



5th Technical Committee on Computerization of ECOWAS Institutions

31st October - 4th November, 2016, Abuja, Nigeria.

Presentation & Review of IT Policy Document



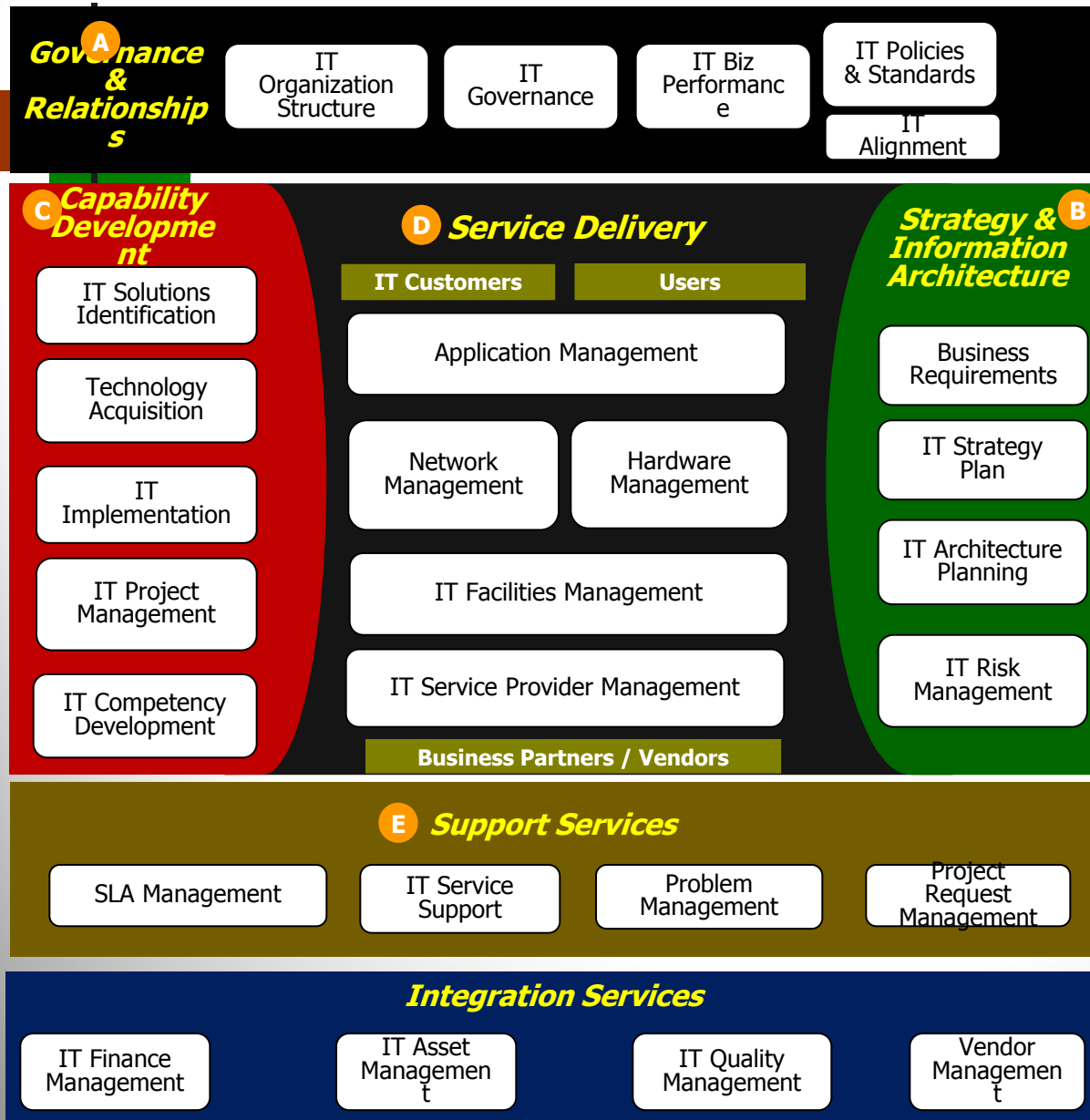


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A. ECOWAS IT Operating Model



A. Governance & Policies

- Processes for aligning responsibility, accountability & authority of IT organization and planning IT strategy & architecture

B. Strategic Architecture & Planning

- Processes for shaping the direction of IT , the definition of required architecture and planning risk and business continuity

