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EPHRAIM MOGALE LOCAL MUNICIPALITY

111
MARBLE HALL
0450
013-261 8400
013-261 2985



Leeuwfontein Office (013) 266 7025
Elandskraal Office (013) 268 0006
Zamenkomst Office (013)973 9160
Traffic Section (013) 261 8400

EXTRACTS FROM THE MINUTES OF THE 3RD ORDINARY COUNCIL MEETING OF
EPHRAIM MOGALE LOCAL MUNICIPALITY HELD ON WEDNESDAY THE 29TH APRIL
2015

FILE/S: ~~8/4/P~~ 6/2/2/P

OC3/15/2015 INFORMATION COMMUNICATION TECHNOLOGY (ICT) RELATED
POLICIES ~~8/4/P [00/02/P]~~

RESOLVED

1. That the Council takes cognizance of the circulated report.
2. That the Council approves the following ICT related policies and procedures:
 - 2.1 Account Management Policy.
 - 2.2 Change Management Procedure.
 - 2.3 End User Management Policy.
 - 2.4 Patch Management Policy.
 - 2.5 User Management Procedure.
 - 2.6 ICT Global Policy.
 - 2.7 ICT Security Policy.
3. That the Council approve the reviewal of the following policies and procedures:
 - 3.1 Back up Policy & Procedure.
 - 3.2 Allocation of Movable ICT Devises Policy & Procedure.
4. That the Council refer the policies to the LLF.
5. That the approved policies and procedures be implemented with effect from the 1st April 2015
6. That there be a clear policy that distinguish the ownership of the i-pad equipment carried by Councillors,
7. That the Council instruct the Municipal Manager to implement the decision accordingly.

L.B. MODISHA
SPEAKER

29 APRIL 2015

FINALISATION BY:

ALLE KORRESPONDENSIE MOET AAN DIE
MUNISIPALE BESTUURDER GERIG WORD

MANGWALO KA MOKA A LEBANTSHWE
GO MOLAODI WA MASEPALA

ALL CORRESPONDENCE TO BE ADDRESSED
TO THE MUNICIPAL MANAGER

Referred to Director Corporate Services by Municipal Manager



M.M. Mathebela
Municipal Manager

05/05/15

Date Received

PURPOSE

For the Council to approve of the attached ICT policies.

BACKGROUND

Ephraim Mogale Local Municipality is an ICT environment as most of our administrative activities are carried out through the utilization of computers and network systems. It therefore becomes necessary to have policies to regulate the utilization of this important tool and yet vulnerable to misuse and abuses that may have detrimental consequences.

The policies further aims to regulate access to the municipal network, possibly from when a new employee comes into the system and when he/she leaves the institution.

The various attached policies in brief aims to cover inter alia the following:

- Establishing a standard for the administration of computing accounts that facilitate access or changes to the Ephraim Mogale Local Municipality. An account, at minimum, consists of a user ID and a password; supplying account information will usually grant access to some set of services and resources. This policy establishes standards for issuing accounts, creating password values, resetting password and managing accounts.
- regulating the implementation of changes in the current systems prompted by upgrades and the vital changes in systems technology used in the Municipality.
- establishing ethical guidelines for Ephraim Mogale Local Municipality's ICT users, assets and computing facilities.
(ICT assets include desktop computers, desktop components, laptops, servers, switches, routers, printers, photocopiers, phones, 3G, Tablets, email, internet, mobile modems, firewall, software, business applications, municipal data and information).
- Describing the requirements for maintaining up-to-date operating system security patches on all Ephraim Mogale local municipality owned and managed workstations and servers.
- Procedure for the creation of new users on the system.
- regulating the use of ICT assets, provides guidelines, roles and responsibilities for acceptable use, prescribe minimum requirements for acceptable use, provides guidelines on the protection against unauthorized access, provides measures to safeguard intentional or unintentional loss of information and provides measures for adequate security protocols.
- Cover the ICT security,
- Addressing the procedures for backup.
- Regulate the allocation of movable ICT devised.

They are as follows:

1. Account Management Policy.
2. Change Management Procedure.
3. End User Management Policy.
4. Patch Management Policy.
5. User Management Procedure.
6. ICT Global Policy.
7. ICT Security Policy.
8. Back up Policy & Procedure.
9. Allocation of Movable ICT Devises Policy & Procedure.

