

The Republic of Uganda

BUDAKA DISTRICT LOCAL GOVERNMENT

THE DISTRICT INFORMATION TECHNOLOGY (ICT) POLICY

March 2013

Figure 1: Map of Uganda Showing the Location of Budaka District



Figure 2: Map of Budaka District Showing Location of Sub-counties as at July 2009

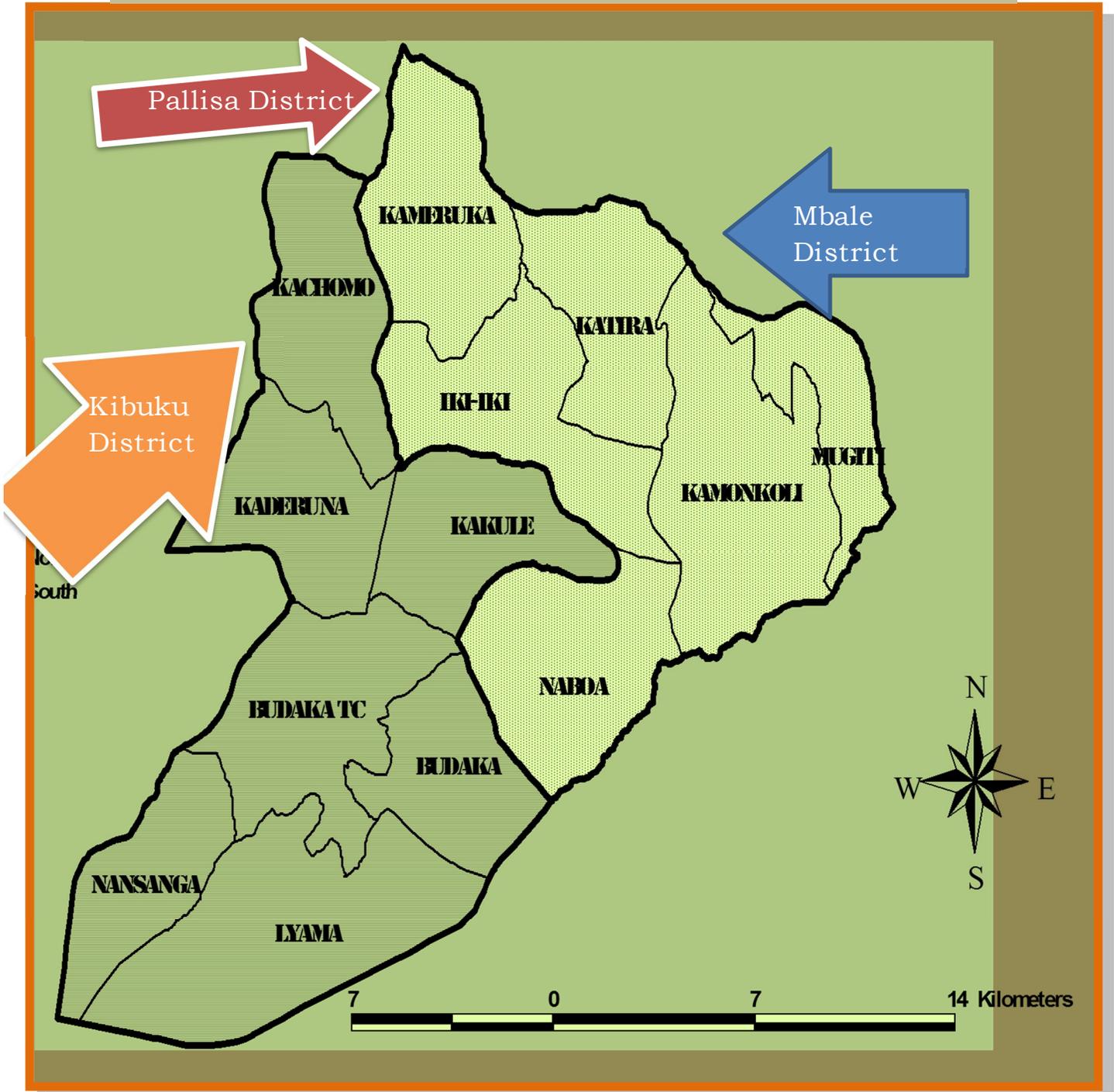


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Foreword

Budaka District has immense growth prospects for developing an Information Technology (IT) system and services so as to contribute substantially to the service delivery to the population. Its purpose is to ensure that the District is strategically positioned to attract development partners through the development of a suitable IT system. This is premised on the basis that IT is an enabling tool for the development of the District. This policy will support, the promotion of IT in various sectors including the Agricultural resource potential and the Natural Resource Base.

