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ABBREVIATION

AAI	ActionAid India
CD	Country Director
DA	Development Area
RO	Regional Offices
E-mail	Electronic Mail
IE	Internet Explorer
ISP	Internet Service Provider
IT	Information Technology
LAN	Local Area Network
PC	Personal Computer
UPS	Uninterrupted Power Supply

Section I: INTRODUCTION

- 1.1 This document is produced to provide guidance for IT Usage necessary to achieve ActionAid India (AAI) objectives: **to ensure IT system in AAI functioning smoothly and efficiency.** The document governs the use and provision of all Information Technology in ActionAid India. The document is also to ensure the compliance to the ActionAid IT Policies and Standard.
- 1.2 For the purposes of this Policy, Information Technology is defined as all electronic systems both hardware and software, which are used for creating, storing, accessing and transmitting information represented by digital signals.
- 1.3 This document consists of five sections:
- | | | |
|-------------|---|-------------------------------------|
| Section I | : | Introduction |
| Section II | : | Local Area Network and Workstations |
| Section III | : | Electronic Mail |
| Section IV | : | Internet |
| Section V | : | Annex |
- 1.4 This document only covers IT aspects and is designed for internal use in AAI Country office and all ROs. It is the responsibility of every staff and Senior Managers to ensure these policies are understood and followed.
- 1.5 This document will be reviewed every two years. Interim update and revision as and when necessary will be minuted in the management meeting and communicated through memo and notice.

Section II: LOCAL AREA NETWORK & WORKSTATIONS

2.1 General

AAI maintains a Local Area Network - LAN in its Country Office as well as Bangalore Regional Offices. Currently, the Server runs Windows 2000 Pro, Windows 2003, Windows NT Server 4.0, and workstations run Windows95/98SE/Me/XP Home/XP Pro.

In its ROs, there are PCs or workgroup of PCs, whatever is required with LAN.

2.2 Network Environment in Country Office

2.2.1 Network Security

Users have their own accounts and passwords to log on the LAN. Working on the LAN, users can have access and use resources in the Server: Network Drive, shared printers, E-mail and the Internet.

The same is implemented at Bangalore RO too. In other ROs and DAs workgroup of computers is implemented on LAN.

2.2.2 Access to the Computer room

Access to the computer room is particular for the Network Administrator (currently is IT Team Members). The others who want to enter the computer room should get prior permission from the Manager IT.

2.2.3 Network monitoring and maintenance

Network and Server management is responsibility of the Network Administrator, which consists of the followings:

Server monitoring and maintenance:

- Routine check up of the server functionality through monitor utility, usage of memory, cache buffers, dirty cache buffers, resources, and resource utilisation.
- Protecting the server and data (data security, data backup and restore)

Data back up

- Daily incremental backup of Users volume of the server disk.
- Full backup every month and keep for at least four months.

Email management

- Manage the E-mail server to ensure smooth functioning of E-mail service coordination with Internet Service Provider (ISP).
- Create new E-mail accounts, set up and configure mail client for users.

Procurement and document the IT inventory and network

- Source products and service. Find out the best source of availability of various products and service required by the organization.
- Maintain purchase registers for Hardware and software procurements.

- Maintain IT inventory and update inventory list.
- Update network documentation as per changes in the network.
- Keep and maintain logbook for server and network problem.

Users support

- Help users in day to day IT problems such as logging into the network, printing to network printer, using various applications, salvaging deleted files...
- Advise users and new users to follow AAI IT policies and guidelines.
- Coordinating various IT training programs for AAI staff.
- Keep and maintain logbook for users troubleshooting.

2.3 Network Resource Usage:

The users are required to avoid duplicate storage. Duplicate storage can be of multiple copies of a document, multiple copies of backed up folders etc. It's better to do some house keeping once in a three month identifying such duplication and removing them. It can be copied to a CD/DVD.

2.4 Software usage

2.4.1 Standard software used in AAI

All software used in PCs in any AAI's office must meet AA Network standard set out in Annex 5.5. The purpose of using standard through AAI is to easily support, maintain and upgrade.

2.4.2 Use of Licences

AAI purchases and maintains legal computer software licenses for any computer software purchased by AAI. Legal is defined as in compliance with applicable copyright laws and license agreements with software manufacturers and distributors.

