

Introduction

The Chief Digital Officer Handbook is a work conducted by the Rwandan Information Society Authority (RISA) in a close collaboration with the Chief Digital Officers (CDO) Network. The Handbook drafting process involved the CDOs, RISA senior managers and division managers, RISA technical working group, the MINICT and all relevant stakeholders.

This Handbook is aimed at Chief Digital Officers and Business Analysts who play the role of CDOs in any Rwandan Ministry and sector.

The first objective of the Handbook is to create a baseline for the CDOs activities and management routines.

Although the Handbook is not aiming at defining with exhaustivity the CDOs practices, the creation of a common base for the CDOs work is the expected outcome of this manual. By distributing the manual among the CDOs, we aim at harmonizing CDOs practices between ministries, what will ease the work for CDOs as well as the overseeing role of RISA. That said, the manual may evolve as the CDO's activities and responsibilities change or as the CDO's working environment evolves.

The second objective of the Handbook is to gather all the best practices among CDOs in terms of project management, working standards, tools, and methodologies.

Every Chief Digital Officer (CDO) or Business analyst relies on a variety of tools, technologies, and methodologies. This Handbook serves as a shared resource to disseminate these tools and techniques, fostering innovation by introducing groundbreaking solutions tailored for CDOs. Consequently, the Handbook will be regularly updated to reflect the latest standards, tools, and methodologies as they emerge.

The third objective of the Handbook is to ease the onboarding of new CDOs and Business Analysts as they join the CDOs network.

The Handbook will help new arrivals to get to grips with their new job more easily.

The Handbook is a guide conceived as a practical tool which can be consulted when needed through an easy-to-use table of content. For example, CDOs and BAs who may be interested in the tools, standards and methodologies used within the CDOs/BAs network can directly refer to Section 5 and take advantage of the content. The manual can also be read from the beginning to the end in order to have a comprehensive view of the CDOs/BAs work and further delve into a specific topic.

The Handbook is subject to updates and constant evolution. It is therefore important to take into account the version of the Handbook that is being used when exploring it.

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Any comment, remark or suggestion must be addressed to RISA, info@risa.gov.rw

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