

**THE REPUBLIC OF BULGARIA
MINISTRY OF FINANCE**

APPROVED:

MINISTER:

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**INFORMATION TECHNOLOGIES
POLICY**

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1. Introduction

In its activity hitherto the MoF has tacitly acquired and follows a set of principles for work and management in the field of the information technologies (IT). The lack of a common strategy and an action plan in that field leads to the fact that the MoF (MoF) and its Second Level budget Spending Units (SLSU) manage their information resources independently and without co-ordination. The result is information systems and technologies, which are often incompatible and repeated. An integrated information environment is to be established in the MoF, shared between employees, clients and other information partners.

The recent document is a result of the ripe necessity a unified vision to be implemented in regard of the management, establishment and development of the information resources in the system of the MoF as strategic actives.

The IT Policy of the MoF is formed in line with the governmental policy and in compliance with the adopted by the government strategic documents in that field. It is an inseparable part of the general policy of the MoF and reflects the basic principles of action that the ministry follows in the era of fast technological changes and by the establishment, development and management of information systems and technologies in the conditions of a transition towards e-government.

The existence of the document “Information Technologies Policy” sets the basis of the establishment of an aggregated information environment where the natural and juridical persons, the employees of the MoF and its SLSU may have access to useful information depending to their accredited rights, without any restriction in the ownership, and independently of the type of the systems used. The necessity of establishing such an environment is dictated by the development of widely disseminated technological standards and the creation of possibility of an easy access to institutional information and data. To meet the needs of general exchange of information and services in the system of the MoF, a joint planning, development and building up in the sphere of the information technologies is needed.

The successful achievement of the intended in the general policy of the MoF goals and initiatives will depend on a great extent on the efficiency and the results of the used information systems and technologies.

Aiming at ensuring consistency and coordination of the guidelines, principles and plans of the MoF with those of the Government and the other state bodies for development and modernization in the field of the high technologies, this recent “Information Technologies Policy” is to be additionally developed and supplemented by documents such as Strategy and Plan for development of the information technologies in the MoF. Those, concretizing the policy documents, are to be used in the formation of concrete operational plans and suggestions by the side of the MoF and its SLSU to the Council of Ministers.

2. GOALS

The IT Policy of the MoF aims at defining the basic directions and the leading principles in the activity on establishment, implementation, development, maintenance and management of the IT in the MoF and its SLSU.

The IT Policy of the MoF defines the main directions and guarantees the unified approach in the development of the information technologies in the MoF and its second level spending units, without describing concrete architectures or technologies.

3. Basic principles

The basic role of the information technologies is to maintain the business processes in the MoF and its SLSU.

The acceptance of a general IT Policy is critically important for the ensuring of the common approach, necessary for improvement of the processes and diminishing of the expenditures for IT.

The leading principles in the establishment, implementation, development, maintenance and management of the IT in the MoF and its second level spending units, are:

- 1 Improvement of the provision of administrative services to the natural and juridical persons, as well as the refinement of the working processes of the administration in the system of the MoF;
- 2 Integration of the provided services and raising the level of their quality for a maximum coverage of the requirements of the consumers of information and services from the MoF system;
- 3 Placement of the business strategy of the MoF as leading by the defining of the necessity of IT, as well as in the preparation of the plans and the priorities of their establishment, implementation, development and maintenance;
- 4 Coordination of the used IT in the whole business activity of the MoF and its SLSU.
- 5 Ensuring of standards, openness, flexibility, security, efficiency and good results through the set up and implementation of the information technologies;
- 6 Following the approach of sharing the information resources always where it is possible and does not contradict the legal and normative provisions, connected with the activity of the MoF and its SLSU;
- 7 The managers of business processes are the owners of the information systems, set up and implemented for the relevant processes;
- 8 The investments in the field of the IT should be useful for the activity of the MoF and its SLSU and serve it.

4. Powers and responsibilities of the IT Unit of the MoF

With the modification of the Structural Regulation of the MoF dated from 15 October 2001, a Directorate “Information Technologies and Investment Activities” with a department “Information Technologies” has been created.

The IT unit by the MoF has a supportive, coordinating and unifying function as related to the activities, connected with the establishment, implementation, development, maintenance and management of the information technologies in the system of the ministry. The basic task of the IT department is to run the IT Policy of the MoF, aiming at setting up of an unified information environment, where the employees of the MoF, as well as the other consumers of the public and private sector to have access to the necessary services and information, according to the defined by the normative provisions rights and obligations. The department has as its goal to organize, control and support the establishment and the maintenance of integrated information systems and technologies, meeting the requirements of the MoF and its second level spending units, as well as of its transition to work in the conditions of an e-government.

