



THE UNITED REPUBLIC OF TANZANIA

PRESIDENT'S OFFICE

e-GOVERNMENT AUTHORITY

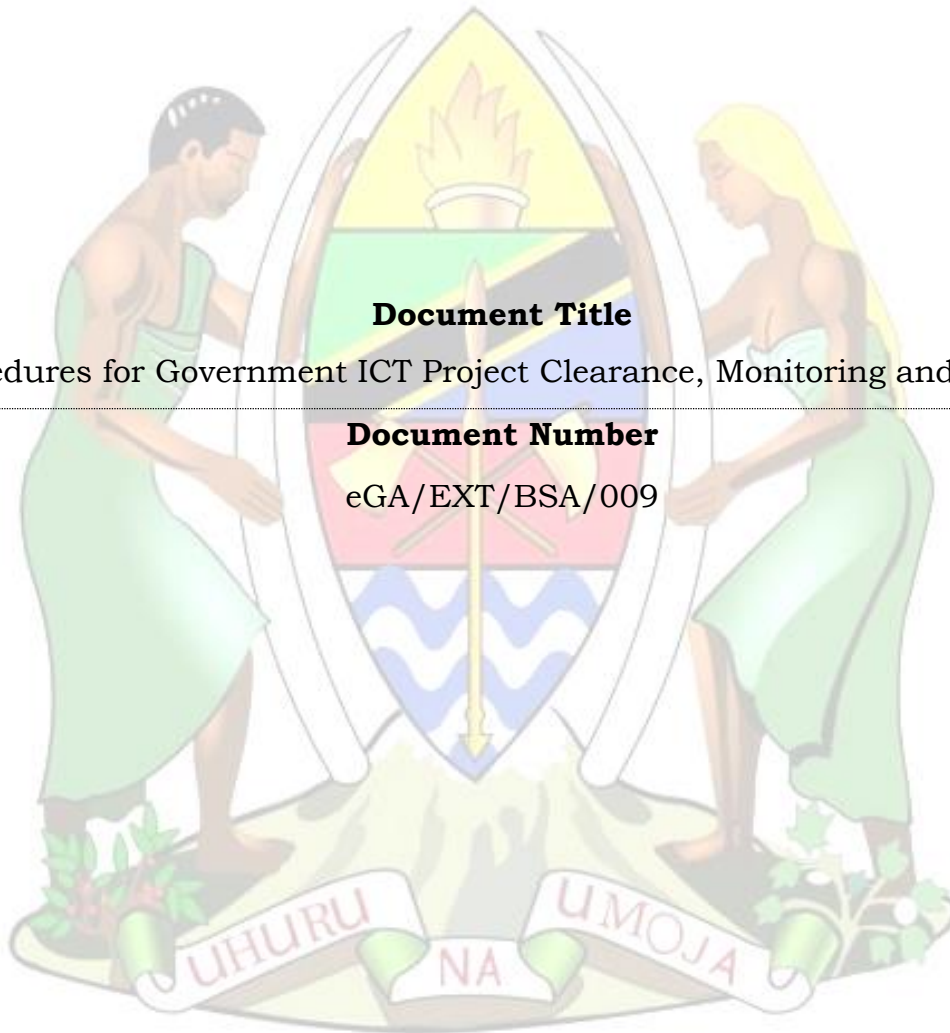
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Document Title

Procedures for Government ICT Project Clearance, Monitoring and Closure

Document Number

eGA/EXT/BSA/009



APPROVAL	Name	Job Title/ Role	Signature	Date
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PREFACE

Information and Communication Technology (ICT) is increasingly used globally as an enabler for improving Government operations and service delivery to citizens. It has become both rampant and inevitable prerequisite for enhancing efficiency and effectiveness. Public institutions in Tanzania are vigorously adopting the use of ICT in digitalising business processes, strengthening communication, improving service delivery and modernising operations. These commendable efforts have resulted into emergence of several challenges relating to duplication of efforts, silo initiatives, high implementation cost and security vulnerabilities for implemented ICT solutions.

