



**KAMPALA  
INTERNATIONAL  
UNIVERSITY  
IN TANZANIA**



**ICT POLICY 2021**



## ACKNOWLEDGEMENTS

The review of this policy aimed at promoting and improving the quality of ICT enabled teaching, learning, research and outreach services as organized by the Kampala International University in Tanzania, KIUT. From pedagogical and other perspectives, ICT enhances staff-students, staff-staff and students-students interactions; prepares KIUT graduates for knowledge and skills-based world of work; enhances access to electronic information and library resources and services; and promotes and increase the visibility of the University's research output, among its many other benefits.

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## FOREWORD

This KIUT ICT Policy is intended to guide the identification, promotion and appropriate use of ICT at the university. The policy ensures that the relevant applications are integrated into the planning and implementation of all the University functions. It is envisioned that the policy will assist KIUT to accomplish its several ICT dependent improvements, including infrastructure, operational and management systems, function content, programs and human resource management.

It is appreciated that ICT keeps changing globally at a very fast rate. As such this policy will be reviewed regularly to ensure that it remains relevant and abreast of emerging changes and continues to fulfill its original purpose. The policy provides the highest level ICT responsive guidelines of the Kampala International University in Tanzania (KIUT) for the related investment, operations and maintenance processes and usage to promote the realization of the planned functions. The policy is based on the relevant standards of the KIUT and has taken into consideration other existing National and university level policies and ensures synchrony, congruence and linkages with all related policies at the levels of higher learning institutions and other national and regional policies.

This ICT Policy will enable the KIUT to achieve efficiency and excellence in academic and administrative functions. The Policy is presented in three chapters, being introduction to ICT applications (background, purpose, scope of the ICT); policy rationale and justification, (vision, mission and policy objectives); and finally, policy statements and implementation strategies. The latter fall under ten categories, namely ICT infrastructure and services, integrated management information systems, ICT security, content development, skills development, e-learning, e-resources, ICT standards, e-waste management, and sustainability.

The formulation of this policy involved a number of stakeholders, hereby acknowledged. The shared vision, mission and objectives in this Policy will be realized only if all the concerned actors play their roles effectively.



**Prof. Jamidu H.Y. Katima**  
**Vice Chancellor**

## ABBREVIATIONS

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DICT	Director of Information Communication Technology
HEI	Higher Education Institutions
ICT	Information and Communication Technology
ICTD	Information and Communication Technology Directorate
IT	Information Technology
ISP	Internet Service Provider
KIUT	Kampala International University in Tanzania
MIS	Management Information Systems
MOOCs	Massive Open and Online Courses
OCW	Open Courseware
ODeL	Open Distance and E- Learning
OERs	Open Educational Resources
SDSs	Sustainable Development Goals
PC	Personal Compute

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## CHAPTER ONE

### INTRODUCTION

#### 1.1. Background

Information and Communication Technology (ICT) is one of the key requirements for a nation's economic development amidst the rapidly changing global environment. Tanzania recognizes that effective use of information, knowledge and skills is a critical factor for rapid socio-economic transformation and growth if the country is to actualize its effort to become a sustained middle-income economy by and beyond 2025. The National ICT Policy, 2016, recognizes the innovation a central need for competitive social and economic transformation of the nation. Hence ICT is the main driving force for the realization of the national long term vision whose realization must be contributed to by every sector in the national economy. Apart from the national policy, the Ministry of education, through its ICT policy, has initiated guidelines to transform Tanzania from a knowledge driven society to a digital driven society. Other efforts include Tanzania's Education and Training Policy of 2014 and the matching Education Sector Development Plan (2016/2017 –2020/2021). At another level, the Tanzania Commission for Universities, TCU, in its third edition on the Standards and Guidelines for education quality realization, recognizes the need for increased use of ODeL in both residential universities that also use ODL in dual mode of course delivery.

