

Work from Home Policy

1. Objective

To provide the guidelines and procedures for SEAMEO Secretariat staff to maintain the operation of their duties and assignments during the emergency or unforeseen situations.

2. Authorization

Authorization of the “work from home” must be obtained from the Secretariat Director or Officer-in-Charge (OIC) before actual implementation under each situation.

3. Communication Channel

During the “work from home” period, all SEAMEO staff members must be available for communication through mobile/home phone or email.

It is the responsibility of each staff to obtain and/or access to the internet resources on their own expense. The staff concerned/assigned for work during the emergency situations is required to check his/her e-mail as frequently as possible.

Office notebook equipments are available for staff to borrow from the IT Officer on the first come first served basis.

When the Secretariat Director or OIC has approved the “work from home” day, AM will take charge to inform and update the Unit Heads on the work from home duration and details. Each Unit Head, then, is responsible for informing the staff under his/her supervision accordingly. AM, in addition, is responsible for other staff members (i.e. Secretaries, DO and ERO) to be updated on the relevant details of the work from home.

4. Document Backup

Staff members are responsible for backing up their files on the computer and to bring back home necessary documents to ensure that the documents are secured.

It is advised that the staff members store up their working documents into the office servers instead of storing in the individual hard disk. This will allow the staff to access their files from home through dial-up internet service and ensure the continuation of work.

5. IT Security Measures

Routine security measures on backing up the data storage for IT Unit are as follows:

A. Backup schedule

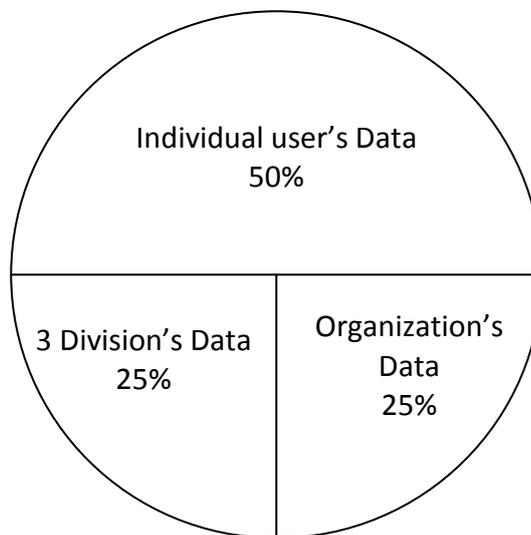
1. Basic database (automatic backup)
 - Every 7 Days
2. Incremental backup
(backup only files which have been changed since the last full backup)
 - Every 15 Days
3. Full backup
 - Every 3 Months

B. Backup set

- Two backup sets: one set will be stored at the office and another one will be kept offsite.
- Swap backup set every 30 Days

C. Central files server

- To store all working files for internet access.
- The space on the central server will be allocated as follows:



The pie chart above shows allocation of space of central files server.

6. Access to the Building

Subject to the seriousness of the situation, AM will coordinate with UNESCO staff in charge (Mr Kraisingh) on the possibility for facilitating the SEAMEO duty staff to access to the office building. If it is safe enough for entering the building, the said staff will follow the operational procedures.

