NiTDA

National Information Technology
Development Agency

Service Charter

SERVICOM
SERVICE COMPACT WITH ALL

YOU HAVE THE RIGHT TO BE SERVED RIGTH

FORWARD BY THE DIRECTOR-GENERAL

The recent change in the organizational structure and the refocus of the Agency on her mandates has necessitated the need to review the NITDA's Maiden Edition of the service charter. The Agency under my leadership has been refocused based on seven (7) key priority areas upon which NITDA's performance can be measured. The priority areas include:

1. IT Regulation

2. Capacity Building

3. Revenue Generation

4. Government Digital Service

5. Digital Inclusion and Job Creation

6. Local Content Development and Promotion

7. Cyber Security

Therefore, this new service charter is developed to provide a framework for defining the Agency's service standards upon which her quality of service to the citizens based on the priority areas can be measured and improved to meet the needs of Nigerians. Measuring our performance along this line upholds the "Change" mantra of the present administration.

This document serves as a foundation upon which subsequent service delivery plans would be developed and built. Effective service delivery is of paramount importance in order to optimize customer satisfaction.

NITDA is being positioned to be a world-class Agency responsible for regulating and developing Information Technology Sector in Nigeria. In order to deliver her statutory mandates, NITDA is fostering local content development; building IT capacity and creating an enabling environment for digital jobs creation, transparency and accountability in government through the use of IT for governance. The ultimate goal is to build a sustainable knowledge-based economy.

My appreciation goes to all those who contributed to the development and review of this service charter and look forward to working with staff, customers and stakeholders for its implementation.

Dr. Isa Ali Ibrahim Pantami, FBCS
Director General/CEO

Table of Contents

1. INTRODUCTION

i. The charter for the National Information Technology Development Agency stipulates the services provided by the primary service windows in the Agency and the standards to which these services are performed within the specific period. It also informs the staff, stakeholders and customers of the procedure for registering complaints in the event of a service failure.

ii. The contents of the charter are subject to periodic review in line with structural, administrative or policy changes that are necessary for the improvement of service delivery and the attainment of organizational mandates and strategic goals.

1.1. SERVICOM

i. SERVICOM is an acronym derived from the words SERVICE COMPACT. COMPACT is a formal agreement between two or more people. SERVICOM is primarily about "Service". Public service is the only contact that most people have with Government; hence, it focuses on the quality of that contact or the lack of it. SERVICOM is a social contract between the Federal Government of Nigeria and its people, which provides citizens the right to demand quality service. The SERVICOM golden rule is to "serve others as you would like to be served".

ii. During the inaugural session of the National Assembly, the former President Chief Olusegun Obasanjo GCFR in his address declared:
"Public Offices are the shopping floor for Government business. Regrettably, Nigerians have for long been feeling short-changed by the quality of public service delivery by which decision are not made without undue outside influence, and files do not move without being pushed with inducement. Our public offices have for too long been for the combined evils of inefficiency and corruption, whilst being an impediment to effective implementation of government policies. Nigerians deserved better. And we will ensure they get what is better.''

iii. The present administration underscores the commitment to improving service delivery as a priority. SERVICOM is therefore a public service reform conceived to be the engineer for service delivery programs.

2. NITDA ORGANISATIONAL STRUCTURE

The current NITDA structure is depicted in the organisational chart below:

Organizational Structure

SEMI-AUTONOMOUS BODY **Nigeria Internet Registration Association (NIRA)**	Special Duties	**Governing Board**	Anti-Corruption	North-East
	Corporate Affairs and External Relations		Zonal Offices Directorate	North-West
	Budget Development and Monitoring	**Director General**	Internal Audit	South-West
SUBSIDIARIES - Office of ICT Innovation and Entrepreneurship (OIIE) - Office of Nigerian Content on Information and Communication Technology (ONC)			Project Management	South-South
	Procurement		Servicom	
	Freedom of Information		Legal Services and Board Matters	

Corporate Planning and Strategy	Cybersecurity	e-Government Development and Regulatory	Finance Management and Control	Human Resources and Administration	IT Infrastructure Solutions	Standards Guidelines and Frameworks
Research and Corporate Development	Computer Emergency Response and Readiness Team	e-Government Services Coordination and Capacity Development	Recurrent	Human Resource	Hardware Solutions and Testing	Standards and Guidelines
Strategic Planning	Public Key Infrastructure Development	Government Websites and Domains	Final Accounts	Human Capacity Building	Software Solutions and Testing	Consumer Protection
Infotech Research and Innovation	Business Continuity Management	Regulations and Licensing	Funds	Industrial Relations and Welfare	Networking	Dispute Management and Resolution
NITDA Impact Assessment	Digital Security Professional Development	Monitoring and Compliance		Enterprise Services and General Administration	IT Laboratory	Frameworks Development
International Collaboration		Outsourcing Development and Regulation		Stores and Registry	IT Solutions Professional Development and Outreach	

Owing to the nature of the Agency's functions, the Agency operates a Regional/Zonal structure to facilitate effective coordination of its activities in all the geo-political zones of the country.

3. BRIEF HISTORY OF NITDA

The dire need to bridge the digital divide and for Nigeria to effectively join the emerging global economy necessitated the development of a National Information Technology Policy and subsequent establishment of the "National Information Technology Development Agency(NITDA)". The Federal Executive Council (FEC) approved the National Information Technology Policy in March 2001 and NITDA commenced its activities in April 2001. The enabling ACT NO. 28 was passed into law on April 24th, 2007.

