

ICT INDUCTION HANDBOOK

CARE INTERNATIONAL SOMALIA



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INTRODUCTIONS

Welcome and congratulation on joining the **CARE International Somalia** team. To enable you to work both efficiently and effectively in your role you need to know a number of things. One of these things is the computer equipment and services available to you as a new staff member.

The aim of the **ICT Induction Booklet** is to provide you with the necessary knowledge required to use all ICT assets and services available to you as a staff member.

1.0 NETWORK ACCESS CREDENTIALS

On arrival all staff shall receive a Username, Password and Email Address from the ICT Team. These shall give you access to CARE Somalia business systems and information resources that have restricted access. They shall take the following form:

- Username: CO\lastname e.g. CO\mbuya
- Email Address: first name.last name e.g. agnes.mbuya@care.org
- Password: a complex password as described below

If the username is already in use or if your culture uses different naming conventions, ICT shall work with you to provide a relevant username and email address.

1.1 Password Policy

- ❖ CARE Somalia has a password expiry policy of 90 days and users are expected to change their passwords before the end of the 90 day period.
- ❖ Ensure that the new Password meets the following criteria:
 - ✓ Be a minimum of eight (8) characters
 - ✓ Contain at least three (3) of the following four (4) character types: upper case characters (A-Z), lower case characters (a-z), numeric characters (0-9) or special characters (! @\$&...)
 - ✓ Be different to the previous five (5) passwords used

1.2 How to Change Password

You can change by logging into <https://web.care.org>

Instructions on how to use this service can be found here: <http://somsud.care.org/MIS>

2.0 EMAIL SERVICES

You shall be issued with a @care.org which you shall use for your official communication. This shall be done upon receiving your duly approved Network User Creation Form. This form can be found here: <http://somsud.care.org/FormServerTemplates/Forms/All%20Forms.aspx>

All mailboxes are protected by Microsoft FrontBridge Spam Filter and Kaspersky Antivirus Solutions. Access to Emails can be done through Microsoft Outlook Program, Outlook Web Access or by use of a Mobile Device (smartphone, blackberry and tablets).

CARE Somalia provides electronic messaging resources to assist staff in conducting business on behalf of the organization. Each employee shall be assigned a unique email address, to be used *only* for conducting company business. Personal emails should be kept to the minimum necessary.

Every employee has a responsibility to maintain CARE Somalia's reputation, use electronic resources in a productive manner and avoid placing CARE Somalia at legal risk

- ❖ All messages composed and/or sent using CARE Somalia's electronic messaging resources must be in strict accordance with our policies regarding acceptable communication;
- ❖ CARE Somalia does not tolerate any form of discriminatory or bullying behavior on the grounds of (non-exhaustively) a person's age, race, ethnicity, gender, sexual orientation, or religious or political beliefs and shall take disciplinary action against anyone using CARE Somalia electronic messaging resources for any such purpose or for communications which are or can be regarded as offensive or discriminatory.

2.1 Prudent Use of email system

CARE Somalia Staff shall not use the email system;

- ❖ To download, personal e-mail accounts) unlawful, offensive, hostile, discriminatory, harassing, threatening, defamatory, fraudulent or other inappropriate materials, jokes or messages, including but not limited to, pornography, obscene or violent language or images, and religious or political materials;
- ❖ to send, store or forward advertisements, solicitations or promotions not related to CARE Somalia in a manner that suggests the item has been endorsed by the CARE Somalia, unless authorized to do so;
- ❖ to circulate internally and externally, electronic messages containing confidential or proprietary information, of CARE Somalia for non-business or other inappropriate purposes, or as otherwise prohibited by CARE Somalia;
- ❖ to use CARE Somalia systems to misuse or infringe CARE Somalia or third-party intellectual property rights; to set up an automatic forwarding of e-mail to external (e.g. non CARE Somalia) e-mail accounts ;
- ❖ to access external chat sites, external electronic bulletin boards, or newsgroups, or other services used to distribute content or messaging except with the authorization of CARE Somalia