C. Capability Development

- Processes for identifying business IT requirements, delivering systems/solutions including service implementation, IT competency development and project / program management

D. Service Delivery

- Processes for effective provision of ICT services to the organisation through the management of applications, network and infrastructure availability, provision of reliable hardware and maintenance of IT Facilities

E. Support Services

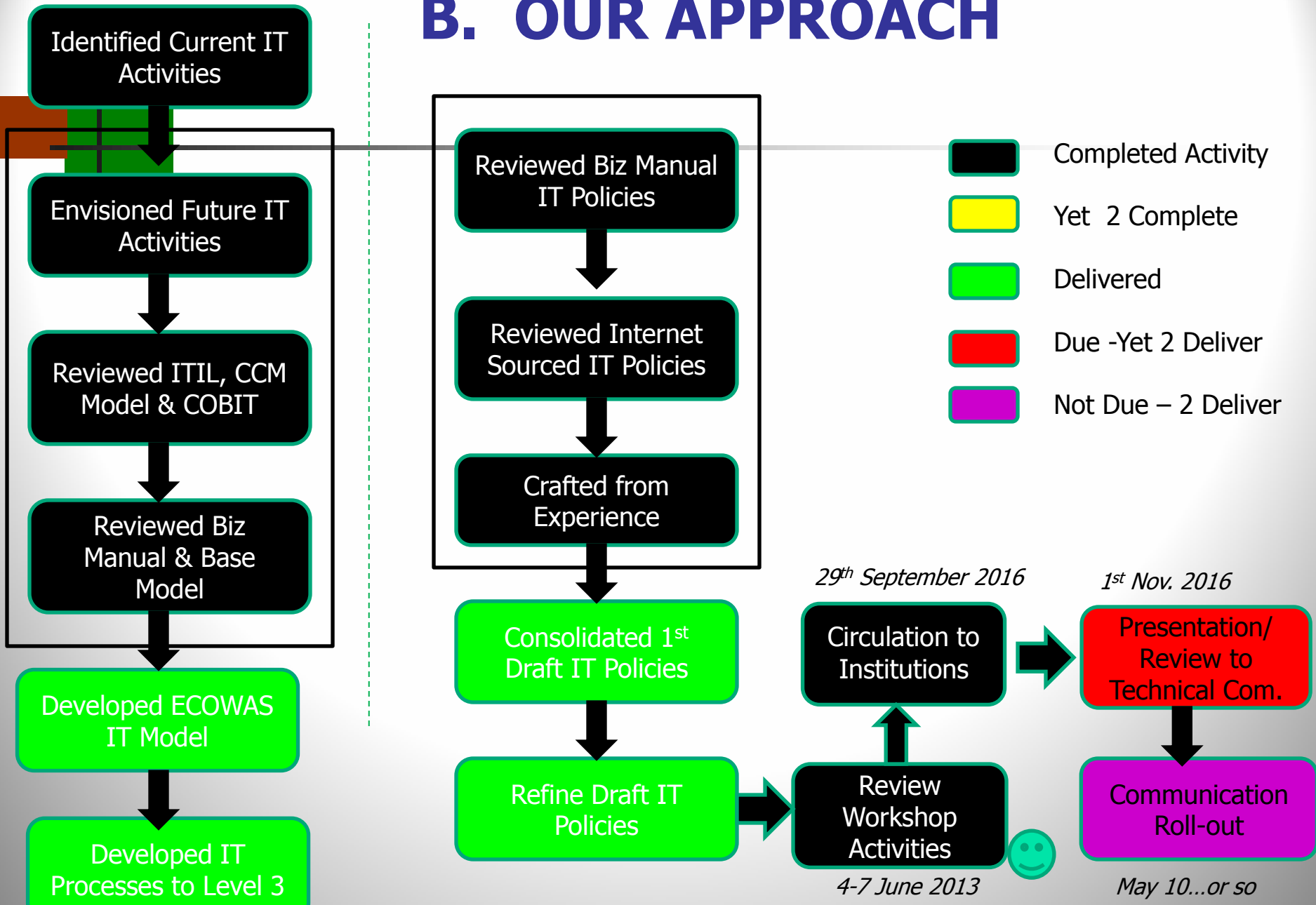
- Processes for efficient customer services & internal IT support service management and service provider management

F. IT Integration Services

- Processes for enabling the proper operations of the organisation, including, financial management, quality management. IT asset management and management of third party/vendor service



