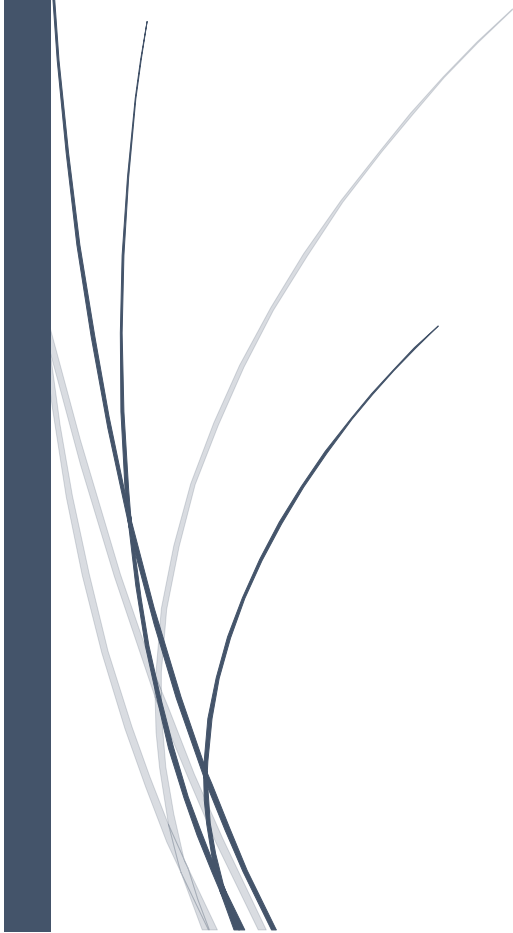




# Standard Operating Procedures

Specific to ICT Equipment

UNHCR, Syria Operation



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## **Introduction**

ICT assets are vital tools in the UNHCR Syria Operation. They are costly yet without them the operation can be negatively impacted.

Because of this high importance it is necessary to properly manage these assets.

## **SCOPE**

Asset Management would include the storage, issuing/return, tracking and maintaining of the various ICT assets.

To ensure that the ICT Assets are properly managed and that there is consistency in the management process, this **Standard Operating Procedures** document (SOP) outlines the procedures and practices to be adopted when managing the ICT assets within the UNHCR Syria Operation.

It will be used primarily by the ICT Unit but will be made available to the entire workforce so that everyone will be aware of the correct and current procedures and practices being used.

This SOP lists the most regularly performed actions with its associated Objective, Scope, Risks, Procedures and Process.

## **References:**

UNHCR policy for Asset Management Chapter 8: Supply Chain Section\_7-2A1\_STI Policy, roles and responsibilities of the Asset custodians.

The document is a living document and will be modified as and when required.

**This SOP was endorsed by the UNHCR Representative, Syria.**

### Activity 1: Issuance of Laptops and Desktops to staff

**Objective:** To better manage the ICT Desktop (PC) and Laptop resources ensuring that all staff are equipped with the necessary ICT tools to perform their duties, as well as to minimize cost to the organization.

**Scope of Usage:** Covers the issuing of Desktops and Laptops to staff and affiliate workforce assigned to the Syria Operation both international and national

**Risks:**

- Lack of a standard set of procedures for issuing equipment can lead to duplication, ie staff may be issued both laptop and desktop when they only need one device.
- Additional equipment being required.
- Additional budget required to fund purchase of more equipment

**Procedure/Process:**

- All International and National Officers will be issued with a laptop. They will be provided with a docking station, external monitor, keyboard and mouse. Issue of laptop will not necessarily be done in CO Damascus, but may be done at the SO/FO level for staff assigned to the respective SO/FO.
- All National staff will be issued with a Desktop upon taking up their assignment. In locations where there may not be a proper office infrastructure, such as, staff working out of hotels etc., then it may become necessary to issue National staff with Laptops instead of Desktops.
- National Staff whose duties require extensive travel will be issued a Laptop and docking station instead of a Desktop.
- A pool of laptops will be kept in stock and will be made available to national staff (non-officers), upon request, if traveling on official mission and or needing to work from home for any reason. Written justification and approval from the staff's supervisor will be required, the duration of the loan must also be clearly stated before the request will be considered.
- Should an International or National staff request both a Desktop and Laptop, they will need to provide a strong justification and have written approval from their supervisor. Issuance will be decided on a case by case basis by the Senior Admin officer in collaboration with the Senior ICT Officer and requesting parties.
- All staff will be responsible for taking a regular backup of their files stored on the issued PC/Laptop. Data stored on the Server will be backed up by the ICT Unit. ICT will be available to provide assistance if needed.
- All staff issued with PC/Laptop will be required to sign/confirm that they have received the equipment in good working condition and that they have read, understand and agree to the conditions of UNHCR's Policy on the use of ICT equipment.
- All staff issued with a laptop will be required to schedule and present the said Laptop to the ICT unit for periodic maintenance once every 6 months or sooner if necessary. ICT unit will maintain a record of maintenance and remind staff of pending maintenance.
- **Staff members are not authorized to re-allocate / Swap or exchange part or in-full, ICT equipment (STI's) issued to them without approval from an authorizing officer (ICT STI stockholder). In such cases the staff member who is originally allocated the equipment will be held responsible for any damage/loss and/or any financial costs.**