Copying, using or keeping of computer software within the organisation must be in accordance with conditions laid down in the software license or in any other way by or on behalf of the rightful owner of the software.

2.4.3 Responsibility of the users

Software used at the Organisation may only be installed by the department/staff members explicitly designated for that purpose, i.e. no one is allowed to arbitrarily install/set up any software, application in any computer in the office without management approval or IT acknowledgement.

All software to be installed at the organisation must be applied for in accordance with established procedure.

Users are not allowed to copy, remove, uninstall or modify any (or part of) software/application installed in the office's computers.

2.4.4 Software procurement

DA/Department/Individual who has requirement to purchase/install/use new software which is other than the standard should get approval from Manager IT. IT Unit will initiate the order/purchase if satisfied.

Software procurement should be budgeted by respective function/unit if it is not standard software.

2.5 Hardware usage

Standard Hardware used in AAI has been reviewed to meet AA Network Standard. The current PC standard configuration is out in Annex 5.5.

Non-AAI staff is not allowed to use any computer or IT resources of AAI without the permission of CD. Consultants or guests can have access to the LAN.

2.5.1 Proper use of PC and UPS

All the PCs must connect to the UPS. It has been noticed that electricity outage occurs frequently. The UPS - **Uninterrupted Power Supply** is used to provide users an ample time to save their work in case of a power off or failure.

Turn off (shutdown) PC. All the users are required to turn off PCs before leaving the office or after use (if the PC will not be used for at least four hours). The last people in a department to leave the office have to turn off the PC, which is directly connected to the department's printer.

Exits all running programmes.

Log out of the Network and shutdown the PC.

Turn off the monitor and the PC.

The same should be done for the network printers also. Persons sitting in the same room should check this while leaving for the day.

2.5.2 Hardware Maintenance

2.5.2.1 Keep PCs in good condition

All the users are strongly requested to keep their PCs and laptops in good condition and safe place, to avoid dust, humidity and water. All the PCs includes keyboard, mouse, printers need to be covered by a piece of cloth after use. It is recommended to get all PCs cleaned once in a 6 month by your AMC providers.

Laptops repairs are highly costly hence; it should be use with caution as even spilling some liquid on the keyboard can cause great extent of damage.

2.5.2.2 Clean-up data

Users are required to clean up data time to time. It's should be ensure that all the local C: drive (hard disc) have at least 200MB (preferred 300MB) of free disk space to enable all the programme run smoothly and no duplication of data

To clean-up local drive: remove outdated or unused files at least once in a quarter then empty the Recycle Bin immediately.

2.5.2.3 Scandisk/Defragment Hard disk

In CO and Bangalore RO, periodical checking of workstations, scanning disk/defragment disk are responsibilities of the IT Officer. Your cooperation is required to ensure the maintenance of the computers. In the ROs, administrative officers should request AMC providers to do this at least once in 3-6 months. Also a record of such activity should be kept for verification at the time of systems audit.

2.5.2.4 Physically clean-up hardware

In Country Office and Bangalore office, physical clean up hardware such as PC, keyboard, mouse and scanner... are done by a local IT service vendor. In the ROs, administrative officers should request AMC providers to do this at least once in 6-12 months. Also a record of such activity should be kept for verification at the time of systems audit

2.5.3 Use of other IT resources

Laptop: AAI has two spare laptops for lend to staff during their business trip out of the office, upon advance booking and on priority basis. Users are requested to keep the laptop in a safe place, protect it from Virus and not to make any changes to its hardware and software.

Scanner: Scanner is connected to a PC, which is for visitors' use. Users must follow the procedure of using the scanner place in its cover. Remember to turn off the PC after use.

2.5.4 Hardware Procurement

RO/Department/Individual should get approval from Line Manager/Director Operation then forward to the IT unit to initiate the procedure of procurement. The IT unit needs at least one week for purchasing and installation.

Apart from special requirement, IT function plans too purchase new PCs twice a year, in July and December. All the PC procurement order from RO/Department/Individual should be sent to IT Function in June and November only.

2.6 Security

Automation is playing an increasing important role in the organisation works. Therefore, the importance of effective security measures is also growing. AAI secures its information system by preventing Virus, Data loss and illegal access to AAI's system.

