e-Government shared systems</u>	Stand-alone e-Government shared systems, such as e-office, Government Mailing System (GMS), and Enterprise Resource Management System (ERMS). The aim is to facilitate public institutions' access to shared ICT infrastructure and systems and establish and maintain secure, shared Government ICT infrastructure and systems.
	<u>e-Government Technology Roadmap</u>	The Technology Roadmap aims to safely yet harmoniously set a clear path towards acquiring, development, implementation, retirement and management of existing, upcoming and emerging technologies. The roadmap also provides a glimpse on near and far future technologies that the Government intends to acquire, develop, use and retire in its provision of satisfactory, efficient, cost-effective and effective services.
e-Government Security Architecture	<u>eGovernment Security Architecture – Standards & Technical Guidelines</u>	Provides information on how to securely and economically protect the public institutions from security threats while maintaining compliance with the security and legal requirements for confidentiality, privacy, accessibility, availability, and integrity.
	RELATED DOCUMENT(S)	

	<u>Creation of ICT Security Policy - Technical Guide</u>	This document ensures that ICT Security Policy, is created properly based on ICT Security requirement of the Institution. It provides guidelines for adapting the ICT Security Policy to the needs of Public Institutions.
	<u>e-Government Security Operations Guideline</u>	The e-Government Security Operations Guideline is meant to provide specific guidelines to public institutions on how to conduct and report various ICT security initiatives and operations.
e-Government Process and Governance	<u>eGovernment Process and Governance - Standards and Technical Guidelines</u>	Guide defines the set of recommended governance mechanisms through which e-government related standards and guidelines are driven from national level and adopted and implemented at a public institution level.

C. Institutional Guidelines – Level 3

GROUP	DOCUMENT NAME	DESCRIPTRION
ICT Policy	<u>ICT Policy Sample</u>	This is a sample/ template that may be used by Public Institutions in developing Institutional ICT Policy.
	RELATED DOCUMENT(S)	
	<u>ICT Strategy Sample</u>	This is a sample/ template that may be used by Public Institutions in developing Institutional ICT Strategy.

ICT Security Policy	<u>ICT Security Policy Sample</u>	This is a sample/ template that may be used by Public Institutions in developing Institutional ICT Security Policy.
	RELATED DOCUMENT(S)	
	<u>Disaster Recovery Plan Sample</u>	This is a sample/ template that may be used by Public Institutions in developing Institutional Disaster Recovery Plan.
Acceptable ICT Use Policy	<u>Acceptable ICT Use Policy Sample</u>	This is a sample/ template that may be used by Public Institutions in developing Institutional Acceptable ICT Use policy.
e-Government Implementation Report Template	<u>e-Government Implementation Report Template</u>	This is a sample/ template that may be used by Public Institutions in developing e-Government Implementation Report.
	RELATED DOCUMENT(S)	
	<u>ICT Project Concept Note Template</u>	This is a sample/ template that may be used by Public Institutions in developing ICT Project Concept Note.
	<u>ICT Project Progress Report Template</u>	This is a sample/ template that may be used by Public Institutions in developing ICT Project Progress Report.
	<u>ICT Final Project Report Template</u>	This is a sample/ template that may be used by Public Institutions in developing ICT Final Project Report.
	<u>System Requirement Specifications (SRS) Sample</u>	This is a sample/ template that may be used by Public Institutions in developing Software Requirement Specifications (SRS).

	<u>System Design Document Sample</u>	This is a sample/ template that may be used by Public Institutions in developing System Design Document.
ICT Service Management Procedures Sample	<u>ICT Service Management Procedures Sample</u>	This is a sample/ template that may be used by Public Institutions in developing ICT Service Management Procedures.
	RELATED DOCUMENT(S)	
	<u>Operational Level Agreement Sample</u>	This is a sample/ template that may be used by Public Institutions in developing Operational Level Agreement.
ICT Development, Acquisition, Operation and Maintenance Procedures	<u>ICT Development, Acquisition, Operation, and Maintenance Procedure Sample</u>	This is a sample for ICT Development, Acquisition, Operation and Maintenance Procedures.
Enterprise Architecture Sample	<u>Enterprise Architecture Sample</u>	A sample for Enterprise Architecture.
ICT Project Management Procedures Sample	<u>ICT Project Management Procedures Sample</u>	A sample for ICT Project Management Procedures.

