ICT AGENCY
Standard Operating Procedures (SOPs)

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INTRODUCTION:
The constant evolution of technology has offered the state a huge opportunity to leverage on for growth. These opportunities we have wholesomely embraced as a state to create disruptive innovations and transform Anambra. However, to achieve efficiency, there is a great need for a harmonized code of conduct that ensures strict maintenance of standards that protects states interests and data.

Effective conduct of ICT projects by the MDAs could enhance the State's political, economic and social development considering the good number of MDAs requiring one ICT project or the other. For this reason the Anambra State ICT Agency has developed a set of SOPs to help guide the operational procedures for all ICT related projects in the state. These SOPs shall constantly be referred to as guidelines when conducting ICT related activities and projects in Anambra State.

1. SOCIAL MEDIA

Guidelines for Official Use of social media

1.0. All MDAs, in using social media, shall:

a) Obey relevant laws, policies, and regulations related to the use of ICT in cyberspace;
b) Use official email(s) for Social Media account;
c) Establish an account handover process for Social Media handlers who leave the organization or are moved to another desk, unit, or department;
d) Maintain high standards of professional conduct and behavior on social media;
e) Establish authority to vet information being posted on social media;
f) Establish protocols in relation to who is authorized to respond to inquiries received via social media;
g) Ensure only authorized spokespeople or duly delegated officials provide comment to the media on government-related issues.

1.1 Government official, in using Social Media, shall:

a) Not use personal Social Media accounts for official engagement;
b) Not publish personal opinions on official Social Media accounts;
c) Respect copyright laws;
d) Ensure postings or comments are factual, ethical, respectful, apolitical, impartial and professional;
e) Require permission from the authority before posting anything on the Social Media;

f) Represent the MDA professionally and be sure that what is published is consistent with relevant policies, standards, executive orders and circulars related to the mandates of the organization;
g) Not disclose information, nor make commitments or engage in activities on behalf of the MDA on Social Media unless authorized to do so;
h) Not engage in harassment, bullying, illegal or otherwise inappropriate activity while using an official Social Media account;
i) Not divulge confidential information or post what represents "official view" unless authorized to do so; and
j) Observe and respect the code of conduct for public servants and public service rules when using private Social Media accounts in a private capacity on public discussion.

2. ONBOARDING OF ICT CONTRACTORS

All MDAs intending to engage any Contractor in ICT related project shall:

a) Present a clear and clean copy of the project description.
b) The project description will be followed by a concept note which will include the budget for the project. (The Agency can provide assistance on how to get a concept note and project description.) After completing these steps, the project is then expected to move to ANSEC for approval when the budget is beyond 30m. This process will immediately be followed by:
c) A call for RFP.
d) Get their BPP registration done at BPP then:
e) Approach the ICT Agency for and register online at ict.anambrastate.gov.ng/itprs for further screening.
f) Provide the Agency with the project details, type, and scope.
g) Provide information on data storage facilities, mode of data collection and data security measures.
h) Submit a copy of the service level agreement with the MDA.
i) Obtain a certificate of Compliance from the ICT Agency after passing the pre-qualification tests from the ICT Agency for new contractors. Note: Old contractors who have been certified qualified need not go through the process of qualification again.

Pre qualification criteria

The contractor must fulfill these criteria before getting certified by the ICT Agency:

1. Show several proofs of competence and experience.
2. Show that they have implemented similar projects before.
3. Be ready to make presentations in line with the project requirements.

4. Be registered with the ICT Agency.

Note: The ICT Agency shall carry out periodic cybersecurity penetration tests on all deployed software projects.

