ICT POLICY FOR KIBO SEED CO LTD

INFORMATION AND COMMUNICATION TECHNOLOGY POLICY

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SECTION 1: INFORMATION AND COMMUNICATION TECHNOLOGY FRAMEWORK

1.1 Policy statement

Kibo Seed Company Ltd is committed to ensuring staff members have access to appropriate information and communication technology (ICT) infrastructure, tools, training and support which assists them to undertake their work efficiently and effectively.

1.2 Purpose and scope

This policy aims to provide **Kibo Seed Company** with guidance in managing the ICT infrastructure and tools provided to staff and clients, and to ensure staff use of these resources is secure and appropriate.

This policy applies to all staffs of Kibo Seed, volunteers and field student placements.

This policy is not intended to guide staff in administration and use of the website or other electronic systems. For clients' use of communication and online equipment, refer to the Service and Program Operations Policy.

1.3 Definitions

Consent	Consent means voluntary agreement to some act, practice or purpose. Consent has two elements: knowledge of the matter agreed to and voluntary agreement.
ICT assets or equipment	Physical items that are used for information technology or communications purposes, including computers, tablets, printers, multi-function copiers, mobile or smart phones, cameras, and data projectors.
ICT hardware or infrastructure	Interchangeable terms to describe ICT equipment along with cabling, modems, routers, phone lines and other equipment required for the operation of ICT assets.
ICT Officer	The staff member responsible for managing ICT, including infrastructure and client and organisational systems.
ICT Systems	Sets of procedures or ways of doing things. ICT systems include protocols and policies put in place by an organisation or a third party relating to the use of or access to ICT hardware or software.
ICT System user	A person who is set up with access to the organisation's ICT systems. System users include all staff members, but can also include anyone else who is explicitly authorised to use the organisation's ICT systems, consultants, Board members or volunteers.

Information and communication technology (ICT)	An umbrella term describing technology systems and objects that enable users to access, store, transmit, exchange and manipulate information, including computers, networks, telecommunications (telephone lines and wireless signals), software, data storage, and audio-visual systems.
Information management	Includes the creation, collection, storage, access, use and disposal of information assets.
Public domain	In relation to confidentiality is "common knowledge," i.e. information that can be accessed by the general public.
Records	Records refer to all information created, sent and received in the course of carrying out the organisation's business.
Social media	Online tools or websites (e.g. Facebook, Twitter, YouTube, Instagram, etc.) that engage, create and share user-generated content, data and comments.
Social media identification	Online name, ID, user name or user account name of individuals when using online or social media tools and programs.
Software	Any form of computer program which provides a service to users, such as Microsoft Office Word (creates text-based reports), Internet Explorer (allows access to the internet), Outlook Express (email program), and so on.

1.4 Principles

The following principles guide **Kibo Seed Company's** ICT policy and procedures:

a) Responsibilities for ICT management and administration are clearly defined.
b) An ICT Strategy canvasses the current and future ICT needs of the Company and aligns with the Company's strategic plan.
c) ICT purchases are made for a valid reason, in an approved way and in alignment with the ICT Strategy.
d) ICT tools and systems are "fit for purpose" and responsive to changing environments and technologies.
e) All relevant laws are complied with, including laws relating to data protection, acceptable use of internet and email, software licensing, privacy, confidentiality, discrimination and harassment.
f) Staff, Board members and volunteers are entitled to training and other support to assist them in using ICT systems that are relevant to the work of the Company.

1.5 Outcomes

The outcome of this policy is that **Kibo Seed Company** has an ICT system which is:

» Secure
» Stable
» Efficient
» User-friendly.

1.6 Delegations

Board of Directors	» Endorse and ensure compliance with the ICT policy. » Contribute to internal ICT strategies and activities. » Be familiar with the Company's legislative requirements regarding communication, privacy and the collection, storage and use of personal information. » Approve outstanding ICT expenditure. » Understand the Company's ethical standards with regard to communication, social media and the treatment of confidential information relating to the Company's clients, staff and stakeholders.
Business services/ management	» Comply with the ICT policy. » Contribute to internal ICT strategies and activities. » Be familiar with the Company's legislative requirements regarding communication, use of technology, privacy and the collection, storage and use of personal information. » Understand the Company's ethical standards with regard to communication, social media and the treatment of confidential information relating to the organisation's clients, staff and stakeholders. » Ensure systems are in place across the Company to communicate appropriately and to protect adequately the privacy of personal information of clients, staff members and stakeholders. » Monitor information and communications technology systems and procedures. » Ensure orientation of new staff members to the Company's information and records management systems. » Facilitate alignment of ICT systems with other Company programs, projects and activities. » Authorise staff members to make a request from the **data analyst** for updating/purchase of new equipment in line with ICT strategy and plan. » Authorise access of new staff members or other people to the Company's ICT systems. » Authorise the redirecting of emails from staff who no longer work with the Company. » Responsible for reviewing ICT contract and budgets. **Manager** » Ensure risk assessments are undertaken. » Monitor ICT budget in conjunction with **System Analyst** and approve the expenditure of ICT equipment/services. » Ensure security processes regarding access of ICT systems. » Refer decisions to the Board where expenditure is beyond general Manager Delegation or requires major departure from ICT strategy.
Program services/clinical	» Compliance with ICT policy. » Contribute to internal ICT strategies and activities. » Be familiar with the Company's legislative requirements regarding communication, use of technology, privacy and the collection, storage and use of personal information.

	» Understand the Company's ethical standards with regard to communication, social media and the treatment of confidential information relating to the Company's clients, staff and stakeholders. » Act in accordance with Company systems in place to protect privacy and personal information. » Responsible for determining whether they need new/updated ICT equipment/services in order to carry out their work.
Data Analyst	» Compliance with ICT policy. » Contribute to internal ICT strategies and activities. » Be familiar with the Company's legislative requirements regarding communication, use of technology, privacy and the collection, storage and use of personal information. » Understand the Company's ethical standards regarding communication, social media and the treatment of confidential information relating to the Company's clients, staff and stakeholders. » Maintain equipment and keep systems up-to-date. » Seek approval for ICT expenditure from Manager. » Ensure that requests from staff for new/updated ICT equipment include notification as to whether a number of quotes are required. » Select suppliers and equipment and recommend to Manager. » Seek approval from the Manager for providing or removing access to ICT systems. » Provide staff and other authorised people with access to ICT systems. » In conjunction with **System Analyst,** introduce new staff to ICT systems and provide support/training for ongoing use. » Provide ongoing maintenance to equipment used by the Company's clients. » Recommend upgrades or service improvements in line with ICT strategy and/or based on changing environment. » Perform risk assessments, identify unacceptable risks to ICT, and consult with Manager on risk management strategy. » Make urgent ICT decisions to remedy a disaster, vulnerability or unacceptable risk to the Company's security, reputation or business effectiveness.

