UN-CS-RAI-USAA-DB01-2005-00166

Expanded Number **UN-CS-RAI-USAA-DB01-2005-00166**

External ID **CF-ICT-POL-**

Title

Pointer - UNICEF Intranet site for ICT functions = ITDsubjects: Overview, End-User Support, Technical Support. Include links to policy, procedure, operational practice, user guidance, process or FAQ. TOC & Print screens for some web pages - pdf image

Date Created	*Date Registered*	*Date Closed*
15-Apr-2005 at 13:08	**15-Apr-2005 at 13:08**	

Primary Contact
Owner Location **Common Service Task Force**
Home Location **WGARM Working Group Archives & Records Management**
Current Location/Assignee **Common Service Task Force since 15-Apr-2005 at 13:08**

FI2: Status Certain? **No**
FI3: Record Copy? **No**
d01: In, Out, Internal Rec or Rec Copy

Contained Records
Container

Date Published *Fd3: Doc Type - Format* *Da1:Date First Published* *Priority*

Record Type **A02 UN-CS-RAI-COMMON SERVICE EG ARM ITEM WRITE**
Document Details **Record has no document attached.**

Print Name of Person Submit Image *Signature of Person Submit* *Number of images without cover*

A-Keefe   A-lw-K   14

Excerpts from UNICEF Information Technology Division Site*

http://www.intranet.unicef.org/IRM/ITSupp.nsf
as of Mar - April 2005

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* Pointer - UNICEF Intranet site for ICT functions = ITD subjects: Overview, End-User Support, Technical Support. Include links to policy, procedure, operational practice, user guidance, process or FAQ. TOC & Print screens for some web pages - pdf image

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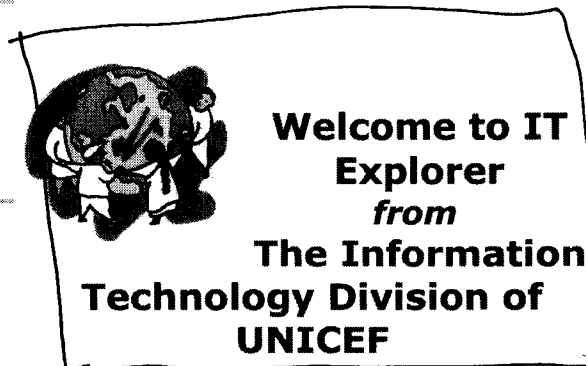- NY Computer Focal Points

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Browse All Documents
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Welcome to IT Explorer
from
The Information Technology Division of UNICEF

................Keeping UNICEF Connected................

IT Explorer is the gateway to official IT documents, standards and policies, software tips, training and more... on UNICEF's Intranet. In addtion to documents on the division's management related issues, non-technical staff can find guidance on UNICEF's IT policies and systems as well as how-to information and other IT related tips. IT staff can find technical materials to help them in their work.

Tip of the Month - 10 Ways to Work More Securely

The security of your computer and data is crucial for you and the success of the organisation. Lost or stolen information can compromise the organisation's integrity, or expose your confidential or personal information. The more you can do to keep your computer secure, the better off you'll be.
Use these 10 tips (geared to both the IT professional and end-user) to learn ways you can protect your computer, your data, and UNICEF's network.

Hardware/Software tips | IT Security tips | Tip of the month: Past Topics

Highlights

Most Recent IT Standards
-> Hardware Standards
-> Software Standards

ICT Guidelines for Budgeting (CF/AI/2005-010) **New**

ProMS Databases in HQ

Policy on IT Software Systems Acquisition and Certification

Domino Database Templates

Connections: Keep up- to-date with IT systems and services

Service Portal

FAQs
Service Desk
ITIL Service Support
ITIL Service Delivery

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IT in UNICEF

This Section provides general information on the IT function in UNICEF. Here you can contact the CIO directly by e-mail, find guidance on management issues, workplanning, major events, technical training for IT staff and much more...

Meet the CIO

This section gives a description on the role and responsibilities of the CIO/Director of the IT Division including up-to-date information on his participation in industry related events on behalf of UNICEF. In addition to the awards and honours bestowed on UNICEF for it's innovative use of IT, the CIO page gives a brief biography of the CIO, provides a forum where you can communicate directly with the CIO on IT related issues, describes some of the collaborative efforts (both internal and external) undertaken, and provides links to:
UNICEF's IT Team - a listing of all IT staff in UNICEF by Region (for field staff) and by Technical Area (NYHQ) along with a brief summary of the main responsibilities of each work unit.
IT Management - general information about management of the division.
IT related documents - a listing of policies, documents and organisational standards.

