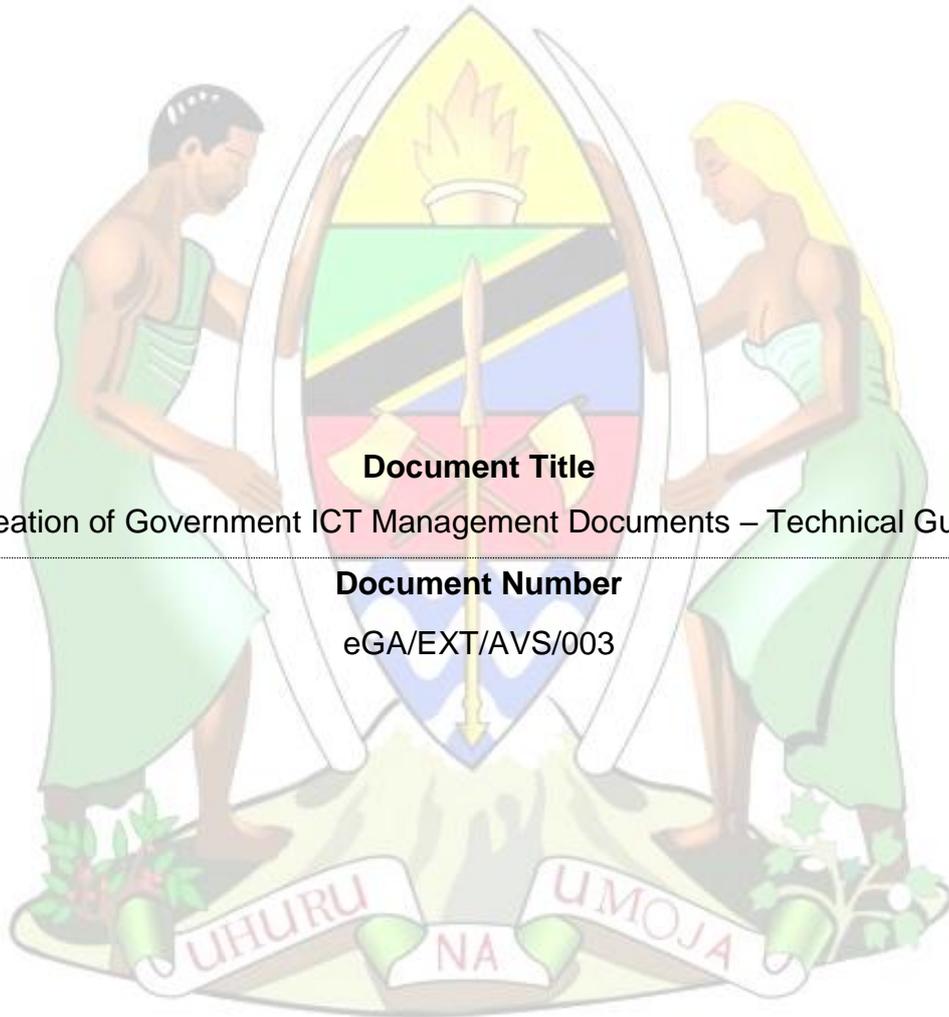




THE UNITED REPUBLIC OF TANZANIA  
PRESIDENT'S OFFICE  
e-GOVERNMENT AUTHORITY  
ISO 9001:2015 Certified



**Document Title**

Creation of Government ICT Management Documents – Technical Guide

**Document Number**

eGA/EXT/AVS/003

APPROVAL	Name	Job Title/ Role	Signature	Date
Approved by	Dr. Mussa M. Kissaka	Board Chairperson		18/02/2026

## PREFACE

Documentation in Information and Communication Technology (ICT) enforces efficiency and consistent procedures of performing various ICT operations. Standardized documents have a consistent appearance, structure and quality, and establishes a comprehensive and uniform process for preparation, review, approval and deletion of ICT Management Documents to Public Institutions.

ICT Management Documents are defined as ICT Policies, Standards, Processes, Guidelines, Procedures and other documents that are to be used in information and communication technology management by Public Institutions.

