

**TANZANIA BUREAU OF STANDARDS
(TBS)**



INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) POLICY

JUNE, 2025



TANZANIA BUREAU OF STANDARDS

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1 INTRODUCTION

1.1. Overview

Tanzania Bureau of Standards (TBS) is the national standards body established by the government as part of the efforts to strengthen the supportive infrastructure for industry and commerce sectors across the economy within the country. The Bureau was established by Parliamentary Act No. 3 of 1975 as the National Standards Institute and became operational on 16th April 1976. Subsequently, it was renamed Tanzania Bureau of Standards under Act No. 1 of 1977. On 20th March 2009, the Standards Act No. 3 of 1975 was repealed and replaced by the Standards Act No. 2 of 2009, aimed at giving TBS more powers to oversee the implementation of standards.

The world's advances in Information and Communication Technology (ICT) over the past 25 years have been phenomenal. A candid examination of our daily and office lives illustrates ICT's impact on how we communicate, work and learn. As a result, the digital age has brought about remarkable transitions in office operations. Consequently, most workplaces today acknowledge ICT's pivotal role in daily operations as uses of ICT enhances effectiveness, efficiency, transparency and productivity. These rapid technological advances have brought rapid changes in knowledge management, covering aspects of knowledge creation, processing, storage, sharing, dissemination, collaboration and human resource development, in the level of education and training as well as work output and productivity.

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Technological advancement, expansion of the Bureau's functions and change of legal framework necessitated review of TBS ICT Policy 2017. The TBS ICT Policy of 2022 lays down the framework for ICT development at the Bureau and provides guidance on the acquisition, use, maintenance and disposal of ICT hardware and software. It is intended to guide the development of procedures for Management and staff practices in ICT matters.

This ICT Policy has been prepared in line with the National ICT Policy 2016, eGovernment Act 2019, Five Year Development Plan (FYDP III), TBS Strategic Plan 2021/22 to 2025/26 and TBS Risk Management Framework.

1.2. Rationale

This Policy is aimed at providing guidance in the deployment of ICT to improve internal and external service delivery as well as efficiency and effectiveness of the Bureau's operations.

The policy has been developed to enable ICT users to understand what is considered acceptable and unacceptable in the use of TBS ICT resources. It sets out the required behaviours and actions when using TBS ICT equipment, software including incidental personal use of institutional ICT systems, email addresses and the internet. Notably the policy has incorporated e-Government Agency new directives pertaining to ICT usage in public institutions. Implementation of this policy will facilitate smooth

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operationalization of TBS processes and procedures and ultimately improve service delivery.

TBS needs to meet its objective of improving its services and increasing productivity by leveraging on new technologies. Moreover, TBS has been investing in ICT to facilitate its internal business operations so as to attain its strategic goals. In addition, TBS operations are increasingly depending on ICT, making the Institution vulnerable of ICT related risks. In this regard, it is evident that, TBS needs to develop and operationalize comprehensive ICT Policy to direct ICT adoption and usage within the Institution.

1.3. Purpose

The main purpose of this document is to set out how relevant stakeholders shall adhere to TBS policy for usage of ICT facilities and data. The specific objectives of this policy are:

- i. To ensure ICT governance is integral part of the institutional governance;
- ii. To ensure that TBS ICT facilities and services are used in an appropriate and responsible manner;
- iii. To ensure that appropriate password controls are implemented that address the risk of unauthorized access into the variety of Information and Communication Technology (ICT) facilities and services at TBS;
- iv. To safeguard the integrity and security of TBS ICT facilities and services; and

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- v. To ensure consistent understanding of staff members responsibilities when using the TBS's electronic messaging services.

1.4. Scope

This policy applies to all TBS operations and stakeholders in areas of standardization, safety and quality assurance, metrology, testing and service delivery including public sector, private sector and development partners.

This policy applies equally to all TBS employees, including permanent, temporary, part-time, trainees and contract employees, as well as learners, contractors, consultants, or any other third-parties who use ICT resources and ICT equipment owned, leased, or rented by TBS and includes use at home. It also applies to any person connecting personally owned equipment to the TBS network from any location. Compliance is mandatory for all covered users and scenarios.

