Province of the
EASTERN CAPE
COOPERATIVE GOVERNANCE
& TRADITIONAL AFFAIRS

PERSAL MANAGEMENT POLICY 2021

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SIGN OFF

Head of Department

This Policy on the Persal Management has been recommended by A.A. Fani in his capacity as Head of Department for Cooperative Governance and Traditional Affairs.

I am satisfied and concur with the contents of this Policy.

The development of the policy on Persal Management will ensure the department is able exercise its powers in compliance with the law and guide decision- making in the department.

Recommended	
Designation	Head of Department
Date	31 03 2024

2. Executive Authority

The Department of Cooperative Governance and Traditional Affairs has unprecedented opportunity to improve the lives of the staff by effectively rendering services that it is expected to provide. We have envisaged a Department that has the required capacity to respond adequately to challenges of its staff.

I therefore trust that the guidance from this Policy will contribute to the effective Persal Management in the department.

Signed	
Designation	MEC: Honourable X.E Nqatha of Cooperative Governance and Traditional Affairs
Date	31 03 24

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1. PREAMBLE

PERSAL is the existing Human Resources and Salary System for Government with a fully integrated Human Resources and Payroll Functionality.

2. PURPOSE OF POLICY

The purpose of this document shall provide the department with a policy to regulate and manage the usage of the PERSAL system by the user employees.

3. POLICY OBJECTIVES

The objective of this policy must be to ensure the effective and efficient management of:-

3.1 Security Access Control
3.2 Disclosure of Information from PERSAL

Source documentation is required by the user at the time of instating / approving/ authorizing of transactions on the system.

4. APPLICABILITY

The provisions of this policy document shall apply to all employees of the Department who utilizes the Persal system.

5. *DEFINITIONS AND TERMS*

Terms and definitions that will be used throughout the policy that need clarification for the reader can also include any keywords, technical terms and abbreviations that may be used in this document.

WORD	MEANING
"Authoriser"	Means the person responsible for approving a transaction using function #6.8.30 after the transaction has been approved by the reviser.
"Alphanumeric"	Means a word made up using a combination of letters of the alphabet and numbers.

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"Complete user id"	Means the ID allocated to a User, in order to log on to the mainframe which houses Persal.
"Exception reports"	Means reports which are generated programmatically by the system, and reflect those instances where records or transactions do not comply with the required data criteria of the system
"IP Address"	Means a 32-bit address used to identify a node on an IP internetwork. Each node on the IP internetwork must be assigned a unique IP address, which is made up of the network ID, plus a unique host ID. This address is typically represented with the decimal value of each octet separated by a period (for example, 192.168.7.27). The IP address can be configured either statically or dynamically through DHCP.
"PC"	Means a Personal Computer
"password"	Means a secret word a Persal User must use in order to access the Persal System.
"Persal"	Means the Personnel and Salary System in the Public Service.
"Personnel / salary controller"	Means an official who is responsible for registering and maintaining user profiles of users under his / her control.
"Persal manual"	Means a manual providing help for the day-today usage of functions on the Persal System.
"Persal number"	Means a unique system generated 8-digit number assigned to each employee who is appointed on the Persal System
"Persal User ID"	Means the ID allocated to a User, to log on to the Persal System
"Reports"	Mean management information extracted from the Persal System by means of ad-hoc or pre-programmed system reports.
"Reviser"	Means a Persal user who is responsible for checking and approving another user's work using function #6.8.20.
"Revoked"	Means that access to the Persal System has been temporarily suspended.
"SITA"	Means State Information Technology Agency
"Static IP address"	Means a fixed IP address.
"System change control (SCC)"	Means a request made by certain authorized users for changes / modifications to be made to the Persal System.
"Transmission Control Protocol / Internet Protocol (TCP/IP)	Means a set of networking protocols widely used on the Internet that provides communications across interconnected networks of computers with diverse hardware architectures and various operating systems. TCP/IP includes standards for how computers communicate and conventions for connecting networks and routing traffic.
"User"	Means any employee / official who has authority and a user ID to access the PERSAL System

6. AUTHORISATION OF MANDATE

The policy for the functional operation of Persal is mainly derived from:

6.1   Public Service Act, 1994, (Act 103 of 1994)
6.2   Public Service regulations, 2001,
6.3   South African Police Service Act, 1995
6.4   Labour Relations Act, 1995 (Act 66 of 1995)
6.5   Employment Equity Act, 1998 (Act 55 of 1998)
6.6   Parliamentary Service Act, 1974
6.7   Skills Development Act, 1998 (Act 97 of 1998)
6.8   Skills Development Levies Act, (Act 9 of 1998)
6.9   Medical Schemes Act, 1998 (Act 131 of 1998)
6.10   Short-term Insurance Act, 1998 (Act 53 of 1998)
6.11   Long-term Insurance Act, 1998
6.12   Magistrates' Courts Act, 1944 (Act 32 of 1944)
6.13   Government Employees Pensions Law, 1996
6.14   South African Qualification Authority Act, 1995
6.15   Basic Conditions of Employment Act, 1997 (Act 75 of 1997)
6.16   Public Finance Management Act, 1999 (Act 1 of 1999)
6.17   Treasury Regulations, 2005
6.18   Promotion of Access to Information Act, 2000 (Act 02 of 2000)
6.19   Protected Disclosure, 2000 (Act 26 of 2000)
6.20   Electronic Communications and Transactions Act, 2002 (Act 25 of 2002)
6.21   Unemployment Insurance 2001 (Act 63 of 2001)
6.22   Guide on the functionality of Persal to promote the optimal utilization of the system.
        <u>Directives issued by</u>:
        6.22.1   The Department of Public Service and Administration
        6.22.2   National Treasury
        6.22.3   The South African Revenue Services
        6.22.4   HR: Information Management (MIS)
        6.22.5   Traditional Leaders Framework
        6.22.6   PHOTL Legislation

7.   POLICY PROVISIONS

Since implementation, PERSAL has evolved to cater for the unique requirements of the different Government Departments / Agencies.

7.1   ACCESS CONTROL

7.1.1   The employee appointed, as Persal Controller must have extensive knowledge of the Persal system regarding its functionality and capabilities. The employee should also have thorough knowledge of the Public Service Regulatory Framework and Financial Administration policies and prescripts.

7.1.2   Once appointed as a Persal Controller, the employee must attend all Persal courses to further improve his / her knowledge of the Persal system and thus enabling him / her to provide efficient support to their users.

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7.1.3   The Persal Controller shall be responsible for the creation of Persal user IDs for the following officials / employees subject to the completion and approval of the "Registration of a Persal User ID" form (Annexure A):

    7.1.3.1   Personnel Persal Controller,
    7.1.3.2   Salary Persal Controller

7.1.4   The Personnel and the Salary Controllers, hereafter referred to as Controllers shall in turn create users in line with Personnel and Salary Functionality respectively, subject to the completion and approval of the "Registration of a Persal User ID" form (Annexure A). The original signed document must be kept in a secure location.

7.1.5   The Personnel Controller and the Salary Controller shall be responsible for creating Persal user IDs for the following users:

    7.1.5.1   All Persal Users in terms of the personnel and salary functionality on Persal and
    7.1.5.2   A contract worker, casual employee or intern employed by the department who is required to work on PERSAL.

7.1.6   The "Indemnity" form (Annexure A1) must be completed and signed in black ink by the user upon receipt of his / her user ID. By signing this document, the user acknowledges that he / she will be held liable / responsible for all transactions done using his / her user ID.

7.1.7   The "Request for additional functions" form (Annexure B) must be completed and submitted to the Personnel / Salary controller should the user require additional function(s) to be allocated.

7.1.8   The "Request to move functions" form (Annexure C) must be completed and submitted to the Personnel / Salary controller should the user require function(s) to be removed.

7.1.9   The "Request for transaction codes to authorize" form (Annexure D) must be completed and submitted to the Personnel / Salary controller should the user require to be linked to transaction codes.

7.1.10   The "Request to terminate an user" form (Annexure E) must be completed and submitted to the Personnel / Salary controller should the user be relieved of persal duties.

7.1.11   The "Request to link users to revisers" form (Annexure F) must be completed and submitted to the Personnel / Salary controller should the user be linked to one or more revisors.

7.1.12   A "Persal / Complete user ID Reset Form" (Annexure G) must be completed by the user and submitted to the Controller in order for the user ID's password to be reset.

7.1.13   Controllers must have the mandate to refuse, terminate or revoke access to persal if:

    7.1.13.1   The user does not sign the "Indemnity form;

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7.1.13.2 There is suspected misuse of the user ID;

7.1.13.3 The user ID is not utilized for a period of one month.

7.1.14 It shall be the responsibility of controllers to ensure that functions allocated to Users are directly related to Job Descriptions.