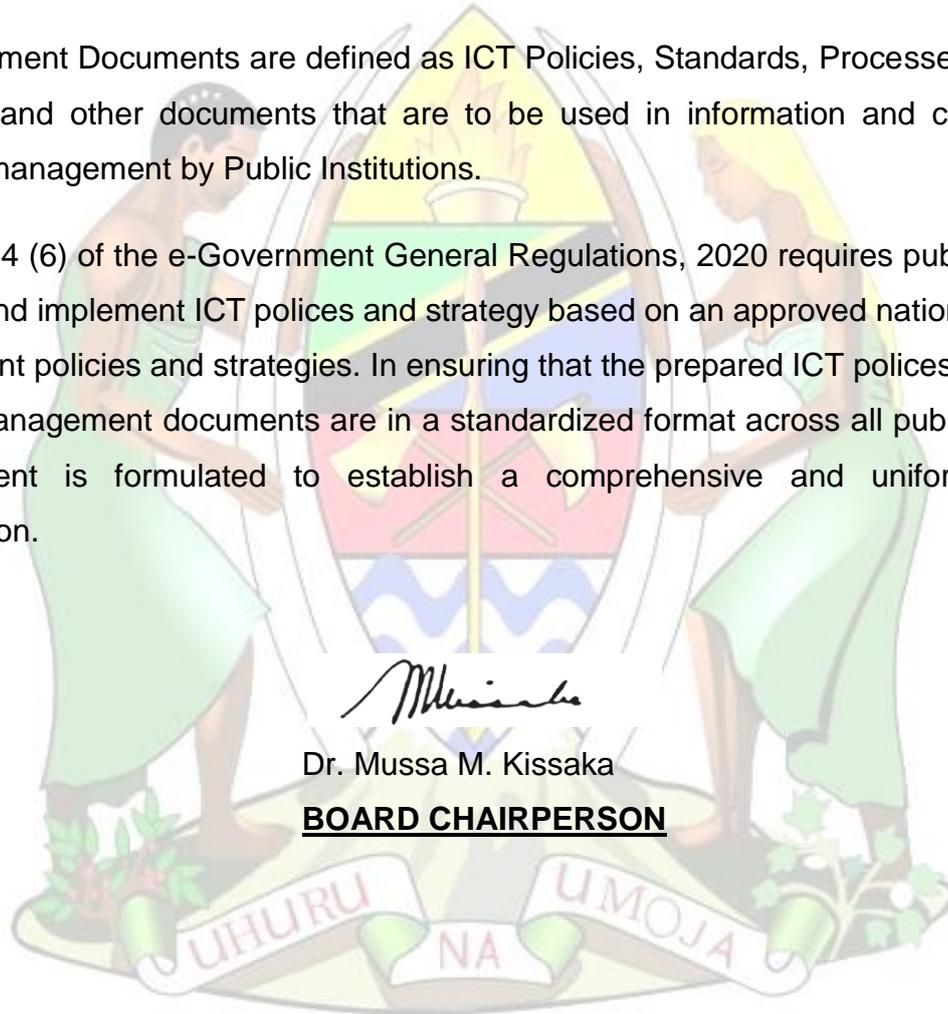
Regulation 14 (6) of the e-Government General Regulations, 2020 requires public institutions to prepare and implement ICT polices and strategy based on an approved national ICT policy, e-Government policies and strategies. In ensuring that the prepared ICT polices, strategy and other ICT management documents are in a standardized format across all public institutions, this document is formulated to establish a comprehensive and uniform guide for documentation.



