Province of the
EASTERN CAPE
COOPERATIVE GOVERNANCE
& TRADITIONAL AFFAIRS

STANDARD OPERATING PROCEDURE
FOR USER ACCOUNT CREATION, DELETION AND AMENDMENT

CHIEF DIRECTORATE CORPORATE SERVICES
DIRECTORATE DGITO
SOP NUMBER 001

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1. DEFINITION AND ACRONYMS

This session explains the meaning of terminology and abbreviations that are used throughout this document. The words that people reading this SOP would not generally know and that would require clarification.

Term / Acronym	Definition
SOP	Standard Operating Procedure
AD	Active Directory
DGITO	Departmental Information Technology Office
ICT	Information Communication Technology
User Account	an agreement allowing a person to use a particular computer network or system
ECCOGTA	Eastern Cape Department of Cooperative Governance and Traditional Affairs

2. PURPOSE OF THE SOP

2.1 To guide and standardize working procedures for creating, deleting and amending user account in ECCOGTA network.

2.2 To define expected practices to be followed when creating, deleting and amending user account in departmental network in order to ensure consistency and reliability.

2.3 To mitigate unauthorised actions in the network of the department.

3. SCOPE OF APPLICABILITY

This SOP is applicable to all the employees of the Department of Cooperative Governance and Traditional Affairs including contract workers, visitors, consultants, interns, service providers and everyone that will be using departmental network and systems.

4. RESPONSIBILITY

4.1 Division: Information management Services (DGITO)

4.1.1 The Network Administrator will be responsible for the creation, deletion and amendment of user accounts in departmental network.

4.1.2 Support Technicians will be granted limited administrative rights to reset user account passwords for the departmental network and join computers to the domain.

4.1.3 LAN / Desktop Technician will also assist the Network Administrator with Active Directory account creation, deletion and amendments.

4.1.4 DGITO has the responsibility to ensure that this SOP is understood by all departmental employees and appropriate personnel are trained on the SOP.

4.2 Employees

4.2.1 All ECCOGTA employees must adhere to this SOP.

5. PROCEDURE

5.1 User Account Creation

Step 1: Write a Memorandum to Office of the Director DGITO

1. All requests pertaining to account creation for new employee must be communicated in a written internal memorandum to office of the Director DGITO by the respective Line Manager.
2. All such requests must be accompanied by the corresponding approved user registration form (included on page 8 of this document and the departmental Intranet).
3. Upon submission of the documents to office of the Director DGITO the Applicant or Line Manager will sign the request register to confirm that DGITO has received the request.

Step 2: Submission of Initiated Request to ICT Operations

1. The head of ICT Operations will receive the initiated application from the Director of DGITO.
2. The head of ICT Operations will analyse and acknowledge the receipt of the request.

Step 3: Creation of New User Account on AD

1. The Network Administrator will receive the instruction from the head of ICT Operations to effect the request.
2. Thereof, the Network Administrator will action the request and create the user on the department network and also grant all the appropriate user access rights or permissions as per the request.

Step 3: Sign-off

1. Once the new user account has been created on the departmental network, the Network Administration will inform the user about the login credentials and close the request.

5.2 User Account Modification

1. All requests for user account amendments (change of names, internal transfer, promotion, secondment, reinstatement, access rights) must be accompanied by the

corresponding user modification form (included on pages 9 of this document and the departmental Intranet).

2. All such requests must be authorized and approved by the respective Line Manager and Director of the Applicant.

3. The user modification form must be submitted to office of the Director DGITO.

4. Office of the Director DGITO will inform the head of ICT Operations, subsequently ICT Operations will analyse and verify the authenticity of the request before undertaking actions.

5. Thereafter, head of ICT Operations will task Network Administrator to embark on the request and modify the user account as per the request.

6. Once the account is modified the Network Administrator will inform the Applicant and sign-off the application.

5.3 User Account Deletion

1. All requests relating to termination or deletion of a user account must be communicated to Office of the Director DGITO by the respective Line Manager.

2. All such requests must be authorized and approved by Line Manager and Director and submitted with the corresponding user termination form (included on page 10 of this document and departmental Intranet).

3. Office of the Director DGITO will receive Clearance Certificate from HRD and wait for 90 days before deleting account from departmental network.

6. REVIEW AND REVISION

In order to ensure that this SOP is still aligned with ICT policies and procedures will be reviewed when there are modifications that needs to be updated.

