Province of the
EASTERN CAPE
COOPERATIVE GOVERNANCE
& TRADITIONAL AFFAIRS

ICT ACCEPTABLE USE POLICY

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Document Number	2
Document Name	ICT Acceptable Use Policy
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Date of Approval	
Date Last Amended	31 January 2017
Date For Next Review	April 2027
Related Policies	Internet and Email Use Policy

SIGN OFF

Head of Department

This Policy has been recommended by Mr. AA Fani in my capacity as Head of Department of Department Cooperative Governance and Traditional Affairs.

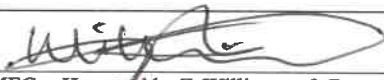I am satisfied and concur with the contents of this Policy.

The development of the policy on ICT Acceptable Use will ensure the department is able to exercise its powers in compliance with the law and guide decision making in the department.

Signed	
Designation	Mr. A.A Fani, Head of Department: Cooperative Governance and Traditional Affairs
Date	13 09 2022

Executive Authority

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

I therefore trust that guidance from this ICT Acceptable Use Policy will contribute to the effective utilization of the policy by the staff of the department.

Signed	
Designation	MEC: Honourable Z Williams of Cooperative Governance and Traditional Affairs
Date	19 09 2022

1. CONTENTS

1. PREAMBLE

The Department of Cooperative Governance and Traditional Affairs seeks to ensure responsible and ethical use of ICT resources by all computer users, thereby ensuring that Department's resources are utilised only for intended official purpose.

2. PURPOSE OF POLICY

I.   To inform all computer users about their roles and responsibilities relating to the provision, use, care and replacement of computing equipment and facilities provided by the Department.

II. To ensure that ICT resources allocated are utilised to enhance service delivery, increase productivity and improve the cost effectiveness of processes in the Department.

3. POLICY OBJECTIVES

I.   The Department aims to ensure that rights and responsibilities connected to computer usage are not violated.

II. The use of ICT services should always be legal and ethical; and reflect professionalism, honesty and integrity.

III. Usage should also preserve respect for intellectual property; ownership of data; system security mechanisms; and individuals' rights to privacy and to freedom from intimidation, harassment, and unwarranted annoyance.

4. DEFINITIONS

Word/Terminology	Definitions (with examples if required)
DGITO	Departmental Government Information Technology Office
LAN/s	Local area network/s
ICT	Information Communication Technology
CoGTA EC/ the Department	Department of Cooperative Governance and Traditional Affairs
Computer	Refers to both laptop and desktop
Computer users	All persons who are employees, contractors, interns, secondments or visitors with authorised access to Departmental computing facilities.
Computing Facilities	Computer hardware, software and accessories owned or operated by CoGTA EC
SCM Unit	Supply Chain Management Unit
PCs	Personal Computers
CPU	Central Processing Unit
SAPS	South African Police Service
E-mail	Electronic mail

5. APPLICATION AND SCOPE

This policy is applicable to the following employees of the department of Cooperative Governance and Traditional Affairs: -

(a) Those employees who are employed in terms of the Public Service Act, 1994,

(b) Those employees who are employed in terms of the Ministerial Handbook,

(c) Those who are deemed Public Office Bearers and

(d) any person employed by the department in a temporary or contractual capacity

6. LEGISLATIVE FRAMEWORK

I. Constitution of the Republic of South Africa, 1996
II. State Information Technology Act (Act no 88 of 1998)
III. Department of Cooperative Governance and Traditional Affairs Asset Management Policy
IV. Electronic Communications and Transactions Act of 2002
V. Electronic Communications Act of 2005
VI. Public Finance Management Act of 1999
VII. Public Service Act (Act no 103 of 1994)
VIII. Public Service Regulations of 2016

7. CONSULTATION PROCESS WITH STAKEHOLDERS

The Departmental Senior Management Service members have been consulted for inputs during the review of this policy.

8. POLICY PRINCIPLES INHERENT IN THE ICT ACCEPTABLE USE POLICY

I. TRANSPARENCY

This policy will be made available to all computer users within the Department.