2.6.1 Virus

Virus definition: Viruses are actually special designed software that resides on either files (with extension EXE, COM, DLL, SYS etc.) or special areas of floppies/hard disk such as boot sectors, database, documents, emails and even the Internet to ruin the system.

Viruses can either destroy/erase data/programmes or prevent the programmes from running. Viruses can block the system from starting up or even format the hard disk. Generally, they always cause users waste of time, effort, and money to fix/restore the data.

If a programme on a LAN server becomes infected, any other workstations that run this programme can become infected as well. Infection can spread very rapidly on LAN system.

AAI maintains Escan Anti-Virus - software, which can auto-detect and clean various kinds of viruses. However, it can only detect and clean viruses that already occurred and updated in NAV, not first-occur virus.

Responsibility: Users are required to be cautious with newly received Floppy Diskettes, E-mails, Internet Web Site with strange files attached which can be infected by new viruses, but may be the latest Anti-Virus programme could not detect. Users are required not to open/copy/detach that files.

The virus table is updated automatically. But users are requested to check the virus definition periodically to ensure that your virus definition is updated.

2.6.2 Password Protect

Definition: Passwords are the most common form of personal identification used to access the computer system. However, it can be penetrated either accidentally or intentionally. Once your password is broken, it allows others to access the system under YOUR identification and YOUR screens.

Responsibility: Users are required to keep the login password confidential. Password should be changed at least once every 90 days. Do not re-use the old passwords.

Passwords should have at least 6 characters, can be made up of numbers, alphabets and special characters. Password should not be easily identified, written down or disclosed to others.

Users are recommended to set up a screen save password. It's very useful to protect your work and your data from any other's intervention (unintentionally) while you are away from your computer for more than 10 minutes. Procedure for creating screen saver password:

- Right click on empty area ay your desktop
- Select Properties
- Click on Screen Saver Tab
- Select your desired Screen saver
- Check the box "on resume, password protect"

Section III: ELECTRONIC MAIL

3.1 Definition

AAI maintains an E-mail system which is based on Microsoft Exchange 2003 Enterprise edition and accessible to every office in India. To see the mails, we are using Microsoft Outlook 2003.

3.2 Scope

AAI assists its employees as they conduct business within the organisation provide this system. E-mail messages are official communications of the Organisation. E-mail is only used for business communication purpose within the Organisation; it is not intended for other non-job-related solicitations. Participating in “Chain Letters” is one example of inappropriate use of E-mail.

3.3 Creation of the mail IDs

New e-mail accounts are created by the IT unit upon instructions from the Manager – HR/OD & Admin. Presently, keeping the needs of the job/role, e-mail accounts are created normally for colleagues occupying posts in Grades I to V and colleagues who are on contract. However, if there is an expressed need to provide an e-mail account to other colleagues, the same is considered on receiving a request from the Unit/Department/Regional Head concerned and will be created on a different domain called “**actionaidindia.org.in**” and created in **Red Hat Linux 9**. This domain will also hold all the common mail boxes.

3.4 Access of Mails

- You can access your AAI email through almost any web browser, by logging into the following web link:

Since we have two servers for mails,

Hence the link for exchange server users is

<https://india-outlook.actionaid.org/exchange>

- On the login screen, enter your username, password as told by IT unit and click on login. When finished with your web mail session, click logout at the top of the web mail window.

And for Linux server

<http://mail.actionaidindia.org.in>

- On the login screen, enter your full e-mail ID as username, password and click on login. When finished with your web mail session, click logout at the top of the web mail window.

- You are requested to keep your email password confidential and not to share with anyone else, to prevent unauthorized access to your mailbox. In case you find any unauthorized access to your e-mail box, please inform the Director Operation and Manager – IT without any loss of time.

- Kindly keep your email messages clean and legal. This will also save precious space while taking a backup. Do not use your email to send junk chain letters, and for various subscriptions.
- Send email only to those people who need to see it. Further, while responding to such mails, please ensure that the same is not sent to the entire group, unless the same is warranted. Use BCC to send mails to everyone or large group.
- In case you are sending a mail to everyone in organisation please send it in **BCC Mode** (Contact IT for clarification) since the listing of all names will occupy a lot of space. Such mails should include a line at the start of the message that “**This message is sent to all**”.
- At least once per week, do your housekeeping. Delete all unwanted emails. It will help in taking Backup.
- Please remember that email messaging is vulnerable to unauthorized access & can be modified by third parties.

