Policy on

Information & Communication Technology

Technology Resource Communication & Service Centre

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I. PREFACE

Information and communications technology (ICT) plays a profound role in any organization's growth. It improves employee communication, automates many intervention operations, and enhances the transparency of all projects/programs. This enhances beneficiary, employee, and support agency's satisfaction, enhances impact, and offers a chance to grow.

TRCSC's ICT policy is a set of clearly defined security controls that form this organization's framework for procedures around the usage and access of IT assets and resources.

II. OBJECTIVES

The ICT Policy of TRCSC aims at facilitating its employees to participate creatively in the establishment, sustenance and growth in respect of study, planning, implementation, documentation, and monitoring all socioeconomic development projects/programs.

III. POLICY AND ITS EFFECT

This ICT Policy has been in force effectively from 1st April 2024 and shall be amended from time to time to accommodate required changes as approved by the Board of Trustees of the organization.

IV. DEFINITIONS

a) 'ICT' means Information and Communication Technologies a diverse set of technological tools and resources used to transmit, store, create, share or exchange information. These technological tools and resources include computers, the Internet (websites, blogs and emails), live broadcasting technologies (radio, television and webcasting), recorded broadcasting technologies (podcasting, audio and video players, and storage devices) and telephony (fixed or mobile, satellite, video-conferencing, etc.).

b) 'ICT In-Charge' means a designated employee of TRCSC who is authorized to be so by the Executive Director.

V. INTERPRETATION

Terms which have not been defined in this policy shall have the same meaning as assigned to them in the relevant Act/Rules of the land and/or as amended from time to time.

VI. OFFICIAL EMAIL USAGE

a) Every user shall be provided with an official email address and password by the ICT unit/authorized person.

b) It is mandatory for all employees to use their official email addresses for office-related communication.

c) Employees have the freedom to change their email passwords at any time. But while leaving the service, they should disclose the password for further office use.

VII. DATA STORAGE AND MANAGEMENT
a) All official work, including data, files, and folders, should be stored in their respective folders in the computer/local server.
b) The ICT unit is authorized to format, delete, or modify data or make changes to laptops/desktops without prior notification to the user.
c) Employees are prohibited from storing personal data on official laptops/desktops, and downloading such data is strictly prohibited.

VIII. PASSWORD AND FOLDER ACCESS
a) Users are responsible for maintaining the confidentiality and security of their email and local folder access passwords.
b) Employees have the right to change their email and local folder access passwords at any time. But while leaving the service, they should disclose the password for further office use.
c) Creation of strong and unique passwords are encouraged.

IX. Off-Campus Usage
a) Employees are not permitted to take official electronic equipment outside the office campus unless authorized.
b) In cases of approved off-campus usage, the user assumes full responsibility for the electronic items. Such user shall be accountable for any loss, theft, or mishandling.

X. INTERNET USAGE AND PRODUCTIVITY
a) Access to social media websites, online shopping platforms, job portals, YouTube, torrents, video downloading sites, and other unproductive websites during office hours is prohibited.
b) Engaging in such activities is considered unproductive and misconduct. Disciplinary action may be taken in such cases.

XI. FIELD OFFICE USAGE
a) In field offices, safe-keeping of computers and other electronic equipment is responsibility of the user/s.
b) Each user must maintain their respective folders on desktops/laptops and save all work in the designated folders.
c) Files found outside the designated folders may be deleted without prior notice.

XII. WI-FI SERVICES
a) TRCSC's Wi-Fi services are primarily provided for office work and to the guests.

b) Desktops/laptops provided to employees are equipped with the necessary internet services required for office work.

XIII. ASSET MANAGEMENT
a) Any staff who is receiving any computers and/or any other electronic equipment, must acknowledge the same in writing.
b) Any changes in the location of electronic items must be promptly updated in TRCSC's Asset Register.

XIV. ENVIRONMENT-FRIENDLY PRINTING
a) Employees are encouraged to consider the environmental impact before printing documents.
b) Printing should be limited to necessary documents, including colour prints.

XV. CONCLUSION
This policy outlines the spirit behind the TRCSC's approach in bringing absolute transparency in communication as regards its ICT Policy. Therefore, personnel covered by this policy are expected to respect the rules and standard procedures governing this policy. Where circumstances are abnormal or situations not anticipated or defined in this policy arise, such matters should be referred to the Board of Trustees for resolution in a manner that is consistent with the whole aim and spirit of this policy.

Deviation to this policy in any form will not be entertained and will be viewed seriously.