Appropriate use of ICT by public institutions, can potentially contribute to the improvement of their internal operations and service delivery hence making them affordable and ease to access. To achieve these objectives, the Government enacted the e-Government Act No. 10 of 2019 and its General Regulations which provide, among other things, the guidance on proper approaches for implementing e-Government. The Act established e-Government Authority, which is mandated to coordinate, promote and oversee e-Government implementations, and enforce compliance with laws, regulations, standards and guidelines related to e-Government implementations in public institutions.

In this context, Regulation 27 (4) of the e-Government General Regulations requires and empowers e-Government Authority to review and provide guidance and clearance to public institutions intending to implement ICT projects. Pursuant to these provisions, the Authority has prepared this document to prescribe procedures for Government ICT Project Clearance, Monitoring and Closure.

Benedict Ndomba
Eng. Benedict Ndomba
DIRECTOR GENERAL

ACRONYMS

Item	Description
e-GA	e-Government Authority
GISP	Government ICT Services Portal
ICT	Information and Communication Technologies
PO-PSMGG	President's Office-Public Service Management and Good Governance

GLOSSARY

Item	Description
Project Clearance	Formal procedure that e-Government Authority use to approve and authorize submitted ICT projects before the project can commence.
Project Closure	Final phase of project management, involving the completion of all project work, the fulfilment of project objectives, and the formal acceptance of the project's deliverables

