



Nyandarua County Assembly



ICT Policy Document

FOREWORD



Nyandarua County Assembly continues to discharge its three core constitutional mandates of Legislation, Oversight, and representation. In order to effectively discharge these functions, it is critical to underscore the need for a key enabler which should be adopted to act as panacea for an effective and efficient County assembly.

In this age of information communication and technology, many countries have adopted use of technology as a key ingredient in improving quality of service delivery, cost minimization, environmental conservation and job creation.

The National government has plans, policies and vision of how to implement use of ICT as an economic enabler. The vision 2030 is clear as it highlights critical projects the government will roll out such as the establishment of ICT hubs (National cyber security training program and Business process offshoring BPO) which are already underway.

As a County Assembly our roles are clear and we only need to fast track the process of putting in place the necessary infrastructure to support ICT to improve legislation, oversight and representation in line with IPU (Inter-Parliamentary Union requirement). One such useful infrastructure is formulation of ICT User policy that will chart the direction which the County Assembly have agreed to take while consuming the various ICT platforms. This policy therefore is a product of extensive deliberations and consultations among key ICT stakeholders and will act as a guideline to the Members and the staff (Users) while using ICT equipment.

It is my hope that this policy will go a long way in entrenching ICT even more deeply within the County Assembly not only for the instant generation but also for posterity.

God Bless You. God Bless Nyandarua County

Hon. James Ndegwa Wahome

SPEAKER TO THE NYANDARUA COUNTY ASSEMBLY

Preamble by the Clerk



The Senate and County Assemblies remain key custodians of devolution and its salient principles as encapsulated in the Constitution. For County Assemblies to continue do so their operations must be anchored on strong institutional frameworks. As Nyandarua County Assembly, we embarked on not so smooth a journey of setting up strong foundations for higher productivity among our staff and Members of the County Assembly (MCAs) in discharging our mandate. As the first County Assembly we remain focused to execute our functions with dedication and professionalism.

The county Assembly remains committed to strengthening Members and staff in their delivery of the three mandates through guidance and provision of reliable information at all times. In-order to achieve this, we cannot ignore the power behind technology which have transformed the world converting it to a global village and economy respectively.

For the last three years, the County Assembly has been able to provide ICT equipment and accessories to the Staff and Members (users) and is in its last phase of completing the allocation to the staff. This has been possible in spite of seemingly unsurmountable challenges in terms of budgetary allocation constraints.

Growth and development are by-products of policies. The County assembly has resolved to improve efficiency in legislation, oversight and representation through use of ICT. However, this can only be achieved within the precincts of good policies that guides the cause of action when making decisions that appertains to ICT.

In the spirit of achieving the ends captured in this policy, the department of ICT through intensive and extensive consultations and guidance has developed this policy that when adopted will be the ICT blue-print in the County Assembly. It is imperative to state that change is inevitable and adaptability is key to improving the quality of service delivery. As such, the County assembly will strive to adopt ICT as a core driver of efficiency in the delivery of its mandate.

God Bless You All!

Hon. Nderi Ndiani

THE CLERK TO NYANDARUA COUNTY ASSEMBLY

Acknowledgement

Successful completion of the County Assembly ICT policy would not have been possible without critique and invaluable input of various persons within and out of the Assembly whom we wish to acknowledge.

First, special thanks go to the Office of Clerk that facilitated the process of coming up with this manual. The Director of ICT was very instrumental in defining the scope and depth of the content herein including; best practices, controls, procedures and systems of an effective and efficient ICT policy.

Second, staff within the Research Services, Hansard, and Office of the Clerk, Human resource and ICT Department deserves a special recognition for their resourceful and insightful input into the policy. The staff reviewed various ICT policies within the parliamentary settings against the unique working environment of the Assembly and came up with this sound policy.

Third, the Assembly expresses its special gratitude to the technical expert who helped to fine tune the ICT policy manual to achieve the desired goal of an effective and efficient County assembly in its endeavors to fast track good governance, representation, legislation and oversight.

LASTLY, to any other persons who may have contributed to the compilation of this policy and not explicitly mentioned, receive our gratitude.

SCOPE

This policy is non-discriminative and applies to all Members and staff of the County Assembly and to ICT equipment at the County Assembly as well as ward offices. It also applies to individuals, groups, firms and organizations that will deal with Nyandarua County Assembly.

VISION

To embrace use of ICT to enable Nyandarua County Assembly lead in representation, legislation and oversight for good governance.

