DAYDOTS KENYA LTD ICT POLICY AND SOPs

1. Introduction

At Daydots Kenya Ltd, our Information Technology (ICT) department plays a pivotal role in managing and safeguarding our technological systems, electronic information, and critical data. It is imperative that we establish a comprehensive policy and standard operating procedures (SOPs) to govern our ICT operations, ensuring the security, integrity, and effective management of our digital assets.

2. Information Security Policy

2.1. Information Security Policy Overview

- Our Information Security policy sets the foundation for safeguarding the availability, integrity, and confidentiality of business information stored on our IT systems. It ensures compliance with organizational and regulatory requirements.

2.2. Key Sub-Policies

- Risk Assessment: We conduct regular risk assessments to identify and mitigate potential threats to our digital assets.
- Access Management: Access to sensitive information is strictly controlled to prevent unauthorized access.
- Acceptable Usage: Guidelines are established to govern the proper use of IT resources within our organization.
- Password Management: Strict protocols are in place for password creation, management, and protection.
- Information Classification: We categorize data according to its sensitivity, ensuring appropriate protection measures.
- Disaster Recovery: We have procedures to swiftly recover IT systems and data in the event of a disaster.

3. Enterprise Architecture Policy

- Our Enterprise Architecture policy defines how our IT aligns with and supports our business mission and operations. It provides guidelines for planning, designing, implementing, and governing enterprise IT architecture to ensure optimal alignment.

4. Data Management Policy

- The Data Management policy focuses on the governance and management of data assets, including documents, databases, and application data files. We emphasize data protection and privacy, ensuring data is handled responsibly.

5. Purchasing Policy

- Our Purchasing policy outlines procedures for the acquisition of service components necessary for the delivery of IT services. It ensures value for money and holds suppliers accountable for their contractual commitments, preventing unnecessary financial impacts.

6. Service Management Policy

- The Service Management policy establishes the framework for setting service management objectives that align with our organization's purpose. It reflects our top management's commitment to service management and is in line with ISO/IEC 20000 requirements. This policy provides evidence of service management direction from our leadership, ensuring a coordinated approach to service management activities across the organization.

At Daydots Kenya Ltd, our ICT Policy and SOPs are vital for the security, efficiency, and strategic alignment of our IT operations. We are dedicated to implementing and continuously updating these policies to adapt to evolving technology and security needs, ensuring the protection and seamless management of our digital assets.