7. Operational Procedures

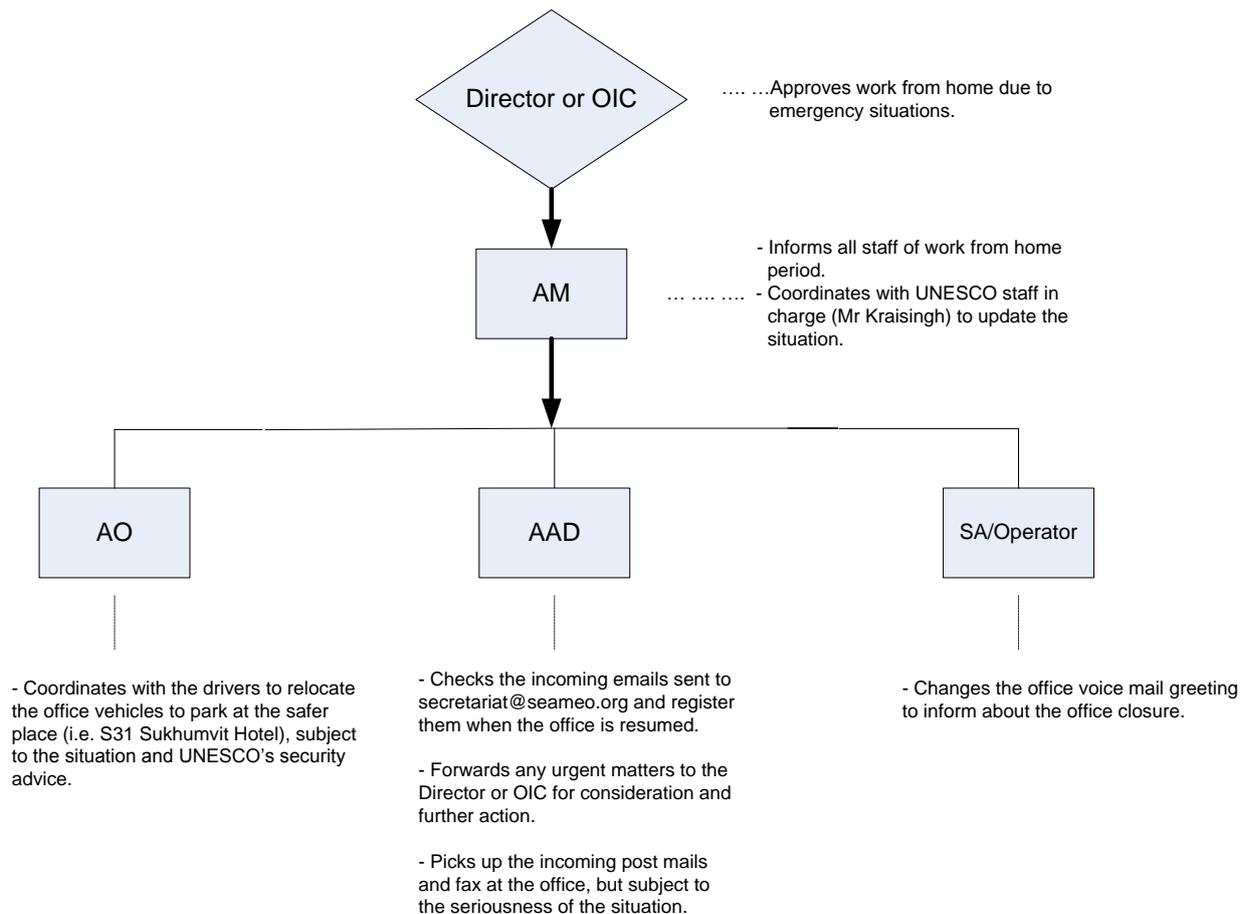
When the “work from home” day has been declared, the duty staff of each division will follow the procedures below:

A. Administrative Division

1. Office closure for 1-3 working days
 - 1.1 Subject to the situation and UNESCO’s security advice, the office vehicles will be relocated to park at the safer location (i.e. S31 Sukhumvit Hotel).
 - 1.2 AAD will check the incoming e-mails sent to secretariat@seameo.org and register them when the office is reopened. For any urgent matters, AAD will forward the e-mails to the Director or OIC for consideration and further action.
 - 1.3 The Telephone Operator will change the office voice mail greeting to inform about the office closure and communication channel during the closure.
 - 1.4 For the incoming post mails and fax, on the 3rd day of the office closure, subject to the seriousness of the situation, AAD will pick up the mails at the office. Any urgent mails/fax will be forwarded to the Director or OIC for consideration and further action.
2. Office closure for 4-7 working days
 - 2.1 Subject to the situation and UNESCO’s security advice, the office vehicles will be relocated to park at the safer location (i.e. S31 Sukhumvit Hotel).
 - 2.2 AAD will check the incoming e-mails sent to secretariat@seameo.org and register them when the office is reopened. For any urgent matters, AAD will forward the e-mails to the Director or OIC for consideration and further action.
 - 2.3 The Telephone Operator will change the office voice mail greeting to inform about the office closure and communication channel during the closure.
 - 2.4 For the incoming post mails and fax, on the 3rd, 5th and 7th days of the office closure, subject to the seriousness of the situation, AAD will pick up the mails at the office. Any urgent mails/fax will be forwarded to the Director or OIC for consideration and further action.
3. Office closure over 7 working days
 - 3.1 Subject to the situation and UNESCO’s security advice, the office vehicles will be relocated to park at the safer location (i.e. S31 Sukhumvit Hotel).
 - 3.2 AAD will check the incoming e-mails sent to secretariat@seameo.org and register them when the office is reopened. For any urgent matters, AAD will forward the e-mails to the Director or OIC for consideration and further action.

- 3.3 The Telephone Operator will change the office voice mail greeting to inform about the office closure and communication channel during the closure.
- 3.4 For the incoming post mails and fax, on the 3rd, 5th and 7th days of the office closure, subject to the seriousness of the situation, AAD will pick up the mails at the office. Any urgent mails/fax will be forwarded to the Director or OIC for consideration and further action.
- 3.5 Any further necessary action in addition to the above measures will depend on the seriousness of the situation.