MISSION

To use ICT to facilitate the Nyandarua County Assembly to efficiently and effectively discharge its constitutional and statutory mandate.

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List of Abbreviations

ICT Information and Communication Technology

URL	Uniform Resource Locator
CASB	County Assembly Service Board
DICCS	Director of Information and Corporate Communication Services
PIO	Principal ICT Officer
PRO	Public Relation Officer
UP	User policy
IPU	Inter-parliamentary Union

Key Definitions

ICT Information and Communications Technologies are Technologies including computers, telecommunication and audio-visual systems, that enable

E-governance	the collection, processing, transportation and delivery of information and communication services to users. Process of providing government services through electrical or electronic media
Emerging issues	Pressing issues and challenges that are current and demand new ways and procedures of confronting and resolving them
Hardware	Tangible parts of computer system
Software	All programs which enable computer hardware to operate efficiently.
Live systems	Computer system on which all testing has been completed so that it is fully operational and ready for production work.
Computer peripherals	A peripheral device is any auxiliary device such as a computer mouse or keyboard that connects to and works with the computer in some way. Other examples of peripherals are expansion cards, graphics cards, image scanners, tape drives, microphones, loudspeakers, webcams, and digital cameras.
Broadcasting	Radio communication, whether by sound or vision, for reception by members of the public.
Internet	An interconnected system of networks that connects Computers via the Transmission Control Protocol Internet Control Protocol (TCP/IP) and includes future versions thereof.
Data security	Protective digital privacy, measures that are applied to prevent unauthorized access to computers, databases and websites. Data security also protects data from corruption. It is the main priority for organization of every size and genre.

Decode

The reversing process of an encoding method. Data that has been encoded for storage or transmission is usually decoded for use and playback. A decoder is a device or a program that translates encoded data into its original format.

Trojan horse

Non-self-replicating type of malware program containing malicious code that, when executed, carries out actions determined by the nature of the Trojan, typically causing loss or theft of data, and possible system harm

Back up

The activity of copying files or databases so that they will be preserved in case of equipment failure or other catastrophe. Backup is the activity of copying files or databases so that they will be preserved in case of equipment failure or other catastrophe. Backup is usually a routine part of the operation of large businesses with mainframes as well as the administrators of smaller business computers. For personal computer users, backup is also necessary but often neglected. The retrieval of files you backed up is called restoring them.

Telecommunication services

Is the exchange of information by electronic or electrical means over a significant distance

User

A user is a person who uses a computer or network service. A user often has a user account and is identified by a username (also user name). Other terms for username include login name, screen name (also screen name), nickname (also nick), or handle, which is derived from the identical Citizen's Band radio term.

Server	Control access to the hardware, software and other resources on a network and provides a centralized storage for programs, data and information.
Viruses	<u>Malware program</u> that, when executed, <u>replicates</u> by inserting copies of itself (possibly modified) into other <u>computer programs</u> , data <u>files</u> , or the <u>boot sector</u> of the <u>hard drive</u>
Worms	Self-replicating virus that does not alter files but resides in active memory and duplicates itself
Sub-domain	Domain hosted on its parent domain (subdivision of a domain)
URL	Is a specific <u>character string</u> that constitutes a reference to a <u>resource</u> . Most <u>web browsers</u> display the URL of a web page above the page in an <u>address bar</u>
Cloud computing	Is internet-based computing in which large groups of remote servers are <u>networked</u> to allow the centralized data storage, and online access to computer services or resources. Clouds can be classified as public, private or <u>hybrid</u> .
Publics	All the stakeholders of Nyandarua County Assembly, both within and outside, who have direct or indirect association with the County Assembly.
Classified information	Sensitive information that is supposed to be known or availed only to certain individuals or groups within availed only to certain individuals or groups within the County Assembly

ICT infrastructure

Is the physical hardware used to interconnect computers and users. Infrastructure includes the transmission media, including telephone lines, cable television lines, and satellites and antennas, and also the routers, aggregators, repeaters, and other devices that control transmission paths. Infrastructure also includes the software used to send, receive, and manage the signals that are transmitted.

Confidential

Information maintained by County Assembly that is exempt from being disclosed and disseminated.

Visuals

Pictures (still, video, graphs, charts and maps) that are put online or distributed in hard copy or in digital format.

Press Conference

An event where the media are invited to ask questions in regard to official information or topical news.

Press Release

A written official communication aimed at informing, clarifying issues and correcting misconceptions.