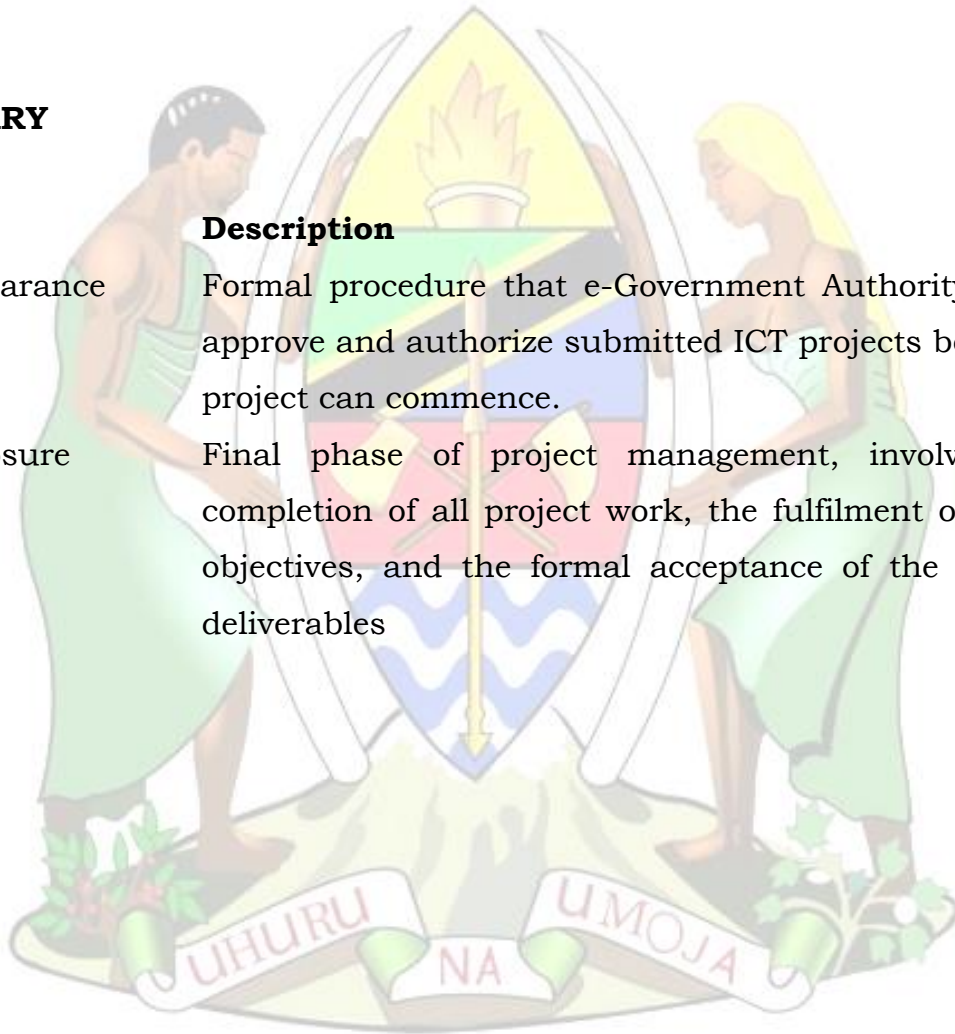
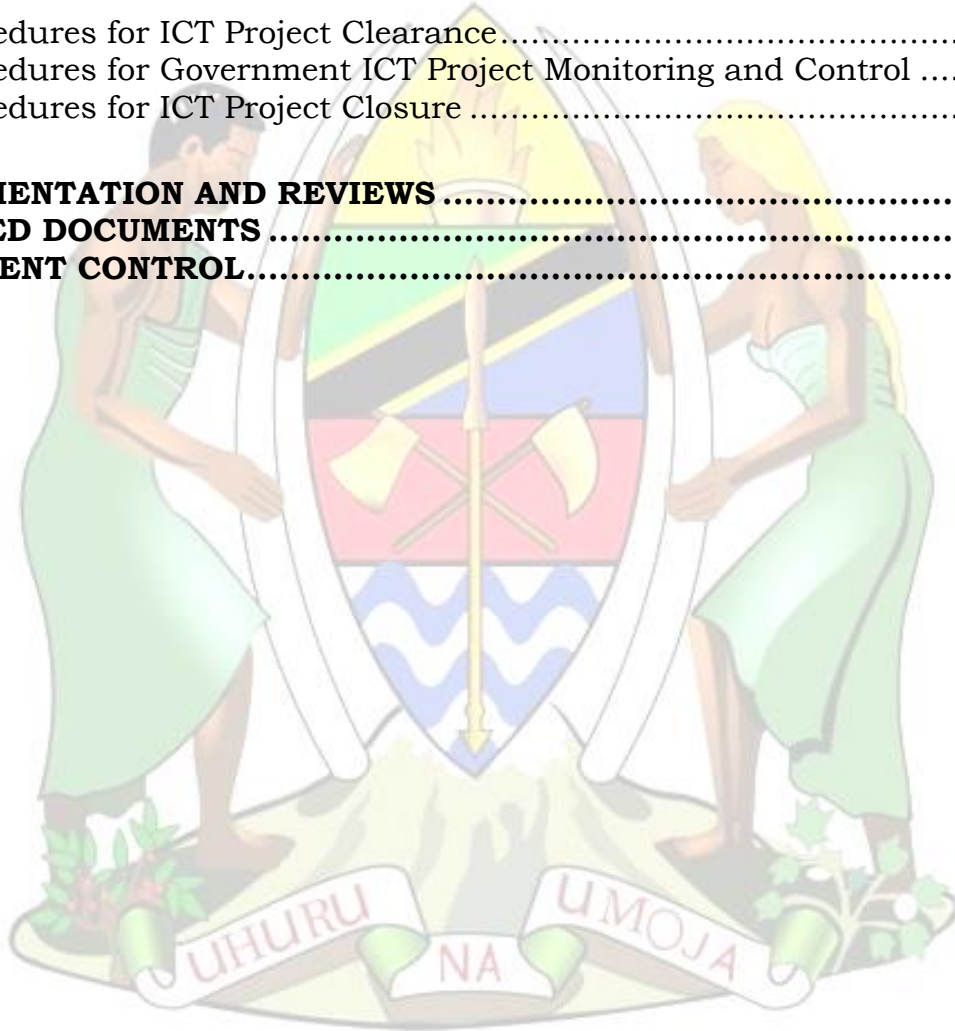


Table of Contents

ACRONYMS	1
GLOSSARY	1
1 INTRODUCTION	3
1.1 Overview	3
1.2 Objective.....	3
1.3 Rationale	3
1.4 Scope.....	3
2 THE PROCEDURES	4
2.1 Procedures for ICT Project Clearance.....	4
2.2 Procedures for Government ICT Project Monitoring and Control	5
2.3 Procedures for ICT Project Closure	6
3 IMPLEMENTATION AND REVIEWS	7
4 RELATED DOCUMENTS	7
5 DOCUMENT CONTROL	7



1 INTRODUCTION

1.1 Overview

e-Government Authority (e-GA), is a public institution which is established by 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 e-Government Act to public institutions.

1.2 Objective

This document describes procedures followed by the Authority in performing Government project clearance, monitoring and controlling, as well as ensure successful project closure.