3.1 The Mission
"To develop and regulate IT for sustainable National development."

3.2 Vision Statement
"To be the prime catalyst for transforming Nigeria into an IT driven economy."

3.3 Core Values
The National Information Technology Development Agency (NITDA) shall endeavor to uphold the following key values in the delivery of services to all customers and stakeholders.

i.   Discipline: The code of conduct, adherence to specific laid-down rules and regulations stand as the watchword to discharge functions/responsibilities in the Agency with a high level of discipline.

ii.   Competence: This refers to the ability of members of staff to perform their functions effectively, efficiently, and successfully.

iii. Fairness: NITDA shall be just and impartial in the performance of her functions/responsibilities to customers/stakeholders at all times.

iv.   Professionalism: Shall demonstrate expertise and effectiveness in the performance of duties to customers/stakeholders.

v.   Efficiency: Efficiency is the hallmark of the Agency, as services are rendered to customers/stakeholders at minimal time, cost and effort for optimal value.

4. THE MANDATE
The following are the mandate(s) of NITDA;

i.   Operate and implement the National IT Policy and give effect to provisions of the National Information Technology Development Agency Act of 2007.

ii.   Ensure that the entire citizenry is empowered with Information Technology through the development of a critical mass IT proficient and globally competitive work force.

iii. Develop and regulate the Information Technology Sector in Nigeria.

iv.   Create IT awareness and ensure universal access in order to promote IT diffusion in all sectors of our national life.

v.   Ensure Simple, Moral, Accountable, Responsive and Transparent (SMART) governance, using the instrument of Information Technology.

vi.   Eliminate waste and ensure that governance and businesses are done in the global standard of using IT for easier, faster and cheaper delivery of services.

vii.   The transformation of the Nigerian economy from a natural resourcesbased economy to a knowledge-driven one.

viii.   Improve food production and security.

ix.   Render advisory services to the public sector on IT programs and projects. Ensure that Information Technology resources are readily available to promote National Development.

x.   Ensure that Nigeria would benefit maximally and contribute meaningfully to the global solutions and to the challenges of the Information Age.

xi.   Empower Nigerians to participate in software and IT system development.

xii.   Improve access to public information for all citizens, bringing transparency to government processes.

xiii.   Establish and develop IT infrastructure and maximize its use nationwide.

xiv.   Stimulate the private sector to become the driving force for IT creativity, productivity and competitiveness.

xv.   Enhance national security and law enforcement.

5. STAKEHOLDERS

The major stakeholders are:

i.   Federal Government and its organs
ii.   State Governments
iii.   Local Governments
iv.   NITDA's Board
v.   Ministry of Communications
vi.   Staff of the Agency

vii. Universities, Polytechnics and Colleges of Education
viii. Secondary and Primary Schools
ix. Armed Forces (Nigeria Army, Navy and Air Force)
x. Nigerian Police Force (NPF)
xi. All paramilitary Organisations
xii. Media
xiii. Association of Telecom Companies of Nigeria (ATCON)
xiv. Nigeria Computer Society (NCS)
xv. Institute of Software Practitioners of Nigeria (ISPON)
xvi. Nigeria Internet Registration Association (NIRA)
xvii. National Association of Computer Science Students (NACOSS)
xviii. Information Technology Association of Nigeria (ITAN)
xix. Internet Service Providers Association of Nigeria (ISPAN)
xx. Young innovators of Nigeria
xxi. Nigerian Society of Engineers (NSE) xxii. Artisans (Mobile Phone Association)
xxiii. Council for the Regulation of Engineering in Nigeria (COREN)
xxiv. Computer and Allied Products Developers Association of Nigeria (CAPDAN) xxv. Computer Professional (Registration Council) of Nigeria (CPN)
xxvi. National Association of Software and Service Companies (NASSCOM)
xxvii. High Tech Centre for Nigeria Women & Youth
xxviii. Civil Society Organizations
xxix. Non-Governmental Organizations
xxx. Economic Community of West African State (ECOWAS)
xxxi. Federal Inland Revenue Service (FIRS)
xxxii. Nigeria Communication Commission (NCC)
xxxiii. Nigerian National Petroleum Corporation (NNPC)
xxxiv. National Youth Service Corp (NYSC)
xxxv. Nigerian Universities Commission (NUC)
xxxvi. West African Examination Council (WAEC)
xxxvii. National Examinations Council (NECO)
xxxviii. Joint Admission and Matriculation Board (JAMB)
xxxix. Idea Hub Lagos (IHL)
xl. Financial Institutions
xli. Library and Information Technology Today (LITT)

6. DEPARTMENTAL/UNIT SERVICE CHARTERS

6.1 THE DIRECTOR- GENERAL'S OFFICE

The Director-General's Office supervises the entire operations of the Agency and ensures the attainment of its corporate objectives through effective and efficient management and co-ordination of the operations.

a. INTERNAL AUDIT UNIT

i. Provide reliable financial information that will promote operational efficiency and effectiveness, on a daily basis.
ii. Safeguard assets and records.
iii. Encourage adherence to prescribed policies, on a daily basis. iv. Comply with regulatory instruments such as Financial Regulations, Audit Act 1958, Financial Warrants, Circulars, NITDA Act 2007 and others daily.
v. Examination of financial transaction, on a daily basis.
vi. Fair view of financial compliance with the legal guide to government operation. vii. Monitoring of management roles and their limits of financial authority, on a daily basis. viii. Monitor and ensure the effectiveness of internal control system, on a daily basis.
ix. Quarterly submission of audit report to the Director-General and Office of the Accountant General of the Federation.
x. Advice the Director-General as at when due on financial matters and others.

b. LEGAL SERVICES AND BOARD MATTERS UNIT

i. Advising the Agency on the creation, maintenance and determination of relationships entered in to by the Agency in its corporate capacity; with staff, contractors, government agencies or private sector bodies by way of agreements and memoranda of understanding. (MOUs). ii. Advising the Agency in the area of compliance with internal and external laws and regulations as regards the activities of the Agency.
iii. Collaborating with the Standards, Guidelines and Framework Department by making inputs into the core functions of the Agency, which is the creation, and enforcement of Standards, Guidelines and Framework. iv. Advising the Agency on the implementation of the legal aspects of the Information Technology Policy and the NITDA Act 2007.
v. Providing draft legislation in the areas of Information Technology in order to create and enable the environment in Nigeria for development of Information Technology.
vi. To serve as the secretariat to the governing board of the Agency.
vii. To provide any other legal and advisory services that may be required of the unit by the Agency from time to time.

