



OCTOBER 2004 • DIVISION FOR MANAGEMENT  
INFORMATION SERVICES

Short version

# IT strategy 2004



## IT vision

With the aid of IT it shall be possible for Sida to work effectively and efficiently towards achieving its operational goals regardless of geographical location.

### How can IT support Sida's operations?

Sida's IT environment will make it possible to achieve transparency and exchanges of information in development cooperation and to promote national and international cooperation.

IT should function as a form of support for Sida's operations. IT development should therefore take place in harmony with Sida's core activities, strategic priorities and other initiatives.



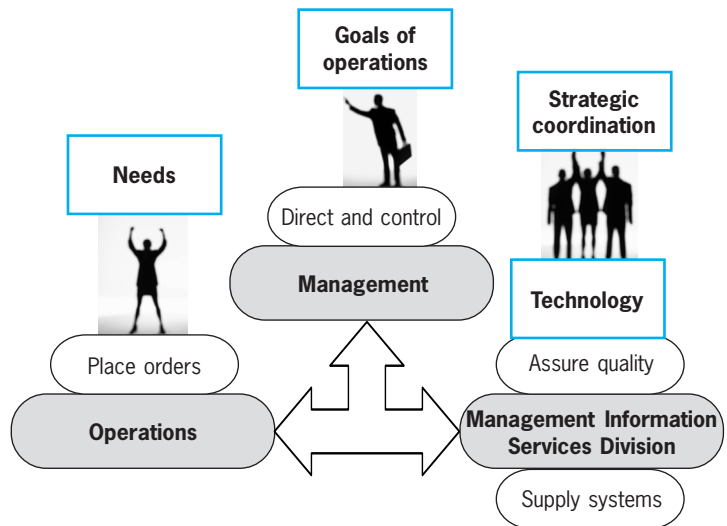
Sida's development cooperation programmes will be made more effective in the future, for example by extending cooperation – nationally and internationally. There will thus be a greater need for *transparency* in Sida's operations and for a *global exchange of information*.

Today IT is a component in almost all Sida's activities. Sida's staff must therefore have a *basic level of IT proficiency* in order to facilitate the dialogue with partners in cooperation. The ways in which Sida uses IT in its activities is also of importance for the perception of Sweden as an IT nation.



### How shall the IT organisation and forms of control be designed?

The IT organisation and the forms of control should ensure that IT makes efficient working methods possible and should create a secure, coordinated and cost-efficient IT environment.



The point of departure for the direction of Sida's IT activities is that it shall take place in a process of interaction between Sida's **management, operations** and the **Management Information Services Division**.

Management determines the focus of IT development on the basis of the needs of operations and the departments.

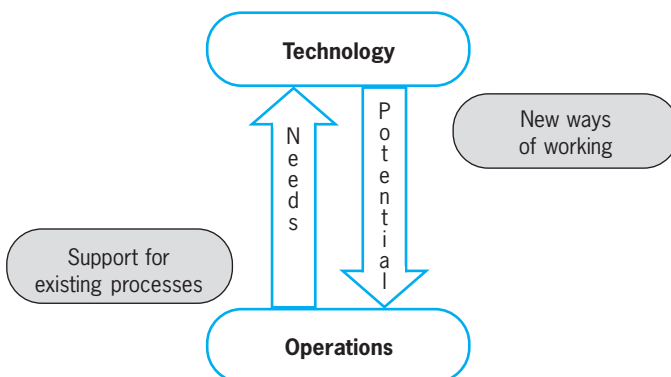
The Management Information Services Division supplies IT for Sida's operations and is responsible for the development of the technical platform. The **Management Information Services Division** also has a strategic and executive role. It is responsible for **coordination, methods support and quality assurance of the IT environment**.

The process of interaction between the three functions takes place in the *IT Council* in which management, operations and IT are represented.

### Which areas should be given priority for IT development?

Sida should be prepared to use the potential that IT can offer to make operations effective and to achieve the goals of operations.