Systems Governance

Review the workplan and meeting minutes of the high-level working group on IT Projects (OGM).

Events and Presentations

Find background materials for major IT related meetings and workshops.

IT Learning

Geared to IT staff, this section provides information on technical courses provided in-house (both on-line and instructor led), the IT Core Curriculum, and P^2D.
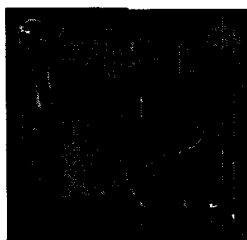
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IT in UNICEF --> IT Learning

This section outlines the technical training organised by the division for IT staff.
Staff in Headquarters can access the online courses directly ->> **NETg online**
Field office staff have access to these courses on CD-ROM.
Personal and Professional Development (P2D) reading list added below. **New**
Expand your Horizons - Read these Tips for a successful learning experience and check out the P2D reading list!

Related links: The Learning Web

Previous | Next | Expand | Collapse
Title
▶ **In-House Training**
▶ **IT Core Curriculum**
▶ **Online Courses**
▶ **P2D**
▶ **Technical Resources**

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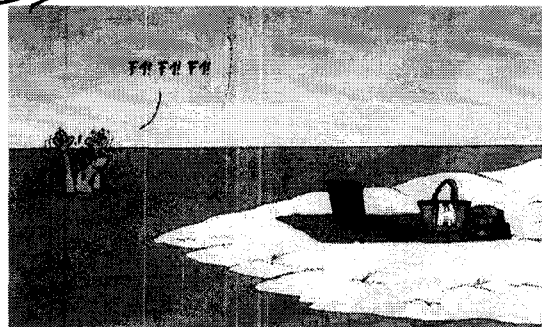
End-user Support

This section provides information geared towards helping non-technical staff understand UNICEF's systems and applications and related policies and standards.

To report a technical problem or request technical information not found in this section, Contact the Global Help Desk.

Are you feeling tense? Have you been working on that document for more than two hours non-stop?
Relieve the pain...reduce your stress level. Check out these stretching exercises, you can perform right at your desk... Exercises

If you have not already done so, check out the latest **Tip of the month More tips...**

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End-User Support --> Hardware/Software Tips

Need to upgrade the computer systems in your office? Review these important links before placing an order!

Related links:
Hardware Standards | Software Standards | Software Classification & Certification Policy | Supply Procurement Directive

IT Systems and Services
The **Connections Brochure** explains UNICEF's IT systems and services as they are implemented or upgraded.

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Title

▼**Internet Explorer**
Adding to the Favorites Folder

▼**Lotus Notes**
Annual Leave Without Worries
Attachment Detachment
Attachment vs. Link
Changing your password in Lotus Notes
Delegating your Mailbox
Don't Miss Out - Archive
E-Mail Management
E-Mail Retention Policy - Revised
🖉 Help Desk Express: Dealing with Spam in Lotus Notes 6.5.1
🖉 How to Send a Message Broadcast
🖉 Lotus Notes - Aministrative Instruction on ElectronicMailing Lists
🖉 Lotus Notes Archiving
🖉 Lotus Notes Archiving Clinic
🖉 Lotus Notes Replication and Troubleshooting
Lotus Notes: Soft Delete Feature
Managing your Lotus Notes Archives
🖉 Message Broadcast Guidelines
🖉 Out-of-the-Office Rule
Unnecessary attachments

▼**MS Office**
How to change a footer or header for part of a document?
Keyboard shortcuts and other tricks...
MS Office: How To Display Shortcut Keys In Word Screentips?
Using conditional formulas in Excel

▼**Scanning**
🖉 Optimizing the file size of scanned documents

▼**Telecommunications**

WINDOWS

→ Hardware/Software
    TIPS

Corporate Telephone Directory
Know your Phone

▼**Windows**

Fiddling Around with Folders
Copying files/folders to CD in Windows XP
Leaving Scraps on the Desktop
Logging on to UNICEF's Network from Windows XP
Making a Window Fill the Whole Screen
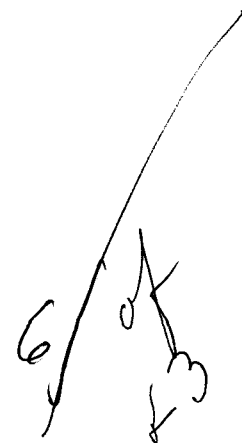Managing your electronic files on PC
Microsoft Windows: Cleaning Up Old Icons
Microsoft Windows: My Bar Full of Buttons Just Fell Off!
Putting the Fragments Back Together

▼**Winzip**

WINZIP Instructions

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End-User Support --> IT Security

IT Security is everyone's business! Learn what you can do about spam, viruses and much more...

