PEST CONTROL PRODUCTS BOARD

STANDARD OPERATING PROCEDURES

August 2021

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PREPARED BY: ICT Officer	SIGN:………………… DATE:………………..	
APPROVED BY: CHIEF EXECUTIVE OFFICER/SECRETARY	SIGN:………………… DATE:……………….	
EFFECTIVE DATE:	DATE………………..	
ISSUED BY:	SIGN:………………… DATE OF ISSUE: ………………..	

1.0 Title

SOP for securing ICT systems.

2.0 Purpose

To ensure that ICT systems are secured so that specific functions can only be accessed by specified staff and ensure data confidentiality and integrity.

2.1 Objectives

    (i)   To prevent unauthorized access, damage and interference of data and information systems.
    (ii)   To prevent loss, damage or compromise of information assets.
    (iii)   To prevent interruption of PCPB activities.
    (iv)   To ensure that only specific personnel carry out specific functions.
    (v)   To prevent compromise or theft of information and information processing facilities.
    (vi)   To detect unauthorized activities.
    (vii)   To protect the confidentiality and integrity of information.

3.0 Scope

This procedure applies to all PCPB employees who access computer networks, desktops, laptops, database applications and email.

4.0 References:

    4.1 PCPB Career Guidelines and Terms and Conditions of Service.
    4.2 ISO 9001:2008 standard.
    4.3 ICT Policy.

5.0 Acronyms and definitions

    ICT: Information and Communication Technology

6.0 Responsibility & Authority Limits

    6.1 User
        Requests access to network/data access.
    6.2 Head of User Department
        Recommends services to be accessed and secured.
    6.3 Head, Human Resources and Administration
        Authorizes issue of access rights and privileges.
    6.4 ICT Officer
        Assigns, distributes and controls passwords and access rights.

7.0 Tools, Equipment and Materials

    i)   User rights request forms
    ii) Stationery
    iii) Computer hardware and software

### 8.0 Procedure

    8.7 Request access to network or data services.
    8.8 Recommends services to be accessed or secured.
    8.9 Authorize issue of access rights and privileges.
    8.10 Assign, distribute and control passwords and access rights.

9.0 Records and Reports

    9.1 List of ICT systems/modules.
    9.2 List of Staff and their related Privileges and Access Rights.
    9.3 The list of login identities.