c. PROCUREMENT UNIT

i. Develop yearly procurement plan driven by objective and transparent needs assessment by the last quarter of each preceding year.

ii. Advertise projects at least six weeks before the submission of tenders. iii. Ensure transparent pre-qualification.

iv. Co-ordinate bid submission, opening and evaluation (Technical and financial bids) transparently.

v. Co-ordinate the Procurement Planning Committee and Tenders Board Meetings.

vi. Ensure proper execution of projects and effective monitoring quarterly.

vii. Advertise and solicit for bids in compliance with guidelines issued by the bureau from time to time.

viii. Receive and maintain appropriate documentation for bids received, examine bids received, obtain a "Certificate of 'No objection' to contractor Award" from the Bureau of Public Procurement, and make submissions to the Tenders' Board. ix. Debrief the bid losers on request.

x. Resolve complaints and disputes, if any.

xi. Obtain and confirm the validity of any performance guarantee.

xii. Announce and publicize contract awards. xiii. Execute all contract agreement.

d. SERVICOM UNIT

i. Spearhead the Agency service delivery Initiative through SERVICOM compliance.

ii. Monitor performance of Charter yearly

iii. Review and produce Charter biannually

iv. Manage the Agency's Customer Relation Policy including providing opportunities for customer feedback on services

v. Institute a compliant procedure including Grievance Redress Mechanism for the Agency.

vi. Institute appropriate market research techniques for identifying Customer needs and expectations, and report to management.

vii. Promotion of quality assurance and best practices in the Agency's performance of its functions.

viii. Provide a comprehensive and effective training policy for frontline staff on Customer Relation and related matters and ensure implementation.

ix. Disseminate best practices and other tips on service delivery improvement periodically.

x. Serve as a link between the Agency and the SERVICOM Office

xi. Serve as the Secretariat of the Agency's Service Delivery Committee, which meet quarterly.

xii. Manage links with strategic partners and other stakeholders on Service Delivery, Market Research, Customer Care/Relations, etc.

xiii. Facilitate a safe and conducive working environment for staff at all levels of service delivery, and ensure compliance with health and safety policies

xiv. Organize Service Delivery meetings/workshops seminars and conferences.

xv. Report to the Director General on performance against agreed objectives, timescales and budgets quarterly.

xvi. Coordinating and monitoring the activities of all Liaison offices of the Agency quarterly.

xvii. Establish project and departmental Key Performance Indicators (KPIs); including the establishment and maintenance of a fully functional and efficient service/help desk.

e. FREEDOM OF INFORMATION UNIT

i. Proffer advice to Executive Management, Board and Staff on the understanding of the Legal and compliance requirements of the Freedom of Information Act (FOIA) 2011 with a culture of strict adherence. ii. Proffer advice and articulate guidelines on how best to operate the FOI Unit to facilitate the understanding of the processes and procedures in all facets of the Agency's business as they relate to the provisions of the FOI Act 2011.

iii. Ensure that the Agency's website and other printed materials comply with the requirement of proactive disclosure as stipulated under **Section 3** of the Act and undertake periodic review of the Agency's website in this regard.

iv. Liaison with the Legal Unit of the Agency, ICT Unit and other Departments/Units of the where and when necessary in order to achieve the objectives and goals of the Unit and the Agency in general as they relate to compliance with the provisions of the FOI Act.

v. Liaison with the Federal Ministry of Justice in respect of compliance with the provisions of the FOI Act, particularly Section 29 (1) with respect to the submission of an Annual Report in the prescribed Format (Microsoft excel format and submitted electronically), to the Honourable Attorney General of the Federation on or before February 1st each year. vi. Provide from time to time, other Legal Advisory Services in respect of compliance with the provisions of the FOI Act, which may be required by the Board, the Director General and or Executive Management/Staff of the Agency.

vii.   Training and sensitization of Staff of the Agency on the provisions of the Act.

viii.   Undertake any other tasks, assignments and duties as may be directed by the Board, the Director General and or Executive Management.

f. BUDGET DEVELOPMENT AND MONITORING UNIT

i.   Collate and review inputs for the Agency's annual budget from all Units and Departments;

ii.   Ensure that the line items in the budget are designed to meet the targets and Agency's objectives;

iii.   Interact with all units and Departments in streamlining and allocating financial resources for their functions;

iv.   Preparation and presentation of Final Annual Budget to Management for approval;

v.   Quarterly monitoring of budget implementation by the various Units and Departments of the Agency; vi.   Serve as liaison between the Finance Management and Control

Department and the rest of the Agency in budget matters only; and vii. Perform any other duty/duties as may be assigned to it by the DirectorGeneral.

g. SUSTAINABILITY UNIT

i.   Develop and implement sustainability vision, strategies and plans for the Agency ii.   Develop the business case to address sustainability issues.

iii.   Develop measures for integrating sustainable development into core processes and decision-making in the area of project and programs development in the Agency.

iv.   Collaborate with all Units and Departments of the Agency to develop a coordinated sustainability plan for short, medium and long terms.

v.   Serve as the internal knowledge and data resource for sustainability in the Agency

vi.   Serve as the central point of contact for any and all interfaces with stakeholders and external bodies on the subject of sustainability.

vii.   Monitor and report on the sustainability of all programs and projects implemented by the Agency.

viii.   Lead the interface with MDAs, domestic and international organizations on the issues relating to sustainability and build effective partnerships with external organisations to support sustainability efforts; and

ix.   Perform any other functions that may be assigned to it by the DirectorGeneral of the Agency.

