IT hardware usage and WFH Guidelines V 3.0

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IT Hardware usage and WFH Guidelines

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Version History			
V 1.0	Introduction of IT Hardware usage guidelines		
V 2.0	Updated the IT Hardware usage, associate responsibilities and adding WFH guidelines		
V 3.0	Updated Hardware physical damage implications		

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IT Hardware usage and WFH Guidelines

1. Objective

This document serves the purpose of elaborating the IT hardware usage and WFH guidelines for employees of ValueMomentum India.

2. Scope

This policy is applicable to all the permanent and contract employees of ValueMomentum India.

3. User Guidelines

3.1 IT equipment provided to the employee to support working from outside the office premises is for the exclusive use of that employee alone.

3.2 Users are responsible for all data stored / created and backup requirement.

3.3 In case data created on the system be stolen, lost, or any security incidents, including actual or potential unauthorized access to the ValueMomentum information systems or client's system, users are required to report the incident within 30 minutes.

3.4 Users are advised to handle laptops carefully and ensure appropriate physical and data security.

3.5 Laptop should not be left unattended in any public places or at home, if employee needs to use laptop in a public place, meeting room or other unprotected area, care must be taken to avoid unauthorized access or disclosure of information.

3.6 Users must not attempt to modify or alter any of the settings on the device or equipment. Such actions must only be carried out by authorized IT Administrator or Support personnel.

3.7 No other software or peripheral devices should be installed onto the Laptop or desktop without the prior authorization / approval of ICT.

3.8 External storage devices / peripherals should not be installed / configured on the laptop using Wi-Fi or Bluetooth options

3.9 Employees should comply with all applicable password policies and procedures.

3.10 Users must keep food and drink away from laptops in order to avoid accidental spills.

3.11 If any IT device is damaged, it should be reported immediately to the ICT Department and Employee is required to visit office to surrender the device for assessing the damage

3.12 In case of damage or repair, if device cannot be surrendered within 24 hours, any loss of working hours arising consequently be subject to standard attendance process, potentially leading to loss of leave's or Pay.

3.13 Effective **1st July 2020**, all IT equipment shipments outside employees primary working location is at a discretion of Organization.

3.14 Organization may any time replace desktop, laptop or any other hardware devices, user should return their existing devices and collect the replacement within 2 weeks from the time replaced asset has been allotted and communicated.

3.15 If the additional device is not returned within 15 days, then the applicable lease amount will be charged to the employee.

3.16 Replacement of laptop or desktop or any other hardware devices is not an entitlement and will be at the sole discretion of the organization.

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4. IT Hardware Physical Damage

In case of physical damage to any company provided hardware devices, below mentioned terms and conditions are appliable.

4.1 Damages are covered under warranty only if there is a manufacturing defect or device malfunctioning. This includes typical wear and tear; a component is not working properly. The warranty doesn't include repairs or replacements caused due to negligence, inappropriate usage or improper handling, more than one such incident.

4.2 Repair/damage/replacement expenses incurred by company will be recovered from employee's payroll, as per the market-value determiner by the laptop vendor.

4.3   In case of a damage, after proper examining, respective laptop vendor will determine the type and volume of the damage considering the state of the laptop reported or received.

4.4   Laptop vendor in consultation with the OEM (Original Equipment Manufacturer) would arrive at an estimated cost of repair or replacement. Asset Management in consultation with ICT group will review the same with the vendor and finalize the amount to be spent to repair or replace the laptop. Employees are requested to cooperate with the ICT and Asset Management groups in clarifying any queries that the ICT or Asset management groups or the vendor / OEM may ahve with respect to the damage.

4.5   Once the repair / replacement cost is arrived, for repairable issues such as screen damage, physical damage, liquid spills, key board damage, respective employee will be informed about the damage and the cost involved in repairing the same. No disagreements at this stage will be entertained.

4.6   Further please note that all the logistic expenses (courier) of replacement, along with the new part / new device cost will be informed by Asset Management Group to HR with a copy to Finance team, for necessary deductions of the amounts form the employee salary.

5. Internet Allowance:

Employees working from home for entire month will receive a flat payment of **R.s 500/-** as the internet allowance. This Payment will be processed separately and will be credited as an allowance.

Who are Eligible?

- Employees who are working on personal internet connections.

Who are Not eligible?

- Employees who have been issued internet dongles by ValueMomentum.
- Employees on medical/maternity or any other long leave through the month.
- Employees who did not work in the early lockdown months due to lack of IT Infrastructure.
- Employees who may not use systems for their work (few support staff)

For a seamless connectivity to client and internal networks all employees are advised to maintain an internet speed of minimum 15 Mbps.

Internet allowance is effective 1st April 2020 till further notice.

6. Responsibility of user

5.1   It is the responsibility of all employees to ensure careful, safe and judicious use of the equipment & other assets allocated to and/or being used by them.

5.2   In an event of software/Hardware issue which could not be addressed remotely, **it is the responsibility of the employee to visit the office within 24 hours for IT team to examine.** In an event of loss of work due to hardware damage and not reporting to office, standard attendance procedure will be applicable, leading to loss of leave's or Pay.

5.3   It is the responsibility of employees to have an internet connection with minimum speed of 15 Mbps.

5.4   It is the responsibility of employees to ensure uninterrupted Power supply with necessary backup.

7. Disclaimer

The IT devices issued are in accordance with the ValueMomentum Information Security Policies. For further information, relating to Information Security Policies, Internal Procedures and guidelines please refer to HR Policy in intranet portal and reference link provided below

ValueMomentum reserves the right to audit compliance with these policies / guidelines / procedures from time to time.

Any disciplinary action, arising from persistent breach of this policy /guidelines / procedure by its direct employees, shall be taken in accordance with ValueMomentum Rules and Disciplinary Code as amended from time to time.

ValueMomentum reserves the right to take back laptop, desktop or any other hardware equipment assigned to its employees.

Reference Link:

Information Security Policies and Employee Acceptable Usage Policy