

**FORTE**

**IT RESOURCES USAGE  
POLICY**

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# FORTE

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## IT RESOURCES USAGE POLICY

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### PURPOSE

This policy is designed to enhance the quality of the computing facilities and Electronic Communication Systems environment of the FORTE Insurance (Cambodia) Plc. as well as to maintain a high standard of network reliability between the users of the network. Achieving these goals requires cooperation and adherence to the following guidelines by FORTE staff. This Policy applies to all computers, network and computer communication facilities which FORTE owns, uses, operates or to which FORTE provides access. Use of an FORTE computer, system or network acknowledges consent to all of the terms of this Policy.

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### DEFINITIONS

|   |   |
|---|---|
| <b>Computer Network</b>                 | ❖ Two or more computers that can share information, typically connected by cable, data line, or satellite link.                               |
| <b>Electronic Communication Systems</b> | ❖ System used as a means of sending and receiving messages electronically through connected computer systems or the Internet, such as e-mail. |
| <b>Internet</b>                         | ❖ An international network of independent computer systems that contains millions of information.   |
| <b>Users</b>                            | ❖ All employees who use the FORTE's computers, fax-machines, air-cons, printers, copiers, Internet and/or electronic communication systems.   |

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**POLICIES**

***Using Internet***

1. The Internet provided by FORTE is for legitimate business use only and not for personal or private use.
2. Downloading the games, commercial, shareware or freeware software not related to the work is strongly prohibited.
3. Access to potentially embarrassing sites is prohibited on FORTE Computer.
4. Exchange of company information, data, trade secrets, or other confidential information belonging to the company over the internet is strictly prohibited.
5. Creating unnecessary loads on network traffic associated with non-work-related use of the internet such as spending excessive amounts of time on the internet, chatting, uploading or downloading large files, accessing streaming audio or video files are strongly prohibited.
6. All internet users must take responsibility for all their actions and conduct while using Internet resources.

***Using Email***

1. The use of the FORTE's e-mail system for personal communications is not permitted.
2. It is the responsibility of every FORTE employee to take adequate precautions to ensure against introducing viruses into the computer network.
3. Every outgoing e-mail attachments should not proceed more than 2 MB.
4. Mailboxes should be checked for messages include clearing and removing spam mails at least twice (AM/PM) during any day the employee is in the office.
5. Using company email for the following purposes are strongly prohibited:
  - ❖ To subscribe on the internet.
  - ❖ To access and send material of "Poor Taste".
  - ❖ To broadly disseminate non-business related messages, e.g., 'Junk mail' or social messages.
  - ❖ To send and receive documents, program files or other that is the property of the company.
  - ❖ To transmit unlawful, harassing, intimidating and/or threatening messages.
6. All responsible staffs must use the **Email Request Form (Attachment - A)** for getting new or updating and removing the Email Account.

***Using Computer,  
Printer, Fax and  
Network***

1. The user must Logout if s/he is leaving the computer to prevent the possibility of other staff to get easy access to that user home directory, as well to use that user name, user ID and password to access FORTE network.
2. Make sure to turn off the computer and UPS before leaving the office.
3. The user who turned on the computer must take the responsibility to turn it off.
4. The staffs who are leaving late should take the responsibility for turning off the Network Printers and Faxes.
5. Shut down all the computers properly.
6. Staffs are not responsible for computer equipment malfunctions and must report it to IT Department.
7. Users are responsible for the integrity and security of their data. Users should make every effort to protect their data from theft, corruption, or loss.
8. Unauthorized access to the FORTE's computers, databases, network, hardware or software settings is prohibited.
9. Each user is responsible for all information s/he accesses, makes available or distributes using the computer/network account.
10. The use of any electronic transport devices (Floppy Disk, Compact Disk, Zip Disk, Flash Disk) to move copy files from one computer to another need to be approved by an IT Director first.
11. All access to computers or network with the use of user ID and password is the responsibility of the owner of the ID.
12. Each individual staff is not allowed to use any computer communication system which is not provided by the company.
13. Users must not attempt to monitor another user's data communications, nor read, copy, change, or delete another user's files or software without permission of the user.
14. Playing any games on the FORTE computing systems are strongly prohibited.
15. Hard copy output devices are not printing presses. If the user needs multiple copies of the output should use a copying machine, not computer printers.
16. Must take the approval from the IT Manager for moving computer related equipment between buildings and transferring from one user to another.
17. The IT department will be notified of staff leaving/jumping the company. So as to facilitate the company requirements on IT matters.
18. The authorized person must use the **Hardware Request Form (Attachment - B)** for getting new or updating, removing the computer related items. The staff must use this form for borrowing all the computer related items to the outside of the company.