h. SPECIAL DUTIES UNIT

i. Monitoring the implementation of management decisions and the DirectorGeneral's directives; ii. Preparation and recommendations to the DirectorGeneral special recognition for staff who have contributed immensely to the development of the Agency;

iii. Co-ordination and preparation of the itinerary for the Director-General's international engagements;

iv. Preparation and compilation of speeches and presentation by the Director-General;

v. Monitoring and evaluation of operations of the Units under the Office of the Director-General vi. Serve as a secretariat for special committee set up by the Director-General; and

vii. Perform any other duty/duties as may be assigned to it by the DirectorGeneral.

i. CORPORATE AFFAIRS AND EXTERNAL RELATIONS UNIT

i. Disseminate information to the media on the activities of the Agency as they occur, to ensure transparency and accountability daily. ii. Co-ordinate, collate and document the Agency's activities to conform to set standards and reflect organisational goals quarterly.

iii. Ensure that media relations are favorable, productive and sustained on a daily basis.

iv. Maintain a functional, intra-departmental communication system whereby information is effectively communicated in a uniform manner on a daily basis.

v. Develop and deploy systems, structures and procedures of internal and external information control as warranted. vi. Analyze trends, predict consequences, counsel organization's leaders and implement programs on a quarterly basis.

vii. Ensure that organizational goals are met in order to sustain a positive and progressive outflow of report weekly.

viii. Ensure the continued update of the Agency's websites and update of all subsidiary websites to fully capture the activities of the Agency daily. ix. Develop and implement the Agency's communication strategy.

j. NITDA LIAISON OFFICES

i. Liaise with MDAs, SMEs, and educational institutions to identify their ICT needs/projects for collaborations.

ii. Liaise with Development Partners for both solicited and unsolicited proposals and seek partnership funding for acceptable ICT projects.

iii. Assist in developing linkages between NITDA and private companies /Civil Society Organisations (CSOs) for Partnerships.

iv. Identify external training opportunities and funding in collaboration with relevant departments.

v.   Assist the DG in policy formulation and strategy planning as it relates multistakeholders partnership. vi. Prepare periodic report on the performance of each donor for NITDA management and Board.

vii. Monitor implementation of projects based on partnerships.

viii. In liaison with zonal directorate, liaise with state and local governments for multi-stakeholder relations. ix. Coordinate all activities of the Agency within the geo-political zones in which they are located.

x. Effective collobaration with other MDAs in area of ICT.

6.2 FINANCE AND MANAGEMENT CONTROL

i.   Shall ensure transparency in sourcing for revenue, disbursement and accounting for public funds with which government executes its programs. ii. Responsible for all matters relating to finance and management control functions of the Agency.

iii.   Advise the Chief Accounting Officer on major finance in-flows and expenditure(s) as per warrant, mandates and expenditure authorizations monthly.

iv.   Responsible for safe keep of all security documents, payment instruments and inventory accounting.

v.   Pay-roll(management) and payment of Salaries/allowances by the 25th day of every month. vi. Ensuring appropriate expenditure controls in conformity to vote book balance.

vii.   Processing and payment of all approved expenses in conformity with AIEs/Warrants & mandates on First Come First Serve basis.

viii.   Processing and retirement of all approved advances within seven (7) days of completion.

ix.   Rendition of monthly accounting returns of revenue (if any) and expenditure including transcript to Office of the Accountant General of the Federation (OAGF).

x.   Monthly reconciliation of all the Agency's Accounts

xi.   Remittance of revenue generated   (VAT, WHT, PAYE) and other miscellaneous to FIRS and The Sub Treasury of the Federation monthly.

6.3 HUMAN RESOURCE AND ADMINISTRATION

i. Co-ordinate the recruitment, induction, confirmations, training, needs assessment, performance appraisals, leave, promotions, discipline, retirement and welfare of staff in an orderly, fair and transparent manner. ii. Safeguard and

distribute all necessary goods and services in a transparent manner, and ensure their maintenance and cost-effective usage at all times.

iii. Ensure that all items and assets are utilized for the effective operations of the Agency and not abused.

iv. Implement policies governing Human Resource and Administrative functions.

v. Develop systems, procedures and structures of internal control.

vi. Provide personnel and administrative support services to the Agency including reports and feedback to the management quarterly. vii. Define the strategic direction for HR & Admin function and develop strategies aligned to the overall strategic direction of the agency.

viii. Manage the administrative functions pertaining to proper running of the agency

ix. Drive workforce planning processes periodically to ensure all resource requirements are based on periodic operational plans and are justified.

x. Lead performance management activities (i.e. performance planning/target setting, performance monitoring and periodic performance appraisals); ensure employee performance results adequately reflect corporate and departmental performance levels.

xi. Develop and implement compensation strategies and processes that will attract, motivate and retain the right talent required.

xii. Ensure that payroll data are maintained and managed by administrators ONLY in a secured and concise manner to prevent unauthorized access of payroll data by other staff and the public.

xiii. Manage the overall culture of the organization, initiate programs to ensure all staff imbibe the culture of the Agency as enshrined in its vision, mission and core values.

xiv. Supervise the employee Benefits programme.

xv. Implement safety, Security, Wellness/Health and Staff Welfare Scheme.

xvi. Monitor the facility to ensure that it remains safe. Secure, and wellmaintained.

xvii. Analyze internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records. xviii. Acquire, distribute and store supplies. xix. Plan, administer and control budgets for contracts, equipment and supplies.

xx. Oversee construction and renovation of projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.

xxi. Manage the disciplinary and grievance redress processes within the Agency.

xxii. Collect ongoing information regarding satisfaction of employees on salary packages and wages, working conditions, etc.

xxiii. Support executive management to manage all change initiatives impacting staff within the Agency.

xxiv. For transparency, seek to protect whistle blowers from being victimized by the Agency.

xxv. Other roles as may be assigned by the Director General.