Process Flow Map: Securing ICT Systems
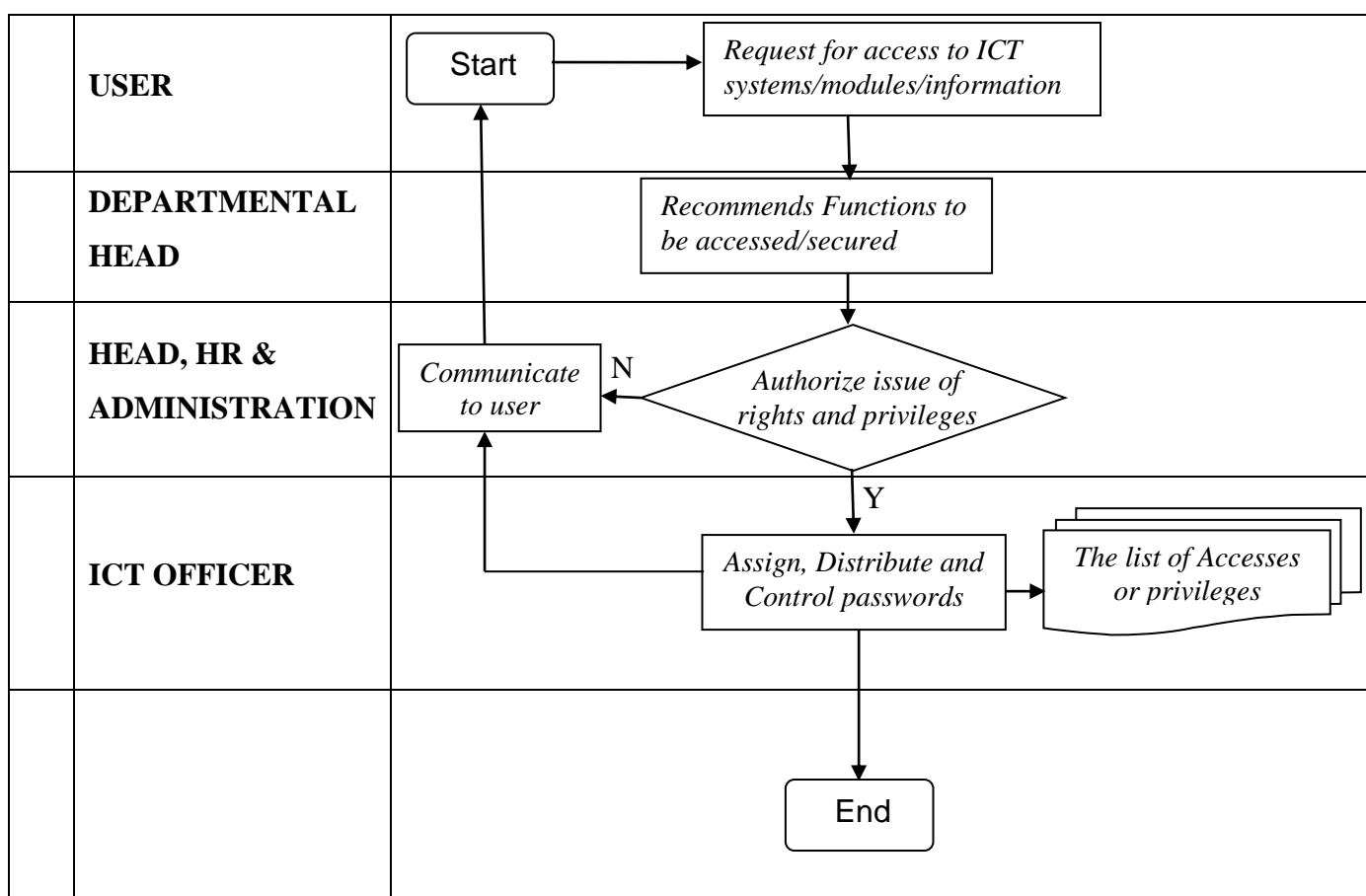
	PEST CONTROL PRODUCTS BOARD
DEPARTMENT: FINANCE, HR & ADMINISTRATION	**DOC. NO.: SOP PCPB/ICT/02**
	ISSUE NO.:03	**REV. NO.: 02**
SECTION: ICT	TITLE: **SOP FOR DESIGN AND IMPLEMENTATION OF ICT SYSTEMS**
PREPARED BY: ICT Officer	SIGN:………………… DATE:………………..
APPROVED BY: CHIEF EXECUTIVE OFFICER/SECRETARY	SIGN:………………… DATE:……………….
EFFECTIVE DATE:	DATE………………..
ISSUED BY:	SIGN:………………… DATE OF ISSUE: ………………..

1.0 Title

SOP for design and implementation of ICT systems.

2.0 Purpose

To ensure that ICT systems are designed and implemented successfully within time, cost and process limitations.

2.1 Objectives

(i)   To ensure proper specifications requirements for systems.
(ii) To ensure proper functioning systems.
(iii) To facilitate effective implementation of systems.

3.0 Scope

This procedure applies to design, development and implementation of ICT systems which include software applications, computer networks and online systems.

4.0 References:

4.1 PCPB Quality Manual.
4.2 Board Career Guidelines and Terms and Conditions of Service.
4.3 ICT Policy and Strategy.
4.4 e-Government Guidelines and Standards.
4.5 Performance contracts

5.0 Terms (Definitions)

ICT: Information and Communication Technology.
Project Team: Includes the ICT officer, end users and systems designer/developer or contractor where applicable.

6.0 Responsibility & Authority Limits

6.1 Chief Executive Officer/Secretary
Approves or recommends systems to be developed/acquired and implemented.
6.2 Head, Human Resources and Administration
Facilitates development and implementation of approved systems and applications.
6.3 ICT Officer
Implements approved systems and applications.

7.**0 Tools, Equipment and Materials**

i) Computer hardware and software
ii) Stationery

8.0 Procedure

8.1 Request initiation

8.2 Prepare systems requirements specifications

8.3 Seek Approval from Chief Executive Officer/Secretary

      8.3.1 If approved, forward to systems development team.

      8.3.2 If not approved, communicate to user.

8.4 Design system.

8.5 Test developed/installed system.

      8.5.1   If system is OK, proceed to operationalization.

      8.5.2   If system not working OK, refer back to systems design.

8.6 Undertake Operations and maintenance.

9.0 Records and Reports

9.1 User request.

9.2 Requirements specifications.

9.3 Systems design diagrams/Flowcharts.

9.4 User Manual/systems documentation.

Process Flow Map: Systems Development and Implementation

USER	Start → *Request Initiation*	
I.C.T. Officer	*Prepare systems Requirements* → *Feasibility Report / Specifications*	
Chief Executive Officer/Secretary	N — *Communicate to user* ← *Approved?*	
Project Team	Y — *Systems design and development* → *Systems Design Flow Chart/Diagrams* ; NO ← Test System? ; OK — *Operationalization and Maintenance* → *System and User Documentation* ; End	