In the transformation of the rural economy into an information society, knowledge economy and the Information age, a combination of sociological, political, economic and technological factors are important to bring about changes to the social system. The scope of this transformation is global. This indicates that the regional and global competitiveness will depend on intensity of information technology adoption. Against this back ground, the information Technology Policy for the District has been developed in consultation with stakeholders in both the public and private sectors, with the aim of fostering the development of IT system as well as spearhead development of IT Enabled Services (ITES). The Policy has the following objectives:

1. To develop a harmonized District IT system that provides equitable access to information for development purposes including market potentials, locally, nationally and Internationally.
2. To provide leadership direction and vision to guide IT system development.
3. To develop a critical mass of educated IT human resource at all levels to meet the District IT requirements.
4. To promote widespread use of IT applications in both public and private sectors to enhance efficiency and effectiveness in service delivery.
5. Promote use of IT systems in the District and businesses to usher in efficiency and effectiveness in-service delivery.
6. To mobilize and sensitize the communities on availability of IT services.

The District IT policy will provide guidance to all stakeholders and create a necessary environment that will attract development partners locally, nationally and internationally. I urge all the stakeholders, in both public and private sectors to embrace and implement the District IT Policy for the good of the District in particular and the Country in general.

Mboizi Waako Arthur
The District Chairperson

March, 2013

List of Abbreviations and Acronyms

BoU	Bank of Uganda
BPO	Business Process Outsourcing
CIS	Community Information System
EFTS	Electronic Funds Transfer System
HMIS	Health Management Information System
ICT	Information and Communication Technology
IFMS	Integrated Management Financial System
IG	Inspectorate of Government
IHRMS	Integrated Human Resource Management System
IPPS	Integrated Personnel Payroll System
IPv6	Internet Protocol version 6
IT	Information Technology
ITES	Information Technology Enabled Services
ISP	Internet Service Provider
JLOS	Justice, Law and Order Sector
LDC	Law Development Centre
LG	Local Government
LIMS	Land Information Management System
LoGICS	Local Government Information and Communication System
MDAs	Ministries Departments and Agencies
MoD	Ministry of Defence
MoES	Ministry of Education and Sports
MoFPED	Ministry of Finance, Planning and Economic Development
MoIA	Ministry of Internal Affairs
MoICT	Ministry of Information and Communications Technology
MoGLSD	Ministry of Gender, Labour and Social Development
MoLG	Ministry of Local Government
MoLHUD	Ministry of Lands, Housing and Urban Development
MoPS	Ministry of Public Service
MoWH&C	Ministry of Works Housing and Communication
NPA	National Planning Authority
NGOs	Non-Governmental Organisation
NBI	National Backbone Infrastructure
NEMA	National Environment Management Authority
NITA-U	National Information Technology Authority-Uganda
POP	Point of Presence

SME Small to Medium Enterprises
SMS Short Messaging Service
UBOS Uganda Bureau of Statistics
UPE Universal Primary Education
UCC Uganda Communications Commission
URA Uganda Revenue Authority
URANet Uganda Revenue Authority Network
USE Universal Secondary Education

1 INTRODUCTION

1.1 Background

Budaka district is one of the users and beneficiary of the information and technological dynamism. The District recognizes the use of IT system as an enabler to facilitate access to public services by the demanding population through the use of IT facilities. Equally, the District as a government service centre recognises the role of Government in establishing the e-Government. This is about the use of information and communication technologies and the Internet to improve the delivery of services by the Districts to its people, the development partners and the business sector. The District IT Policy will provide guidance on how the use of IT will facilitate interactions within Government Institutions, between the District and the citizens, business and the population, government to business to simplify and enhance its internal and external communications effectively and efficiently.