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2 ICT POLICY STATEMENTS

2.1 ICT Governance

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

The DG shall be responsible for the administration and efficient and effective implementation of this policy through ICT Unit. The ICT Manager shall advise the Director General on any deviation, breaches or review of this Policy.

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 TBS 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.

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2.1.1 **ICT Processes and Organisation**

- 2.1.1.1 TBS will set up an ICT governance model so that has the right structure to manage ICT operations and a secure ICT environment that complies with -e Government standards;
 - 2.1.1.2 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;
 - 2.1.1.3 The Authority shall establish a strong ICT department/unit capable of supporting strategic objectives of the organization;
 - 2.1.1.4 TBS shall ensure that ICT strategic plan and Enterprise Architecture are established and operationalized;
 - 2.1.1.5 The Authority shall ensure that ICT plans fit the current and on-going needs of the organization and that the ICT plans support the organization strategic plans; and
 - 2.1.1.6 TBS 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.
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2.1.2 **ICT Resources Management**

- 2.1.2.1 TBS shall define a set of policies for ICT security, which shall be approved by management, published and communicated to employees and relevant external parties;
- 2.1.2.2 TBS shall ensure that ICT acquisitions are made for approved reasons in an approved way on the basis of appropriate and on-going analysis; and
- 2.1.2.3 TBS shall provide best ICT resources as possible to staff for their daily activities.

2.1.3 **ICT Equipment Maintenance and Services**

- 2.1.3.1 All equipment shall carry a minimum warranty for defects/support from the supplier;
- 2.1.3.2 After the warranty period, ICT Unit shall provide support by using in-house resources and where necessary shall outsource the support



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and maintenance services depending on the level of maintenance required;

2.1.3.3 Equipment shall be replaced upon becoming damaged or obsolete after five years of use;

2.1.3.4 Damaged or obsolete equipment must be returned to ICT Unit before issuance of new ones; and

2.1.3.5 Manager, ICT shall keep maintenance and services register of all ICT equipment.

2.1.4 ICT Equipment Disposal

2.1.4.1 Equipment that can no longer be used or become economically not viable as determined by TBS Management will be classified as

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obsolete and shall be disposed of as per existing government regulations and procedures;

2.1.4.2 If disposal includes a working storage media, all data on that media must be destroyed beyond recovery; and

2.1.4.3 Recommendation for disposal shall be made to the DG by the Manager of ICT and Statistics by submitting the list of the obsolete ICT equipment to the Management for approval.

2.1.5 **ICT Performance Management**

2.1.5.1 TBS shall ensure that ICT is fit for its purpose in supporting the organization, is kept responsive to changing business requirements;

2.1.5.2 TBS shall ensure that ICT Services are defined, e.g. Email services, Printing services; and

2.1.5.3 The Bureau shall establish mechanism for evaluating and monitoring ICT services (e.g. Service availability, staff satisfaction / feedback system).

2.1.6 **Conformance**

2.1.6.1 TBS shall ensure that ICT conforms to e-Government standards and guidelines and all external regulations and complies with all internal policy, procedures and practices; and



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- 2.1.6.2 All employees and third parties have a personal obligation to comply with internal ICT policy, guidelines and procedures and must keep

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abreast of, and comply with, any changes. Failure to comply may result in legal or disciplinary actions.

2.1.7 **ICT Projects Management**

- 2.1.7.1 TBS shall ensure that ICT conforms to the Government ICT projects management procedures and complies with all internal developed procedures for managing projects;
- 2.1.7.2 CT Steering Committee shall appoint Project Manager from ICT team for all ICT related projects; and
- 2.1.7.3 ICT Steering Committee will monitor the key ICT projects undertaken and provide regular progress reports on risks identified and preventive/detective actions taken.

