

**MOBILE SERVICES FRAMEWORK
FOR REGIONAL, SUBREGIONAL AND COUNTRY OFFICE**

Version number	Review date	Reviewed by	Approval date	Approved by	Summary of Changes	Next review date
1.0	Jul 2012	G. Price	Jul 2012	J. Ilag	Baseline	
2.0	Dec 2015	G. Price	Jan 2016	J. Ilag	Changed Blackberries to Android devices in para 18; changed Skype to Google Hangout in Annex II	Jul 2017

1. Mobile telephones are provided to assist UNFPA authorized users in the performance of their official duties by improving communications capabilities while traveling or away from the office based phone system. As such, they should be used in an efficient, lawful, safe, cost-effective, responsible and ethical manner.

A. Framework objectives:

2. The purpose of this Framework is to advise regional, subregional and country offices on effective and efficient use of mobile phone services; to provide guidance on responsibilities for use, funding and monitoring of UNFPA mobile services; to outline procedures to be followed when assessing business needs for mobile usage; to provide guidelines for the mobile services; to inform UNFPA users of their rights and responsibilities associated with the use of mobile services; and to prevent the misuse of resources. The purpose of this Framework is to provide the field offices with necessary information to be used in the preparation of their local mobile policies. MIS is available to review and provide inputs, and to clear and endorse local policies.

B. Intended audience:

3. This framework covers all UNFPA users as defined by head of office of regional, subregional and country offices.

C. Definition and general information of mobile phone services

a. Mobile Phone Providers

4. There are currently three main digital technologies used by various mobile phone carriers: Code Division Multiple Access (CDMA); Global System for Mobile communications (GSM) and (Integrated Digital Enhanced Network) iDEN. These three technologies are not interoperable therefore; mobile phones work on only one of these system types which must be selected by the field offices per the paragraph 5 below.
5. Taking into account advantages of GSM technology, such as better capacity for supporting data services; multiple frequency bands that work in much of the world; better international roaming coverage; a more stable network with robust features; and considering the nature of UNFPA's

mandate, its need for comprehensive global mobile coverage; an optimal level of support services; and ease of administration for both the organization and end users, MIS recommends usage of GSM technology wherever economically possible.

b. SIM card

6. The SIM (Subscriber Identification Module or Subscriber Identity Module) card - holds all of a subscriber's personal information and phone settings. In essence, it is the subscriber's authorization to use the network. It also holds the phone number, personal security key and other data necessary for the handset to function.

c. Local use

7. The usual SIM card can operate within the local mobile phone network coverage where every phone has the ability to make and to receive local and international calls.

d. International use (Roaming)

8. Roaming is where a mobile service (such as email) can be used within the networks of operators in other countries which have a roaming agreement in place. Such operators allow subscribers of other national networks access to their network. A SIM card with international email roaming can be used anywhere in the world a roaming agreement is in place.
9. This framework does not extend to the selection of specific mobile providers at the country level, as the quality and coverage of carriers varies from country to country. Therefore MIS relies on the judgment of the local staff, as they are more familiar with the performance of providers (e.g. quality of service, coverage area, costing). MIS is able to assist if technical guidance or advice is required.

D. Policy Framework Statement

a. Guidelines and responsibilities for issuance and use of mobile phones and SIM card

10. UNFPA staff members may be issued a mobile phone, a SIM card, or be reimbursed for use of their personal mobile phone for official business only.
11. In consideration of cost, to a great extent premised upon the country connectivity challenges and based on the current security phase of the location, use of a mobile phone and/or SIM card will be for carrying out tasks when no other more economical, user friendly means of communication is available.
12. Mobile phones are not to be relied upon as a sole means of emergency communication, as its infrastructure is unreliable during a crisis. Sat phones and short wave radios are more reliable means of emergency communication.
13. Each director of regional and subregional office and representative determines who may have UNFPA mobile services and endorse such requests individually. UNFPA international and national officers, and drivers, due to the exigencies of their work, may be provided with mobile services. Annex I contains a form which can be used for approval purposes.

14. UNFPA Office of Security Coordinator may provide additional recommendation in regards to eligibility of official mobile services based on the current security status of the office.
15. On an annual basis, each director and UNFPA representative must review the mobile privileges to ensure that they are provided to the appropriate staff members and take action, if needed, to adjust privileges.
16. The office operations manager in consultation with the IT focal person will be responsible for relations with the mobile services provider; purchase of mobile phones; choice and provisioning of services, reporting of monthly charges and other costs (usage and roaming), individual usage reports, distribution and collection of mobile devices, user guidelines, technical assistance and minor repair.
17. Assignment of mobile services for eligible staff shall be made in accordance with the local conditions (i.e. exigencies of services and availability of services including calling plans).
 - b. Mobile phone devices and calling plan**
18. The use of smart phones with email capability (considering UNFPA's adoption of Google, Android devices are recommended) with costing not to exceed US\$500 is endorsed for directors and UNFPA representatives. This facility can be extended to deputy representatives and international operations managers subject to exigencies of services with written approval of the head of office.
19. UNFPA national officers and drivers may have mobile devices with costing not to exceed US\$100. Alternative options such as the use of personal mobile phones with UNFPA procured SIMs or reimbursement of official calls from personal phones are also approved solutions, though these must be cleared by the MIS Technology Services Section Chief.
20. Local policy must include a mechanism to receive a detailed phone statement, getting it verified by users within a month's time and verification of official and personal phone calls.
21. Mobile phones are provided for the use of UNFPA staff in support of their duties for officially approved purposes only. The private use of UNFPA mobile services is restricted to exceptional circumstances when they do not interfere with the UNFPA operations and provided that there are no alternative means of communications.
22. An appropriate accountability mechanism must be set up in local policy for Cost recovery.
23. For the organization to obtain maximum benefit while managing costs, the maximum monthly mobile phone allowance for all staff members must be set. It is the responsibility of the user to monitor their calls and ensure that calls are kept within the limit prescribed.
24. The penalties for non-compliance with this Framework should be commensurate to the infringement. When the Operations Manager determines that there has been abuse, office

management will be notified and the service may be cancelled and appropriate subsequent action initiated such as return of equipment etc.

