



THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT
e-GOVERNMENT AGENCY

Document Name

e-Government Helpdesk & ICT Support Process

Document Title

eGA/EXT/BSA/004

APPROVAL	Name	Job Title/ Role	Signature	Date
Approved by	Dr. Jabiri Bakari	Chief Executive Officer		09/11/16

1. INTRODUCTION

1.1. Overview

The e-Government Agency (eGA) is established under the Executive Agencies Act No.30, 1997, Cap. 245 as a semi-autonomous Institution under President's Office Public Service Management. eGA is charged with the mandate of providing coordination, oversight and provision of e-Government initiatives and enforcement of e-Government standards to Public Institutions. In executing its duties, eGA shall implement and maintain a coordinated government operations for Information and Communication Technology (ICT) that include the formulation of standards, technical guidelines and procedures to effectuate the purposes of the Agency.

e-Government Agency (eGA) under the Ministry responsible for e-Government (President's Office, Public Service Management) has established the e-Government Helpdesk as a Single Point of Contact (SPOC) for providing ICT technical support on issues facing Public Institutions that are related to eGovernment.

e-Government is the use of information and communication technologies (ICTs) to improve the activities of public institutions. ICT needs proper support processes to ensure that users experience the most desired result from the accessed ICT resources, applications, business processes or an entire ICT solution stack. Support process that eGA uses in the eGovernment HelpDesk is based on ITIL Service Management Framework.

1.2. Rationale

Establishment of eGovernment HelpDesk and ICT Support Processes improves eGovernment Agency's capacity to implement eGovernment initiatives by providing effective and efficient ICT support to public institutions and managing activities and processes involved in providing ICT services. This is in the 2012/13- 2016/17 eGA Strategic Plan.

1.3. Purpose

The purpose of this document is to establish how eGovernment HelpDesk and ICT Support Processes are set up, managed, measured, reported on and developed by e-Government Agency for Public institutions. This document provides details on *eGovernment Business Architecture – Standards and Technical Guidelines (eGA/EXT/BSA/001)* that is directed in “*Mwongozo wa Matumizi Bora, Sahihi na Salama wa TEHAMA Serikalini, 2016*”.

1.4. Scope

For the purposes of scope within e-Government Agency, the boundaries of eGovernment services are defined as follows:

“All e-Government Services that are provided by eGA to public Institutions, according to its mandate”.

Details of the services provided are in the eGA Client Service Charter. The processes in this document exclude the requests or services which are not related to e-Government. This document is owned and approved by Chief Executive Officer of e-Government Agency (eGA).

**THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT
e-GOVERNMENT AGENCY**

2. DRIVERS FOR e-GOVERNMENT HELPDESK AND ICT SUPPORT PROCESS

- 2.1. Need for efficient and effective way of handling and resolving the requests within the Agency, from the Public Institutions and Stakeholders, by having a Single Point of Contact and a proper channel to ensure that internal and external support services are delivered timely to the respective clients.
- 2.2. Need for ensuring the satisfaction of the needs and expectations of the Public Institutions and stakeholders with respect to the services available on the eGA Client Service Charter.
- 2.3. Need for a system to detect, analyse, report and correct possible gaps and/or shortcomings with regard to the ICT services offered by e-Government Agency to the Public Institutions.
- 2.4. Need to align the processes of IT services Management to the roles and the Strategic Plan of e-Government in serving the Public Institutions.
- 2.5. Need to ensure compliance with the agreed service levels in delivering ICT Services to the Public Institutions as well as managing any incident and problem that could come up.
- 2.6. Need for awareness-raising, training and motivation of the Public Institution and stakeholders about the importance of adapting, development and implementation of an IT Service Management System and about its involvement in compliance with their expectations of e-Government initiatives.
- 2.7. Need for provision of the best, quality and professional customer services to the Public Institutions.
- 2.8. Need for provision of a centralised mechanism (dashboard) for e-Government implementation and ICT support processes to enhance appropriate and better communication within the Public Sector.