1.3 Rationale

The shift of Government operations from the former manual based to electronic means established a need for having a centralized coordination and management of ICT project implementation to reduce duplication of efforts, increase benefits realization and ensure availability of reusable solutions. It is therefore necessary to have a guideline which will enhance effective performance of the e-Government project clearance, monitoring, evaluating, and learning, as well as ensure successful project closure.

1.4 Scope

This document is intended to be used by the e-Government Authority during performance of e-Government project clearance, as well as monitoring and control, and closure. The document provides technical guidance in line with established technical standards and guidelines for Government ICT project implementation.

2 THE PROCEDURES

The procedures for e-Government clearance, monitoring, and closure categorize ICT project into internal and external ICT projects. Internal ICT projects are projects implemented by the e-Government Authority (e-GA) whether intended solely for use by the Authority or cutting across the entire Government. External ICT projects are those implemented by public institutions whether intended solely for use by the respective public institution or cutting-across few institutions.

2.1 Procedures for ICT Project Clearance

To ensure effective performance of external ICT Project Clearance the e-Government Authority shall:

- i. Confirm if the submitted ICT project documents meet minimum criteria for review which include required details of the Project Concept Note;
- ii. Confirm on the evidence of approval of the project initializing document from the public institution's ICT steering committee or Accounting Officer;
- iii. Check for completeness and accuracy of the submitted project details in the Government ICT Service portal (GISP);
- iv. Return the project to the respective public institution as Need Correction if it does not satisfy either of the basic requirements stated in (i) to (iii) above;
- v. Review the submitted ICT project against established review criteria as prescribed in the Government ICT Project Review Criteria and Checklist (eGA/EXT/BSA/11);
- vi. Request for technical meeting to obtain additional information and/or clarification on the project;
- vii. Convene a technical meeting with respective public institutions and possibly, with the relevant project stakeholders to obtain clarification and attain common understanding on the project under review;
- viii. Request assistance or help from other subject matter experts whenever needed to facilitate the review process;
- ix. Return to respective public institution for additional information/correction and resubmission if the submitted ICT project does not comply with established review criteria;

- x. Prepare technical recommendations in line with established Government ICT project review criteria;
- xi. Submit technical recommendation to the public institution and relevant stakeholders;
- xii. Upon successful review and approval, the Authority shall issue a clearance certificate through GISP and/or letter;
- xiii. Ensure the review of the submitted ICT project is performed within fourteen (14) working days from the submission/resubmission date.

2.2 Procedures for Government ICT Project Monitoring and Control

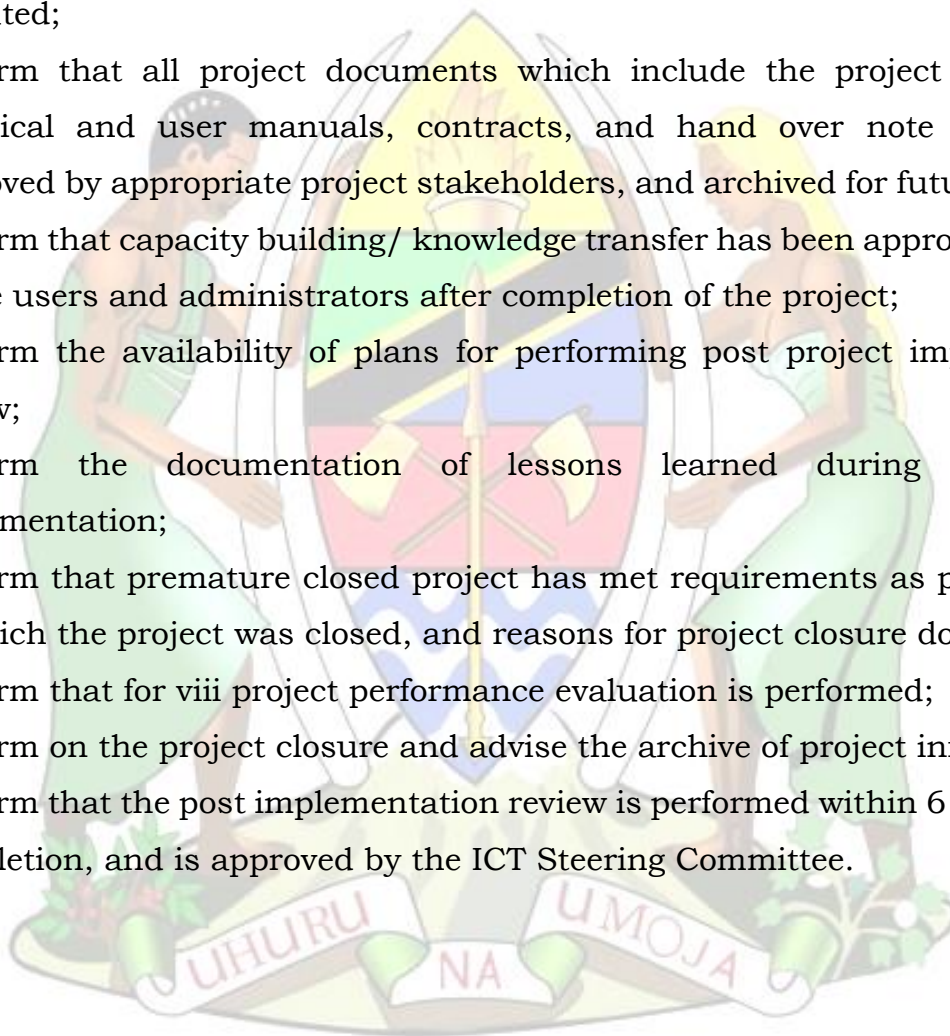
To ensure effective performance of monitoring and control for both, internal and external ICT projects the e-Government Authority shall:-