25. In cases where staff mobile communications are related to specific work plans, the call costs must be charged to that work plan.

c. SIM card or phone loss and damage

26. The local policy must cover appropriate mechanism in event of mobile phone loss, damage and replacement of phone and SIM card etc. (if provided by office).

27. Local policy must cover the loss or damage of mobile phones attributable to negligence on the staff member's part and the phone is under a year old, the staff member is liable for replacement with a phone of the same specifications as the one they were provided with.

d. Mobile services usage control

28. Mobile services may not be used for illegal purposes, including, but not limited to obscenity, libel, slander, fraud, defamation, harassment, intimidation, forgery, impersonation, gambling, illegal photos, and other staff responsibilities listed in the MIS Security Policy.

29. Staff members must be aware of and practice the Mobile Phone Usage Saving Tips found in Annex II.

30. Staff must refrain from operating mobile phones while driving. Use of a mobile while driving must be with a hands-free device. In emergency situations when it is not safe or possible to stop or park a vehicle, drivers must keep their communications short. Furthermore this stipulation must align with the observance of host country traffic laws.

31. UNFPA reserves the right to audit the mobile services for possible violations of this Framework (or local policies). Without prejudice of staff to use mobile services to their discretion, to facilitate the verification of compliance with this framework/local policy, office senior management shall have the power to require an explanation of the detailed individual usage statements be provided on request.

32. When it is determined that there has been a deviation from the rules and procedures indicated by this framework/local policy, the service may be cancelled and the equipment returned.

33. The responsibility for compliance with the conditions attached to the local policy lies with the staff member to whom the right of use of the mobile services has been granted. The burden of proof that the incurred charges are derived from the operational requirements of the UNFPA lies with the end user and office senior management. For this purpose, senior management may request additional information from users, which must be supplied without undue delay.

34. Office senior management has the right to demand reimbursements to cover the excess fees from the work plan budget or by the user, in situations where the call analysis indicates that the user concerned might have used mobile services at an excessively high level.

35. The Operations Manager (or individual responsible for monitoring mobile phone usage) will notify office senior management when the capacity to support approved mobile phone numbers is exceeded

36. The Operations Manager (or individual responsible for monitoring mobile phone usage) will provide senior management with monthly usage reports tracking excessive usage

e. Disposal

37. The local policy must cover mechanism of phone disposal.

E. Framework date:

38. The Mobile Phone Framework (originally approved and issued on 18 July 2012 with subsequent revisions as shown in the beginning of this document) will remain in force without time limit, and will be reviewed annually to ensure relevance.

F. Framework owner:

39. The MIS Technology Services Section Chief is responsible for the framework on Mobile Phone for RO, SRO and Country Offices.

G. Change authority:

40. The MIS Chief and Technology Services Section Chief have the authority to change the Framework. The MIS Chief, Technology Services Section Chief, and the Chief of the Office of the Security Coordinator can give exception waivers.

Annex I. Mobile Phone Request Form

REQUEST FOR MOBILE PHONE

**To be completed by the staff member and signed by
Director of Regional, Director of Subregional office or UNFPA Representative**

Staff member: _____ **Date:** _____
Position: _____ **Ext.:** _____

I have read and understood and will abide by the terms and conditions of cell phone usage described in the Mobile Phones Policy.

If work plan (AWP) funded, please provide the appropriate CoA (to be charged US\$2,000 annually): _____

Justification

(Outline the impact of mobile phone usage on performance of the staff member's official functions):

IT Focal person or Operations Manager

Date:

I herewith approve the assignment of an official mobile phone for the staff member.

D/RO; D/SRO; UNFPA Rep.

Signature:

Date:

Annex II Official mobile phones usage saving tips

The mobile phone devices are issued to facilitate communication in times and places where other means are not possible and for emergency contacts. Use of this facility is a privilege that should be managed judiciously and with due consideration to cost implications to the organization.

Specifically, it is recommended that:

- When land-line phones are available, staff member's first preference must be to use the land-line phone - which have considerably lower rates.
- Barring exceptional circumstances, there is no justification for anyone to make extended *long* international calls from the mobile phone when in the office. UNFPA has excellent rates and service for international calls from the office phones. Mobile calls are primarily short urgent calls. In the same manner, it is prudent not to receive long calls while traveling.
- When traveling abroad, use blackberry email and, if possible, acquire local SIM cards for local calls. International roaming charges are very expensive. Do not use the Internet or click on Internet links in emails unless it is critical – almost all countries charge exorbitant rates for this facility.
- Make sure you provide your Office/hotel land line phone number to people to call you back.
- Users are encouraged to use UNFPA's Google Hangouts. This feature allows authorized users to communicate at no cost.