

# **Terms of Reference for IT Consultant**

## **1. Background**

GSS has developed two strategic documents – the 5-year Corporate Plan and the Ghana Statistics Development Plan (GSDP). The plans have data management and dissemination as one of the major components for improving the production and access to statistics. One of the goals to achieve this will be, to set up a modern, appropriate and sustainable IT infrastructure with appropriate software packages and the right IT processes and procedures, to support both core and non-core operations of GSS. The set up, effective use, and management of appropriate IT systems would contribute significantly to the production of relevant and timely statistics.

One factor that hindered the proper development of IT was the structure of the IT Division where two important but different functional areas (data processing and IT Services) were put together. Attention concentrated on data processing at the expense of IT Services even though IT Services supported all the technological systems of the work output of all divisions. This resulted in IT services being neglected. With the re-organisation of GSS the two important functions have been separated into Data Processing and IT Services. Paying attention to IT services will therefore enable IT staff build in-depth knowledge in IT and focus on providing quality and proactive IT services to all staff and divisions including the Data Processing Division. The services of an IT Consultant will be required to assist GSS put in place a reliable and efficient IT System to facilitate the technical and administrative functions of GSS.

## **2. Objective**

The objective of the consultancy will be to address the institutional weaknesses in the area of IT infrastructural resources within the GSS and the NSS and create a well functioning IT and applications system throughout the GSS.

GSS will require the services of an IT Consultant to advice, guide and assist in setting up IT structures and systems to facilitate its work and enhance the work output of its staff.

## **3. Scope of work**

Specifically, the IT Consultant will support the GSS to:

- Develop an IT Strategic Plan for GSS;
- Setup a Network Operating Centre (NOC) at GSS head office;
- Design, costing and setup an enterprise network that will link GSS head office to all GSS regional offices for both data and voice, Internet connectivity, document and reports distribution and sharing, announcements and notices, etc.;

- Setup and implement business applications that will facilitate work, such as
  - i. stores and vehicle management system
  - ii. work flow
- Develop the following
  - i. IT Use Policy
  - ii. IT Maintenance and Replacement Policy
  - iii. IT Security Policy
  - iv. IT Change Management Plan
  - v. IT Processes Plan
  - vi. IT Auditing Plan
  - vii. Disaster Prevention & Recovery Plan
  - viii. Business Continuity Planning;
- Setup a secured and reliable Data Backup system;
- Design and setup appropriate central database and statistical analysis systems, including appropriate work procedures that will enable GSS to produce relevant statistics in a timely manner;
- Re-structuring of the IT Division to make it more effective, responsive, focused and capable of managing and supporting IT infrastructure and applications to meet the IT needs of staff;
- Re-structuring of GSS website to make it current and more relevant and responsive to the needs of stakeholders;
- Identify IT training required for staff;
- Support the improvement of MDA statistical IT systems; and
- Provide continuous training and upgrading of skills of staff to effectively manage and use IT for GSS core business and administrative processes.

#### **4. Input provided by Implementing Agency**

Aside from providing office space, GSS will provide the Consultant with administrative support including technical and communication facilities, and assistance in making appointments and travel arrangements, organising meetings, and other provisions necessary to facilitate his/her work.

#### **5. Expected outputs from the consultancy**

The consultant will be required to provide the following outputs:

- An inception report at the end of the inception period (two weeks) addressing the purpose and the research questions of this assignment, including a plan on how to proceed with the assignment.
- Detailed work plan submitted for approval within one month of signing contract;
- IT Policy and Procedures developed by end of the first year of contract;
- Strategy and Implementation Plan for making IT policies functional produced by end of first quarter of year 2;
- By the end of the contract, all policies approved and being implemented by the GSS.

- By end of year one NOC in place
- Enterprise network in place by end of year one
- Progress reports on a monthly and quarterly basis ready two weeks after end of month/quarter; and
- Annual reports detailing achievements, challenges and the way forward submitted two weeks after end of year.
- Final report detailing achievements, challenges and the next steps prepared and submitted at end of contract.

## **6. Performance Criteria**

The GSS will evaluate the performance of the IT Consultant at the end of the initial 6-month period, and then at the end of Year 1 and Year 2.

The following performance criteria will be used to assess the performance of the IT Consultant at regular intervals and based upon which the contract with the GSS may be continued or terminated:

- Comprehensiveness and Quality of documentation of IT policy and procedures;
- Quality and comprehensiveness of manual on the functions, role & responsibilities of GSS personnel as far as IT is concerned;
- Quality of IT training provided to all categories of staff;
- The website has improved by the end of the project according to the user satisfaction survey.
- Quality and timeliness of monthly and quarterly reports;

In addition to the above, by the end of Year 1 and Year 2, the GSS staff shall demonstrate understanding and/or abilities in the following:

### End of Year 1:

- Effective use of IT systems in a networked environment;
- Able to share files, documents, process and transmit data through intranet facilities; and
- Use the internet for research and other statistical enquiries.
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### End of Year 2:

- Ability to manage and use IT for GSS core business and administrative processes;
- Use the GSS website to effectively disseminate GSS products and services;
- Ensure proper documentation and archiving of GSS products and services; and
- Perform minimum trouble shooting operations.

## **7. Implementation arrangements**

The consultant will work in close collaboration with the Programme Development and Management Group. S/he will report to the Deputy Government Statistician – Technical Support. The Consultant will be required to spend the entire assignment period on-site in Accra, Ghana. S/he will be allowed home leave as stipulated in the employment contract.

#### **8. Assignment Period**

The period of assignment will be for three years. The initial six months employment will be considered as probation; subject to satisfactory performance. Performance criteria determined in the previous section will be used to assess performance in Years 1 and 2. GSS and the World Bank will review the performance of the Consultant, within two weeks upon completion of the probation period and inform the Consultant of the decision to continue or not. The performance will be based on the performance indicators indicated in the employer's agreement.

#### **9. Terms of payment**

Payment will be made monthly at the end of each month.

#### **9. Qualifications and experience required**

The Consultant will have worked in an IT environment for at least 10 years. Potential candidates should possess the following qualifications and skills:

- A degree in Computer Science or related field.
- Understanding of statistical production and dissemination procedures and processes.
- Ability to mentor staff and facilitate learning by doing;
- Experience in dealing with Public Service or Donor Funded Projects an advantage;
- Proven track record in working effectively within multidisciplinary teams.
- Computer proficiency in standard office applications (Spread sheets, word processing, Internet Explorer);
- Knowledge of statistical applications and databases; and
- S/he should display strong leadership and inter-personal skills, including excellent communication and facilitation skills.

