THE COUNTY ASSEMBLY OF NYAMIRA

ICT POLICY

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Vision

To become an enabler of change within the Assembly, by assisting all departments to enhance productivity through the innovative use of technology.

Mission

To provide appropriate Information and Communication technologies that enable the members and staff of the Assembly to access the information and services necessary to do their jobs.

Preface

This policy document strives to provide a framework for providing ICT Services, governance and resources in the County Assembly of Nyamira in conformity with the existing government policies, legal and regulatory framework.

Foreword

Information and Communication Technology (ICT) is a crucial enabler in the achievement of the County Assembly of Nyamira's Mandate. It is in recognition of this that, the County Assembly of Nyamira has formulated this policy to provide guidelines on how ICT services and infrastructure will be availed in the County Assembly of Nyamira and provide a framework for the planning, implementation and usage of ICT resources in the Assembly.

In order to execute its mandate, the County Assembly of Nyamira relies on ICT services for enhanced efficiency. Thus the Assembly commits to ensure that adequate resources are provided to implement a reliable and appropriate IT infrastructure for guaranteed provision of quality services. An organization wide ICT policy will govern the acquisition and usage of ICT facilities.

We wish to thank the CASB and the ICT Department staff for their efforts in developing the comprehensive policy that will guide the development of ICT and its utilization in the County Assembly of Nyamira.

Linet Mokaya
Head of ICT
County Assembly of Nyamira

Acronyms

CD – Compact Disk

DRS –Disaster Recovery Site

DRC –Disaster Recovery centre

DVD – Digital Video Disk

ICT – Information and Communication Technology

ISO – International Organization of Standards

IT – Information Technology

CASB –County Assembly Service Board

LAN – Local Area Network

PABX – Private Automatic Branch Exchange

PC – Personal Computers

SAN –Storage Area Network

SLA – Service Level Agreement

WAN – Wide Area Network

PDA – Personal Digital Assistance

CCTV – Closed Circuit Television

LCD – Liquid Crystal Display

UPS – Uninterruptable Power Supply

FOSS – Free and Open –Source Software

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1.0 Introduction

Information and Communications Technology (ICT) has become a central part of modern life. It has transformed the way that information is shaped, accessed and distributed. Information and communications technologies have both changed the way we communicate with each other and the way we get jobs done.

These changes have provided great opportunities for enhancing knowledge and democratic processes, as well as improving resource use and productivity. But new technological innovation has also created problems by reinforcing existing social and political inequalities, and in some cases creating new ones. ICT has also contributed to the increasing commercialisation of our lives and more waste for our environment to contend with.

In order to execute its mandate, the County Assembly uses ICT services for enhanced efficiency. In provision of such services, the County Assembly commits to ensure that adequate resources are provided to implement a reliable and appropriate IT infrastructure. It is imperative thus that acquisition and usage of such facilities requires to be governed by an organization wide ICT policy

To address this need, the County Assembly of Nyamira has developed this ICT policy in line with the existing government policies, legal and regulatory framework

1.1 Key Principles

1. ICT should be used to significantly enhance productivity and reduce resource use through telecommuting, virtual mobility and better design.
2. The opportunities that ICT provides to share important information within the public domain should be taken so the public will have a greater chance to participate in decision making in an informed manner (appropriate decision making).
3. The opportunities afforded by ICT should be accessible to all.
4. Development of ICT must proceed in a socially responsible and sustainable manner.
5. Benefits of ICT need to be shared amongst all members of our society and not be used to enhance or entrench existing inequalities, or create new layers of inequality.

6. The use of Free and Open Source software should be encouraged, where practical, as a means of encouraging appropriate technology and indigenous solutions to local problems.

1.2 Objectives

This policy seeks to;

    a) Ensure provision of adequate and reliable information systems in the County Assembly of Nyamira

    b) Provide guidelines on the usage of ICT software, hardware and services in the County Assembly of Nyamira

    c) Ensure information security of County Assembly of Nyamira systems and data

    d) Promote efficient utilization of information systems within the County Assembly of Nyamira employees

    e) Ensure application of best practices and standards

    f) Promote spirit of awareness, co-operation, trust and consideration for others.