*Mussa M. Kissaka*

Dr. Mussa M. Kissaka

**BOARD CHAIRPERSON**



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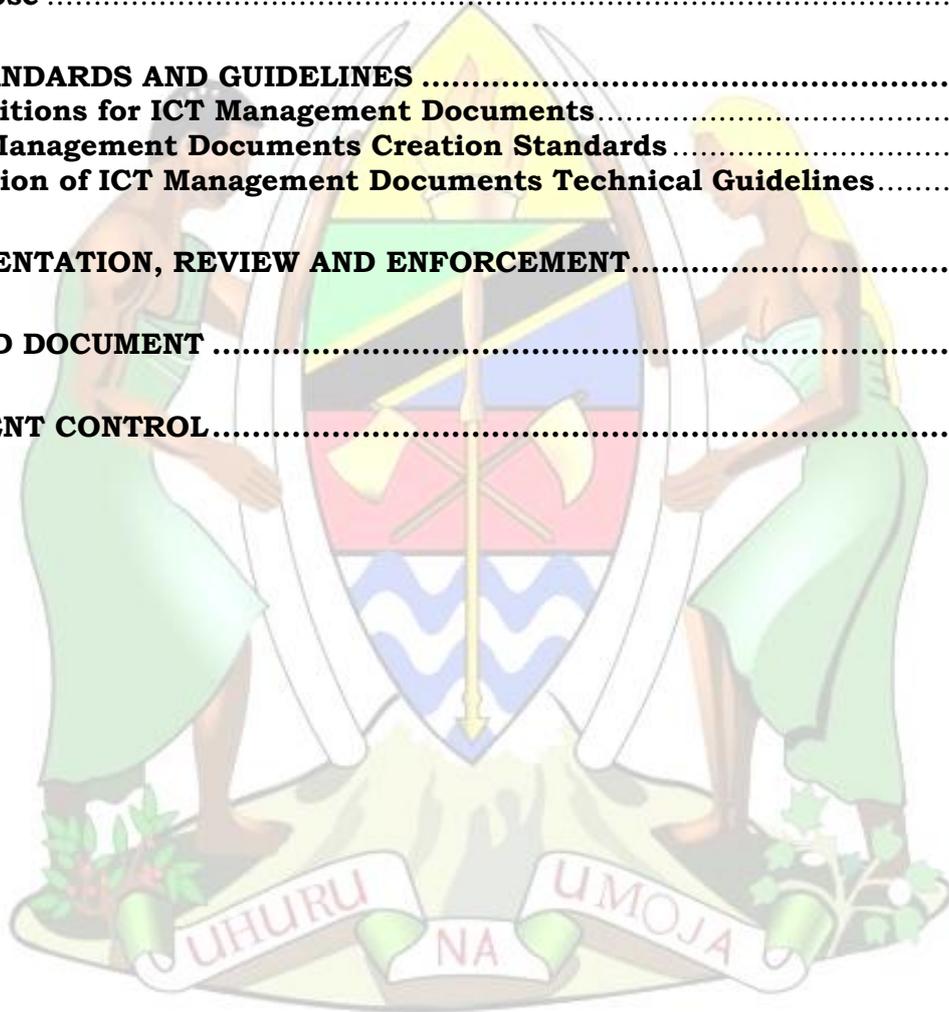
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**ACRONYMS**

<b>e-GA</b>	e-Government Authority
<b>GC</b>	Government Classification
<b>GISP</b>	Government ICT Services Portal
<b>ICT</b>	Information and Communication Technology



## **1 INTRODUCTION**

### **1.1. Overview**

e-Government Authority (e-GA) is a public institution established under the e-Government Act, No. 10 of 2019, with a mandate to coordinate, oversee, and promote e-Government initiatives and enforce e-Government related policies, laws, regulations, standards and guidelines in public institutions.

This document articulate standards on preparation of ICT Management Documents that should be adopted by Public Institution. Also, defines the specific meaning of the terms “ICT Policy,” “ICT Standards,” “ICT Processes/Guidelines/Procedures,” and “Other ICT Management Documents (Architectures, Strategies, Baselines, Roadmap, Frameworks, Charters and Programs)” as used in the Government.

### **1.2. Rationale**

Pursuant to Regulation 14 (6) of the e-Government General Regulations, 2020 which requires public institutions to prepare and implement ICT polices and strategy based on an approved National ICT policy, e-Government policies and strategies. In ensuring that the prepared ICT polices, strategy and other ICT management documents are in a standardized format across all public institutions, thus raises a need for a formulation of a comprehensive and uniform guide for their documentation format to ensure that no important information within the documents is inadvertently omitted and that the documents are legible and properly indexed.

### **1.3. Purpose**

The purpose of this document is to ensure that ICT Management Documents are standardized across the Government in accordance with the e-Government Vision.

