



CRASA Information Technology (IT) Steering Committee

Approved **Work-Plan**

2026/2027

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STRATEGIC OBJECTIVE	PROGRAMME NAME	PROJECT NAME	PROJECT CODE	EXPECTED OUTPUT	KEY ACTIVITIES	START DATE	END DATE	BUDGET
SO3.1.1 Enhance corporate governance tools and mechanisms at CRASA	IT Governance & Infrastructure Management	Infrastructure and Service Management Hardening Plan	ITSC/26/27/01	Approved Infrastructure Management Plan and Service Governance Framework	<ul style="list-style-type: none"> (i) Develop infrastructure management and maintenance framework for Secretariat systems (ii) Define infrastructure monitoring and lifecycle management standards (iii) Establish governance procedures for IT service providers and contracts (iv) Validate and adopt infrastructure management plan. 	Q1	Q3	Internal (In-house)
SO3.1.1 Enhance corporate governance tools and mechanisms at CRASA	Cybersecurity & Risk Management	Business Continuity and Incident Response Enablement	ITSC/26/27/02	Incident Management Framework and Cyber-Incident Simulation Report	<ul style="list-style-type: none"> (i) Define incident response framework and escalation matrix (ii) Develop formal Incident Management Plan (iii) Conduct cybersecurity awareness training and incident simulation exercise (iv) Establish baseline disaster recovery readiness. 	Q1	Q4	TBA
SO3.1.1 Enhance corporate governance tools and mechanisms at CRASA	Digital Transformation & Process Automation	Secretariat Workflow Automation – Phase 1 (Quick Wins)	ITSC/26/27/03	Automated Secretariat workflows and operational dashboards	<ul style="list-style-type: none"> (i) Map priority Secretariat processes suitable for automation (procurement, approvals, document dispatch, asset register, helpdesk) (ii) Configure workflow automation tools/platforms. 	Q2	Q4	TBA

					(iii) Pilot and refine automated workflows (iv) Train Secretariat staff and deploy reporting dashboards.			
SO2.1.3 Enhance information dissemination to stakeholders through digital platforms by 2028	Digital Platforms & Member Services	CRASA Digital Secretariat Platform Integration (Website + Systems Alignment)	ITSC/26/27/04	Integrated CRASA Digital Secretariat Platform supporting stakeholder engagement	(i) Define system integration requirements for the new CRASA website (ii) Align Secretariat document and publication workflows with the new platform (iii) Configure Member access features and content governance workflow (iv) Oversee deployment of integrated digital platform services.	Q1	Q4	TBA
SO3.1.1 Enhance corporate governance tools and mechanisms at CRASA	Data & Performance Systems	Automated Monitoring and Evaluation (M&E) System Modernisation Oversight	ITSC/26/27/05	Upgraded Automated M&E System supporting output, outcome and impact reporting	(i) Oversee implementation of Automated M&E System upgrade (ii) Validate upgraded reporting structures and performance indicators (iii) Conduct user acceptance testing and Secretariat training (iv) Establish governance and maintenance model for upgraded system.	Q2	Q4	TBA

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