INFORMATION AND COMMUNICATION TECHNOLOGY POLICY

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1. INTRODUCTION

In pursuing its vision of building a Zambia anchored on citizens and institutions of integrity and being a leading anti-corruption crusader contributing to the promotion of good governance in Zambia, Transparency International Zambia (TI-Z) requires, processes, stores and uses a large amount of information on a range of issues. In order to provide the parameters for manning this information, TI-Z defines this Information and Communication Technology (ICT) policy.

The policy provides direction and guidelines to members and staff on how the information and communication facilities, materials and equipment should be utilized for efficient and effective communication between TI-Z and its various stakeholders.

2. RATIONALE

In any organization, information is an important and sensitive resource which provides the basis of its existence; including its goals, plans and activities. The information must be managed in a manner that provides for its safety and ease of access when it is required. Thus, members, staff and other authorized users are expected to fully adhere to the guidelines and intentions of this policy.

This Policy is intended to facilitate and regulate the manner in which TI-Z members and staff gather, process, store, retrieve and communicate information on the activities of the organization. Through this policy, staff will be prepared to participate in a rapidly changing world in which work processes and other activities are increasingly transformed by access to varied and developing technology.

The TI-Z ICT policy will also be utilized to enable efficient and effective access to information resources by members, staff, management and the Board as well as citizens or members of the public.

3. ICT POLICY AIMS AND OBJECTIVES

- Improving and enhancing communication;
- Promoting the safe, effective and efficient use of ICT facilities available to members and staff;

- Ensuring that all TI-Z members and staff understand and use the facilities for the good of the organization;

- Enabling good storage and back up of TI-Z information that can easily be retrieved and accessed; and

- Defining the roles and responsibilities of various staff in implementing the ICT policy.

4. SCOPE AND GUIDELINES OF TI-Z ICT POLICY

Information and communication technology in this policy will mean all equipment, processes, procedures and systems used to provide and support information systems (both computerized and manual) within the organization and those reaching out to different stakeholders.

The ICT-based resources refer to the whole range of technologies involved in information gathering, processing, analyzing, storing and retrieving and electronic communications which includes the following:

- Computer hardware devices

- Backup systems

- Software

- Internet

- Electronic devices for example, smart phones, tablets, cameras, printers and scanners

- LCD/LED and HD projectors

- Smart boards

- Email

- Website/Facebook/twitter etc

TI-Z recognizes that use of computers is an important tool in both the society we live in and in the process of disseminating information and learning. TI-Z members of staff will be required to use computing tools to find, explore, analyse, exchange and present information responsibly and creatively.

5. SPECIFIC GUIDELINES

As a starting point, all staff and members are expected to follow the laid down procedures on the use of the available equipment at TI-Z.

5.1 Use of computers

Computers are to be used for official TI-Z work. Programmes and software shall be managed by an administrator. Staff are not authorized to install any software without direct authority, nor are they authorized to use their personal computers for TI-Z work unless with prior consent by the respondent officer.

5.2 Access to and use of Internet

It is expected that the internet shall be used to access information for business and information needs of work processes and research at TI-Z. Internet shall not be used for private and illicit activities.

5.3 Storage, sharing and retrieving of data

The storing, sharing and retrieving of data shall be done according to what is laid down on the procedures manual and as directed by the Communications Specialist or Management.

5.4 Security of data

To ensure the security of data, all staff shall be required to sign declaration of secrecy to protect data from getting into wrong hands. Staff shall not engage in any of the following practices or behaviors:

- Sharing passwords with anyone unless instructed to do so;
- Sending inappropriate emails within or outside the organisation; and
- Downloading obscene or other inappropriate materials.

5.5 Information back-up system

TI-Z shall provide a means to back-up and secure information. All staff shall have the responsibility to ensure that they play a role in having their data secured through an approved system. The back-up should be done at least every two weeks to facilitate for continuity in times of system malfunction.

All staff shall ensure that moveable storage disks such as flash drives and other storage gadgets are scanned for viruses before being used on the system.

6. IMPLEMENTATION AND MONITORING

The implementation and monitoring of this policy will rest on the staff at TI-Z who will be allocated specific responsibilities. Over and above, all staff will be responsible for the general environment of ensuring that the equipment and facilities are maintained in a good condition.

7. RESPONSIBILITY OF STAFF IN MAINTAINING ICT EQUIPMENT

All staff shall be individually responsible for equipment that is given to them for their operations. The responsibility shall entail reporting any faults and malfunctioning of the equipment to the Finance and Administration Manager or any other appointed officer. Failure to comply with the reporting channel will result in the officer concerned bearing the cost for all the associated costs of repairs.

8. RESPONSIBILITY OF THE ICT POLICY IMPLEMENTATION

The Communications Specialist will be in primary charge of the implementation of the ICT policy, including the monitoring of all equipment. Furthermore, the Communications Specialist shall be the official contact person for all consultancies in the area of managing the ICT infrastructure. Other roles of the Communications Specialist in relation to this policy will include the following:

- Coordinating the implementation of the policy;
- Promoting staff development in shared areas (Knowledge management system);
- Coordinating all communication meetings and disseminating information;
- Ensuring appropriate training is in place to develop staff ICT skills; and
- Ensuring that all information is from time to time backed up and stored.

9. OVERALL RESPONSIBILITY OF THE ICT POLICY ADMINISTRATION

The overall responsibility of the implementation and monitoring of the ICT policy shall lie in the office of the Executive Director.

10. STAFF AND SKILLS DEVELOPMENT

The ICT policy shall require that the capacities of members of staff are built so that they appreciate the use of ICT and use it to the benefit of the organisation and the people at large. To achieve this, the Communications Specialist in liaison with the Programme Manager will:

- Ensure that staff are regularly consulted to ascertain their needs;
- Recommend, plan and organize training events in order to help meet these needs; and
- Coordinate the sharing of good practices regarding ICT.

11. KNOWLEDGE MANAGEMENT SYSTEM

To help TI-Z members and staff appreciate internal use of ICT, TI-Z has put in place a software known as Sharepoint which will assist staff members to communicate effectively and efficiently, as the organisation continues to play the role of a watchdog institution against corruption as well promoting integrity and good governance in Zambia. The system was designed to include:

- Thematic areas of the organisation, sections and departments, as well as individual programme and project areas.
- The system is centrally located on a server which is accessible to all users.
- The system has assigned administrative rights to the originators of documents and will be maintained regularly.

This information is not exhaustive as more can be added to suit the organisational requirements at any particular time.

12. AMENDMENT OF THE POLICY

This policy may be amended and adjusted in the future to reflect the changing nature of ICT.