Speeches

Address to the people through the media or rallies to explain policies, new programs, official positions and build consensus.

CHAPTER ONE

1.0 Introduction

Information and Communication Technology is the current and future driving force of social, political and economic activities. It plays a crucial role in information gathering, processing and dissemination.

Organizations that have harnessed the potential of Information and Communications Technologies (ICTs) have attained significant social and economic development. In addition, they are rapidly transforming into information and knowledge-based economies.

The County Assembly of Nyandarua, therefore, recognizes the role of ICTs in the social and economic development of the County Assembly as outlined in the County Assembly Strategic Plan 2013-2018.

Adoption of ICT use in the county assembly has had its fair share of challenges which includes:-

1. Allocation of ICT equipment to members and the staff
2. Repair and maintenance of ICT equipment
3. Disposal of ICT equipment
4. Management of communication channel such as internet, official e-mail accounts and the social media.

1.1 Critical Success Factor for ICT in the County Assembly

1. Strong ICT governance
2. Senior management support of ICT strategy, policies and structures.
3. ICT representation on strategic forums of the County Assembly and other related institutions
4. Availability of resources (budget, skill) to manage ICT resources and services.
5. Businesses readiness for change

1.2 Objectives

The aim of this policy is to:-

- I. Enhance accountable and appropriate, procurement, distribution, maintenance and disposal of ICT resources;
- II. Protect the integrity of the county assembly's computing facilities or its users against an authorized or improper use of those facilities;
- III. Ensure security for ICT users
- IV. Enable maintenance of high quality and standard ICT resources and services within the county assembly
- V. Ensure that the county assembly uses the most modern and efficient equipment as well as new technology
- VI. Ensure and promote the use of ICT resource and access to information

1.3 Functions of the ICT Directorate:

1. Implementation of the County Assembly ICT strategy as an e-governance Policy.
2. Undertaking ICT equipment assessment with a view of helping in procurement and maintenance.
3. Taking charge of all matters concerning the Assembly's ICT requirements especially on matters related to opinions and technical advice on ICT initiatives in the County Assembly.
4. Capacity building:
 - i. Computer literacy skills
 - ii. Enhancing technical skills
5. Absorption and provision of updates on emerging issues concerning ICT
6. ICT helpdesk services which include:
 - i Hardware diagnostic on simple faults - cabling problems, printing, storage devices and general trouble shooting
 - ii Software installation – System software, Application software and utility programs
 - iii Computer peripherals installation and servicing
 - iv Network administration - shared resources and documents
7. Website updating and maintenance
8. Provision of internet services
6. Information retrieval, dissemination and archival.
7. Information and data security and back up
8. Provision of e-Government services
9. Provision of telecommunication services
10. Provision of library services

To realize the above functions, the Assembly has put in place policies and procedures which are intended to offer guidelines for the use and management of computing resources of the County Assembly.

CHAPTER TWO

2.0 Inventory and Equipment Use

Information Communication Technology (ICT) is based on the correct use and deployment of suitable and sufficient ICT equipment.

These include: -

Hardware

1. Desktop Computers
2. Laptops
3. Tablets, iPad and smart phones
4. Printers
5. Scanners
6. Computer Servers
7. Power Backup Equipment (UPS)
8. L.C.D Projectors/ Dvd Players
9. Network Equipment
10. Digital Camera/Cam-coders/Automation gadgets
11. Storage Devices
12. Hansard Equipment
13. Televisions and related accessories
14. Public Address Systems
15. Photocopier/Photo printers

Software

- 1) Network Operating Systems
- 2) Operating Systems
- 3) Application Software
- 4) Antivirus Software
- 5) In-house developed Systems
- 7) Hansard Transcription Software

The ICT department shall be responsible for keeping a current inventory of the hardware and software that shall be in use by the County Assembly. The department will strive to ensure that: -

- a. The hardware installation has sufficient capacity to serve members and staff of the

County Assembly.

- b. The County Assembly uses current technology in all relevant areas of operations.
- c. The operating systems run continuously well and without failure.
- d. The application software consistently provides the user with appropriate reports for decision-making.
- e. The hardware and software are used properly as intended.
- f. That the County Assembly shall at all times use only licensed software.
- g. That only the intended personnel use the ICT facilities. Any other personnel to be authorized by the relevant section head.
- h. That the hardware and software are well maintained and periodically revised to consistently meet the set objectives.

