

United Nations  Nations Unies

INTEROFFICE MEMORANDUM

MÉ MORANDUM INTÉRIEUR

UNITED NATIONS OFFICE AT NAIROBI

**DIVISION OF ADMINISTRATIVE SERVICES**

TO: All Staff Members  
 A: UN Environment, UN-Habitat & UNON

DATE: 17 April 2018

RÉFÉRENCE: UNON/IC/2015/08  
 Amend.1

THROUGH:

S/C DE:

FROM: Chris Kirkcaldy, Director  
 DE: Division of Administrative Services,  
 UNON

SUBJECT: **Revised Mobile Phones Information Circular**  
 OBJET: **UNON/IC/2015/08 - Amendment 1**

**1. Purpose**

The purpose of the present circular is to inform staff members of an amendment to the Revised Mobile Phones Information Circular, UNON/IC/2015/08 of 2 October 2015. This amendment will be in effect from 1 May 2018 and until further notice.

**2. Classes of Service**

Four classes of service are defined according to the staff members' role in the organization. The maximum allowance for voice and data will henceforth be merged but the absolute amounts are unchanged. Please see revised Table below.

<b>CLASSES OF SERVICE</b>				
#	Services	Eligible Staff	Monthly Airtime and data allowance (combined)	Mobile phone handset allowance
1	Local (voice)	Drivers & maintenance staff	\$15	\$50
2	Local (voice and data)	Technical staff	\$30	\$200
3	Voice (local + international) Data (Local + International)	Substantive staff, Chiefs of Services/Sections/Units	\$250	\$500
4	Voice (local + international) Data (Local + International)	D2 and above	Unlimited	\$500

### 3. Local Data Bundle:

To reduce airtime and data cost, the organization will purchase monthly local corporate bundles worth US\$ 20 for eligible staff that fall under Classes of Service 2-4, as part of the allowance.

These eligible staff members are thereafter responsible for monitoring their respective utilization under the corporate bundle, and should purchase additional bundles if necessary within the limits of their allowance.

United Nations  Nations Unies

INTEROFFICE MEMORANDUM      MÉMORANDUM INTÉRIEUR  
UNITED NATIONS OFFICE AT NAIROBI  
DIVISION OF ADMINISTRATIVE SERVICES

TO: All Staff Members  
A: UNEP, UN-Habitat & UNON

DATE: 02 October 2015

RÉFÉRENCE: UNON/IC/2015/08

FROM: Alexander Barabanov, Director,  
DE: Division of Administrative Services,  
UNON

SUBJECT: **Revised Mobile Phones Information Circular**  
OBJET

## 1. Purpose

The present circular establishes a standard set of conditions and framework for the use of mobile phone services for UNON, UNEP and UN-Habitat.

The objectives of this policy are:

- To streamline the usage of official lines and recurrent monthly airtime costs;
- To define the framework for mobile phone provisioning;
- To define the conditions of use;
- To outline the mandatory security settings

This Circular supersedes UNON/IC/2015/03.

## 2. Policy

### 2.1 Eligibility

- Staff whose duties require them to be out of their office environment for a substantial amount of time [25% or more of their work day];
- Essential staff that need to be reached in emergency situations and/or outside business hours;
- Senior staff members, chiefs of services/sections/units and any other staff as approved by corporate management;

### 2.2 Conditions of Service

- Eligible staff will be issued with official phone lines (SIM cards).
- Provision of office-owned mobile phones will be discontinued. Instead of this eligible staff will receive a mobile phone allowance on a 3 year cycle to buy an official mobile phone within the established standards (Annex 1). Staff members should use the mobile phone allowance form (Appendix 1) and submit a request through respective certifying officer to UNON Accounts Section to receive the allowance. The certifying officer will indicate budget line to charge for payment of the allowance.
- Staff members are responsible for the maintenance, insurance and immediate replacement of the mobile phone in case of loss or damage.

- After 3 years of service the mobile phones will become the property of the staff members;
- Should a staff member be separated from service or transferred to another office/duty station prior to the end of the 3 year cycle the outstanding prorated allowance amount will be recovered;
- Official mobile phone lines are intended to be used primarily for official duties; ICTS will only provide support for the Lotus Traveller application, no other support will be provided for official mobile phones;

### 2.3 Classes of Service

Four classes of service are defined according to the staff members' role in the organization in Table 2.3.1 below.