1.3 Scope

This ICT policy covers all IT facilities, hardware, software, and services provided by the County Assembly of Nyamira. These are:

a) Facilities

    i.   Data processing centre in the server room

    ii.   Training room in ICT room

    iii.   Server room(s)

    iv.   ICT maintenance

    v.   Data Recovery Centre(s) (DRC)

    vi.   All ICT facilities installed at the County Assembly of Nyamira and ward offices etc.

b) Services

    i.   Provision of guidance and expertise training on ICT

   ii.   ICT support in software, hardware and any other computing infrastructure

  iii.   Technical support to the County Assembly of Nyamira staff

c) Hardware

       i.   PCs

     ii.   Laptops

    iii.   Printers & Photocopiers

    iv.   Scanners

     v.   Servers

    vi.   Network routers and switches

   vii.   Power backup equipment (e.g Uninterruptable Power Backup -UPS)

  viii.   L.C.D Projectors

    ix.   Network Devices

     x.   Biometric access & Logins

    xi.   CCTV's, Cameras (Digital and Camcorders)

   xii.   PDAs, Smartphones and other Mobile Computing Devices

  xiii.   Flash disks/memory sticks/CDs/DVDs

  xiv.   Flash-disks/external hard-disks

   xv.   PABXs, Telephone heads, fax and photocopiers

  xvi.   All other ICT related hardware

d) Software

    i.   Network operating systems

   ii.   PC operating systems

  iii.   Application software

  iv.   Utility software

   v.   Bespoke softwares

1.4 Definitions

Common Carriers: An organisation that transports a product or service using its facilities, or those of other carriers, and offers its services to the general public. Generally common carriers are not responsible for what they carry.

Digital Divide: Disparities between people arising from lack of access to electronic technologies due to any number of reasons such as skills, geographic remoteness, financial situation, or disability.

Free and Open-Source Software (FOSS): Free software is defined by whether or not you have the freedoms to: i) run the program, for any purpose;

ii) Study how the program works, and adapt it to your needs;

iii) Redistribute copies so you can help your neighbour; and

iv) Improve the program, and release your improvements to the public, so that the whole community benefits.

Open source describes practices in production and development that promote access to the end product's source materials, typically their source code.

Open formats: Formats that are described with freely available specifications, defined by an open standard.

2.0 ICT Facilities Usage

a) All ICT facilities owned by the County Assembly of Nyamira will be issued to its staff for official use through the ICT Department. The Department will be the custodian of ICT equipment including software, hardware and ICT accessories as a measure to facilitate standardization. Thus officers will be issued with the hardware, software and accessories relevant to their work requirements.

b) Staff shall take maximum care of such facilities and ensure responsible and secure usage.

c) Sharing of the County Assembly of Nyamira ICT resources will be encouraged so as to enhance their maximum utilization.

d) Users shall not relocate, repair, reconfigure, modify the County Assembly of Nyamira ICT equipment or attach external devices other than for data storage to such equipment without the authority from ICT Department.

e) All ICT hardware or software will not be taken off-site from the County Assembly of Nyamira offices, for serving and /or upgrading without written authority from Department hence the equipment, hardware or software shall be accompanied by one ICT Officer to take control of the equipment.

a) The County Assembly of Nyamira shall authorize Staff to use external disks only for the purpose of storing official information. Such external disks must be scanned for viruses and other harmful software.

b) Personal software, hardware or systems shall not be used within the County Assembly of Nyamira LAN.

c) Food or drinks shall be not allowed on or near any ICT equipment.

2.1 ICT Security

a) All the County Assembly of Nyamira systems and information shall be effectively protected against unauthorized access.

b) The ICT Department shall provide network service to staff to transmit data to requesters and store data files in an authenticated central server.

c) Users within same department/working group will be given access level that allows them access to their files/folders.

d) For traceability and identification, all hardware shall be barcoded and included in the County Assembly of Nyamira asset register. This shall include any hardware bought for /donated to the County Assembly of Nyamira by external agencies.

e) ICT devices are susceptible to theft and unauthorized access, thus, strong security measure to safeguard them shall be provided.

f) Portable or laptop computers shall not be left unattended in public places, and shall be carried as hand luggage for security.

g) Portable computing equipment for short term lending shall be stored in secure lockable cabinets.

h) An updated register of all ICT equipment e.g. LCD projectors distributed out to authorized personnel shall be maintained.

i) All data storage media shall be stored in secure environments that meet manufacturer's specifications for temperature and humidity.

j) Hard copies of systems documentation shall be physically secured in filing fire proof cabinets when not in use.

k) It is the responsibility of respective users of any non LAN connected and official computing equipment (especially laptops/notebooks) to arrange with the ICT support for installation of antivirus software and to perform periodic (at most every fortnight) updates to the antivirus.

l) All personal / foreign computers must be registered by the County Assembly security before being allowed into the Assembly premises.