2.1 The User

The County Assembly's ICT facilities shall only be used by members and staff. Any other person will be required to seek approval from the Clerk to the County Assembly. However, access to the Website shall be open to the general public.

2.2 Acceptable Use of Resources

- 1. Use resources only for authorized purposes.
- 2. Scan any External Storage device with the installed antivirus before using the same on the network/desktop/laptop and tablets as this will minimize the risk of virus infection.
- 3. New users should obtain official log in accounts and e-mail addresses from the PIO.
- 4. Protect their individual username and password from unauthorized use. Every user is responsible for all activities on his/her mailbox or user account.
- 5. Access only information that pertains to them, or to which they have been given authorized access.
- 6. Use only legal versions of copyrighted software in compliance with vendor license requirements.
- 7. Be considerate in their use of shared resources. Refrain from monopolizing systems, overloading networks with excessive data, degrading services, or wasting computer time, connection time, disk space, printer paper, manuals, or other resources.

8. The County Assembly shall encourage paperless working environment by adopting relevant technology
9. Any printed sheets of paper that are no longer useful shall be shredded before being discarded.
10. Ensure that requisite approval is sought before external storage devices containing County Assembly data are released to any other external party.

2.3 Unacceptable Use of Resources

1. Use another person's system, files, or data without permission (note that permission from an individual user may not be sufficient - some systems may require additional authority).
2. Give passwords to others without due consideration. The ICT department shall be responsible for issuance of passwords.
3. Engage in activities that might be harmful to systems or to information stored therein.
4. Installation of any programs or other software remains the preserve of ICT department.
5. Use official e-mail address or messaging services to harass or intimidate other persons, for example, by broadcasting unsolicited messages, by repeatedly sending unwanted mail, or by using someone else's name or user id.
6. Waste shared ICT resources, for example, by printing excessive amounts of paper or by sending chain letters or unsolicited mass mailings.

CHAPTER THREE

3.0 User Account Opening, Suspension and Removal

1. The ICT department shall be responsible for opening new user email accounts and other relevant account.
2. An account shall be disabled and or removed upon approval by the Clerk to the County Assembly and the official data transferred to the person taking over their responsibilities.
3. It shall be the responsibility of the ICT department to induct new use

3.1 Internet & Email

The County Assembly shall have a network connectivity that will enable the users to share information and other services.

The following shall be observed when accessing the internet: -

1. The users are strongly discouraged from visiting unauthorized sites e.g. X-rated, gambling sites etc.
2. Delete e-mails whose origin/source is not known without opening to avoid infecting the equipment with viruses.
3. All official electronic communications shall be done through the official e-mail address.
4. The users are encouraged to save copies of their important documents on external storage devices as backup.

3.2 Website Guidelines

- 1) The County Assembly ICT department shall be responsible for continuously updating and maintaining the website and when need arises, may involve the services of a consultant.
- 2) The user departments shall be responsible for generating and submission of contents to be uploaded on the website.
- 3) The user shall comply with the regulations and policies of newsgroups, mailing list and other social media platforms which they use to disseminate information.

CHAPTER FOUR

4.0 Equipment, Software and Security

All the user departments shall be responsible for equipment and data within their areas of operations. To ensure proper and continuous operation, the following security measures shall be observed: -

- 1) ICT equipment shall be installed in secure and well ventilated rooms and supplied with sufficient power through proper rated UPS (Uninterrupted Power Supply Units).
- 2) The use of any secondary storage media shall be subjected to virus scan before use to avoid virus infection.

- 3) The ICT department shall ensure that all ICT equipment have sufficient warranty and service level agreement upon procurement.
- 4) Entry to the server room shall remain restricted to authorized users.

4.1 Data Security

The ICT Department shall take regular backups and any other security measures to ensure that the County Assembly's data is safe and can be relied upon in the event of data loss.

The following security measures shall be taken to safeguard the County Assembly's data: -

1. The ICT Department will facilitate other departments in keeping proper data backup for future reference.
2. The County Assembly will strive to adopt new technology in data backup and security which is in line with accepted standards.
3. The backup media shall be kept in the designated safes.
 - i In the County Assembly Registry
 - ii In the ICT strong Room/Cloud Computing
 - iii Offsite e.g. Banks
4. These procedures shall be revised from time to time to ensure compliance with the policy of minimum downtime in the event of data loss.