At the Kampala International University in Tanzania, ICT is central in facilitating teaching and learning, research and consultancy, curricular development and implementation, administration and general management at the university. The university encourages the use of electronic communication in sharing information and knowledge all in support of the university mission and vision. The recent accelerated developments and application of ICT have created new opportunities for higher education institutions (HEIs) to make optimal use of the new technologies. . Kampala International University in Tanzania, like other HEIs in the country and the East African region is challenged to appropriately use ICT infrastructure, systems and services to achieve institutional core functions. For the KIUT to attain its vision of becoming” *a premier institution of international repute that prepares students for the world and an inclusive society*”, it has to adopt, implement and extensively apply ICT enabling all the university's core functions of teaching, research and innovation, and consultancy.

#### 1.2 Rationale

The rationale for reviewing this policy is based on three main factors:

- a) Universities across the world are increasingly devising new and flexible ways that ensure effectiveness, efficiency and continuity of teaching and learning as well as assessment of academic and training activities. These efforts continued to be made despite the COVID – 19 pandemics. Such efforts continue to be made in respect of conventional or face to face delivery of learning as well as for blended delivery and virtual teaching and access to learning modes.
- b) The current policy does not capture all the issues related to ICT support for online teaching and learning. The issues include ethical concerns, quality assurance and control, ICT social media services, staff and students’ capacity building and user support innovations. The revised policy is an effort to fill this gap.
- c) The university needs to meet its objectives of improving the services offered and to increase efficiency by leveraging on new technologies. The university operations are increasingly becoming dependent on ICT hence making the KIUT vulnerable to ICT related risks. It is within this context that the university is committed to regular updating its policies in the effort to come up with a comprehensive policy which will capture all the major concerns of the higher education sector and be prepared to respond in good time to new changes.

### **1.3 Relevant Government Policies and Legislations**

This policy and its support procedures have been developed in line with the following national policy frameworks:

- a) The Tanzania’s National ICT Policy of 2016, which emphasizes the use of ICT to enhance and improve the quality of delivery of education at all levels,
- b) The Education and Training Policy of 2014, which emphasizes the importance of the application of ICT in the universities to improve teaching, learning and related functions,
- c) Tanzania Development Vision, 2025,
- d) The National Strategy for Growth and Reduction of Poverty (NSGRP),
- e) Sustainable Development Goals (SDGs),
- f) Circular No.3 of 2013 being Guidelines on the implementation of various ICT systems, and circular No. 5 of 2009 on ICT security.

### **1.4 Objective of the KIUT ICT policy**

The general objective of the policy is to provide for the enablement and regulated management, deployment and use of ICT in ensuring that KIUT’s investment, operations and maintenance processes are cost effective for the enhancement of quality research, teaching and learning,



administration and management and other functions and activities. The specific objectives of the policy are to:

- a) Provide guidance in developing and instituting reliable and secure communication infrastructure in conformity with recognized International standards supporting all plans, functions, activities and services and other priorities of the University,
- b) Provide a framework for the development and management of ICT network and services that will ensure the availability, reliability, enhanced performance, security, and reduced cost of running the ICT infrastructure,
- c) Establish information requirements and implement due security provisions across the university and its ICT infrastructure,
- d) Provide a framework, including guidelines, principles and procedures for the development and implementation of the university's Management Information Systems (MIS),
- e) Guide the handling of organizational information within the Information and Communication Technology Directorate (ICTD) and the University as a whole by ensuring compliance with applicable statutes, regulations, and mandates for the management of information resources and thereby establish prudent practices on Internet and the University Intranet use;
- f) Uphold the integrity and image of the University through defined standards and guidelines for ensuring that the content of the University's **websites** is accurate, consistent and up-to-date;
- g) Serve as the direction provider for the ICTD's mandate in empowering, specifying the necessary approaches and supporting the use of ICT services and resources,;
- h) Provide guidance for training and user enhancement for all available ICT resources,
- i) Outline the rules, regulations and guidelines that ensure that personal computers (PCs) and other hardware are in working order and are serviceable in compliant with existing best practices and approaches,
- j) Provide a paradigm for the establishment of the University's database that supports groups working on systems development, production and related functions and activities,
- k) Inform departments carrying out projects financed in whole or in part by the University, about arrangements needed or in place for **procuring** goods and services,
- l) To guide Online Teaching and Learning,
- m) To provide ethical principles and guidelines on Online Teaching and Learning,
- n) To provide operational guidelines for quality assurance and control of ICT services in the university.