6.4 CORPORATE PLANNING AND STRATEGY

i. Preparation of Rolling Strategic Plan for the Agency every three years.

ii. Ensure the Monitoring and Evaluation of NITDA Projects annually and the presentation of a detailed report to management.

iii. Organize Research in relevant areas of ICT for sustainable national development.

iv. Research into relevant areas of operational modalities, jurisdiction and mandate of NITDA.

v. Collection, Collation and processing of Information to aid in Strategic Planning and Research periodically.

vi. Management of Records and information references (Data bank, Registry of ICT companies by category, Library etc.) including all IT Projects implemented by MDAs over the years.

vii. Liaison with relevant International & Local organizations outside the Ministry/ Parastatal.

viii. Organise Conferences/Workshops/Seminars for the Agency annually.

ix. Planning and Hosting of NITDA's Retreat for Management staff and Board members biannually.

x. Promotion of IT innovations for best practice.

xi. Collaboration with Key R&D Institutions to produce Research and Development Framework.

xii. Collaborate with the Ministry of Budget and National Planning for ICT policy agenda setting and implementation by all MDAs

6.5 INFORMATION TECHNOLOGY INFRASTRUCTURE SOLUTIONS

i. Set up technical specification for all hardware and software materials for NITDA project one month before the issuance of a request for proposal (RFP).

ii. Deploy and maintain all IT infrastructure and services of the Agency daily.

iii. Monitor and supervise the proper implementation of the Agency projects awarded to private contractors quarterly.

iv. Conduct training on IT knowledge and practice for manpower development for the MDAs quarterly.

v. Run and maintain NITDA's Cisco Regional Academy. vi. Coordinate the meetings of Heads of IT in MDAs

vii. Contribute to inter-departmental policy/strategy development and implementation. viii. Coordinate the implementation of Cobit5 and any subsequent versions in the Agency and MDAs.

6.6 STANDARDS, GUIDELINES AND FRAMEWORKS

i. To complete within one year of initiation all approved framework and revisions of the same for IT governance (monitoring, evaluation, coordination and regulation of the IT industry).

ii. Initiate the process and work with other relevant department to determine and develop standards for Information Technology in Nigeria (including e - Government and the process for domesticating global standards).

iii. Develop guidelines along with other relevant departments for IT services and practices yearly.

iv. Draft compliance framework for set standards, guidelines and regulations.

v. Mediate between consumers and IT service providers

vi. Implementation and management of NITDA consumer helpdesk center

vii. Create a consumer protection platform where dissatisfied consumers can lodge complaints.

viii. Create awareness on consumer right of information on IT products and services.

ix. Development and implementation of IT Dispute Management and Resolution Policy

x. Improve Standards of IT processes through annual consumer protection forum with ICT stakeholders

6.7 e-GOVERNMENT DEVELOPMENT AND REGULATORY

i. To ensure coordination and implementation of the National e-government master plan.

ii. To develop, drive and facilitate implementation of strategies that will encourage and improve the adoption of the use of information technology in government service delivery.

iii. Coordinate and facilitate public-private partnership for the implementation of government digital transformation and sector specific e-services across the three levels of the government (LGA, State and Federal) in Nigeria as well as any other extension of e-government programmes e.g. Open Government Initiatives. iv. To develop and monitor the uptake of minimum standards and guidelines for e-government in Nigeria.

v. To coordinate and drive the development of e-government capacity among MDAs

vi. To collaborate with MDAs in developing tailor made plans and strategies for e-government in Nigeria.

vii. To regulate and license all vendors and IT service providers/consultants that intends to do business or collaborate with MDAs in the delivery of IT products and services.

viii. To monitor and ensure the implementation of standards for government websites and handle matters related to the .gov.ng domain.

ix. To monitor and ensure compliance with all NITDA regulatory documents, National IT policies and directives.

x. To develop and regulate outsourcing in the IT sector as well as license all IT outsourcing practitioners.

xi. Supervise and maintain the country's Top Level Domain (TLD) registry.

xii. Serve as a registrar for **.gov.ng** domains requested for by the MDAs and other state government institutions.

xiii. Coordinate and supervise the activities of the country's domain registrars through <u>Nigeria Internet Registration Association</u> (NiRA).

6.8 CYBERSECURITY

i. To ensure coordination and implementation of NITDA's role under the Cybercrime Act and National Cyber Security Strategy; ii. To maintain a Computer Emergency Response and Readiness Centre for all Federal Government networks iii. To maintain a Computer Emergency Readiness and Response Team (CERRT) which will respond and assist in addressing issues relating to cyber security on Federal Government networks;

iv. To ensure the development and management of a functional Public Key Infrastructure for Nigeria;

v. To coordinate and support capacity building in cybersecurity issues for MDAs;

vi. To collaborate with MDAs in developing tailor made plans and strategies for cybersecurity in Nigeria;

7. SUBSIDIARIES

7.1 OFFICE FOR NIGERIAN CONTENT DEVELOPMENT (ONC)

i. Creating an awareness of the guidelines amongst industry participants, especially on the provisions which are time-bound.

ii. Developing a compliance and enforcement framework for the guidelines on Nigerian content development, including the issuance of incidental and further guidelines to give effect to the guidelines for Nigeria content development in ICT

iii. Ensuring that all exciting government circulars, directives and memos on Nigerian content development are considered in developing the compliance framework.

iv. Monitoring companies to ensure compliance with the Nigeria content guidelines and provisions.

v. Investigation of errant firms to determine culpability and seriousness of the offence.

vi. Enforcement of guidelines and instituting penalties for errant organisations.

vii. Conducting baseline and regular research on matters relating to the different sub-sectors of the Nigerian content in ICT for purposes of planning and measurement.

