



**Republic of Zambia**

**SMART Zambia Institute – eGovernment Division**

**Cabinet Office**

***PUBLIC SERVICE INFORMATION COMMUNICATION TECHNOLOGY  
STANDARDS***

**Guidelines for Installation and Usage of  
Low Orbit Satellite (Star-Link) Kits  
in Public Institutions**

**February 2024**

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# 1. Introduction

This document provides guidelines for the installation and management of low orbit Satellite (Star-Link) in Public Institutions. The Star-Link Satellite Kit is designed to provide reliable internet connectivity to support the digital transformation efforts of Government Agencies. These guidelines outline the roles and responsibilities of both the Public Institutions and the Electronic Government Division (EGD) in the installation, maintenance, and monitoring of the kits. In addition to this document, custodians of the equipment must familiarize themselves with the star-link user guideline available at: <https://starlink-enterprise-guide.readme.io/docs/getting-started-with-starlink-enterprise-guide-copy>.

## 2. Inventory Preparation

Upon receipt of the Star-Link Satellite Kit from the Electronic Government Division, Public institutions are required to check the physical condition of the equipment to ensure that all components are intact. All public institutions shall maintain an up-to-date Asset Register of all the Star-Link Satellite Kits in line with Public Sector Asset Management Guidelines. All kits shall be inscribed with GRZ Serial Number by the Controller of Office Equipment.

### 2.1. Installation and Setup

#### **Installation Process**

- i. **Site Survey:** All Public Institutions shall conduct a site survey to assess the suitability of the installation site and determine the optimal placement of the Star-Link Kit(s).
- ii. **Equipment Installation:** Install the Star-Link Kit(s) according to the manufacturer's guidelines, ensuring that all components are securely mounted and properly connected.

#### **Testing and Configuration**

- i. **Configuration:** Configure the Star-Link Kits according to the specific requirements including network settings and security features. First Line Support shall be provided by the Public Institution in receipt of the Star Link Satellite kit. Any technical support shall be

escalated to SZI Service Management Directorate through the Provincial Head of ICT only if the problem remains unrectified for a period over 24hrs.

- ii. **Security/WiFi Password Management:** Public Institutions shall use strong, complex passwords for the WiFi network. Avoid using easily guessable passwords such as "password123" or common words. Enable WPA2/WPA3 Encryption: Use WPA2 or WPA3 encryption on the Star-Link WiFi network to protect your data from being intercepted by unauthorized users.
- iii. **Testing:** Conduct thorough testing of the Star-Link Satellite Kits to ensure that they are functioning correctly and providing the expected level of internet connectivity.
- iv. **Training:** Provide training to end-users on the operation and maintenance of the Star-Link Kits.

### **Network Expansion, WiFi/LAN**

The following criteria will have to be considered when a public institution chooses to expand the network on the Star Link infrastructure.

- i. **Need Assessment:** The Public Institution should assess its need for improved network connectivity and determine if installing a network expansion on the Star Link infrastructure is the best solution to meet those needs.
- ii. **Compatibility:** The network expansion should be compatible with the existing Star Link infrastructure to ensure seamless integration and operation.
- iii. **Compliance:** The installation should comply with e-Government regulations, standards, and policies, including those related to Network Security Standards and Data Protection Standard.
- iv. **Technical Expertise:** Public Institutions should have the technical expertise or access to ICT professionals who can design, implement, and maintain the network expansion.

### **3. Sites and Timelines for Deployment**

All Public Institutions shall identify potential sites for Star-Link Deployment. The Electronic Government Division shall approve the request for installation of a star-link Satellite kit in the

identified sites with priority given to unserved and underserved sites. All Star-Link Satellite Kits must be installed within 7days of being delivered to the intended site.