II. PARTICIPATION

All computer users of the Department including contract workers, interns, seconded workers, service providers will be required to adhere to the content of this policy

III. ACCOUNTABILITY

Everyone who has been entrusted with an ICT asset or resource will be required to account for non-adherence to the provisions of this policy.

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9. POLICY STATEMENT

The Department of Cooperative Governance and Traditional Affairs is committed to ensure that employees are provided with the necessary resources needed to fulfil work responsibilities in line with the strategic and operational objective of the Department. Employees are therefore charged with the responsibility of ensuring that resources entrusted to them are handled in a responsible manner.

10. POLICY CONTENT

10.1. ISSUING OF COMPUTER EQUIPMENT

I. The issuing of computers to personnel in the Department is based on work responsibilities as well the position of the official.

II. All personnel at Assistant Director Level upwards, i.e. level 09, shall be issued with a laptop once they join the Department or are promoted to that level.

III. Applications for laptops from employees below level 09 will be approved only if the official is a field worker and such a claim must be supported by a motivation signed by the Programme Manager and a copy of Work Plan Agreement. The allocation will be made possible depending on the availability of laptops.

IV. In exceptional cases where laptops are required, applications supported by a motivation and a copy of Work Plan Agreement must be approved by the Head of Department. The allocation will be made possible depending on the availability of laptops.

V. Technical staff within DGITO shall be allocated with laptop computers regardless of level.

VI. Pool laptops can be borrowed from DGITO for specified period by employees undertaking specific projects or tasks.

VII. Depending on the availability, the memory sticks shall be issued to all computer users in the department and replaced after 3 years. If a memory stick becomes faulty before the end of that period, DGITO shall only replace it if the faulty one is brought back.

VIII. In cases where standard equipment does not meet a specific requirement, such as a requirement for a specific hardware/software platform due to disability or some other justifiable reason, exceptions to the standard specification must be

sufficiently motivated by the user and the supervisor; and are granted depending on the merit of the case by the Head of Department. The allocation shall be made possible depending on the availability of funds.

10.2. RETURNING OF COMPUTING EQUIPMENT

I.   Employees leaving the department under any circumstance (e.g. retirement, resignation, transfer, end of contract, dismissal, abscondment or death etc.) must return all ICT assets allocated to them by the Department.

II. Supervisors must assist in ensuring that officials who report to them return all ICT assets before last day of duty in the Department.

III. Not returning the Department computing equipment constitutes theft.

10.3. REPLACEMENT OF DESKTOPS AND LAPTOPS

I.   Desktops and laptops will be replaced once every four years. This cycle may not be strictly observed as procurement of computers is dependent on availability of funds.

II. In cases whereby an asset is damaged and has been found to be uneconomical to repair or cannot be repaired through warranty, the user will be allocated another computer.

10.4. LOST, STOLEN OR DAMAGED COMPUTER EQUIPMENT

I.   Any damaged, stolen or lost computer equipment must be reported to the nearest SAPS office within 24hrs of discovery.

II. A user must submit a detailed report stipulating how the computer equipment got damaged, stolen or lost to DGITO office including the Police case number and affidavit.

III. DGITO office must submit the detailed report to the Security Management Directorate to be properly investigated and Asset Management Unit for updating the asset register.

IV.   In the case of damaged computer equipment, the user must bring the equipment to DGITO office for assessment and must be accompanied by a written report.

V.   Should it be established that the loss or damaged occurred as a result of negligence or misuse by the user responsible for that asset, the cost of the asset as reflected in the asset register should be recovered from that user.

10.5. SOFTWARE

I.   Only authorised software shall be used on the Departmental computing equipment.

II.   Users are not allowed to install or remove any software on departmental computing equipment.

III.   Users discovering software that has been installed in an unsolicited manner are encouraged to inform DGITO.

IV.   Unauthorised copying of licensed computer software by employees is a criminal act, and the Department therefore prohibits the unauthorised copying and installation of such software.

10.6. HARDWARE

I.   Removal of any component of hardware from a computing equipment is regarded as destruction of Departmental property.