1.7 Policy implementation

This policy is developed in consultation with **Kibo seed Company** employees and approved by the Board of Directors.

All staff, Board members and volunteers are responsible for understanding and adhering to this ICT Policy.

Specific monitoring and support activities undertaken include:

» ICT updates that are a standing agenda item in staff meetings
» This policy is to be part of relevant **Kibo Seed Company** staff orientation processes.
» This policy should be referenced in relevant **Kibo Seed Company** policies, procedures and other supporting documents to ensure that it is familiar to all relevant staff and is actively used.

» This policy will be reviewed in line with the quality improvement program and/or relevant legislative changes.
» Supervision of **System Analyst**.
» Review of ICT strategy after the Company strategic plan is reviewed.
» Report on ICT in the Company Annual Report and other relevant publications.

This policy is implemented in conjunction with the following policies:
» Communications Policy
» Human Resources Policy
» Service and Program Operations Policy
» Risk Management Policy
» Financial Management Policy
» Program Management Policy.

1.8 Risk management

Kibo Seed Company develops and implements information and communication technology systems informed by and complying with relevant legislation. This ensures these systems are effective as well as regularly monitored.

Other risk management actions include:
» All staff, volunteers and Board Members are made aware of this policy during the orientation process.
» Staff are provided with ongoing support and training to assist them to use ICT systems safely.
» As part of the Company's Policy Review Schedule, this policy will be reviewed within **5** years unless circumstances require an earlier review and update.
» The need for improvements can be identified by any Board, management, staff member or client through feedback or quality monitoring systems.
» ICT is a standing agenda item for staff meetings to discuss any relevant issues.
» ICT systems and plans are appropriately monitored and controlled by the allocated staff member/contractor.

For further information on ICT risk management and mitigation procedures, refer to the Risk Management Policy.

SECTION 2: ICT STRATEGY

This section ensures that **Kibo Seed Company** develops and implements a consistent ICT strategy to effectively manage internal information and communication technology systems, in order to enhance the Company's operation and achieve its strategic goals.

This section provides guidance on the plans, mechanisms and tools that **Kibo Seed Company** adopts in order to prioritise and provide Company strategies for resolving ICT needs and inform ICT decision making.

This section ensures that the Company:
» establishes within the Company an ICT culture and a strategy that integrates ICT with the Company's mission and functions
» ensures that ICT complements and enhances the Company's service to its clients
» provides a structure for the continuing development of digital proficiency
» enhances the role of ICT in fulfilling the Company's mission and improving its function
» builds awareness of the cultural and operational importance of the digital revolution.

2.1 ICT Planning

The aim of ICT planning is to align the Company's ICT use, acquisition and management with the **Kibo Seed Company**'s mission, vision and strategic plan. The Company consults and engages all staff levels within the Company including volunteers and Board members.

Kibo Seed Company reviews ICT plans and processes as part of Company's Policy Review Schedule, within **5** years unless circumstances require an earlier review and update.

ICT planning processes are managed by **Data Analyst** and guided by the Manager.

2.2 Staff consultation

Kibo Seed Company implements diverse consultation methods to seek feedback from employees, Board members and volunteers. This may include:
» Workshops
» Surveys
» Staff meetings**.**

The purpose of the Company's ICT consultation is to:
» Build awareness and understanding of current ICT issues or activities
» Obtain general information of ICT guiding documents
» Validate, qualify and prioritise ICT needs
» Discuss possible approaches and solutions.

The Company's ICT Consultation, Survey, Template guides and informs the Company's ICT consultation processes.

2.3 ICT needs and assessment

Kibo Seed Company consultation processes with employees, implements an ICT Needs and Prioritisation Tool Template. ICT needs are then validated, qualified and priorities are established on the basis of criticality and urgency to assist in the development of the ICT Plan.

2.4 ICT planning template

Informed by the Company ICT consultation processes and tools, the ICT Plan Template assists in developing the Company's ICT Plan in order to:

- develop awareness of the range of technological solutions that are available to the Company
- develop an ICT acquisition strategy that ensures the optimum quality of ICT hardware and software is made available to staff
- establish protocols for monitoring the quality and use of ICT hardware and software
- improve staff training in ICT proficiency
- enhance the monitoring of staff ICT proficiency
- enhance staff record-keeping and client management systems
- provide stock control processes that include maintaining up-to-date registers of ICT hardware and software
- realise the potential for co-operation, communication and referral between all Company providing services to our clients
- ensure management board supervision of the Company's ICT proficiency.

SECTION 3: INFORMATION AND RECORD MANAGEMENT

Kibo Seed Company Ltd recognises that information is a valuable organisational asset requiring effective management and that all its related activities should be delivered accordingly.

The purpose of this section is to provide guidance to **Kibo Seed Company Ltd** on the manner in which electronic information is created, collected, exchanged, retained, disposed of, used and disclosed by the organisation. This includes the use of email to record information.

The section conforms to the current legislation and aligns with the Privacy and Confidentiality Section of the **Kibo Seed Company Ltd** Communications Policy in relation to the management of personal information that it collects about its staff, Board,volunteers and stakeholders, as well as client information.

For Client File Management refer to the Service and Program Operations Policy and Client Clinical Management Policy for specific information on case notes.

This section applies to all staff, volunteers and Board members.

This section also ensures that:
- File management systems are systematic, compliant with legislation and quality standards, informative and protects the interests of the Company
- Internal Company files are effectively established, reviewed, maintained and retained
- Employees, volunteers and Board members' information is secure, accessible, relevant and used primarily for the purpose it is being collected.

3.1 Records

The Company maintains and creates paper and electronic records that are authentic, reliable, legible, have integrity, and are usable.

The Company aims to ensure information it collects, uses or discloses is accurate and complete at the time it is collected. In the event that clients wish to correct errors in their information, these corrections will be made in all circumstances where it is reasonable to do so.

Managing information and records to meet **Kibo Seed Company**'s operational and legal requirements includes:
- Managing records throughout their life cycle
- Documenting activities and decisions
- Filing, securing and storing information
- Documenting, protecting and preserving information critical to the Company's business systems.

3.2 Creation and collection of data or files

Kibo Seed Company Ltd only creates and collects records to meet the Company's operational and legal requirements. Information that provides evidence of decisions, strategies, activities, and outcomes related to **Kibo Seed Company**'s operations are to be created and collected. This

includes internally and externally generated records, whether they are created through email, word processing software, databases, spreadsheets, scans, or by other means.