***Using Laptop and  
LCD Projection  
Equipment***

1. Request to IT Department for using Laptop and LCD projection equipment, must be booked, at least **1 week** in advance for **external** use and **1 day** in advance for **internal** use by filling in **Booking Form** to avoid the collision between each department.
2. Before taking the Laptop or LCD projection equipment from IT Department, the users
  - ❖ must check the contents and peripherals of it with the list together,
  - ❖ must support the detail information of when, where, why and who will take this by filling and signing in **IT Equipment Borrowing Form**.
3. Every time the users return back the Laptop and LCD projection equipment to IT Department, IT staffs shall check with the list together and the user shall take the responsibility of whatever happen to it.
4. If the users need help of using LCD projection equipment and Laptop from IT Department, must inform to IT Manager at least **1 week** ahead before the Use Date.

***Using Programs  
and software***

1. Users are prohibited from installing, storing or using any software on FORTE computers that is not installed by IT staff. Transmission of such software over FORTE network is prohibited.
2. In order to have special use software installed, the requestor must take approval from the IT Manager to demonstrate that the software is directly related to a company needs.
3. Execution or compilation of programs designed to breach system security is prohibited unless authorized in advance.
4. No company software may be used for playing computer games.
5. Report all software malfunctions to IT Department.
6. The authorized person must use the **Software Request Form (Attachment - C)** for requesting new or updating, removing the computer software. The staff has to use this form for requesting any kind of report and has to send to IT department at least **3 days** in advance to avoid the job collision between each department and each user. IT department will take an action according to the priority and First-Come-First-Serve (FCFS) method.

**Using Computer  
Files**

1. Do not access or intercept files or data of others without permission.
2. Do not use the password of others or access files under false identity.
3. Users are not allowed to handle files or data to outside of the company. If a special need for this arises, contact with the corresponding Manager to get approval.
4. All files are to be stored in approved folders on the network.
5. Private files are to be stored in the H:(home) and total sizes must not exceed 500MB.
6. Transfer large amounts of data and files between computing systems are prohibited severely as it degrades the performance of the networks.

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**Electricity Power  
Failure**

1. Admin department shall inform to IT department immediately if the electricity power is anticipated to fail for more than 10 minutes. IT will then shut down all the servers properly.
  2. ***Note that the UPS supply time is at about 15 minutes only.***
  3. Likewise all department computer users shall shut down their computers and UPS respectively.
  4. When the electricity returns, users can only switch on the computers after 10 minutes. This would allow the users to log into the company computer network properly.
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**RESPONSIBILITY** The Company's computer and Internet resources are the property of the Company and may only be used for legitimate business purposes. So all employees have the responsibility to use the company's computer resources and the Internet in a professional, lawful and ethical manner.

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**MONITORING** The Company has the right to monitor and log any and all aspects of its computer system, including but not limited to, monitoring Internet sites visited by employees, monitoring chat and newsgroup, monitoring using email, monitoring file downloads and all communications sent and received by employees.

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**PRIVACY** Employees are given computers and Internet access to assist them in the performance of their jobs. Employees should have no expectation of privacy in anything they create, store, send or receive using the Company's computer equipment. The Company's computer equipment and network are the Company's property and should only be used for the Company's purposes.

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**VIOLATIONS** If a staff commits the alleged violation, then the offense will be treated as misconduct. The appropriate level of disciplinary action will be determined on a case-by-case basis by the department head with sanctions up to or including several kinds of penalty depending on the severity of the offense, consistent with Policy or the appropriate applicable policy.

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**AUTHORITY**

This policy is issued by the Department of Human Resource pursuant to the authority provided in FORTE.

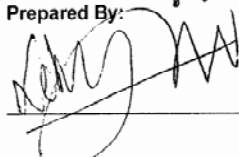
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**INTERPRETATION**

The Department Head of Human Resource Department is responsible for official interpretation of this policy. Questions regarding the application of this policy should be directed to the Department of Human Resource. The Department of Human Resource reserves the right to revise or eliminate this policy.

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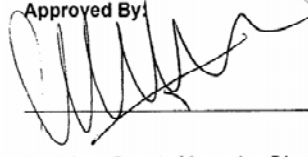
Prepared By:



Position: IT Manager

Date: 04/08/2006

Approved By:



Position: Deputy Managing Director

Date: 4/8/2006

**E-MAIL REQUEST FORM**

Request Date : \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Department Name : \_\_\_\_\_

Request For : New ☐ Update ☐ Delete ☐

| No. | User Name | Account Name | Account Type | Reason | Effective Date |
|-----|-----------|--------------|--------------|--------|----------------|
|     |           |              |              |        |                |
|     |           |              |              |        |                |
|     |           |              |              |        |                |
|     |           |              |              |        |                |
|     |           |              |              |        |                |
|     |           |              |              |        |                |

|                     |                    |                    |
|---------------------|--------------------|--------------------|
| Requested by: _____ | Approved by: _____ | Accepted by: _____ |
| Signature : _____   | Signature : _____  | Signature : _____  |
| Date : _____        | Date : _____       | Date : _____       |