3. Description Related Documents

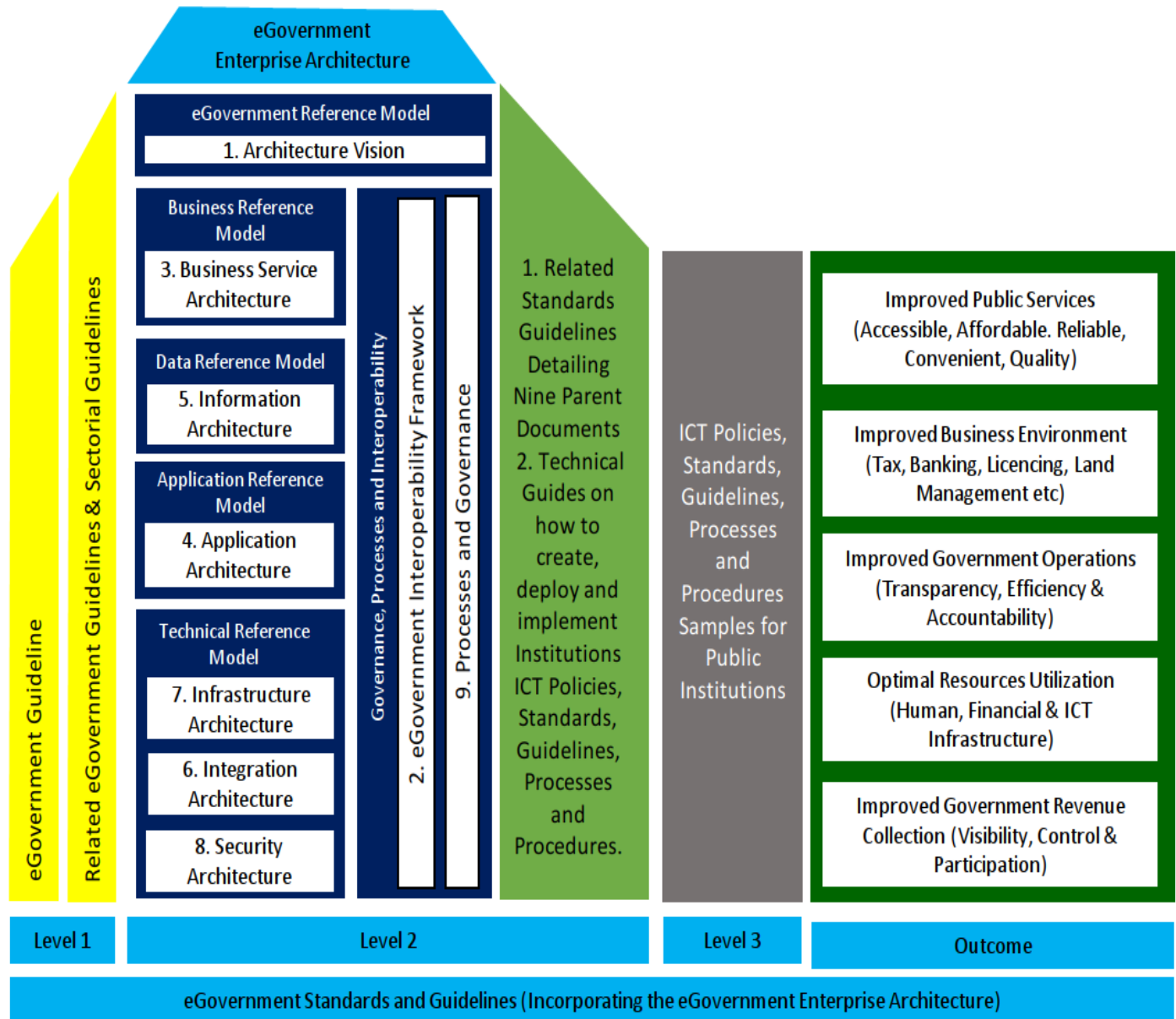
e-Government Related Policies, Strategies, Circulars, Acts & Regulations

