# NANA
## Girls & Women Empowerment Initiative

Information Technology Policy

2021

## 4.1. Introduction and Assumptions

The purpose of this document is to clarify NANA policies regarding the use of NANA's electronic resources. Throughout this document the term e-resources is used to refer to electronic communications, including e-mail, Internet, instant messenger services and Voice over Internet Protocol.

Failure to observe these guidelines may lead to disciplinary action being taken against the member of staff. Additionally, the misuse of IT may have legal consequences resulting in criminal or civil prosecution, for both the staff member and NANA, as a result, staff must comply with the following strictly. This document makes the following assumptions:

## 4.2. NANA's Right to Monitor

All company-supplied technology, including e-resources, computer systems and company-related work records, belong to NANA and not the employee. NANA reserves the right to examine, monitor and regulate e-mail messages, instant messages, directories and files, and Internet usage.

Since all the computer systems and software including the e-mail and Internet connection are NANA property, all company policies are in effect at all times.

## 4.3. Security Risks of Electronic Communication

Internal and external e-mail messages and instant messages are considered business records and may be subject to examination in the event of litigation. Be aware of this possibility when sending messages within and outside NANA. Remember the Internet is not secure. There is always a risk that others can read your messages and/or alter them. Although staff are encouraged to use the vast resources available on the Internet for business purposes, employees should use discretion in the sites they access.

## 4.4. Scope

This policy applies to all NANA full-time, part-time and temporary employees.

## 4.5. Approval and Enforcement

Line Managers are responsible for enforcing this policy within their workplace. Failure to comply with this policy is serious and may result in termination of employment or other disciplinary action.

The rest of this document describes NANA's e-Policy in five sections.

- Using company time for company business
- Behaving with integrity when using NANA electronic resources
- Operating electronic resources without endangering them
- Following NANA's rules concerning personal incidental use of electronic resources.
- Observing business etiquette when using NANA electronic resources

## 4.6. Use your time for NANA business

The use of e-resources through NANA networks is for business purposes. Incidental personal use is permitted. However, it must not interfere with NANA's operations, nor should it cause any harm or embarrassment to NANA or its board. Any personal use of e-resources be on your own time and must not interfere with your job responsibilities.

## 4.7. Use e-Resources With Integrity.

While working for NANA:

Do not use the e-resources:

- To solicit or proselytize for other organisations, religious or political causes, outside organisations.

- For political advocacy or lobbying.

- To obtain personal financial gain or to facilitate the financial gain of another organisation or individual.

### 4.7.1. Offensive Material.
Do not use NANA e-resources to create, download, upload or browse any offensive or disruptive material. Among those considered offensive are material or messages containing sexual implications, racial slurs, gender-specific comments, or anything that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability.

### 4.7.2. Copyright Protection.
You are responsible for complying with copyright law and applicable licenses that apply to software, files, documents, messages, and other material. Use of NANA network resources to transmit or copy material protected under copyright law or make that material available to others for copying is not permitted. In addition to business-related materials, this also includes music, movies, chain letters, jokes, cartoons, inspirational materials, etc., which you may not realize have copyrights associated with them.

### 4.7.3. Software Licenses.
The software installed on NANA's networks was purchased under license agreement and/or is protected by law. These licenses or copyrights restrict our right to make copies of the software. You may not make copies of any licensed or copyrighted software from NANA's systems.

## 4.8. Keep Our Data Safe

### 4.8.1. Virus Protection.
Do not disable or cancel NANA anti-virus utilities, even when you are concerned about the amount of time they take. These utilities protect the company and your computer from virus infiltration.

### 4.8.2. Virus Rumours.
If you receive an e-mail message about a virus, notify your immediate superior immediately; do not forward the message to anyone else.

### 4.8.3. Spam Protection.
Do not reply to spam. NANA has implemented extensive spam control, so you should report dramatic spam increases to your supervisor, who can then arrange for the spam controls to be adjusted.

### 4.8.4. Password Protection.
Users are responsible for safe-guarding their passwords for access to all company systems, Individual passwords should not be printed, stored online, or given to others. Users are responsible for all transactions made using their passwords. Accessing the computer systems using another user's password or account is not permitted. Logout or shut down your computer when you leave at the end of the day or if you expect to be away from your desk for an extended period of time.

### 4.8.5. Software Installation.
Do not install software on your computer or the network. This includes business applications as well as games.

### 4.9. Storage space is limited

### 4.9.1. E Mail attachments
Be careful about sending e-mail attachments. If your distribution list is very large, consider using a link to a Web site instead of an attachment. If your attachment is larger than 500K, don't send it unless the recipient is expecting it (e.g.., warn them ahead of time and ask if they have the capacity to accept it). This is especially important when communicating with travelling or field office based staff, who frequently access their e-mail using slower dial-up connections or lower bandwidth Internet connections.

Remember that individuals in the distribution lists may at any time be travelling, so you should refrain from sending large e-mails even when using distribution lists that seem to be local to you.

### 4.9.2. Delete Review
If you create folders for received and sent messages, make it a regular habit to review all folders and delete old or out-dated material. We recommend that all employees cull their e-mail messages and files every 60 days. Delete unimportant messages as you read them. Keep your "in" and "sent" boxes clean.

### 4.10. Personal Use of NANA Resources
Incidental personal use of NANA e-resources is permitted. However, it must not interfere with NANA's operations, nor should it cause any harm or embarrassment to or expose NANA to viruses, spam, litigation or anything else that might put the organisation at risk. Any personal use of NANA e-resources must be on your own time and must not interfere with your job responsibilities.

