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

Document Title

Government Hardware and Software Standards

Document Number

eGA/EXT/IRA/004

APPROVAL	Name	Job Title/ Role	Signature	Date
Approved by	Dr. Mussa M. Kissaka	Board Chairperson	*Mussala*	01/07/22

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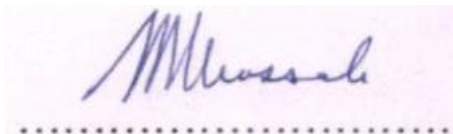**THE UNITED REPUBLIC OF TANZANIA**

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PREFACE

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The rapid growth of ICT has changed to a large extent operation of the Government and society at large. This growth has enhanced diverse usage of hardware platforms and software applications as necessary tools for improved service delivery to citizens. In the quest of reaping benefits brought by the growth of ICT, the Government needs more sophisticated approach to enhance coordinated adoptions of ICT within its institutions.

In that regard, it was apparent for enactment of the e-Government Act No. 10 of 2019 and its Regulations, 2020, which provide guidance on proper approach for implementing e-Government and establishment of e-Government Authority with mandate of coordinating, promoting and overseeing e-Government implementations as well as enforcing compliance with laws, regulations, standards and guidelines related to e-Government implementations in Public Institutions.

In this context, Section 5(2)(d) and 26 (1) (a) of the Act requires and empowers e-Government Authority to approve software and hardware to be used by public institutions in a manner that facilitates proper utilization and management of the Government owned ICT resources. Pursuant to these provisions, the Authority has prepared this document to prescribe standards for hardware and software to be used in the Government.

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Dr. Mussa M. Kissaka

BOARD CHAIRPERSON

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1. INTRODUCTION

1.1 Overview

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

Pursuant to the provisions of Section 5(2) (d) and Section 26 (1) (e) e-Government Act No. 10 of 2019, Public Institutions shall acquire Government ICT resources specifications guide from the Authority. Therefore, the Authority has prepared hardware and software standards to be used by public institutions. For hardware and software specifications refer to the latest *Government Hardware and Software Specification (eGA/EXT/IRA/005).*

If the hardware or software specifications are not in the hardware and software specifications document, a public institution shall seek for approval from the Authority.

1.2 Purpose

The objectives of this Standards are; to increase effectiveness in acquiring and administering resources by promoting compatibility and interoperability of workstation hardware and software, to ensure that these standards are aligned with the enterprise architecture business goals and processes, moreover, to ensure cyber security protection.

1.3 Rationale

Hardware and Software Standards 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.

1.4 Scope

This document will be used by all Government Institutions during the sourcing or using hardware and software.

2. STANDARDS

2.1 Generic Standards

A public institution shall ensure that: -

2.1.1 It uses products that are currently supported by the vendor, switch to supported products soon as the end of life support for a software or hardware is reached.

2.1.2 All hardware or software that require licenses have a valid maintenance license for patches and upgrades, including presence of a clear Service Level Agreements (SLA).

2.1.3 Vendor provides a Warrant of not less than twelve (12) months.

2.1.4 A vendor escalation process is in place to escalate issues that are not resolved by the vendor in a timely manner as committed.

2.1.5 It maintains vendor performance records to support decision making whilst renewing or terminating vendor contracts. Vendor and Service provider performance metrics include but not limited to:

    i. Deliveries and Responsibilities.

    ii. Timing of Service.

    iii. Quality of Service and Products.

    iv. Repair or maintenance and Warranty.

2.1.6 Every vendor provides a Service Level Agreement (SLA) and measurement tools are established to ensure SLAs can be monitored.

2.1.7 All procurements of ICT hardware or software are channeled through the Head of ICT department who shall be responsible for the preparation and

issuance of all technical specifications for equipment, as well as ensuring that the guidelines stipulated herein are adhered to.

2.1.8 The ICT department undertake technical evaluation to ensure that the hardware or software is fit for the purpose intended and that it meets the required specifications. Upon delivery of the hardware or software, the ICT department shall inspect and ascertain that they meet the specifications as requisitioned.

2.1.9 End-users are prohibited from carrying out any installation, maintenance or upgrade of any nature.

2.2 Hardware Standards

A public institution shall ensure that: -

2.2.1 It selects well known hardware manufacturers/vendors that provide relevant technical support, warranty on hardware failures and are continually ensuring that equipment is tested for full compatibility with well-known operating systems.

2.2.2 The acquired desktop or laptop is not supplied readily installed with OS or Office application from the hardware manufacturer, instead the application installation is to be done by the internal ICT team to minimize potential security risks associated with readily installed applications. However, if the acquired desktop or laptop can only be supplied with readily installed associated applications and the business environment necessitate the use of such desktop or laptop then the public institution shall seek for approval from the Authority.

2.2.3 ICT hardware purchased from vendor comes with a set of documents which allows the public institutions to operate and maintain the hardware. The documents shall include: -

    i.   Test and inspections reports

    ii.   Operating and Maintenance manuals

    iii.   Instructions and installation manuals for both software and hardware products

iv.   Electrical safety test reports.

2.2.4 ICT hardware equipment shall be expected to have a life span of at least five (5) years upon purchase.

2.3   Software Standards

A public institution shall ensure that: -

2.3.1 It uses latest stable versions of applications available in the market.

2.3.2 For business specific software, the software is endorsed by the Ministry responsible for that business process.

2.3.3 The acquired or developed software are hosted in Government approved hosting facilities or in Government data centers.

3. IMPLEMENTATION, REVIEW AND ENFORCEMENT

This document shall be:

3.1   Effective upon being signed by the Board chairperson.

3.2   Subjected to review at least once every three years or whenever necessary changes are needed.

3.3   Consistently complied with, any exceptions to its application must duly be authorized by the Board Chairperson.

4. GLOSSARY AND ACRONYMS

4.1   Glossary

None

4.2   Acronyms

Abbreviation	Explanation
e-GA	e-Government Authority
SLA	Service Level Agreement

5. RELATED DOCUMENTS

5.1. e-Government Infrastructure Architecture Standards and Technical guidelines *(eGA/EXT/IRA/001).*

5.2. Government Hardware and Software Specification *(eGA/EXT/IRA/005).*

5.3. e-Government Act No 10, of 2019.

5.4. e-Government General Regulations of 2020.

5.5. Guidelines for Development, Acquisition, Operation and Maintenance of e-Government Applications (eGA/EXT/APA/006)

5.6. e-Government Security Architecture Standards and Technical Guidelines (e-GA/EXT/ISA/001).

6. DOCUMENT CONTROL

Version	Name	Comment	Date
Ver. 1.0	e-GA	Creation of Document	December 2020
Ver. 1.1	e-GA	Alignment to the e-Government Act No. 10 of 2019	July 2022