

**THE UNITED REPUBLIC OF TANZANIA**

Applicable Public Institution

**NATIONAL MUSEUM OF TANZANIA**

**Document Title**

ICT Policy

**Document Number**

PPROVAL	Name	Job Title/ Role	Signature	Date
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Approved by	Dr. Noel B. Lwoga	Director General		
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## LIST OF ACRONOMY

CCM	Chama Cha Mapinduzi
CCTV	Closed Circuit Television
CD	Compact Disc
DVDs	Digital Versatile Disk
eGovernment	Electronic government
e-services	Electronic services
HICT	Head of Information and Communication Technology
ICT	Information and Communication Technology
MNRT	Ministry of National Resources and Tourism
NCAA	Ngorongoro Conservation Area Authority
NMT	National Museum of Tanzania
PC	Personal Computer
PDA	Personal Digital Assistant
PPA	Public Procurement Act
TANAPA	Tanzania National Parks Authority
TAWA	Tanzania Wildlife Management Authority
TFS	Tanzania Forest Service
UNWTO	United Nations World Tourism Organization

## **GLOSSARY**

### **ICT Policy**

A document that elaborate on the Public Institution's ICT Management Philosophy by providing general statements of purpose, direction and required activities for the entire ICT Management Framework, commonly known as ICT Policy of an Institution.

### **ICT services**

Information and Communication Technology service refers to forms of technology that are used to transmit, process, store, create, display, share or exchange information by electronic means.

### **ICT Facilities**

Information and Communication Technologies refers to technology that provides access to information through telecommunications such as the internet, wireless networks, social media, cell phones and other communications mediums.

### **e-Government**

Is the use of technological communications devices, such as computers and the Internet, to provide public services to citizens and other persons.

## **FOREWORD**

The Information and Communication Technology (ICT) is a powerful tool that helps Institution to participate in the global market through promoting political accountability, improving the service delivery and enhancing opportunity's development. In today's world where ICT is considered as the enabler in business and where any organizations take competitive advantages from their ICT, being able to compete, institution need to unlock the power of the technology and align their ICT to the Institution objectives. By recognizing the impact of ICT in achieving Institution objectives, the National Museum of Tanzania has deployed several ICT systems for effective and efficient service delivery. These systems are accessed internally and to the public for some of them.

The ICT has been transforming institution business processes to achieve operational excellence, develop new products and services, improve decision-making, and achieve competitive advantages, including development, promotion, and efficient utilization of museum products and sites and monument resources sustainably. NMT foresees the need to continue expanding and use of ICT to provide opportunities for the institution to cope with the challenges in conservation and development of museums and sites and monument. Training increased numbers of competent health professionals in this era of knowledge society. It is thus imperative for NMT to acquire the appropriate and adequate human resource and infrastructure to facilitate optimal deployment of ICT services to enable national economic growth through improved outputs of Institution core functions.

On this account ICT policy guidance is crucial for the Institution to plan appropriately, manage, and utilize ICT resources. It is the time for the Institution to develop an ICT policy to guide proper investment, utilization, and operations of ICT processes. This policy is developed in consideration of technological advancement and changes that have taken place and whose implications are reflected in the Institution Strategic Plan. The policy will promote and emphasize ICT as a central enabler to achieve Institution sustainable development and services improvement objectives.

The Policy will be used alongside other relevant policies, regulations, directives and national laws on matters relating to ICT. It is subject to review/amendment every after five years and when need arises to align it with the prevailing environment. Hereafter, it is with great honor and pleasure that we call upon all staff and our stakeholders to hold and make use of this policy for improved performance, increased productivity, and efficient service delivery.

**Oswald Jotam Masebo**  
**BOARD CHAIRMAN**

**NATIONAL MUSEUM OF TANZANIA**

## **EXECUTIVE SUMMARY**

Information and Communication Technology Policy is critical need of attention in any organization due to its potential for political, social and economic transformation of society. It is an important instrument that supports the delivery of quality service and timelines decisions. ICT supports the institution in implementing its business process to achieve its Strategic Objective.

The Policy sets a framework that should effectively support successful deployment, utilization and mainstreaming of ICT in all functions of the Institution to drive the implementation of NMT business goals and objectives. It sets a basis for the NMT commitment in various areas including ICT leadership and governance, software and hardware management, Product and service development, ICT security, internet use and confidentiality. Further, it sets out guidelines on prohibited conduct, ICT acceptable use, security issues, defines responsibilities, recommends implementation modalities and outlines the Institution commitment in ensuring the availability of ICT expertise, hardware and software sustainability.