2.1.8 **Procurement of ICT Equipment and Services**

- 2.1.8.1 TBS management will implement the necessary controls to ensure that all ICT procurements are done in line with requirements of Public Procurement Act (PPA);
- 2.1.8.2 Users shall establish and submit, in writing, all ICT related requirements weather ad-hoc or planned to ICT Unit for further process and then submit them to procurement unit;

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- 2.1.8.3 ICT Unit shall ensure that all requirements for ICT procurements comply with e-Government Standards and Guidelines;
- 2.1.8.4 Procurement unit shall not procure any ICT System, Service, Equipment, Consumable or Accessory if the request is not originating from ICT Unit;
- 2.1.8.5 Staff shall be provided with access to a networked computer with access to application software as required for the efficient fulfilment of the individual's responsibilities. Generally, peripherals (e.g., printers, scanners, etc.) shall be networked resources shared by multiple users and shall not be provided with each individual;
- 2.1.8.6 ICT equipment shall be replaced upon becoming damaged or obsolete (after five years of use); and
- 2.1.8.7 Damaged or obsolete equipment must be returned to ICT unit before issuance of new ones.

2.2 ICT Infrastructure

ICT infrastructure is the backbone for supporting the TBS business operations by enabling information exchange and providing secure access to different applications. This consists of all hardware devices such as network devices,

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servers, workstations, laptop, storage, back-up, operating facilities and supporting platform like operating systems and databases.

The objective for managing ICT Infrastructure is to ensure that the TBS'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.

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2.2.1 Infrastructure Planning and Design

2.2.1.1 TBS shall ensure that ICT infrastructure architecture is in place and in line with the Bureau's current and future requirements; and

2.2.1.2 The Bureau's shall ensure that appropriate ICT infrastructure is setup and well managed.

2.2.2 Data Management and Storage

2.2.2.1 TBS shall ensure that all business-related data shall be stored in a way to facilitate back up procedures and access.

2.2.3 ICT Equipment and Hosting

2.2.3.1 TBS shall acquire desktop computers, laptop, servers, printers and networking equipment from authorized suppliers;

2.2.3.2 All ICT resources shall be acquired in consultation with ICT Unit; and

2.2.3.3 TBS shall ensure that approved Government environment for hosting computing and storage equipment based on standards and best practices is used.

2.2.4 Infrastructure Maintenance and Support

2.2.4.1 TBS shall ensure that all ICT infrastructure components are maintained at a reasonable operational and secure level;

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- 2.2.4.2 TBS shall ensure that standard software list including the operating system to be installed into the Bureau's equipment is established;
- 2.2.4.3 TBS shall procure maintenance services from organization that have technical capabilities; and
- 2.2.4.4 TBS shall ensure that maintenance services are procured in consultation with ICT Unit.

2.3 Applications

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 Bureau and provide reasonable return on investment. Specific objectives are: -

- i. To ensure system acquired follow proper procedures;
 - ii. To establish controls for efficient acquisition and administration of applications; and
 - iii. To enhance accountability on the management and usage of ICT Applications.
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2.3.1 Applications Acquisition and Deployment

- 2.3.1.1 There shall be clear understandable business and system requirements before any application acquisition;
- 2.3.1.2 User departments shall submit to ICT Unit their ICT requirements to be included in ICT resource budget;
- 2.3.1.3 All applications supplied shall be checked by ICT Unit to verify the technical if requirements established are met and approved;
- 2.3.1.4 ICT Unit shall establish appropriate software standards to facilitate acquisition/development; and
- 2.3.1.5 ICT Unit shall ensure the best configuration is adopted for the system acquired.

2.3.2 Applications Maintenance and Support

- 2.3.2.1 Administration and maintenance of applications shall be an on-going process that will last throughout the life cycle of the application;
- 2.3.2.2 Every application acquired by the Bureau shall have documentation in place and updated regularly;
- 2.3.2.3 Installation of additional applications or overriding existing one shall follow change management procedures; and

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2.3.2.4 Software acquired for installation into the Bureau equipment shall be licensed.

2.4 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.

The objectives of ICT Service Management are: -

- 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; and
- iv. To ensure compliance with all e-Government Standards and Guidelines relating to the ICT Service Management.

2.4.1 ICT Service Desk

2.4.1.1 TBS shall operate an ICT service and support function which will ensure that business disruptions are minimised, users' queries are

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responded to and ICT problems are resolved. An ICT Service Management document shall be developed accordingly.

