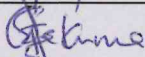


ICT SYSTEM DEVELOPMENT / MAINTENANCE SOP

Title:		SOP for ICT System Development / Maintenance	
SOP no:	ERB/ICT/SOP/003	Effective date:	5/10/2024
Version:	00	User:	ICT Unit
Written by:	ICT Officer	Signature:	
		Date:	05/10/2024
Checked by:	QMS Consultant	Signature:	
		Date:	03/10/2024
Approved by:	ICT Head	Signature:	
		Date:	5/10/2024

1.0 PURPOSE

This purpose of this procedure is to illustrate step by step procedure for ICT System Development / Maintenance. It ensures consistency, continual suitability and effectiveness of the ICT System Development / Maintenance process.

2.0 RESPONSIBILITY

The ICT Manager has overall responsibilities of implementation of this procedure within ERB,

3.0 AUTHORITY

Enforcement Director has the overall authorities for implementation of this procedure, this includes creation, amendment and review of this document.



ENGINEERS REGISTRATION BOARD (ERB)

United Republic of Tanzania

Ministry of Works

Engineers Registration Board (ERB)

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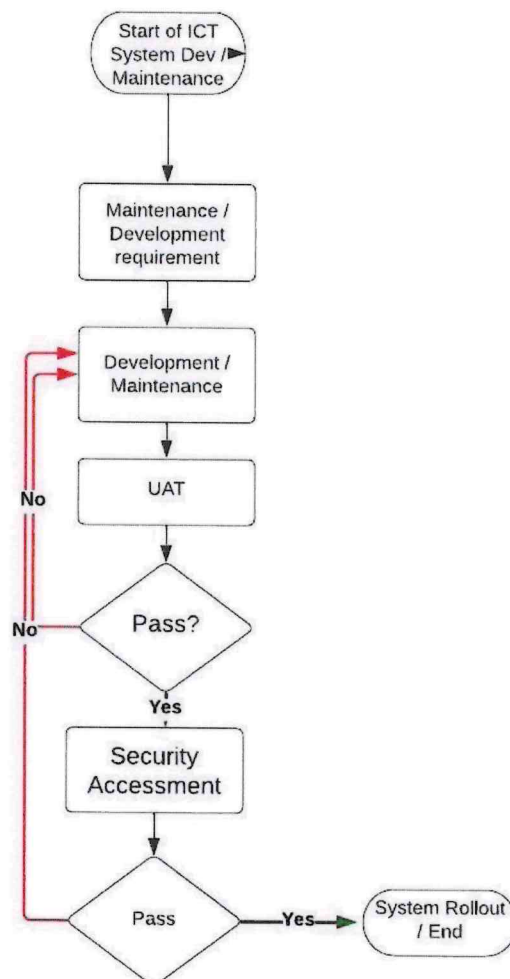


ICT SYSTEM DEVELOPMENT / MAINTENANCE SOP

4.0 DESCRIPTION FOR ICT SYSTEM DEVELOPMENT / MAINTENANCE PROCEDURE:

4.1 Process Map for ICT System Development / Maintenance.

ICT SYSTEM DEVELOPMENT / MAINTENANCE PROCESS FLOW



ICT SYSTEM DEVELOPMENT / MAINTENANCE SOP

4.2 Main Steps for ICT System Development / Maintenance

- 4.2.1 ICT will receive directives for development or maintenance of a system.
- 4.2.2 ICT unit will gather the requirements from users for the project to establish the process flow.
- 4.2.3 ICT unit will register the project in GISP as required by e-Government Authority to get approval.
- 4.2.4 After approval from e-GA, the development/ maintenance of the system will begin.
- 4.2.5 Once the development of the system is done the system will be tested by ICT Unit for verification of requirements.
- 4.2.6 Then the system will be tested by users to get their feedback.
- 4.2.7 There after the system will be subjected to security vulnerability check process
- 4.2.8 After pass from the security check, system will be launched for use
- 4.2.9 Finally, the ICT unit shall prepare the Report, user manuals and user guides for system use.

4.3 Responsibility Matrix for ICT System Development / Maintenance

Activity	1	2	3	4	Doc. Number	Documented Information
Approval of system dev/maintenance	x					N/A
System Requirements preparation		x				System requirements specification document (SRS)
System development		x				N/A
UAT			x			UAT Report
Security assessment		x				Security Report
Preparation of user guides/manuals		x				Manuals & Guides
Feedback				x		ICT Support Register

Key:

- Accounting officer
- ICT Unit
- ERB staff
- External Users