This ICT policy has been developed in order to safeguard ICT products, resources and provide for adequate management of ICT resources within the Institution. Before developing this policy, the situation analysis was done to identify the Institution Strength, Weakness, Opportunity and Challenges on utilization of ICT. This policy provides a plan of the Institution commitment to adherence to national and international guidelines for proper and secure ICT resources utilization within the Institution and in collaboration with other government agencies and other stakeholders.

This policy is divided into four chapters: The introduction of this policy is presented in chapter one which carries background, rationale, purpose and scope. Chapter two discusses the situation analysis, which defines the current situation in ICT implementation to the Institution. The ICT policy objective and statements is in chapter three. ICT Governance and Management, policy objective and statements on ICT infrastructure, Application Software, Systems and e- Services, ICT Service Management, ICT Security are elaborated. The last chapter four, presents the implementation, reviews and enforcement of the policy.

Moreover, this policy has indicated each key player's responsibility within the Institution that draws our commitment to implement this policy for the benefit of all of us. The policy provides the way for effective planning and use of ICT resource utilization. I urge all stakeholders to comply with this policy to enable the NMT to provide e-services that add value to our products and to the Institution business in general.

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.0 Background**

The National Museum of Tanzania (NMT) is a body corporate established by the Act of National Museum of Tanzania Act, No. 7 of 1980 as an Educational and Cultural Institution charged with the duties of collecting, researching and conserving cultural and natural heritage. It also educates the society about the National heritage.

NMT is a government institution under the Ministry of Natural Resources and Tourism. The managements of NMT is vested to the Board of NMT. The Director General is a secretary of the Board and overseers of day-to-day operations of the NMT. The NMT incorporates: the Museum and House of Culture in Dar es Salaam along Shaaban Robert Street; the Village Museum along Ali Hassan Mwinyi Road- Dar es Salaam; the National Natural History Museum along Boma Road in Arusha; the Arusha Declaration Museum along Kaloleni road in Arusha; the Mwl. Julius K. Nyerere Museum in Mwitongo, Butiama; the Maji Maji Memorial Museum and Dr. Rashid Mfaume Kawawa Memorial Museum in Songea. Also, through the Government Notice No. 491 of August 2020, the NMT has been assigned to be responsible for managing over 90 antiquities sites and monument which previously were under the Antiquity Division.

The trend towards a knowledge-based economy has emphasized the importance of ICT in development efforts in all sectors. This shift requires a well-developed technology investment plan and intelligent deployment and maintenance management.

The Government of Tanzania developed and circulated the key guideline documents to assist its institutions in adopting and aligning their ICT strategies and systems with the National ICT Policy of 2016 and the *e*-Government Act of 2019. These guidelines promote and emphasize ICT as a critical enabler to achieve institutional objectives through sustainable development and service improvement.

National Museum of Tanzania to realize the value of ICT investment, ICT Policy must be deployed to improve efficiency and effectiveness in internal and external services delivery. This means that, a comprehensive framework established by ICT Policy to provide appropriate directives to harness ICT, as is necessary for achievement of National Museum of Tanzania's objectives.

Establishment of ICT Policy is the important step toward ensuring that ICT will assist National Museum of Tanzania to attain its objectives. The ICT Policy will ensure that the ICT infrastructure and capacity are utilized effectively and are in alignment with the National Museum of Tanzania's strategic objectives, National ICT Policy, National e-Government Strategy and the e-Government Standards and Guidelines.

### **1.1. Rationale**

National Museum of Tanzania needs to meet its objective of improving its services and increasing productivity by leveraging on new technologies. National Museum of Tanzania has been investing in ICT to facilitate its internal business operations so as to attain its strategic goals. National Museum of Tanzania operations are increasingly depending on ICT, making the Institution vulnerable to ICT related risks. The ICT Policy aims at providing instructions and guidelines in developing, implementing, and managing ICT initiatives and operations based on acceptable practices aligned with the National ICT Policy (2016) and the E-Government Act 2019. Through these frameworks, the Government directs each public institution to develop her specific ICT Policy that ensures effective contribution towards achieving National Development Goals.

