



## National Open University of Nigeria

SOP Title	Directorate of Security Services
SOP No:	NQSA/SOP/IGM/006
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Directorate of Security Services
Date of Approval:	
Date of Next Review:	The date will be 3 years from the date of approval (to be inserted after approval)

### Purpose

The Directorate is charged with the responsibility of securing all University properties across all the Centres of the University and the headquarters.

### Directorate of Security Services Activities

1. Provision of security services to NOUN headquarters and all Study Centres
2. Coordination, monitoring and assessment of all Technical Assistants (security) across all Centres and headquarters
3. Acts as an interface between NOUN and external security agencies

4. Liaises with the contract security outfit and Management
5. Investigation and prosecution of cases in conjunction with the Police on behalf of the University
6. Identification and closure of illegal NOUN Study Centres
7. Provision of Kits and accoutrement for all Technical Assistants (security)
8. Intelligence gathering and daily monitoring of events around the Country
9. Passing out periodic intelligence reports to Management and security tips to all staff
10. Provision of police protection, traffic management services, etc. during the University's exams or its events
11. Organising regular training, lecture and parades for all Technical Assistant (security)
12. Ad Hoc

#### Activities and Actions

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to Complete each Step	Action by (Name and ID number)	Evidence of completed Activity (Task)
1.	Provision of security services	1. The Directorate ensures that capable hands are recruited to serve as security staff.	90 Days		List of employed security personnels by qualification, working experience and date.
		2. Security men are deployed to various beats/ offices to cover/monitor the area.  i. While at the beat, they conduct access control- i.e. screen everyone	90 Days		1. Itemised locations where in-person and digital securities are provided with dates. 2. Number of beats and number of security personnel assigned to each beat. 3. Itemised security challenges observed or

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		<p>coming in or going out of a particular building or the premises (for those at the entrance gate).</p> <p>ii. In cases, where official items are to be carried out of the premises, the security staff at the gate must ensure such items are accompanied with a duly signed Gate Pass before such items will be allowed out.</p> <p>iii. In the event of observed funny movement by anyone during the day, the security staff is to ask the person what his</p>			<p>that happened with dates indicating possible cause.</p> <p>4. Report on access control.</p> <p>5. List of incidences that would have happened but curbed with the presence of the security measures.</p>

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		<p>business is within the premises, and guide accordingly or escort out of premises. In the event that the movement is observed at night, the security staff notifies his Team Leader or colleagues, so that such an individual can be apprehended and questioned.</p> <p>iv. The security staff observes everything going on around him and is there to act as a buffer between criminal elements and the</p>			

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		University's properties, especially at night. v. Noted observations are passed on to the supervisor, who forwards such in written communication to the Director or Centre Director, as applicable.			
2.	Coordination, monitoring and assessment of all Technical Assistant (security)	1. The Directorate coordinates the security team at each Centre/office by ensuring that: <ol style="list-style-type: none"> <li>i. There is a security supervisor in place, at each Centre/ HQ who the security</li> </ol>	90 Days		<ol style="list-style-type: none"> <li>1. Itemised security key performance indicators used in monitoring and assessing the technical assistant (security).</li> <li>2. List of monitoring tools used by the supervisors within headquarters and study centres by cost and effectiveness.</li> <li>3. Number of incidences</li> </ol>

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		<p>operatives receive directives from.</p> <p>ii. There are security operatives on ground at each Centre/office.</p> <p>iii. All operatives are at their beats at all times, night and day.</p> <p>iv. All leave applications are scheduled to ensure that security men are on ground at all times.</p>			<p>that were controlled by security personnel.</p> <p>4. List of theft incidences by location, item(s) stolen, possible loophole, solution, and date.</p>
		<p>2. The Directorate monitors the security team through:</p> <p>i. The various supervisors on ground.</p>			

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		<ul style="list-style-type: none"> <li>ii. Centre Directors/ staff</li> <li>iii. Routine and unscheduled visits.</li> </ul>			
		3. The Directorate assesses all security staff through: <ul style="list-style-type: none"> <li>i. Their APER forms</li> <li>ii. Confirmation forms</li> <li>iii. Regular reports from security supervisors on ground and the Centre Directors report.</li> </ul>			
3.	Act as an interface between external security agencies and the University	The Director contacts the Nigeria Police Force or the DSS anytime the University needs their services for special duties, like escort services, etc. <ul style="list-style-type: none"> <li>i. A letter is sent to</li> </ul>	90 Days		List of major collaborations between the internal and external security agencies. State their impact on the security measures in the university and the cost.