7. CONTINGENCIES

If it happens that this SOP cannot be followed it will cause delays to the creation of new user account on the department network.

B2B
BACK TO BASICS

8. REFERENCES

ICT Policies

9. ANNEXURE/ ATTACHMENTS
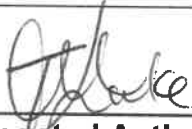
User Registration Form
User Modification Form
User Termination Form

10. HISTORY OF CHANGE

No trail of changes in the interim, this is the first version of the SOP Creation, Modification, Deletion of User Account.

11. SIGN OFF

CERTIFICATION OF DUE PROCESS:			
Prepared by: _Akhona Fana_ **Name**		**Signature**	06-11-2019 **Date**
Certified by: _Sisanda Brukwe_ **Name**		**Signature**	06/11/2019 **Date**
Approval of SOP:		**Delegated Authority**	11/11/2019 **Date**
Approval date		**Commencement date**	**Review date**

REVISION HISTORY				
Revision Ref No.	**Approved/ Rescinded**	**Date**	**Authority**	**Resolution Number or Minutes Reference**

B2B
BACK TO BASICS

USER REGISTRATION FORM

1. Applicant *(This section must be completed by the applicant and signed by the supervisor and the Senior Manager /GM or SG)*

1.1 Requested by (Surname and First Names)

1.4 Applicant Directorate/ Sub Directorate

1.2 Applicant Persal Number

1.5 Applicant Signature: **Date:**

1.3 Applicant Contact Details

1.3.1 Phone

1.6 Applicant Supervisor

Surname & Initial:	Signature:	Date:

1.3.2 Room Number:

1.7 SMS/GM/SG

1.3.3 Cell

Surname & Initial:	Signature:	Date:

1.3.4 Job Title

2. USER *RIGHTS* / PERMISSIONS

Please provide a brief description of the user rights or permission that the applicant requires.

BAS:

PERSA

OFFICE USE ONLY

Date received	Passport Sized Photo Attached
D D M M Y Y Y Y	☐

APPLICATION SIGN-OFF

DGITO	Comment:	Date:
(Signature)		

Please Read: The original signed request must be submitted to the office of the DGITO, 1st floor, West Wing of this department. Should you have any problems with the completion of this request, feel free to contact the IT helpdesk on extension 5444 or 5372

USER MODIFICATION FORM

2. Applicant *(This section must be completed by the applicant and signed by the supervisor and the Senior Manager /GM or SG)*

2.1 Requested by (Surname and First Names)

2.4 Applicant Directorate/ Sub Directorate

2.2 Applicant Persal Number

2.5 Applicant Signature: Date:

2.3 Applicant Contact Details

2.3.1 Phone

2.6 Applicant Supervisor

2.3.2 Room Number

Surname & Initial:	Signature:	Date:

2.7 SMS/GM/SG

2.3.3 Cell

2.3.4 Job Title

Surname & Initial:	Signature:	Date:

3. REASON FOR MODIFICATION

Please select an option of the reason for modification and provide a brief description of the change that needs to be effected.

Change of Surname /Name: ☐   Internal Transfer: ☐   Promotion: ☐   Secondment: ☐   Reinstatement: ☐

OFFICE USE ONLY

Date received	Passport Sized Photo Attached
D D M M Y Y Y Y	☐

APPLICATION SIGN-OFF

DGITO	Comment:	Date:
(Signature)		

Please Read: The original signed request must be submitted to the office of the DGITO, 1st floor, West Wing of this department. Should you have any problems with the completion of this request, feel free to contact the IT helpdesk on extension 5444 or 5372

USER TERMINATION FORM

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2. User *(This section must be completed by Helpdesk and signed by the line manager and the DGITO Senior Manager/GM or SG)*

2.1 Username (Surname and First Names)

2.2 User's Persal Number

2.3 User's Contact Details

2.3.1 Phone

2.3.2 Room Number

2.3.3 Cell

2.3.4 Job Title

2.4 Line Manager

Surname & Initial:	Signature:	Date:

2.5 SMS/GM/SG

Surname & Initial:	Signature:	Date:

3. REASON FOR TERMINATION

OFFICE USE ONLY

Date received

D	D	M	M	Y	Y	Y	Y

APPLICATION SIGN-OFF

DGITO	Comment:	Date:
(Signature)		

Please Read: The original signed request must be submitted to the office of the DGITO, 1st floor, West Wing of this department. Should you have any problems with the completion of this request, feel free to contact the IT helpdesk on extension 5444 or 5372