In this regard, it is evident that, National Museum of Tanzania needs to develop and operationalize comprehensive ICT Policy to direct ICT adoption and usage within the Institution. However, through this ICT policy, the National Museum of Tanzania will properly plan and execute its ICT initiatives and protect the ICT resources from internal or external threats. Moreover, this policy focuses on safeguarding customers' and stakeholders' privacy and confidentiality.

### **1.2. Purpose**

This document provides the highest-level ICT directives for National Museum of Tanzania. The main purpose of this document is to ensure that National Museum of Tanzania's ICT related investment, operations and maintenance processes and usage are well directed.

This policy is designed to support all areas of the NMT's business and to recognize business freedoms when using NMT's ICT resources. The intention is that this policy will enable the NMT to carry out its activities, by protecting and preserving NMT ICT resources at the appropriate level.

The policy is intended to protect the ICT assets of the NMT by adopting the core principles of

information security:

- **Confidentiality** – the prevention of unauthorized disclosure of information;
- **Integrity** – the prevention of corruption or unauthorized amendment or deletion of information;
- **Availability** – the prevention of unauthorized withholding of information or resources.

During the screening process it was judged not to dis-proportionally affect any equality group. This is because the policy defines a protocol for everybody which outlines behavior when using ICT resources.

Throughout this document, the term ‘Sensitive Data’ refers to:

- Personal data (including special category data)
- Confidential data
- Highly Confidential data

### **1.3. Policy Objectives**

The objectives of the policy are

- i. To ensure ICT governance is incorporated and integral part of the institutional governance;
- ii. ICT services provisions are in line with National Museum of Tanzania’s business requirements based on existing eGovernment standards and best practices;
- iii. To ensure all the Institution information resources and services are well secured using appropriate controls; and
- iv. To ensure the Institution communities use ICT facilities and services in an appropriate and responsible manner.

### **1.4. Scope**

This policy applies to people, denoted as ‘users’ in this Policy, using the NMT ICT resources including but not limited to:

- i. NMT staff;
- ii. Tourists;
- iii. Volunteers;
- iv. Researchers;
- v. Premises leasers and ;
- vi. Visitors to the National Museum of Tanzania.

This policy applies to all users of NMT resources regardless of their role including, but not limited to: support staff roles, curator roles, conservator roles, educator roles, exhibitor roles, research roles, other staff roles and all museum visitor roles.

### **1.5. ICT resources are covered by the policy**

This policy applies to ICT resources and systems made available for use by users by, or on behalf of, the NMT, including but not limited to:

- i. PCs including desktop PCs, Apple Macs or other Apple computers, laptop PCs and terminals;
- ii. Peripherals e.g. printers, copiers and scanners;
- iii. Mobile devices, including smartphones, tablets, iPods, PDAs (Personal Digital Assistants), telephones, mobiles and other 'smart' devices;
- iv. Networks with wired, wireless or internet connections;
- v. Internet services including the world wide web, blogs and wikis;
- vi. Email and other messaging, social networking e.g. blogs, chat, forums, Facebook, Twitter, YouTube, Instagram etc.;
- vii. Application software, services and data including databases;
- viii. Removable media, such as CDs, DVDs and memory sticks;
- ix. Access to resources using personal devices, e.g. devices not provided by the NMT.

## **1.6. General Guidelines**

### **1.6.1. Principles of this Policy**

When using ICT resources and engaging in digital communications such as email, instant messaging and video conferencing, users are expected to comply with the letter and the spirit of this policy and specifically:

- i. You must not access any information that you are not permitted to access.
- ii. You must not use any ICT resource that you are not permitted to use.
- iii. You must not break National ICT Policy or breach any NMT policy or regulation (including but not limited to policies or regulations covering such areas as harassment and discrimination).
- iv. You must not display, store, transmit or knowingly receive images, text or any other material which could be considered illegal, pedophilic or defamatory.
- v. You must not display, store, transmit or knowingly receive images, text or any other material which could be considered indecent, obscene, pornographic or of a terrorist nature. NMT reserves the right to monitor and/or block access to such material.
- vi. You must not display, store, transmit or knowingly receive images, text or any other material which is, or could be considered as, discriminatory, offensive, abusive, stereotype, racist or sexist when the context is a personal attack or might be considered harassment.
- vii. You must not engage in behavior that damages or adversely affects any NMT ICT resources or damages or adversely affects the ability of other users to use the NMT ICT resource.
- viii. You must not use any ICT resource in a way that brings, or may bring, the NMT into disrepute.
- ix. You must not send commercial material or software or any copyrighted material belonging to parties outside of the NMT, or belonging to the NMT itself, without legitimate permission from the owner.
- x. You must not send unsolicited email ('spam'), chain letters or any form of unauthorized or unsolicited content using NMT email resources.