3.5 Address Book

The address book is regularly updated on the exchange server and same will reflect on your mails boxes automatically. However for users who are on Linux server; IT unit will send updated address book on every 28th of the month. Users are advised to update their address book as soon as they receive it.

3.6 Clean-up

The more email users receive, the large mailbox size will be. It will affect the system access speed. The PCs will be slow down if your mailbox is too large. Therefore, users are required to regularly clean up the mailbox, delete outdated and unnecessary messages.

Procedure to clean-up Email:

- Detach important attached documents.
- Delete unwanted and irrelevant Emails from the folders.
- You can archive your mails for future reference. The archived mails will not be available on web access mode. In Outlook 2003: Go to menu **File**, select sub-menu Archive, and select the folder you want to archive and give a condition to archive. All mails falling that condition will be stored separately in archived folder.

3.7 Mail box's quota

The maximum allowed mailbox size is 50 MB. So users are requested to download their mail periodically. If this mail quota exceeds, then mails will start bouncing.

3.8 Attachment

Users can use E-mail to send attached documents. To reduce E-mail traffic, users are required to zip attached documents if the files size is greater than 500 KB. The maximum size of the attachment should not exceed 2MB. Exceeding this limit will prevent the mail transmission.

3.9 Virus

E-mail is recently an efficient tool for virus spreading. AAI maintains Escan Anti-Virus software, which can auto-detect and clean various kinds of viruses. However, it can only detect and clean viruses that already occurred and updated in virus table, not first-occurred virus.

Therefore, users are required to be vigilant with stranger email: not clear sender; not clear content; no business relevant; with executive attachments (.EXE, .COM, .BAT...). Notify IT Officer immediately if you feel doubt of virus.

3.10 Closing of Mail IDs

An email account will remain inactivated, as per instructions from Director - HROD on the last working day of the individual holding the AAI email ID. This would also be communicated to the concerned staff in the letter of separation. In exceptional circumstances where the outgoing staffs requires some more time, beyond the date of relieving, specific approval would be required from the Director – HR/OD. Such permission would however be limited to a maximum of 10 days beyond the date of relieving.

It is, therefore, imperative for the staff concerned to facilitate handing over all documents held in electronic form in the course of handing over process and also clear the e-mail boxes. The inactivation process would involve assigning of a new pass-word, to be held in security by the Director – HR/OD. This box could be accessed for scanning official documents, if essential, under supervision of the Director – HR/OD.

As a matter of policy, AAI considers the e-mail accounts as being official accounts, but normally enjoying privileges of privacy. The e-mail administration system is totally geared towards ensuring the aforesaid. On the part of the staff it is expected the accounts are managed and operated with a great deal of care and caution, giving no room for any embarrassment to self, colleagues and the organization. The e-mail is a channel for effective communication and therefore demands a great degree of discipline to ensure that we all operate within the precincts of the stated values of the organization.

In the most unlikely event of there being extreme circumstances bearing implications on the organizational interest, it may become necessary for the management to access the individual e-mail accounts.

Section IV: INTERNET

4.1 Definition

It is recognised that the global set of computer networks known as the “Internet” or “world wide web” (hereafter referred to as the Internet) is a valuable tool that can enhance the work of ActionAid India. AAI has made it possible for employees to access the Internet, using AAI owned and provided equipment.

Workstations in AAI India office are Internet Explorer 5 (IE5) or above browser, as IE5 is considered as a most advance browser, it is recommended to use IE5 rather than Netscape Navigator 4.6.

4.2 Scope

All access to the Internet within AAI must have as its basis the organisation related business purpose, i.e. the Internet will only be used to access information that will assist AAI in fulfilling its mission in India. It cannot be misused leading to wasted time, inappropriate behaviour and an exposure to risk for the organisation.

Users are not permitted to enter AAI premises after work hours to use the Internet, unless it is for work purposes with the permission of the manager.

Staff are not allowed to access the Internet within the office for information that is obscene, pornographic, defamatory, harassing, threatening, contains racial or sexual slurs, on-line music or otherwise is inappropriate in the context of AAI Values.

