

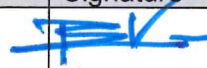
ENGINEERS REGISTRATION BOARD (ERB)



ICT Service Management Guideline

(Draft)

MARCH, 2023

APPROVAL	Name	Job Title/ Role	Signature	Date
Approved by	ENG. BERNARD KAVISHE	REGISTRAR		19/04/2023

Institution

ENGINEERS REGISTRATION BOARD

Document Title

ICT Service Management Guidelines

Document Number

ICT/005/2023

CONTENTS

CONTENTS	2
1.0INTRODUCTION	3
1.1 OVERVIEW	3
1.2 RATIONALE	3
1.3 PURPOSE	3
1.4 SCOPE	3
2.0SYSTEMS AND SERVICES SUPPORTED BY ICT UNIT	4
3.0PROBLEM MANAGEMENT	5
4.0RESPONSIBILITIES OF USERS	5
5.0 REVIEW OF THE SMG.....	5
6.0 SMG FEEDBACK AND SIGNING	5
7.0 EFFECTIVE DATE	6
LIST OF APPENDICES.....	7

1.0 INTRODUCTION

1.1 OVERVIEW

The Engineers Registration Board operates within an increasing usage of Information Technology and computer systems in providing services and enforcing its regulatory duties. In this regard, the uninterrupted availability of ICT Systems, Networks, and the Internet is paramount.

1.2 RATIONALE

ICT Service delivery and support team in Engineers Registration Board can ensure that ICT services are aligned to and actively support business needs.

1.3 PURPOSE

The aim of the Service Management Guideline is to ensure the availability, performance, and integrity of ICT systems within ERB departments and units to carry out their operational activities that rely on ICT without interruption.

1.4 SCOPE

This SMG applies to all ICT Systems and Infrastructures managed by ERB ICT Unit.

ENGINEERS REGISTRATION BOARD ICT SERVICE MANAGEMENT GUIDELINES

2.0 SYSTEMS AND SERVICES SUPPORTED BY ICT UNIT

In ensuring smooth operation of the Board, the ICT unit provides support for both ICT systems and services used. This section outlines expected uptime and availability of ICT Systems and set time frame for service delivery. The list of supported systems and services offered by the ICT Unit are shown below in table 1 and table 2 respectively.

Table 1: list of ICT Systems covered under this guidelines

SN	System/Service	Owner	Description	Expected	
				Uptime	Availability
1.	e-OFFICE	Records and Archives Institution	Management of the Board correspondence	99.9%	24X7
2.	GMS	e-GA	Management of Government emails.	99.9%	24x7
3.	ERB WEBSITE	ERB Hosted by e-GA	Communicate various Board's Informations to stakeholders	99.9%	24X7
4.	ERB Management Information System (MIS)	ERB Hosted by e-GA	Management of the Board Core Business process	99.9%	24x7
5.	Event Management System (EMS)	ERB Hosted by e-GA	Manage ERB Various Events	99.9%	24x7
6.	TANEPS	PPRA	Manage government procurement	99.9%	24x7
7.	MUSE	MINISTRY OF FINANCE	Manage government expenditure	99.9%	24x7
8.	Vibali (Safari ya nje ya Nchi)	e-GA	Manage Government Travel outside tz	99.9%	24x7
9.	GePG	TRESURY	Manage government payment collections	99.9%	24x7
10.	PLANREP	TRESURY REGISTRAR	Manage government budget planning	99.9%	24x7
11.	OTRMIS	TRESURY REGISTRAR	Manage Board Members, Board meetings, Audited financial reports	99.9%	24x7
12.	GAMIS	MINISTRY OF FINANCE	Manage Government asset	99.9%	24x7
13.	GIMIS	GIPSA	Manage government fuel and vehicles	99.9%	24x7
14.	GISP	e-GA	Manage Government ICT project in an organization	99.9%	24x7
15.	VPN	ERB	Enable secure remote access to the Board system	99.9%	24X7
16.	Access Control System	ERB	Control access to ERB offices and manage staff attendance.	99.9%	24x7

ENGINEERS REGISTRATION BOARD ICT SERVICE MANAGEMENT GUIDELINES

Table 2: Metrics for different ICT Services

SN	ICT Service	Description	Metrics
1.	Issuance of System Access right	For all Systems and ERB Network	Within 1 hour after receipt of the approved request
2.	Termination of System Access right	For all Systems and ERB Network	Within 30 minutes after receipt of the approved request from HR Unit
3.	Development of new report	For all Systems owned by ERB	Within 5 working days after receipt of the approved request
4.	Resolving System Bugs	For all Systems	Within 5 working days after receipt of the request

3.0 PROBLEM MANAGEMENT

- i. Every problem related to ICT services shall be reported to and logged on to the Board's support official email (ictsupport@erb.go.tz) and helpdesk mobile numbers (073611833 and 0717792111).
- ii. Problems related to ICT services to be handled by external vendors/consultants shall be forwarded to ICT Unit.
- iii. Any problems related to ICT services not handled within the agreed set time frames will be escalated to the Head of ICT Unit.

4.0 RESPONSIBILITIES OF USERS

- i. Every User must report a problem through ICT support email /Telephone. Any requests sent outside of ICT support email / Telephone while the services are available will not be covered by the response metrics as set in this guideline.
- ii. Each User shall be individually responsible for the safety of their equipment as stipulated in the Acceptable Use Policy.

5.0 REVIEW OF THE SMG

This document shall be reviewed within three years, or whenever the business environment of Engineers Registration Board (ERB) changes in a way that affects the current SMG.

6.0 SMG FEEDBACK AND SIGNING

The actual performance of this SMG will be provided at least once a year and all ERB directorates and units must sign this SMG at the beginning of every financial year.

7.0 EFFECTIVE DATE

REVISION	NAME	POSITION/TITLE	SIGNATURE & DATE
Rev. 1.0	BERNARD KAVISHE	REGISTRAR	

ENGINEERS REGISTRATION BOARD ICT SERVICE MANAGEMENT GUIDELINES

LIST OF APPENDICES

Appendix No.	Document
Appendix 1:	Head of Departments/ Units SMG Signing form
Appendix 2:	User Registration and Access rights form
Appendix 3:	ICT Change request form
Appendix 4:	User access rights termination form

Appendix 1.

SMG SIGNING FORM

Position	Signature	Date
Assistant Registrar Finance and Administration		
Assistant Registrar Professional Development Affairs		
Assistant Registrar Registration and Technical Affairs		
Assistant Registrar Compliance		
Head of Legal Unit		
Head of Human Resource Unit		
Head of Procurement Unit		
Head of Planning, Monitoring, and Evaluation Unit		
Head of Internal Audit		