Electronic record-keeping is the preferred format for maintaining records in order to increase their accessibility and minimise unnecessary use of paper. Some paper records may be scanned and saved in electronic format only, or with the original also maintained and filed. Original paper documents containing signatures are to be maintained in physical filing systems.

Final versions of key corporate records, such as Board meeting minutes, annual reports, and staff disciplinary matters, are to be filed in an unalterable **PDF** format and maintained for the length of time specified in the relevant legislation and with the necessary security set out in the Communications Policy and Human Resources Policy.

3.3 File management system

The file management system on **Kibo Seed Company**'s ICT network follows a business classification scheme that shows the Company's functions, activities and transactions in a hierarchical relationship.

A map to using the Company's electronic drives and files is provided to all staff members at commencement of their employment or placement within the Company and is guided by the Electronic Records Map template.

Work-related information should never be saved directly to ICT equipment (hardware); all electronic records relating to the Company's operations are maintained on the **kibo share file on server.**

All staff are provided with an individual drive for personal use, with access restricted to the specific staff member. Records relating to **Kibo Seed Company Ltd** operations are not to be maintained in individual drives.

3.4 Access and security

Records are kept secure, with staff members having access through their computer log-in account and password.

Board members have access to governance, finance and compliance records through **Kibo Seed Company Ltd** Board meetings and specific requests through the CEO/Manager.

Volunteers are provided with limited electronic record access through computer log-in.

In order to maintain electronic record security, staff are required to set up an automatic locking screensaver that comes on when users are away from their desk for a set time period. Levels of access to **Kibo Seed Company's** electronic records vary, according to position and responsibility of the staff member, as outlined below:

Drive	Access by
Kibo share File	**All staffs**
Management File	**All managers**

Stakeholders, visitors, consultants, clients and other non-staff members are not provided with access to any **Kibo Seed Company Ltd** electronic records unless it is necessary for their work. The Manager makes determination on such access as required, ensuring optimum privacy and security levels are maintained.

For further details on information managed by specific staff members, please refer to the List of Information Custodians. For information on deleting or removing staff access see Section 6.5.

3.5 Records migration, retention and disposal

The retention and disposal of electronic records is to comply with relevant legislation, including:

» Privacy Act 1988 (Cth)
» A New Tax System (Goods and Services Tax) Act 1999 (Cth)
» Electronic Transactions Act 2000 (NSW)
» Fair Work Act 2009 (Cth)

Certain corporate records must be retained for a period of time as identified in relevant legislation and/or as determined by the organisation – refer to the **Kibo Seed Company Ltd** Record Retention and Disposal Schedule.

The rise in predominance of electronic communication has elevated email systems to a comparable level as hard copy filing systems. The Email Retention Guide[1] assists **Kibo Seed Company Ltd** staff determines what information sent or received by email should be retained, for how long, the broad categories of electronic messages processed by **Kibo Seed Company Ltd** and sets out the factors to be considered in setting practice guidelines to be adopted in each case.

In the event that electronic records are required to be retained over a period of time where data/information access and storage technology becomes obsolete, e.g. CD's and CD drives are phased out in favour of USB's and USB drives, **Kibo Seed Company Ltd** has developed a strategy to migrate the records to a suitable medium that renders records readily accessible using current technology. Refer to the ICT Plan for further details.

Secure disposal of electronic records may include the following activities:

» Wiping content from electronic medium
» Physical destruction of electronic medium
» Physical removal and destruction by registered contractors

The disposal of corporate records is managed by **Administration Department**.

The disposal of program, services and project records is managed by **Procurement Department**

Documents containing confidential or sensitive information are to be shredded using the company shredder located in **Server.**

SECTION 4: PURCHASING OF ICT EQUIPMENT, SOFTWARE AND SERVICES

Kibo Seed Company Ltd encourages the appropriate and timely acquisition of ICT equipment to support the organisation's operations, including research, programs, services and activities.

This section provides guidance to **Kibo Seed Company Ltd** in purchasing ICT equipment, software and ICT services to suit the Company's needs.

The Company ensures that all ICT equipment, software and services are used and disposed of in an ethical and responsible manner and recognises the need to be consistent, cautious and thorough in the way that these tools support the Company's operations.

This section ensures that:

» **Kibo Seed Company Ltd** provides quality, reliable and up-to-date equipment and software to its employees in order to provide quality services.
» The Company complies with both legislative requirements and ethical obligations in the purchase and use of equipment, licences and other ICT supportive services.
» All staff, Board members and volunteers understand their responsibilities in relation to purchasing ICT equipment.

4.1 ICT tools

As defined in Section 1.3 of this policy, **Kibo Seed Company Ltd** identifies different types of ICT tools; this includes:

» **ICT equipment:** electronic hardware items that include computers, tablets, printers, multi-function copiers, mobile/smart phones, cameras, and data projectors.
» **ICT software:** electronic software items that include programs, operative systems, data management systems and antivirus software programs.
» **ICT services:** include internet services, web hosting, phone services, website development, and IT support.

4.2 ICT purchasing or acquisition principles

The general principle underpinning this policy is that ICT purchases are made for a valid reason, in an approved way, and in alignment with the ICT Strategy.

Kibo Seed Company Ltd is committed to purchasing the most cost-effective ICT goods and services primarily with regard to price, but also relating to quality, reliability, service, delivery and efficiency. This may mean, for example, that a slightly higher priced item or service might be chosen if it is from a supplier that has proven to be reliable in the past.

Kibo Seed Company Ltd has a commitment to consider environmental and ethical manufacturing issues wherever possible.

4.3 ICT purchasing by the SYSTEM ANALYST

Where the **system Analyst** determines that new ICT equipment, software or services are required as part of the maintenance of current ICT infrastructure, or to further the implementation of the Company's ICT Strategy, the following procedures are utilised:

» The **Data Analyst** sources the item, keeping in mind the Company's purchasing principles.
» There is no need to source three quotes UNLESS funding for the item is coming from a funding agreement which specifies that quotes must be sourced for purchasing of assets.
» The **System Analyst** collects relevant information about the item and the quote/s, and presents these to the Manager for approval.
» Once approval is given, the **System Analyst** can place the order.
» The **System Analyst** can arrange to pay using the assigned organisation's credit card, or will request the supplier that it be payable on invoice.
» Once the invoice has been received, the **System Analyst** completes the Company's Supplier Claim Form, attaches the Tax Invoice, receipt, and or contract, then forwards the paperwork to the **Procurement Officer**
» When the item is delivered or the service commences, it is the responsibility of the **System Analyst** to ensure that it matches the order or the contract and that it is in perfect working order as per the product and technical specifications. Any disputes should be referred to the Manager. **System Analyst** is responsible for entering the item into the asset register.