- xi. You must not send unsolicited email ('spam') to a large number of recipients without authorization e.g. sending to email groups, such as faculties or departments that the sender is not a member of or sending to all students or all staff.
- xii. You must not compromise or risk compromising the security, confidentiality, availability or integrity of the NMT's ICT resources in any way whatsoever.
- xiii. Staff must ONLY enter (or direct others to enter) Credit/Debit card numbers and associated security codes into approved POS compliant payment collection devices, e.g. approved tills and POS devices, or approved online payment collection applications and web interfaces using secure and approved computers.
- xiv. You must not knowingly introduce malicious software, such as viruses or similar threats, into any NMT ICT resource or other ICT resource.
- xv. You must not use any ICT resource in contravention of any applicable license agreements or copyright obligations.
- xvi. You must not use another user's identity or otherwise disguise their, or your own, identity when using any ICT resource. You must only use your assigned account username and password to access NMT ICT resources; the password must comply with the password policy.
- xvii. You must not use an ICT resource for any unauthorized purpose.

## **1.7. Disclaimer**

The NMT will not be liable, beyond any statutory liability, for any loss, damage or inconvenience arising directly or indirectly from the use of, or prevention of use of, any ICT resource. The NMT also accepts no liability, beyond any statutory liability, for any ICT material submitted to or processed on any ICT resource. Similarly, the NMT also accepts no liability, beyond any statutory liability, for any ICT material deposited at or left on NMT premises.

## **1.8. Organization of the Document**

This policy is divided into four chapters: The introduction of this policy is presented in chapter one. Chapter two discusses the situation analysis, which defines the current situation in ICT governance & management, infrastructure, application systems, and ICT security: the ICT policies and policy statements in chapter three. Policies and policy statements on ICT

governance and management, infrastructure, application software, e-services, and ICT security are elaborated. The last chapter, four, presents the implementation, review, and enforcement of this policy.

## **CHAPTER TWO**

### **SITUATIONAL ANALYSIS**

#### **2.0 INTRODUCTION**

#### **2.1 External Environment Analysis**

##### **2.1.1 Political Environment**

- i. NMT is under the Ministry of Natural Resources and Tourism (MNRT), which emphasizes on use of ICT in operations of day to day activities of sustainable conservation of natural and cultural resources for tourism purpose. Thus, there is political will for NMT to invest on ICT in business provision;
- ii. The state currently prioritizes on use of ICT in service deliverance and in grasping opportunities for investment in the cultural and natural resources for tourism development; and
- iii. The current ruling party's manifesto prioritizes on the use of ICT for quick opening up the countries' richness of natural and cultural heritage resources (CCM Manifesto 2020-2025 Article 71).

##### **2.1.2 Economic Environment**

- i. Improvement in ICT infrastructure that supports NMT centres services deliverance;
- ii. Improvement in ICT infrastructure that supports NMT centres data management and deliverance; and
- iii. Improvement of technologies of using online services including online payment, online donation and online funding opportunities for museum programmes and activities.

##### **2.1.3 Social Environment**

- i. Growth of young generation (Scholars and working-class generation) that capitalized in the use of ICT;
- ii. The current society is very well informed and attracted to competitive and interactive

products;

- iii. Diversification of country's ethnic groups;
- iv. Change in Social life style and preferences towards the use of ICT in information search; and
- v. Educational policies (Education for all) as led to increase number of students and schools, which are potential primary consumers new technologies.

#### **2.1.4 Technological Environment**

- i. Vast Increase on use of digital technology in communication;
- ii. Upcoming technology on visual products and industry (Virtual exhibition);
- iii. Introduction of digital market and online services; and
- iv. Purchasing behaviour of the market (digital payment, online purchase, opportunity of wide choice of products and services).

#### **2.1.5 Physical Environment**

- i. Accessible virtually the location of museums and sites;
- ii. Increase in consumers' consciousness of the virtual environmentally in consuming product and services; and
- iii. Security, safety and free health risk by consuming information on fingertip (Space, Covid-19, cleanness...).

