

# Introduction

This document serves as a guide to support the government of Rwanda institutions herein referred to as public institutions and affiliated institutions during digitalization implementation and application to ensure consistency in terms of security, reliability, scalability, effectiveness and efficiency in service delivery.

It requires institutions to be compliant to the guidelines, requirements and for them to use this guide as a reference document during strategic planning, acquisition, deployment, and governance in public institutions when digitalization and related digitalization services are to be relied on as an enabling environment.

This document henceforth replaces the ICT Implementation guidelines for the Government of Rwanda that were published in 2019.

Any inquiry about these guidelines shall be directed to Rwanda Information Society Authority via email: [info@risa.gov.rw](mailto:info@risa.gov.rw)

- Objectives
- Benefits
- Scope

# Objectives

These guidelines aim at providing a uniform framework for the design, configuration, and management of digitalization across government institutions in Rwanda to:

1. Harmonize and ensure security and protection of critical systems, infrastructure, data and information as determined by available national laws, orders, directives and guidelines.
2. Improve and conform to best digitalization practices, standards and business continuity.
3. Enable shared infrastructure and services set up especially where different institutions may share buildings among others.

# Benefits

Adoption of these guidelines will allow government institutions to:

- Have a high quality and reliable work environment.
- Efficiently deliver government services to citizens.
- Remove duplication and reduce costs related to digitalization operations.
- Enable scale up and easy integration of future technologies.

# Scope

These guidelines shall be strictly adhered to by all government institutions, including institutions at central and local government as well as all their affiliated agencies and parastatals.

They cover areas including network infrastructure, hardware and end-user equipment, data, software Applications, system administration, cyber security, digitalization strategies and policy, digitalization project management, digitalization hardware and software acquisition, staffing, innovation and capacity development.