Hardware & End-User Equipment

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User devices

Institutional devices used by employees shall be labeled (tagged), recorded and proper naming shall be done. They shall not be used to illegally process, distribute, or store any data protected by copyright of intellectual property. These devices shall not be used in activities that contribute to decreasing the employee’s productivity.

Precaution measures

- Offices with digitalization equipment shall be locked to prevent theft and other risks.
- Digitalization equipment shall not be placed next to air conditioners as humidity and heat can shorten the life of internal components.
- Users shall not eat, drink or smoke next to digitalization equipment as these may cause safety risks.
- Only suitable cleaning tools shall be used when cleaning computer keyboards, screens, printers and other digitalization equipment.
- Whenever possible, digitalization equipment shall not be connected to the same electric power as other power consuming devices.
- All other digitalization equipment taken into government premises shall be identified and recorded at the entrance security checkpoint.

Stolen computers

In case of a stolen computer, the user shall immediately report to the supervisor and to Rwanda investigation bureau (RIB) and to the administrator in charge. Institution’s rules and regulations governing loss of public properties shall be applied.

User responsibilities

- Users shall ensure proper use of digitalization equipment in accordance with all provisions of these guidelines.
- Users are required to report any misuse or potential threats to digitalization equipment.
- It is the user’s responsibility to seek guidance when in doubt of what constitutes acceptable or prohibited use of digitalization equipment.
- While the physical and logical security of digitalization equipment and data is primarily a responsibility of the Government, users as well shall take note that they share this responsibility.

Hardware acquisition, maintenance

All IT equipment shall be checked once in every quarter and maintained according to the elaborated maintenance plan. Institutions shall always refer to RISA hardware acquisition and maintenance framework contracts.

Hardware disposal

Following the institution’s disposal committee resolutions regarding digitalization equipment to be disposed, the current electronic devices’ disposal guidelines shall be adhered to.