#### **2.1.6 Legal Environment**

- i. Presence of National ICT Policy, and Ministry guidelines on the application of ICT;
- ii. Presence of international standards in information sharing in the tourism industry (UNWTO);
- iii. Increase of local governments and communities' support and participation in combating cyber issues; and
- iv. Presence of institutions and organisations that supports and promote the use of ICT in information consumption



## CHAPTER THREE

### POLICY OBJECTIVE AND POLICY STATEMENTS

#### 3.0 ICT Governance, Management and Institutional Framework

##### 3.1 ICT Governance and Management

ICT Governance is an integral part of corporate governance and consists of the leadership, organisational structures and processes that ensure the organisation's ICT sustains and extends the organisation's strategies and objectives.

###### 3.1.1 Policy Objective

The general objective of ICT Governance is to put the strategic and operational management of ICT within the principles of ICT Governance and within the context of National Museum of Tanzania strategic directions. Specific objectives are:

- i. Establishing a framework for ICT investment decisions, accountability, monitoring and evaluation; and
- ii. Ensuring there is formal ICT governance process that is consistent across the enterprise and has strong accountability.

###### 3.1.2 Policy Statements

- i. National Museum of Tanzania shall set up an ICT governance model that incorporate the right structure to manage ICT operations and a secure ICT environment that complies with eGovernment standards;
- ii. There shall be an ICT Steering Committee (or equivalent) to determine prioritisation of ICT-enabled investment programmes in line with the Institution's business strategy and priorities, track status of ICT initiatives, resolve resource conflicts and monitor ICT services;
- iii. National Museum of Tanzania shall establish a strong ICT department/unit capable of supporting strategic objectives of the institution;

- iv. National Museum of Tanzania shall ensure that the ICT Unit is headed by the Head of ICT (HICT), with an appropriate academic and professional qualifications and ICT experience. The HICT shall report direct to the Director General;
- v. National Museum of Tanzania shall ensure that ICT strategic plan and Enterprise Architecture are established and operationalized to support the current and ongoing need of the Institute;
- vi. National Museum of Tanzania shall ensure that ICT Risk Management periodically done, where ICT risk assessment is conducted and reviewed, likelihood and occurrence identified, mitigation strategy established and risks treated, accepted, transferred or avoided;
- vii. National Museum of Tanzania shall develop strong mechanism to manage museum collection database;
- viii. National Museum of Tanzania shall ensure that individuals and groups within the Institution understand and accept their responsibilities in relation to use of ICTs;
- ix. National Museum of Tanzania shall ensure that clear and well understood contracts agreements exist for external suppliers;
- x. National Museum of Tanzania shall ensure that acceptable use and related policy are known and adhered to by staff;
- xi. National Museum of Tanzania shall define a set of policies for ICT security, which shall be approved by management, published and communicated to employees and relevant external parties.
- xii. National Museum of Tanzania shall ensure that ICT acquisitions are made for approved reasons in an approved way on basis of appropriate and on-going analysis;
- xiii. National Museum of Tanzania shall ensure that there is appropriate balance between costs, risks, long-term and short-term benefits;
- xiv. National Museum of Tanzania shall ensure that ICT is fit for its purpose in supporting the Institution, and is kept responsive to changing business requirements;

- xv. National Museum of Tanzania shall ensure that ICT Services are defined, e.g., Email services, Printing services;
- xvi. National Museum of Tanzania shall establish mechanism for evaluating and monitoring ICT services (E.g., Service availability, staff satisfaction / feedback system etc.);
- xvii. National Museum of Tanzania shall ensure that ICT conforms to eGovernment standards and guidelines and all external regulations and complies with all internal policy, procedures and practices;
- xviii. All employees and third parties have a personal obligation to comply with internal ICT policy, guidelines and procedures and must keep abreast of, and comply with, any changes. Failure to comply may result in legal or disciplinary actions;
- xix. National Museum of Tanzania shall ensure that all ICT and e-Government projects are managed following the Government procedures, guidelines and standards;
- xx. National Museum of Tanzania management shall implement the necessary controls to ensure that all ICT procurements are done in line with requirements of Public Procurement Act (PPA);
- xxi. User Departments shall establish and submit, in writing, all ICT related requirements whether ad-hoc or planned, to ICT Unit, who shall process and submit them to procurement unit;
- xxii. ICT Unit, shall ensure that all requirements for ICT procurements comply with eGovernment Standards and Guidelines; and
- xxiii. Procurement unit shall not procure any ICT System, Service, Equipment, Consumable or Accessory if the request is not originating from ICT Unit.

