

## **Foreword**

In the year 2003, Ministry of Foreign Affairs commissioned the first ever (ICT) policy. From that time to date, there has been a lot of technology changes. The Ministry has heavily invested in technology infrastructure and therefore depends on technology for service delivery. This is geared towards increasing effectiveness and efficiency in all the Ministry's functions. It is deemed necessary to review and develop more relevant guidelines

The development of this policy took into consideration alignment to other existing Ministry functional policies as well as globally recognized ICT practices. The policy will be reviewed periodically to ensure it remains relevant and aligned to the Ministry strategic objectives. Therefore, from time to time it will be necessary to modify, add and amend some sections of this policy and procedures

The Ministry's ICT Policy provides a structure for all the relevant ICT policies to support the achievement of the ICT Vision. Broadly, the policies here spell out best practice, define roles and responsibilities of all user groups as well as provide guidance in the delivery, implementation and usage of ICT.

Users are required to comply with all the guidelines in this policy as well as local and international laws and to refrain from engaging in any activity that would subject MOFA to any liability.

Lastly, I wish to acknowledge the efforts of the ICT Steering Committee and the ICT Division in coordinating the development of this policy.



Amb. Patrick S. Mugoya  
**Permanent Secretary**