1.2 Situational Analysis

Information Technology has emerged as the single most important enabler for improving efficiency and effectiveness in service provision in the District. Electronic Governance in the Government context is the term that is being used as a synonym to describe an IT driven system of governance that works better, costs less and is capable of serving the needs of the people. However, the use of IT has not yet been appreciated by many sectors as a strategic unit of economic transformation by both the local community and Government institutions.

Recognizing the enormous potential of the District IT system, major initiatives are being implemented. The District departments have acquired IT facilities ranging from computer powered facilities and the associated software. Equally LLGs have been encouraged to acquire IT facilities for day today office use. There is an increasing use of IT by the District and Government Ministries, Departments and Agencies. The District is linked to institutions of Government for improved service delivery which is economic and effective.

Government institutions where IT application is very critical for service delivery include but not limited to following: Integrated Financial Management System (IFMS), Ministry of Finance Planning and Economic Development (MoFPED); Integrated Human Resource Management System (IHRMS); Local Government Information and Communication System (LoGICS) in Ministry of Local Government (MoLG); Uganda

Revenue Authority countrywide Network (URANET) and e-Tax Payment, Uganda Revenue Authority (URA); Electronic Funds Transfer System (EFTS), Bank of Uganda (BoU)/MoFPED, Community Information System (CIS), Uganda Bureau of Statistics (UBOS)/National Planning Authority (NPA)/Ministry of Local Government (MoLG)/Ministry of Gender, Labour and Social Development (MoGLSD)/Local Governments (LG); Integrated Personnel Payroll System (IPPS), Ministry of Public Service (MoPS); Land Information Management System (LIMS) and the Ministry of Lands Housing and Urban Development (MoLHUD) among others.

The major challenge the District is currently facing is high level of IT illiteracy especially in the senior management level (HoDs) and administrative officers both at the District and LLGs among other strategic cadres in community development. There is very low computer penetration in rural areas, with the urban areas (Budaka Town Council) having over 80% of the computer penetration in the District. The computer penetration is highest at the District headquarters than in the rural sub-counties, the business community and the private sector among others. The District, through the capacity building initiatives has continued to conduct computer literacy skills development initiatives among the District and LLG staff.

Legal Framework: The District, as an agency of Government operates on the legal regime of Government. The legal and institutional framework of the District IT policy is anchored on the following legal regime: The 1995 Constitution of the Republic of Uganda as amended; The Electronic Media Act; The Uganda Broadcasting Cooperation Act; The Access to Information Act and the Local Government Act as amended among others. However, there are still weak legislations pertaining to IT sector. Laws related to Data Security, Privacy, Data Protection and cybercrimes are still in infancy and not easy to enforce. The existing Acts need to be amended to address the gaps.

Infrastructure: The District is in the process of establishing the local area network. Currently IT services are accessed through mobile facilities (internet modems and smart phones) where the control is not easy. This has led to high communication costs in both data and voice transmissions. The current bandwidth costs are exorbitantly high hence limiting the usage of Internet in the District coupled with connectivity challenges of service providers.

The Digital strategy

A digital strategy sits alongside an organisation's communications strategy and looks specifically at how the organisation can build its online presence. This includes having an effective website, utilising social media, running online campaigns, and identifying what resources you should have online and for web marketing. The District through the Ministry of ICT started the initiative of developing the digital strategy. The Ministry sponsored the District web portal for a period of more than two years and the sponsorship ended henceforth the website was closed.

The District has planned to connect and implement the digital strategy by establishing the LAN facility. The Local Area Net Work (LAN) is to be installed at the District headquarters administrative offices with hotspots in strategic positions. The sub-counties will continue accessing the internet through the mobile modem facilities. However, there are plans to install hotspots within the 100 metre radius at the District headquarters and the same technology is to be extended to sub-county headquarters.

Hardware and Software: The District acquired hardware facilities through the normal procurement process and donations from implementing partners and Government Ministries, Departments and Agencies. These included computers (Desk tops and laptops, tablets), printers and other IT accessories. The District does not have a customised software facility, but uses off the shelf software from the open market (Microsoft brands). The operation and maintenance of both the hardware and the software is through the public private partnership through sourcing of the private service providers. This ranges from computer repairs and installation of anti-virus devices as regularly as when it is required.

