

Scope and Objectives

This document outlines the guidelines for the development and management of mobile applications for Government of Rwanda institutions with the objective of making them citizen-centric and secure. They apply to all Government institutions which may wish to develop and deploy mobile applications to deliver citizens services or for internal automation of Government processes. Key objectives of these guidelines include:

- Ensure mobile application projects are initiated and implemented in line with existing policies to ensure alignment with wider technology strategies and current best practices
- Ensure applications meet the user requirements of the institution which is fundamental to the success and relevance of government mobile applications.
- Ensure that user centricity is a core part of the design and achieve applications that are easy to use for users. This will foster engagement and trust among citizens, empowering them to interact seamlessly with government services and information.
- Enable accessibility of the applications by diverse demographics, including those with disabilities or limited technological literacy.
- To ensure the applications meet security requirements particularly for government institutions handling sensitive data and transactions. Robust security measures, including encryption protocols, authentication mechanisms, and regular security audits, are imperative to safeguard against cyber threats and data breaches.
- To ensure compliance with data privacy requirements and regulations to protect personal data of users of government mobile applications , encompassing principles of consent, transparency, and accountability.

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