SAVINGS AND CREDIT COOPERATIVE SOCIETY NGOME.

(NGOME SACCOS)

(DSR 991)

ICT POLICY MANUAL - NGOME SACCOS LTD.

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1. OVERVIEW

1.1. Introduction

NGOME SACCOS LIMITED with registration number DSR 991, has been registeredon 30thApril 2007, under Cooperative Society Act No: 20 of 2003 as it has been reviewed with current Cooperative Act No. 6 of 2013 as Saving and Credit Society.

Members and connections of**NGOME SACCOS LIMITED**iscommon bond forOfficers and Men of TPDF, Public Servants andretirees fromMinistry of Defence and National Service along with Public Servants who has been transferred to other Ministries while they are still active members of **NGOME SACCOS LIMITED.**

Establishment of ICT Policy is the important step toward ensuring that ICT will assist **NGOME SACCOS**and its related companyto attain its objectives. The ICT Policy will ensure that the ICT infrastructure and capacity are utilized effectively and are in alignment with the **NGOME SACCOS**'s strategic objectives, National ICT Policy and the *Cooperatives Standards and Guidelines.*

1.2. Purpose

This document provides the highest level ICT directives for **NGOME SACCOS LIMITED**and its related company. The main purpose of this document is to ensure that **NGOME SACCOS**'s ICT related investment, operations and maintenance processes and usage are well directed.

1.3. Scope

This policy is applicable to all **NGOME SACCOS**'s staff and its associates, all users of ICT equipment owned or leased by the Institution as well as all equipment connected to**NGOME SACCOS**'s ICT related infrastructure. This policy applies to all **NGOME SACCOS**and its related companyICT related resources and services.

2. ICT POLICYSTATEMENTS

2.1 ICT Processes and Organisation

2.1.1 **NGOME SACCOS LIMITED** will set up an ICT governance model so that it has the right structure to manage ICT operations and a secure ICT environment that complies with Cooperative standards.

2.1.2 There shall be an ICT Department (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.

2.1.3 **NGOME SACCOS LIMITED**shall establish a strong ICT department/unit capable of supporting strategic objectives of the institution.

2.1.4 **NGOME SACCOS LIMITED**shall ensure that ICT strategic plan and Enterprise Architecture are established and operationalized.

2.1.5 **NGOME SACCOS LIMITED** shall ensure that ICT plans fit the current and on-going needs of the institute and that the ICT plans support the institute strategic plans.

2.2 Roles and Responsibilities for ICTDepartments/Unit.

2.2.1 **NGOME SACCOS LIMITED** shall ensure that individuals and groups within the Institution understand and accept their responsibilities for ICT.

2.2.2 **NGOME SACCOS LIMITED** shall ensure that clear and well understood contracts exist for external suppliers.

2.2.3 **NGOME SACCOS LIMITED** shall ensure that acceptable use and related policy areknown and adhered to by staff.

2.3 ICT Resources Management

2.3.1 **NGOME SACCOS LIMITED** shall define a set of policies for **ICT security**, which shall be approved by management, published and communicated to employees and relevant external parties.

2.3.2 **NGOME SACCOS LIMITED**shall ensure that ICT acquisitions are made for approved reasons in an approved way; on the basis of appropriate and on-going analysis.

2.3.3 **NGOME SACCOS LIMITED** shall ensure that there is appropriate balance between costs, risks, long-term and short-term benefits.

2.4 ICT Performance Management

2.4.1 **NGOME SACCOS LIMITED** shall ensure that ICT is fit for its purpose in supporting the Institution, is kept responsive to changing business requirements.

2.4.2 **NGOME SACCOS LIMITED** shall ensure that ICT Services are defined, e.g. Email services, Printing services, acceptable usee.t.c.

2.4.3 **NGOME SACCOS LIMITED** shall establish mechanism for evaluating and monitoring ICT services (E.g. Service availability, staff satisfaction / feedback system).

2.5 Conformance

2.5.1 **NGOME SACCOS LIMITED** shall ensure that ICT conforms to *Cooperative standards and guidelines*and all external regulations and complies with all internal policy, procedures and practices.

2.5.2 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.