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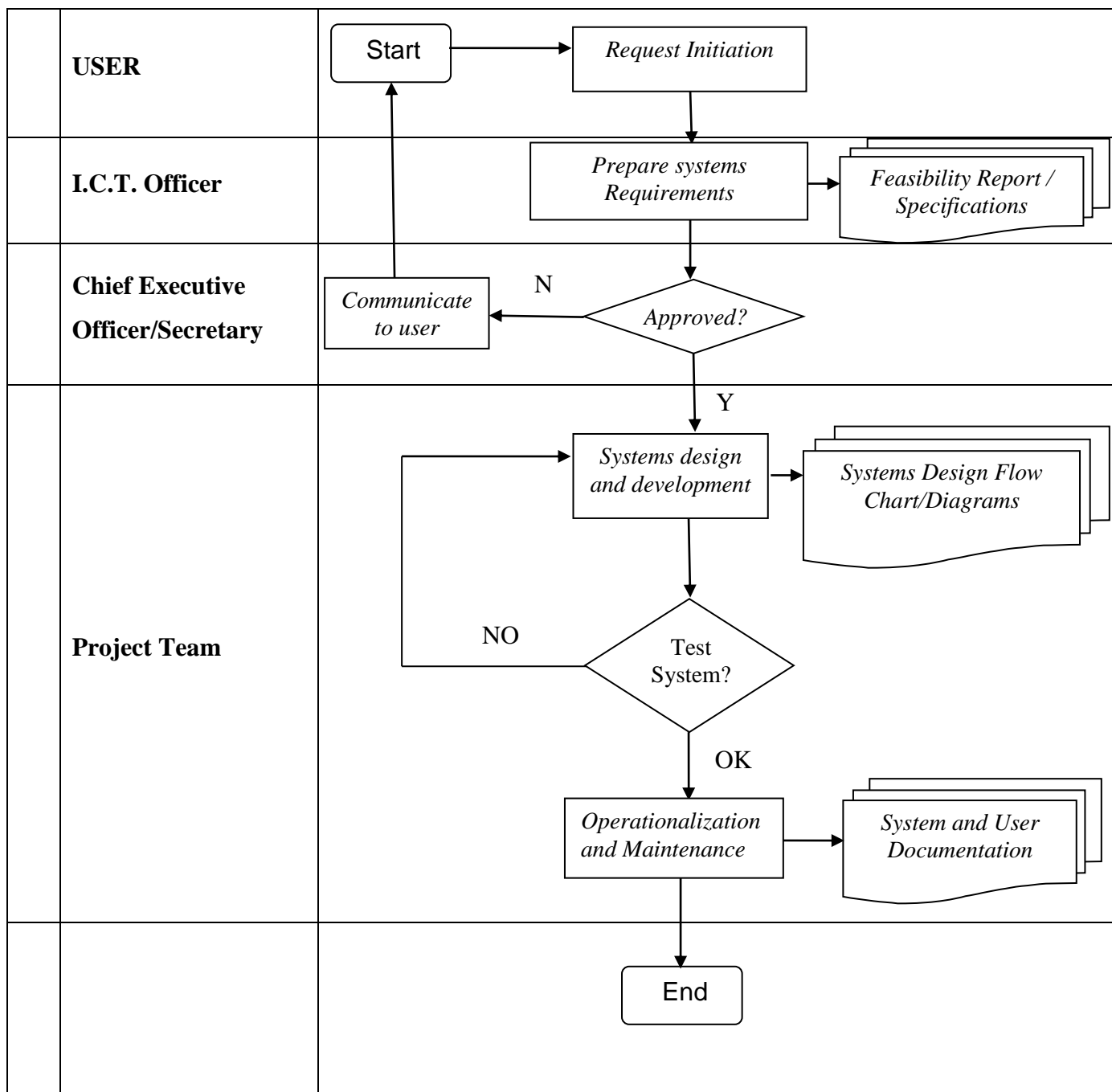
DEPARTMENT: FINANCE, HR & ADMINISTRATION	DOC. NO.: SOP PCPB/ICT/03	
	ISSUE NO.:03	REV. NO.: 02
SECTION: ICT	TITLE: **SOP FOR HARDWARE AND SOFTWARE MAINTENANCE**	
PREPARED BY: ICT Officer	SIGN:………………… DATE:………………...	
APPROVED BY: CHIEF EXECUTIVE OFFICER/SECRETARY	SIGN:………………… DATE:………………..	
EFFECTIVE DATE:	DATE………………...	
ISSUED BY:	SIGN:………………… DATE OF ISSUE: ………………..	