### **3.2 ICT Infrastructure**

ICT infrastructure is the backbone for supporting the National Museum of Tanzania business operations by enabling information exchange and providing secure access to different applications. This consists of all hardware devices such as network devices, servers, workstations, laptop, storage, back-up, operating facilities and supporting platform like operating systems and databases.

### 3.2.1 Policy objective

To ensure that the National Museum of Tanzania's ICT infrastructure operations are optimized in order to deliver higher level service quality and support business-relevant operations based on ICT planning and management best practices.

### 3.2.2 Policy Statements

- i. National Museum of Tanzania shall ensure that ICT infrastructure architecture is in place and in line with the Institution's current and future requirements;
- ii. National Museum of Tanzania shall ensure that appropriate ICT infrastructure is setup and well managed;
- iii. National Museum of Tanzania shall ensure that ICT infrastructure architecture support processing and documentation of museum collections;
- iv. National Museum of Tanzania shall ensure that all business related is properly stored and backed up to enable access at all the time;
- v. National Museum of Tanzania shall acquire desktop computers, laptop, servers, printers and networking equipment from authorized suppliers;
- vi. All ICT resources shall be acquired in consultation with ICT Unit;
- vii. National Museum of Tanzania shall ensure that appropriate environment for hosting computing and storage equipment based on standards and best practices is established;
- viii. National Museum of Tanzania shall ensure that all ICT infrastructure components are maintained at a reasonable operational and secure level;
- ix. National Museum of Tanzania shall ensure that standard software list including the operating system to be installed into the Institution's equipment is established;
- x. National Museum of Tanzania shall procure maintenance services from organization that have technical capabilities; and
- xi. National Museum of Tanzania shall ensure that maintenance services are procured in consultation with ICT Unit.

### **3.3 Application Software, Systems and e- Services**

Applications are software designed for end-users to use in their daily operations to support the enterprise business processes.

#### **3.3.1 Policy Objective**

The general objective of managing applications is to ensure that ICT applications that are in use or to be acquired shall address the business requirements of the Institute and provide reasonable return on investment.

#### **3.3.2 Policy Statement**

- i. To ensure system acquired follow proper procedures;
- ii. To establish controls for efficient acquisition and administration of applications;
- iii. To enhance accountability on the management and usage of ICT Applications;
- iv. There shall be clear understandable business and system requirements before any application acquisition;
- v. All applications supplied shall be checked by ICT Unit to verify the technical if requirements established are met and approved;
- vi. ICT Unit shall establish appropriate software standards to facilitate acquisition/development;
- vii. ICT Unit shall ensure the best configuration is adopted for the system acquired;
- viii. Administration and maintenance of applications shall be an on-going process that will last throughout the life cycle of the application;
- ix. Every application acquired by the Institute shall have documentation in place and updated regularly;
- x. Installation of additional applications or overriding existing one shall follow change management procedures; and
- xi. Software acquired for installation into the Institute equipment shall be licensed.

### **3.4 ICT Service Management**

ICT Service management deals with how ICT resources and core business practices altogether are delivered in such a way that the end user experiences the most desired results from accessing the entire solution stack.

#### **3.4.1 Policy Objective**

To support function which will ensure that business disruptions are minimised, users' queries are responded to and ICT problems are resolved. An ICT Service Management document shall be developed accordingly.

#### **3.4.2 Policy Statements**

- i. To improve internal and external stakeholders' satisfaction;
- ii. To assist in defining meaningful metrics to measure service results and using the metrics to drive continuous service improvement;
- iii. To enable the monitoring and improvement of service quality through the effective application of processes.
- iv. To ensure compliance with all eGovernment Standards and Guidelines relating to the ICT Service Management.
- v. National Museum of Tanzania shall ensure that for every ICT service provided, Service Level Agreements between the providers and the recipients are established.
- vi. National Museum of Tanzania shall ensure that reports on service quality are reviewed periodically with customers along in order to determine things that could be added or changed to improve service delivery and support.
- vii. National Museum of Tanzania shall ensure proper processes and procedures for managing vendors are in place.
- viii. National Museum of Tanzania shall ensure that services procured from third parties (suppliers, vendors and partners) meet business requirements.