## Activity 2: Issuance of Smartphones to staff

**Objective:** To provide effective mobile communications to staff within the Syria Operation

**Scope of Usage:** Covers the issue of Mobil communications devices namely Smart Phones in this instance, to staff within the Syria Operation

**Risks:**

- Lack of communications can be considered a security risk.
- Staff may not be able to communicate with Partners while outside the office
- Personal Smart Phone devices need to be registered with the local authorities at a cost to staff

**Procedure/Process:**

- International and National Officers will be issued with Samsung devices.
- Local Security Advisors will be issued Samsung devices
- Staff at the G7 and below grades are not eligible for issue of Smart Phones, however if there is a need, then strong written justification must be provided by the supervising officer
- Hotline for Official use will be the current Nokia Smart Phone
- All Smart Phones will be issued with 2G SIM (No DATA Plan)
- All staff will be requested to repay cost of their private call based on analysis of bills.
- All staff issued with a Smart Phone will be required to sign/confirm that they have received the equipment in good working condition and that they have read, understand and agree to the conditions of UNHCR's Policy on the use of ICT equipment.
- **Staff members are not authorized to re-allocate / Swap or exchange part or in-full ICT equipment (STI's) issued to them without the approval from authorizing officer and STI stockholder. In such cases the staff member who is originally allocated the equipment will be held responsible for any damage/loss and/or any financial costs.**

### Activity 3: Issuance of 3/4G SIM and Router to staff

**Objective:** To provide effective communications to staff within the Syria Operation while outside the office

**Scope of Usage:** Covers the issue of internet communications access while outside the UNHCR office, and within the Syria Operation.

**Risks:**

- Lack of communications can be considered a security risk.
- Lack of internet access outside the office can delay the submission of reports which may have strict deadlines.
- Staff welfare may be affected due to lack of communications (unable to reach family and friends)

**Procedure/Process:**

- Senior Management by default will be issued with one 25GB 3/4G SIM and Router
- International Staff by default will be issued with one 10GB 3/4G SIM and Router
- All other staff wanting to have a 3/4G SIM and Router will need to submit a strong written justification with approval from their supervisor.
- Staff issued with any of the default SIM Data Packages and wanting more data will need to pay for the additional data via salary deduction. A written request for additional data must be sent to ICT Unit for processing.
- All staff issued with a 3/4G SIM and Router will be required to sign/confirm that they have received the equipment in good working condition and that they have read, understand and agree to the conditions of UNHCR's Policy on the use of ICT equipment.
- **Staff members are not authorized to re-allocate / Swap or exchange part or in-full ICT equipment (STI's) issued to them without the approval from authorizing officer and STI stockholder. In such cases the staff member who is originally allocated the equipment will be held responsible for any damage/loss and/or any financial costs.**

#### Activity 4: Issuance of Satellite and VHF communication devices to staff

**Objective:** To provide a means of communications to staff within the UNHCR Syria Operation while outside the office and where traditional Mobile cell coverage may not be available

**Scope of Usage:** Covers the issue of Satellite and VHF communications devices while outside the UNHCR office, and within the Syria Operation.

**Risks:**

- Lack of communications can be considered a security risk.
- Not all areas of the country may be covered by traditional mobile cellular service.

**Procedure/Process:**

- All Senior Management staff by default will be issued with both Satellite phone and VHF handset. MOFA approval and license will be required for Sat Phones.
- All staff issued with a Sat Phone and License WILL be responsible for the safe keeping and return of said license. Without the license the Sat Phone will be useless to the office if not returned at end of assignment. Staff who do not return the License may be held responsible financially for the purchase of a new Sat Phone.
- Any other staff requiring to use sat phones must provide written justification and approval from both the Security officer and staff's supervisor. MOFA license will be requested based on the approval. No staff will be issued a Sat Phone without a MOFA license.
- All International Staff by default will be issued with a VHF handset and call sign.
- All staff issued with a Sat Phone/VHF Radio will be required to sign/confirm that they have received the equipment in good working condition and that they have read, understand and agree to the conditions of UNHCR's Policy on the use of ICT equipment.
- **Staff members are not authorized to re-allocate / Swap or exchange part or in-full ICT equipment (STI's) issued to them without the approval from authorizing officer and STI stockholder. In such cases the staff member who is originally allocated the equipment will be held responsible for any damage/loss and/or any financial costs.**

### Activity 5: Loss or Damage of ICT equipment issued to staff

**Objective:** To provide a standard course of action to be taken in the event of loss or damage of ICT equipment issued to staff within the Syria Operation.

**Scope of Usage:** Loss or Damage of any ICT equipment (includes but not limited to Laptops, phones, routers and modems, projectors etc) issued in the Syria Operation.