B. OUR APPROACH





C. IT Policy Document

Organisation of the IT Manual Document

- Different views of the Manual & Target
 - Complete Manual
 - Department
 - Users
- Nomenclature





Organisation of the Document

Complete Document (IT View)

- A Governance and Strategic Relationships
- B Strategy and Information Architecture
- C IT Capability Development
- D IT Services Delivery
- E IT Services Support
- F IT Services Integration





Organisation of the Document

Department View (9-pages)

Target => Business Units

- B1 IT – Business Requirements
- C3 Application and Technology Infrastructure Acquisition
- C8 IT Competency Management
- D1 Network Systems Management
- D4 Information & Data Management
- D6 IT Facilities Management
- E1 Service Level Agreement Management
- E4 IT Project Request Management
- E5 IT Service Maintenance; F3 IT Asset Management





Organisation of the Document

User View (13-pages)

Target => All IT Users

- C3 Application and Technology Infrastructure Acquisition
- C4 Software Application Installation & Implementation 1
- C5 Software Application Installation & Implementation 2
- D1 Network Systems Management
- D3 Hardware Management
- D4 Information & Data Management
- D6 IT Facilities Management
- E5 IT Service Maintenance





IT Policy Document...ctnd

Nomenclature

- IT Steering Committee
- IT Department
- IT Directorate (Unit/Division/Section)
- IT Management
- ECOWAS Organization
- IT Policy Advisory Committee





D. IT Policy Roll-Out Sensitization

Why Role out?

- Users need to know the rules guiding the use and operation of IT facilities & services
- Users need to know their entitlements and limits
- Lots of resources has gone into the preparation of the document
- Ignorance is not an excuse – need to know!
- Abuse is prevalent
- A stitch in time saves nine





IT Policy Roll-Out Sensitization...ctnd

Why Sensitize ?

- Build awareness and ownership of this initiative.
- Stakeholders need to understand and abide by the rules governing the use of ICT in ECOWAS

Objectives

- Share the vision and reason for the policies
- Explain how the policies will benefit Users
- Explain any changes to related procedures
- Build an understanding of how the changes will impact staff, where applicable





IT Policy Roll-Out Sensitization...ctnd

Minimise Resistance

- Help people explain relevant policies (such as managers to staff)
- Build commitment and necessary actions from those impacted by the processes and technology
- Enable involvement creating a sense of ownership
- Encourage feedback and questions from those impacted by the changes
- Publicise project successes





IT Policy Roll-Out Sensitization...ctnd

Effective Communication:

- creates an understanding of the need for the policies and why change is necessary
- creates awareness of how this initiative will impact individuals/departments/IT Units and therefore increases the level of change acceptance
- presents information in a timely manner
- establishes feedback channels
- enables all those impacted to prepare for change
- creates confidence that the change process is being well managed





IT Policy Roll-Out Sensitization...ctnd

Guiding Principle for Effective Communication:

- Address the information needs of all stakeholders, across all levels and sites
- The classic behavioral model
(AWARE->UNDERSTAND->BELIEVE->ACT)
- Demonstrate support of senior management
- Consult with key stakeholders to ensure sense of involvement





IT Policy Roll-Out Sensitization

- Monitor stakeholders' reactions through feedback mechanisms (formal and informal)
- Measure communication effectiveness to ensure continuous improvement
- Use existing communication channels providing they will be effective
- Recognise the effectiveness of communication by a direct supervisor



IT Policy Roll-Out Sensitization

An assessment of existing communication channels
Effectiveness of channels was reviewed and it is
believed that the following will be crucial to the
success of this initiative:

- Face-to-face communications with institutional /departmental heads
- 'Village' meetings with staff in their offices /allocation of work
- Intranet / E-mail / Banners / Posters
- Audio Visual Presentation





IT Policy Roll-Out Sensitization

Sensitization Target Group

A. Internal/Project

- IT Policy & Procedures Project Team
- Technical Committee on Computerization

B. Key Stakeholder Groups

- IT Steering Committee (Inter-Institutional)
- IT Executive Management (Heads of IT)
- ECOWAS Executive Management (Institutional)
- ECOWAS Staff (Institution, Agency & Project)



E. Review Session

- Understanding and Domestication of nomenclature
- Policies elected for further review
- Policies requiring further consultation
- General Review
- Sensitization Review





OBRIGADO

MERCI

THANK YOU





Contact:

Community Computer Centre

ECOWAS Commission

Abuja – NIGERIA

Email: wajala@ecowas.int

URL: www.ecowas.int

