

FOREWORD

RISA, in its mission to coordinate the implementation of projects that deliver Information and Communication Technology Services has prepared guidelines that are meant to be implemented by all public institutions. This is in order to ensure consistency, security, reliability and efficiency in terms of ICT deployment across government institutions.

The main objectives in elaborating and enforcing these guidelines are to ensure:

1. ICT implementation, harmonize and ensure maximize security
2. Improved ICT practices and compliance to standards
3. Enable shared IT infrastructure and Services set up
4. Allow real time monitoring, backup and business continuity
5. Insure and recovery of system solutions business
6. Improve a high availability (HA)
7. Strengthen ICT infrastructure and information access
8. Insure high availability of data and systems for dedicated services
9. Protect against malware and other related threats which can compromise the confidentiality, integrity and availability of data

The ICT guidelines are published on RISA website "www.risa.gov.rw" and comprises of four documents as follows:

1. **ICT Implementation Guidelines for Government Institutions:** consist of guidelines on network design, implementation and management; hardware and end user equipment operations; software applications and data system administration; cyber security and ICT strategic planning; ICT project management; ICT function staffing and training; as well as ICT procurement.
2. **Business Continuity Management Guidelines:** consists of business continuity management life cycle; crisis management; most confronted disasters in Rwanda and their management; IT-Disaster recovery for a business continuity including mitigation measures, factors influencing a successful IT disaster recovery and

recovery strategies; business continuity plan test, train and maintenance; and finally a brief guidance for IT-disaster recovery.

3. **Data Center and Cloud Services Directives:** consist of data center design process; selection and evaluation of the data center site; space planning; architecture and structural design; data center power and electrical systems design; mechanical and cooling system; fire protection; data center cabling systems; data center cabling pathways; data center high availability; as well as cloud services directives.
4. **Enterprise Architecture Blueprint Development Guidelines for Government Institutions:** consist of Business requirements analysis, Baseline blueprint development, target blueprint development, Gap analysis, Roadmap for target blueprint implementation.

For proper governance, RISA in collaboration with all relevant stakeholders shall review these guidelines annually or when deemed necessary to address issues arising from ICT usage, emerging technologies, as well as trends in the industry. IT department in every government institution shall investigate and follow-up on reported and suspected non-compliance and take necessary corrective actions.



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