2.2 Email Ownership

- ❖ The email/electronic messaging systems are CARE Somalia property. Therefore, all messages stored in CARE Somalia's messaging system(s) are the property of CARE Somalia.
- ❖ CARE Somalia reserves the right to conduct reasonable monitoring and to intercept messages, attachments or other communications composed, sent or received through the CARE Somalia system for the purposes of ensuring compliance with law, for the purposes of making reasonable and necessary inquiries connected to the performance of an employee's contract of employment and for any other reason where in the reasonable opinion of CARE Somalia, it is appropriate to do so. It is important that you understand that you should have no expectation of privacy in the communications sent or received using the CARE Somalia system. Personal business should be conducted at the appropriate time using a personal email address.
- ❖ CARE Somalia reserves the right to alter, modify, re-route or block the delivery of messages as appropriate.
- ❖ The unique email addresses and/or instant messaging identifiers assigned to employees are the property of CARE Somalia. Employees may use these identifiers only while employed by CARE Somalia.
- ❖ Staff members are not permitted to access another user's CARE Somalia email account or pose as CARE Somalia staff via someone else's email account, except during the course of legitimate job responsibilities. CARE Somalia staff should never give their password or allow anybody to access their email account.

2.3 Confidentiality

- ❖ CARE Somalia employees are prohibited from the transmission of confidential or privileged information relating to the organization unless authorized to do so.
- ❖ The unauthorized copying and distribution of copyrighted materials is prohibited.
- ❖ Electronic messages can never be completely and unequivocally deleted. Staff should therefore, in all instances, exercise caution and judgment in determining whether a message should be delivered electronically or in person.
- ❖ Messages sent electronically can be intercepted, so there should be no expectation of absolute confidentiality on the part of CARE Somalia employees.
- ❖ Electronic messages are legally discoverable and permissible as evidence in a court of law.
- ❖ CARE Somalia employees must take care to ensure that the personal data of any person is not processed, copied or disclosed in a manner which is incompatible with the provisions of the Data Protection Acts 1998 and 2003. In particular, employees must ensure that the personal data of any person is kept secure from unauthorized disclosure and is not used or processed for a reason other than the reason for which CARE Somalia holds that data. You must exercise good judgment in determining how you treat personal data. Please refer to the [Data Security Policy] for an explanation of your obligations in this regard.
- ❖ The tone and content of all electronic communications on behalf of CARE Somalia should be professional at all times.

2.4 Email Distribution Groups

CARE Somalia has several email distribution groups. Meaning one shall receive group emails based on which group he/she is added to, this makes it easier to send an email as you shall not have to type individual email addresses saving one from the hustle of typing and forgetting some staff/officers.

By default all staff members of CARE Somalia are in the SOMALLCARESomaliaStaff@care.org distribution group. Meaning email send to this group shall be received by all CARE Somalia staff.

We also have regional (Nairobi, Hargeisa, Garowe, Bosaso, Erigavo, Mogadishu etc.) distribution groups i.e. Nairobi-Head Office, SOMNBONairobiBasedStaff@care.org , Garowe somallgarowestaff@care.org , Hargeisa SOMAllHargeisaStaff@care.org.

You shall be added to the relevant distribution group as stipulated by your line manager/supervisor on the email request form.

Guidelines on how to use Email can be found on this link- <http://bit.ly/WpqyK5>

2.5 Outlook Web Access (OWA)

This tool provides you with access to emails from any computer that has access to the Internet. The address is <http://web.care.org>. You'll use the same network access credentials provided by IT. Example:

Username: co\mbuya

Password: *****

2.6 Mobile Device Access

Your Email is also accessible on mobile devices that support ActiveSync. This includes most smartphones using Android, Windows Mobile, as wells iPhone. Each model of mobile devices has a different set of configuration instructions. ICT is always ready to assist with the configuration either over phone or via email.

3.0 INTERNET ACCESS & USAGE

Fast, reliable access to the Internet is available in all our operational centers (Headquarters and Field Offices in Somalia). This is supplied by either cable or secure wireless (Wi-Fi) connection.

CARE Somalia program offers internet access to all its officers/staff irrespective of position/caliber. The access to the internet is not time restricted as employees are allowed access 24/7.

The employee(s) who would like to download large informative files/documents from the internet are expected to do so off peak, this means that one can only download large documents/files when the traffic is low i.e. during lunch hour or after office hours or weekends when few users are on the internet. We do so to prevent slowing the speed of our internet service and avoid affecting other users.

Internet services must only be used to support and accurately reflect CARE SOMALIA's missions, aims and objectives. Such use must be consistent with CARE SOMALIA's IT Policy and prudent operational, security, and privacy considerations.