RECOMMENDATIONS OF THE EXECUTIVE COMMITTEE

1. That the EXCO takes cognizance of the circulated report.
2. That the Council approves the following ICT related policies and procedures:
 - 2.1 Account Management Policy.
 - 2.2 Change Management Procedure.
 - 2.3 End User Management Policy.
 - 2.4 Patch Management Policy.
 - 2.5 User Management Procedure.
 - 2.6 ICT Global Policy.
 - 2.7 ICT Security Policy.
3. That the Council approve the reviewal of the following policies and procedures:
 - 3.1 Back up Policy & Procedure.
 - 3.2 Allocation of Movable ICT Devises Policy & Procedure.
4. That the Council approves that the reviewed policies replaces any other policy that existed prior the reviewal of the policies.
5. That the approved policies and procedures be implemented with effect from the 1st April 2015
6. That the Council instruct the Municipal Manager to implement the decision accordingly.

RECOMMENDATIONS OF THE PORTFOLIO COMMITTEE

1. That the Committee takes cognizance of the circulated report.
2. That the Council approves the following ICT related policies and procedures:
 - 2.1 Account Management Policy.
 - 2.2 Change Management Procedure.
 - 2.3 End User Management Policy.
 - 2.4 Patch Management Policy.
 - 2.5 User Management Procedure.
 - 2.6 ICT Global Policy.
 - 2.7 ICT Security Policy.
3. That the Council approve the reviewal of the following policies and procedures:

- 74
- 3.1 Back up Policy & Procedure.
 - 3.2 Allocation of Movable ICT Devices Policy & Procedure.
 4. That the Council approves that the reviewed policies replaces any other policy that existed prior the reviewal of the policies.
 - 5 That the approved policies and procedures be implemented with effect from the 1st April 2015
 6. That the Council instruct the Municipal Manager to implement the decision accordingly.

RECOMMEND TO RESOLVE

1. That the Council takes cognizance of the circulated report.
2. That the Council approves the following ICT related policies and procedures:
 - 2.1 Account Management Policy.
 - 2.2 Change Management Procedure.
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 - 3.1 Back up Policy & Procedure.
 - 3.2 Allocation of Movable ICT Devices Policy & Procedure.
4. That the Council approves that the reviewed policies replaces any other policy that existed prior the reviewal of the policies.
- 5 That the approved policies and procedures be implemented with effect from the 1st April 2015
6. That the Council instruct the Municipal Manager to implement the decision accordingly.

EPHRAIM MOGALE LOCAL MUNICIPALITY



ALLOCATION OF MOVABLE ICT DEVICES POLICY & PROCEDURE

DOCUMENT APPROVAL

Responsible Person:	Name	Signature	Date
	Makhele M.M.		18/06/15.

Date approved:

29 April 2015.

ALLOCATION OF MOVABLE ICT DEVICES POLICY & PROCEDURE
2014/2015

1. OVERVIEW:

- 1.1 Ephraim Mogale Local Municipality is committed to providing an appropriate office desktop computers, or laptop computers for each office bound and other classified staff members as an enabling productivity tool.
- 1.2 This policy seek to specifically address the need by some departments and staff members to have laptop computers instead of a desktop computer and other related devices such as 3Gs or Data Tablets.

2. ELIGIBILITY:

- 2.1 A decision to provide a laptop computer, a 3G, a Data Tablet or both devices to a eligible employee shall be based upon a documented work related needs, departmental approval, and available budget on a specific vote.
- 2.2 Laptops computers, 3Gs or Data Tablets devices shall be authorized based on job responsibilities, demonstrated departmental needs, and department approvals.
- 2.3 The laptop computer is intended for use for Municipal related business as a productivity tool, and communication. Use of the laptop for personal purposes should be within the standards of good judgment based on the terms and conditions of applicable software license agreements. The use of laptops shall enable eligible employee access to Municipal business from various points outside their usual offices.

3. CATEGORIES OF OFFICIALS ELEGIBLE FOR LAPTOPS:

- 3.1 Municipal Manager.
- 3.2 Senior Managers.
- 3.3 Managers.
- 3.4 ICT Supervisor.
- 3.5 ICT Officers.
- 3.6 Identified Staff members who have delegated powers to authorize financial transactions.
- 3.7 Staff members whose duties endures an inherent need on a regular basis that requires them to be out of office on work related commitments where presentations are made.
- 3.8 Supervisors who are not office bound and are expected to produce report on a monthly basis.