- ix. National Museum of Tanzania shall ensure that it builds good relationships with the business and third-party providers to ensure that ICT services delivered continue to meet evolving Institution's business needs.
- x. National Museum of Tanzania shall set up a single point of contact i.e. service desk for end users where requests will be recorded, escalated to the correct group, resolved and closed to ensure restoration of normal service operations as quickly as possible.
- xi. National Museum of Tanzania shall ensure that ICT service catalogue is prepared and approved.
- xii. National Museum of Tanzania shall ensure that Service Requests and Incidents Management processes and procedures are established to ensure minimal adverse impacts on customers.
- xiii. National Museum of Tanzania management shall review all reports about problems that resulted to systems downtime in order to identify root causes of problems.
- xiv. National Museum of Tanzania shall ensure that a process for recording, assessing and authorizing all changes prior to implementation, including changes procedures, processes, systems and service parameters is established.
- xv. National Museum of Tanzania shall implement an availability management process to ensure that services are available, when needed, and as defined in approved Service Level Agreements.
- xvi. National Museum of Tanzania shall conduct a Business Impact Analysis to identify critical Business functions to be supported by ICT.
- xvii. National Museum of Tanzania shall ensure that a robust business continuity and service recovery plans are in place and that these plans are regularly reviewed and tested and key staff are appropriately trained.
- xviii. All information regarding ICT assets, Service Level Agreements, End User documentations version control and change requests shall be loaded into the configuration management system

- xix. National Museum of Tanzania shall establish a capacity plan to monitor ICT resources usage for existing and planned systems in order to assist in time and cost effective purchase of additional resources so as to avoid panic purchase when resources run out.
- xx. National Museum of Tanzania's business requirements for data management shall be determined and data shall conform to the Government data and metadata standards.
- xxi. National Museum of Tanzania shall develop procedures for effective and efficient data storage, retention and archiving to meet business objectives, the Institution's ICT Security Policy and regulatory requirements.

### **3.5 ICT Security**

ICT Security covers all the processes by which computer-based equipment, information and services are protected from unintended or unauthorized access, change or destruction throughout an organization.

#### **3.5.1 Policy Objective**

The general objective of managing ICT Security is to provide National Museum of Tanzania with information security mechanism to support the Institution to achieve its strategic goals based on best practices.

#### **3.5.2 Policy Statements**

- i. The institution shall develop and implement ICT Security policy and ICT Strategy that provides directives for managing ICT security;
- ii. Protection of the National Museum of Tanzania's ICT resources from accidental or malicious act while preserving the open information sharing requirements of the Government;
- iii. Making the National Museum of Tanzania's stakeholders aware of their responsibilities with respect of ICT security;
- iv. National Museum of Tanzania shall actively support ICT security within the Institution through clear direction, demonstrated commitment, explicit assignment, and acknowledgment of ICT security responsibilities;

- v. National Museum of Tanzania shall ensure information systems are designed, acquired and implemented with effective ICT security controls to safeguard the integrity, confidentiality and continual availability throughout the entire life cycle;
- vi. National Museum of Tanzania shall establish ICT security controls that ensures ICT security risks are mitigated and controlled. The document may be complemented by other ICT security sub-documents that define more specific security policies for individual components of the ICT environment;
- vii. All users of National Museum of Tanzania ICT systems shall be responsible for protecting the institute's information resources;
- viii. National Museum of Tanzania shall retain overall responsibility and ownership for all Institution's information assets;
- ix. National Museum of Tanzania will monitor use of its ICT facilities and premises. This includes, but is not restricted to, accessing and reviewing the contents of servers, email accounts, hard drives, text messages, the telephone system, voicemail and mobile telephone logs, access control logs and CCTV recordings. This is to ensure that the institution's business interests are protected, for quality control purposes, to detect abuse of the systems, or to detect or prevent crime or misconduct; and
- x. National Museum of Tanzania will maintain its ICT environment so that it remains in a running state and does not affect the business performance or services. A disaster recovery plan will be developed accordingly.

## CHAPTER FOUR

### IMPLEMENTATION, REVIEWS AND ENFORCEMENT

#### 4.0 Implementation and Reviews

This document shall come into operation once tabled and agreed and approved by management. Also, this document shall be considered mandatory for all National Museum of Tanzania business operations.

- i. The policies described below provide top level issues for common understanding of adoption and usage at the Institution based on eGovernment standards and guidelines and where necessary detail procedures could be developed.
- ii. National Museum of Tanzania management will use this policy to ensure that it operated within a well geared ICT ecosystem.
- iii. All employees and other authorised users of National Museum of Tanzania shall comply with the requirements of this policy.
- iv. The head responsible for ICT shall enforce compliance by using audit trails and triggering access denial to National Museum of Tanzania systems and networks.
- v. National Museum of Tanzania staff found to have violated this policy may be subject to withdrawal and or suspension of systems and network privileges or disciplinary action in accordance with rules defined by National Museum of Tanzania administrative regulations.
- vi. This document shall be reviewed within three years, or whenever business environment of National Museum of Tanzania changes in a way that affects the current policy.