2.6 ICT Projects Management

2.6.1 **In case a supplier does not meet the deadline of any projects as per agrees terms and conditions in a stated contracts, management/board will write to the supplier a letter to pay to NGOME SACCOS one percent (1%) of a total project value.**

2.6.2 **NGOME SACCOS LIMITED**shall ensure that ICT conforms to the *Cooperatives projects management procedures* and complies with all internal developed procedures for managing projects.

2.6.3 **NGOME SACCOS LIMITED** management team will monitor the key ICT projects undertaken and provide regular progress reports on risks identified and preventive/detective actions taken to the board members.

2.7 Procurement of ICT Equipments and Services

2.7.1 **NGOME SACCOS LIMITED** management will implement the necessary controls to ensure that all ICT procurements are done in line with requirements of **NGOME SACCOS** Procurement Policy

2.7.2 User Departments shall establish and submit, in writing, all ICT related requirements weather ad-hoc or planned, to ICT Department who will process and submit them to procurement unit.

2.7.3 ICT departmentshall ensure that all requirements for ICT procurements comply with Cooperatives*Standards and Guidelines*.

2.7.4 Procurement unit shall **NOT** procure any ICT Systems, Service, Equipment, Consumable or Accessories if the request is **NOT** originating from ICT department.

2.8 ICT Infrastructure

ICT infrastructure is the backbone for supporting the **NGOME SACCOS LIMITED**and its related company 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.

The objective managing ICT Infrastructure is to ensure that the **NGOME SACCOS**'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.

2.8.1 Data Management and Storage

2.8.1.1 **NGOME SACCOS LIMITED**shall ensure that all business related data shall be stored in a way to facilitate back up procedures and access.

2.8.2 ICT Equipment and Hosting

2.8.2.1 **NGOME SACCOS LIMITED**shall acquire desktop computers, laptop, servers printers and networking equipment from authorized suppliers.

2.8.2.2 **NGOME SACCOS LIMITED** shall acquire or lease of ICT services shall be originating from authorized suppliers/services providers who is

registered by TCDC and has a valid certificate and pay the annual subscriptionof the current year.

2.8.2.3 All ICT resources shall be acquired in consultation with ICT department.

2.8.3 Infrastructure Maintenance and Support

2.8.3.1 **NGOME SACCOS LIMITED**shall ensure that all ICT infrastructure components are maintained at a reasonable operational and secure level.

2.8.3.2 **NGOME SACCOS LIMITED**shall ensure that standard software list including the operating system to be installed into the Institution's equipment is established and are genuine.

2.8.3.3 **NGOME SACCOS LIMITED**shall procure maintenance services from organization that have technical capabilities.

2.8.3.4 **NGOME SACCOS LIMITED** shall ensure that maintenance services are procured in *consultation* with ICT department.

2.9 Applications and Programs.

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

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

2.9.1 Applications Acquisition and Deployment

2.9.1.1 User departments shall submit to ICTdepartmenttheirICT requirements to be included in ICT resource budget.

2.9.1.2 All applications supplied shall be checked by ICT department to verify the technical if requirements established are met and approved.

2.9.1.3 ICT departmentshall establish appropriate software standards to facilitate acquisition/development.

2.9.2 Applications Maintenance and Support

2.9.2.1 Administration and maintenance of applications shall be an on-going process that will last throughout the life cycle of the application.

2.9.2.2 Every application acquired by the Institute shall have documentation in place and updated regularly.

2.9.2.3 Installation of additional applications or overriding existing one shall follow change.

2.9.2.4 Software acquired for installation into the Institute equipment shall be licensed.

2.9.3 ICT Service Desk

2.9.3.1 **NGOME SACCOS LIMITED** shall operate an ICT service and 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.

2.9.4 Management of Third Party Services

2.9.4.1 **NGOME SACCOS LIMITED**shall ensure proper processes and procedures for managing vendors are in place.

2.9.4.2 **NGOME SACCOS LIMITED**shall ensure that services procured from third parties (suppliers, vendors and partners) meet business requirements.

2.9.4.3 **NGOME SACCOS LIMITED**shall ensure that it builds good relationship with the business and third party providers to ensure that ICT services delivered continue to meet evolving Institution's business needs.

