

UNFPA

Policies and Procedures Manual

Policy for Information and Communications Technology Information and Communications Technology

Policy Title	Policy for Information and Communications Technology (ICT)
Document identifier	PPM/ICT/2024
Previous title (if any)	This policy supersedes the following policies: <ul style="list-style-type: none"> ● MIS Policies Introduction (2016) ● MIS ICT Hardware Policy (2016) ● MIS ICT Software Policy (2016) ● MIS Headquarters Mobile Phone Policy (2016) ● MIS RO SRO and CO Mobile Phone Framework (2016)
Policy objective	ICT systems are core to enabling effective and efficient program delivery and operational support. This policy is written to provide principles for issuing and managing end user equipment, software and other ICT systems.
Target audience	This policy applies to: <ul style="list-style-type: none"> ● all UNFPA personnel issued with or using corporate ICT equipment.
Risk control matrix	Control activities that are part of the process are detailed in the Risk Control Matrix.
Checklist	N/A
Effective date	18 April 2024
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Policy owner unit	Information Technology Solutions Office (ITSO)
Approval	Link to signed approval template

Effective date of policy: 18 April 2024

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I. Purpose

The purpose of this policy is to supplement existing policies with guiding principles for the procurement, development, issuance, use and support of end-user equipment, software and other Information and Communications Technology (ICT) systems.

This policy is part of a suite of policies applicable to all personnel in all locations. The suite includes:

- The [Information Security Policy](#): provides the overarching guidelines for protecting ICT systems from internal and external threats.
- The [Policy and Procedures for Information and Communications Technology \(ICT\) Governance](#): provides the guidelines for identifying ICT requirements, linking them to UNFPA's Programme and Management objectives and applying effective governance processes for ICT projects and services.
- [The Procurement Procedures](#): sets the procedures for all acquisition activities and applies to all hardware and software purchases.

II. Policy

This policy outlines the policy and principles for issuing and managing end-user equipment, software and other ICT systems, identifies control actions to mitigate potential risks related to the process and establishes the following.

All end-user equipment and software can only be issued by Information Technology Solutions Office (ITSO) or the respective information technology focal points after clearance and approval of the head of unit and/or budget holder as outlined in this policy and procedure.

A. End-user equipment

1. End-user equipment includes laptops, desktops, tablets and mobile devices.
2. Standard end-user-equipment is defined as equipment that UNFPA personnel with a contract duration that exceeds one month (with the exception of any personnel on a fully remote contract), subject to budget and management evaluation of costs and productivity benefits, should receive in accordance with the following principles:
 - a. **Computer.** One laptop is issued to each UNFPA personnel to be used for official work.
 - i. A desktop may be exceptionally issued instead of a laptop in those instances where the head of unit and/or budget holder determines a laptop is not suitable.
 - ii. Unless approved by the Director, ITSO, UNFPA personnel should not be issued more than one computer (laptop or desktop).
 - b. **Mobile phones.** Mobile phones are provided to UNFPA staff at the P5, or equivalent, level and above and/or to all UNFPA heads of country offices to facilitate official duties while traveling or away from the office-based network and phone system.
 - i. Mobile phones should be issued with SIM cards for use on UNFPA's mobile service provider networks.
3. Additional user-equipment includes the following:
 - a. **Tablets.** Tablets may exceptionally be issued based on evaluation of costs and productivity in addition to or instead of a laptop.
 - b. **Mobile phones.** Mobile phones or mobile phone subscription (SIM Card) without a physical phone can be provided to other personnel subject to clearance by the head of unit/budget holder based on evaluation of costs and productivity, or security reasons.

4. Any exceptions to the end-user equipment issuance principles require written justification, first level clearance from a relevant head of unit¹ and final approval from the Director, Information Technology Solutions Office, (ITSO).
5. The [ICT Hardware and Software Guidelines](#) identifies recommended specifications for ICT equipment – purchase of new equipment should align with the recommended specifications.
6. The ability for end-user equipment to efficiently and effectively meet the needs of the business diminishes over time as technology evolves. Issuers of end-user equipment should, to the extent possible, adopt a replacement cycle of 30 months for mobile phones, and 4 years for other end-user standard and/or non standard equipment.
7. Use of end-user equipment must comply with the [Information Systems Acceptable Use Policy](#).

B. End-user software

8. Software approved for end-user personal computers and laptops is listed within the [ICT Hardware and Software Guidelines](#). Software not listed within the guideline is not permitted for use on end-user devices, unless ITSO grants an exception in compliance with the [Information Security Policy](#).
9. Approved endpoint protection software, such as antivirus or malware prevention applications must be configured by the respective information technology focal point based on guidance from ITSO and enabled for automatic updates. If device manufacturers require additional software to regularly update the device, this must be enabled for automatic updates and configured by the respective information technology focal point based on guidance from ITSO.

C. Other software and hardware

10. Procurement and/or development of new ICT systems not currently listed within the [ICT Hardware and Software Guidelines](#) shall be in accordance with the procedures section below.

III. Procedures

A. Issuance of ICT equipment

11. End-user equipment shall be issued and funded as follows:

¹ The head of unit refers to the representative, division director, regional or subregional director, country representative or director, or head of office in countries without a UNFPA representative. This task can be undertaken by the delegated officer as appropriate.