CATEGORY	DOCUMENT NAME	DESCRIPTION
Policies	Whole of Government National ICT Policy 2016	The national ICT policy 2016 (NICTP 2016), which is a result of the revision of the NICTP 2003 provides a comprehensive framework for guiding the development and growth of the ICT industry to ensure optimal benefits to the nation and its citizens.
Acts	Whole of Government e-Government Act, 2019	An Act to make provisions for e-Government services; the establishment of the e-Government Authority and its administration; management and operations of e-Government services; management of electronic data and for other related matters.
	Electronic and Postal Communications Act 2010 Amendment of Electronic and Postal Communications Act 2010	An Act to make provisions for the enactment of electronic and postal communications law with a view to keeping abreast with developments in the electronic communications industry.
	The Cybercrimes Act, 2015	An Act to make provisions for criminalizing offences related to computer systems and Information Communication Technologies; to provide for investigation, collection, and use of electronic evidence and for matters related.

	<u>Electronic Transactions Act 2015</u>	An Act to provide for the legal recognition of electronic transactions, e-Government services, and the use of Information and Communication Technologies in collection of evidence, admissibility of electronic evidence, to provide for the facilitation of use of secure electronic signatures, and to provide for other related matters.
Regulations	Whole of Government <u>e-Government General Regulations, 2020</u>	A Regulations in Management and Operations of e-Government; e-Government Infrastructure and Systems; e-Government Services; e-Government Security; Electronic Government data Management and other related matters.
	<u>Computer Emergency Response Team (CERT) Regulations.</u>	Regulations for the team that responds to computer security incidents by providing necessary services to solve or support their resolutions, and tries to prevent any computer related security incidents to a defined constituency; They apply to all electronic communication operators, Internet service providers and users.
Circulars	<u>The General Public Service Document No. 3 of 2013</u>	The purpose of this document is to establish good governance and procurement systems in the public service.
	<u>Service Document No.5 of ICT in Government Facilities</u>	This document provides Government Guidelines on the use of ICT and equipment

		related to the technology in Government offices.
Strategies	Whole of Government Tanzania e-Government Strategy 2022	This Strategy provides a more coordinated and citizen-driven focus for the Tanzania's e-Government initiatives, and thus ensure they bring services closer to citizens through an organized and holistic adoption of ICT.
	Sectorial Tanzania Digital Health Strategy 2019-2024	The National Digital Health Strategy 2019-2024 aims to accelerate the transformation of the Tanzanian healthcare system by utilizing innovative, data-driven, client-centered, and integrated digital health solutions to improve access to and quality of healthcare for all Tanzanians; it focuses on leveraging digital technologies to achieve universal health coverage and align with the country's development vision 2025.

4. e-Government Standards and Guidelines Model



e-Government Standards and Guidelines Model Description

The e-Government Standards and Guidelines' aim is to assist in the delivery of more consistent and cohesive service to citizen and support the more cost-effective delivery of ICT services by Government, providing a framework that:

- Supports the identification of duplicate, reusable and shared services;
- Provides a basis for the objective review of ICT investment by Government; and
- Enables more cost effective and timely delivery of ICT services through a repository of standards, principles and templates that assist in the design and delivery of ICT.

The e-Government Standards & Guidelines Structure is designed to cover most requirements of “eGovernment Enterprise Architecture”. This means that eGovernment Enterprise Architecture is incorporated in “eGovernment Standards & Guidelines”. A high level (blue print) of eGovernment Enterprise Architecture References is in the parent documents and related documents provide more details as prepared by Sectors and Institutions with Mission Critical and Strategic systems

- **e-Government Enterprise Architecture** – Worldwide agreeable practice for conducting Government wide eGovernment analysis, design, planning and implementation, using a holistic approach at all times, for the successful development and execution of e-Government Strategy.

