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EPHRAIM MOGALE LOCAL MUNICIPALITY

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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 Devices 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 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.

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:

- 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.

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.
 - 2.3 End User Management Policy.
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 - 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.

EPHRAIM MOGALE LOCAL MUNICIPALITY



CHANGE MANAGEMENT POLICY AND PROCEDURE

DOCUMENT APPROVAL

Responsible Person:	Name	Signature	Date
	Makhetek MM		18/06/15.

Date of approved: 29 April 2015.

1. Objective

Change management policy and procedure aim to regulate the implementation of changes in the current systems prompted by upgrades and the vital changes in systems technology used in the Municipality. The policy and procedure is the primary mechanisms that protect such upgrades and changes to be effected randomly which may pose a problem in respect of accountability on the controlled Municipal ICT environment.

2. Scope

This policy and procedure is applicable to all form of changes that may be undertaken in the systems and infrastructure of the linked to the network of the Municipality.

3. Procedure for implementation

3.1 The policy and procedures becomes applicable when a need for the upgrade of a particular system or software becomes necessary for implementation. The following steps are must then followed:

- a. the service provider must send a notification of upgrade/update to the municipality,
- b. the municipality will consult with relevant department for the appropriate time and date of the upgrade before the approval.
- c. an internal notice is sent by email informing officials of the affected department about the planned upgrade/update of the system or software.
- d. In the event the upgrade is internal the change management forms shall be appropriately completed and the affected department shall be notified accordingly to determine the appropriate time and date to effect the upgrade.

3.2 The necessary form must be completed in full by the ICT officials and the affected end user department and sent back to the service provider or ICT department if the upgrade is an internal one.

3.3 The form will be similar to the one attached below as Annexure A for MUNSOFT/VIP and other municipal systems such as, Windows Server, Collaborator, Ms Exchange, Firewall.

3.4 The policy and procedure becomes applicable on a date succeeding the approval by Council.

3.5 The policy and procedure shall be reviewed on a need basis.



EPHRAIM MOGALE LOCAL MUNICIPALITY

Munsoft / VIP

GENERAL INFORMATION:

SERVER NAME <small>(e.g. Munsoft, Backup, File Server, Domain)</small>	APPLICATION NAME <small>(e.g. Munsoft, VIP, PayDay, TGIS, Team Mate)</small>

TYPE OF CHANGE: please tick required action

UPGRADE <small>complete system change</small>		UPDATE <small>patches/version update</small>		LICENSE RENEWAL		CONFIG	
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BRIEF DESCRIPTION OF CHANGE IMPLEMENTED:

*Please refer to attached release notes:

AUTHORISATION OF CHANGE: CFO / ICT / MUNICIPAL MANAGER

NAME		DEPT.		SIG.		DATE	
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WORK PERFORMED BY: PLEASE FILL IN NAME OF SERVICE PROVIDER AND OFFICIAL PERFORMING THE CHANGE, DATE AND SIGNATURE:

SERVICE PROVIDER		DATE		SIGNATURE	
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SERVICE PROVIDER: REP.		DATE		SIGANATURE	
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CHANGES CHECKED AND VERIFIED BY: END USER DEPT. & ICT

NAME		SEC.		SIG.		DATE	
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NAME		SEC.		SIG.		DATE	
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EPHRAIM MOGALE LOCAL MUNICIPALITY

CHANGE MAGEMENT FORM

GENERAL INFORMATION

MACHINE NAME	
APPLICATION NAME	

TYPE OF CHANGE

UPGRADE/UPDATE	
NEW INSTALLATION	

DESCRIPTION OF CHANGE:

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AUTHORISATION OF CHANGE:

NAME AND SURNAME	
DEPARTMENT	
SIGNATURE	
DATE	

WORK PERFORMED BY:

SERVICE PROVIDER	<input type="checkbox"/>
ICT OFFICE	<input type="checkbox"/>

DATE PERFORMED:

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CHANGES CHECKED BY:

NAME AND SURNAME	
DEPARTMENT	
SIGNATURE	
DATE	

CHANGES APPROVED BY:

MANAGER: _____

DATE: _____