### 4.10.1. Personal Communications.

For staff with official email account, e-mails and instant messages you send using your NANA e-mail address are regarded as official programme communication. Do not under any circumstances use NANA e-resources to send or receive personal messages. Use a personal e-mail address instead (e.g. Hotmail, Yahoo, etc.) and notify your personal contacts to refrain from using your NANA e-mail account[1].

### 4.11. NANA E-Mail Address.

NANA assigns programme e-mail addresses to all employees when they are contracted. Consultants and other non-employees are not entitled to a NANA e-mail address. Upon termination, the employee ceases to have access to their e-mail account, although, at the discretion of the employee's supervisor NANA may post an out-of-office message for one month to direct correspondents to a different e-mail address.

### 4.12. Internet Bandwidth Use.

Listening to the radio through the Internet diminishes our Internet bandwidth and could therefore interfere with company business. Refrain from using the Internet to listen to music or radio broadcasts.

### 4.13. Playing Games.

NANA employees must not play computer games at work.

### 4.14. Instant Messenger Services.

Instant messenger services, including AOL and Microsoft IM are permitted, but personal communications follow the same restrictions as e-mail and internet, that is, personal use must not interfere with NANA business and is on the employee's own time. As with e-mail and internet use, NANA reserve the right to monitor instant messenger traffic.

### 4.15. Voice over Internet Protocol.

NANA encourages its employees to use VoIP services such as Skype when they result in cost savings and improved communications for NANA business purposes.

### 4.16. Observe Good Netiquette

All NANA staff are expected to follow good netiquette practices when using NANA e-resources. For some guidelines on what that might look like, consult the Appendix: Netiquette Advice.

## Appendix: Netiquette Advice

Application of the following guidelines for using electronic mail will help NANA as a whole to conduct its business with professionalism, efficiency, and clarity.

### 1.     Write well.

### 1.1.     Spelling, grammar, and punctuation.

1.1.1. E-mail to a staff member, donor agency, stakeholder or partner should follow the same formality as a business letter. It should be treated as a formal document following proper business standards.

**1.2. Be concise.** Reading from a computer screen is different from reading from paper—keep your message and your paragraphs short, concise, and to the point.

**1.3. Capitalisation.** Be careful about typing in all capital letters or all lower-case. If you use all caps, your recipient may interpret your message as being angry or distressed, no matter your intention. Use of all lower-case can convey laziness and is not proper for business communications.

**1.4. Complaints or dissatisfaction.** Communicate this directly to the individual. Refrain from sending complaints about individuals to third parties via e-mail. Give an individual the courtesy of a phone call or face-to-face conversation.

**1.5. Confidential information.** You cannot control who will ultimately read an e-mail message. Even when a message is erased, it is still possible to retrieve and read it. A good rule of thumb is "never write anything in an e-mail that you would not want to become public knowledge."

**1.6. Multiple messaging on a single topic.** E-mail communications usually involve back and forth messaging. If you find yourself responding more than three times on the same topic, choose an alternate form of communication. Break the cycle of message and response.

**1.7. Concerns about staff performance.** Supervisors and managers should always convey disciplinary or performance reviews in a face-to-face meeting.

### 2.0. Use professional courtesy and business etiquette.

**Subject line:** Use a short informative subject line (for e-mail notes, appointments, and meeting requests). This gives the recipients some indication of the content of the message and helps them to find it later.

**2.1. Never show anger.** Assume the good intentions and competence of the sender.

**2.2. Humour.** Be careful when using sarcasm and humour. Without the personal interaction, your joke could be misinterpreted as criticism or otherwise be considered offensive.

**2.3. Closing.** Close your messages with your name and phone number. If you are communicating outside NANA, you should also include other contact information, such as your title, e-mail address, and postal address. Otherwise the name of the originator may not be clear to the recipient, especially when embedded in a thread.

**2.4. Formatting.** Avoid using elaborate formatting. Use the default text or plain text. If you use fancy fonts, colours, tables, etc., your message may not be readable by certain e-mail clients and servers.

**2.5. Jargon.** Be very careful using abbreviations and jargon. Thoughtfully consider whether your recipient will understand them.

**Use courtesies.** "Please" and "thank you" are not just niceties; without them your e-mail may come across with a terseness or tone that you don't intend.

**3.0. Make sure you send your e-mail to the correct recipients.**

**3.1. Be careful how you use "Reply to All".** Make sure that everyone addressed in the e-mail really needs to receive your response. This is particularly important when replying to messages that have been sent to large distribution groups.

**3.2. Do not send PowerPoint presentations to large distribution groups.**

**3.3. Think before you send e-mail to more than one person.** Respect other employees' time. Do the additional people really need or want to see your message?

**3.4. Be sure that you are not sending an e-mail to someone who has already seen it.** For example, person X sends an e-mail to persons A, B and C. C immediately forwards it to A and B with the question "Did you see this?" not bothering to see that X had included A and B originally. **To, & Cc,**

**3.4.1. To.** The addresses in the "To" are for the people you are directly addressing (and often those from whom a response is needed or requested). If you put every address in the "To" then the recipients don't know who should take action so either they all do something or they all do nothing.

**3.4.2. Cc** The addresses in the "Cc" are for the people you are indirectly addressing— those people who may need to know the information but do not need to respond to your e-mail. Don't overdo it here. Copy only those people who need to be copied.

**4.0. Review your e-mail message before sending it.**

Think three times:
- before you write
- after you write
- before you send your message.

**4.1. Do your best to get it right** the first time so that you do not have to recall a message. Re-read your message before sending it to make sure it makes sense.

**4.2. If you do make a mistake,** a recall request can make you look foolish, especially if the recipient is external to NANA or if the recipient has already read your original message. The recall function works <u>only</u> for internal recipients who have not yet read your message. It is better to send a follow-up e-mail to say that you have made a mistake. This will look much more honest than trying to recall a message.