IT Promotion and Awareness: The District IT promotion and awareness creation has mainly been to civil servants at the District headquarters. Sub-county staff have equally benefited but at a limited extent. As far as the private sector is concerned both promotion and awareness creation are still lacking. Currently, information dissemination on market prices, health tips, and information on social services is done through the Google SMS initiative by Mobile Telephone Network (MTN) communications network and Grameen Foundation. However, staff in the health sector have been supported by the development partners on timely reporting of epidemics, reporting and placing medical orders to the National Medical Stores.

IT Security: The security of the District IT facilities including software is under the responsibility of the IT facility user. The IT Administrative function and management of passwords to the most sensitive and strategic information is under the Head of Department under the strict supervision by the IT Focal Person. The IT is not connected to a single network but stand alone at departmental level. The establishment of the LAN facility will usher in a robust administrative function through password and user rights management. The sub-county staff continue to use Secretarial Bureaus for official work. This is one of the challenges of data management and official information integrity. Official information gets into the hands of unauthorised users at these secretarial and internet bureaus. This strongly undermines official information integrity. The Government of Uganda has liberalised the ICT sector and this has encouraged public private partnership in fostering development. Most IT activities being carried out in the District are private led, although guidance is still inadequate.

1.3 Development Context

The District IT policy has been developed in the context of the Uganda Vision 20140, National Development Plans and the District Local Government Development plans bearing in mind that IT is an enabler in implementing the strategic plans. Policies and guidelines

1.4 Rationale for the District IT Policy

Recent technological advancements like the Internet have digitally broken the geographical, physical, political and even sociological divide, transforming the world into a Global Village . As a result cybercrime is progressively increasing. This calls for regulated and guided interventions to address the IT related issues. The utilisation of IT (hardware, software and e-applications) is on the rise in both public and the private sector. There is need for proper laws and guidelines to be developed to guide its utilisation. The District is to come up with a regulatory frame to manage the use of IT system to foster privacy, security and to curb IT associated crimes.

1.5 The District Information Technology Policy

The ICT is an important element in intergovernmental communication. The promotion of an ICT environment will greatly improve service delivery as one of the cardinal responsibility of the District to its people. Therefore, the District IT Policy will guide and direct IT development.

1.5.1 Vision

Empowered People in a Beautiful Conducive Environment for the Full Realization of the Development Potentials

1.5.2 Mission

To serve males, females, boys and girls of Budaka district through a coordinated service delivery system which focuses on National and Local Priorities, and promotes sustainable development of the District.

1.5.3 The District Policy Goal

To guide the optimal development and utilisation of the District IT for effective and efficient service delivery.

1.5.4 The District IT Policy Guiding Principles

The policy is guided under the following principles:

- **Universal Access:** The District shall ensure access to IT services to men and women in both rural and urban areas.
- The policy recognizes the importance of e-services.
- The policy implementation shall take into consideration the national interest and Global trends.
- Effective management of the District programmes, outcomes/impact, outputs and activities
- **Community mobilization:** The District shall encourage community participation.
- **Public Private Partnership:** The District shall recognize the contribution of the private sector.
- **Human rights approach** in developing and utilising District IT services.

1.5.5 The District IT Policy Objectives

The District IT policy shall have the following objectives:

1. To develop a harmonized District IT infrastructure that provides equitable access to stakeholders and markets.
2. To provide leadership direction and vision to guide District IT development.
3. To develop a critical mass of educated IT human resource at all levels to meet the local requirements.
4. To promote widespread use of IT applications in both public and private institutions to enhance efficiency and effectiveness in service delivery.

5. Promote use of IT systems in all LGs institutions and businesses to usher efficiency and effectiveness in-service delivery.
6. To mobilize and sensitize the communities on availability of IT services.

2 POLICY PRIORITY AREAS

2.1 Legal Framework

Given the globalization drive and increased use of IT services; electronic Commerce/Business is on the increase and offers great new opportunities for economic growth. On the negative side, IT related crime is also on the increase. The existing legal framework is inadequate to address emerging complexities and where available enforcement is low.