**Risks:**

- Additional financial burden on the organization to replace lost or damaged ICT equipment
- Staff unable to perform duties if equipment is not usable.

**Procedure/Process:**

- Any Loss or Damage must be immediately reported to ICT/Admin by the legal custodian.
- In the case of loss of smartphones or 4G routers, ICT will notify the provider to block the SIM card associated with the device as soon as ICT is notified of the loss.
- Upon Loss or Damage of any ICT equipment, the staff who is the legal custodian must within a week following the Loss or Damage submit to Administration and ICT, a report detailing the circumstances of the Loss or Damage.
- Should the Loss or Damage be as a result of theft / burglary a police report, where possible, should be included in the above report.
- Based on the above report and interview of the legal custodian of loss or damage item, if it is assessed that the loss or damage was due to negligence then the legal custodian of the item will be responsible for the cost of repair or replacement of the equipment. The above-mentioned interview and assessment will be done by ICT and Administration. Finance unit will decide on the amount to be reimbursed.
- Where it was assessed that the legal custodian is not guilty of negligence the cost of repair or replacement will be for the account of the Organization.
- **Staff members are not authorized to re-allocate / Swap or exchange part or in-full ICT equipment (STI's) issued to them without the approval from authorizing officer and STI stockholder. In such cases the staff member who is originally allocated the equipment will be held responsible for any damage/loss and/or any financial costs.**



### Activity 6: Return of ICT assets at end of SAL/Contract etc.

**Objective:** To ensure that ICT equipment issued to staff and or affiliate workforce are returned in a timely and correct manner upon end of assignment

**Scope of Usage:** Refers to all ICT assets including but not limited to computers, phones, radios etc.

**Risks:**

- Equipment not returned can be costly to replace
- It may become difficult to recover the cost from staff once they leave the operation and carry the equipment with them.
- An excessive amount of time is spent requesting staff to return the equipment to the operation.

**Procedure/Process:**

- Before a staff member or affiliate workforce personnel, who has been issued an UNHCR ICT asset, (the legal custodian) leaves the operation they must surrender all UNHCR equipment back to the ICT unit in good working order. Any damage or loss must be reports as per **Activity 5** of this document.
- **No staff or affiliated workforce will be allowed to take any ICT equipment out of Syria to be returned at a later date.**
- All personal passwords must be removed especially from smart phones before return
- Any legal custodian who opts to return equipment via a third party will be held liable for all cost should the equipment be lost or damaged before being delivered to ICT unit.
- The legal custodian must ensure that any sensitive data on Computers and or Smart Phones be removed and given to the appropriate work unit for safe keeping and/or use. ICT can assist but will not be responsible for any sensitive or confidential data.
- All data will be erased from desktops/laptops and smart phones immediately upon return to ICT Unit in preparation for re-issue.
- Any item or part deemed missing will be recovered with the cost going to the account of last legal custodian of the equipment.
- **Staff members are not authorized to re-allocate / Swap or exchange part or in-full ICT equipment (STI's) issued to them without the approval from authorizing officer and STI stockholder. In such cases the staff member who is originally allocated the equipment will be held responsible for any damage/loss and/or any financial costs.**

### Activity 7: Removal and or Replacement of ICT assets especially by ICT staff.

**Objective:** To ensure that ICT equipment are tracked, and a correct and up to date location map of all asset is maintained at all times.

**Scope of Usage:** Refers to all ICT assets including but not limited to computers, phones, radios etc., throughout the Syria Operation

**Risks:**

- Incorrect record of location of equipment (out of date asset management records)
- Loss of equipment due to no/incorrect location data

**Procedure/Process:**

- All movement of ICT equipment MUST be recorded in the STI asset Management System, by the responsible ICT staff, within one day of the movement, this movement will include but not be limited to the new issue and or replacement of items as well as those which may be lost or damaged.
- Lost or Damaged items must be recorded together with the report provided in Activity 5 of this SOP.
- **Staff members are not authorized to re-allocate / Swap or exchange part or in-full ICT equipment (STI's) issued to them without the approval from authorizing officer and STI stockholder. In such cases the staff member who is originally allocated the equipment will be held responsible for any damage/loss and/or any financial costs.**

## ANNEX I

<i>Level</i>	<i>Laptop</i>	<i>Mobile Phone</i>	<i>2G SIM</i>	<i>4 G SIM</i>	<i>4 G Router</i>	<i>Thuraya</i>	<i>VHF</i>
Senior Management	X	Samsung	X	25 GB	X	X	X
International Staff	X	Samsung	X	10 GB	X	Sec. and Ops Unit	X
National Officers	X	Samsung	X	-	-	-	-
LSA and PI	X	Samsung	X	-	-	-	-
G7 and below	-	-	-	-	-	-	-
Hotline for Official Use		Nokia	-	-	-	-	-

- Issued by default

- justification from the supervisor for official use

- justification from the Security /FSA

- justification from the supervisor for official use + Approval from ADMIN for Cost coverage