4.4 No approval required

The **System Analyst** is not required to seek approval from Manager in relation to the following:
» Renewal of domain names
» Renewal or upgrades of anti-virus software and other security software
» Renewal of a service contract which is substantially the same as the original one, in terms of price and service provision
» Purchasing low-value **<$100** accessories
» Purchasing equipment, software or services to meet an urgent, critical business need; for example, equipment designed to troubleshoot serious IT problems.

For all these situations, the **System Analyst** must provide receipts/invoices, the Supplier Claim Form, and all other relevant documentation to the **Procurement Officer** for processing.

In relation to expenditure over the maximum amount of **$100** to fix urgent problems, once the immediate problem is resolved, the **System Analysis** should provide an explanation of why usual purchasing procedures could not be followed and seek retrospective approval from the Manager.

4.5 Staff members' purchase of ICT equipment, software or services

The following procedure is to be followed by staff members, other than the **System Analyst** when they wish to purchase ICT equipment, software or services required for their project or other work:
» Staffs identify what item they need, and why they need it, given the requirements of their project responsibility, the budget for their project, as well as their alignment with the Company's ICT Strategy.
» The staff member checks the relevant funding agreement (if appropriate) to determine whether they need to seek quotes before purchasing any items with the project funds.
» Staff members seek approval for the purchase from their manager/direct supervisor, outlining the reasons for their request; if possible, they forward this request by email.
» Manager/direct supervisor discusses the request with the staff member, then makes a decision based on the needs of the project and of the staff member, the budget, and ICT Strategy.
» The manager should notify the staff member of their decision, if possible by email.
» If approved, the staff member should forward the **System Analyst** their request, their manager's approval, and advice as to whether quotes are required under the funding agreement.

» The **System Analyst** or the staff member should source appropriate item/s, keeping in mind the Company's purchasing principles, and then decide what item should be purchased.
» The **System Analyst** should then follow the procedure set out in Section 4.3 of this policy, to get approval from the Manager and submit paperwork to the **Procurement Officer and Chief Accountant**

In urgent situations, a staff member can purchase an ICT item without involving the **System Analyst** if they have approval from their manager/direct supervisor. After this purchase is made, they must supply the **System Analyst** with a copy of all documentation, including the Tax Invoice, so the details can be entered into the ICT Equipment Database / records. The staff member is then responsible for providing the Supplier Claim Form and other relevant documents to the **Procurement Officer and Chief Accountant.**

4.6 Recording of ICT equipment, software and services

System Analyst records all new equipment, software and ICT services in an Excel spreadsheet/database titled ICT Equipment Database**.**

Information recorded in this spreadsheet includes information on purchase date, price, serial or other identification number, supplier/service provider details, physical location (e.g. which desk or staff member has it). For software, the information includes the number and expiry dates of licences and for ICT services, and the start and end dates of the contract.

The **System Analyst** will update the spreadsheet/database whenever changes occur to items; for example, change in location or users, lost, damaged or equipment that has been disposed of.

The **System Analyst** will also keep soft- and hard-copy certificates of software licences in **Kibo share Database**
The **System Analyst** will provide a copy of the spread sheet/database to the **Procurement Officer and Chief Accountant** towards the end of the financial year for reconciliation against depreciation records. A copy will also be provided to the administration team / allocated position to ensure administrative processes are up-to-date.

SECTION 5: ICT EQUIPMENT DISPOSAL

Kibo Seed Company Ltd is committed to providing appropriate disposal methods to ensure all equipment is safely disposed of and Company information is adequately protected.

This section provides guidance to **Kibo Seed Company Ltd** staff members in disposing ICT equipment.

This section ensures that:
» **Kibo Seed Company Ltd]** ICT equipment is disposed of safely and appropriately.
» The Company complies with ethical and environmental requirements in the disposal of ICT equipment.
» All staff, Board members and volunteers understand their responsibilities in relation to disposing of ICT equipment.

5.1 ICT disposal principles

Kibo Seed Company Ltd will ensure that ICT equipment is disposed in a manner which is:

» Transparent
» Cost-effective
» Environmentally sound
» Does not compromise the privacy or security of the Company

5.2 ICT disposal timeframe

ICT equipment will be retired or disposed of when it fails, is ineffective, is beginning to cost more to maintain than the cost of purchasing a replacement item, or is nearing the end of its effective lifecycle.

5.3 ICT disposal methods

ICT items can be disposed of in a range of ways, including sale, trade-in, donation to employees or other Company's, or throwing away these redundant items.

A decision pertaining to how to dispose of equipment should be made on a case-by-case basis, through discussions between the **System Analyst** and the Manager, and taking into account the principles set out above, particularly the need for transparency.

Given the short life of most personal-use ICT items, **Kibo Seed Company Ltd** generally will not consider a sale or trade-in on such items unless the anticipated profit to the organisation will clearly be greater than the cost in the **System Analst**'s time spent arranging the sale or trade-in.

5.3.3 Recycling and environmentally responsible disposal

Where items are not able to be passed on to staff or other companies, the **System Analyst** should make reasonable attempts to dispose of the item in a manner that does not contribute to landfill. Some e-waste recycling/disposal companies offer free disposal if company's drop-off their superseded items.

If, after reasonable efforts have been made, the **System Analyst** is unable to locate a recycling or environmentally responsible disposal option at nil or low cost, the **System Analyst** will dispose of through the usual garbage disposal methods.

5.4 Deletion of data prior to disposal

Before disposing of items (whether by providing to staff members for personal use, to another company or to e-waste services) the **System Analyst** will securely delete all data and software so as to protect **Kibo Seed Company**'s privacy, comply with copyright law, and minimise the risk of data harvesting.

5.5 Recording disposals

The **System Analyst** will record all ICT records disposals in the ICT Record Retention and Disposal Schedule. All ICT equipment and tools disposals are recorded in the ICT Equipment Database.

Details to be recorded include: the date, disposal method, where/who the item goes to, who authorised the disposal, and any income derived from that disposal.

SECTION 6: IT NETWORK

Kibo Seed Company Ltd understands that a quality internal communication network is a crucial component to ensure communications and business are carried out inside the organisation to allow staff members to achieve company's goals and outcomes.

The purpose of this section is to provide guidance to **Kibo Company Ltd** staff members into how the company accesses, manages and updates the internal network.

