



**BUSITEMA
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Pursuing Excellence

An abstract graphic occupies the middle section of the cover. It features a hand pointing towards a laptop screen. The screen and the background are filled with various digital and technological motifs: a network diagram with nodes and lines, a globe, a world map, and several envelope icons. The overall color scheme is dominated by orange and red gradients.

**INFORMATION AND
COMMUNICATION TECHNOLOGY**

(ICT) POLICY

2018



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**INFORMATION AND COMMUNICATION
TECHNOLOGY (ICT) POLICY**

2018

LIST OF ACRONYMS

1. EGI - E-Government infrastructure
2. ICT - Information and Communication Technology
3. LANs - Local Area Network
4. ODeL - Open, Distance and electronic Learning
5. MIS - Management Information System
6. NBI - National Backbone Infrastructure
7. SDGs - Sustainable Development Goals

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DEFINITION OF TERMS

In this policy unless the context otherwise requires

Computer: Means an electronic, magnetic, optical, electro chemical or other data processing device or a group of such inter connected or related services performing logical, arithmetic or storage functions; and includes any data storage facility or communications facility directly related to or operation in conjunction with such a device or group of such inter connected or related services.

Data: Means electronic representation of information in any form
Information and Communication Technology: means and includes any communication device or application, encompassing: radio, television, cellular phones, computer, and network hardware and software, satellite systems and so on, as well as the various services and applications associated with them, such as video conferencing and distance learning.

Information: Means data, text, images, sounds, codes, computer programs, software and databases.

ICT systems downtime: means the periods when a system is unavailable or period of time that a system fails to provide or perform its primary function

Local area network: means a computer network that interconnects computers within a limited area such as a residence, school, laboratory, university campus or office building and has its network equipment and interconnects locally managed.

Management information system: means a computerized database of organized information programmed in such a way that it produces regular reports on operations for every level of management in an organization.

Open, Distance and electronic Learning: means is the use of technology to deliver Open Distance Learning

Preventative Maintenance: means the act of a regularly scheduled check of the computer hardware or software to help ensure it continues to operate properly.

Troubleshooting: means the process of reviewing, diagnosing, identifying and resolving operational or technical problems within a computer system.

ODL: means Open and Distance Learning

User: means a person who uses a computer or network service

University: means Busitema University

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PREAMBLE

Busitema University was established as a public University under the Universities and other Tertiary Institutions Act, 2001 (Establishment of Busitema University Instrument 2007 No. 22 made on 25th day of May, 2007, having been enacted by Parliament on the 10th of May, 2007).

The University was established as a Multi – campus model with its Headquarters located at Busitema along Jinja- Tororo highway. The campuses that form Busitema University are as follows: Busitema campus, Nagongera Campus, Namasagali Campus, Arapai Campus, Mbale Campus, Pallisa Campus and Kaliro Campus (not yet operationalized).

Mandate of the University

The mandate of the University is to provide higher education through teaching, research and outreach.

Vision

The Vision of the University is “A centre of academic and professional excellence in science, technology and innovation”.

Mission

The Mission of the University is “To provide high standard training, engage in quality research and outreach for socio-economic transformation and sustainable development”.

Core values

Busitema University in pursuit of its mission is guided by the following core values:

- | | | | |
|------|-----------------|-----|-----------------------|
| i. | Excellence | ii. | Innovativeness |
| iii. | Professionalism | iv. | Internationalization |
| v. | Team work | vi. | Respect for Diversity |

BUSITEMA UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) POLICY

1 INTRODUCTION

Information and Communication Technologies (ICTs) have been proved to be enablers for economic development. World over, institutions are under pressure to integrate ICT with teaching, learning, evaluation, research, administration and professional development. The introduction of ICTs in the higher education has profound implications for the whole education process especially in dealing with key issues of access, equity, management, efficiency, pedagogy and quality. ICT infrastructure, skills, uptake and intensity of use is a prerequisite for a society that creates, shares and uses knowledge for the prosperity and well-being of its people. It is therefore critical that ICT is used to accelerate human capacity development in order to achieve the Sustainable Development Goals ((SDGs).

Higher education systems continue to grow to meet the demands of quality education for all. This transformation is due to recent technological advancements, which is highly influenced by the fast developments in ICTs all over the world. At the same time the optimal utilization of opportunities arising due to diffusion of ICTs in higher education system presents a profound challenge for higher educational institutions.

The integration of ICTs not only promotes personal growth but also develops institutions. There is need to provide education for everyone, anywhere, and at any time. Life-long learning has become the driving force for sustainability in the contemporary competitive environment. Therefore to strengthen and or advance this knowledge-driven growth, new technologies, skills and capabilities are needed.