viii. Maintaining and updating annual statistics on progress made in each subsector of Nigerian content development as inputs into the report of the Director-General of NITDA and the Hon. Minister of Communications. ix. Generating demand and consumer adoption of Nigerian products.

x. Providing access to funds for indigenous manufacturers, innovators and developers.

xi. Ensuring product quality and service delivery and creating awareness for Nigeria content products.

xii. Helping with strategic positioning of Nigeria firms for government procurement

xiii. Promotion of local businesses/investment; discouraging imports and encouraging exports.

xiv. Encouraging the use of local resources: human and material

xv. Managing the review process for the Nigerian content development guidelines in ICT

7.2 OFFICE FOR ICT INNOVATION AND ENTREPRENEURSHIP (OIIE)

i. Drive programs and policies that support innovation in ICT development such as innovation-based entrepreneurship and innovation clusters. ii. Develop, establish, support and incentivize ICT innovation hubs, information technology parks, community enterprise hubs across Nigeria.

iii. Implement, monitor and revise guidelines for setting up of information technology parks and incubation centres across the country.

iv. Collaborate with private sector, Ministries, Departments and Agencies at both federal and state levels on policies and programs that support ICT entrepreneurship and commercialization.

v. Support the Federal and State MDAs in formulating and implementing ICT Innovation and Entrepreneurship programs.

vi. Render advisory services in all ICT innovation and entrepreneurship matters to the public and private sector.

8. SERVICE STANDARDS/PROVISION

i. Publish not later than Dec 31 of every year, a national ICT agenda to be the focus and guide for the development of ICT in Nigeria for the upcoming year, subject to the overall Agenda of the Federal Government. ii. Maintain an Agency (with headquarters and Regional/Zonal offices) which is open and available to all Nigerians from 8:30am - 4:30pm (Monday - Friday). Execute our mandate through a virile public-private partnership where public services of commercial nature or magnitude are provided through credible private sector companies under our supervision. iii. Respond to all enquiries and acknowledge all correspondence within 48hours through electronic means but enquiries involving several departments may take up to a week for full processing.

iv. If all requirements are met, requests for registration and update of.gov.ng domain are effected within 24hours.

v. Routinely publish all guidelines and regulatory information on our website, office notice boards, journals, and in other public places accessible to the generality of Nigerians.

vi. Provide equal employment opportunity through an open and competitive staff selection process.

vii. Enter into strategic alliance with the private sector as well as international organizations for the actualization of the IT vision.

viii. Facilitate private sector and Foreign Direct Investment (FDI) in the IT sector in Nigeria.

ix. Develop and review IT legislation for the regulation of the sector yearly.

x. Serve as a clearinghouse for all IT procurement and services in the public sector.

xi. Establish and develop IT infrastructure and maximize its use nationwide.

xii. Develop human capital through effective training with emphasis on creating and supporting a knowledge-based society on a yearly basis.

xiii. If all requirements are met, request for IT project clearance interim certificate will be issued within 10 working days from date of application.

9. SERVICE PROCEDURES

9.1 CERTIFICATION & LICENSING OF OEMs

i. Submit a formal application for License along with the product(s) for testing to the Agency with a cover letter addressed to the Director General/CEO.

ii. The product will be subjected to internal testing in line with the Standards and test criteria.

iii. The outcome of test data and the application will be evaluated.

iv.   If outcome of the evaluation does not meet the minimum standard of the scheme, further review will be conducted and formal report along with advice on how to meet the specifications will be issued to the applicant.

v.   If outcome of the evaluation meets the minimum standard of the scheme, a monitoring and surveillance (M&S) team will carry out site inspection. vi. If outcome of the inspection does not meet the minimum standard, the applicant will be advised accordingly and further inspection will be conducted afterwards.

vii.   If the inspection meets the minimum standard, final report along with recommendations is considered for approval.

viii.   If approved, the Agency will issue the applicant a "Provisional License", along with certification and renewal conditions upon payment of fee of N250,000.00 (Two Hundred and Fifty Thousand Naira Only) ix. The approved product(s) will be listed in the Systems Software Database.

Mode of Communication:

All requests are to be submitted through official letters and addressed to the Director General. Subsequent communications will be through phone calls, emails and other social media platforms. Final decision will be communicated through official letter along relevant documents.

Timeline:

If all requirements are provided and NITDA is able to verify requests, internal testing and evaluation of test results will be carried out within five working days.

Site inspection and reporting will be carried out within 30 working days of the completion of internal testing, subject to logistical constraints.

9.2 .GOV.NG DOMAIN REGISTRATION:

All websites/portals of government constituents at all levels (Federal, State and Local governments) or specialized projects of government that would last for 18 months or more are required to register on .gov.ng zone.

NOTE: There are two ways to register a .GOV.NG domain name. You can either send a written application to National Information Technology Development Agency (NITDA) or Nigeria internet Registration Association (NiRA) through an accredited registrar.

i. **Registration through a NiRA accredited Registrar**

i. To register a .GOV.NG domain name through a NiRA accredited registrar, the Institution/MDA, through the registrar, must provide a scanned copy of an authorization letter signed by the head of the institution/MDA or the next officer in hierarchy.

ii. The letter should be addressed to the Chief Operating Officer of NiRA

iii. The scanned copy must be submitted to **support@nira.org.ng** by the registrar.

iv. The letter should provide the following additional information:
- minimum of two name servers;
- two contact details of admin and technical persons;
- The admin contact must be a member of staff of the institution/MDA. The technical contact can either be a member of staff or a consultant to the institution/MDA in case a technical staff is not available; and
- A name, designation, reachable phone number and email address must be stated for each of the contacts provided.

v. NiRA sends the letter to NITDA for verification and approval.

vi. NITDA verifies by confirming the authenticity of the letter through a standard verification process and approves the requested domain name strictly in line with the .GOV.NG Domain Guidelines.