- 2.9. Need for efficient way of tracking and reporting ICT service requests, incidents and problems from the Public Institutions and their resolutions.

3. MANAGEMENT COMMITMENT

Commitment to the delivery of quality ICT services extends to the executive levels of e-Government Agency & Public Institutions to be demonstrated through these service management processes and the provision of appropriate resources (People & Tools) to provide and develop services.

Executive Management of eGA and Public Institutions will also ensure that a systematic review of performance of ICT Service provisioning is conducted on a regular basis to ensure that objectives are being met and issues are identified through the audit programme and management processes. Management review can take several forms including the planning and ad hoc Management meetings.

4. GOVERNANCE OF e-GOVERNMENT HELPDESK AND ICT SUPPORT PROCESS

e-Government Agency (eGA) makes use of Internal/external service providers, or third parties (contractors/suppliers) in the delivery of ICT services to the Public Institutions. The third parties will involve the operation of a service management processes, or a part of the process on behalf of e-Government Agency. The details of the processes, as per the Client Service Charter Document (Mkataba wa Huduma kwa Mteja), will be provided as the need arise. Appendix part of this document contains one of the detailed processes.

**THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT
e-GOVERNMENT AGENCY**

External service providers (contractors/suppliers) will be managed through the Supplier Management Process using associated Service Level Agreements (SLAs) and underpinning contracts. Internal service providers (eGA Staff) will be managed through the agreed Service Level Agreements (SLAs) process and Operational level agreements (OLAs).

e-Government Agency through the Helpdesk Team will provide the updates and any related ICT Technical requests and inquiries to all the Public Institutions through Public Institutions ICT Support Group Email (group.piis@ega.go.tz) to make an awareness and provision of the relevant information which arises time to time. In all cases, eGA retains the governance of the relevant processes. This will be evidenced by documents and records such as contracts, SLAs, OLAs and performance report that will demonstrate:

- Accountability for the processes.
- Control of the definition of and interface to the processes.
- Processes performance and compliance monitoring.
- Control over processes improvements.

5. Process

eGA uses Standard ITIL Service Management Procedures to handle/resolve the ICT service Requests, Incidents and Technical Problems (Hereby referred generally as requests), that are reported to the Agency. Figure 5.1 gives the flow chart of the process.

**THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT
e-GOVERNMENT AGENCY**

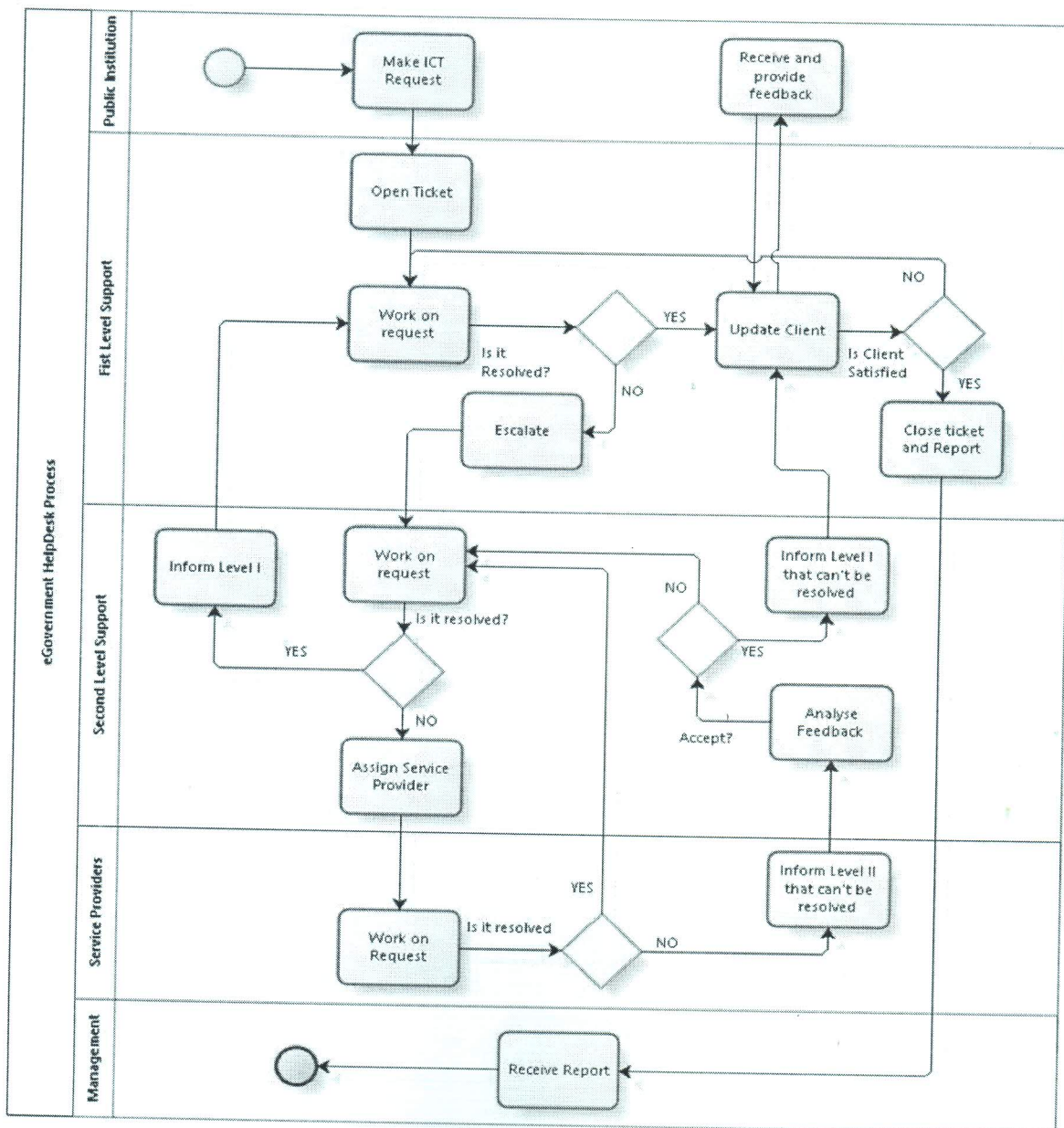


Figure 5.1: eGA ICT Help Desk Process

THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT
e-GOVERNMENT AGENCY

The step by step process description is as follows:

- 5.1. The ICT Support Section/Unit of the Client (Public Institution) reports a service request to eGA's HelpDesk. It is strongly advised that the request is made directly via helpdesk system. If the request is made via email, phone, word of mouth or any other means of communication, it is the duty of the client to ensure that the request is recorded in a helpdesk system and the work is assigned to ICT Support personnel with reference number called a ticket. eGA Management will not guarantee on resolving request that is not properly reported i.e. had not been assigned a ticket.
- 5.2. Upon receiving the request, the help desk administrator, records the request in the system (if it was not sent directly in the system) and assigns a ticket to help desk ICT support personnel (First level support). Assigning a ticket is accompanied by sending the details of the ticket to the client ICT support unit - ictsupport@clientdomain.tz (Also depending on the nature of the request, the Client Accounting Officer may also get the feedback). The person (requestor) analyses the request, getting to know the type, nature of the request and whether the service falls under e-Government Agency Services Catalog, i.e. ICT Services that eGA provides to Public Institutions/ Mkataba wa Huduma kwa Mteja. The help desk personnel then provide the client with appropriate response/solution which may include "the request cannot be resolved/attended" and if the client is satisfied the solution description response is recorded in the system and the ticket is closed. Closing a ticket is accompanied by sending the ticket closure details to the client ICT support unit (Again, depending on the nature of the request, the Client Accounting Officer may also get the feedback).