Flowchart: Operational Procedures of Administrative Division

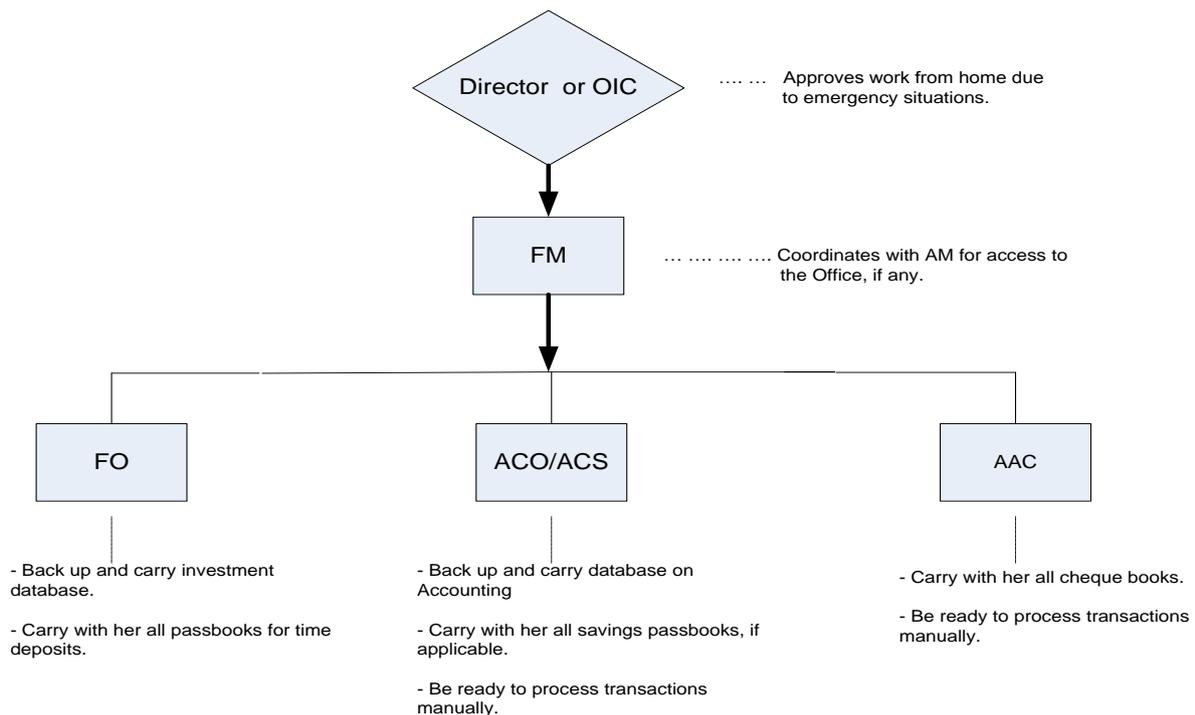


B. Finance Division

1. Office closure for 1-3 working days
 - 1.1 FM will carry with him all passbooks and cheque books.
 - 1.2 FM, ACO and ACS will each take a copy of NAVISION (accounting database) while FM and FO will carry a copy of investment database with them. This copy of database will be updated every 15 days.
 - 1.3 If possible, the office will provide remote access for NAVISION.
 - 1.4 To conduct financial transaction, one of the Directorate must be available to countersign the documents.

- 1.5. Any further necessary action in addition to the above measures will depend on the seriousness of the situation.
2. Office closure for 4-7 working days
 - 2.1 Follow the procedure of office closure for 1-3 working days
3. Office closure over 7 working days
 - 3.1 Follow the procedure of office closure for 1-3 working days

Flowchart: Operational Procedures of Finance Division



C. IT Division

1. Office closure for 1-3 working days
 - 1.1 ITO
 - Check remote gateway to ensure that it is ready for remote access
 - Perform incremental backup set for major servers. (mail and files server)
 - Take all backup sets home for security purpose.
 - 1.2 ITA
 - Perform backup of website data and store it on DVD
 - Bring the DVD backup home for security purpose.

2. Office closure for 4-7 working days
 - 2.1 ITO
 - Follow the procedure of office closure of 1-3 days
 - 2.2 ITA
 - Follow the procedure of office closure of 1-3 days
3. Office closure over 7 working days
 - 3.1 ITO
 - Follow the procedure of office closure of 1-3 days
 - 3.2 ITA
 - Follow the procedure of office closure of 1-3 days

Flowchart: Operational Procedures of IT Division