2.2 IT Infrastructure

The District does not have a well-established IT infrastructure. Information access and sharing is quite difficult. To this end District shall:

Policy Strategies

1. Establish the LAN facility to simplify the mode and speed of service delivery to the public. This will help to reduce duplication of effort by various sectors of the District and it will cut down the cost of using internet facility
2. Expedite the process of connecting to all administrative offices at the District headquarters and 100 m radius of the hotspot access.
3. Put in place mechanisms for quality assurance IT system development
4. Automate Government processes and procedures to bring about transparency, reduce constraining controls, increase efficiency and productivity and reduce cost of service delivery
5. Establish a District web-portal through which all MDA services and citizen charters will be available to citizens over the Internet.

2.3 IT Human Resource Development

Manpower development is imperative for the local IT system to take root on a large scale in the District. A large pool of skilled manpower is required for all components of the IT system and it has to be geared to meet both local and national needs. However, currently the professional IT human resource in both public and private sectors is inadequate and lacks relevant professional skills. There is a high rate of IT illiteracy in both public and private sectors. To this end the District shall:

Policy Strategies

1. Develop a comprehensive plan for human resource development in IT to meet present and future manpower needs.
2. Devise and implement a scheme for distributing affordable computers and Internet access to all LLGs, educational institutions and health facilities where IT is a critical requirement for service delivery.
3. Encourage educational institutions and health facilities to automate their management systems for effective and efficient service delivery.
4. Promote “Training of Trainers” scheme to boost capacity building in IT through the District capacity building initiatives.
5. Ensure equal opportunity in basic IT training at all levels taking into consideration special interest groups namely; Women, Youth and PWDs.

2.4 IT Promotion and Awareness

IT promotion and awareness creation has mainly been done at the District headquarter staff but to a limited extent at LLG and other Government Institutional level (schools and health facilities). As far as the private sector is concerned both promotion and awareness creation is still lacking. To this end the District shall:

Policy Strategies

1. Put in place mechanisms to promote IT awareness and reduce the digital divide between urban and rural, urban and urban, men and women.
2. Promote IT usage in the District by ensuring that all top leaders in the District transform the institutions under their control by automating their work as a priority.
3. Encourage production of local content in local languages over the Internet
4. Establishing interactive for all District offices to share information on new technologies and their benefits.
5. Mobilize and sensitise communities about the importance of usage of IT in their day-today economic activities
6. Facilitate and encourage the use of IT by special interest groups to make them more productive in the society and utilize this largely untapped human resource. (Special interest groups include: women, youth and PWDs).
7. Encourage use of open source software and low cost commercial versions of software for normal operations

8. Encourage the setting up of a “content industry”, comprising of local content and translation to local languages.
9. Organise annual special events to show case the development, application and benefits of embracing and using IT.
10. Encourage the use of Internet and Intranet for inter-office communication within District offices.

2.5 IT Security

In an increasingly knowledge-driven and networked world where a considerable degree of anonymity is associated with activities, systems are prone to external interceptions that are in breach of lawful online conduct, misuse and abuse of IT systems; such activities can lead to an erosion of trust and confidence this will affect the growth of e-Government and e-Commerce. It is important therefore, that measures are undertaken towards creating an awareness of IT security and building capacities for the same. To this effect the District shall:

Policy Strategies

1. Develop District Information security Strategy
2. Setup a District Information Security committee which will serve as a forum for setting, monitoring and sharing information security best practices
3. Build capacity for technical officers to enable them acquire IT security skills
4. Establish the District technical backstopping team to handle reported cases and carry out research on the various trends
5. Build a culture of security in offices creating awareness within its staff on how to avoid and handle security risks.

2.6 Resource Mobilization

The IT sub sector is grossly underfunded to meet the critical requirements that would enable it to take off. To this end the District shall:

Policy Strategies

1. Increase the budgetary allocation to the IT activities in the District annual budget
2. Put in place mechanism for resource mobilization from development partners.