2.2 Network Access & Permissions

a) Each user will have only one personal identification code (UserID/user name and password) with necessary access levels and privileges.

b) User IDs will be consistent in structure i.e. the fist letter of the first name and last name, all in lower cases (ignoring middle names). If this combination conflicts with another user, then the first letter of second name will be used as the second letter of the user ID. If the officer does not have other names, then letter 'a'through 'z' will be used so that user ID is unique within the County Assembly of Nyamira access systems.

c) All devices will require access credentials (user ID and password) to be accessed over the network. Guidelines on structure of user IDs and passwords will be provided by ICT Department.

d) Users will be responsible for the confidentiality of their access credentials and prevention of any unauthorized access to ICT equipment. Any attempt to use other users' credentials to gain access to network resources is strictly disallowed. Any account found to be compromised or shared shall be discontinued and a new one issued where necessary.

e) Only authorized personnel are allowed access to ICT resources.

f) Access credentials shall immediately be deactivated and confirmed in by the Department of ICT once a member of staff ceases to be an employee of the County Assembly of Nyamira.

g) The Department of ICT is authorized to gain access to a user account and folders if that account is suspected to have breached systems security or is in violation of this policy.

h) The ICT Department shall enforce standardization of systems and network configuration, including directory structures, to simplify network management.

3.0 Website(s)

a) The ICT department shall ensure that the assembly's Website is kept in an updated status at all times. By use of the latest technology, the website shall be maintained in a user friendly and accessible state.

b) All requests for changes on the website shall be subject to the approval of the Clerk in liaison with the ICT department.

c) The ICT Department shall ensure that the website is always available to the public.

4.0 ICT Equipment Maintenance

a) The Department shall ensure that all ICT equipment is kept in proper working condition at all times.

b) All ICT equipment shall be maintained in accordance with the procedure for ICT equipment maintenance.

c) In areas where the ICT department has no adequate internal capacity, annual maintenance contracts will be entered into with service providers.

5.0 Email Usage

a) Staff shall be issued with official standardized e-mail addresses.

b) All official email communications shall be through official email addresses. The ICT Officers will ensure that mail service is available to staff always.

c) The County Assembly of Nyamira 's Intranet will be used to communicate all relatively static information (e.g. Standing orders, policies, procedures, briefing documents, reference material and other standing information).

d) Email users shall avoid broadcast communication (i.e. send to large groups of people using email aliases) unless where absolutely necessary. One must always ensure proper audience segregation is used before sending an email.

e) The County Assembly of Nyamira mail service shall not be used to broadcast other unofficial information or requests (e.g. information or opinions on political matters, social matters, and personal requests for information etc.)

f) Emails with attachments shall not be greater than 3.0 MB. This will remove unnecessary load on the network and the mail server so as to guarantee equitable bandwidth sharing by all staff.

6.0 Internal ICT Support

a) While the County Assembly of Nyamira will strive to provide ICT support services, officers assigned to hardware must ensure they are not exposed to risks that can cause their damage.

b) ICT officers will be available to offer technical support on any software or hardware upon users' requests.

c) Equipment to be used out of office shall be accompanied by an ICT officer to ensure proper packaging, offloading, installation and use at the destination.

7.0 The Internet

a) All connections to the Internet within the County Assembly of Nyamira offices shall be implemented through the County Assembly of Nyamira Internet connections via a firewall.

b) To protect the County Assembly of Nyamira systems from Internet attacks or denial of service by Internet malware, all software downloads shall be authorized by Department of ICT. Such a download will be passed on to the requester only if it passes the ICT security tests and if it is permitted for free use by its manufacturers.

c) No copyright material shall be downloaded from the internet or utilized in breach of its license agreement.

d) Internet services shall be provided only through the County Assembly of Nyamira Internet connection or the County Assembly of Nyamira USB modems or any other approved gadgets.

e) To optimize internet bandwidth usage, the County Assembly of Nyamira's network shall not be used to stream music and video as these lead to deprivation of the same capacity to legitimate users during normal working hours except, where such permission is granted by Department of ICT in writing.

f) The County Assembly of Nyamira internet and network resources shall not be used to access or transfer any material containing:
   i. Derogatory remarks based on race, religion, gender, physical disability or sexual preference.

ii.   Images or references that may be considered to be offensive or in breach of any law or regulation.