7.2 SECURITY CONTROL

7.2.1 It is a must that a user uses his / her terminal to access the Persal System, for security reasons.

7.2.2 It is the responsibility of a user to ensure that Persal system is logged off each time he / she leaves the terminal to avoid misuse of the Persal User ID.

7.2.3 The user is strictly prohibited from utilizing the User ID of another employee.

7.3 DISCLOSURE OF PERSAL INFORMATION

7.3.1 The user must keep any information obtained through the use of the Persal system confidential and take all reasonable steps and precautions to ensure that such information remains confidential and that no person or third party obtains unauthorized access thereto.

7.3.2 A third party (Financial Institution, Insurance Institution or Debt Collectors) verifying employment must provide all the information and the user must only affirm or refute the correctness of the given information.

7.3.3 The information captured and stored on the Persal system, be it an employee personal information or that of the department, will only be disclosed to an employee or a third party who has the necessary authority to receive such information in terms of departmental delegations, a court order or any relevant legislation (including but not limited to, the Public Audit Act No. 25 of 2004 and the Income Tax Act No. 58 of 1962).

8. ROLES AND RESPONSIBILITIES

8.1 PERSAL electronically interfaces with different financial systems that are in use in Government e.g. financial institutions, pension funds and medical schemes. The normal day to day operation of the system must be the responsibility of the Department of Cooperative Governance and Traditional Affairs.

8.2 The Provincial Treasury must be the coordinator of provincial activities while National Treasury is responsible for the maintenance of the system and enhancements. In this department Persal queries need to be logged with the Personnel / Salary Controller or directly with the Persal Controller.

8.3 The effective and efficient utilization of the PERSAL system must be dependent on the following role players as reflected below:

8.3.1 PERSAL USER

Processes transactions with regards to:-

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8.3.1.1 Processes transactions with regard to:-

      8.3.1.1.1 Organisational Development (organization & establishment)
      8.3.1.1.2 Personnel Administration
      8.3.1.1.3 Salary Administration
      8.3.1.1.4 Labour Relations
      8.3.1.1.5 Human Resource Development and
      8.3.1.1.6 Employee Wellness.

8.3.1.2 A user may only instate a transaction based on relevant source documentation

8.3.1.3 Ensure that the data captured on Persal is accurate and complete

8.3.1.4 Correction / removal of exceptions on the system as advised by the supervisor

8.3.1.5 Subjects himself / herself to on-going in-house training and self-development.

8.3.2 PERSAL REVISER / AUTHORISER

8.3.2.1 Approves suspense file transactions in terms of delegations and Public Service Directives and / or internal departmental policies;

8.3.2.2 A reviser / authorizer may only approve or authorize a transaction based on relevant source documentation;

8.3.2.3 Implements measures to ensure the updating and maintenance of the data (with reference to faulty / rejected transactions) to ensure credible and reliable information;

8.3.2.4 Subjects himself / herself to on-going in-house training and self-development.

8.3.2.5 Promote compliance with the National Minimum Information Requirements (NMIR);

8.3.2.6 Extracts reports to monitor transactions awaiting approval / authorization in respect of distributions under his / her control, at least a day before the salary run.

8.3.3 CONTROLLERS (Personnel and Salary)

8.3.3.1 Directors Persal in his / her respective Unit;

8.3.3.2 Registers and maintain user profiles for users and allocates specific functions in relation to their job description;

8.3.3.3 Allocates revisers to users as required;

8.3.3.4 Links authorizers to relevant transaction code;

8.3.3.5 Monitor the interaction between the users and revisers;

8.3.3.6 Accounts for effective utilization of the Persal System;

8.3.3.7 Attend the Persal Controllers' Forum and ensures issues discussed are followed-up or relayed to users under his / her control;

8.3.3.8 Extracts reports to monitor faulty, rejected transactions and transactions awaiting approval / authorization in respect of distributions under his / her control, on a daily basis;

8.3.3.9 Ensures that exceptions are verified, investigated and followed by corrective action at all times;

8.3.3.10 Evaluates and recommends to the Persal Controller changes to the system in line with departmental policies / procedures;