### **1.5 Scope of the policy**

The policy covers the following broad areas:

- a) ICT infrastructure and Internet Services,
- b) ICT Support for Online Teaching and Learning,
- c) Ethical issues and Concerns in Online Teaching and Learning,

- d) ICT Research, Innovation and Consultancy,
- e) Development and Management of Information Systems,
- f) Staff and Students' Capacity Building and User Support,
- g) ICT hardware and software acquisition, installation, maintenance and repair,
- h) Staff and Students' Communication Services, Information Security and Business Continuity Plan,
- i) Quality Assurance and Control of ICT Services
- j) Monitoring and Evaluation of ICT Services

## CHAPTER TWO

### ICT POLICY ISSUES, OBJECTIVES AND STATEMENTS

#### 2.1 Introduction

For the academic years 2020/21 to 2024/25, the Kampala International University in Tanzania had plans to enhance the use of ICT infrastructure and services more effectively. The realization of this goal is expected to cover broad areas as detailed in this chapter. These broad areas, policy objectives and statements have been formulated such as to match and reflect the provisions in the University's Rolling Strategic Plan 2018/19 – 2022/23 in tandem with the national ICT policy and development strategy. This ICT Policy will be the governing and guiding document for all ICT related issues in all the departments and support units of the university. The description of each identified areas, pertaining objectives and policy statements is elaborated in details below.

#### 2.2 ICT hardware and software Maintenance, Replacement and Disposal

##### 2.2.1 Situational analysis

The university's administrative and academic functions have, for a long time now, depended on external acquisition of ICT related hardware and software facilities including servers, desktop computers, laptop computers, printers, digital projectors, photocopiers, network switches and scanners, operating systems, Microsoft office applications, Plagiarism software, Antivirus and other internal developed software. Even so, there have been guidelines for procurement, maintenance, replacement and disposal of ICT assets.

But the need is now rife for comprehensive acquisition, installation, induction into the use and effective application of all available ICT services to enable and enhance all the planning, academic, administrative and support services of the university. Such a comprehensive plan needs a matching system for software maintenance and repair services for all gadgets alongside the installation of new facilities and ICT enablers, product updates, migrations for major releases of software and other types of proactive or reactive on-site services.

##### 2.2.2 Policy Objectives

- a) To enforce the use of open source software and licensed commercial software as necessary.
- b) To ensure the university acquires modern hardware and software that comply with institutional, national and international standards.
- c) To institute preventive maintenance culture for all ICT facilities including regular updating of virus protection software.
- d) To ensure that all the procedures for procurement, maintenance, replacement and disposal of ICT assets are followed to the letter.

##### 2.2.3 Policy Statements

The university shall:

- a) Develop procedures for procurement, upgrading, replacement, and disposal of obsolete ICT equipment.
- b) Ensure that all units critically scrutinize and accept with due patriotic diligence, donated ICT equipment.
- c) Put in place a maintenance program to ensure that all ICT hardware are serviced and repaired regularly,,
- d) Put in place a maintenance program to ensure that all ICT hardware is replaced after every three years.

- e) Establish a revolving fund contributed to by user departments to offset ICT maintenance and replacement costs.
- f) Make use of Open Source software and encourage departments and units to use licensed software

#### **2.2.4 Policy Procedure**

The university shall:

- a) Establish procurement and usage guidelines for ICT hardware and software.
- b) Enforce the use of open source software and licensed software where necessary

The university shall:

- a) Ensure that all hardware and software acquired by the institution is inspected, appropriately recorded against the relevant technical specifications, user requirement, compatibility to the existing systems and disposal mechanism.
- b) Put in place ICT equipment replacement and disposal policy statement and plan .
- c) Institute systematic preventive maintenance culture including updating virus protection software regularly.