2.9.5 ICT Service Availability

2.9.5.1 **NGOME SACCOS LIMITED**shall implement an availability management process to ensure that services are available, when needed, and as defined in approved Service Level Agreements.

2.9.6 ICT Service Continuity

2.9.6.1 **NGOME SACCOS LIMITED**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 staffs are appropriately trained.

2.9.7 Data Management

2.9.7.1 **NGOME SACCOS**'s business requirements for data management shall be determined and data shall conform to the Cooperatives data and metadata standards.

2.9.7.2 **NGOME SACCOS LIMITED** shall develop procedures for effective and efficient data storage, retention and archiving to meet business objectives, the **Institution's ICT Security Policy**

2.10 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.

The general objective of managing ICT Security is to provide **NGOME SACCOS LIMITED**with information security mechanism to support the Institution to achieve its strategic goals based on best practices. The specific objectives are:

i. Protection of the **NGOME SACCOS's** ICT resources from accidental or malicious act while preserving the open information sharing requirements of the Government; and

ii. Making the **NGOME SACCOS**'s stakeholders aware of their responsibilities with respect of ICT security.

2.10.1 ICT Security Management

2.10.1.1 **NGOME SACCOS LIMITED** shall actively support ICT security within the Institution through clear direction, demonstrated commitment, explicit assignment, and acknowledgment of ICT security responsibilities.

2.10.1.2 **NGOME SACCOS LIMITED**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.

2.10.1.3 ICT security Policy shall be established to highlighting the implemented ICT security controlsthat ensures ICT security risks are mitigated and controlled.

2.10.1.4 The document may be complemented by other**ICT security sub-documents**that define more specific security policies for individual components of the ICT environment.

2.10.1.5 All users of **NGOME SACCOS LIMITED**systems shall be responsible for protecting the institute's information resources.

2.10.1.6 **NGOME SACCOS LIMITED**shall retain overall responsibility and ownership for all Institution's information assets.

2.10.2 Continuity Management

2.10.2.1 **NGOME SACCOS LIMITED** 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.

3 IMPLEMENTATION, REVIEWS AND ENFORCEMENT

3.1 Implementation and Reviews

3.1.1 This document shall come into operation after being approved by all relevant authorities.

3.1.2 The policies described below provide top level issues for common understanding of adoption and usage at the Institution based on Cooperatives standards and guidelines and where necessary detail procedures could be developed.

3.1.3 **NGOME SACCOS LIMITED** management will use this policy in conjunction with the provision in Section 3.1.6, below to ensure that it operated within a well geared ICT ecosystem.

3.1.4 All employees and other authorised users of **NGOME SACCOS LIMITED** shall comply with requirements of this policy.

3.1.5 The head responsible for ICT shall enforce compliancy by using audit trails and triggering access denial to **NGOME SACCOS LIMITED** systems and networks.

3.1.6 **NGOME SACCOS LIMITED** 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 **NGOME SACCOS LIMITED** administrative regulations.

3.1.7 This document shall be reviewed when needs arise, or whenever business environment of**NGOME SACCOS LIMITED** changes in a way that affects the current policy.

3.2 Exceptions

3.2.1 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.

3.3 Roles and Responsibilities

3.3.1 BOARD MEMBERS of NGOME SACCOS LIMITED

3.3.1.1 Review and approve General ICT Policy, and provide strategic directives on utilisation of ICT in order to enhance productivity by ensuring effective and efficient systems;

3.3.1.2 Appoint an ICT Department (or equivalent) and determine its terms of reference [Could be the Management Team Sitting with a focus on ICT Matters]; and

3.3.1.3 Ensure implementation of the ICT Policy.

3.3.2 ICT Department

3.3.2.1 Shall propose **NGOME SACCOS**'s ICT Policy for the consideration of **BOARD MEBERS OF NGOME SACCOS LIMITED**;

3.3.2.2 Shall coordinate the establishment and continues review of **NGOME SACCOS**'s ICT Policy, ICT Strategy and Enterprise Architecture;

3.3.2.3 Shall ensure that the ICT Strategy is aligned with **NGOME SACCOS**'s Corporate Plan;

3.3.2.4 Shall advice the **BOARD MEMBERS OF NGOME SACCOS** in making considered decisions about the focus of ICT resources;