8.3.3.11 Interacts with the BAS Controller to ensure proper interaction and maintain and implement changes;

8.3.3.12 Provides continuous support, guidance and training to all Persal role players within the department; and

8.3.3.13 Subjects himself / herself to on-going in-house training and self-development.

8.3.4 PERSAL CONTROLLER

8.3.4.1 Acts as a supervisor of the Personnel and Salary Controllers;

8.3.4.2 Overall managerial responsibility for the technical, system support, user support and Persal training.

8.3.4.3 Responsible for the orientation of all users of the system;

8.3.4.4 Responsible for the creation and maintenance of codes on the departmental code file;

8.3.4.5 Managers and controls Persal circulars and messages and bring important issues to the attention of all users in the department;

8.3.4.6 Monitors and ensures the effective use of the Persal system.

8.3.4.7 Ensure PERSAL supports the personnel and salary management requirements of the department;

8.3.4.8 Manage information including monitoring and data compliance;

8.3.4.9 Manage the provision of information and statistics to appropriate parties;

8.3.4.10 Ensure compliance with the "PERSAL User Policy"; and

8.3.4.11 Subjects him / herself to on-going in-house training and self-development;

8.3.4.12 Ensures professional effective and efficient interaction between the department and the user support (Logik) at National Treasury.

8.3.5 DIRECTOR (SENIOR MANAGER): HUMAN RESOURCE MANAGEMENT

8.3.5.1 Acts as a supervisor of the Persal Controller;

8.3.5.2 Acts as a Persal Advisor to the department;

8.3.5.3 Shall facilitate the handing over of responsibilities to the Acting Controller in the absence of the Persal Controller.

9. SEGREGATION OF DUTIES

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9.1 Persal Controllers shall be prohibited from participating in any transactional processing or authorization.

9.2 Users must only gain access to functions that are linked to posts they occupy and will only have access to either transactional processing or authorization.

9.3 When a Personnel / Salary controller cannot perform his / her responsibilities the Persal Controller shall assign responsibilities to another controller after the completion of the handing over certificate.

9.4 When a Persal Controller cannot perform his / her responsibilities the responsibilities must be assigned to either a Personnel / Salary Controller by completing and signing the prescribed system handing over certificate, after ensuring that all previous activities have been signed off as complete or is comprehensively documented for future completion by the employee relieving that Persal Controller. Only the supervisor (Director: Human Resource Management) of the Persal Controller will approve the designation of acting Persal Controller.

9.5 Should a Persal Controller become sick and the required handing over certificate cannot be completed, the Director: Human Resource Management shall certify accordingly and request the help Desk to facilitate the handing over.

10. MONITORING AND EVALUATION OF THE POLICY

Human Resource Management must vigorously monitor the implementation of this policy and will submit a report to the Chief Director: Corporate Services for submission to the Head of Department of the Department.

11. NON-COMPLIANCE

11.1 Where the Senior Director: Human Resource Management, the Persal Controller, the Personnel Controller, the Salary Controller and the Users are found to have infringed on the requirements of this policy, disciplinary action shall be considered in accordance with the Code of Conduct.

11.2 The Head of Department or the delegated official must ensure that the disciplinary action is taken within a reasonable period after an incident has been reported.

12. COMMUNICATION / EDUCATION OF THE POLICY

The Persal Management Policy must be communicated to all the users of the Persal System through workgroup contact sessions and workshops.

13. REVIEW OF THE POLICY

The policy will be reviewed after three (3) years. It is the responsibility of the Director: HRM to review the Policy.

14. DATE OF EFFECT AND APPROVAL

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Persal Management Policy is the official document of the Department of Cooperative Governance and Traditional Affairs recommended by the Head of Department and approved by the Executing Authority and will become official from the date of it is signed.

15.   VERSION CONTROL AND CHANGE HISTORY

Version Control	Date Effective	Approved By	Amendment

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Start from	YYMMDD (The date the policy takes effect)	Full Names & Title	
2011	2011/03/22	Mlibo Qoboshiyane (MEC)	
2012		Mlibo Qoboshiyane (MEC)	**Security Control:** It is the responsibility of a user to ensure that Persal system is logged off each time he / she leaves the terminal to avoid misuse of the Persal User ID. The user is strictly prohibited from utilizing the User ID of another employee. **Disclosure of Persal Information:** The information captured and stored on the Persal system, be it an employee personal information or that of the department, will only be disclosed to an employee or a third party who has the necessary authority to receive such information in terms of departmental delegations, a court order or any relevant legislation (including but not limited to, the Public Audit Act No. 25 of and the Income Tax Act No. 58 of 1962). Senior Manager HRM Acts as a supervisor of the Persal controller; as well as a Persal Advisor to the department.
2021		X.E. Nqatha	