The following processes ensure that staff members, Board of Directors, field students and volunteers are provided with a reliable and stable IT network. This section ensures that:

» Staff members are able to work in a shared network environment
» Company files are current, secure and up-to-date
» Back-up systems and procedures are in place to protect internal documentation
» Private and confidential information is appropriately managed according to current legislation
» The network is used in a manner that is consistent with the company's values, legal requirements, related policies, and code of conduct.

This section does not provide guidance on network/server or other equipment types and providers.

6.1 IT network components

Kibo Seed Company Ltd has a computer network consisting of:

» **29** desktop computers
» **16** printer(s)
» **0** firewall(s)
» **1** server(s)
» **1** back-up hard drive(s)
» Multifunction copier (printer, scanner and fax machine)
» **8** router(s).

6.2 Network security and anti-virus software

» The **IT-Support** is responsible for ensuring that the computer network is secure from external attacks. Firewalls and anti-virus software are installed for this purpose.
» The **System Analyst** is responsible for installing anti-virus software on the server(s) and every desktop computer. The software is set to auto-update virus definitions.
» The **System Analyst** is responsible for evaluating the performance of the anti-virus software at relevant intervals and renewing or switching to a new anti-virus software / licence, as required; all software information is available on the ICT Equipment Database.

6.3 Network backup

The **System Administrator** is responsible for ensuring that file server(s) are backed-up regularly. The procedure for this back-up is as follows:

» Server(s) are backed-up **8** times per month on **Monday and Fridays** into **Pastel backup driver D.**
» Once every 6 months the **System Analyst** will conduct a test of each of the back-up hard drives to check that they are correctly backing-up all data.
» **direct Backup Method**

6.4 Setting up user access to the ICT systems

When a new staff member (or other approved user) commences with **Kibo Seed Company Ltd**, their supervisor will inform the **System Analyst** and ask them to create a new log-in on the company's network.

The **System Analyst** will undertake the following tasks:

» Ensure the new user has access to a networked desktop computer and a desktop phone
» Create a new network user account with the appropriate access levels (see Section 6.7 following)
» Ensure the new user has printer access
» Create a new email account
» Allocate a log-in for other internal systems
» Assist the new user to set up their email access through **Outlook Express** and to change passwords
» Explain to the new user the network and filing map, how to use the phone, smart phone (if applicable) and set up voicemail facilities
» Provide a copy of this policy and explain where to find information or seek assistance about particular issues
» Support new users to use other internal ICT equipment and systems.

6.5 Deleting a user or removing their access to ICT systems

When a staff member/or other user is no longer employed/contracted by **Kibo Seed Company Ltd** or when directed by the Manager to disable a current user's account, the **System Analyst** is to undertake the following tasks:

» Disable the user's access/delete their log-in details in relation to the computer network and other internal systems
» Consult with the Manager as to whether emails to the former user should be forwarded to another staff member or whether the account should be deleted
» Remove the user's name from the internal address book.

6.6 Levels of access

Kibo Seed Company's server(s) consists of **4** of drive(s) with certain access restrictions. This is set out in Section 3.4 of this policy. The **System Administrator** is to ensure that individual staff members or other users are provided with the appropriate levels of access.

6.7 Encryptions

Staff members are not generally permitted to encrypt hard drives or folders, because if an encryption password is lost, the data is impossible to recover. If **Kibo Seed Company** staffs are required to encrypt data in order to transmit to external clients, the original data or files should first be stored, unencrypted, on the internal network.

In the event that staff are required to encrypt data for internal use only, for example: **Kibo Seed Company's** internal policies and procedures in Word format (that form part of the quality management system) may be password protected to eliminate unauthorised changes to the documents, the passwords will be recorded by the Manager in the **Kibo Seed Company** Encryption Password Register template.

If staff members are concerned about the security of specific data, they should consult the **System Administrator** as to the best way to improve its security.

6.8 Unauthorised access to or interference of data

Unauthorised access or deliberately modifying or damaging **Kibo Seed Company Ltd** data is a violation of Tanzanian legislation and the company Code of Conduct, and may result in criminal charges or civil legal proceedings.

6.9 Accessing the network from home

Kibo Seed Company staff may access the network from home by connecting to the **VPN** server once authorised to do so. Log-in details are provided by the **System Administrator**.

Staff working offsite should be aware that they have a responsibility to comply with **Kibo Seed Company Ltd** policies. This means they cannot jeopardise the information security, privacy and confidentiality of the network. Wherever possible, they do not access the network on computer equipment systems that are readily accessible by, or shared with, the general public. Where staff access the network from home, they must ensure passwords for access are secure from other regular or occasional users of that computer, including friends and family.

6.10 Maintenance of ICT equipment

Staff are required to take reasonable precautions to protect IT equipment from damage, loss or theft.

If staff members want to change or modify equipment that is provided to them by the company for work purposes, they must seek approval from their manager and the **System Analyst.**

SECTION 7: PASSWORDS

Kibo Seed Company is committed to providing IT equipment, services and platforms that are secure and provide appropriate expectations regarding the safe use of passwords when working on company ICT equipment and tools.

The purpose of this section is to provide guidance to **Kibo Seed Company Ltd** staff members on the creation and use of safe passwords in order to increase the company IT network security and reduce the risk of external intrusion.

The following processes ensure that staff members, Board members, field students and volunteers are aware of their responsibilities and the steps to create strong and secure passwords.

This section ensures that:
» Internal network and related document security and privacy is not compromised
» Staff members' privacy is protected
» Staff members are aware of their password responsibilities.

Passwords are an important aspect of computer security. A poorly chosen password may result in unauthorised access and/or exploitation of **Kibo Seed Company**'s resources. All system users are responsible for taking the steps outlined below to select and secure their passwords.

7.1 System Administrator responsibilities

The **System Administrator** is responsible for changing all system-level passwords, on at least a quarterly basis. This could include Windows Administrator, application administration accounts, etc.

The **System Administrator** allocates initial passwords to each new user for access to the network, email, and/or other relevant systems. The **IT-Support** must then advise new users to change their passwords, and refer them to this policy for advice on choosing passwords.

The **System Administrator** cannot reset or access users' accounts, or change their passwords, unless expressly authorised by the user or by the Manager. The Manager may authorise access where there has been a breach in the Code of Conduct and the Manager requires information to appropriately manage the incident.

7.2 User responsibilities

Once computer users have been set up with access to the email and network/computer systems, individual users are prompted to change their passwords at least every **three months**.

Users are responsible for the security and complexity of their own password; staff should refer to the Creating Strong and Safe Password Information Sheet or online.

