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CF/RAI/NYHQ/DPP/RAM/2002-00650

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ExRef: Document Series/Year/Numb **CF/EXD/1990-019**

Record Item Title

**Organizational Standards for Information Technology, from Karin Lokhaug (Karin Sham Poo), 17 December 1990, (Essential Document).**

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Primary Contact **Karin Sham Poo (Deputy Executive Director)**  
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Notes

Print Name of Person Submit Images

Signature of Person Submit

Number of images without cover

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CF/EXD/1990-19  
17 December 1990

To: UNICEF Representatives  
Divisional Directors & Chiefs of Sections HQ

From: Karin Lokhaug *[Signature]*  
Deputy Executive Director, Operations

Subject: Organizational Standards for Information Technology

The absorption by UNICEF of computer technology has accelerated in the last few years. At the same time, the technological options have increased. IRM Office issues an annual guideline on computer related standards, the latest being CF/IC/NYH/90-03 for HQ and CF/IC/90-008 for Field Offices. Standards are necessary to ensure that organisationally mandated or recommended software can function correctly, user support including training can be facilitated and equipment maintenance can be best managed.

Recent experience has shown an increasing number of orders directed to Supply Division deviating from these standards and the main purpose of this EXD is to urge your staff who are responsible for "calling forward" computer related systems, or supplies of transmit to Supply Division clear specifications which adhere to the standards laid down. If these are "right first time," it will reduce the need for lengthy dialogue between the Field Office and Supply Division and result in a faster delivery of the required supplies.

The Director, IRM Office, has the authority to set information technology standards for the organisation and adjudicate on deviations as necessary. These will be technology specific rather than necessarily vendor specific e.g., PC AT rather than Macintosh. Supply Division may determine a desirable vendor consistent with IRM standard for reasons of reliability, price, etc. In the application of standards, several different cases can be distinguished:

UNICEF office use: The standards should be observed. The Director, IRM Office, will adjudicate requests to deviate from standards for specific applications. This will also apply in cases where there are no standards formulated covering a specific order. This applies to UNICEF office use whether funded from the administrative or programme budgets.

UNICEF programme input: In preparing the SCF, the office should specify the appropriateness and purpose to which the equipment will be put. There may be standard UNICEF information technology inputs to programmes (e.g., programme sector monitoring systems for ministries) that will adhere to UNICEF standards. However, in many cases such programme inputs must adhere to government/institution standards rather than those of UNICEF. Supply Division will use its discretion whether to ask IRM office guidance in cases of doubt.

Procurement services on behalf of Governments, NGO's and third parties: Offices are reminded that these orders should be consistent with UNICEF programme goals and policies. IRM office wishes to use them as guidelines in advising governments of configurations for certain purposes. Where manufacturers/suppliers warranties apply, these are passed on by UNICEF, but in the absence of a warranty, UNICEF offers no express or implied warranty that supplies are merchantable or fit for any particular purpose.

An updated guideline on Information Technology Standards will be issued by IRM office early in 1991 as an Administrative Instruction.