To use the Internet efficiently, users need to define exactly the information they are looking for. Users should not read the information when on-line if it's too large. Instead, users can select and copy all the information to MS Words, go off-line (exit from the Internet), read the information from MS Words.

Staff violating the above will receive a verbal warning from the Management and Internet access may be revoked. If further violations take place then HR disciplinary procedures or other corrective action will take place.

4.3 Virus

Like Email, the Internet is also dangerous in terms of virus infection. Users are required to be vigilant with stranger Web site, especially with files attached like Readme, Free download files ... Users are not allowed to download or launch that files.

Section V: ANNEX

5.1 Computer Audit

In AAI office, there will be annual computer audit by external auditor from the UK or Regional Office. The audit work consists of the followings:

- ❖ Checking the system security: safety data backup; properly uses of account to log on the LAN.
- ❖ Checking the system maintenance condition of PCs, Laptop, Computer Room ...
- ❖ Checking IT document: IT Inventory list, Backup log book, Problem log book ...

IT Manager is responsible to follow-up the Auditor's findings & recommendations.

In the ROs, apart from sudden business, IT Unit is responsible to visit ROs to check and support their PCs system on every six months. The support work consists of the followings:

- ❖ Maintain PCs, Printers: Scan Virus; Clean-up, run scan disk, defragment disk programmes. Replace or upgrade components if any.
- ❖ Install upgrade software if there's requirement.
- ❖ Train for ROs staff.

5.2 Training and Orientation

The Organisation supports its staff to attend IT training courses to help conducting business. Base on training requirement from staff and management's agreement, IT Unit will arrange suitable internal or external IT courses.

5.3 Induction

In AAI offices, IT Unit is responsible to introduce the IT system; policies & guidelines to newly joined staff. Induction consists of the following:

- ❖ How to log on the LAN and use shared drive.
- ❖ How to use PCs, Laptop and Printers.
- ❖ Using E-mail and the Internet.

5.4 Separation from the organisation

In principal, right after the staff's leaving from the Organisation (stop working for the Organisation); all the accounts to log on PCs, Network, E-mail, the Internet, AccSmart system ... will be blocked and then removed. It means that the staffs that leave the Organisation cannot access to any part of the Organisation IT System.

However, in case the staff has not finished his/her pending works or there's still hand-over work after his/her leaving, the staff is responsible to estimate necessary time to finish that works then inform the IT unit with approval from head Operation, to remain his/her accounts for routine works during that time.

5.5 Standard Hardware and Software used in AAI

PC configuration:
Latest available PC

Operating Systems:
Windows NT server 4.0 (in the Server)
Windows 95/98/ME/XP (in the workstations)

Main Software and Applications:
Microsoft Office 2003
Sygate firewall
Escan anti virus
All printers
Internet Explorer 6 or above
Accounts smart (manage Accounting system)
NK (Web-Based Sponsorship Management System).

5.6 Laptop procurement policy

1. All Directors, Regional managers, Senior Managers, Functional managers, are eligible for Laptop.
2. We may have upto two laptops in every regional office. One for the RM and other for the team members.
3. The units which are big and having a real need for mobile computing for the team members also can have an additional laptop. Such need should be justified to the Manager IT and should be approved by the CD.
4. Laptops procured from external project budget will remain with the regional office / unit, and can be used as per the discretion of RM/Unit Head. This can be in addition to those two laptops as explained in point no. 2.
5. Under no circumstances should a person who is already allotted a laptop be allotted a desktop in addition. Even in the case explained in point no.4, this condition will apply.
6. Technical specifications of a laptop should be as under:-
 - a. The laptop should be of most suitable configuration in accordance with user need.
 - b. The cost of laptop should be between Rs.50000/- to 60000/-
7. The life span of Laptop is three to four years.
8. A laptop which is more than 3-4 years may however be retained by the RO in addition to the maximum of two referred to above. The third such laptop may be used in rotation for field trips etc. but should not become available to any individual as an additional computer (not even as additional to a desk top).
9. The requirement of laptop should be guided strictly by this policy. If there is any deviation, that should be brought to the notice of Manager IT immediately. Approved budget is required for making such requests.
10. Laptops are issued by the organization for the ease of working. Hence it is the individual's responsibility to take very good care of the machine. Any expenses incurred due to mishandling will be charged to the personal account of the allottee.
11. Admin Officer at Regional offices will be responsible for IT related issues and for monitoring compliance to this policy. Any deviation must be brought to the notice of the RM concerned and IT Manager at Country Office.