## **2 THE STANDARDS AND GUIDELINES**

### **2.1. Definitions for ICT Management Documents**

2.1.1. **ICT Policies** – Documents that elaborate on the Public Institution's Information and Communication Technology Management Philosophy by providing general statements of purpose, direction and required activities for one or more defined areas of the ICT Management Framework.

2.1.2. **ICT Standards** – Documents that elaborate on the Public Institution's Information and Communication Technology Management Program by providing required technical or programmatic activities in detail for a specific area of the ICT Management Framework.

2.1.3. **ICT Processes/Guidelines/Procedures** – Documents that provide information on optional activities related to an area of control for the Public Institution's Information and Communication Technology Management Program. Activities in processes, guidelines or procedures are considered to be best practices but are not mandatory.

2.1.4. **Other ICT Management Documents (Architectures, Strategies, Baselines, Roadmaps, Frameworks, Charters and Programs)** – Documents prepared at the direction of the Minister responsible for e-Government through various ICT Governance bodies or Board of Directors/Trustees of the Institution or Accounting Officer or ICT Steering Committee of the Institution or ICT Head of Institution and involve miscellaneous information and communication technology related issues.

### **2.2. ICT Management Documents Creation Standards**

2.2.1. ICT Management Documents are prepared as directed by the Minister responsible for e-Government through various ICT Governance bodies or as may seem necessary by a Public Institution.

2.2.2. ICT Management Documents follows a format and framework as in the **Appendix**.

2.2.3. ICT Management Documents shall have mandatory sections as follows:

- i. Table of Contents;

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- ii. Glossary and Acronym;
- iii. Introduction;
- iv. Details of procedures/processes/plan/policies/guidelines;
- v. Implementation, Review and Enforcement; and
- vi. Document Control.

2.2.4. The format for the ICT Management Documents shall be:

**Font** – Arial; **Font Size** – 12; **Style** – Normal; **Line Spacing** – 1.5;  
**Paragraph** – Justify.

2.2.5. Final approvals for Institutional ICT Management Documents are done by relevant authorities such as Accounting Officer or Board of Directors/Trustees. The Accounting Officer approve or delegates approval of ICT Standards, Processes, Guidelines and Procedures to appropriate Management.

2.2.6. ICT Management Documents are reviewed every three years or earlier as deemed necessary. To delete an irrelevant ICT Management Document, a case should be built, written and follow the same approval process that created it.

2.2.7. ICT Management Documents follows a standards numbering pattern (Serial) established by a Public Institution, for easy of reference.

2.2.8. ICT Management Documents shall be classified in accordance with established internal information security classification levels; where such internal classification levels do not exist, the following security classification levels shall apply:

