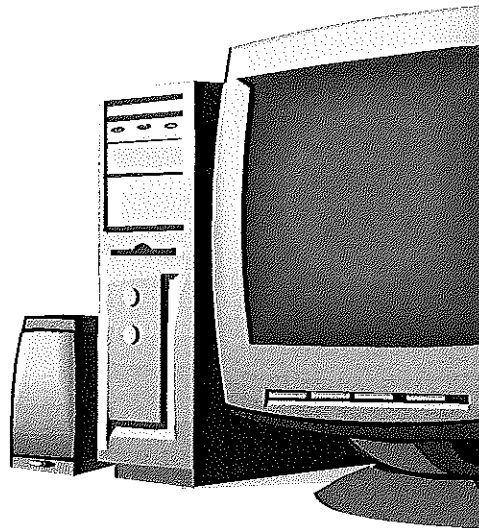




2013

KANNALAND MUNICIPALITY INFORMATION AND COMMUNICATION TECHNOLOGY POLICY



REANDRO MEYERS

KANNALAND MUNICIPALITY

7/30/2013

IT001 - IT User Security Policy

User Responsibilities

These guidelines are intended to help you make the best use of the computer resources at your disposal. You should understand the following.

1. You are individually responsible for protecting the data and information in your hands. Security is everyone's responsibility.
 2. Recognise which data is sensitive. If you do not know or are not sure, ask.
 3. Even though you cannot touch it, information is an asset, sometimes a priceless asset.
 4. Use the resources at your disposal only for the benefit of the Organisation.
 5. Understand that you are accountable for what you do on the system.
 6. If you observe anything unusual, tell your supervisor.
-

When using the Organisation's computer systems you should comply with the following guidelines.

DO

7. Do choose a password that would be hard to guess 8 characters long including special characters.
8. Do change passwords before the last day of every month as it will laps on the last day of the month.
9. Do log off or lock your PC before you leave your workstation. This is important if you are working on sensitive information or leaving your workstation for any length of time.
10. Do ask people their business in your area, if they look as though they do not belong there.
11. Do protect equipment from theft and keep it away from food and drinks.
12. Do ensure that all important data is backed up regularly. Liase with the I.T. Department if you require assistance.
13. Do make sure that on every occasion floppy disks, CD's, DVD's and USB sticks are brought in to the Organisation that they are checked for viruses before use.
14. Do inform the I.T. Department immediately if you think that your workstation may have a virus.

DO NOT

15. Do not write down your password.
16. Do not share or disclose your password.
17. Do not give others the opportunity to look over your shoulder if you are working on something sensitive.
18. Do not use shareware (software downloaded from the Internet or on PC magazine covers).
19. Do not duplicate or copy software.
20. Do not install any software on your machine or alter its configuration, this work may only be undertaken by the I.T. Department.

Please note the following

- ✓ Your PC will be audited periodically.
- ✓ Logins to, and use of the Organisation's network are monitored and audited.
- ✓ All information remains the property of KANNALAND MUNICIPALITY

Failure to comply with the organisation's security policy may lead to disciplinary action.

Name: _____ Date: _____

Sign: _____

IT001 – IT USER POLICY

KANNALAND MUNICIPALITY PROCEDURE

NO. IT-002



Prepared by : R. Meyers

Approved by Municipal Manager : M. Hoogbaard

Date :

Recipients of this procedure must implement it, or have it implemented by colleagues, with effect from the date of approval.

SUBJECT: GUIDELINES FOR THE USE OF KANNALAND MUNICIPALITY INTERNET FACILITIES

Introduction

The Internet is a rapidly growing and important resource for KANNALAND MUNICIPALITY. Effective use of the Internet can provide a competitive advantage to us in the form of new business opportunities, information gathering, and improved external communications. The KANNALAND MUNICIPALITY Internet presence is a reflection of our corporate image, and this must be considered in all our Internet activities.

This guideline describes the basic Internet usage and security measures all KANNALAND MUNICIPALITY employees are required to follow. This includes employees of wholly owned subsidiaries, KANNALAND MUNICIPALITY contractors, and others authorised by KANNALAND MUNICIPALITY management to use KANNALAND MUNICIPALITY internal computer systems.

Internet access includes, but is not limited to: viewing web sites, sending and receiving electronic mail, transmitting or receiving files, and running Internet applications.

Non-compliance with the principles described in this document may result in disciplinary action in terms of the applicable disciplinary procedures, including dismissal.

Security

As we use the Internet to connect with our customers, suppliers and other organisations, it is important to remember the following points:

- The Internet is used by millions of people worldwide. Not all Internet users have KANNALAND MUNICIPALITY best interests in mind.
- You should presume that any unprotected information sent across the Internet would be read by a number of unknown people.

KANNALAND MUNICIPALITY information, computing assets, and corporate image on the Internet are important, and as a result, must be protected from loss or damage.

Internet Access Application

Applications for Internet access are routed through the HOD, who will send it to one of the IT Manager or the Municipal Manager for final approval. Approved document is sent back to the IT Manager and the Internet Access register is updated accordingly. The ICT Department will set up the Internet access for the user.

Establishing New Internet Services

Connecting KANNALAND MUNICIPALITY systems and networks to the Internet can present a very serious risk to KANNALAND MUNICIPALITY. The technology involved in establishing a new Internet connection, a new Internet gateway/firewall, or a new Internet server is relatively simple.