2 LEGAL FRAMEWORK

The Constitution of the Republic of Uganda 1995, as Amended is the supreme law from which all National laws derive validity. The Universities and other tertiary institutions Act 2001, as amended is the parent law that governs Universities. Uganda has taken big strides in developing its technology legal framework by enacting the National Information Technology Act 2009, the Computer Misuse Act 2011, the Electronic Transactions Act 2011, the Electronic Signatures Act 2011, the Electronic Signatures Regulations (Statutory Instrument no. 43 of 2013), the Electronics transactions Regulations (Statutory Instrument no. 42 of 2013), the National Information Technology Authority- Uganda (E-Government) Regulations 2014, the Copyright and Neighboring Rights Act 2006, the Industrial properties Act, the Trademarks Act, the National ICT policy, the Uganda Communications Act 2013, National Environment Act 153, Environmental Impact Assessment Regulation 2014. The process has been augmented by establishment of Statutory bodies such as NITA-U, Uganda Communications Commission and other initiatives under the Ministry of ICT. The ICT policy of Busitema University has been developed taking into consideration all the above laws.

3 RATIONALE OF THE POLICY

This ICT policy is formed in order to promote a focused, effective development and application of ICT resources. This will support the core mission and functions of the University through the following focus areas;

- i. ICT governance and Administration.
- ii. ICT Infrastructure and Connectivity
- iii. Innovative and optimal acquisition of software.
- iv. ICT Systems Integration.
- v. ICT Systems Security.
- vi. Data Backup and Recovery
- vii. Optimal usage of University website and social

- media platforms.
- viii. Open, Distance and electronic Learning (ODEL)
- ix. Learner support services
- x. Staff capacity building
- xi. Research, innovation and dissemination.
- xii. Provision of timely information flow, which leads to effective and efficient institutional governance and management.
- xiii. ICT Budgeting, funding and resource Mobilization
- xiv. Procurement and disposal of ICT Equipment

4. ICT POLICY GOALS AND OBJECTIVES

i. Main goal

The main goal of this policy is to create an inclusive and conducive environment for the effective usage of ICT to promote efficient service delivery.

ii. Specific objectives

The specific objectives of this Policy are:

- a. To provide guidelines for the provision and access to ICT services at the University.
- b. To promote development and deployment of ICT infrastructure and software in the University.

5. POLICY FOCUS AREAS

The focus areas of this policy are;

5.1 ICT Governance and Administration

Policy statement: The focus area will establish a functional ICT structure including the ICT Strategic Development Committee, ICT Directorate and ICT user committees. These governance structures will be in line with the approved University establishment.

Policy Actions:

Signature

- i. Establish and operationalize an ICT Directorate to lead, direct and oversee the Information Communications Technology function and ensure continuous operation and cost-efficiency of the University's ICT systems, network, database architecture and data security, in order to achieve consistency and reliability of hardware, software, non-system tools, data archiving and offsite disaster recovery management.
- ii. Constitute a University ICT strategic development committee comprising of; the Deputy Vice Chancellor in charge of Academic affairs and research, University Secretary, Academic Registrar, University Bursar, University Librarian, Director ICT, Faculty Deans, ODL Coordinator and two students' representatives. The committee may co-opt a special needs expert.
- iii. The Deputy Vice Chancellor in charge of Academic affairs and research shall be the Chairperson of the ICT Strategic Development Committee.

The Committee shall:

- a. Develop the University ICT Strategic plan and submit to relevant organs for approval.
- b. Development of relevant Specific policies and/or handbooks for the implementation of the focus areas.
- c. Monitor the implementation of the ICT Policy and ICT strategic plan.
- d. Receive, consider and approve ICT needs assessment and related reports.

iv Establish ICT User Committees at Faculty level to harmonize end user interests. The Faculty ICT committees shall be chaired by the respective Faculty Dean. The committees shall be comprised of; 2 (two) Technical ICT staff, 2 (two) academic staff, 2 (two) student representatives one of whom may be a special needs student. The committee shall:

- a. Conduct user needs assessment

- b. Initiate faculty ICT plans and budgets
- c. Approve and monitor equipment maintenance schedules
- d. Plan and organize ICT user trainings
- e. Make recommendations for improvement of ICT facilities and services through the faculty dean.
- f. Perform any other duties assigned to the faculty ICT committee

5.2 ICT Infrastructure and Connectivity

Policy statement: The University will make the necessary investment to ensure that staff and students have reliable and appropriate access to ICT infrastructure and connectivity.