3.1 Prohibited Conduct;

- ❖ Attempt to circumvent or disable technologies or methods implemented by CARE Somalia to block access to certain websites (e.g. pornographic websites, sites providing access to personal e-mail accounts or gaming and betting websites) is prohibited;
- ❖ Conducting any non-CARE Somalia business, or otherwise using CARE Somalia systems for personal gain or illegal purposes;
- ❖ Users are prohibited from using CARE Somalia systems to access external chat sites, external electronic bulletin boards, or newsgroups, or other services used to distribute content or messaging;
- ❖ Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the uploading and/or distribution of "pirated" or other software products that are not appropriately licensed for use by CARE Somalia.
- ❖ Unauthorized uploading of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, company logos and copyrighted music.
- ❖ Introduction of malicious programs into the system or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
- ❖ Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
- ❖ Using the CARE Somalia Intranet Systems to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
- ❖ Actions effecting or leading to security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
- ❖ Circumventing user authentication or security of any account.
- ❖ Providing information about, or lists of, CARE Somalia employees or Finances to parties outside CARE Somalia.

3.2 General External Internet usage

- ❖ As with the phone, a small amount of limited personal use of e-mail and Internet facilities is permitted if such use does not otherwise infringe this policy and provided that:
 - Such use is in personal time such as lunch breaks
 - The use does not violate any aspect of CARE Somalia's Code of Practice or inappropriate use as outlined within this Policy
 - The use does not obstruct others from access for legitimate purposes of CARE Somalia, either in terms of physical access to computers or network capacity.
- ❖ Any software or files downloaded from the Internet on to the CARE Somalia network are automatically the property of CARE Somalia. Any such files or software may be used only in ways that are consistent with their licenses or copyrights.

CARE Somalia highly discourages and disregards access to X rated sites/pornographic sites.

3.3 Inappropriate use

Internet access must not be used:

- ❖ To access, upload, download or distribute pornographic or other such inappropriate material
- ❖ To violate national law
- ❖ To vandalize or damage the property of any individual or organization
- ❖ To invade or abuse the privacy of others
- ❖ To violate copyright or use intellectual material without permission
- ❖ For financial or commercial gain (including gambling)
- ❖ To deliberately degrade or disrupt network performance
- ❖ To express support for or criticism of political movements or parties
- ❖ To express an opinion on political conflict or political issues within a country (except in limited internal communications, to a limited audience, where this is appropriate and relates to CARE Somalia's programme implementation)
- ❖ To criticize the work of a government, or the CARE International or its agencies; another international or national non-governmental organization; or civil society stakeholder involved in humanitarian or development assistance (please see CARE Somalia's Advocacy policy). This applies in all circumstances, except where internal communications to a limited audience are necessary, to consider possible impacts on programme implementation
- ❖ To postulate opinions on the failure of development or humanitarian interventions

No employee may knowingly or recklessly use CARE Somalia facilities to download or distribute pirated software or data. The use of file-swapping software on company computers and company networks is prohibited except during the course of legitimate job responsibilities. No employee may use CARE Somalia's internet facilities to deliberately propagate a computer virus or any other form of malicious software.

4.0 CARE INTERNATIONAL INTRANET

CARE International has several intranets and SharePoint. Of major interest is CARE Somalia Intranet which is a portal providing information that's useful to all CARE Somalia staff. There are several other CARE International intranet resources i.e. <http://Minerva.care.ca> , <https://thevillage.care.org>

To access the Intranet enter the link: <http://somsud.care.org> in the Internet Browser. Access is restricted to CARE

Somalia staff and other CARE colleagues globally. You'll be prompted to enter your Logon or Network Access credentials as shown below;

- Username: **CO\username**
- Password: XXXXXXXX

The resources available in the Intranet include; CARE Somalia Operations Manual (Policies and Procedures), Forms, Program Reports, Proposals, Program Pictures and Other CARE sites etc.

- ❖ CARE's Intranet and Internet, <http://somsud.care.org> , and associated modules, are for business use only and should not be used by employees for personal interests. All material uploaded into the CARE Intranet Systems is the property of CARE.
- ❖ The information contained in the CARE Intranet Systems is proprietary confidential information of CARE. No person may obtain access to the Intranet Systems or any information contained therein unless he/she has been granted a Username and Password. Any person obtaining access to the CARE Intranet Systems must keep the information contained therein confidential, and may use the information only as expressly authorized by CARE, in order to perform his/her duties as an employee, consultant or affiliated member of CARE. Any other use, copying or disclosure of any such information is strictly prohibited.
- ❖ While CARE's system administration desires to provide a reasonable level of privacy, users should be aware that the data they create on the corporate systems remains the property of CARE. Because of the need to protect CARE's liability, management cannot guarantee the confidentiality of information stored in any area of the CARE Intranet Systems.
- ❖ CARE recommends that any information that users consider sensitive or vulnerable be permissioned properly. For general guidelines on permission, please contact the IT department. For extremely sensitive and confidential documents, consult your manager for specific details.
- ❖ For security and system maintenance purposes, IT may monitor equipment, systems and network traffic at any time.
- ❖ CARE reserves the right to audit content, networks and systems on a periodic basis to ensure compliance with this policy.