vii. If the application successfully passes through the verification and approval process, NITDA sends an approval confirmation to the registrar through NiRA. Else, NITDA advises the registrar and registrant on the appropriate next step.

viii. The registrar creates the domain and NiRA activates.

ii. **Registration through NITDA:**

a. To register a .GOV.NG domain through NITDA, the Institution/MDAmust provide an authorization letter signed by the head of the institution/MDA or the next officer in hierarchy.

b. The letter must be addressed to the Director General of NITDA and a scanned copy can be submitted to **domains@nitda.gov.ng.**

c. The letter should provide the following additional information:
- minimum of two name servers;
- two contact details of admin and technical persons;
- The admin contact must be a member of staff of the institution/MDA. The technical contact can either be a member of staff or a consultant to the institution/MDA in case a technical staff is not available; and
- A name, designation, reachable phone number and email address must be stated in each of the contacts provided.

d. NITDA verifies by confirming the authenticity of the letter through a standard verification process and approves the requested domain name strictly in line with the .GOV.NG Domain Guidelines.

e. If the application successfully passes through the verification and approval processes, NITDA creates the domain and authorizes NiRA to activate. Else, NITDA advises the registrant on the appropriate next step.

iii.   **Update of Domain Name Registration Information:**

To update registration information through a NiRA accredited registrar or NITDA, an authorization letter containing the information to be updated should be communicated as stated in (1a-1c) or (2a-2b) above. The verification and approval for update follow the same process in 1 and 2 as well and update is effected accordingly.

iv.   **Fees:**

Currently, NITDA charges no fee for .GOV.NG domain name registration and update. However, if a .GOV.NG domain name is registered through a NiRA accredited registrar, it is expected that the registrar would charge a consultancy fee. The charged fee varies from one registrar to another.

v.   **Mode of Communication:**

NITDA uses domains@nitda.gov.ng, phone calls (through 08168401851) or official letters to verify the authenticity of the authorization letter and communicate application rejections and approvals.

vi.   **Time Line:**

If all requirements are provided in the authorization letter and NITDA is able to verify the authenticity of the contents of the letter, the approval, registration and/or update is carried out within 24 hours.

9.3 PROCUREMENT

The procurement process of the Agency is as stipulated below:

Advertisement: After the Federal Government appropriation of funds through the National Information Technology Development Agency (NITDA) for the execution of its Projects under Goods, Works and Services, NITDA will place advertisement in at least Two (2) National dailies, Federal Tender Journal, Agency's Website and the Notice Board to invite interested, qualified, capable, competent and reputable Contractors and Consultants with relevant experience and good track records to apply for Expressions of Interest/Invitation to Tender in compliance with the eligibility criteria that will be stated on the advertisement.

Eligibility Criteria:
The Eligibility Criteria will be chosen based on the extant laws and the particular professional qualifications/needs as it affects to each project and will be published.

Time Requirement for Advertisement: The time line for advertisement is six (6) weeks in the case of Invitation to Tender and fourteen (14) days in the case of Expressions of Interest and as will be stipulated in the advertisement.

Technical Bid Opening Exercise:
Technical Bid Opening exercise takes place immediately after the deadline stipulated on advert for the submission of bids to allow bidders examine their submissions to ascertain that the bids have not been tampered with while the financial submission will remain sealed and kept in a secure bid-box until they are opened publicly. Only the companies that qualified at the technical stage will have their financial submissions opened.

Technical Bid Examination/Evaluation Exercise:
After the public opening of Technical Bids, the Bid Evaluation Sub-committee will carry out detailed Bid Evaluation/Examination Exercise in accordance with the evaluation criteria stipulated in the bidding documents in order to select the lowest evaluated responsive bid in the case of goods and works or lowest cost, quality and cost in the case of consultancy services.

Financial Bid Opening/Evaluation Exercise:
At the end of the Technical Bid Evaluation Exercise, the financial proposals of the shortlisted contractors/consultants who satisfied the technical requirements will be publicly opened on a stipulated date and time and thereafter evaluated. The contractors/consultants whose bids are evaluated and seen to be among the lowest evaluated responsive bid in the case of goods and works or lowest cost, quality and cost in the case of consultancy services will be shortlisted and forwarded to the Parastatals' Tenders Board for approvals and award of contracts.

9.4 NITDA SCHOLARSHIP SCHEME

1. The Agency places an advert in two National dailies.
2. The Agency opens the portal (scholarship.nitda.gov.ng) for application, which will be open for 6 weeks from the date of the advert.
3. Qualified applicants are shortlisted to write an aptitude test and contacted via email and SMS.
4. Successful applicants are notified through email and SMS.
5. Verification of original certificates and oral interview of successful applicants.
6. Release of award letters to successful candidates.

9.5 CONDITIONS FOR APPLICANTS

Criteria:

The Scholarship award is strictly based on merit and is equally distributed between the six geo-political zones for PhD and the 36 states and FCT for MSc.

Duration:

The Masters programme will run for one year while the Doctorate programme is expected to run for three years.

Eligibility:

- **PhD**: University/Polytechnic lecturers with MSc in any Information Technology related field are eligible to apply for sponsorship.
- **MSc**: All citizens of Nigeria with First Class or Second Class (Upper) Honours Bachelor's degree, (B.Sc) in an Information Technology related field and have not previously benefited from the Agency's Scholarship Scheme.