SECTION 8: COPYRIGHT AND SOFTWARE LICENCES

Kibo Seed Company Ltd is committed to comply with copyright legislation, licences and user responsibilities in regard to equipment, software and services purchased by or provided to the Company in order to fulfil its goals and strategies.

The purpose of this section is to provide guidance to **Kibo Seed Company Ltd** staff members on their responsibilities in using copyright material and licences appropriately, as part of their role within the company.

This section ensures that:

» Employees comply with current legislation and acknowledge copyright work, material and services
» Employees are supported to provide consistent and quality online experiences
» Company research, programs, services and activities are consistent with the Company's values, legal requirements, related policies, and code of conduct.

This section does not provide guidance on research. For further information, refer to the Organisational Development Policy.

The Copyright Act 2014 protects the rights of creators of material, including software, as well as documents, files or pictures on the internet. In addition, software and application developers routinely issue licences or terms and conditions that users are required to comply with.

Kibo Seed Company staff members are required to conform to the requirements of the Copyright Act 2014 and licences for software use.

8.1 Software licences

When at work, or when **Kibo Seed Company Ltd** computing or networking resources are being used, copying of software in a manner not consistent with the vendor's licence is strictly forbidden. If users are not sure what is and what is not permitted under a particular licence, they should speak to the **System Analyst** or the vendor.

When the company disposes of equipment which contains software (other than the operating system) that is licensed to **Kibo Seed Company Ltd.** the **System Analyst** is to remove that software. Refer to section 5, ICT Equipment Disposal for more information.

8.2 Use of materials from the internet

Reproduction of materials available over the internet must be done only with the written permission of the author or owner of the document.

Permission is sometimes granted on the website with a statement that declares you may download a document for personal or non-commercial use. In the absence of such a statement, users should email a request for permission to use it. The right to use the material may be limited by the terms of the permission granted, and/or by any conditions that the copyright owner imposes.

Unless permission from the copyright owner(s) is obtained, making copies of material or saving material to a hard drive is unlawful, unless it is for a specific list of purposes and it is a “fair dealing”.

If **Kibo Seed Company Ltd** staffs are in doubt as to whether they can download and/or copy material from the internet, they should consult their direct supervisor or senior staff members.

Websites and online resources should be referenced as per 5.1.1 Copyright Notice in the Communications Policy. Also refer to section 5.1.2 Use of Copyright Material in the Communications Policy

SECTION 9: STAFF USE OF COMMUNICATION TOOLS

Kibo Seed Company Ltd understands that communications tools such as phone, email, internet and social media applications have become essential component parts in the way communications and business are carried out to relate with communities, clients, staff members and other companies.

The purpose of this section is to provide guidance to **Kibo Seed Company Ltd** staff members on using these tools as practical instruments to engage with the sector and its stakeholders, improve services participation, enhance transparency and fully realise the Company's goals and strategic outcomes.

The following processes ensure that use of communication tools are of a consistent high quality, are collaborative, appropriate, transparent and that users are accountable whether using the tools as part of their work or in their personal life. These communication tools also:

» Are recognised as an integral part of the company's communication
» Enable collaboration and engagement with the sector and stakeholders
» Support responsible and accountable practices.

This section ensures that staff members:

» Use communication systems and equipment provided by the company for work purposes only, unless authorised otherwise
» Are supported to provide consistent, quality online experiences.
» Use communication tools in a manner that is consistent with the company's values, legal requirements, related policies, and codes of conduct.

This section does not provide guidance on:

» Social media policy implementation or training
» Official **Kibo Seed Company Ltd** social media platforms use – refer to Communications Policy
» Client's use of social media platforms – refer to the Service and Program Operations Policy.

9.1 Email use

Employees, volunteers and field students may use email access provided by the company for any work-related purposes of **Kibo Seed Company Ltd.**

Kibo Seed Company Ltd allows staff members to send and receive personal emails, provided that if emails are sent with **Kibo Seed Company**'s address, a disclaimer is attached stating that the views of the sender may not represent those of the company. The Company's staff members use the following statement when sending private emails:

Emails related to the core business of **Kibo Seed Company Ltd** will be stored in **Server**with back-up copies stored on the **FILE SERVER.**.

Employees can generally expect that the subject and recipients of emails may be monitored intermittently.

Kibo Seed Company Ltd reserves the right to read and take action on employee emails if there is reasonable evidence that an employee is breaching this policy.

Email can be subject to production in litigation or other investigations.

9.1.1 Passwords

Email users will not compromise the privacy of their password by sharing it with others or exposing it to public view. Staff members and other authorised users are required to keep their email passwords secure and follow internal password procedures as per Section 7 of this policy.

9.1.2 Email signature

The Corporate Image section of the Communications Policy sets out the recommended font and text for staff members' email address block, signature and other inclusions.

9.1.3 Prohibited use of email

The use of **Kibo Seed Company Ltd** email in the following contexts is strictly prohibited:

- Reading or sending messages from another user's account, without **Kibo Seed Company Ltd** authorisation
- Altering or copying a message or attachment belonging to another user without the permission of the creator of the message/attachment
- Subscribing to list servers and distribution lists unless they are directly related to your work or permitted by your supervisor
- Exchanging information in violation of copyright laws
- Exchanging proprietary information, trade secrets, or any other confidential or sensitive information about the Company (unless in the authorised course of their duties)
- Creating or exchanging messages that are offensive, harassing, obscene or threatening
- Promoting websites containing objectionable or criminal material
- Conducting a business or conducting illegal activities
- Creating or exchanging advertisements, solicitations, chain letters and other unsolicited or bulk email.

9.2 Social media use

Kibo Seed Company Ltd recognises the use of social media for open dialogue and the exchange of ideas where it is beneficial for individuals in either their work or research capacity.

In using social media, staff members are asked to be considerate, to be transparent and to understand that even when posting in a personal capacity, they may be viewed as a representative of **Kibo Seed Company Ltd**, and therefore their actions can impact upon the company's reputation.

9.2.1 Social media background

For the purpose of this policy, the term social media is defined by a number of online tools or websites that engage, create and share user-generated content, data and comments that might impact on the company or the people who use the company's services.

Social media encompasses all tools and programs that allow and promote any user to publish, discuss and share media content. This could include:

- Micro-blogging sites (examples: Twitter, Yammer)
- Social and professional networking sites (examples: Facebook, LinkedIn)
- Video and photo-sharing websites (examples: YouTube, Pinterest)
- Weblogs, or 'blogs' – online diaries for pictures and updates (examples: Tumblr, Blogger)

» Wikis – libraries of collaborative documents that anyone can edit (example: Wikipedia)
» Forums and discussion boards (examples: Google Groups, Whirlpool, jamii forum).