Classes Of Service					
#	Services	Eligible Staff	Monthly Airtime Allowance	Monthly Data Allowance	Mobile phone handset allowance
1	Local (voice)	Drivers & maintenance staff	\$15	N/A	\$50
2	Local (voice and data)	Technical staff	\$30		\$200
3	Voice (local + international) Data (Local + International)	Substantive staff, Chiefs of Services/Sections/Units	\$225	\$25 (Approx 4Gb)	\$500
4	Voice (local + international) Data (Local + International)	D2 and above	Unlimited	Unlimited	\$500

Table 2.3.1 – Classes of Service

- Any charges over and above the stipulated monthly airtime limit are to be borne by the staff member and recovered through payroll;
- Safaricom official lines reaching the monthly data allowance will receive a notification SMS alerting them threshold has been reached. Data service from this notification onwards can continue or can be suspended. Corporate management should advise behaviour for all SIM cards issued;
- In cases where there are associated costs due to the operation requirements while on mission, SMs can request reimbursement using the travel claim form. SMs are encouraged to buy local SIM cards whenever possible and to use WiFi services whenever available;
- At the end of each month staff members are required to identify personal and official calls in the billing system. All calls that are not identified, verified and certified in the billing system shall be treated as personal;
- Staff members should be reachable through the official mobile phone whilst on duty;
- SIM cards will be provided by UNON/ICTS for all official mobile phones which will have the same last 5 digits as the staff member's extension number;
- Loyalty credits will be used by UNON to offset telephone lines management expenses;
- Staff members are allowed to redeem Bonga points (available for Safaricom lines) accumulated on their official phone lines;

- The DG of UNON, the ED of UNEP and the ED of UN-Habitat may decide to move staff members from a lower category class of service to a higher category for exigencies of service and best value for money for the Organization. To effect the change, a request should be sent by e-mail to the Director of Administration (DAS) of UNON [[ddas@unon.org](mailto:ddas@unon.org)] indicating the new category.

#### **2.4 Mandatory Security Settings**

- Mobiles phones must be configured with a secure password of a minimum 4 numeric characters;
- Mobile phones will be remotely wiped after 10 incorrect unlock attempts (Including Lotus Notes)
- Mobile phones will be automatically locked after 15 minutes of inactivity;
- In case of theft or loss of official mobile phones, staff members have to notify UNON security and ICTS within 24 hours. ICTS reserve the right to remotely wipe the device to prevent misuse of information/data contained on the lost phones;
- Non-standard applications will be denied access to UN resources.

**Annex 1 - Standards for mobile phones purchased under classes of service 2,3 and 4**

- Operating System: Mobile Phones must be able to run at a minimum either Android 4.4 Kit Kat or iOS 7;
- iOS mobile phones must have the Find My iPhone app installed, while on Android mobile phones the Android Device Manager must be installed;
- Mobile Phones are to be kept up-to-date with the latest software patches and security updates to the OS.

Appendix 1

**INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES  
Mobile Phone Request Form**

**(1) PERSONAL DETAILS**

Last Name \_\_\_\_\_ First Name \_\_\_\_\_  
 Department/Office/Division \_\_\_\_\_ Index no \_\_\_\_\_  
 Contract Start Date \_\_\_\_\_ Contract Expiry Date \_\_\_\_\_  
 Office Location \_\_\_\_\_

**(2) CLASS OF SERVICE**

Class Of Service \_\_\_\_\_  
 Date (dd/mm/yy) \_\_\_\_\_  
 BAC \_\_\_\_\_  
 Name of e-Bill supervisor \_\_\_\_\_  
 Contact person to follow up on setup \_\_\_\_\_

**(3) APPROVING OFFICER**

Approving Officer's Name/Signature \_\_\_\_\_

PLEASE FILL THIS FORM AND EMAIL TO [CTS.Servicesdesk@un.org](mailto:CTS.Servicesdesk@un.org)  
 FOR FURTHER QUESTIONS: +254-20-76 26065