4. CATEGORIES FOR SELECTION FOR DATA TABLETS:

- 4.1 **Councillors**, on the basis of personal to holder until the current contract with service provider expires which shall not be renewed.

- 4.2 **Officials**, on the basis of personal to holder until the current contract with the service provider expires which shall not be renewed.

5. CATEGORIES OF OFFICIALS ELEGIBLE FOR 3G:

- 5.1 Municipal Manager.
- 5.2 Senior Managers.
- 5.3 Managers.
- 5.4 ICT Supervisor.
- 5.5 ICT Officers.
- 5.6. Chief Internal Auditor.
- 5.6 Identified Staff members who have delegated powers to authorize financial transactions.
- 5.7 Supervisors who are not office bound and are expected to produce report on a monthly basis.

6. GENERAL REQUIREMENTS IN RESPECT OF LAPTOP COMPUTERS AND 3G DATA LINES:

- 6.1 The following shall apply in respect of the laptop computers:
 - 6.1.1 Specifications for all laptop computers (as for any technology equipment or software) must be approved by the ICT Section to ensure compatibility with the existing systems.
 - 6.1.2 The laptop computer must be a configuration, model, and brand approved by the ICT Section of the Municipality and must meet or exceed standard specifications.
 - 6.1.3 Ownership of the laptop computers shall remain with the Municipality and must be returned in good condition when employment ends or when requested to do so should work requirement change.
 - 6.1.4 Only one laptop computer shall be provided by the Municipality per eligible staff member.
 - 6.1.5 Laptop computers shall be maintained on a four-year replacement cycle where possible depending on the availability of funds.
 - 6.1.6 At the beginning of each replacement cycle, laptop computer user shall re-apply to a respective Supervisor and department's Director who shall appropriately recommend to the Municipal Manager for final approval.
 - 6.1.7 Technological support for Municipality owned laptops computers shall be equivalent to that provided for Municipal owned desktop computers. Further that direct support shall be provided in Municipal premises during office hours.

**ALLOCATION OF MOVABLE ICT DEVICES POLICY & PROCEDURE
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- 6.1.8 Under no circumstances shall a Municipal laptop computer be sent for repairs to an outside service provider without a written permission from ICT Section, as such actions bears the potential to compromise Municipal information.
- 6.1.9 The laptop computer shall have an asset tag which must not be removed, and must be reported promptly on recognition of its absence.
- 6.2** The following shall apply in respect of the use of 3G data line:
 - 6.2.1 The Municipality shall enter into a 24 months limited contract with a service provider on MyGig 3 Top up package.
 - 6.2.2 Only one (01) data line shall be allocated per eligible official.
 - 6.2.3 The cost for the 3G shall be paid from the appropriate department's vote where the official report.
 - 6.2.4 Access to Municipal systems shall be done via Virtual Private Network (VPN) for selected eligible officials.
 - 6.2.5 Ownership of the 3G remains the property of the Municipality and must be returned in good condition when employment ends or when requested to do so should work requirement change.
 - 6.2.6 Under no circumstances shall voice calls and short message service (sms) be made from the 3G sim card.
 - 6.2.7 No viewing, storing, downloading or forwarding of sexual explicit or sexual suggestive text, images, moving images, sound files, racial prejudice, harassment, intimidatory or defamatory sites using the Municipal 3G device.

7. RESPONSIBILITIES

- 7.1 It is the responsibility of the eligible official allocated with a laptop computer and/or 3G or Data Tablet to take appropriate precautions to prevent damage or theft of the device in his/her care.
- 7.2 The eligible official shall be responsible for a once off upfront payment of TEN PERCENT (10%) up to a maximum of R2500.00 (an amount equivalent to payable access fee) on the claimable costs related to repairs to a damaged device, or for the replacement of a lost device due to theft in the event the claim is rejected by the Municipal Insurers based on the failure to submit supporting documents within specified claim period, and when it may be proven that the resultant loss emanated from negligent.
- 7.3 An affidavit from SAPS bearing the case number explaining the incident must be submitted to the Director: Corporate Services within TWENTY FOUR (24) hours of the incident who after analysis of the content forward with recommendation to Budget & Treasury Office for processing the claim with the Municipal Insurers.