### 3.1. Roles and Responsibilities

#### A. Public Institutions

- i. **Project Coordinator:** Public Institutions shall designate a project coordinator who will be responsible for coordinating the installation and maintenance of the Star-Link Kit at an identified site.
- ii. **Site Preparation:** Public Institutions shall ensure Site Surveys are conducted, and installation site is suitable for Star-Link, including providing access to reliable power with a secure location for the equipment.
- iii. **Security:** Public Institutions shall implement security measures to protect the Star-Link Kit from theft or damage. Further institutions in custody of the Star-Link kit will ensure that the service is being used in line with approved Public Service ICT Standards and guidelines.
- iv. **Training:** Public Institutions shall ensure that staff members who will be using the Star-Link are trained on its operation and maintenance. Conduct comprehensive Change Management activities to enable the Staff to maximise the utilisation of the equipment in the provision of eservices to the Citizenry.
- v. **Subscriptions:** Public Institutions shall ensure that all subscriptions are budgeted for in the period following the handover of the equipment.
- vi. **Compliance:** Public Institutions shall ensure that the installation and operation of the Star-Link Satellite Kit complies with all relevant Public Service ICT standards and guidelines.
- vii. **Risk Management:** Ensure that the Kits are fully insured by the relevant authority to mitigate from theft and damage.
- viii. **Maintenance, upgrade, and Disposal:** Ensure that maintenance and disposal of the kit is in line with approved public service ICT guidelines and standards as well as ensure that all critical stakeholders are informed.

## **B. Electronic Government Division (EGD):**

- i. **Technical Support:** The EGD shall provide second level technical support for the installation of the Star-Link Satellite kits, including guidance on equipment placement and configuration.
- ii. **Site Validation:** The EDG shall validate and verify the sites identified or proposed by Public Institutions.
- iii. **Training:** The EGD shall provide training to Public Institutions Staff on the operation and maintenance of the kit upon request (All expenses shall be borne by the public institutions).
- iv. **Maintenance:** Provide ongoing second level maintenance and support for the Star-Link Satellite kit to ensure its continued functionality (Technical Back Stopping).
- v. **Mediations:** Mediation between Space X and Public Institution.
- vi. **Compliance:** Ensure that the installation and operation of the Star-Link kits comply with all relevant technical standards and guidelines.
- vii. **Quality Assurance:** Conduct Quality Assurance and periodic Monitoring initiatives on the deployment of Star-Link kits
- viii. **All sites shall be handed over to the Head of the receiving institution with Quality Assurance Certificate and usage guidelines through the office of the National Coordinator, SZI.**

## 4. Maintenance and Support by Public Institutions ICT Unit

The Head of ICT in the institution that is given custody of the kit shall:

- i. Perform regular maintenance on the Star-Link Kits to ensure its continued functionality.
- ii. Provide ongoing technical support to address any issues or concerns that arise with the Star-Link kits.
- iii. Ensure that the software running on the Star-Link kits is kept up to date with the latest security patches and updates.
- iv. Shall provide periodic updates to the EDG regarding the institutions usage of the kits received from the Division.

5. Annex

5.1. Star-Link Kit Request Form



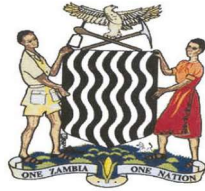
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**Star-Link kit Request Form**

<b>Please complete this form and Submit to the National Coordinator – Electronic Government Division</b>			
<b>Request Date</b>		<b>Name of Institution</b>	
<b>Site Name</b>	<b>Owned Site</b>		<b>Rented Site</b>
<b>GPS Location of the Site</b>			
<b>Business Case Proposal (Submit with Application)</b>			
<b>Closest availability of internet connection: distance and details</b>			
<b>Name, Position of Requesting Officer &amp; Signature</b>			<b>Date</b>

## 5.2. Star-Link Kit Issue Notification Form



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Please complete this form and Submit to the Electronic Government Division		
<b>Issue Date</b>		<b>Name of Institution</b>
<b>Site Name</b>		
<b>GPS Location of the Site</b>		
<b>Serial Number of Kit</b>		
<b>Problem description</b>		
<b>First level Remedial action details</b>		
<b>Name, Position of Requesting Officer &amp; Signature</b>		<b>Date</b>



### 5.3. Star-Link Kit Quarterly Reporting Form



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Please complete this form and Submit to the Electronic Government Division		
<b>Issue Date</b>		<b>Name of Institution</b>
<b>Site Name</b>		
<b>GPS Location of the Site</b>		
<b>Serial Number of Kit</b>		
<b>Status of functionality of kit</b>		
<b>subscription status of kit</b>		
<b>Comments on institutional utilization and benefits obtained from usage of kit</b>		
<b>Name, Position of Requesting Officer &amp; Signature</b>		<b>Date</b>