9.6 IT PROJECT CLEARANCE

i. MDAs shall obtain an electronic certificate of approval from NITDA, for all their IT projects via the compliance portal and email;

ii. MDAs requesting for approval from NITDA, with respect to their IT projects shall fill a copy of FORM ITC.1 via https://compliance.nitda.gov.ng and shall comply with the following requirements: MDAs shall: a. describe in detail each proposed IT project and the designated location for each project; b. describe in detail the service or specification and configuration of the IT products and services required for each project; c. specify the current market prices of all products or estimated cost of services needed to actualize each project; d. specify the expected duration for each project implementation e. fully comply with the provisions contained in the Regulatory Guidelines for Nigerian Content Development in ICT; and f. provide justification and deliverables for the proposed IT project. iii. Upon submission of the above application, NITDA shall carry out technical evaluation of the proposed IT projects and make a decision.

iv. NITDA shall ensure that a decision is made within 10 working days from the submission of the application and shall revert accordingly to the MDAs via email and through the Compliance Portal.

v. Where NITDA is unable to carry out a conclusive technical evaluation of the IT project within 10 working days, NITDA shall; a. Reach out through email and the Compliance Portal to such MDA informing the MDA of the delay; and b. Specify in detail, the reason for the delay

vi.   Where NITDA is unable to make a decision within 10 working days as specified in Section 5 subsection 5 and further fails to reach out to the MDA as specified in Section 5 Subsection 5(a), it shall be assumed that IT project has been approved for execution.

vii.   Notwithstanding Section 5 Subsection 5, NITDA may withhold approval for all IT projects where the proposed project does not satisfy or meet NITDA's requirements; NITDA may refuse to give its approval.

viii.   Refusal of approval for any IT project shall be done through email and the Compliance Portal and shall: a. Specify in detail the reason for the refusal; and b. Give advice to the MDA on how NITDA's requirements can be met.

10. OBLIGATION TO CUSTOMERS/STAKEHOLDER

We are committed to providing our customer/stakeholders with efficient, reliable, affordable, safe competitive market environment at each point of service delivery. We therefore in this respect commit ourselves to the following:

i.   Provide a telephone enquiry service during regular office hours of 8:30am and 4:30pm (Monday to Friday) and our office will also be open during these hours.

ii.   Will not compete with the private sector in the provision of IT services.

iii.   Will not practice any form of discrimination against stakeholders. iv. Will not abuse the privileges of our office, position, power and authority.

v.   Be polite, helpful and demonstrate technical/professional competence at all times.

vi.   Take all opportunities available to provide information about current and upcoming services and programmes.

vii.   Anticipate customers/stakeholders demands and create new opportunities for the delivery of our services.

viii.   Advocate and practice a culture of continuous improvement of systems and processes. ix. Ensure all customers/stakeholders are treated fairly and with utmost respect.

x. Showcase thorough knowledge and expertise all our functions through data collection and research. xi. Ensure the website is available 24 hours a day, seven days a week, except during maintenance.

11. EXPECTATIONS FROM THE BOARD

The Board of the Agency is expected to:

i.   Formulate overall policies for the management of the affairs of the Agency;

ii.   Manage the National Information Technology Development Trust Fund established under the NITDA Act;

iii. Appoint, promote, terminate, dismiss and exercise disciplinary control over the principal officers and senior staff of the Agency;

iv. Structure the Agency into departments in a manner necessary for the effective discharge of the functions of Agency.

v. Effective discharge of the functions of the Agency.

12. OBLIGATIONS FROM EXTERNAL CUSTOMERS/STAKEHOLDERS

In order to serve you better, you can help us improve performance by:

i. Treating NITDA staff with courtesy and respect.

ii. Abiding by the regulations governing the operations of NITDA.

iii. Providing accurate information and complete documentation where applicable to ensure efficient and fast service.

iv. Suggesting ways to improve our services at NITDA.

v. Providing NITDA with adequate feedback on service delivery through various channels e.g. Agency website, suggestion boxes, email, etc.

13. EXPECTATION FROM STAFF

NITDA's Staff are expected to:

i. Welcome customers/stakeholders, listen to them and serve them promptly and courteously.

ii. Treat files and memos promptly within 48hours.

iii. Attend to customers/stakeholders on "first come, first serve" basis iv. Not collect tips from customers/stakeholders before or after service is rendered.

v. Be punctual and observe official working hour between 8:30am and 4:30pm. Display identity cards while on duty for ease of identification. vi. Not be absent without approval from the appropriate authority. vii. Process and pay contractors bills as at when due.

In addition to the above, Management is expected to: viii. Promote staff as at when due. ix. Provide working tools to staff for quality service delivery.

x. Organize capacity building programs for staff on monthly and quarterly basis.

xi. Follow due process in the appointment and termination of employment of staff.

xii. Hold periodic interaction with stakeholders.

xiii. Set-out clear operational guidelines. xiv. Follow due process in the award of contracts.

14. SPECIAL NEEDS PROVISION

SERVICOM Officers are always on hand to assist Customers with special needs to access services of the Agency, and provide translators where necessary.

15. FEEDBACK AND REDRESS MECHANISM

We encourage all our customers and stakeholders to forward feedback in form of complaints, suggestions or compliments to enable us sustain provision of quality services. Complaints and suggestions will be treated within ten (10) working days from the date of receipt, and we shall keep you informed of the progress made.

Complaints, enquiries, comments and suggestions should be channeled through the medium stated below:

Head Servicom Unit,
Block A, 2nd Floor, East Wing,
National Information Technology Development Agency (NITDA),
Plot 28, Port Harcourt Crescent, Off Gimbiya Street, Area 11, Garki,
Abuja.
Email: servicom@nitda.gov.ng

16. NITDA CONTACTS

Headquarters

National Information Technology Development Agency (NITDA),
Plot 28, Port Harcourt Crescent, Off Gimbiya Street, Area 11, Garki,
Abuja.
Phone: 07052420189, 08168401851
Email: info@nitda.gov.ng
Website: www.nitda.gov.ng

Zonal Offices South-West
No:9, Kofo Abayomi street,
Victoria Island, Lagos
State.

South-South
ICT Centre Along Aba Road,
By Air Force Bus Stop,
Port Harcourt, Rivers
State.

North-West
Plot No: 160, Sheik Nasiru Kabara Housing Estate,
Along Zaria Road, Kano State.