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- 7.4 The eligible official shall be responsible for the total replacement cost of sim swap and/or modem on the lost 3G at a price determined by the service provider from time to time, upon receiving an authorizing letter from Corporate Services.
- 7.5 Councillors shall be responsible for taking good care of the allocated Tablets on MyGig 1 Top up package, until the current contract expires which shall not be renewed.
- 7.6 The Municipality shall be responsible for the payment of a once off access fee for the repairs of Councillor's Tablet devices within the period of 24 month of the existing contract. Further physical damages to the devices shall be for the cost of the Councillors.
- 7.7 The tablets devices shall be transferred to the names of the current holder after the expiry of the 24 months contract agreement entered into between the Municipality and the service provider.
- 7.8 Should a Councillor loose his/her seat as a Councillor before the term of office expires, the device shall be returned to Corporate Services Department and be re-allocated to the next coming incumbent Councillor.
- 7.9 The tablets shall be used solely for data and not voice, and the account shall be in the name of the Municipality.
- 7.10 The tablets account shall be paid to the service provider by the Municipality only up to the pre-determined amounts allocated to each Councillor in terms of the determination of upper limits of salaries, allowances and benefits of different members of municipal councils, published annually in terms of Remuneration of Public Office Bearers Act, 1998 (Act 20 of 1998).

8. THEFT OR DAMAGE TO DEVICES:

- 8.1 Where the devise is lost due to theft it must be reported to South African Police Services immediately. The police report must include the serial number, the asset number and the cell number of the reported stolen device, whichever is applicable.
- 8.2 A copy of the police report with the case number must be sent to Corporate Service Director within 48 hours of the discovery of the loss who shall determine the circumstances relating to the loss/theft and forward the documents with recommendations to Budget and Treasury Department for the purpose of filing a claim where applicable.
- 8.3 Failure to secure and submit a police report to the Director Corporate Services within the prescribed valid period for the claim to be processed

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may result in personal liability for the total replacement cost with the same brand, model and quality of the lost device.

9. UPGRADES AND TROUBLESHOOTING:

It is the responsibility of the official who is in the position of the laptop computer to take it to the ICT section for system upgrade, software installation, or any related problems.

10. SOFTWARE LICENSING:

10.1 The laptop computers shall be configured with a standard suite of programs that are appropriate for the type of computer.

10.2 Other applications shall be provided by the Municipality on the strength of professional and departmental needs or the requirements of the laptop computer.

10.3 An official eligible for laptop computer is not allowed to load unlicensed or pirate software including software for personal use, such as games, movies, and entertainment software etc on the Municipality owned computer laptop.

11. OUT OF OFFICE INTERNET ACCESS:

11.1 An official eligible for laptop computer and/or 3G devices shall have access to connect to the Internet network even when out of office.

11.2 The laptop computer shall be configured accordingly to access such a service.

12. BACKUP:

12.1 Officials must ensure that they store their work in the Municipal Server to ensure the maintenance of appropriate backup of work done on the laptop computer, with specific emphasis on work-related documents and data files created that are not restored when reinstalling the operating system and programs.

12.2 Personal documents or data files shall not be stored in the main server.

13. VIRUS, HACKING, AND SECURITY PROTECTION:

13.1 To ensure that virus protection and other security patch are current, computer laptop must be connected to the Municipal network server on a regular basis and users must take responsibility for ensuring that security updates take place on laptop computers in their care.

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- 13.2 In the case of a significant security alert, users may be contacted by e-mail and/or telephone, to bring their computer laptop to the ICT Section to ensure proper security is enabled on them.

14. APPROVAL PROCESS:

- 14.1 All requests for Computer laptops and/or 3Gs shall be initiated by the Supervisor of the official concerned, and recommendation by the Director of the department demonstrating the job responsibility and the departmental need, having considered the availability of budget.
- 14.2 The Municipal Manager shall give final approval of all requests made based on the eligibility criterion and the availability of funds in the specific vote.
- 14.3 The approval by the Municipal Manager shall then be forwarded to Corporate Services to implement the approved decision based on the availability of funds.

15. IMPLEMENTATION:

The policy become effective on the date of approval and shall be reviewed on a need basis.