2.4.2 Management of Service Levels

2.4.2.1 TBS shall ensure that for every ICT service provided, Service Level Agreements between the providers and the recipients are established; and

2.4.2.2 TBS 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.

2.4.3 Management of Third-Party Services

2.4.3.1 TBS shall ensure proper processes and procedures for managing vendors are in place;

2.4.3.2 TBS shall ensure that services procured from third parties (suppliers, vendors and partners) meet business requirements; and

2.4.3.3 TBS shall ensure that it builds good relationships with the business and third-party providers to ensure that ICT services delivered continue to meet evolving Bureau's business needs.

2.4.4 ICT Service Requests, Incidents and Problems Management



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2.4.4.1 TBS shall ensure that ICT service catalogue is prepared and approved;

2.4.4.2 TBS shall ensure that Service Requests and Incidents Management processes and procedures are established to ensure minimal adverse impacts on customers; and

2.4.4.3 ICT Unit shall review all reports about problems that resulted to systems downtime in order to identify root causes of problems.

2.4.5 Change Management

2.4.5.1 ICT Unit 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.

2.4.6 ICT Service Availability

2.4.6.1 TBS shall implement an availability management process to ensure that services are available, when needed, and as defined in approved Service Level Agreements.

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2.4.7 ICT Service Continuity

- 2.4.7.1 TBS shall conduct a Business Impact Analysis to identify critical Business functions to be supported by ICT; and
- 2.4.7.2 TBS 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.

2.4.8 Configuration Management

- 2.4.8.1 All information regarding ICT assets, Service Level Agreement, End User documentations version control and change requests shall be loaded into the configuration management system.

2.4.9 Data Management

- 2.4.9.1 TBS's business requirements for data management shall be determined and data shall conform to the Government data and metadata standards; and
- 2.4.9.2 TBS shall develop procedures for effective and efficient data storage, retention and archiving to meet business objectives, the Bureau's ICT Security Policy and regulatory requirements.

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2.5 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.

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

- i. Protection of the TBS ICT resources from accidental or malicious act while preserving the open information sharing requirements of the Government; and
- ii. Making the TBS stakeholders aware of their responsibilities with respect of ICT security.

2.5.1 ICT Security Management

2.5.1.1 TBS shall actively support ICT security within the Bureau through clear direction, demonstrated commitment, explicit assignment, and acknowledgment of ICT security responsibilities.

2.5.1.2 TBS shall ensure information systems are designed, acquired and implemented with effective ICT security controls to safeguard the

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integrity, confidentiality and continual availability throughout the entire life cycle.

2.5.1.3 ICT security Policy shall be established to highlighting the implemented 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.

2.5.1.4 All users of TBS systems shall be responsible for protecting the Bureau's information resources.

2.5.1.5 TBS shall retain overall responsibility and ownership for all the Bureau's information assets.

2.5.2 Monitoring

2.5.2.1 TBS 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, the internal telephone system, biometric attendance system, video conference facilities access control logs and CCTV recordings (which will be installed). This is to ensure that the Bureau's business interests are protected, for quality

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control purposes, to detect abuse of the systems, or to detect or prevent crime or misconduct.

2.5.3 Continuity Management

- 2.5.3.1 TBS 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.

2.6 ICT Systems Use

ICT resources empower users and make their jobs more fulfilling by allowing them to deliver better services at lower costs. As such, employees and stakeholders are encouraged to use ICT resources to the fullest extent in pursuit of TBS goals and objectives.

2.6.1 Unacceptable Use

- 2.6.1.1 Creation, display, production, down-loading or circulation of offensive material in any form or medium;
- 2.6.1.2 Failure to adhere with the terms and conditions of all license agreements relating to ICT facilities used including software, equipment, services documentation and other goods;
- 2.6.1.3 Deliberately introducing viruses, worms, Trojan horses or other harmful or nuisance programs or file into any TBS ICT facility, or taking

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deliberate action to circumvent any precautions taken or prescribed by the Bureau;

