

# Introduction

This document is meant to guide ICT implementation and application across all government institutions in Rwanda, in order to ensure consistency in terms of security, reliability, scalability and efficiency. It provides compliance requirements and should serve as reference for ICT strategic planning, acquisition, deployment and governance in public institutions.

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

- Objectives
- Benefits
- Scope

# Objectives

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

1. Harmonize and ensure maximum security
2. Improve and conform to best ICT practices and standards
3. Enable shared infrastructure and services set up
4. Allow real time monitoring, back up, and business continuity

# Benefits

Adoption of these guidelines will allow government institutions to:

1. Have high quality and reliable ICT environment
2. Efficiently deliver government services
3. Remove duplications and reduce cost related to ICT operation
4. Enable scale up and easy integration of future technologies

# Scope

These guidelines are expected to 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 and software applications, system administration, cyber security, ICT strategies and policy, ICT project management, ICT hardware and software acquisition, as well as staffing and IT human capacity development.