The operational management and control over the establishment of the information systems and the implementation of IT is done by the units, responsible for IT in the MoF and its SLSU. For projects of general important for the ministry, as well as in regard of the institutions that do not have a differentiated information unit, those tasks are undertaken by the IT department by the MoF.

5. Applicability and scope of the policy for information technologies

The IT Policy is applicable to the activity of the MoF and its SLSU and their units and branches and it should be used as well by the IT units and by the other units of the MoF and its SLSU.

This document defines the framework and the guidelines for the use of IT, which the MoF and its SLSU should follow. The rights and the responsibilities of these units, connected with the establishment, implementation, development, maintenance and management of the information technologies, are to be defined in the Strategy and in the Plan for the Development of the IT in the MoF.

The IT Policy is divided into four basic parts:

- 1 Management of the IT;
- 2 Policy for development of the applications architecture;
- 3 Policy for development of the information architecture;
- 4 Policy for development of the technological architecture.

6. IT Policy

6.1. Management of the information technologies

6.1.1. *Strategic planning*

For the achievement of coordination in the entire goals of the ministry, the information technology units in the MoF and their SLSU prepare long term, medium term (3 to 5 years) and short term (1 year) plans for development of the information technologies. Those plans are in compliance with the plans for achievement of the business goals of the MoF and its second level spending units.

6.1.2. *Managing body*

A management body carries on the formation of the IT Policy of the MoF. This body has as its goal to guarantee that the activity of the units for information technologies is in compliance with the general and the concomitant goals of the MoF and its SLSU. In the body there are representatives of the high level management of the MoF, directly or indirectly responsible for the information technologies, representatives of the management of the information technology units and representatives of the SLSU. The members of this body need to have the necessary competency to take decisions.

The basic functions of this body are defined in a Document for regulation of the activity of the Managing body.

6.1.3. *Management of the IT*

For a better management of the information technologies to be achieved generally accepted standards and procedures are followed. In that connection methodologies for management of contracts and projects are developed. Thus the achievements of the desired results are guaranteed within the frames of the planned time period and budget.

6.2. Policy for development of the applications architecture

The applications architecture covers in a unified complex the information systems and technologies that ensure operational and information service of the functional activities of the MoF and its SLSU.

The information systems and technologies are to meet the requirements of the users in the ministry, as well as the information needs of the outside customers, the international institutions and the general public.

The applied program decisions are to be in compliance with the normative provisions.

6.2.1. *Principles for the setting up of the applications architecture*

The applications architecture of the MoF and its SLSU should be set up on the basis of the following principles:

1. a reflection of the functional model of the MoF and its SLSU;
2. integrity of the components;

3. high level of modulation of the applications;
4. broadening and escalation in relation to:
 - a. accumulation in the scope of the worked up information;
 - b. expanding the range of objects and their characteristics;
5. open standards for exchange of information;
6. multileveled applications architecture— delimitation the access to the data, business logic and interface to the end user for provision of flexible logical structure.

It is necessary to be achieved optimization of the processes, homogeneity of the information, generated in the MoF and its SLSU, availability of data with the relevant characteristics by all the users, diminishment of the expenditures for development and maintenance of the program applications through unification of the program means and optimization of the activity of the information technologies.

6.2.2. Technological requirements

The applied program decisions need to meet basic technological requirements, such as:

1. users oriented realization, ensuring:
 - a. easy and intuitive navigation;
 - b. flexible means for producing check ups (references) and reports in regard of form and content;
2. component structure and multiple usage of the components;
3. work up of the processes with a minimum hand work;
4. work up in real time where it is necessary;
5. usage of systems for management of relational data base;
6. provision of standard formats for exchange;
7. availability of flexible means for administration and configuration;
8. possibilities for realization of Web interfaces;
9. availability of built in security system with opportunities for building up of users profiles and determining rights for types of access to different levels – modules, functions, screens, operations, etc.;
10. provision of standard means for development;
11. maintenance of detailed information in regards of the needs for tracing and audit of the running activities;

6.2.3. Risk management

In all the program systems should be clearly defined mechanisms and means for risk management.

It is necessary the operational and organizational risk to be fully covered as well as the risk of using the information systems.

An assessment of the security of any concrete program decision is needed, and a formal acceptance of the stated risk.