Policy Actions:

- i. Acquisition of ICT infrastructure shall be in line with the approved University plans and budgets.
- ii. The ICT Directorate shall manage and maintain a robust and fit-for-purpose server environment to host and provide access to ICT resources.
- iii. The University will ensure availability of appropriate LAN on each campus and campus interconnectivity.
- iv. Conduct needs assessment to establish ICT infrastructural gaps.
- v. Establish and maintain a backbone network infrastructure with Internet connectivity to relevant local, national, regional and international networks.
- vi. Maintain hardware and software while ensuring optimal availability of the network, ICT services and resources with minimal
- vii. Facilitate staff and students to access computers and peripherals including printers and scanners.

5.3 Innovative and optimal acquisition of software

Policy Statement: The ICT Directorate will ensure that the University only uses licensed proprietary software and approved open-source software.

Handwritten signature

Policy Actions:

- i. Identify and recommend software to be implemented across the University in order to achieve consistence of formats and ease the sharing of common data.
- ii. Make careful consideration of license conditions so as to protect the University interests including intellectual property.
- iii. Promote the usage of Free/Libre Open Source Software (FLOSS) where possible in order to keep the software costs low.
- iv. Promote production and usage of in-house developed software by setting up a software development unit.

5.4 ICT Systems Integration

Policy Statement: The University will ensure that Information Systems acquired can interface and are compatible with the existing Information Systems.

Policy Actions:

- i. The ICT Directorate shall ensure regular evaluation of the Information systems.
- ii. The ICT Directorate will carry out a systems analysis before acquisition of any systems.

5.5 ICT Systems Security

Policy statement: The University will ensure that ICT infrastructure; data and services are protected against any form of systems risks and threats.

Policy Actions:

- i. Perform a periodic and independent information security audit exercise to ensure that all security controls are in place, functional and updated.
- ii. Ensure confidentiality, integrity, availability of Computer and Network systems, by putting in place systems checks and controls to prevent different forms of attacks.
- iii. Develop and implement a tested, updated business continuity

and disaster recovery plan for critical University infrastructure, Information Systems and data.

- iv. Ensure that all software systems under management of the University are monitored for new security fixes (patches and updates) and applied accordingly.
- v. Establish de-facto, system utilities and software for all university computers.
- vi. Develop and implement an Information Security Policy covering aspects of passwords, end-to-end encryption and access rights to University ICT resources.
- vii. Develop an appropriate physical security measures policy.

5.6 Data Backup and Recovery

Policy statement: The University will ensure that data is adequately preserved and protected in the event of accidental deletion, data corruption, system failure, or disaster.

All data stored on the University's file servers, email servers, network servers, web servers, database servers, domain controllers, firewalls, and remote access servers will be backed up.

Policy Actions:

- i. Perform backup on all University data residing on the central network storage on a regular basis.
- ii. Ensure all backup and restore procedures are properly documented and tested.
- iii. Ensure that backup media are stored in an off-site location and retrievable within 24 hours, 365 days a year.
- iv. Ensure that the off-site storage location provides evidence of adequate fire and theft protection and environmental controls. A site visit should be undertaken on an annual basis and a formal Service Level Agreement (SLA) or a Memorandum of Understanding will exist with the offsite storage provider.
- v. Ensure different backup techniques are done like image copies, incremental backups, differential backups, transaction logs, or

other techniques.

5.7 Optimal usage of University website and social media platforms

Policy statement: The Director ICT will ensure a fully functional up to date website and promote the use of Email and social media by students and staff.

Policy Actions:

- i. Ensure appointment of a University webmaster who shall ensure routine update of the university website and all social media platforms.
- ii. Provide mechanisms to ensure full utilization of the University website, Email system and social media for communication, branding and promoting visibility.
- iii. Branding standards applied to the website and all social media platforms.
- iv. Ensure that campus websites are integrated as sub-domains to the main University domain.
- v. Provide guidelines and allocate responsibility roles for availing website information.
- vi. Ensure that important information availed physically is regularly updated through the intranet and website.
- vii. Promote the effective utilization of the University email system for official communication.
- viii. Promote guidelines for appropriate, ethical and positive utilization of social media.

5.8 Open, Distance and electronic Learning (ODEL)

Policy statement: The University will invest in appropriate ICT infrastructure and skills to support ODeL programme development and delivery.

Policy Actions:

- i. Capture the ODeL requirements during the ICT needs assessment.
- ii. Develop a comprehensive ICT strategy for supporting delivery of ODeL.

5.9 Learner support services

Policy statement: The ICT Directorate will establish a comprehensive and efficient ICT helpdesk at every campus to support users.

Policy Actions:

- i. To develop and implement a comprehensive programme to impart ICT skills to the users.
- ii. To develop and implement a comprehensive and cost-effective user support system in the utilization ICT services.
- iii. To set up structures for providing ICT user support services across all Faculties and Administrative departments.
- iv. To build human resource capacity for the provision of effective ICT user support services.