4.1 Content that should not be uploaded on the SharePoint

The following activities and examples are general guidelines for what types of content should not be uploaded:

- ❖ Personal photos, letters, school assignments and other documents not related to your job or to CARE's interests in general.
- ❖ Program executable files (.exe, .ini).
- ❖ Music files (including non-copyrighted music).
- ❖ Movies and other video files, except those produced by CARE.
- ❖ Backup files from your hard drive.
- ❖ Passwords to other systems
- ❖ HR contracts
- ❖ Restricted financial information (if in doubt seek line manager's approval)

5.0 NETWORK RESOURCES

5.1 Data Backup

Backing up your critical information and data is extremely important to prevent loss in case of a technical failure or loss of the computer. ICT provides a personal folder (**Home Folder**) to each user for backing up their critical information

which in turn is off-sited to a secure location.

It's the responsibility for each staff to ensure they back up their critical data onto the **Home Folder**.

Field offices are expected to have an external data backup for all field officers' computers. This data shall be backed up to external hard drive which shall be forwarded to the Head Office for further storage. The data backed up shall be used in the event of a disaster or calamity to restore the system back to a working state and no data shall be lost.

The IT unit shall ensure that the data backup System is installed on all the officers computers. All data backed up shall be considered CARE Somalia and shall be treated as so. Offices are encouraged to ensure that the backup system on their computers is always up and running.

For more information and assistance contact the ICT Support Desk.

5.2 Network printers and photocopiers

CARE Somalia has printers in all its officers. These printers are networked in order to be able to pool resources and cut on overall printer consumables and electricity cost.

It is highly recommended that we only print what is necessary and when we cannot avoid printing. This helps save the environment and also helps us reduce on the cost of printing. CARE Somalia assumes that officers shall only be printing and/or photocopying CARE work related document and highly discourages printing of bulk personal documents. Each staff shall be assigned a unique printing/copying code which shall be used to generate monthly printer utilization report.

Photocopying of large/bulk books and other materials using CARE Somalia photocopier/printer is highly prohibited as this is considered piracy unless with the consent of the author.

IT department shall map your computer to the printer/copier in your respective office.

6.0 SOFTWARE STANDARDIZATION & POLICIES

The ICT unit provides staff with CARE's standard software to help you carry out your job more effectively. CARE Somalia has policies and standard on the type of equipments it can purchase for its officers. It has policies and regulations on how we are supposed to use the equipments, what type of hardware and software are recommended. It is mandatory that all CARE Somalia computers are installed with the standard CARE Int. applications and an approved antivirus protection.

To purchase software, users must obtain the approval of their departmental manager who shall follow the same procedures used for acquiring other CARE Somalia assets.

Third-party software applications of any type must not be loaded on to a CARE Somalia computer systems without the express knowledge and approval of the ICT Department.

Illegal reproduction of software is subject to civil and criminal penalties, including fines and imprisonment. Any CARE Somalia employee, who makes, acquires, or uses unauthorized copies of software shall be disciplined as appropriate, which may include the termination of his or her employment.

6.1 Software Audit:

- ❖ The CARE Somalia ICT Department shall conduct periodic audits of all PCs and laptop computers to ensure that CARE Somalia is in compliance with software licenses.
- ❖ Audits shall be conducted using an auditing software product.
- ❖ Software for which there is no supporting registration, license, and/or original installation shall be immediately removed.
- ❖ The full cooperation of all users is required during software audits

6.2 Role of ICT Department

The CARE Somalia IT Department's Role in the purchase of hardware and software is to:

- ❖ Assist departments with evaluating new business software.
- ❖ Act as liaison for departments when dealing with computing vendors.
- ❖ Recommend and evaluate the tasks/jobs/functions to be accomplished by a proposed software product.
- ❖ Assist with hardware and system requirements.
- ❖ Install the software as needed.
- ❖ Enforce organizational hardware and software standards.