2.6.1.4 Loading onto the ICT facilities any software without permission from the Bureau;

2.6.1.5 Failure to note and report on any observed or suspected security incidents, security weaknesses or threats;

2.6.1.6 Allow non-TBS employee to use resources assigned to him/her without prior authorization;

2.6.1.7 Unless such use is reasonably related to a user's job, it is unacceptable for any person to use ICT resources for unauthorized purposes; and

2.6.1.8 Sharing of passwords;

2.6.2 Authorization

2.6.2.1 Only persons authorized in writing by respective Director/Manager are allowed to use the ICT systems upon issuance of the login credentials by the ICT Manager;

2.6.2.2 In particular the relevant access capability will be disabled when a person terminates the employment; and

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2.6.2.3 Access codes, user identification codes and authorization rules will be reviewed whenever a user change duties.

2.6.3 Internet Use

The following are not allowed: -

- 2.6.3.1 View, or reach any pornographic, or otherwise immoral, unethical, or non-business-related internet sites;
 - 2.6.3.2 Users are not allowed to connect any personal devices on their workstations to access the Internet directly, except if provided/approved by the ICT department/unit for a specific purpose; and
 - 2.6.3.3 The ICT Manager may allow access of the restricted websites to selected users as need rise.
-

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3 IMPLEMENTATION, REVIEWS AND ENFORCEMENT

3.1 Implementation and Reviews

- 3.1.1 This document shall come into operation once tabled and agreed in management meeting, and approved by Director General in its second page, and then shall be considered mandatory for all TBS business operations;
- 3.1.2 The policies described below provide top level issues for common understanding of adoption and usage at the Bureau's based e-Government

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standards and guidelines and where necessary detail procedures could be developed;

- 3.1.3 TBS management will use this policy in conjunction with the documents in Section 5, below to ensure that it operated within a well geared ICT ecosystem;
- 3.1.4 All employees and other authorised users of TBS shall comply with requirements of this policy;
- 3.1.5 The Manager responsible for ICT shall enforce compliance by using audit trails and triggering access denial to TBS systems and networks;
- 3.1.6 TBS staff found to have violated this policy may be subject to disciplinary action in accordance with rules, regulation and procedures defined by Government; and
- 3.1.7 This document shall be reviewed after three years, or whenever business environment of TBS changes in a way that affects the implementation of the 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.

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3.3 Roles and Responsibilities

3.3.1 Director General – DG,

- 3.3.1.1 Review and approve 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 Steering Committee (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 Steering Committee

- 3.3.2.1 Shall propose TBS's ICT Policy for the consideration of Director General,
 - 3.3.2.2 Shall coordinate the establishment and continues review of TBS's ICT Policy, ICT Strategy and Enterprise Architecture;
 - 3.3.2.3 Shall ensure that the ICT Strategy is aligned with TBS Strategic Plan;
 - 3.3.2.4 Shall advice the Director General, in making considered decisions about the focus of ICT resources;
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3.3.2.5 Shall review all ICT services and applications including Bureau's website and infrastructure with the view to advice the Bureau on required improvements; and

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

3.3.3 Directors and Managers of 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;

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 the Bureau ICT resources; and

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

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3.3.4 Manager of ICT Unit

Subject to general oversight of Director General, and advice of the ICT Steering Committee, the Manager 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 Plan and develop ICT Strategy and TBS's Enterprise Architecture and ensure its implementation;
 - 3.3.4.3 Monitor adherence to the ICT Policy and the presence of potential threats and risks by ensuring periodic ICT security reviews are conducted;
 - 3.3.4.4 Keep abreast of ICT developments in respect of ICT industry in general and Bureau's system in particular.
 - 3.3.4.5 Initiate and recommend proposals to change, modify or improve this policy;
 - 3.3.4.6 Recommend procedures, standards and rules for effective implementation of this policy in line with e-Government Standards and Guidelines; and
-

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3.3.4.7 Be the custodian of all ICT resources of TBS including those centrally stored in server room/data centre.

3.3.5 Chief of Internal Audit Unit

3.3.5.1 Shall audit the ICT Functions and ensure compliance with the policy.

3.3.6 ICT and Non-ICT Staff

3.3.6.1 TBS shall ensure that individuals and groups within the Institution understand and accept their responsibilities for ICT.