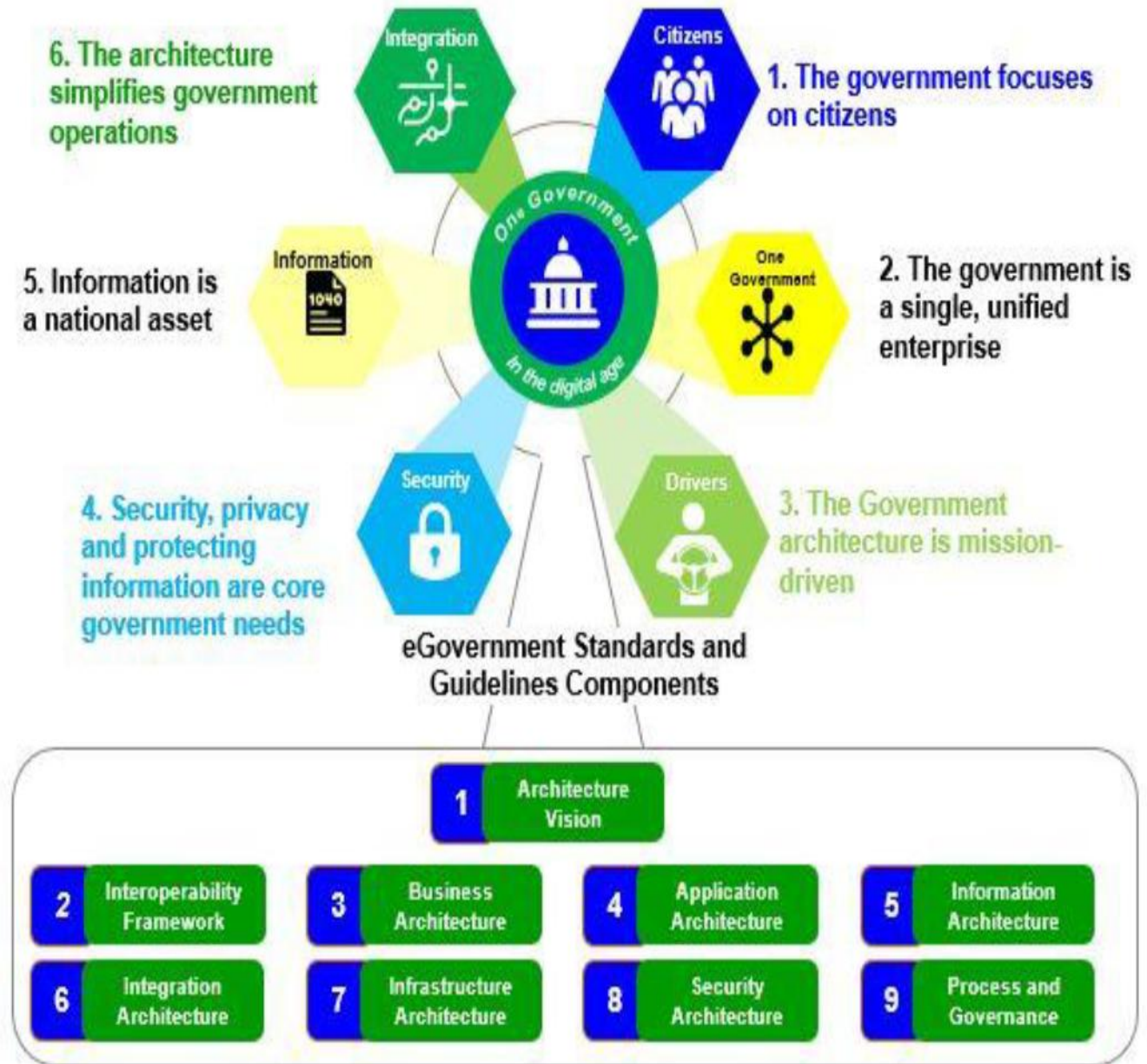
Types of Documents

LEVEL 1 Documents – Are e-Government Guidelines Documents, issued by President's Office-Public Service Management (PO-PSM) to all Public Institutions. The sectorial eGovernment Guidelines, for instance e-Health, e-Education, e-Justice, etc. that are issued by Ministries, fall under this category. There is one parent document and related documents that provide policy level Government directives on eGovernment matters.