3.3.2.5 Shall review all ICT services and applications including **NGOME SACCOS**'s webservices and infrastructure with the view to advice **NGOME SACCOS LIMITED** on required improvements; and

3.3.2.6 Shall ensure that risks associated with ICT are managed appropriately.

3.3.3 Managers/Head of Sections/Units

3.3.3.1 Shall ensure that all users under their supervision are aware and comply with this policy;

3.3.3.2 Shall provide adequate and appropriate protection of ICT assets and resources under their control;

3.3.3.3 Shall ensure availability, integrity and confidentiality of information produced by systems under their areas of functional responsibilities and thereby ensure continuity of operations; and

3.3.3.4 Shall review and approve procedures, standards, policies and guidelines developed from this policy for the purpose of maintaining business continuity and security of **NGOME SACCOS**'s ICT resources.

3.3.3.5 Shall be custodian of "Data and Information" for their respective Departments/sections/Units.

3.3.4 Manager/Head of ICT department.

Subject to general oversight of **Board Members** and advice of the ICT Department, the Head responsible for ICT shall oversee the overall implementation of this policy; and in particular he/she shall;

3.3.4.1 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;

3.3.4.2 Monitor adherence to the ICT Policy and the presence of potential threats and risks by ensuring periodic ICT security reviews are conducted

3.3.4.3 Initiate and recommend proposals to change, modify or improve this policy; and

3.3.4.4 Recommend procedures, standards and policies for effective implementation of this policy in line with Cooperatives Standards and Guidelines.

3.3.4.5 Be the custodian of all ICT resources of **NGOME SACCOS LIMITED** including those centrally stored in server room/data centre.

3.3.5 Head of Internal Audit Unit

3.3.5.1 Shall audit the ICT Functions of **NGOME SACCOS LIMITED** and ensure compliance with the general and respective policy.

3.3.6 Users of ICT Systems

3.3.6.1 Shall be responsible to safeguard ICT assets of **NGOME SACCOS LIMITED** in their custody.

3.3.6.2 Shall comply with this policy.

3.4 Monitoring and Evaluation

3.4.1.1 ICT Department shall meet at least quarterly to monitor and evaluate the achievements in ICT initiatives against **NGOME SACCOS LIMITED** ICTPolicy, Strategic Plan and Enterprise Architecture.

4 GROSSARY AND ACRONYMS

4.1 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.

4.2 Acronyms

4.2.1 **ICT** – Information & Communication Technology

5 RELATED DOCUMENTS

5.1 ICT Security Policy.

5.2 IT Security Policy - Acceptable Use Policy.

5.3 IT Security Policy - Asset Management Policy.

5.4 IT Security Policy - Email Security Policy.

5.5 IT Security Policy - Password Protection Policy.

5.6 IT Security Policy - Server Security Policy.

5.7 IT Security Policy - Software Installation Policy.

5.8 IT Security Policy - Wireless Communication Policy.

5.9 IT Security Policy - Wireless Communication Standard.

5.10 IT-Security-Policy - Remote Access Policy.

5.11 IT-Security-Policy - Web Application Security Policy.

5.12 Password Construction Guidelines.

5.13 Secure Configurations for Hardware and Software.

5.14 ICT Asset Tracking Database.

5.15 Disaster Recovery Plan.

5.16 Data Record Retention Schedule.

6 DOCUMENT CONTROL

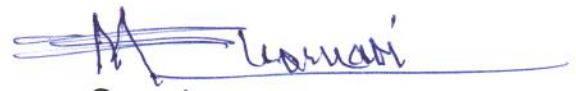| VERSION	NAME	COMMENT	DATE
Ver. 1.1	ICT DEPARTMENT.		

7 CONCLUSION.

This policy has been prepared by the Board of Ngome SACCOS and Supervisory Committee as granted Authority on behalf of Members with a letter dated 05 August 2020 of Ref No. MA.82/309/20/14 and it will be used after it is endorsed by the Registrar.

Chairman.   Secretary

TANZANIA
Approved this........ 01-ST
day of...MARCH.........2021
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Asst. Registrar of Cooperative Societies