The risk management through the project management decisions requires the availability of means that could provide for:

1. management of the users access and availability of documented rights of access;
2. identification and electronic signatures of the authorized personnel;
3. full audit trace of the operations;
4. protection of the data from unauthorized access, misuse or preliminary disclosure of the data;
5. possibilities of setting-up and defining different sets of indicators, providing opportunities for risk control;
6. working up of requests in real time and generation of periodical reports for the purposes of the internal control;
7. documentation in connection with the applied systems (technological and functional description);
8. manual for the user, defined responsibilities, plan for running the activities in extreme situations;

6.3. Policy for the development of the information architecture

The information architecture comprises:

1. the environment for organization and management of the information in the MoF and its second level budget spending units;
2. the data models;
3. the means of defining and building up of the models and the structures of data as well as the connections between their elements;
4. the means of management of the property and the access to data;

6.3.1. Principles of establishment and development of information architecture

By the establishment and development of the information architecture the following basic principles are applied:

1. defining of the information model according to the functional needs of the MoF and its second level budget spending units and not according to the concrete applications;
2. acceptance of a common standard for presenting the information;
3. one and the same information is presented only once and in the same way to the MoF and its second level budget spending units;
4. the titilar of the information is the prime source or the primary receiver of the information;
5. information that is general for the ministry and is used for presentation and analysis, is kept in a central site for maintenance and access to the data;
6. information that is specific for the MoF and its second level budget spending units is worked up and kept in local systems;
7. the access to the general information is determined corresponding to the functional needs and the normative provisions;
8. the modification, delete and archive of the information is done after an authorization of titulary;

6.4. Policy for development of the technological architecture

The technological architecture comprises:

1. computer platforms;
2. system soft ware;
3. telecommunication infra structure;
4. means for protection, reservation and preservation of the data;
5. means for management of information environment;

6.4.1. Principles of building up of technological architecture

The technological architecture of the MoF and its second level budget spending units is to be build up on the basis of the following principles:

1. strategic approach in the realization of the information environment;
2. integrated environment for work of applications, servicing the functional necessities of the MoF and its second level budget spending units;
3. unification of the planning and the management of the technological decisions;
4. implementation of open standards;
5. centralized management and maintenance of the information resources;
6. integration of the information protection.

7. Responsibilities in the implementation of the IT Policy

The information technologies management body is responsible of the tracing, updating, dissemination and implementation of the IT Policy.

The information technologies management body is responsible for the coordination and consulting of the present IT Policy with the requirements of outer to the MoF system institutions, organizations and administrations, as well as with foreign representatives of organizations of exceptional importance to the Republic of Bulgaria and the MoF, such as the European Union, the International Monetary Fund, etc.

The Heads and Directors of agencies and directorates, working groups, steering committees, commissions and other bodies involved in management of projects by the MoF and its SLSU should accept relevant policies, principles, standards, rules, procedures and documents, in compliance with the requirements of the present document.

The Heads of the IT units are responsible for the compliance with the policies, principles, standards, rules, procedures and documents in the relevant administrations with the requirements of the present document. In the case of lack of conformity between the separate documents the heads of the IT units are responsible of preparing drafts for bringing them into the needed compliance.

8. Monitoring of the IT Policy

Monitoring and updating of the present IT Policy is done not less than once a year after a suggestion made by the members of the information technologies management body .

After a written suggestion or request from a certain structural unit of the MoF or its SLSU, the information technologies management body may introduce some changes in the IT. The written suggestions or the request of changes should comprise detailed description of the reason, an analysis of the purposes and the results that the desired change will bring to and an approximate time assessment of the implementation and the fulfillment of the new requirements.

9. Appendix 1: Other documents connected with the IT Policy

The IT Policy of the MoF, together with the bellow listed documents is to serve to ensure consistency and coordination of the guidelines, principles and plans for development of the information technologies in the MoF and its SLSU.

- 1 Strategy for use of information technologies in MoF and its SLSU;
- 2 Implementation plan of the strategy for development of the information technologies;
- 3 Document for regulation of the activity of the information technologies management body;
- 4 Information Security Policies;
- 5 Project Management Methodology;
- 6 Contract Management Methodology.

The above-mentioned documents should be developed and adopted after approval of the IT Policy of the MoF.

10. Appendix 2: List of the Second Level Spending Units (SLSU)

The SLSU administratively subordinated to the Minister of Finance:

- 1 General Tax Directorate;
- 2 "Customs" Agency;
- 3 Agency for State Internal Financial Control;
- 4 Agency for State Receivables;
- 5 Agency "Bureau for Financial Investigations";
- 6 Agency for Economic Analyses and Prognoses;
- 7 Agency for Insurance Surveillance;
- 8 State Commission on Gambling.

List of the Second Level Spending Units administratively subordinated to the Council of Ministers:

- 1 State Commission on Valuables;
- 2 General Archive Agency.