II.   Installation of any hardware component not issued by the department with the purpose of upgrading or replacing a component is prohibited as this invalidates any warranty associated with the asset.

III.   Removal of any manufacturer, supplier or departmental identifying asset tags or serial number stickers attached to any ICT hardware component is prohibited.

10.7. COMPUTING EQUIPMENT HANDLING

I.   To avoid damage, eating or drinking near a computing facilities is prohibited.

II.   Reasonable precaution must be taken to ensure that computer equipment is stored securely.

III.   Each laptop is supplied with a security chain with which it must be secured at all times to eliminate theft and losses.

IV.   The office must be locked every time the user leaves, even if it is for a few minutes, to guard against theft.

V.   Users are responsible to ensure that laptops and any other computer equipment are secure in and outside the office.

VI.   When leaving your parked vehicle, always double check that your vehicle is locked by testing all doors after pressing the immobilizer button to avoid your vehicle being car-jammed to eliminate theft and losses.

VII.   The responsibility for the safeguarding of the laptops and any other computer equipment vests with each user to whom the assets have been allocated.

10.8. VIRUS PROTECTION

I.   Anti-virus software is loaded on all computers and is updated daily via the network.

II.   Anti-virus software must not be uninstalled or deactivated by users.

III. Users must not intentionally access or transmit computer viruses or similar malicious software.

IV. Files and data from external sources (Contractors or Service Providers) intended to be run on Departmental equipment must be checked for viruses before use.

V. Where a user suspects a virus infection on a computer, DGITO technical support should be contacted immediately.

10.9. INFORMATION SECURITY MEASURES

DGITO is responsible for ensuring that the data stored on the departmental servers is kept secure. To ensure the confidentiality, integrity, and availability of Personal Information under its control, the Department has put in place information security measures:

- SITA Firewalls
- Virus and Spyware protection software and update protocols
- Logical and physical access control;
- Data backup controls

The Department uses the Personal Information under its care in the following ways:
- Manage and issue laptops
- Manage user account (password resets, user account creation, modify user accounts)
- Backup and restoration of user data

The Department can disclose Personal Information to anyone to whom it has delegated or transferred any of its rights or obligations under any arrangement, as well as to service providers that provide the following services:

- Capturing and organising of data;
- Storing of data;
- Sending of emails and other correspondence to stakeholders;
- Investigating abnormal system behaviour

11. ENFORCEMENT PROCEDURES

- Implementation of group policies

12. MONITORING AND EVALUATION OF THE IMPLEMENTATION OF THE POLICY

DGITO will report any challenges that arise in the implementation of this policy to the ICT Steering Committee.

13. COMMUNICATION / EDUCATION OF THE POLICY

The Policy will be communicated to Departmental employees through induction workshops / policy rollout sessions, internal news bulletin and be made available on the departmental intranet for sharing information.

14. DISPUTE RESOLUTION MECHANISM

In the event of disputes arising out of this policy, such disputes will be dealt with in terms of the grievance procedure and labour legislation applicable in the Public Service.

15. APPROVAL OF THE POLICY

The policy will be approved by Member of Executive Council (MEC) on the recommendation of the Head of Department.

16. REVIEW OF THE POLICY

This policy will be reviewed on every fifth year from the date of approval and/or when there are changes in legislation or the operating environment.

17. VERSION CONTROL AND CHANGE HISTORY

Version Control	Date Effective	Approved By	Amendment
Start from	YYMMDD (the date the policy takes effect	Contact person – full name & title.	Include any superseded procedures and what the amendment is to the document.
2013		Mlibo Qhoboshiyane (MEC)	
2016		F.D. Xasa	The following sections of the policy have changed since the review of this policy: 10.1 (I); (III); (VII) ; 10.2 (II) ; 10.3 (I) 10.4 (III) ; 10.7 (I); (III); (VI)
2022		Honourable Z Williams (MEC)	The following sections of the policy have changed since the review of this policy: 10.1 (III); (IV) ;(VII) ; (VIII); added 10.7 (VI); added 10.9; 11; 13

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