Make the new **IT Security policy** part of your daily routine!

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> **Title**

▼ **User Awareness**
> 10 Ways to Work More Securely
>
> 8 Ways to Help Maintain Your Computer and Devices at Work
>
> Choosing Good Passwords
>
> IT Security Policy: FAQs
>
> Password Dos and Donts
>
> Tips for virus-free environment
>
> tips, tricks & techniques: Dealing with Spam - unsolicited e-mail messages
>
> Virus Alert: Run NAV

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End-User Support --> SAP-FLS

- Quick Reference Guides
- Procedures
- Training Materials and Class Handouts
- Frequently Asked Questions
- Master Data
- Tips, Tricks and Shortcuts
- View All

How can we help you? All queries should be sent to the Global Help Desk who will:

- Answer your questions about how to use FLS
- Record FLS problems and assign them to Level 2 Support (subject matter experts)
- Receive your requests to have vendor numbers and personnel numbers created
- Receive your requests for FLS User IDs and changes in user authorization
- Maintain FLS documentation

FLS is available 24 hours a day with the following exceptions:

Weekly backups:
PRD goes down every Saturday night for one hour (7pm EST – 8pm EST)
TST goes down every Saturday night at 8pm EST and comes back up at 2am EST on Sunday.

Preventive maintenance:
One weekend per month, to perform necessary hardware, software and infrastructure maintenance, all servers: PRD, TST and DEV. TST also is taken down during this week-end to update the database, and it becomes available on Monday at 12 noon EST.

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End-User Support --> SAP-FLS --> Procedures

▨ How can we help you?

Quick Reference Guides | Procedures | Training Materials & Class Handouts | FAQs| Master Data | Tips, Tricks & Shortcuts | View All

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Title
▶ **4.5 Authorizations**
▶ **Budget and Funds Reservation**
▶ **PSD-Sales**
▶ **PSD-Warehouse**
▶ **PSD - Procurement**
▶ **PSD JCU**
▶ **PSD Master file maintenance**
▶ **PSD NY-Sales**
▶ **PSD NY Warehouse**
▶ **PSD Product Development**
▶ **SSA and Procurement**

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End-User Support --> NY Computer Focal Points

This section provides guidelines on the role of Computer Focal Points (CFPs) to assist both CFPs and supervisors in defining expectations and ensuring that their office maximises the use of this service. Other useful IT related links and documents of which, both the CFPs and their user community should be aware are also included.

Related links:
Hardware Standards | Software Standards | Software Classification & Certification Policy | Supply Procurement Directive

Important issues:
Computer Training | IT Security | Managing your Lotus Notes Archives

Previous | Next | Expand | Collapse
Title
▼**Guidelines**
Computer Focal Points Guidelines
Role of and ITD Support to Computer Focal Points (memo)
🖉 Summary of the evaluation surveys on the role of CFP
▼**IT Forms**
🖉 Lotus Mail Mailing Lists Form and Policy
🖉 Network Forms
▼**Meeting Schedule**
Schedule of Meetings for 2003
▼**Minutes**
🖉 CFP Meeting Minutes 14/05/03
CFP Meeting Minutes 15/07/03
CFP Meeting Minutes 19/01/04
CFP Meeting Minutes 19/03/04
🖉 CFP Meeting Minutes 20/04/00
CFP Meeting Minutes 20/09/02
CFP Meeting Minutes 30/06/04
🖉 CFP Meeting Minutes17/11/04
🖉 ITS (Global Help Desk) PowerPoint Presentation
🖉 Lotus Notes NYHQ Policies - PowerPoint Presentation
Lotus Notes Policies for NYHQ
🖉 Meeting Minutes - 20 April 2000
🖉 Meeting of 14/05/2003 Minutes
Minutes of 12/12/02 Meeting
Minutes of 15/7/03 Meeting
🖉 Role of and ITD support to computer focal points - memo 11

April 2002
UNICEF LAN Locations for LNotes Replication

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Technical Support

This section is geared to IT staff, especially colleagues in the field. Here you will find manuals and other related technical information to facilitate your work.