- i. Perform monitoring and evaluation of Government ICT project in compliance to Government ICT Projects Monitoring and Evaluation Framework;
- ii. Retrieve quarterly project progress reports submitted by public institutions and confirm evidence of their approval from public institution's ICT steering committee or Accounting Officer;
- iii. Check the submitted details in the Government ICT Services Portal (GISP) whether they meet minimum criteria of the required details prescribed in the ICT project implementation progress report;
- iv. Consolidate progress report from all public institutions and prepare quarterly ICT project implementation progress report and submit to the e-Government Technical Committee;
- v. Make use of the submitted project progress reports from public institutions to plan for Government ICT project inspections;
- vi. Conduct inspection of ongoing ICT Projects to ensure the project is implemented as planned, and is on track in meeting the project objectives; and
- vii. Prepare and issue project inspection report with findings and remedial measures to public institutions.

2.3 Procedures for ICT Project Closure

To ensure successful ICT project closure for both, internal and external ICT projects and upon submission of project closure information, the e-Government Authority shall:

- i. Confirm that the project has been executed as per described requirements;
- ii. Confirm that all project work has been completed as planned;
- iii. Confirm that all agreed upon project management processes have been executed;
- iv. Confirm that all project documents which include the project final report, technical and user manuals, contracts, and hand over note are present, approved by appropriate project stakeholders, and archived for future reference;
- v. Confirm that capacity building/ knowledge transfer has been appropriately done to the users and administrators after completion of the project;
- vi. Confirm the availability of plans for performing post project implementation review;
- vii. Confirm the documentation of lessons learned during the project implementation;
- viii. Confirm that premature closed project has met requirements as per the phase at which the project was closed, and reasons for project closure documented;
- ix. Confirm that for viii project performance evaluation is performed;
- x. Confirm on the project closure and advise the archive of project information;
- xi. Confirm that the post implementation review is performed within 6 months after completion, and is approved by the ICT Steering Committee.



3 IMPLEMENTATION AND REVIEWS

This document shall be:

- 3.1 Effective once reviewed and approved by the Authority Management;
- 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 communicated to and authorized by the Director General.

4 RELATED DOCUMENTS

- i. e-Government Act No. 10 of 2019;
- ii. e-Government General Regulations, 2020;
- iii. e-Government Guidelines (PO-PSMGG, 2017);
- iv. Standards and Guidelines for ICT Project Implementation (**eGA/EXT/BSA/008**).

5 DOCUMENT CONTROL

Version	Name	Comment	Date
Ver. 1.0	e-GA	Creation of the document	November 2020
Ver. 2.0	e-GA	Reviewed procedures for external and internal ICT projects clearance, project monitoring and control, project closure	December, 2024