1.0 Title

SOP for hardware and software maintenance service.

2.0 Purpose

To ensure that ICT equipment is maintained at an acceptable state for proper functioning at optimal levels and guaranteed lifespan.

2.1 Objectives

      (i)   To prevent interruption of Board's activities.
      (ii)   To minimize equipment down-time.
      (iii)   To guarantee optimum equipment lifespan.

3.0 Scope

This SOP applies to all PCPB ICT hardware and software that include computer networks, computers, printers, photocopiers and associated peripherals.

4.0 References

      4.2 ICT Policy.
      4.3 ISO 9001:2008 Standard.

5.0 Acronyms and definitions

      ICT: Information and Communication Technology

6.0 Responsibility & Authority Limits

      6.1 User
            Request maintenance service.
      6.2 ICT Officer
            6.2.1 Prepare maintenance schedule.
            6.2.2 Undertake maintenance service.
      6.2 Head, Human Resources and Administration
            Facilitate approved maintenance services.
      6.3 Chief Executive Officer/Secretary
            Approves maintenance services.

7.0 Tools, Equipment and Materials

      i)   Cleaning detergents & dust towels
      ii) Dust blower
      iii) Personal Protective Equipment
      iv) Maintenance checklist
      v) Stationery

8.0 Procedure

8.1 Request for maintenance services.

8.2 Prepare maintenance schedules.

8.3 Approve maintenance schedules

      8.3.1   If not approved, communicate to user

      8.3.2   If approved, undertake in-house or request for external support.

8.4 Facilitate maintenance services.
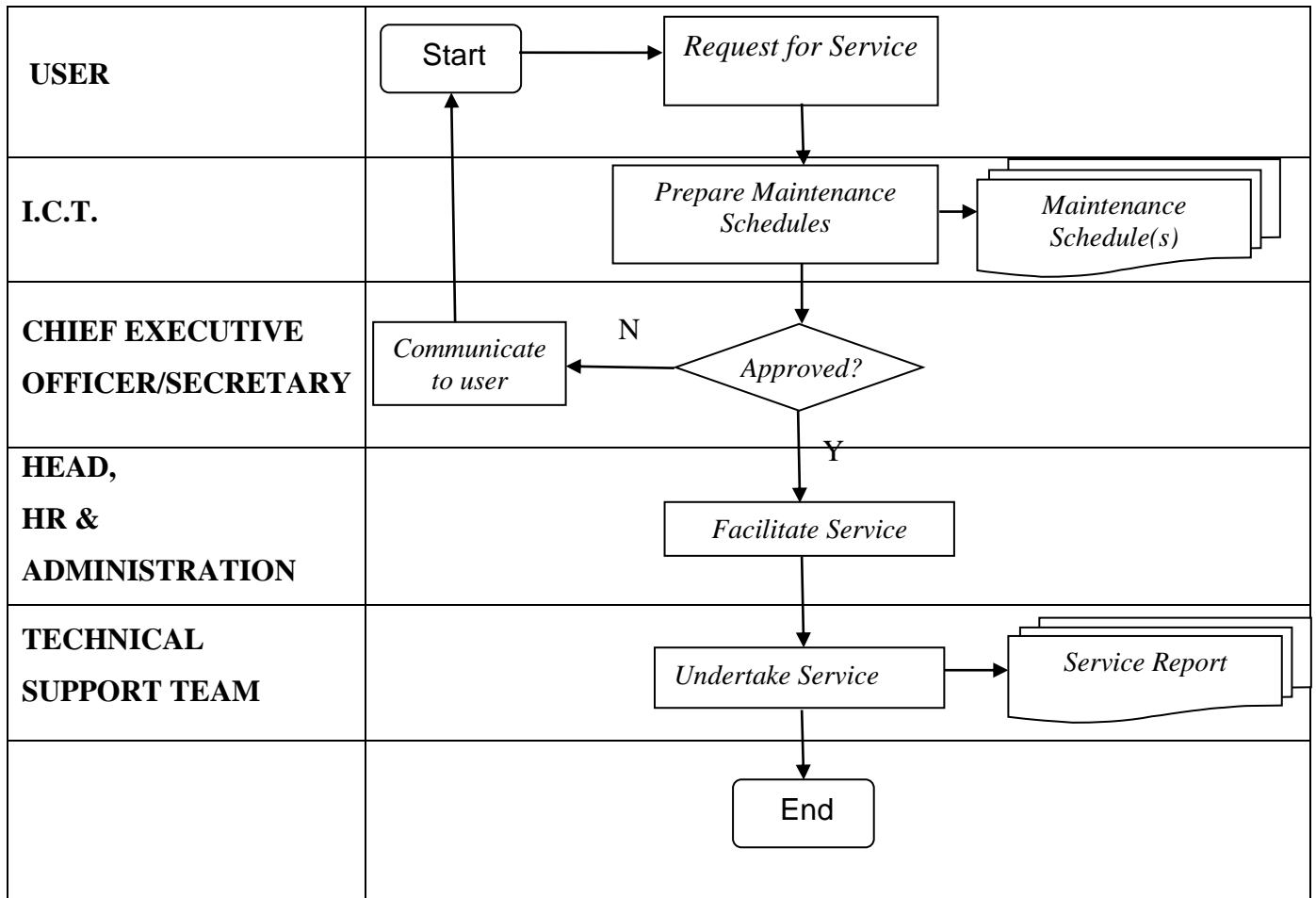
8.5 Undertake maintenance services.

9.0 Records and Report

9.1 List of ICT equipment.

9.2 Equipment maintenance schedules.

9.3 Maintenance reports.

Process Flow Map: Hardware Maintenance Services

USER	Start → *Request for Service*
I.C.T.	*Prepare Maintenance Schedules* → *Maintenance Schedule(s)*
CHIEF EXECUTIVE OFFICER/SECRETARY	*Communicate to user* ← N — *Approved?*
HEAD, HR & ADMINISTRATION	Y → *Facilitate Service*
TECHNICAL SUPPORT TEAM	*Undertake Service* → *Service Report*
	End

	PEST CONTROL PRODUCTS BOARD	
DEPARTMENT: FINANCE, HR & ADMINISTRATION	**DOC. NO.: SOP PCPB/ICT/04**	
	ISSUE NO.:03	**REV. NO.: 02**
SECTION: ICT	TITLE: **SOP FOR ICT USER SUPPORT**	
PREPARED BY: ICT Officer	SIGN:………………… DATE:………………..	
APPROVED BY: CHIEF EXECUTIVE OFFICER/SECRETARY	SIGN:………………… DATE:……………….	