Related links: IT Learning | The Learning Web

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Technical Support --> Technical Architecture

Related links: Software Classification & Certification Policy | Supply Procurement Directive

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▼ **Domino/Notes**
   Domino-Notes Global Policies and Standards - version 7.1
   Domino-Notes Installation Guide - version 7.1
   Domino-Notes Migration Process - version 7.0
   Domino-Notes Server - Monitoring and Maintenance Guide Version 7.1
   Domino-Notes User Migration - Guidelines
   Request to Build A New Domino Server Form (MIG001)
▼ **Hardened Windows XP-Unit Testing**
   Hardened Windows XP Unit Testing - Reported Issues
▼ **Hardware/Software**
   Comparison of BlackBerry handsets for use within UNICEF
   Hardware Life Cycle: Desktops
   Hardware Life Cycle: LAN servers
   Hardware Life Cycle: Laptops
   Hardware Life Cycle: Printers
   Most Recent IT Hardware Standards
   Most Recent IT Software Standards
   Personal Digital Assistants PDA
▼ **ProMS**
   ProMS Database Architecture

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Most Recent IT Software Standards

Technical Support --> IT Architecture --> Hardware/Softwar
Document Type: Standards

Attachment(s):   CertifiedGlobalUserNov14.xls
                     CertifiedToDateMarch18.pdf

Related Links: Software Classification & Certification Policy | §
                     Directive

Document Text:

This page was last updated on : **March 23 , 2005**

SOFTWARE STANDARDS

End User Software | Other Software | Database Software | Wide Area Networkir

The above spreadsheet presents the most recent list of Globa
Software. Additional certified software, as of March 18, 2005

END USER SOFTWARE

	*Globally licensed from ITD,NYHQ
*Desktop & notebook operating system Windows XP Professional	***Personal inf** Lotus Notes Ca
*Word Processing/ spreadsheets/ presentations Microsoft Office XP: Excel, Word, PowerPoint	**Groupware ai Management** Lotus Notes 5. Lotus Notes 5. Lotus Domino !
Drawing, diagramming and flowcharting Visio 2002	**Scanner/OCR** Omnipage Pro
*E-mail Lotus Notes 5.0.11 (Win XPP Client) Lotus Notes 5.0.5/6 (Win 98 Client)	**CD-ROM mas<** Easy CD Creat<

Lotus Domino 5.06a (Server)

*Mobile e-mail
Lotus Notes 5.0.11 (Win XPP Client)
Lotus Notes 5.0.5/6 (Win 98 Client)

Audio/video ↑
RealPlayer
RealProducer 8

OTHER SOFTWARE

* **Globally licensed from ITD, NYHQ**
\+ **Not yet adopted. Under evaluation/consider**

Administrator Tools, Utilities & Resources

*Desktop management
HP OpenView Suite (product to be determined)

*Anti-virus
Norton Anti-Virus Solutions Suite v4.0 (v7.6: clients, v7.5:NT Server; v2.0: Lotus Notes)

Disk volume manager
Diskeeper (NT Server)

Disk space manager
Quota Advisor (NT Server)

*NT Server Backup
Arcserve 9.01 (for Windows NT single server)

Remote control (of desktops over a LAN)
Symantec pcAnywhere v11.0

Microsoft technical
MS TechNet subscription

Technical journal
Windows NT Magazine
(www.winntmag.com)

Other – Inter systems

*Internet (fie
RedDot Solutio

Intranet/Extr
Lotus Domino

Web browser
Microsoft Inter

Internet e-m
SMTP, +POP3 ą
consideration.

+Internet e-
S/Mime (under

LAN/WAN fir
(see above for

X Windowing
Xceed, by Hum

Reporting (SAP, IMIS, c
Impromptu by

DATABASE SOFTWARE

*Globally licensed from ITD, NYHQ

*Stand-alone/entry-level database
Microsoft Access 2002 (Windows XP)

IMIS databas
Sybase Systen 10.20)

Tech Support

Tech Arch

Software Standard

p. 3

*ProMS database engine
Sybase SQL Anywhere 8.0.2.4089
(NT Server)

FLS database
SAP R/3 v3.1⊦
(HP-UX 10.20)

WIDE AREA NETWORKING & COMMUNICATI(

Data/fax modem (external)
Hayes Acura V.92, 56k
External Modem (H08-15328-70)
Est. $107

Data/fax modem (PCMCIA)
Hayes Optima V.90/56K PCMCIA
Data/Fax Global (H08-03199)

HF radio
Codan
(see UNICEF Supply catalogue for
details)
http://www.supply.unicef.dk/catalogue

Data modem for packet radio
Codan 9002

VHF radio
Motorola
(see UNICEF Supply catalogue for
details)
http://www.supply.unicef.dk/catalogue

Satcoms, mobi
Inmarsat mini-M
(voice, data, fax

Satcoms, mobi
Inmarsat M-4 (6

Satcoms carrie
Telenor

Virtual private
X.28/X.25, Rem·
Connect (provid·
IP VSAT (provid·
IP over Inmarsa

**Additional Eme
Equipment**
(see UNICEF Su|
details)
http://www.sup|

Callback servi(
USFI (TelePassp

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The UNICEF Intranet is intended for the exclusive use of UNICEF staff.