9.2.2 Official use

Official use is when a staff member, Board member, field student or volunteer is using official and related social media platforms identified as a representative of **Kibo Seed Company Ltd** with permission from the **System Analyst** or alternatively the Manager.

Information provided in these messages/posts must:
» Comply with the company's code of conduct
» Follow company social media content restrictions.

For official use of **Kibo Seed Company Ltd** social media platforms, refer to the Communications Policy.

9.2.3 Personal use

Personal use is when a staff member, Board member, student or volunteer is using social media platforms identified as themselves and not officially as a representative of **Kibo Seed Company Ltd** although identifying themselves as affiliated with the company in their activity content. This could include photos, profile, current job, etc.

Using a reasonable amount of **Kibo Seed Company Ltd** resources for personal emails and accessing the internet, including social media sites is acceptable, provided it:
» Does not interfere with the staff member's work
» Is not in conflict with the business needs of the company
» Is not prohibited use under this policy, and
» Does not breach other companyl policies, including the Code of Conduct.

Non-work-related email shall be saved in a separate folder from work-related email.

Documents downloaded for personal use should be saved in the staff member's personal folder (if applicable).

Storing **Kibo Seed Company Ltd** information on a personal ICT item must only be carried out when absolutely necessary and when no other option is available. All internal information stored on a personal ICT item will remain the property of the company and must adhere to relevant policies and procedures.

9.2.4 Inappropriate use

Inappropriate and prohibited use of social media platforms includes, (but is not limited to):
» The creation, distribution or deliberate downloading of any disruptive or offensive messages
» Using discriminatory, defamatory, abusive or otherwise objectionable language against people or company's
» Stalking, bullying, trolling or marginalising any individual or group
» Uploading information of a confidential nature in regard to the company's business.

It is the direct responsibility of staff members, Board members, students or volunteers to comply with the above guidelines and to advise the **System Analyst** or alternatively, the Manager of any unauthorised activity.

Inappropriate and/or incorrect use of social media platforms is considered serious misconduct, as it affects the perception of the company's values, credibility and professionalism with its clients, stakeholders and the broader community.

Engaging in any type of misconduct will be managed as per the Human Resources Policy and consequences may include disciplinary actions or dismissal.

Following any inappropriate or prohibited use of social media platforms the **System Analyst,** or alternatively, the Manager, will consider:

» Risk assessment and corrective measures
» Corrective measures action plan and responsibilities
» Media release(s)

9.2.5 Authorised access

System Administrator or alternatively, the Manager, are the only authorised staff members to manage social media platforms and passwords, unless they have authorised and delegated other staff members to access social media tools.

The company reserves the right to grant, limit or withdraw at its discretion, access to some or all of its social media platforms, either temporarily or permanently.

9.2.6 Systems and security

All **Kibo Seed Company Ltd** computer systems and facilities, including social media tools used by the company follow due process in terms of user responsibilities, copyright, access, hacking, monitoring and security breaches.

The nature of social media platforms depends on self-regulated communication channels where all individuals are able to provide feedback, complaints and either positive or negative comments.

Kibo Seed Company Ltd staff shall have no expectation of privacy in information they store, send or receive on the company's email system, and any sites they browse on the internet. Although the company is not obliged to monitor email messages or internet usage, senior staff members can direct the **System Administrator** or an external IT provider to monitor the email and internet usage of individual users without notice, where there is a concern relating either to breaches of policy or the Code of Conduct.

9.3 Internet use

Employees, volunteers and students may use internet access provided by the company for any work-related purposes.

Kibo Seed Company Ltd allows staff members to access the web for personal purposes, provided that personal use is moderate in time, does not incur significant cost to the Company and does not interfere with the duties of the employee, volunteer, student or colleagues.

Kibo Seed Company Ltd monitors logs of internet usage which may reveal information, such as which servers (including websites) have been accessed by the employee, and email addresses used.

The internet is used in a manner consistent with the Code of Conduct and as part of the normal execution of an employee's or volunteer's job responsibilities or student's learning needs.

Internet users will not compromise the privacy of their password by sharing it with others or exposing it to public view. Passwords will be changed on a regular basis.

9.3.1 Prohibited use of internet

Staff members are strictly prohibited from using **Kibo Seed Company's** internet facilities to undertake the following activities:

» Visiting web sites containing objectionable or criminal material
» Gambling, gaming, conducting a business or conducting illegal activities
» Installation of software without **Kibo Seed Company Ltd** authorisation
» Creating or exchanging messages that are offensive, harassing, obscene or threatening
» Creating, storing or exchanging information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies)
» Exchanging proprietary information, trade secrets, or any other confidential or sensitive information about the Company (unless in the authorised course of their duties).

9.4 Phone use

Employees, volunteers and students may use phones provided by the company for any work-related purposes.

Kibo Seed Company Ltd allows staff members to use the phone for personal purposes, provided that personal use is moderate in time, does not incur significant cost to the Company and does not interfere with the duties of the employee, volunteer, field student or colleagues.

Employees, field students and volunteers will endeavour to make all telephone calls as brief as possible.

9.4.1 Incoming calls and voicemail

Employees, field students and volunteers will answer the phone courteously with an agreed greeting message and respond appropriately to callers' requests.

When preparing a voicemail message for **Kibo Seed Company Ltd** office phones and smart phones, the following tips should be used as a guide:

» Do not begin with "Your call is important to us…" This phrase is overused and can be a "turn off" to callers.
» Let the customer know whose voicemail they have reached.
» Apologise that you cannot take their call right now.
» Invite your caller to leave a detailed message.
» Let your caller now when they can expect a return call.
» List any additional options that are available to your caller. Does the **Kibo Seed Company Ltd** website provide meaningful information? What is the web address? Are there additional numbers for them to call in case of an emergency?
» Keep the voice message short. An optimal recording is about 25 seconds.

9.4.2 Outgoing Calls

Kibo Seed Company Ltd employees, field students and volunteers are able to make local telephone calls. The Manager may authorise international telephone calls if required by the role.

9.4.3 Mobile Telephones

Employees, volunteers and students are responsible and accountable for the use, safekeeping and security of **Kibo Seed Company Ltd** mobile phones issued on a loan basis to employees, volunteers and students, and which remain the properties of the company.

Employees must abide by all Commonwealth and State laws when using a mobile phone.

SECTION 10: WEBSITE

Kibo Seed Company Ltd has a website which provides information to the general public about the company, and its services. **Kibo Seed Company Ltd** is committed to promoting the organisation in an accessible, transparent and user-friendly manner.