- a. Standard end-user equipment for New York based personnel funded by the institutional budget is centrally budgeted and issued by ITSO.
- b. Standard end-user equipment for other headquarter personnel is budgeted by the respective department or branch and issued by ITSO while charged to the chart of account provided by the requesting department or branch.
- c. All additions to standard equipment requests must be funded by the requesting office.
- d. All ICT equipment for regional office and country office personnel is to be locally budgeted and issued by the local ITSO delegate.

B. Acquisition of non-standard software, hardware and cloud services

12. Procurement and/or development of new ICT systems not currently listed on the [ICT Hardware and Software Guidelines](#) or other ITSO approved or recommended hardware (or software) list is not allowed, unless approved as per the [Policy and Procedures for Information and Communications Technology \(ICT\) Governance](#) or approved as an exception following section D below.

C. Management of ICT equipment

13. Management of end-user equipment must comply with the [Policy and Procedures for Fixed Asset Management](#):
 - a. Issuers of end-user equipment must maintain proper record keeping of equipment. See the [Managing Assets - Frequently Asked Questions \(FAQs\)](#) for additional guidance on recording an asset.
 - b. Users of end-user equipment are responsible for maintaining security and care of equipment issued to them and may be liable to disciplinary action for any misuse or mishandling of the equipment.

D. Exceptions

14. Exceptions to this policy shall be managed as such:
 - a. The requesting stakeholder must document any deviation from information security policies and submit it for review by the information security officer via the e-mail infosec@unfpa.org.
 - b. Director, ITSO is responsible for the approval of all exceptions², in consultation with and clearance by the requesting entity head of unit. ITSO is responsible for retaining all approval documentation in the ITSO central document repository.
 - c. Where approval of an exception through Director ITSO might impede OAIS' independence, Director OAIS may approve such exceptions for OAIS only.

² Exceptions to the end-user equipment issuance principles require written justification and approval from a relevant head of unit and, when applicable, approved use of the department's Chart Of Account.

- d. Approvals to exceptions will be time bound based on the impact to organizational risk.

IV. Other - Related documents

The following related documents are available as reference for additional context.

#	Document	Location
1	Information Security Policy	UNFPA website
2	Policy and Procedures for Information and Communications Technology (ICT) Governance	UNFPA website
3	Information Systems Acceptable Use Policy	UNFPA website
4	Policy and Procedures for Fixed Asset Management	UNFPA website
5	Managing Assets - Frequently Asked Questions (FAQs)	UNFPA website
6	Information Security Threat and Vulnerability Management Policy	UNFPA website (internal)
7	Open Web Application Security Project (OWASP) industry standards	https://owasp.org/
8	Procurement Procedures	UNFPA website
9	ICT Hardware and Software Guidelines	UNFPA website

V. Process Overview Flowchart(s)

No overview flow chart applicable.

VI. Risk Control Matrix

Risk Description	First Line Controls			Second Line Controls		
	Control Activity Description	Reference (Policy section, paragraph or Control #)	Who performs	Control Activity Description	Reference (Policy section, paragraph or Control #)	Who performs
Ambiguity over user entitlements creates additional costs through inappropriate issuance of end user devices and software	<p>Issuance of end-user equipment is subject to budget and management evaluation of costs and productivity benefits - principles for issuance of end user equipment are defined.</p> <p>Exceptions to the end-user equipment issuance principles require written justification and approval from the relevant head of unit.</p>	Section II, A, para 1 and 3	Head of unit	ICT Hardware and Software Guideline identifies recommended specifications for ICT equipment.	Section II, A, para 2	Director, ITSO

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Risk Description	First Line Controls			Second Line Controls		
	Control Activity Description	Reference (Policy section, paragraph or Control #)	Who performs	Control Activity Description	Reference (Policy section, paragraph or Control #)	Who performs
End-user equipment is replaced too frequently creating excessive and unnecessary costs. End-user equipment is retained too long and becomes unable to support staff productivity requirements.	A replacement cycle of 2.5 years for mobile phones and 4 years should be adopted for all other end-user equipment.	Section II, A, para 4	People managers	Exceptions to the end-user equipment issuance principles require written justification and approval from head of unit	Section II, A, para 3	Head of unit
Poor asset management leads to equipment loss.	Management of end-user equipment must comply with the Policy and Procedures for Fixed Asset Management.	Section III, C, para 13	ICT equipment managers	Disciplinary action may be undertaken for misuse or mishandling of equipment	Section III, C, para 13	OAIS

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	Control Activity Description	Reference (Policy section, paragraph or Control #)	Who performs	Control Activity Description	Reference (Policy section, paragraph or Control #)	Who performs
New ICT systems are developed in stove pipes (isolation), creating duplication and inefficiencies through poor strategic alignment.	Preference should be given to bringing this new ICT systems under the purview UNFPA Portfolio Committee	Section II, B, para 12	All UNFPA personnel	ICT projects shall be reviewed by UNFPA's ICT Portfolio Committee where it is within the committee's terms of reference to do so.	Section III, D, para 14	Director, ITSO and head of unit