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		<p>the Commissioner of Police or Divisional Police as may be required.</p> <p>ii. The Commissioner or his representative replies and provides the needed men.</p> <p>iii. The policemen are briefed on what is required of them</p> <p>iv. Their allowances are compiled and sent to the Vice-Chancellor to approve and effect payment.</p> <p>In the case of the DSS, contact can be made by writing an official letter or made by</p>			



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		<p>phone to the Desk Officer handling the University, who passes on the information to his supervisors and the request is implemented. Also, these agencies pass on sensitive information to the University by contacting the Director of Security, who passes on the information to Management.</p>			
4.	Liaises with the contract security outfit (Jafi)	<p>The Directorate does this to ensure that the University is not shortchanged by the security outfit, by:</p> <ul style="list-style-type: none"> <li>i. Proper record keeping of all memos between the organisation and the</li> </ul>			<ol style="list-style-type: none"> <li>1. The number of security outfits received, given out, remaining, cost of production and date</li> <li>2. Beat rosters for the period under review.</li> </ol>

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		University. ii. Ensuring that all its operatives deployed are at their beats/ roles. iii. Checking and assessing that the operatives deployed are capable and reliable iv. The Directorate also communicates with the outfit on behalf of Management anytime the need arises.			
5.	Investigation and prosecution of cases in conjunction with the NPF, DSS	Cases that need investigation are brought to the notice of the Directorate by the Registrar or the VC, e.g. cases of forgery and impersonation.	90 Days		List of investigations and prosecution of cases in conjunction with the NPF, DSS by dates and impacts.

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	on behalf of the University	<p>The DSS does the following:</p> <p>1. The accused/case is brought to the notice of the Police force through letters written to the Commissioner of Police where the suspect resides. In the case of the DSS, a letter is written and sent to the Desk Officer to investigate the individual(s) and then they report back.</p>			
		<p>2. The suspect, if caught by the Police is arrested, charged to court for prosecution.</p>			
		<p>3. The Directorate follows up the case with the Police to</p>			

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		ensure that the case is dispensed with accordingly.			
		4. The Director sends a written report on the status of the case to the Management, attaching the Police report.			
6.	Identification and closure of illegal NOUN Study Centres	<p>Information on such Centres is gotten by the members of the public or from the victims. The Directorate:</p> <ol style="list-style-type: none"> <li>1. Informs the relevant Police formation through the official channel</li> <li>2. Mobilises the Police to investigate the veracity of the claims to determine whether the Centre is fake or recognised.</li> </ol>	90 Days		List of closed illegal study centres with reasons for closure, locations, and dates.

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		3. Mobilises and ensures that the suspects are arrested and charged to court. 4. The illegal Centre is closed down. 5. A written report is sent to Management on the matter.			
7.	Provision of kits and accoutrements for all T.A (security)	The Directorate ensures all Technical Assistants (security) are properly kitted in the appropriate and legal manner while on duty:  1. Names of all T.A (security) at the headquarters and Centres are collated and forwarded to Management.	90 Days		List of kits and accoutrements, distribution, leftovers and dates (stock taking).