### **2.3 ICT Infrastructure and Internet Services**

#### **2.3.1 Situation Analysis**

Information and Communication Technology infrastructure encompasses a digital telephone network, mobile phones, internet capability, internet servers and fixed broadband, and other related technologies. ICT infrastructures, therefore, play a vital role in supporting complex operations and collaborative effort the integration of a range of standalone services and software products into a coordinated system. In the effort to ensure the university takes advantage of the technology, the institution is committed to investing in ICT infrastructure including improving the existing network and internet services. These infrastructures shall include the various communication links that support the university activities of teaching, research and consultancy. The university is also committed to improving its Wide Area Network (WAN) infrastructure and increase the bandwidth for the befitting speed

#### **2.3.2 Policy Objectives**

The main objective of this policy is to enhance and facilitate installation of adequate communication infrastructure between the KIUT main campus and its study or coordination centers nationally and regionally. The specific objectives of the policy are:

- a) To increase access of internet services for students as well as members of staff.
- b) To enhance the existing wireless access points at the university and the institution's teaching and learning coordinating centers.
- c) To ensure a systematic and controlled usage of internet amongst the users in the university.

#### **2.3.3 Policy statements**

The university shall:

- a) Improve its institution-wide data communication network and availability of appropriate hardware and software in order to meet the needs of the University Community.
- b) Ensure that there is sufficient bandwidth to meet the requirements of the entire University and its campuses.

- c) Ensure availability of a secure and reliable email system and provide each student and staff an email address under the University domain name structure,
- d) Ensure that all the systems pertaining are deployed and hosted in a secured Data Centre to enhance availability and easy access.
- e) Ensure that all buildings used for academic and administrative purposes are provided with access to the university's interconnected ICT facilities through data and telephone points.

### **2.3.4 Policy procedure**

The university shall:

- f) Facilitate the development of a data communication infrastructure to link up with the institution's constituent campuses and centres,
- g) Ensure availability of appropriate software and hardware to meet the needs of staff and students,
- d) Ensure availability of alternative sources of power for the smooth running of ICT services at the KIUT, Encourage the development and deployment of localized software and pertaining applications developed to meet the needs and expectations of the context of the United Republic of Tanzania.
- e) Ensure that the University libraries have adequate ICT access points for effective action on dissemination of ICT-based information and resources
- f) Ensure availability of wireless access to internet for enabling staff and students to access digital resources and services.
- g) Ensure that all ISPs engaged by the University guarantee availability of adequate backup so that internet connectivity is available at all times and on the agreed bandwidth,
- h) Explore viable strategies to reduce bandwidth costs for the institution,
- i) Monitor the bandwidth usage through management of network devices to ensure optimal functioning and security,
- j) Perform periodic Assessment of the installed bandwidth requirements to meet the needs of the university and its campuses and coordinating centres,
- k) Develop email communications standard operating procedures for University staff and students,
- l) Ensure that the e-mail system is protected from physical and non-physical threats
- m) Ensure postings by users from the University email address to newsgroups contain a disclaimer stating that the opinions expressed are strictly the users' and not necessarily those of the University, unless the posting is in the course and within the scope of official duties.
- n) Ensures that the Directorate of ICT is actively involved in the review and approval of specifications of ICT infrastructure and systems for new buildings and renovations,
- o) Ensures that the Directorate of ICT is consulted, in writing, before embarking on renovation of a building so that ICT facilities and systems are securely removed or relocated without affecting other systems/users.

## **2.4 WEBSITE AND INTRANET MANAGEMENT**

### **2.4.1 Situation Analysis**

The university runs a website which is used as a marketing platform as well as a communication tool. Correct organization of the content in the website will ensure that the information is effectively presented, useful, and updated regularly. However, effective management and maintenance of the university website must at all times meet stakeholders' expectations. Many units in the University which currently have incomplete or lack webpages on the university

website must be attended to promptly and as a priority. Similarly, the university stakeholders who lack the basic skills for uploading ICT related content must be identified and enabled to benefit from the technology.

#### **2.4.2 Policy Objectives**

- a) To ensure website content are designed to provide relevant and updated information to website users.
- b) To equip designated staff from various units across the university with skills on content design, uploading and management.
- c) To ensure that the information and materials in the website are in line with university vision and mission.
- d) Ensure the University website is updated regularly
- e) Ensure accessibility of the website within and outside the University network infrastructure
- f) Ensures reparation of monthly, quarterly and annual reports summarizing website updates done per specific unit.