3. OFFICIAL EMAIL CREATION

MDAs seeking to create their official email accounts shall:

1) Raise a ticket via the ICT Agency support platform.
2) Using "REQUEST" as the subject.
3) Provide the preferred email address and password email address and password.
4) Stick to the recommended email naming convention Eg. mda@anambrastate.gov.ng or firstname.lastname@anambrastate.gov.ng
5) Supply the contact details of the email account manager.
6) Must check and ensure that all passwords are well secured. Passwords must contain at least the following:
    a) One block letter
    b) One number
    c) One Special character and
    d) Must be 6 characters long.
7) Attach an official request letter duly signed by the head of the MDA

The ICT Agency will review the request and revert within 72 hrs with updates.

Follow this link to create a ticket: https://support.anambrastate.gov.ng/

4. OFFICIAL REQUEST FOR SUB-DOMAIN

MDAs seeking to obtain a subdomain of the anambrastate.gov.ng as mandated by the state Government shall:

1) Raise a ticket via the ICT Agency support platform.
2) Choose "REQUEST" as the subject and "REQUEST FOR SUBDOMAIN" as the Sub domain.
3) Fill in the necessary form fields.
4) State current Domain Name (if any).
5) State desired Sub-Domain Name: (e.g mda.anambra state.gov.ng)
6) Provide the domain manager or Webmaster contact info.
7) State the type of Access Needed (FTP details or CMS Login Details).
8) Attach an official request letter duly signed by the head of the MDA.

5. DATA MANAGEMENT

1.0: On Data management, the contractor shall provide the ICT Agency with the information below:

a) Where will data be stored?
b) Type of Database.
c) How will the back-up be organized (frequency and responsibilities)?
d) Expected volume (in GB or TB). Who owns the data?
e) Are there any ethical and privacy issues concerning the collated data in general and sharing it in particular?
f) Who has access? (access and levels)
g) What are the data security plans?
h) How will Data be interrogated?

i) Can Data be altered manually?

i: If Yes, reasons for possible manual alteration.

6. REPORTS ON CYBERATTACKS

In the events of cyberattacks on any of the facilities, the MDA shall take the following steps to report the incident:

Raise a ticket via the ICT Agency support platform using "REPORTS" as the subject and category.

1) Fill in the necessary details.
2) Date and time the attack was noticed.
3) Platform affected.
4) URL of affected platform.
5) Nature of attack.
6) Attach an official complaint letter duly signed by the head of the MDA.

Follow this link to create a ticket: https://support.anambrastate.gov.ng/

7. REQUEST FOR WEBSITE

MDAs looking to engage website developers through the recommendations of the ICT Agency shall go through the following processes:

1. Create a ticket via the support platform with "Requests" as the subject.
2. State the type of website required.
3. Basic functionalities of the website.
4. Preferred technology for the development of the website.
5. Name and email of the MDA's contact person.
6. An official request letter duly signed by the head of the MDA.

The ICT Agency upon receipt of the ticket will sieve through its database for the most qualified consultant based on our criteria and benchmark and the submitted specifications and make recommendations. The agency will also ensure that

consultants are in strict compliance to the e-government and digital strategy framework of the State.

Follow this link to create a ticket: https://support.anambrastate.gov.ng/

8. WORK TOOLS REQUEST

MDAs looking to request for a work tool from the ICT Agency are expected to have read, understood and accepted the terms and guidelines as contained in our work tools policy document. They are also expected to download the document, fill and sign the consent form;then proceed to ICT Agency support ticket platform to formally make a request through these processes:

1. Download the Work Tools Policy Document from the Anambra State website: www.anambrastate.gov.ng
2. Read, understand and accept the terms and conditions as contained in the policy document.
3. Fill and sign the consent form.
4. Visit the ICT Agency support platform: https://support.anambrastate.gov.ng/
5. Create a ticket using REQUEST as the subject and category.
2. Fill in the necessary fields in the form.
3. State the MDA and the name and Email of the contact person.
4. Attach a formal letter of request duly signed by the head of the MDA, detailing the following:
    - The type of work tool needed.
    - Quantity required.
    - Specification of work tool.
    - Justification on why the work tool is needed.

Upon receipt of the request, the ICT Agency will review the request and revert within 72 hours with updates and additional information