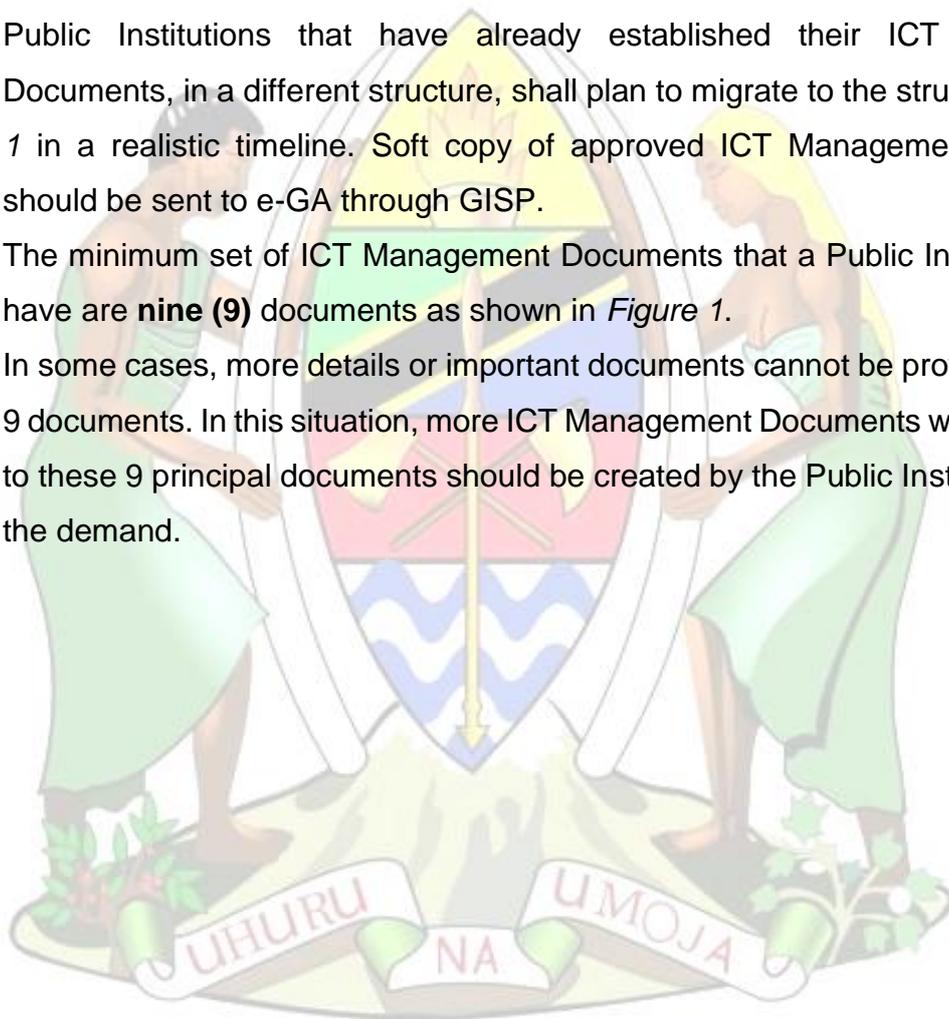
- i. Government Classification Level 1 (GC1) for Publicly Accessible Documents;
- ii. Government Classification Level 2 (GC2) for Restricted Documents; and
- iii. Government Classification Level 3 (GC3) for Confidential Documents.

2.2.9. Approved ICT Management Documents are properly maintained and uploaded in the Government ICT Services Portal (GISP).

2.2.10. Human Resource Department/Section of the Public Institution is the one that handles disciplinary issues related to violation of ICT policies and standards in accordance Institution's staff rules and regulations or standing orders.

### 2.3. Creation of ICT Management Documents Technical Guidelines

- 2.3.1. ICT Management Documents of a Public Institution shall follow a Structure described in the *Figure 1*. Guidelines on how to create the ICT Management Documents, and where necessary Samples and templates to be easily adapted for preparation of the documents will be provided by the Government. Samples are merely the tools to assist in creation ICT Management Documents and they must be modified with additions or deletions, to suite Public Institution's need.
- 2.3.2. Public Institutions that have already established their ICT Management Documents, in a different structure, shall plan to migrate to the structure in *Figure 1* in a realistic timeline. Soft copy of approved ICT Management Documents should be sent to e-GA through GISP.
- 2.3.3. The minimum set of ICT Management Documents that a Public Institutions shall have are **nine (9)** documents as shown in *Figure 1*.
- 2.3.4. In some cases, more details or important documents cannot be provided by these 9 documents. In this situation, more ICT Management Documents which are linked to these 9 principal documents should be created by the Public Institution to meet the demand.