- 5.3. If the Help Desk first level technical support personnel cannot provide the solution for request, then he/she re-assigns the ticket to the appropriate Second Level Support Personnel that may be Internal Service Provider (e.g. eGA GMS/GovNet/Security/Datacentre Engineers). If the solution cannot be provided by the second level support, then the request is assigned to External Service Provider (e.g. GovNet Contractors, ISPs), eGA Management or eGovernment Stakeholders. The Second Level Support Personnel will use same procedures in 5.2 to close the ticket.
- 5.4. Throughout the period when service request is being worked on, the client will be able to get the feedback and monitor the status of the request (Open, on Hold, Resolved or Closed) directly through the Help Desk System or by requesting the feedback from Helpdesk Team.
- 5.5. The eGA Help Desk will ensure that the requests are responded, depending on the nature of the request (service request/incident report) and according to SLA stipulated in Service Category Document that is created from eGA Client Service Charter. The eGA Help Desk will ensure that service providers provide services from OLA between Help Desk Team and ICT Service Providers. There will be an escalation in following order, Help Desk Manager, eGovernment Service Control Director and eGA CEO if the client is not satisfied on the way the request is handled. All escalations should follow the escalation order and must be accompanied with a request reference number (Ticket number).
- 5.6. Where detailed processes are needed for particular service request the process will be prepared separately and added in the Appendices.

THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT
e-GOVERNMENT AGENCY

6. IMPLEMENTATION AND REVIEWS

6.1. This document takes effect once approved in its first page.

6.2. This document is subject to review at least once every three years.

6.3. This Documents need to be complied to as directed in "*Mwongozo wa Matumizi Bora, Sahihi na Salama ya Vifaa na Mifumo ya TEHAMA Serikalini, 2016*".

7. ACRONYMS

SLA	Service Level Agreement
OLA	Operational Level Agreement
SPOC	Single Point of Contact
ITSM	Information Technology Service Management
ITIL	Information Technology Infrastructure Library

8. RELATED DOCUMENT

8.1 Mkataba wa Huduma kwa Mteja (Wakala ya Serikali Mtandao)

8.2 e-Government Business Architecture- Standards and Technical Guidelines
(eGA/EXT/BSA/001)

8.3 e-Government Agency Strategic Plan, 2013/14-2016/17

8.4 ITSM Framework (ISO20000).

9. DOCUMENT CONTROL

Version	Name	Comment	Date
Ver. 1.0	eGA	Creation of Document	February 2016

THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT
e-GOVERNMENT AGENCY

APPENDIX A: eGA ICT Enterprise Helpdesk Process

ICT Service	Process
<p>1. Provision of basic call center services i.e. responding to telephone & email inquiries about a particular product or ICT service (call logging, incident & feedback to Public Institution). All the queries/requests from the Public Institution related to ICT starts with eGA Help Desk, and it is channeled to the appropriate Directorate.</p>	<ul style="list-style-type: none"> - All IT services requests are handled by eGA, directly through Help Desk. The ICT support Personnel from the Public Institution after notifying his/her Supervisor/Accounting Officer will contact Help Desk by Phone: Mobile Number +255 764 292 299, Using Government ICT Support email: (egov.helpdesk@ega.go.tz) or through a customer Portal (http://helpdesk.ega.go.tz) and describing all the details of the requested service. - The Public Institution ICT Support personnel is not supposed to make a request directly from the internal ICT Service Provider (Second Level Support), as service may delay and records may not be kept for tracking the progress of the request.
<p>2. Provision of general and technical support including Government Network Outages, Government Mailing System Problems, etc.</p>	<ul style="list-style-type: none"> - Where internal Service Provider (Second Level Support) is contacted directly by the Public Institution personnel to sort a certain ICT issue, the request must be reported to helpdesk to be logged for ease of reference in the future. - Help Desk is managed by e-Government Agency under the Directorate of e-Service Control. The Help Desk Team is responsible for bridging the gap between the Service Providers (Second Level Support) and the Public Institution ICT Support Personnel.
<p>3. Provision of consulting & trainings on basic ICT services etc.</p>	<ul style="list-style-type: none"> - Help Desk will keep record of all the ICT service requests (Call logging) and report them to the Chief Executive Officer and the Executive Management on a weekly report. - Help Desk assign the job to the appropriate ICT/Business Support or external Service Providers' staff to solve the ICT issues during working hours.