#### **2.4.3 Policy Statements**

- a) University shall maintain a comprehensive university website that has contents for all faculties, institutes and other units.
- b) University shall maintain a comprehensive university intranet that has contents such as all required internal communication, University documents that staff require, staff related online services systems and staff directory.
- c) University shall enhance and maintain a comprehensive KIUT app on all marketing and administrative matters namely "KIUT Habari App" that will cover information from website and intranet for community and staff respectively.
- d) University shall develop website, intranet and "KIUT Habari app" management guidelines for timely content generation, updating and removal as well as roles for webmaster.
- e) University shall ensure that the website, intranet content and "KIUT Habari app" are relevant, accurate, consistent and up-to-date.
- f) University shall provide procedures, guidelines and specifications for preparing information to be uploaded.
- g) Staff involved shall be equipped with relevant skills in managing and uploading contents in the website, intranet and KIUT Habari app.

### **2.5 Staff and Students Capacity building and User Support**

#### **2.5.1 Situation Analysis**

The integration of ICT in education requires salient ICT capacities. Thus, building ICT capacity is a keystone that must be included in the university operations. Despite high investment in ICT infrastructure and digital skills development at the university, there are still assertions of a slow technology uptake. This means that the value addition of technology is not seemingly perceived by some of university staff and students. The university is required to develop clear strategy to equip its staff and students with digital skills to enable them to effectively utilize the existing technological resources.

#### **2.5.2 Policy Objectives**

- a) To provide staff members with opportunities to develop and sustain their ICT related knowledge and skills as appropriate to the purposes of their individual jobs.

- b) To protect university investments and to retain the corporate image through having highly knowledgeable staff.
- c) To maintain high level of responsiveness and ensure the University meets customer expectations.

### **2.5.3 Policy Statements**

- a) University shall ensure the enhancement of DICT structure and development of sufficient skills and expertise amongst KIUT staff and students to maximize the appropriate and optimized use of ICT.
- b) University shall ensure availability of sufficient ICT resources to enable seamless access for students and staff.
- c) University shall introduce ICT helpdesk to consistently provide excellent user support services.
- d) University shall develop and maintain Artificial Intelligent based customer care chatbot for handling some existing and prospective student's queries in an automated manner.

### **2.5.4 Policy Procedure**

- a) Constantly identify ICT training needs for staffs
- b) Develop and run courses on ICT for all undergraduate and postgraduate students
- c) Promote peer to peer learning through use of ICT
- d) Enhance student's ability to make optimal use of ICT facilities and resources

## **2.6 ICT Research, Innovations and Consultancy**

### **2.6.1 Situation Analysis**

The university intends to establish a independent research unit which will coordinate various researches conducted by staff as well as students. Since ICT is a paramount tool that supports university core business of teaching and learning, it is important to pay careful attention to the types of digital content and technological tools students are using. These should include pedagogical consideration, usability as well as user satisfaction. KIUT further intends to forge a link between the university and industry in Tanzania and East African region. such linkage will involve sophisticated consultancy, research and innovations. It is through collaboration between universities and the industry, KIUT can adequately support regional and national economies.

### **2.6.2 Policy Objectives**

- a. To effectively apply the findings of ICT related research in improving university services.
- b. To use or apply effectively the findings of ICT related research to improve instructor's
- c. Competences in the teaching and learning process.
- d. To coordinate, strengthen and promote ICT related consultancy services at KIUT.
- e. To encourage the inter university research collaboration as well as creating a link between the university and industries in university areas of competency
- f. Facilitate ICT research and development activities among its stakeholders.
- g. Promote ICT Research, Development and Innovation culture and practices for various units and programs Establish an academic department for purposes of promoting research and development activities geared to enhance core functions
- h. Encourage ICT staff to undertake research
- i. Identify areas of collaboration and develop fundable proposals with other academic staff from schools and other academic units at the University

- j. Establish ICT Incubation programs for enhancing development of innovative solutions for various university functions