Through the opportunities it offers, new technology can contribute to change and simplify our ways of working.





Today Sida's operations make it necessary for the staff to be increasingly **mobile**. A study will therefore be made of **mobile** access to information based on the needs of operations.



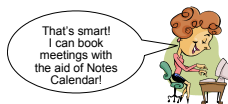
Information should be regarded as an entity that facilitates the **sharing of information** internally and externally.



IT systems should also be developed to make **transparency** possible in Sida's operations.



To facilitate recruitment and to find the persons with the right qualifications and experience at the right time, a study should be made of the need for **resource databases**.



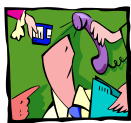
Optimal use should be made of existing IT systems and they should be designed in such a way that duties and the administrative support processes are **facilitated in the daily work of the staff**.



In the field of **human resource management**, educations and training tools such as **e-learning** will be of great importance, for example for training staff in the field.



The systems that are critical for operations should have the level of **security/accessibility** that is necessary to perform operations.



The right specifications should be made initially in IT projects and in procurements in order to ensure that IT systems correspond to the needs of operations. The Management Information Services Division will provide guidance in the dialogue with members of IT projects to ensure quality assurance of the technical platform. To facilitate this process, **methods and working tools** will be developed.

## How should the IT environment be designed?

The IT environment should be secure, user-friendly, flexible and cost-efficient.

Cost-efficiency can be achieved by working on the basis of a **uniform IT platform**. With the aid of uniformity we can facilitate the operation and administration of the platform and have central distribution of programs. Applications and equipment must therefore be uniform and, as far as possible, comply with the standards we lay down from time to time.



IT systems and infrastructure should have a **stipulated level of security** as the point of departure for the technical platform we choose and make exchanges of information possible between the IT systems. Access to information will be **adapted** to the different needs of operations.



**Communication** and networks shall be **secure and stable**. To this end alternative communication channels will be established.



There will be **instruments for the management and control of IT operations** such as an IT strategy and an IT policy, as well as an IT security policy which is currently being produced. More extensive demands will be made of IT projects, in particular the procurement of new IT systems. To this end tools for systems development and **functions for security, IT procurement and user-friendliness** should be created.



To strengthen existing **IT resources**, accessibility to IT support will be extended and measures will be taken to ensure that access is available to technical personnel whenever necessary. The Management Information Services Division will be temporarily reinforced with the aid of **field technicians**. Consultants will be utilised to a greater extent than hitherto at peak working times and when special needs exist. Measures will also be taken to **ensure that system operators** and those members of staff with secondary responsibilities **have appropriate levels of proficiency** and that the amount of working time allocated to this duty will be increased.



## What degree of IT proficiency does Sida staff need and how can the right level be achieved?

Sida staff should have the IT maturity necessary to perform their work

Sida will adapt programmes for the improvement of skills in the IT field to functions and activities, and will specify responsibilities.



A study should be made to **clarify roles and responsibilities for IT training** among those responsible for training, IT and Sida's departments. There must also be a general **improvement in IT maturity** at Sida. Courses should be adapted to needs and be offered on the basis of target groups, work functions and IT maturity.

Published by Sida 2004

Department for Finance and Corporate Development

Articlenumber: SIDA4336en

This publication can be downloaded/ordered from [www.sida.se/publications](http://www.sida.se/publications)

Copies of this brochure and the complete version of the IT Strategy can be recieved at the Management Information Services Division.

*Halving poverty by 2015 is one of the greatest challenges of our time, requiring cooperation and sustainability. The partner countries are responsible for their own development. Sida provides resources and develops knowledge and expertise, making the world a richer place.*



SWEDISH INTERNATIONAL  
DEVELOPMENT COOPERATION AGENCY

SE-105 25 Stockholm Sweden  
Phone: +46 (0)8 698 50 00  
Fax: +46 (0)8 698 56 15  
sida@sida.se, [www.sida.se](http://www.sida.se)