8.0 Out-Sourced ICT services

a) The County Assembly of Nyamira shall out-source ICT Equipment and/or services whenever such capacity lacks in the County Assembly of Nyamira with approval from the Clerk upon recommendation from Department of ICT. Such a need shall be supported by a needs assessment report from Department.

b) Acquisition of such services will be guided by the Public Procurement and Disposal Act (PPDA), 2015, and Public Procurement and Disposal Regulations (PPDR), 2015.

c) All out-sourced ICT equipment and services will be supervised by the Department of ICT in accordance with Service Level Agreements (SLAs) that are signed in consultation with the office of the Clerk.

d) The out-sourced services shall be based on annual contracts that may be renewed based on recommendations from the ICT department.

9.0 ICT Staffing

a) The County Assembly of Nyamira commits to equip and maintain adequate and highly skilled ICT personnel for guaranteed minimum acceptable ICT service level.

b) The ICT function will be executed through the ICT Officers headed by an appointed head ICT officer.

10.0 Acquisition and Disposal of ICT Facilities

a) Acquisition of ICT Facilities

Acquisition of ICT facilities shall be guided by the Public Procurement Procedures and Guidelines in the Public Procurement and Disposal Act (PPDA), 2015, Public

Procurement and Disposal Regulations(PPDR)2006, conditionalities, terms, agreements or memoranda of understanding shall apply.

b) All User requests for acquisition of items of ICT nature shall be channeled through the Department of ICT who will confirm lack or availability of such items in the County Assembly of Nyamira. If not available, Department of ICT will prepare specifications in consultation with the requesting Department and forward the request to the Clerk of the County Assembly of Nyamira for approval.

c) In order to minimize the costs, County Assembly of Nyamira will standardize software and hardware to be used within the County Assembly of Nyamira with advice from Department of ICT. This will be reviewed annually as need arises.

d) All officers will forward to Department of ICT their software and /or systems needs who will offer technical guidance and support in facilitating the acquisition process.

e) ICT goods, related services and/or works once acquired will be received by the County Assembly of Nyamira's Inspection and Acceptance Committee in line with The Public Procurement and Disposal Act (PPDA), 2015 and Public Procurement and Disposal Regulations (PPDR), 2015 framework. The Committee shall seek professional assistance from Department of ICT.

f) The ICT Department shall ensure that all software licenses in use in the County Assembly of Nyamira are promptly renewed to guarantee smooth County Assembly of Nyamira operations and continuous software updates and support from manufacturers.

g) The County Assembly of Nyamira will strive to maintain reliable hardware infrastructure by upgrading aging ICT equipment every three years.

h) In order to avail adequate and reliable computing capacity to the assembly staff, the County Assembly of Nyamira shall provide a functional computer and a laptop to every department

10.1 Disposal

a) The Department of ICT shall identify hardware and software to be disposed and liaise with Procurement Department for assessment leading to disposal as per PPDA, 2015 and the PPDR, 2015.

b) The Department of ICT shall ensure that all equipment earmarked for disposal is cleared of County Assembly of Nyamira data and storage media destroyed.

11.0 Backup & Disaster Recovery

a) The County Assembly of Nyamira' information resources such as data, business contacts, emails, text documents, presentations, contracts, accounts and other valuable information shall be safely preserved in a recoverable state.

b) The ICT Department will maintain consistent automated backup mechanisms to preserve the County Assembly of Nyamira data in a distributed Storage Area Network (SAN) and at a DRS in order to ensure data recovery in the event of accidental loss.

c) All the County Assembly of Nyamira data shall be saved in organized shared folders in allocated data base servers from where they will be backed up in SAN and Disaster Recovery Site (DRS) through synchronized mechanism in addition to tapes or external drives in accordance with the County Assembly of Nyamira Backup Plan.

d) Network and server administrators will ensure data is copied to these allocated servers and in all other backup destinations.

e) It is the responsibility of the respective users of any non LAN connected computing equipment (including laptops/notebooks) to arrange with the server administrator for the transfer of official data from these non LAN-connected equipment to the relevant server folders every day where practical.

f) Any unofficial files shall not be allowed on the County Assembly of Nyamira Servers.

g) Only authorized personnel will be able to visit off-site DRS.

h) To implement an ICT seamless backup service, all officers connected to the County Assembly of Nyamira LAN shall login to centralized authentication servers. Officers working from remote locations will be required to dock to the County Assembly of Nyamira network to back up official data.

