<table>
<thead>
<tr>
<th>Policy Title</th>
<th>Policy for Information and Communications Technology (ICT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document identifier</td>
<td>PPM/ICT/2024</td>
</tr>
</tbody>
</table>
| Previous title (if any) | This policy supersedes the following policies:  
  • 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:  
  • 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 |
| Revision History | Issued: 18 April 2024 |
| Mandatory review date | 18 April 2027 |
| Policy owner unit | Information Technology Solutions Office (ITSO) |
| Approval | [Link to signed approval template](#) |

Effective date of policy: 18 April 2024
POLICY FOR INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

TABLE OF CONTENTS

I. Purpose 1

II. Policy 2
   A. End-user equipment 2
   B. End-user software 3
   C. Other software and hardware 3

III. Procedures 4
   A. Issuance of ICT equipment 4
   B. Acquisition of non-standard software, hardware and cloud services 4
   C. Management of ICT equipment 4
   D. Exceptions 5

IV. Other - Related documents 5
V. Process Overview Flowchart(s) 5
VI. Risk Control Matrix 6

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.

Effective date of policy: 18 April 2024
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 unit 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 manufactures 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 exceptions\(^2\), 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.
UNFPA
Policies and Procedures Manual
Policy for Information and Communications Technology

Policy for Information and Communications Technology

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.

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

V. Process Overview Flowchart(s)

No overview flow chart applicable.

Effective date of policy: 18 April 2024
VI. Risk Control Matrix

<table>
<thead>
<tr>
<th>Risk Description</th>
<th>First Line Controls</th>
<th>Second Line Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Control Activity Description</td>
<td>Reference (Policy section, paragraph or Control #)</td>
</tr>
<tr>
<td>Ambiguity over user entitlements creates additional costs through inappropriate issuance of end user devices and software</td>
<td>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. Exceptions to the end-user equipment issuance principles require written justification and approval from the relevant head of unit.</td>
<td>Section II, A, para 1 and 3</td>
</tr>
</tbody>
</table>

Effective date of policy: 18 April 2024
<table>
<thead>
<tr>
<th>Risk Description</th>
<th>First Line Controls</th>
<th>Second Line Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>A replacement cycle of 2.5 years for mobile phones and 4 years should be adopted for all other end-user equipment.</td>
<td>Exceptions to the end-user equipment issuance principles require written justification and approval from head of unit</td>
</tr>
<tr>
<td>Poor asset management leads to equipment loss.</td>
<td>Management of end-user equipment must comply with the Policy and Procedures for Fixed Asset Management.</td>
<td>Disciplinary action may be undertaken for misuse or mishandling of equipment</td>
</tr>
</tbody>
</table>

Effective date of policy: 18 April 2024
<table>
<thead>
<tr>
<th>Risk Description</th>
<th>First Line Controls</th>
<th>Second Line Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>New ICT systems are developed in stove pipes (isolation), creating duplication</td>
<td>Preference should be given to bringing this new ICT systems under the purview UNFPA Portfolio Committee</td>
<td>ICT projects shall be reviewed by UNFPA's ICT Portfolio Committee where it is within the committee’s terms of reference to do so.</td>
</tr>
<tr>
<td>and inefficiencies through poor strategic alignment.</td>
<td>Section II, B, para 12</td>
<td>Section III, D, para 14</td>
</tr>
<tr>
<td></td>
<td>All UNFPA personnel</td>
<td>Director, ITSO and head of unit</td>
</tr>
</tbody>
</table>

Effective date of policy: 18 April 2024