## Structure of ICT Management Documents in Public Institutions

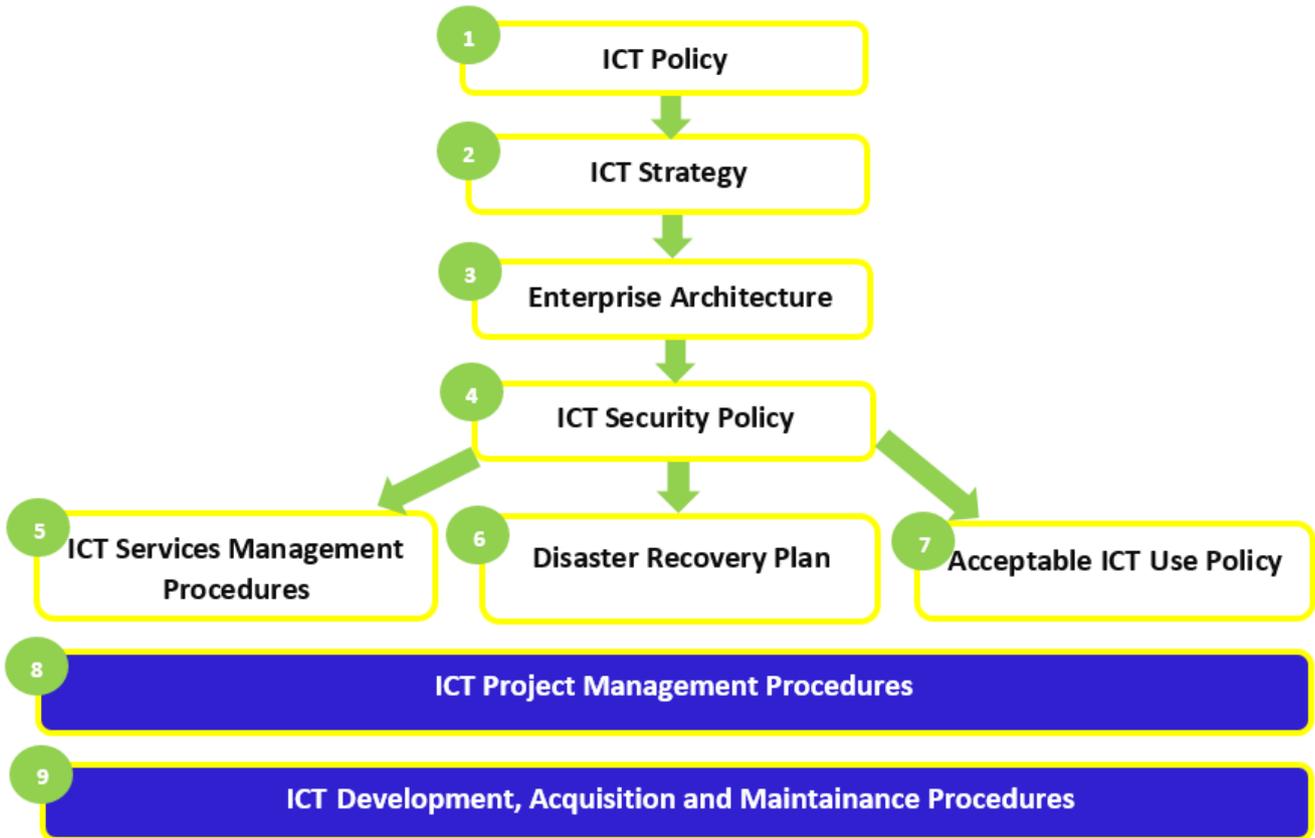


Figure 1: Structure of ICT Management Documents in Public Institutions

### 3 IMPLEMENTATION, REVIEW AND ENFORCEMENT

This document shall be:

- 3.1. Effective upon being reviewed and approved by the Authority Board of Directors.
- 3.2. Subjected to review at least once every three years or whenever necessary changes are needed.
- 3.3. Continually complied to and any exception to its application must be duly authorized.