3 INSTITUTIONAL FRAMEWORK & POLICY IMPLEMENTATION

3.1 IT Policy Institutional Framework

3.1.1 The District ICT

The Office of the Chief Administrative Officer/Chief Executive Officer of the District shall be responsible for the District ICT policy, regulation, guidelines and quality assurance of the IT system. The Chief Executive Officer will assign the technical officer who is fairly knowledgeable about IT to be the Focal Person for IT services in the District. The IT Focal Person will provide technical support, supervision and guidance, as well as undertake monitoring and evaluation. This will be through various activities which include but not limited to the following:

- Provide technical support in development of institutional IT policy guidelines
- Develop a PPP policy to guide policy implementation within the private sector
- Be the responsible Officer for all IT activities in the District and Line Ministries, Departments and Agencies
- Ensure quality in IT infrastructure and applications development
- Setup IT skills development schemes for the District and LLGs
- Take lead in IT promotion and awareness

GLOSSARY

Backbone A bulk data communication network

Best Practice A Practice that is available for use by other projects or for incorporation into the standard engineering process in order to improve development productivity or product quality.

Database A collection of related data stored in one or more computerised files in a manner that can be accessed by users or computer programs via a database management system

E-Governance The term used as a synonym to describe an IT driven system of governance that works better, costs less and is capable of serving the citizens needs

E-Government Use of information and communication technologies and the Internet to improve the delivery of services by government to its citizens and the business sector

IT The term information technology includes computers, ancillary equipment, software and firmware (Hardware) and procedures, services and includes any equipment or Interconnected system or subsystem of equipment, which is used in the automatic acquisition, storage,

manipulation, management, movement, control, display, switching, interchange, transmission or reception of data or information.

IT Infrastructure Sum of IT related hardware, software, data telecommunication facilities, procedures and documentation.

Plan A document that outlines how a requirements project's objectives will be accomplished and what is needed to accomplish it.

Policy A document that provides guiding principle that sets an expectation of behaviour, actions, and deliverables.

Requirement A measurable statement of intent or expression of need about something that the product or system must do, or a property that the product must have, or a constraint on the system

Requirements Characteristics that identify the accomplishment levels needed to achieve specific objectives for a given set of conditions

Stakeholder(s) Consists of all parties (people or systems) who will have a legitimate interest in the outcome of the project or is affected by its outcome

Standard Mandatory requirements employed and enforced to prescribe a disciplined uniform approach to software development, that is, mandatory conventions and practices are in fact standards.

User groups The organization (s) or persons within those organization (s) who will operate and/or use the system for its intended purpose.

Suppliers The term 'suppliers' includes contractors, sub-contractors, vendors, developers, sellers or any other term used to identify the source from which products or services are obtained.

Subcontractor An individual partnership, corporation or an association that contracts with an organisation (i.e., the prime contractor) to design, develop and/or manufacture one or more products

Table 1: Distribution of IT Facilities to Departments

Department	Section	Desk Tops	Lap Tops	Total
Administration	CAOs Office	1		1
	DCAO		1	1
	PAS	1	1	2
	HRM	2	1	3
	Records	1		1
	Sub-Total	5	3	8
Finance	CFO' Office	1	2	3
	Accounts	2		2
	Sub-Total	3	2	5
Statutory	Clerk to Council		1	1
	LC5' Office	1		1
	Procurement	1	1	2
	DSC	1		1
	Land Board	1	1	2
	Sub-Total	4	3	7
Production	DPO's Office	2	2	4
Health	DHO's Office	1	1	2
	Bio-stat	2		2
	DHI	1	1	2
	Medical Stores	1		1
	Sub-Total	7	4	11
Education	DEO's Office	1		1
	DIS	1		1
	Sub-Total	2	0	2
Works and Technical Services	Roads	2		2
	Water	1	2	3
	Sub-Total	3	2	5
Natural Resources	Natural Res Office	2	1	3
	Environment		1	1
	Sub-Total	2	2	4
Community Based services	DCDO;s Office	1	1	2
	Sub-Total	1	1	2
District Planning Unit	Planning Office	3	1	4
	Population	1	2	3
	Sub-Total	4	3	7
Internal Audit	Internal Audit	3	1	4
	Sub-Total	3	1	4
District Total		33	21	54