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ISSUED BY:	SIGN:………………… DATE OF ISSUE: ………………..	

1.0 Title

SOP for ICT user support.

2.0 Purpose

To document procedures and practices to be followed to ensure that all support services requested by users are completed to the highest possible quality level.

2.1 Objectives

(i) To ensure tracking all support requests for purposes of resolving them.
(ii) To ensure proper planning, execution and control of user support.
(iii) To better manage supplies needed for various ICT systems.

3.0 Scope

Covers regular data processing and user based work from the time the problems/complaints is raised to the time of sorting out the calls.

4.0 References

4.1 PCPB QMS Manual.
4.2 PCPB Career Guidelines and Terms and Condition of Service.
4.3 ICT Policy.
4.5 ISO 9001:2008 Standard

5.0 Definitions

ICT: Information and Communication Technology

6.0 Responsibility & Authority Limits

6.1 User

Request for support services.

6.2 ICT Officer

6.2.1 Record support service request.
6.2.2 Troubleshoot problem.
6.2.3 Request for stores/service if required.
6.2.4 Resolve issue.

6.3 Head, HR & Administration

Recommend and facilitate service requested.

6.4 Supply Chain Management Officer

Undertake procurement of stores/service.

6.4 Chief Executive Officer/Secretary

Approve services requested.

7.**0 Tools, Equipment and Materials**
      i)   Computer Hardware and software
      ii) Training/user manuals
      iii) Stationery

8.0 Procedure

    8.1 User requests for user support.

    8.2 Log service request.

    8.3 Troubleshoot problem.

    8.4 Determine if new supplies are required.

        8.4.1 If new supplies or external technical support is required, request for stores/service.

        8.4.2 If no new supplies or external support is required, solve problem.

    8.5 Advice user appropriately.

9.0 Records and Reports

    9.1 A list of valid system users.

    9.2 A list of valid items to maintain or support.

    9.3 User guides/training manuals.

Process Flow Map: ICT User Support Services

USER	Start → *Request for Support*
I.C.T. Officer	*Log service request* → *Troubleshoot problem* → Additional support or equipment required? — N → *Resolve and Advice user* ; Y → *Request for Service/Equipment*
HEAD, HR & ADMINISTRATION	*Communicate to user* ← N — Recommended? ; Y
CHIEF EXECUTIVE OFFICER/SECRETARY	N ← Approved? ; Y
PROCUREMENT	*Procure Items/Service*
TECHNICAL SUPPORT TEAM	*Resolve and Advice user*
	End