4.2 Passwords

The ICT department shall be responsible for creation of valid user accounts and passwords to enable users access ICT resources in the network. However, users shall be required to observe the following:-

1. Not to share passwords;
2. To change password within three months;
3. Not to write passwords in note books for reference or save it in a computer or a mobile phone;
4. Users of shared ICT resources shall have different account with valid passwords;
5. For security reasons no user shall be allowed to access the network servers or administrative passwords without authorization.
6. Servers and other administrator passwords shall be managed by the ICT department.

7. Users shall be required to maintain high level of confidentiality at all times when using passwords.

4.3 Data Backup Restoration and Recovery

The County Assembly data backup and restoration policy specifies requirements of taking, storing and restoring backups of systems which contain information necessary to maintain and resume normal business operations in the event of application data loss.

4.4 Backup provisions

- The ICT department shall be responsible for daily backup of critical data/ information.
- Backup media shall be expected to meet the internationally accepted standards.
- All backup operations must include verification processes to ensure the integrity of the operation.
- The ICT department shall be responsible for periodically testing the backup on a monthly basis to ensure that they are recoverable
- Backup media shall be maintained according to manufacturer's recommendations.
- It shall be the users' responsibility to back up data held on their workstations whether owned privately or by the County Assembly.
- The ICT department shall periodically advise the users to ensure sensitive data on Their laptops/PCs are copied to a secured shared server for central back up.
- Backup tools and other utilities shall be provided by the County Assembly Service Board.
- ICT department shall ensure that all desktop PCs and Laptops are backed up before upgrading the operating system.

4.5 Network infrastructure (Cabling)

Procedural guidelines

- The ICT department shall be responsible for provision and maintenance of network Infrastructure to all users in the County Assembly
- The provision of network infrastructure to meet IS.

- Users shall be responsible for the security of the network accessories available to them.
- The ICT department shall ensure security and availability of network resources at all times

4.6 Allocation and Relocation of ICT Equipment

1. Staff shall be issued/allocated with ICT equipment.
2. Members shall be given relevant ICT equipment to enable them carry out their duties 3. All ICT equipment issued to the users shall remain the property of the county assembly.
4. The County Assembly shall ensure that all ICT equipment are insured.
5. The ICT department shall maintain ICT equipment in the County Assembly and in the ward offices.
6. Users issued with ICT equipment shall be liable for any mishandling, negligence or malicious damage.
7. ICT equipment shall be relocated only with the approval of the Clerk to the County Assembly.
8. The ICT department shall be responsible for allocation and relocation of ICT equipment

CHAPTER FIVE

5.0 Procurement of ICT Resources and Services

1. Procurement of ICT resources and services shall be initiated by the ICT Committee liaising with the Procurement Department.
2. Specifications for ICT resources and related equipment and services shall be provided by the ICT Department.
3. Technical evaluation of ICT equipment or services shall be done by a committee appointed by the appropriate accounting officer where an ICT officer shall be a default member.
4. Needs assessment for ICT resources and services shall be conducted by the ICT Department on quarterly basis and presented to the ICT Committee and this shall form the basis for acquisition of new ICT resources and services.

5. The ICT department shall ensure that any ICT equipment donated to the County Assembly conforms to set standards and meets the requirement of the Assembly.

5.1 Roles and Responsibilities of Users

1. The CASB is responsible at all times for the acquisition, allocation, usage and maintenance of ICT resources and services.
2. Member of the County assembly or staff is responsible for the correct usage and safety of computer and related equipment issued to him/her.
3. The ICT Department shall draw technical specifications for resources and services.
4. Installation of system and application software shall be done by ICT Department or as may be directed by the CASB.

5.2 Disposal/Replacement of ICT Equipment

1. Computers shall be replaced after every five years to ensure high efficiency.
2. Replaced computers and related accessories shall be disposed of in accordance with procurement regulations.
3. At the end of the parliamentary term, Members of the County Assembly shall be given opportunity to pay for computing facilities they are using and shall pay an amount of money determined by the minimal book value of the equipment.

5.3 Confidentiality

ICT Department staff shall have respect for privacy of information relating to third parties as well as users and perform their duties fairly. All disciplinary matters arising from improper use of information by staff of the ICT Department shall be referred to the Board.

5.4 Offences and Penalties

1. Violation or infringement of these ICT Policy shall constitute an offence and shall incur similar disciplinary measures as violations of Public Servant Code of Conduct.
2. The ICT Director may recommend to the CASB withdrawal of access to facilities from any user for the purposes of investigating a breach of these regulations.