

Drive for Economic and Environmental Development (DEED)



DEED

INFORMATION TECHNOLOGY & DATA BACKUPS POLICY
FOR DEED

Information Technology and Related Matters

The Drive for Economic and Environmental Development (DEED) provides and maintains necessary computing equipment and other Information Technology (IT) related requirements for communication, computing, and smooth program operations as a need for modern office operations. To purchase and maintain software and hardware equipment, staff requirements, availability of budget, and cost efficiency will be considered. The IT Manager / Section will give advice on the purchase matters related with IT.

For procurement of equipment and software, the laid down procurement procedures will be followed. The IT Manager will perform inspection, testing, trials, and give training to the staff, as and when required, about the new equipment and software.

➤ Computers

Desktop computers will be provided to all those staff members wherever required. Staff members will be provided with desktop computers with standard specifications developed and maintained by the IT Person/Operations Section. With fast changing technology, the specifications will be revised from time to time keeping in view cost efficiency. Any extraordinary requirements of computer must be communicated to the IT Manager well in advance.

In case of any malfunctioning of computer or other related equipment, the staff members will inform the IT Section for advice and rectification of the fault. In case of the software problem, the staff member must try to save his/her data. All manuals, warranty papers, and other necessary documents will be maintained by the IT/Operations Section.

Laptop computers will only be provided to those staff members who travel frequently or need office computer out of the office premises, subject to the availability of budget. Laptop computer specifications will be decided by the IT Section keeping in view requirements of the staff member and cost efficiency.

➤ Local Area Network

To facilitate file sharing and transfer, printing, internet usage, e-mail, software installation, taking back-up of computer data etc. The Local Area Network (LAN) will be installed. The IT Section will be responsible to maintain the server, LAN, and its smooth functioning. Staff members using computers will have the server login accounts with their names; the login will be password protected. The IT Section will be allowed to access the LAN account of any staff member unless the access is restricted with the approval of the Chief Executive Officer.

The IT Section will give orientation/training of the LAN use to all new staff members and staff members who are not familiar with the optimum use of LAN. Users may ask for assistance from the IT Section in case of any problem or doubt in the LAN permissibility. The IT Section will install necessary virus protection and firewall software for the safety of the system.

➤ Software

The DEED prefers to use licensed software rather than pirated versions. The IT Section will be the custodian of the original software. Staff members are not allowed to copy the licensed software purchased by the DEED for usage other than DEED work. Only the In-charge may authorize such copying, keeping in view the legitimate need of the staff member.

Staff members must avoid downloading and installing new software on office computers; for any software required, they must seek advice from the IT Section. The IT Section may advise to download free software or any other option to fulfill the need. All software must be tested and approved by the IT Section.

All office computers will have standard software as per the list maintained by the IT Section. Any further software required by any staff member must be communicated to the IT Section, who will arrange accordingly keeping in view the requirement and cost efficiency. For any new software developed, especially for DEED, users' manual, must also be provided to the IT Section by software developer(s) with necessary details and passwords.

➤ **Internet and E-mail Usage**

Internet access will be provided to all users through a server. Internet facility and E-mail accounts are provided for the official use. For protection of computing system and the DEED data, and to monitor internet usage, the IT Section will install virus shield(s) and necessary firewalls to monitor the usage. Staff members are required to use the IT and relevant facilities in a professional and ethical manner, in accordance with the organization's rules and regulations. Any illegitimate use may lead to disciplinary action against the concerned staff member.

The DEED staff is offered Email account on 'DEED' domain in the name of their department or position. E-mail account with personal name is prohibited so that official communication through the e-mail account (with person named ID) after the departure of the staff member is still possible. The E-mail identity (ID) will be allotted by the IT Section as per the availability and in consultation with concerned staff member. The concerned staff member will request for official email ID through concerned management staff through e-mail. The e-mail account created and maintained on the DEED domain is property of DEED; no staff member can claim ownership of the e-mail identity. Access to e-mail and related operation will be ceased upon staff member's separation from the DEED.

Staff members are responsible for contents of mailbox residing on their mail server or on individual machines; mailbox must be maintained appropriately so that it does not get choked and e-mails do not bounce back. Keeping in view the availability of storage space, the IT Section will allot adequate storage space (as determined by IT Section and updated from time to time) for staff e-mail accounts.

The IT Section will install necessary software to monitor e mails, filter spam mail and virus to protect data and IT systems. However, there still exists possibility of virus infiltration at server or user ends, for which users are expected to be careful in opening any e-mail from unknown accounts or visiting websites.

➤ **Data Backup**

Staff members must ensure that their data is safely stored on their computers, server and backup is taken regularly. The IT Section will introduce a system for regular backup of data. Any loss of data must not be stated as reason for inability to complete assigned work according to the agreed quality and time. The DEED emphasizes on maintaining appropriate backup of all data and information generated by the organization to avoid any crash due to system failure or virus attack, which commonly hits computer systems. The IT Section will arrange for the safe storage of backup data by providing external hard drives to the authorized staff which will preferably be kept away from the office premises

➤ **General IT Guidelines**

To follow all other guidelines for appropriate use of computers and other IT related equipment and services. These guidelines apply to all users including the DEED staff, interns, short-term consultants, guests etc.

- i. It is the responsibility of each user to make sure that the IT resources are being used for legitimate purposes in a legal and ethical manner. Examples of unacceptable use include, but not limited to, the following:
 - Unauthorized use of passwords;

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- Violation of another user's privacy or harassment of other users;
 - Downloading, display and dissemination of offensive, indecent, obscene, or sexually explicit or suggestive material;
 - Use of equipment in an abusive manner; and
 - Unauthorized access, including hacking, and other unlawful activities etc.
- ii. Users must stay at the computer while it is in use so that their system and data is not misused. Preferably computer will be set in a standby mode if not in use for more than 10 minutes. In case computer is not expected to be used for the next 2 hours, it must be switched off.
- iii. Users, who suspect that their computers or network accounts have been accessed without their permission, are expected to change their passwords and are strongly encouraged to report the suspected activity to the IT/Operations Section.
- iv. All users are expected to respect privacy of the other computer users. This includes not representing oneself as another, not modifying passwords, not trying to gain access to someone else's data or search history, and not hovering over others while they are using computers.