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		2. Centres are enjoined to send in the measurements of their T.A (security), using the established format.			
		3. The items needed are listed and sent to Management for approval.			
		4. Once approval is done, and the kits are procured, the Directorate sends a request to Chief Store Officer to collect the supplied kits.			
		5. The kits are packed Centre by Centre and			

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		sent to the Centres accordingly. The kits are either sent through public transport or sent along with official trucks conveying course materials for Centres.			
		6. A Gate pass is filled and sent along with the trucks or buses conveying the items to the Centre.			
8.	Intelligence gathering and daily monitoring of events around the Country	<p>The Directorate gathers information through:</p> <ol style="list-style-type: none"> <li>1. Monitoring of news and related items on TV and radio.</li> <li>2. Monitoring current events on social</li> </ol>	90 Days		<ol style="list-style-type: none"> <li>1. Security audit report for the period under review.</li> <li>2. Risk assessment and analysis report.</li> <li>3. Itemisation of emergency preparedness used.</li> </ol>

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		media 3. Review of newspapers. 4. External security agencies WhatsApp groups e.g. security, community and youth groups. 5. Informants/ undercover operatives.			
9.	Passing out periodic intelligence reports to Management and security tips to all staff	The Directorate does this by: 1. Drafting and sending a memo to all staff about the need to be security conscious when the need arises. 2. The memo is			Itemised improvement achieved with the model used in passing information. State clearly the situation of security before and after new method has been communicated.  Note: the improvement should be verifiable. For security purpose, keep the method to yourself.



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		delivered though both soft and hard copies to staff at the Centres.			
		3. On intelligence report to Management, the Director receives this information and relays it to the VC, immediately it is received and awaits further directive on the matter.			
10.	Provision of Police protection, traffic management services during exams	The Directorate, when notified about the exams by the DEA ensures that: 1. The office of the DPO under whose jurisdiction the Centre falls, is contacted and informed of the upcoming exams	90 Days		1. List of police protection provided during examinations by study centres, costs, and dates. 2. List of incidences uncovered by the hired policemen.

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		and the need for police protection of staff and students. In the case of traffic officers, the nearest division is contacted also.			
		2. The Director visits these Centres to ensure that the security and traffic officers are deployed accordingly. In a situation, where he cannot go, he sends his representative or contacts the supervisor at the Centre to monitor and report back.			
		3. At the end of the exams, the security men and women are paid accordingly for their services.			

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		4. The Director sends in a report to the VC, detailing the security efforts and observations that might have been raised.			2.
11.	Organising regular training, lecture and parades for all T.A (security)	<p>The Directorate engages the T. A's by:</p> <p>1. Conducting regular parades for them (3 times a month) through their various supervisors. It is at this parade that the operatives are briefed on various subjects, like observed security lapses.</p> <p>1. The operatives also use this opportunity to air their grievances, which is addressed by</p>	90 Days		<p>1. List of trainings organised for the security personnel.</p> <p>2. Impact of the trainings on the security measures.</p>

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		their supervisors.			
		2. Meeting with all the supervisors when the need arises and in cases of emergencies. It is at this meeting; the Director informs them about Management efforts and their expectations. The Supervisors also report on their activities.			
		3. Liaising with Management to engage external consultants to train the operatives on how to discharge their duties effectively.			

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12.	Administrative	Secretarial Functions: 1. Typing of memos, reports, posting and other documents. 2. Clerical Functions: i. Receives and dispatches memos/documents on behalf of the Directorate. ii. Files documents in the appropriate files. iii. Maintains and keeps a record book for reference purposes. iv. Opens a dispatch and received register to record all documents.	90 Days		List of administrative duties carried out within the period under review with dates.
		3. General Administration: i. Memo/letter drafting. ii. Attending meetings on behalf of the Directorate. iii. Preparing minutes of			

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		meetings. iv. Acts as a liaison between the security staff and the Director. v. Coordinates other member of staff of the Directorate on behalf of the Director. vi. Intelligence Gathering. vii. Liaises with External Agencies if Director is not available.			
12.	Ad Hoc Activities	To be entered according to the task given	90 Days		State the outcome of the task or activity.

### Team of Developers

1. Mallam. Isa Shehu - Director, Security
2. Oluwatoyin Lawal

3. Akor, Blessing
4. Igoru Abel Okiemute
5. Blessing U. Ozukwe

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