This policy will be reviewed every 2nd year based on latest technological advancement in laptops.

5.7 Hardware used in ActionAid Offices

	Type	Remarks	Standard
1	Network Servers		Pentium IV or above, CD-ROM Writer, Up to 40 users, 60 GB Hard Disk, 512 MB Memory More than 40 users, 100 GB Hard Disk, 1 GB Memory
2	Application Servers	For standard applications, use this as a benchmark. Certain applications may require special configurations. In all cases, check the configuration recommended by the application.	Pentium IV or above, 1 GB Memory, 60 GB Hard Disk, CD-ROM Writer
3	Email Servers	Needs to be standardized over time	PIV, 512KB Memory Minimum, 1.0 GHZ Processor (Minimum) 36.4GB x 2 Mirror Hard disk DAT Tapes /Tape Streamer Internal CD-Rom SCSCI Controller RAID Enabled
4	Hosting servers	For standard websites, use this as a benchmark. Certain websites / web applications may require special configurations. In all cases, check the configuration recommended by the application.	Pentium IV or above 1 GB Memory 100 GB Hard Disk
5	Standard Workstations		<i>Pentium IV, 256 MB RAM, 30 GB HDD, CDRW ROM, (Flash drive each unit), Multimedia, Modem in-built, 10/100mbps LAN card, 15'' Monitors, Mouse, Headset (NOT Speakers) Filter (Screen), Power Backup for all PC</i>

	Type	Remarks	Standard
6	Mobile Workstations		<i>Pentium centrino, 256 MB Ram, 30 GB HDD, CDRW ROM, (Flash drive each unit), Multimedia, Modem in-built, 10/100mbps LAN card, 15'' Monitors, Mouse, Headset (NOT Speakers) Filter (Screen), Power Backup for all PC</i>
7	Printers		On need based.
8	Scanners	Same as above	
9	Digital Cameras		Above 3 m pixel resolution
	Instant Messaging and Communications		CrystalVoice, MSN Messenger VOIP, Yahoo messenger
10	Telephony Equipment		Should allow integration with VOIP and PSTN in a box
11	Multimedia Kits		No recommendation
12	PDAs and other pervasive tools		Wireless connectivity, dual band with office tools
13	Connectivity related hardware		LAN cards or in-built dial-up modems as part of Workstation specs
14	Link		Above 256 K
15	Connectivity kits (emergencies etc.)		NetRelief Kit
16	Backup (h/w and s/w)		DLT tape libraries and compatible backup software

Software used in ActionAid Offices

	Type	Remarks	Standard
1	Operating Systems		Servers: Windows 2000/2003, Linux for general servers such as Network Servers and for application servers based on the needs of the specific application. Workstation: Windows 2000 professional upwards
2	Networking Systems		Windows / Linux
3	Standard Office Productivity Tools (Word processor, Spreadsheet, Presentations, e-mail clients)		MS Office Suite of tools or Freeware which is compatible with the MS Office suite. Local language tools as required Version: Office 2000 or above
4	Advanced Office Productivity Tools (Project Management, File Sharing, Standard Publishing, Document Management Systems)		MS Projects Adobe PageMaker, Acrobat Doc Mgmt: Ask Japheth
5	Web publishing		WMT for standard ActionAid websites.
6	Email Software	Needs to be standardized over time	Exchange 2000 and above / Linux
7	Security, Virus and anti-spam		MacAfee, Norton, MicroWorld Escan
8	Database Management Software		MS Access for small applications SQL Server for medium sized applications Oracle for large applications
9	Development Environments		Java for web-based application C++, Visual Basic for client server applications. Crystal Reports for reporting.

10	Global Application Software		Sponsorship-NK Global database – ODM Shared learning – Intranet Officially Funded Projects – Contract Management System
11	Standard Application software		Financial Accounting – Sun AccountSmart
12	Other application s/w (MIS, HR, supporter mgmt etc.)	Can be developed/procured locally but should be able to export data for integration purposes	