



THE REPUBLIC UNITED OF TANZANIA

INSTITUTE OF ACCOUNTANCY ARUSHA



SHORT COURSE ANNOUNCEMENT

ICT POLICY FORMULATION, ENFORCEMENT & IT SERVICES MANAGEMENT:

4TH DECEMBER – 29TH DECEMBER, 2017

1.0 INTRODUCTION:

Information Communication Technology (ICT) has become the backbone of day to day operations in all organizations. Your organization is not an exception. While the board and the management of the organizations recognize this fact, organizations all over the world, including yours, are faced with the challenges of ICT security and establishment of acceptable use of ICT as well as legal compliance. The ICT Policy therefore seeks to provide guidelines for compliance, acceptable and secure use of information communication technology by both your employees and your business partners.

All organization's ICT facilities and information resources remain the property of a given organization and not of particular individuals, teams or departments. It is in view of this fact that the objectives of ICT policy are thus to:

- Enhance compliance with the laws of country (Tanzania).
- Enhance information security of the organization systems.
- Enhance best practice according to ISO.
- Enhance efficient use of information systems by organization's employees and the affiliates
- Enhance availability of ICT systems and
- Enhance a spirit of awareness, co-operation, trust and consideration for others.

2.0 COURSE OBJECTIVE:

This course is intended to equip participants with the knowledge and understanding on how to strategically determine areas requiring policy, Create policies, Validate policy, Publish policy, Enforce, evaluate, review and maintain policy. The course is also designed to present strategic approach and best practice for establishing, delivering, maintaining and supporting Business-aligned IT services. It encompasses the entire IT lifecycle, and IT service management (ITSM) methodologies and frameworks

to standardize the selection, planning, delivery and support of IT services to a business. The goal is to ensure that the right processes, people and technology are in place so that the organization can efficiently and cost-effectively meet its business goals through predictable service levels.

3.0 COURSE CONTENTS:

MODULE1. ICT policy overview

MODULE 2. Determining areas requiring ICT policy

- Lesson 1: Documenting goals.
- Lesson 2: Assessing current state.
- Lesson 3: Envisioning future state.
- Lesson 4: Performing gap analysis.

MODULE 2. Create/formulate ICT Policies

- Lesson 1: Creating appropriate ICT policies.

MODULE 3: Validate Policy

- Lesson 1: Performing ICT policy review.
- Lesson 2: Reviewing comments and revising policies.
- Lesson 3: Managing ICT policy configuration.
- Lesson 4: Publishing the IT policies

MODULE 5: Enforce and Evaluate ICT Policy

- Lesson 1: Enforcing the policy.
- Lesson 2: Requesting corrective action.
- Lesson 3: Analyzing policy enforcement.
- Lesson 4: Evaluating policy effectiveness.
- Lesson 5: Requesting policy change.

MODULE 6: Review and Maintain ICT Policy

- Lesson 1: Reviewing ICT policy.
- Lesson 2: Controlling ICT policy configuration.
- Lesson 3: Changing ICT policy.

Module 7: MOF 4.0 Overview (*IT services management framework*)

- Lesson 1: Plan phase
- Lesson 2: Deliver Phase
- Lesson 3: Operate Phase and
- Lesson 4: Manage layer

4.0 TARGET GROUP:

The course is intended for ICT Directors/Managers, Business Executives, Security officers, Risk Managers/officers, Information Systems Analysts, Systems Administrators, Network and Database Administrators, Information Systems Auditors, IT Support Staff, Compliance officers, Managers, Head of Departments and any other interested parties.

5.0 METHODOLOGY

The course will be achieved through discussions, case studies, and practices/exercises. Participants will receive all course materials, and at the end of the course participants will receive a certificate of completion.

6.0 COURSE FEE:

The fee for the course is **TZS 4,928,000/= (Four million nine hundred twenty eight thousand only)** four weeks to cover for course materials, tea/coffee, and lunch. It does not include accommodation and transport cost. Payment may be in cash, cheque or TISS paid directly to our Bank Account No. 014103007130 in the name of Institute of Accountancy Arusha, NBC, Arusha Branch.

7.0 DATE, DURATION, AND VENUE:

This course will be conducted from 4th December -29th December 2017 at the Institute of Accountancy Arusha – Njiro Hill.

8.0 FOR MORE DETAILS, YOU MAY CONTACT THE FOLLOWING:

- Eng. Sifael Sabaya (Course Director)

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APPLY TO:

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