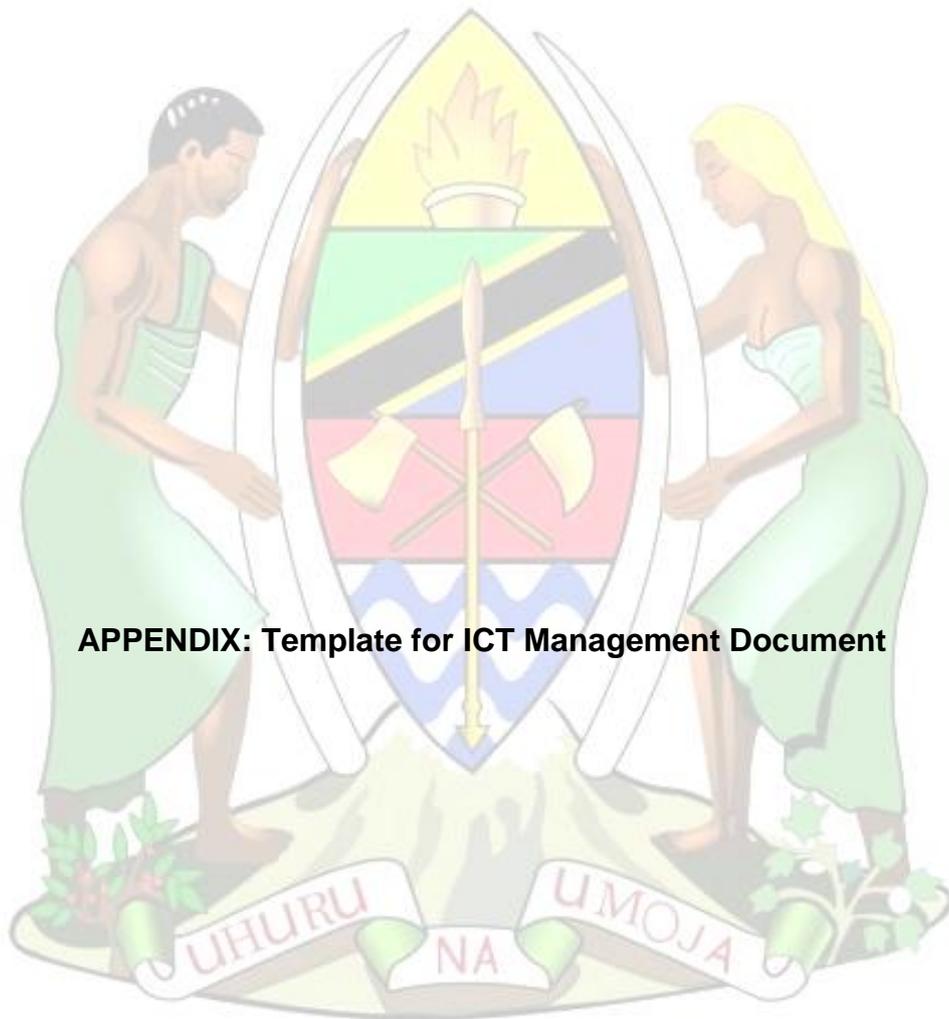
**4 RELATED DOCUMENT**

- 5.1. e-Government Guideline, 2017.
- 5.2. e-Government Architecture Vision – Standards and Technical Guidelines (eGA/EXT/AVS/001)
- 5.3. Mwongozo wa Uandishi wa Nyaraka mbalimbali Serikalini, January 2020

**5 DOCUMENT CONTROL**

Version	Name	Comment	Date
Ver. 1.0	e-GA	Creation of Document	April 2016
Ver. 1.1	e-GA	Aligning the document with e-Government Act No. 10 of 2019	May 2022
Ver.2.0	e-GA	Aligning the document with “Mwongozo wa uandishi wa Nyaraka mbalimbali Serikalini, January 2020”, addition of Section 2.2.3 on mandatory sections, changing of font and font size on Section 2.2.4 and addition of document classification on Section 2.2.8	February 2026





**APPENDIX: Template for ICT Management Document**

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Applicable Public Institution <b>(Public Institution)</b>	<b>Document Name</b> (Name of the ICT Policy/Guideline/Procedure) <b>Document Number : (Document Number)</b>
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APPROVAL	Name	Job Title/ Role	Signature	Date
Approved by	Name of AO	Accounting Officer (AO)		

**TABLE OF CONTENTS** *(Mandatory)*

**GLOSSARY & ACRONOMY** *(Mandatory)*

- 1. INTRODUCTION** *(Mandatory)*
  - 1.1. **Overview** *(Recommended)*
  - 1.2. **Rationale** *(Recommended)*
  - 1.3. **Purpose** *(Recommended)*
  - 1.4. **Scope** *(Recommended)*
  
- 2. DETAILS OF PROCEDURES/PROCESS/POLICIES/GUIDELINES** *(Mandatory)*
  
- 3. IMPLEMENTATION, REVIEWS AND ENFORCEMENT** *(Mandatory)*
  - 3.1. **Implementation and Review** *(Recommended)*
  - 3.2. **Exceptions** *(Recommended)*
  - 3.3. **Roles & Responsibilities** *(Recommended)*
  - 3.4. **Monitoring & Evaluation** *(Recommended)*
  
- 4. RELATED DOCUMENTS** *(Recommended)*
  
- 5. DOCUMENT CONTROL** *(Mandatory)*

VERSION	NAME	COMMENT	DATE
Ver. 1.0	Title	Comments	DATE