



3rd Party Application Deployment Standard Operating Procedures

Refer to the letter Vide No. 1-21/2019-IT with Subject: Application Development & IT Solution. The National Information Technical Board (NITB) has defined the below Standard Operating Procedure that will be applicable for any Private Organizations that wishes to work in a Public-Private Partnership Model with the Government of Pakistan.

Any Private Organization that wishes to have its application considered for use by the Government or integrated with any data source owned by the Government shall have to comply with the following:

1. **Application Architecture Audit:** A team will conduct an application audit to determine if there are any security loopholes or vulnerabilities that may cause harm to existing systems or result in data leakages. This audit shall be completed within 7 working days of receiving the request from the Private Organization.
2. **Hardware and Software Requirements:** The Private Organization shall provide details of hardware required for deployment of their application. The application design including data flow diagram will also need to be shared. In addition to this, projected user traffic, bandwidth requirements and peak-load projections will also need to be provided. If any data is required from Government systems, that will also need to be specified. Private party will have access to their deployed system and will generally ensure adherence to data protection principles. However, specific safeguards will be implemented so as not to copy, modify or destroy data in manners other than what has been decided.
3. **Hardware and Software Availability:** The required hardware shall be provisioned at National Telecom Corporation (NTC). For any data requirements, APIs will be developed to provide data to the application within NTC's data center
4. **Application Deployment:** Upon the successful provisioning of the required infrastructure, the Private Organization shall deploy its application. For this purposes, VPN connectivity to NTC Data Center shall be provided. It is pertinent to note that any web-based application that is being deployed shall be done only on a gov.pk domain hosted within NTC data centre.



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5. **Data Flows:** All data flows between application, DBs and other systems/users should be encrypted to ensure maximum security
6. **End-2-End Testing:** A team comprising of NITB/NTC along with the Private Organization shall test the deployed application along with any integrations in an offline environment. Any issues/concerns raised by this team shall be resolved by the Private Organization in a prompt manner
7. **Go Live:** Once successful testing has been completed, the application will be deemed worthy to Go-Live. The Private Organization will then make its decision and launch its application.
8. **Operational Responsibilities:** Once the application is live, NITB/NTC will take Level-1 Operational responsibilities. Level-2 and Level-3 support shall remain with the Private Organization.
9. **Policy Violations:** NITB/NTC shall have the right to take the application offline if they feel there is any vulnerability or security leakage found in the Application that can damage the National Image or could have a potential threat to data center network or systems.
10. **Commercial Benefits:** There should be no commercial transactions, logos or advertisements on the Application, without obtaining formal NoC from NITB.

The above Standard Operating Procedure is applicable to all 3rd Party Applications, Public-Private Collaborations and to any entity that wishes work with the Government of Pakistan