ANNEXURES

Annexure A	:	Registration of a Persal User
Annexure A1	:	Indemnity form

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Annexure B	:	Request for additional functions
Annexure C	:	Request to remove functions
Annexure D	:	Request for transaction codes to authorize
Annexure E	:	Terminate a user on the system
Annexure F	:	Request to link users to revisers
Annexure G	:	Reset of Revoked User password
Annexure H	:	Procedure manual

PROCEDURE FOR IMPLEMENTING PERSAL POLICY

STEP 1: Provision for Procedure

1.1 Queries need to be logged with the Personnel, Salary Controller's or directly to the designated official.

1.2 No Persal enquiries should be made directly with Provincial and or National Help Desk by the users.

STEP 2: Application for User Access

2.1 A written request for User Access is done by the supervisor and submitted to Persal Management.

2.2 Attached to the request is the work plan for the prospective user, the names and persal numbers of the users who will be revising and authorizing the work of the applicant.

2.3 Persal Management furnishes the requesting official with the User Profile Maintenance Form (Annexure A) together with the menu of Persal Functions and advises where necessary on the functions to be allocated.

2.4 The applicant fills the Persal User Profile Maintenance Form and the menu of Persal functions indicating functions required.

2.5 The application is then submitted to the Director : Human Resource Management, also referred to as the designated employee, for approval after it has been signed by the Supervisor.

2.6 The Director : Human Resource Management assesses if the functions requested are in line with the duties of the applicant and the approval is granted and the form is referred to Persal Management for processing.

2.7 The Persal Manager assigns the Personnel / Salary Controller to create the user profile in the Persal System.

STEP 3: Amendment of User Profile

3.1 The User gets the Persal User Maintenance Form from Persal Management, fills it and submits it to the Supervisor for recommendation.

3.2 The form then forwarded to the Director : Human Resource Management for approval.

3.3 The Director forwards the form to Persal Management for processing.

STEP 4: Termination of the User Profile

4.1 The User Supervisor advises the Director : Human Resource Management about the change of the Work Station of the User or services of the User being terminated.

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4.2 Upon receipt of the advise the Director instructs Persal Management to terminate the User Profile.

4.3 The Personnel / Salary Controller to terminate the User Profile if it has not been active for three months.

STEP 5: **Re-set of the revoked User id**

Persal System revokes the User id after three unsuccessful attempts or when the User id has been inactive for 30 days and will be reset then:

5.1 A reset form (Annexure B) has been submitted to Persal Management.

5.2 Persal Management faxes or forwards a copy of the reset form to Provincial Persal Help Desk for them to reset the Complete User id.

5.3 Persal Management will then reset the Persal id and ensures if the User has access to the persal system.

STEP 6: **Hand over during leave of Absence**

Reviser, Authoriser and Controllers have to be do hand over of functions, for security reasons, to the next person during leave of absence by:

6.1 Ensuring that all transactions on the suspect file are cleared before the leave of absence commences.

6.2 A Hand-over Certificate (Annexure) is filled on Section A by the Persal Controller or Personnel / Salary Controller.

6.3 The relief official and the witness (supervisor) will fill Section B of the relief certificate.

6.4 The original copy of the certificate is filled in the User Profile of the relief official and the copy is filled in the User Profile of the vacating official.

PERSAL USER ACCESS REVIEWS

User access reviews must be performed twice a year as follows:

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1. The Director – Human Resource Management writes a memorandum to all users making them aware about the reviews of access to Persal.

2. After the memorandum has been received from the Director, copies are made for each user and the controller requests Access Control Report 6.3.7 choice 3 i.e. Functions per user for Users under his / her control.

3. Copies of the memorandum and User Access review Questionnaires are attached to the users' report and distributed to users for verification of functions, revisers and or transaction codes.

4. The users makes note of the functions, revisers and or transaction codes to be added or removed on the User Access Review Questionnaire and re-submit it to his or her responsible controller within five (5) working days.

5. The controllers verifies the relevance of the request with the responsibilities of the requesting user and if satisfied, update the user's profile.

6. A report is then drawn by the Persal Controller for the attention of the Director – Human Resource Management giving details of changes effected on the profiles per each work-group.