#### 4.1 Exceptions

In case of any exceptions to this policy, it shall be thoroughly documented and follow through a proper channel of authorization using the same authority which approved this document.

## **4.2 Roles and Responsibilities**

### **4.2.1 Director General**

- i. Review and approve the ICT Policy, and provide strategic directives on utilisation of ICT in order to enhance productivity by ensuring effective and efficient systems;
- ii. Appoint an ICT Steering Committee (or equivalent) and determine its terms of reference; and
- iii. Ensure implementation of the ICT Policy.

### **4.2.2 ICT Steering Committee**

Shall propose National Museum of Tanzania's ICT Policy for the consideration of and approval

- i. Shall coordinate the establishment and continues review of National Museum of Tanzania's ICT Policy, ICT Strategy and Enterprise Architecture;
- ii. Shall ensure that the ICT Strategy is aligned with National Museum of Tanzania's Corporate Plan;
- iii. Shall advice the National Museum of Tanzania Management Team in making considered decisions about the focus of ICT resources;
- iv. Shall review all ICT services and applications including National Museum of Tanzania's website and infrastructure with the view to advice National Museum of Tanzania on required improvements; and
- v. Shall ensure that risks associated with ICT are managed appropriately.

### **4.3 Directors/Head of Sections/Head of Units/Head of Schedules/Curator and Conservator In-charges**

- i. Shall ensure that all users under their supervision are aware and comply with this policy;
- ii. Shall provide adequate and appropriate protection of ICT assets and resources under their control;
- iii. Shall ensure availability, integrity and confidentiality of information produced by systems under their areas of functional responsibilities and thereby ensure continuity of operations;

- iv. Shall review and approve procedures, standards, policies and guidelines developed from this policy for the purpose of maintaining business continuity and security of National Museum of Tanzania's ICT resources; and
- v. Shall be custodian of "Data and Information" for their respective Departments/Sections/Units/Schedules.

#### **4.3.1 Head of ICT Unit**

Subject to general oversight of Director General and advice of the ICT Steering Committee, the Head responsible for ICT shall oversee the overall implementation of this policy; and in particular he/she shall;

- i. Coordinate the review and amendment of this policy, as and when required in order to accommodate new technologies or services, applications, procedures and perceived dangers;
- ii. Plan and develop ICT Strategy and National Museum of Tanzania's Enterprise Architecture and ensure its implementation.
- iii. Monitor adherence to the ICT Policy and the presence of potential threats and risks by ensuring periodic ICT security reviews are conducted.
- iv. Keep abreast of ICT developments in respect of ICT industry in general and National Museum of Tanzania's systems in particular;
- v. Initiate and recommend proposals to change, modify or improve this policy;
- vi. Recommend procedures, standards and policies for effective implementation of this policy in line with eGovernment Standards and Guidelines; and
- vii. Be the custodian of all ICT resources of National Museum of Tanzania including those centrally stored in server room/data centre.

#### **4.3.2 Head of Internal Audit Unit**

- i. Shall audit the ICT Function of National Museum of Tanzania and ensure compliancy with the policy.

#### **4.4 Users of ICT Systems**

- ii. Shall be responsible to safeguard ICT assets of National Museum of Tanzania in their custody.
- iii. Shall comply with this policy.

#### **4.5 Monitoring and Evaluation**

- i. ICT Steering Committee shall meet at least quarterly to monitor and evaluate the achievements in ICT initiatives against National Museum of Tanzania ICT Policy, Strategic Plan and Enterprise Architecture.

## **5.0 RELATED DOCUMENTS**

5.1 ICT Strategy

5.2 Enterprise Architecture

5.3 ICT Security Policy

5.4 ICT Service Management Guidelines

5.5 Disaster Recovery Plan

5.6 Acceptable ICT Use Policy

5.7 ICT Project Management Guidelines

5.8 ICT Acquisition, Development and Maintenance Guidelines

## 6.0 DOCUMENT CONTROL

VERSION	NAME	COMMENT	DATE
Ver. 1.0	NMT ICT UNIT		