☐ Closed \_\_\_\_\_

**H.W REQUEST FORM**

Request Date : \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Department Name : \_\_\_\_\_  
 Request For : New ☐ Update ☐ Remove ☐ Borrow ☐

| No. | User Name | Requested Item | Effective Date | Reason | Qty |
|-----|-----------|----------------|----------------|--------|-----|
|     |           |                |                |        |     |
|     |           |                |                |        |     |
|     |           |                |                |        |     |
|     |           |                |                |        |     |
|     |           |                |                |        |     |

|                     |                    |                    |
|---------------------|--------------------|--------------------|
| Requested by: _____ | Approved by: _____ | Accepted by: _____ |
| Signature : _____   | Signature : _____  | Signature : _____  |
| Date : _____        | Date : _____       | Date : _____       |

☐ Closed \_\_\_\_\_

**S.W REQUEST FORM**

Request Date : \_\_\_ / \_\_\_ / \_\_\_

Request For : ☐ New ☐ Update ☐ Remove

Department Name : \_\_\_\_\_

| No. | User Name | Requested Item | Effective Date | Reason |
|-----|-----------|----------------|----------------|--------|
|     |           |                |                |        |
|     |           |                |                |        |
|     |           |                |                |        |
|     |           |                |                |        |
|     |           |                |                |        |

|                     |                    |                    |
|---------------------|--------------------|--------------------|
| Requested by: _____ | Approved by: _____ | Accepted by: _____ |
| Signature : _____   | Signature : _____  | Signature : _____  |
| Date : _____        | Date : _____       | Date : _____       |

☐ Closed

# FORTE

## IT RESOURCES USAGE POLICY

### CERTIFICATE OF RECEIPT

I have been given a copy of "IT Resources Usage Policy", copy number 2 of 10 and I understand that it is my responsibility to read and abide by this policy. If I have any questions about the policy, I understand that I need to ask my Head of Department or the Human Resource Executive for clarification.

Employee's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **IT RESOURCES USAGE POLICY**

### **CERTIFICATE OF RECEIPT**

I have been given a copy of "IT Resources Usage Policy", copy number \_\_\_\_ of \_\_\_\_ and I understand that it is my responsibility to read and abide by this policy. If I have any questions about the policy, I understand that I need to ask my Head of Department or the Human Resource Department for clarification.

Employee's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**FORTE**

INSURANCE

**IT EQUIPMENT BORROWING FORM**

| No. | Date/Time | Person Name | Reason | Given By | Signature | Returned by | Returned Date | Signature | Remark |
|-----|-----------|-------------|--------|----------|-----------|-------------|---------------|-----------|--------|
| 1   |           |             |        |          |           |             |               |           |        |
| 2   |           |             |        |          |           |             |               |           |        |
| 3   |           |             |        |          |           |             |               |           |        |
| 4   |           |             |        |          |           |             |               |           |        |
| 5   |           |             |        |          |           |             |               |           |        |
| 6   |           |             |        |          |           |             |               |           |        |
| 7   |           |             |        |          |           |             |               |           |        |
| 8   |           |             |        |          |           |             |               |           |        |
| 9   |           |             |        |          |           |             |               |           |        |
| 10  |           |             |        |          |           |             |               |           |        |
| 11  |           |             |        |          |           |             |               |           |        |
| 12  |           |             |        |          |           |             |               |           |        |

Borrowing Form

## **IT Equipment Booking Form**

| N° | Booking Date | Used Date  | Booked By | Purpose | Item | Accepted by | Remark |
|----|--------------|------------|-----------|---------|------|-------------|--------|
| 1  | --/--/----   | --/--/---- |           |         |      |             |        |
| 2  | --/--/----   | --/--/---- |           |         |      |             |        |
| 3  | --/--/----   | --/--/---- |           |         |      |             |        |
| 4  | --/--/----   | --/--/---- |           |         |      |             |        |
| 5  | --/--/----   | --/--/---- |           |         |      |             |        |
| 6  | --/--/----   | --/--/---- |           |         |      |             |        |
| 7  | --/--/----   | --/--/---- |           |         |      |             |        |
| 8  | --/--/----   | --/--/---- |           |         |      |             |        |
| 9  | --/--/----   | --/--/---- |           |         |      |             |        |
| 10 | --/--/----   | --/--/---- |           |         |      |             |        |
| 11 | --/--/----   | --/--/---- |           |         |      |             |        |
| 12 | --/--/----   | --/--/---- |           |         |      |             |        |