3.3.6.2 TBS shall ensure that clear and well understood contracts exist for external suppliers.

3.3.6.3 The Bureau shall ensure that acceptable use and related policy are known and adhered to by staff.

3.3.6.4 The ICT Manager shall ensure that all their subordinates are aware of and comply with this policy.

3.3.6.5 All Manager shall monitor implementation of appropriate performance standards, control practices, and procedures designed to provide reasonable assurance that all employees observe to.



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3.3.6.6 The ICT Manager shall develop and maintain standards and procedures necessary to ensure implementation of and compliance with this policy.

3.3.6.7 The ICT Manager shall create awareness and provide appropriate support and guidance to assist employees to fulfil their responsibilities.

3.3.6.8 Co-ordinate review this policy in response to changes in organizational context and technology whenever deemed necessary.

3.3.7 Users of ICT Systems

3.3.7.1 Shall be responsible to safeguard TBS ICT assets in their custody; and

3.3.7.2 Shall comply with this policy.

3.4 Monitoring and Evaluation

3.4.1 ICT Steering Committee shall meet at least quarterly to monitor and evaluate the achievements in ICT initiatives against TBS ICT Policy, Strategic Plan and Enterprise Architecture.

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4 GLOSSARY 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

- | | | |
|-------|--------|--|
| i. | CCTV | Closed Circuit Television |
| ii. | ICT | Information & Communication Technology |
| iii. | Bureau | Tanzania Bureau of Standards (TBS) |
| iv. | TBS | Tanzania Bureau of Standards (TBS) |
| v. | e-GA | electronic Government Authority |
| vi. | IMD | ICT Management Documents |
| vii. | ICTM | ICT Manager |
| viii. | DG | Director General |



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5 RELATED DOCUMENTS

- 1.5. Enterprise Architecture
 - 1.6. ICT Security Policy
 - 1.7. ICT Service Management Guidelines
 - 1.8. Disaster Recovery Plan
 - 1.9. ICT Project Management Guidelines
 - 1.10. ICT Acquisition, Development and Maintenance Guidelines
 - 1.11. ICT Strategy
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APPENDIX

Declarations by Staff

These declarations have been designed to certify that users acknowledge that they are aware of ICT Acceptable Use Policy and agree to abide by their terms.

I, _____, hereby acknowledge that the **ICT Acceptable Use Policy** has been made available to me for adequate review and understanding. I certify that I have been given ample opportunity to read the policy in full and seek clarification regarding my specific responsibilities.

I understand that I am accountable for adhering to all terms and requirements, including the protection of TBS data and the professional use of all digital resources.

I further acknowledge that any violation of this policy may result in appropriate disciplinary action, termination of employment, or legal proceedings—or both—as deemed necessary by TBS.

Signature:

Department/Unit:

Job Title:

Date: / /

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TBS ICT Quick Reference Guide

By signing the declaration, you agree to follow these core principles:

✓ The "Dos" (Best Practices)

- **Secure Your Workspace:** Always lock your computer screen (Windows Key + L) whenever you leave your desk, even for a minute.
- **Password Hygiene:** Use strong, unique passwords and change them immediately if you suspect they have been compromised.
- **Data Protection:** Treat all TBS data as confidential. Only share official information through approved, secure channels.
- **Report Incidents:** Immediately notify the ICT Unit if you notice suspicious emails, strange system behaviour, or if you lose a company device.
- **Professionalism:** Ensure all digital communication (emails, chats) remains professional and reflects the values of the Tanzania Bureau of Standards.

✗ The "Don'ts" (Prohibited Actions)

- **Sharing Credentials:** Never share your login credentials, passwords, or access tokens with anyone—including colleagues or supervisors.
 - **Unapproved Software:** Do not install unauthorized software, browser extensions, or "cracked" applications on TBS devices.
 - **Personal Hardware:** Avoid plugging personal USB drives or external hard drives into TBS computers without prior ICT clearance.
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- **Phishing Risks:** Do not click on suspicious links or download attachments from unknown or unexpected senders.
 - **Illegal Activity:** Do not use TBS ICT resources for gambling, accessing inappropriate content, or conducting private business activities.
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