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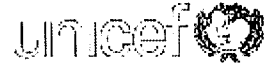
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Technical Support --> Global Telecommunications

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▼**Bandwidth Management**
  ▼**Quality of Service**
    Quality of Service Technical Standards
    Quality of Service Technical Summary
    Strategy Summary Sheet
  ▼**Technical Manuals**
    ⬦ Quality of Service Works V1.9 Getting Started Guide
    ⬦ Quality of Service Works V1.9 Using the Command Line Interface (CLI)
    ⬦ Quality of Service Works V1.9 Using the Graphical User Interface (GUI)
▼**Emergency Telecoms**
    ⬦ About Inmarsat (Technology sheet)
▼**Inter-Agency**
    ⬦ WGET: Management of VHF/UHF and HF selcall and callsigns
▼**Global IP Network**
  ▼**IP addressing**
    ⬦ IP Numbering Guidelines for All UNICEF Offices
  ▼**SITA IPConnect**
    ⬦ Dial Access presentation
    ⬦ Intranet Connect Frame Relay Reports (April 2002)
    ⬦ Intranet Connect Frame Relay Reports (August 2001)
    ⬦ Intranet Connect Frame Relay Reports (August 2002)
    ⬦ Intranet Connect Frame Relay Reports (December 2001)
    ⬦ Intranet Connect Frame Relay Reports (February 2002)
    ⬦ Intranet Connect Frame Relay Reports (January 2002)
    ⬦ Intranet Connect Frame Relay Reports (July 2002)
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    ⬦ Intranet Connect Frame Relay Reports (October 2001)
    ⬦ Intranet Connect Frame Relay Reports (September 2001)
    ⬦ IntranetConnect - Product and Technical Information
    ⬦ IntranetConnect Brochure
    ⬦ SITA Acronyms
    ⬦ WebVision User Guide
    X.28 Access
▼**Technology Documents**
    Global IP Network - Strategy Summary Sheet

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▼**Inmarsat Service Provider Migration**

- Form for reporting on Inmarsat migration
- How to change default net provider in Nera mini-M and M4 terminals
- Procedure for Inmarsat migration using France Telecom SIM card
- Software upgrade procedure for Nera mini-M (Worldphone; Mobiq)

▼**Mobile Satellite**

▼**InMarsat**

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- Inmarsat M4 and Windows NT set up
- Inmarsat M4 and Windows NT set up
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- Cisco: Introduction to Content Networking
- Cisco: Storage Networking with IP Technical Overview of IP SANS
- Cisco: Wireless Security
- Cisco: Wireless Technical Overview

▼**Power and Miscellaneous**

About Alternative Power Equipment
Alternative Power Equipment Standards

▼**Presentations**

- Gartner: Network Resilience and Disaster Recovery
- KPMG: Disaster Recovery in a Secured Environment
- netIQ: Managing Network Application Performance
- SITA Interconnect Project

▼**White Papers**

- HF- Email with UUPlus
- White Paper: Technical Considerations for Converging Data, Voice and Image Networks

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  ▼**VHF**
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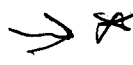▼**Guidelines**
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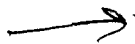Chief Information Officer
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DOMINO Database Templates
Have a look at the latest Domino Database templates which can be used to maintain an office calendar, a document repository, a telephone directory, a bulletin, an information centre, an electronic workplace, and an event website.

New templates to come: Local Help Desk (finalizing development) and Training Plans (under discussion with OLDS; has been field tested)

RedDot Help Desk
The RedDot Help Desk site has the latest field office web content guidelines, steps for field offices to create a website, training materials, and tips.

DOMINO Database Development Plans
This database highlights the current status of Domino database development in New York. All proposals for new databases as well as requests for existing database modifications are posted on this site.

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CF/SD/2004/003	Procurement of IT hardware and software
CF/IC/2001-029	Personal Use of UNICEF's Information Technology Systems
CF/EXD/2003-023	UNICEF's Information Security Policy and related Code of Conduct
████████████	██████████████████████
CF/AI/2004-010	The Policy on IT Software Systems Acquisition and Certification
2004	UNICEF ITD 2004 Annual Report
2003	ITD Office Management Plan 2004-2007
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