5.10 Staff capacity building

Policy statement: The University will develop and implement a well-coordinated strategy for ongoing professional development in the effective use of ICT.

Policy Actions:

- i. To support continued ICT training, teaching and learning
- ii. To incorporate ICT in the University communication strategy
- iii. To facilitate communication and collaboration with colleagues in teams using mentors, facilitators or peer coaching to provide support and share best practices.
- iv. To use ICT in supporting teaching, academic, administrative, financial and managerial tasks.
- v. To leverage ICT training programs of existing national and regional, international bodies for staff development.

- vi. To promote skills and positive attitude for preventative maintenance and troubleshooting of technology.
- vii. To address gender imbalances in ICT skills distribution and seek to accommodate people with special educational needs with appropriate skills and accessibility.

5.11 Research, Innovation and Dissemination

Policy Statement: The University will provide adequate and supportive ICT facilities to enhance research, innovation, dissemination of information and research findings.

Policy Actions:

- i. Integrate ICT as a cross-cutting research area for increased multi-disciplinary research.
- ii. Encourage usage of ICT in the dissemination of research findings.
- iii. Invest in ICT infrastructure and establish secure University virtual library services that are readily accessible at all campuses.
- iv. Establish an up-to-date and accessible University Research repository.
- v. Periodic subscription to relevant electronic research database.
- vi. Provide specialized equipment that promote research collaboration.

5.12 ICT support for University Governance and Management

Policy statement: The University will promote, clear, concise, complete and timely information flow, for effective governance and management.

Policy Actions:

- i. Use MIS in governance, management and related support services.
- ii. Develop and promote the use of an integrated MIS at the University that facilitates the collection of, and access to, regularly

updated management information that is stored centrally and accessible across all authorized levels. The integrated system means that:

- a. all students will be able to complete their applications, registrations and payment processes online;
- b. All students will be able to access their results online
- c. Countrywide access to the MIS will facilitate operational and support efficiencies which will ensure the consistency of data collection across the University.
- d. The public will be able to search and query up-to-date aspects of statistical information about the University via the Corporate Website.
- e. Electronic communication will be effected throughout the University systems for strategic management and administration.

5.13 ICT Budgeting, Funding and Resource Mobilization

Policy Statement: The University will prioritize budgeting for ICT services and ensure efficient utilization of financial resources.

Policy Actions:

- i. The University will lobby for additional funding to enhance ICT services.
- ii. The ICT Directorate will take lead and responsibility in budgeting for the central services
- iii. Promote collaborations that leverage existing ICT infrastructure and capacity.
- iv. Make annual budget allocations and investments in ICT hardware and software in terms of a rolling three-year ICT Plan; outlining purchasing priorities and replacement requirements.
- v. Charge students a fee for purposes of improving ICT services.
- vi. vi. The ICT Directorate to champion project proposal development to attract funding for ICT provision.
- vii. Ensure that grant proposals as far as possible integrate and budget for ICT components.

5.14 Procurement and Disposal of ICT Equipment

Policy Statement: The University will promote value for money, end user satisfaction, efficiency and environmental sustainability in procurement and disposal of ICT Systems and Services.

Policy Actions:

- i. The ICT Directorate shall adhere to the Public Procurement and Disposal of Public Assets (PPDA) Act and Regulations as Amended in the acquisition and disposal of the ICT equipment.
- ii. Ensure that all procurement follow defined ICT specifications and promote economies of scale.
- iii. Raise requests to procure and dispose of all ICT equipment according to ICT strategic plan.
- iv. Keep an up-to-date ICT asset register tracking life cycles of different equipment and replace hardware accordingly. For avoidance of doubt, the life cycle of a computer in this policy will be 5 (five) years.

6 APPLICABILITY

This policy shall apply to all students, staff, guests and all stakeholders of the University.

7 IMPLEMENTATION OF THE POLICY

This policy shall be implemented by the Directorate of ICT and supervised by the Vice Chancellor.

- i. The Vice Chancellor shall provide leadership, general direction in ICT implementation and in monitoring the implementation of the policy.
- ii. Monitoring the use of allocated resources to ensure efficient and effective implementation of ICT programs and services.
- iii. Resource mobilization in support of ICT provision.

8 MONITORING AND EVALUATION

The implementation of the Policy shall be monitored and evaluated for effectiveness and efficiency through meetings, considering set goals and objectives. Monitoring will be done annually or as may be deemed necessary. Evaluation shall be conducted every three years to measure the impact of the ICT policy.

The criteria for evaluation will include various aspects related to each of the focus areas of the policy.

9 REVIEW

The ICT Policy shall be reviewed by the University Council whenever deemed necessary.