12.0 Printers, Telephone Lines, Fax, Scanners and Copiers

a) The County Assembly of Nyamira Staff are expected to use the above peripheral devices responsibly. Irresponsible or usage of these facilities for personal gain is prohibited, and may lead to denial of the service and/or surcharge.

b) Where possible, users are required to print on both sides of the paper. ICT support team will give guidance on how various printers are able to print both sides.

c) Printers will be configured to be shared by many users and placed in secured open offices where possible.

d) Unofficial calls and fax will be charged on the user if any.

e) An electronic document scanner shall be used to minimize usage, printers and copiers, saved in suitable formats and emailed to recipients.

13.0 ICT Training

a) The County Assembly of Nyamira's ICT training needs shall be assessed by the ICT Department and recommendations captured in the County Assembly of Nyamira's training plan.

b) The Department of ICT shall recommend ICT trainings relevant for every section and forward requirements to the Clerk.

c) The County Assembly of Nyamira staff will be trained on emerging technologies as the County Assembly of Nyamira may determine from time to time in consultation with Department of ICT.

14.0 Enforcement and Control

a) Deliberate breach of this policy statement may lead to disciplinary measures in accordance with the County Assembly of Nyamira Human Resource Manual. These may include but not limited to the offender being denied access to computing facilities or surcharge for the loss or abuse of ICT facility or service.

b) Whenever surcharge is imposed on negligence as noted in (a) above, due process will be followed in imposing the surcharge.

c) Unauthorized access to information, facility or computer (including workstations and PCs), over network or to modify its contents is strictly forbidden.

d) Officers within the County Assembly of Nyamira network shall not write, publish, browse, bookmark, access or download obscene, pornographic or pedophilia materials.

e) All hardware, software and /or systems in use in the County Assembly of Nyamira shall be licensed. Any officer using unlicensed products shall bear legal consequences for the product as per 'the Copyright Act, 2001'.

15.0 Privacy and Confidentiality

a) The County Assembly of Nyamira shall guarantee right to privacy and confidentiality of individual staff information while discharging ICT services.

b) Information/services/resources available within IT facilities will not be used to monitor the activity of individual staff in anyway (e.g. to monitor their working activity, working time, files accessed, internet sites accessed, reading of their email or private files etc.) without their prior knowledge. Without limitation to this provision, the following shall be excluded:

    i. In the case of a specific allegation of misconduct or for any other investigation purpose, the Clerk may authorize access to such information or denial of service while the staff is under investigation.

    ii. Where the ICT Department or any other County Assembly of Nyamira department cannot avoid accessing such information whilst administering, resolving ICT systems problems or in their day to day work activities.

16.0 Revision

This policy shall be revised every one year or as and when need arises under the authority of the County Assembly Clerk to keep in tandem with changes in technology, statutory regulations or for any other purposes as may be advised from time to time by Department of ICT.

References:

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ii.   ICT Standards and Guidelines. Directorate Of E-Government. Kenya (2011)

iii.   ICT Policy Formulation and E-strategy Development. A comphrensive Guidebook. Asia-Pacific Development information Programme, UNDP,2011
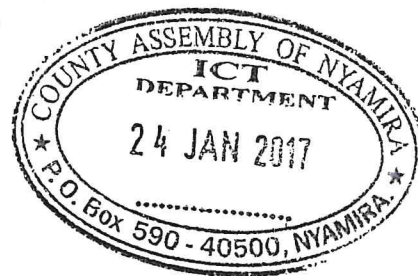
PREPARED BY

Prepared By: County Assembly of Nyamira ICT staff

Signature & Date: _____ 24/07/2017

Signature & Date: _____ 24/01/17

Signature & Date: _____ 24/01/17

Signature & Date: _____ 24/01/2017

APPROVED BY CLERK COUNTY ASSEMBLY OF NYAMIRA:

Name: _____

Signature: _____

Date: _____ 26/01/2017