THE UNITED REPUBLIC OF TANZANIA

PRESIDENT'S OFFICE, PUBLIC SERVICE MANAGEMENT AND GOOD GOVERNANCE

e-GOVERNMENT AUTHORITY

Document Title

e-Government Helpdesk & ICT Support Process

Document Number

eGA/EXT/BSA/004

APPROVAL	Name	Job Title/ Role	Signature	Date
Approved by	Eng. Benedict B. Ndomba	Director General	[signature]	10/10/2023

PREFACE.

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 e-GA uses in the e-Government HelpDesk is based on ITIL Service Management Framework.

e-Government HelpDesk and ICT Support provide technical assistance to Public Institutions on all technical matters related to e-Government delivery via telephone, email and system.

Establishment of e-Government HelpDesk and ICT Support Processes improves e-Government Authority's capacity to implement e-Government initiatives by providing effective and efficient ICT support to Public Institutions and managing activities and processes involved in providing ICT services.

This document articulate how e-Government HelpDesk and ICT Support Processes are set up, managed, measured, reported on and developed by e-Government Authority for Public institutions.

Eng. Benedict B. Ndomba
DIRECTOR GENERAL

ACRONYMS

e-GA	e-Government Authority
ITIL	Information Technology Infrastructure Library
ITSM	Information Technology Service Management
OLA	Operational Level Agreement
SLA	Service Level Agreement
SPOC	Single Point of Contact

Table of Contents

1. INTRODUCTION

1.1 Overview

e-Government Authority also known as "e-GA" is a Government institution which was established 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.

e-Government Authority (e-GA) 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 e-Government.

1.2 Rationale

Establishment of e-Government Helpdesk and ICT Support Processes improves eGovernment Authority's capacity to implement e-Government initiatives by providing effective and efficient ICT support to public institutions and managing activities and processes involved in providing ICT services.

1.3 Purpose

The purpose of this document is to establish how e-Government Helpdesk and ICT Support Processes are set up, managed, measured, reported on and developed by e-Government Authority for Public institutions.

1.4 Scope

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

" All e-Government Services that are provided by e-GA to public Institutions, according to its mandate".

Details of the services provided are in the e-GA Client Service Charter. The processes in this document exclude the requests or services which are not related to e-Government.

2. e-GOVERNMENT HELPDESK AND ICT SUPPORT PROCESSES

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

2.1.1. Need for efficient and effective way of handling and resolving the requests within the Authority, 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.

2.1.2. Need for ensuring the satisfaction of the needs and expectations of the Public Institutions and stakeholders with respect to the services available on the e-GA Client Service Charter.

2.1.3. 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 Authority to the Public Institutions.

2.1.4. Need to align the processes of IT services Management to the roles and the Strategic Plan of e-Government in serving the Public Institutions.

2.1.5. 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.

2.1.6. 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.

2.1.7. Need for provision of the best, quality and professional customer services to the Public Institutions.

2.1.8. Need for provision of a centralized mechanism (dashboard) for e-Government implementation and ICT support processes to enhance appropriate and better communication within the Public Sector.

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

2.2. MANAGEMENT COMMITMENT

Commitment to the delivery of quality ICT services extends to the executive levels of e-Government Authority & 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 e-GA 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.

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

e-Government Authority (e-GA) 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 process, or a part of the process on behalf of the e-Government Authority. The details of the processes, as per the Client Service Charter Document (Mkataba wa Huduma kwa Mteja), will be provided as the need arise. The Appendix part of this document contains one of the detailed processes.

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 (e-GA Staff) will be managed through the agreed Service Level Agreements (SLAs) process and Operational level agreements (OLAs).

e-Government Authority through the Helpdesk Team will provide the updates and any related ICT Technical requests and inquiries to all the Public Institutions through the Public Institutions' ICT Support Group Email (group.piis@egov.go.tz) and *Administrators group email(pigmsadmin@egov.go.tz)* to make an awareness and provision of the relevant information which arises time to time. In all cases, e-GA retains the governance of the relevant processes. This will be evidenced by documents and records such as contracts, SLAs, OLAs and performance reports 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.

2.4. PROCESS

e-GA 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 Authority. Figure 1 gives the flow chart of the process.