### **2.6.3 Policy Statements**

- a. University shall support establishment of research development, innovations and application areas, groups and appropriate technologies relevant to the university.
- b. The University shall put in place procedures and standards required to undertake quality ICT related research development, innovations and applications essential for cost-effective and innovative ICT services.
- c. The University shall collaborate with other relevant institutions in Tanzania and the rest of the world to facilitate access to ICT research resources.
- d. The University shall facilitate collaboration with development partners to seek research development, innovations and application ideas, funds and support in ICT areas.
- e. The University shall set aside funds to support ICT related research development, innovations and application.
- f. The University shall develop and maintain a database researches conducted and their findings application at the university and in the society.
- g. University shall encourage research collaboration between universities and between KIUT and industries dealing with areas in which the university competent

## **2.7 ICT Use, Access and Security**

Information and communication technology security measures are necessary to protect confidential information from unauthorized use, modification, loss or release. The main areas related with effective ICT security system include Monitoring and controlling access to confidential information, safe transmission of data and secure storage and disposal of data among others. Given the fact that, the university performs only onsite backup on a daily basis, however there is a need to install backup to strengthen the process of data recovery. Apart from security measure there is also a need to increase access of ICT facilities to students as well as member of academic staff.

### **2.7.2 Policy Objectives**

- a) To increase protection and minimize security vulnerabilities.
- b) To create capacity to restore services within an acceptable period of time after a disaster such as major hardware or system failures or failures resulting from natural disasters.
- c) To ensure prompt and easy recovery from data loss/corruption and create ability to restore services within a specified acceptable period of downtime.

### **2.7.3 Policy Statements**

The university shall

- a) Protect ICT systems and institutional data
- b) Develop proper ICT security procedures and disaster recovery plans
- c) Ensure that ICT facilities and services are used by authorized individuals depending on their work and study requirements
- d) Ensure that ICT facilities and services are used to carry out legitimate activities
- e) Enhance onsite and establish offsite data backup.
- f) Enhance physical and logical security for all information systems and network infrastructure services.
- g) Put a mechanism that ICT facilities and services are used by authorized individuals depending on their work role and study requirements and are used to carry out legitimate activities.
- h) Ensure availability of power backup mechanisms to increase the availability of ICT services and enable business continuity.



- i) Put in place automated fire extinguisher mechanisms to increase the availability ICT services and enable business continuity.
- j) Ensure there is increased access of ICT facilities at the university and to students as well

### **Policy procedure**

- a) Establish access levels, rights and privileges for different categories of ICT users
- b) Acquire and install protective software for detecting and defending ICT equipment, systems and content against malicious software
- c) Develop and implement appropriate backup and recovery mechanisms for institutional data
- d) Develop and implement ICT security procedures
- e) Develop and implement ICT disaster recovery plans and mechanisms
- f) Locate all ICT equipment in physically secure areas
- g) Define terms and conditions of using University ICT facilities and services for different categories of users

## **2.8 ICT Support for Online Teaching and *Learning***

### **2.8.1 Situation Analysis**

ICT is one of a major tool that supports teaching and learning at the Kampala International University in Tanzania. The university has installed an e-learning platform (Moodle). In some of the programs the course contents are uploaded. However, members of academic staff need to be capacitated with relevant skills and comply with e-learning standards for them to operate the learning management system from uploading relevant contents to online facilitation. Students also need training on how to access their courses and interact with instructors. Within this context training of instructors and students to raise their familiarization with online facilitation and content design development and uploading courses integrated with multimedia features additional resources for each course is needed.

### **2.8.2 Policy Objectives**

- a) To promote innovation in the use of ICT to support the teaching and learning process.
- b) To build capacity for instructors and students to fully utilize new technologies to enhance the teaching and learning practices.
- c) To increase the quality of course contents and delivery.

### **2.8.3 Policy Statements**

- a) The University shall enhance ICT technologies to support online learning. These include establishing online assessment and examination systems, and mobile learning technologies.
- b) The university shall facilitate transformation from face to face and blended learning to fully online learning.
- c) The university shall enhance capacity building of instructional designers and lectures in planning, designing, development, delivery and support of e-learning courses.
- d) The University shall ensure periodic evaluation of eLearning usage from teaching and learning point of view and do necessary improvement.
- e) The University shall develop and use guidelines on the creation and adoption of Open Educational Resources (OERs), e.g. Open Courseware (OCW), Massive Open and Online Courses (MOOCs) and other innovative ICT related educational resources.

