

Standard operating procedure for data collection devices

1. Introduction

The Monitoring Learning and Evaluation's (MLE) department invests a lot of financial resources in the acquisition, distribution and maintenance of data collection equipment. As such, it is paramount for staff or and any other persons collecting data on behalf of MLE to take utmost care when handling this equipment. This document will serve as a guide to all MLE staff responsible for handling data collection devices i.e. smart phones, tablets and other appliances e.g. power banks etc.

2. Objectives

1. To ensure safety, longevity and security of data collection devices.
2. Ensure that users fully comply with all procedures and protocols regarding handling of data collection devices.

3. Procurement

After procurement of data collection devices, respective Field monitoring team (FMT) associates should;

1. Update relevant inventory records. **(Refer to appendix 1 for all inventory files).**
2. Take the phones to Information Technology (IT) representative for installation of relevant security locks and applications for data collection.
3. Ensure IT applies the liquid screen protector on the phones.
4. Ensure all procured phones have protective covers and screens in absence of the liquid screen protector from IT. Preferably phones that come with protective covers should be procured to avoid incurring extra costs to procure this.

5.4. Phone safety

Safety in this context refers to protection of data collection devices from possible damage e.g. scratches on the screen and a broken screen. This will be achieved through;

1. Procurement of Protective covers for all data collection devices. Protective covers should be replaced annually upon evaluation of their condition.
2. Installation of screen protectors either liquid or glass made.
3. Staff assigned data collection device shall keep it away from unauthorized users, and handle it with utmost care.

6.5. Phone security

Phone security in this context refers to protection from accessing and downloading applications that are not relevant for data collection. Such applications clog the phone's memory affecting its speed and general performance. They also expose the phone to dangerous viruses. Phone security will be achieved through;

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1. Installation of app locks by the Information Technology department
2. Staff assigned data collection devices shall not configure the devices with unauthorized passwords or security codes.
3. Staff assigned the devices shall not download any unauthorized applications such as WhatsApp, messenger, Facebook etc. on the data collection devices assigned.

7.6. Phone longevity

Phone longevity in this context means ensuring phones last for the required duration of at least **two** years. This will be achieved through;

1. Signing of an accountability form by any staff issued with data collection devices and being held liable in case of damage or loss. **(Refer to appendix 2 for the accountability form)**
2. Signing of Electronic Issue Form by respective associates anytime a data collection device is issued to a staff.
3. Measures taken above to ensure phone security and safety will also contribute towards longevity.

8.7. Maintenance and loss

MLE invests a lot of financial resources in the acquisition, distribution and maintenance of data collection equipment. All employees allocated MLE data collection devices must take utmost good care of the property failure to which a punitive measure may be taken. The respective FMT associates are responsible for the overall quality and security of equipment in areas they manage.

In the event of asset loss or damage due to situations beyond the employees control such as theft, fire damage or any other accidental occurrence, the employee should:

- I. Report the incidence to a police station
- II. Get a police abstract
- III. Submit a written report about the incident to the supervisor with a copy of the abstract form.
- IV. Not take the damaged device to any vendor for repair without authorization from his/her supervisor.

The supervisor will assess the circumstances under which the data collection tool was lost and or damaged. If results from this assessment indicate that it was due to negligence, respective individuals shall pay for the item with the rates indicated below in section 8. In case it's not due to negligence, the supervisor shall write a final report on findings and update necessary inventory records.

9.8. Asset liability matrix (equipment loss)

In the event of loss and or damage of MLE data collection equipment due to employee negligence, the following compensation shall be effective within an agreed time period. The agreed time frame should not exceed four months from the date of loss and /or damage.

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- i. 100% purchase price for all equipment less than 1 year old.
- ii. 75% purchase price for all equipment more than 1 year old but less than 2 years old.
- iii. 50% purchase price for all equipment more than 2 years old.

~~10.9.~~ Replacement

Data collection devices will only be replaced after two years of use from date of purchase. Respective FMT associates will be required to update the necessary inventory records and update FMT manager of any data collection devices due for replacement in three months. The manager will then compile a list of these devices with comments on their current state then share with the budget holder seeking approval to place a request for new devices.

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~~11.10.~~ Disposal

All MLE equipment which are not in use or damaged beyond repair shall be returned to MLE Kisumu office for safe storage and relevant inventory updated. In case of any further disposals, IT policies will take precedence.

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~~12.11.~~ Enforcement

The IT team, respective associates and/or administrative supervisors shall conduct quarterly audits to ensure that the policies are followed. Disciplinary action shall be taken against those employees who violate the regulations according to the decision that shall be arrived at by the Human Resources department in consultation with IT team and respective leads.

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#	Class	Description	Example	Penalty
1	Minor	Petty offences which can happen due to ignorance of this policy	Unauthorized repair of data collection equipment, flashing of phones to remove any installed locks	Issuance of Warning letter
2	Major	Offences which occur due to deliberate negligence of the policy guidelines	Vandalism or loss of data collection devices	payment of a fine
3	Grave	Very serious offences which are committed deliberately with an aim of sabotaging organization operations	Deliberate deletion of data	Termination of contract

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~~13.12.~~ Appendix

Appendix 1 [Inventory files](#)

Appendix 2 [Accountability form](#)

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