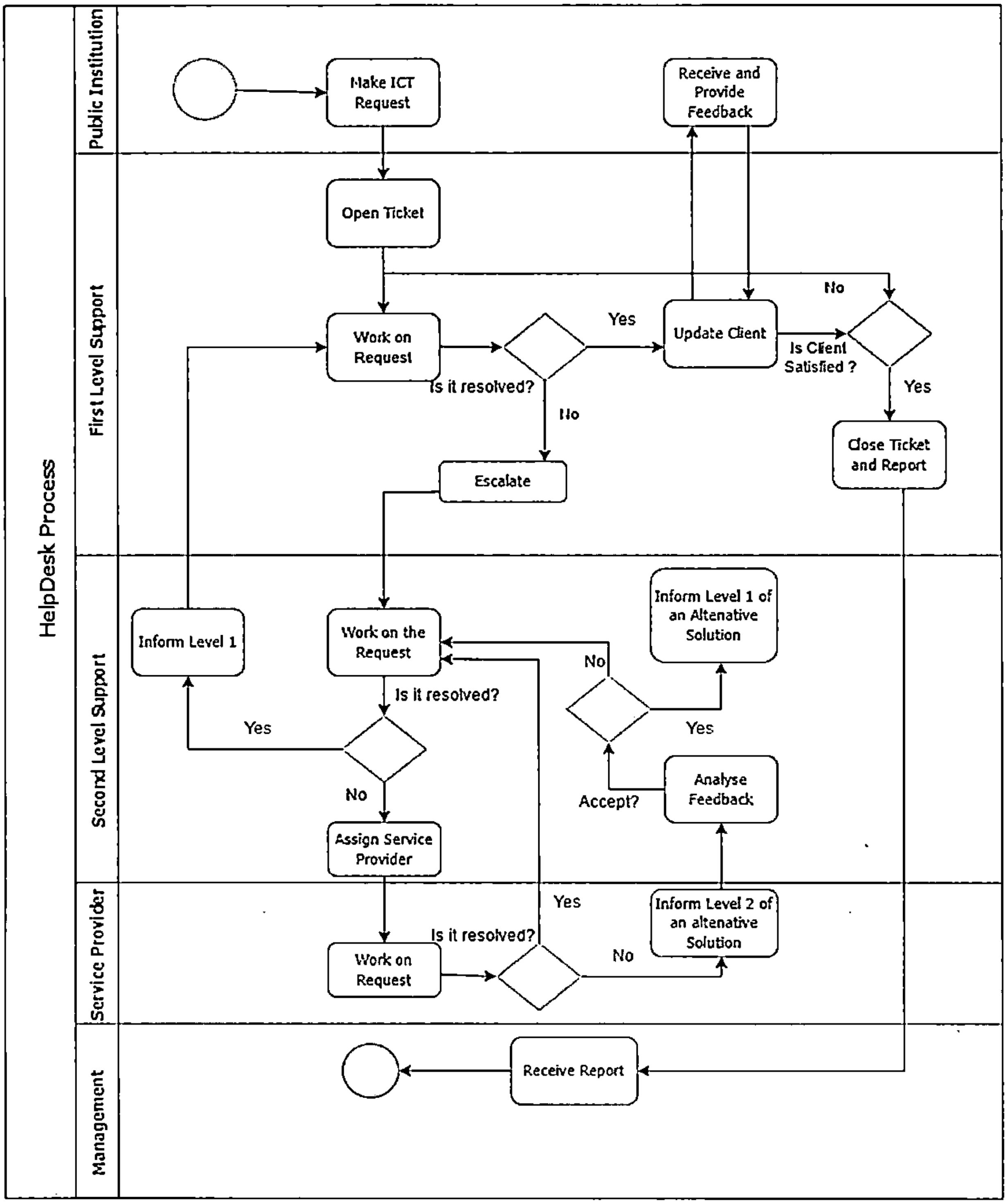

Figure 1: e-GA ICT Help Desk Process

The step-by-step process description is as follows:

2.4.1. The ICT Support Section/Unit of the Client (Public Institution) reports a service request to e-GA's helpdesk. It is strongly advised that the request is made directly via the 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. e-GA Management will not guarantee on resolving request that is not properly reported i.e., had not been assigned a ticket.

2.4.2. 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 Authority Services Catalog, i.e., ICT Services that e-GA provides to Public Institutions as per the e-Government Act No. 10 of 2019/ Mkataba wa Huduma kwa Mteja. The help desk personnel then provide the client with appropriate response/solution which may include an alternative solution for a 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).

2.4.3. 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., e-GA 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), e-GA Management or e-Government Stakeholders. The Second Level Support Personnel will use same procedures in 5.2 to close the ticket.

2.4.4. 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.

2.4.5. The e-GA 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 e-GA Client Service Charter. The e-GA 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, Customer Services Support and Statistics Manager, Service Management Director and e-GA Director General 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).

2.4.6. Where detailed processes are needed for particular service request the process will be prepared separately and added in the Appendices.

3. IMPLEMENTATION, ENFORCEMENT AND REVIEWS

This document shall be:

3.1. Effective upon being reviewed by e-GA Management and signed by the Director General on its first page.

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 Director General.

4. RELATED DOCUMENTS

4.1. e-Government Act, 2019

4.2. e-Government General Regulations, 2020

4.3. Mkataba wa Huduma kwa Mteja (Mamlaka ya Serikali Mtandao)

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

4.5. ITSM Framework (ISO20000).

5. DOCUMENT CONTROL

Version	Name	Comment	Date
Ver. 1.0	e-Government Helpdesk & ICT Support Process	Creation of Document	February 2016
Ver. 2.0	e-Government Helpdesk & ICT Support Process	Align to e-Government act 2019	August 2023

APPENDIX A: ICT Services

ICT Service	Process
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 MDAs/LGAs related to ICT starts with e-GA Help Desk, and it is channeled to the appropriate Directorate.	- All IT services requests are handled by e-GA, 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 292299/+255 763 292299**, Using Government ICT Support email: (egov.helpdesk@ega.go.tz) or through a Shared Helpdesk Portal(https://helpdesk.gov.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.
2. Provision of general and technical support including Government Network Outages, Government Mailing System Problems, etc.	- Where the 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. - The Help Desk is managed by e-Government Authority under the Directorate of Services Management. The Help Desk Team is responsible for bridging the gap between the Service Providers (Second Level Support) and the Public Institution ICT Support Personnel. - Help Desk will keep record of all the ICT service requests (Call logging) and report them to the Director General and the Senior Management on a weekly report.
3. Provision of consulting & trainings on basic ICT services etc.	- Help Desk assign the ticket to the appropriate ICT/Business Support or external Service Providers' staff to solve the ICT issues during working hours.

	- Helpdesk will have a roaster showing standby personnel attending client's queries after normal working hours. - Helpdesk will have a daily morning Session reviewing the previous day issues closed and the pending ones for a follow up. - Helpdesk will share Weekly performance report to operational Line Managers and copying the respective Directors for improving issue resolutions. e-GA Accounting Officer will also be informed should there be a need to do so.