- f) The University shall facilitate learning management system to provide and improve plagiarism check, multimedia integration, learning analytics, educational games, micro learning, web/virtual conferencing and other advanced e-learning functionalities.
- g) The University shall enhance and promote the use of Moodle mobile app.

## **2.9 Social Media Innovations**

### **2.9.1 Situation Analysis**

The emergence of various web tools has prompted the KIUT to develop a framework for the effective use of the available tools in facilitating outreach services to all members of the public interested in what the university offers. These include potential students, staff and the general community. Currently the university is not effectively using the various social media such as Facebook, Instagram, blogs, WhatsApp to support teaching and learning processes. As a result, the contribution of social media to the KIUT is still very low compared to the potential advantages of the media. Proper management of the existing KIUT social media sites the expected advantages and to increase its potential.

### **2.9.2 Policy Objectives**

- a) To make effective use social media services to inform the community about the KIUT, this being part of the marketing initiative of the university.
- b) To use social media services as a tool for collecting user opinions to help the university to improve the services offered.

### **2.9.3 Policy Statements**

- a) The University shall enhance officially recognized social media pages that represent the various aspects of information about and generated by the university,
- b) The University shall provide procedures, guidelines and specifications relating to staff responsibilities and types of information to be posted regularly on the University Social Media,
- c) The University shall authorize the Director of Marketing and Faculty/Department/Units/Staff to post and respond in good time to issues in the University Social Media pages in accordance with the University guidelines.

## **CHAPTER THREE**

### **ICT POLICY IMPLEMENTATION, MONITORING AND EVALUATION**

#### **3.1 Introduction**

The implementation of KIUT ICT Policy shall be institutionalized and mainstreamed into the KIUT organizational structure. The DICT shall lead the implementation of the policy and hold responsibility for initiating projects, implementation and monitoring. The primary task of this institute shall be to prepare the policy implementation plan. The plan will provide the University with a basis for oversight of all ICT related activities. The directorate shall act as the custodian of the policy and all the related ICT activities.

#### **3.2 Monitoring and Evaluation**

The implementation of this policy will depend on the effectiveness of instituted monitoring and evaluation mechanism that will be put in place. The process entails key decisions, implementation of the decisions and monitoring of progress and performance through the Institute of Educational and Management Technologies and in compliance with the periodically given guidelines of the university statutory and ad-hoc committees. Relevant performance indicators shall be developed and made available to stakeholders and evaluators to enable them assess the implementation of the policy on a regular basis.

Most of the University decisions are made after thorough deliberations by members of different committees. More often decisions are reached through consensus. The Director of the institute shall report to the DICT Board about all ICT related policy matters and the Board shall discuss and provide recommendations to the ICT Steering committee. The ICT steering committee is responsible for the management of ICT development and mainstreaming at the University. The Committee will oversee the implementation of this ICT Policy and undertake its regular reviews to accommodate the rapid changes in technology. The decisions from the ICT steering committee will be forwarded to Senate and subsequently to the University Council for final decision and approval.

#### **3.3 Enforcement**

- a. The University's Directorate of Quality Assurance shall audit compliance with this policy from time to time. The outcome of the audit shall be a rating of the User Department's compliance,
- b. The compliance of the policy shall be audited by an internal and external ICT related auditors once a year,
- c. The Institution's governing organs such as the DICT Board and ICT Steering Committee shall monitor the implementation of the policy on a quarterly basis,
- d. The policy shall be effected through a phased plan and shall be reviewed once every five years or earlier as need arises and environmental demands,

#### ***4.0 References***

Kampala International University in Tanzania (2018). *Rolling Strategic Plan 2018/19 to 2022/23*.

Kampala International University in Tanzania (2019). *ICT Policy and Plan 2019*.

United Republic of Tanzania (2016). *National ICT Policy 2016*.