6.3 Requesting PC Equipment and Software:

- ❖ The guidelines for purchasing PC Equipment and software must conform to the procurement policies of CARE Somalia (please liaise with the procurement office for the procedures).
- ❖ Any equipment procured has to conform to standards determined by the CARE Somalia ICT Department in line with the CARE International Global IT.

7.0 IT SUPPORT AND SERVICE REQUESTS

To either initiate a Service Request or report an IT related problem send an email sommissupport@care.org or contact the IT Support Team by either a phone call or walk-in to the ICT offices.

IT endeavors to support all the officers of CARE Somalia irrespective of their duty station. The user support shall be on phone (first line of support), through remote access (team viewer) and visit to user desk (last option).

IT unit will be conducting preventive maintenance on all CARE Somalia computer equipments and accessories from time to time. Officers are highly discouraged from tampering or opening up computers/laptops as these equipments are under warranty and must be opened up by only IT. An officer is expected to take good care of his/her computer as he/she is considered the custodian on the same.

Official Operating Hours for ICT Support Desk:

OFFICE	OPERATING HOURS
Nairobi Office	Monday - Friday 8:00 AM- 4:45 PM
Somalia/Field Offices (Hargeysa, Garowe & Erigaavo)	Sunday - Thursday 8:00 AM- 3:00 PM

NOTE: IT will support from time to time on a case basis when need arises outside normal working hours

8.0 PERSONAL MOBILE DEVICES (ACCEPTABLE USAGE)

This define standards, procedures, and restrictions for end users who have legitimate business uses for connecting

a personally-owned mobile device to CARE Somalia's corporate network

It applies to all CARE employees, and any visitors, volunteers, temporary employees or partner organizations that access the CARE International ICT system.

This mobile device policy applies, but is not limited to: Smartphones, other mobile/cellular phones, Tablet computers, E-readers, Portable media devices, PDAs, Portable gaming devices, Laptop/notebook computers any mobile device capable of storing corporate data and connecting to a network

8.1 Key guidelines:

All users employing a mobile device, including Personal devices, connected to CARE's corporate network, and/or capable of backing up, storing, or otherwise accessing corporate data of any type, must adhere to the Following processes in doing so.

- ❖ Employees using mobile devices and related software for network and data access shall, without exception, use secure data management procedures. **All mobile devices must be protected by a PIN, at minimum.**
- ❖ In the event of a lost or stolen mobile device, it is incumbent on the user to report the incident to IT immediately. The device shall be remotely wiped off all data, **(The remote wipe shall destroy all data on the device, whether it is related to company business or personal.)**
- ❖ **Employee termination:** Employees, contractors, and temporary staff shall ensure to follow data removal procedures to permanently erase company-specific data from such devices once its use is no longer required. Failure to confirm will result in a remote wipe of the device as above.

8.2 Inappropriate use

IT reserves the right to refuse, by physical and non-physical means, the ability to connect personal mobile devices to corporate and corporate-connected infrastructure. IT shall engage in such action if such equipment is being used in a way that puts the company's systems, data, users, and partners at risk.

9.0 SOCIAL NETWORKING

Employees are personally and legally responsible for what they place on social media forums. Employees may face disciplinary action in respect of postings made on social networking media which violate this policy.

CARE Somalia employees must not post or share anything on the internet that is, may have potential to be, or might be considered as:

- ❖ Damaging to CARE Somalia/International and/or its programmes
- ❖ Disparaging and/or offensive to CARE beneficiaries or the inhabitants of any of the countries where CARE has a presence
- ❖ Liable to lead to a threat to the wellbeing of members of CARE staff
- ❖ Liable to lead to a threat to the immediate or long-term future of any of CARE Somalia's programmes
- ❖ Liable to lead to a threat to CARE Somalia's continued presence in a country
- ❖ Breaching an obligation of confidentiality which the employee or CARE has to another party

Social networking sites should only be used by staff specifically directed to do so by their manager and this usage should reflect exactly what is directed by their manager. No CARE Somalia staff member should use social networking sites for personal use during work hours. Staff in field offices/ locations must consult with IT Officer in their location

as to the impact of using social networking sites on internet performance.

10.0 ICT AWARENESS

The ICT unit is committed to providing tips and general awareness on ways to improve your productivity by the use of the available tools as well as updating you on the latest technology and tools available

This is done through our Monthly Newsletter, Email Tips or IT Training Sessions. Look out for our next issue!

For our past Monthly Newsletters please visit this link: <http://bit.ly/ZpQa8G>