LEVEL 2 Documents – Are e-Government Technical Standards and Guidelines documents, issued by e-GA to all Public Institutions, to provide ‘Whole of Government Standards on e-Government Implementation’ and to provide ‘Technical Guidelines on how to implement e-Government Initiatives’. The documents are mostly used by Public Institutions when implementing eGovernment initiatives of National Interests or that will require interaction of more than one Institution. Parent documents provide high level (Blue print) and related documents incorporate sectorial and institutional inputs.

LEVEL 3 Documents – Are ICT Documents for instance Policy, Guideline, Process, Procedure etc that are issues by Public Institutions for their internal use. [These documents are referred as Institutional ICT documents as opposed to Level 2 documents that are referred as Government ICT Documents]. Sample documents that are developed to assist Public Institutions to develop their own ICT Policies or Guidelines are also regarded as Level 3 Documents.

5. e-Government Standards and Guidelines Design Principles



Description of e-Government Standards and Guidelines Design Principles

Principle	Rationale	Implication
1. The government focuses on citizens	The government exists to serve the Tanzanian public who want simpler, faster, better and cheaper access to government services and information.	▪ Public institutions will design and apply their business processes and services to benefit citizens, even when the services cross lines of business. ▪ The government offers citizens a single Unified face, reducing duplicate, needlessly complex, inconsistent ways of using government services. ▪ Citizens can access government services through various means.
2. The government is a single, unified organization	A single enterprise with shared strategic objectives, common governance, integrated management processes and consistent policies improves the implementation of government-wide strategies and the coordination of the delivery of citizen services.	▪ Government optimizes resource allocations across the enterprise to achieve common goals. ▪ Government optimizes information across the enterprise to support services and processes. ▪ Architectural designs integrate services for efficiency and keep autonomy of operations for effectiveness. ▪ Architectural designs identify and accommodate distinctive (non-homogenous)

		approaches to maintain important policy objectives.
3. The eGovernment architecture is mission-driven	A business-led architecture is more successful in meeting strategic goals, responding to changing mission needs and serving citizen's expectations	▪ Business-approved architecture is a prerequisite for investment, so Heads of IT and architects must ask program leaders to say how it should look and work. Architecture is driven by program mission needs and enabling technology. ▪ Public institutions will first seek to optimize business processes, and then use performance standards to define automation requirements. ▪ Systems and processes will use an architecture that responds quickly to events, including a push-model for delivering information. ▪ Public institutions will use their enterprise architectures to guide their capital planning, budget and investment decisions. ▪ Public institutions will manage change in government operations with enough security to keep services flowing. ▪ Government solutions must be agile and

		flexible to meet business needs.
4. Security, privacy and protecting information are core Government needs	Government must protect confidential information to increase public trust and improve the security of its resources	▪ The business context defines security and privacy requirements, which integrate into the entire architecture throughout the business lifecycle. ▪ Architectures must reflect policies to minimize improper use of data and security violations. ▪ Government must apply security and privacy consistently and monitor compliance. ▪ Information security controls need to be clearly defined so cost and risk are balanced and managed.
5. Information is a national asset	A well-informed citizenry is necessary to the democracy. Further, accurate information is critical to effective decision making, improved performance, and accurate reporting.	▪ The government will improve its information sharing environment to better disseminate information to the public. ▪ This requires Government to identify authoritative sources of high quality information, and public institutions to provide access to specified data and information. ▪ Authoritative data sources may need to be restructured

		and catalogued for easy dissemination, access and management ▪ To realize this principle requires a government strategy to promote cost effective data sharing within and across public institutions
6. The architecture simplifies government operations	Complex processes and systems with tightly coupled modules are difficult to manage, risk failure, are inflexible to changing Authority mission needs, and are expensive to maintain. Highly modular, loosely coupled systems and processes take advantage of shared services and reusable components within government and available commercially.	▪ This requires loosely coupled software components shared as services and compatible application development. ▪ Public institutions must share their best practices and reusable business and technical components. ▪ Building and integrating reusable components must become a common development method