The purpose of this section is to provide broad guidance to **Kibo Seed Company Ltd** staff members on the company's website management and the process for contributing content to the website.

This section ensures that:
» Online communication tools support the company's goals and outcomes
» Staff members contribute appropriately to the company's website
» The company's website is reliable, secure and up-to-date.

10.1 Website hosting and security

The **System Administrator** is responsible for renewing the **Kibo Seed Company Ltd** website domain name through an online registration process, the details of which are contained in the ICT Equipment Database.

The website is hosted on **kiboseeds.co.tz**. The details about the security and back-up of this server are provided in Section 6 of this policy.

10.2 Access to the website content

The **System Administrator** provides staff members with log-ins and initial passwords, allowing them to access the **Word Press.**

The **System Administrator** is responsible for maintaining the security of the log-ins and passwords within the company, including ensuring that passwords are regularly changed, at least every **3 months**.

10.3 Website design or redevelopment

Where the company identifies that major changes to the website are required which cannot be undertaken by the **IT-Support** the **System Analyst** is required to prepare a comprehensive project brief in consultation with other staff members to be approved by the Manager.

The project brief will set out the budget, responsibilities for project management of the website development, including supervision of the contractors, etc. For further information about project brief or tools refer to the Program Management Policy.

SECTION 11: INTERNAL CLIENT DATABASE

Kibo Seed Company Ltd has an internal client database containing details about all its clients. Basic information about clients is extracted by allocated staff members to inform treatment activities and co-ordinate appropriate support.
Kibo Seed Company Ltd is committed to maintaining up-to-date client information safely and securely by complying with current legislation and developing appropriate systems to support quality client outcomes.

The purpose of this section is to provide guidance to **Kibo Seed Company Ltd** staff members on using the internal client database processes as a practical instrument to manage client information, treatment and outcomes. These processes also:
» Are recognised as an integral part of the company's client support
» Enable holistic service provision, collaboration and engagement with the sector to achieve client outcomes
» Support accountable practices and reliable data.

This section ensures that staff members:
» Use responsible and accountable processes to support clients
» Maintain accurate client records
» Use client information in a manner that is consistent with the company's values, legal requirements, related policies, and code of conduct.

The **Database Administrator** is responsible for maintaining the database and ensures staff members are supported to use the system appropriately.

For information on **Kibo Seed Company**'s policy regarding the importance and value of collecting client-related data, including client outcomes data, refer to the Company Development Policy.

11.1 Access and maintenance
The **Database Administrator** provides staff members with a log-in and initial password which allows them to use and update the database. Access levels are managed by **Database Administrator** according to staff roles and positions.

11.2 Updating records
All staff members with client responsibilities are required to update information about clients, for example:
» creating new records
» updating contact details
» inserting client program information
» adding client assessment outcomes
» adding changes to the client's file notes.

11.3 Reporting and verification of data
The **Database Administrator** will:

» Support staff members to generate reports as required
» Be able to generate reports for staff members with the main purpose of complying with funding reporting requirements and/or internal reporting activities
» Not create, delete or edit records without the written authority of the staff member who created or edited a record
» Monitor the quality of the data collected, and work with staff members to improve data input.

11.4 Database security

In recognition of the sensitivity and confidentiality of the information contained in the Internal Client Database, **Kibo Seed Company Ltd** has in place a high level of database security and several back-up measures.

The Internal Client Database is stored on the server **kiboseed server** which is located in **Server Room** The **System Administrator** conducts **2** back-ups every **[Monday and Friday weekly** onto a removable onsite hard drive called **Pastel Backups** located in **driver D.**

The **Database Administrator** regularly monitors the security of the database; for example, checking access logs and investigating unusually large transfers of data. The **Database Administrator** will advise the Manager, should they identify any suspicious activity that they deem requires further investigation.

11.5 Database improvement or redevelopment

The **Database Administrator** will ensure the data sets used by the Internal Client Database are updated in line with the funding and reporting requirements.

The **Database Administrator** will keep track of any new requirements, suggestions or recommendations from staff members.

Where **Kibo Seed Company Ltd** identifies that major changes are required to the database which cannot be undertaken by the **Database Administrator**, the **Database Administrator** is required to prepare a comprehensive project brief in consultation with other staff members, to be approved by the Manager. The development brief will set out the budget, and responsibilities for project management of the website development, including supervision of the contractors, etc. For further information about project brief or tools, refer to the Program Management Policy.

SECTION 12: ICT STAFF SUPPORT

Kibo Seed Company Ltd understands that the use of communications tools requires extra staff training and support to be beneficial for the company's goals and strategic outcomes.

The purpose of this section is to provide guidance to **Kibo Seed Company Ltd** in developing and implementing ICT activities to provide training and support to employees in complying with this policy and other ICT requirements.

This section ensures that:
» **Kibo Seed Company Ltd** develops appropriate ICT training activities to support staff members

» Staff members are supported to use consistent and secure processes
» ICT activities are aligned with the organisation's values, legal requirements, related policies, and code of conduct.

12.1 ICT support

The **IT-Support** and the **System Administrator** are responsible for providing staff members with support to access and use relevant ICT systems, hardware and software. This could include:

IT-SUPPORT	SYSTEM-ADMINISTRATOR
Training the **System Administrator** to act as the first point of contact for staff with ICT problems	Initial troubleshooting of phone, computer, printer, internet and email problems
Troubleshooting phone, computer, printer, internet and email problems where the **System Administrator** is unable to assist, or is unavailable	Advice on "how do I…" in relation to Microsoft Word, Excel, website, creating PDFs, finding documents on the server, and using **Kibo Seed Company Ltd** style guides
Recovering files from back-up	Referral of complex IT issues to the **System Administrator**
Dealing with ICT suppliers, including phone companies in relation to problems and when obtaining quotes for services	

12.2 ICT training

Kibo Seed Company Ltd staff members are entitled to receive ICT training when their position descriptions require them to use particular ICT tools. This means that they are entitled to receive onsite or third-party training that enables them to perform the tasks required for their position.

Staff members or their supervisors may identify a need to undertake training in relation to a particular software or ICT tool. Options for training should be canvassed first with the **System Analyst** who may be able to provide one-to-one training, and then, if this is not possible, with appropriate ICT training providers.

Options to consider include:
» Online training
» Onsite, face-to-face training provided by an ICT provider or contracted trainer
» Offsite training provided by an ICT provider
» ICT-related training is to be discussed as part of regular work-plan meetings and performance review and development meetings.

For further information on staff training, refer to the Human Resources Policy.