However, the technical and administrative controls necessary to protect that service against highly skilled Internet hackers can be very complicated and labour intensive. It is possible to expose the entire KANNALAND MUNICIPALITY network, the systems and data on it, without even knowing you are doing so.

Protecting Classified Information

The primary requirement for protecting KANNALAND MUNICIPALITY confidential information is that access to it may only be given to people who have a business need to know the information.

If you receive another company's classified data from the Internet, you must comply with that company's instructions for protecting the data. Any questions concerning protection of the information should be discussed with your manager.

Harmful Code

Be aware that there are potential dangers in accepting programs or viewing data from unknown sources on the Internet.

A "computer virus" is a program designed to copy itself into other programs. The virus may also be designed to cause the loss or alteration of data on a computer, or in extreme cases, to disable a computer completely. The virus is activated when the program "infected" by it is executed on a computer.

Be alert to the potential dangers of accepting programs from public sources such as bulletin boards and conferences, or unsolicited software. Do not execute a program if you are uncertain of expected results or do not know the source of the program. If a virus infects programs on your machine, report the virus infection immediately.

Other forms of harmful code can act in a similar way to a computer virus, but are not transmitted by copying and executing infected programs. Simply viewing a web site that contains maliciously programmed applets or Java script activates these newer forms of attack.

Web sites established by individuals (rather than by companies), and web sites established by organisations with questionable ethics, are prime candidates for hosting harmful code. You should avoid these sites whenever possible.

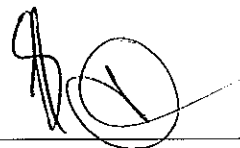
Business Use

KANNALAND MUNICIPALITY internal computer systems, workstations, and networks are only to be used for conducting KANNALAND MUNICIPALITY business or for purposes authorised by KANNALAND MUNICIPALITY management. Use is subject to audit at any time by KANNALAND MUNICIPALITY management.

Conduct

When accessing the Internet from a semos-sadiola.com address designation:

- ✓ Adhere to the security and usage guidelines defined in this document.
- ✓ Use only services you have authorisation to access. Do not try to get into open Internet systems or server pots without prior authorisation.
- ✓ Do not run security-testing tools/programs against any Internet system or server without explicit authorisation from system/server owner.



- ✓ Always represent yourself as yourself – never someone else.
- ✓ Do not place any material on the Internet that would be considered inappropriate, offensive or disrespectful to others, and do not access such material.

When using electronic mail to communicate with people on the Internet:

- ✓ Do not send mail so that it appears to have come from someone else.
- ✓ Do not send unsolicited advertising via mail.
- ✓ Do not automatically forward KANNALAND MUNICIPALITY internal mail to an Internet site.
- ✓ Do not use auto reply functions to respond to your Internet mail. If you use auto reply functions such Out of Office message option for your normal KANNALAND MUNICIPALITY internal mail when you are away, be sure to select the option that excludes sending the notices to Internet users.
- ✓ Do not send or reply to chain letters.
- ✓ Do not use the Internet to send internal business e-mail to another KANNALAND MUNICIPALITY employee. Always use the employee's KANNALAND MUNICIPALITY internal e-mail address.
- ✓ Never blindly post something to a large number of groups, known as spamming.

Don't say something on Internet you wouldn't say to someone standing next to you.

Intellectual Property Rights

When uploading materials to the Internet:

Ensure that any KANNALAND MUNICIPALITY copyright documents transferred via the Internet clearly indicate our company as holder of the copyright.

When downloading materials from the Internet:

- ✓ Most information and software that is accessible on the Internet is subject to copyright or other intellectual property right protection. Therefore, nothing should be copied or downloaded from the Internet for use within KANNALAND MUNICIPALITY unless express permission to do so is stated by the material owner.
- ✓ Materials distributed over the Internet in the form of shareware or freeware, often come with express requirements or limitations attached (for example, "not to be used for commercial purposes"; "cannot charge others for use of distribution"; subject to a copyright or attribution notice being affixed to each copy"; must distribute source code",

etc.) If there are such terms applied, you must read and understand them before downloading the software, and make a copy of the terms if possible. If you think that KANNALAND MUNICIPALITY will not be able to comply with any part of the terms, do not download the material.

Inappropriate Internet Web Sites

Numerous Internet web sites contain or distribute material that is objectionable in the workplace. While it is impossible to list every possible web site or form of objectionable material, some clear examples include:

- ✓ Web sites that contain sexually explicit images and related material.
- ✓ Web sites that advocate illegal activity.
- ✓ Web sites that advocate intolerance for others.

KANNALAND MUNICIPALITY employees are not to access such web sites, or distribute or obtain similar material through the company's Internet access. Employees should discuss questions concerning other inappropriate web sites or objectionable material with their managers.

If KANNALAND MUNICIPALITY employees' access to specific web sites containing inappropriate material becomes a source of embarrassment to the KANNALAND MUNICIPALITY due to news media or trade press reports, KANNALAND MUNICIPALITY may choose to apply technical control measures to prevent further access to those sites. KANNALAND MUNICIPALITY does not routinely scan Internet web sites for inappropriate material, nor does it attempt to maintain a complete list of inappropriate web sites. KANNALAND MUNICIPALITY employees should not presume that KANNALAND MUNICIPALITY approves access to all web sites not blocked by KANNALAND MUNICIPALITY technical control measures.

Personal Use

Access to the Internet from the Kannaland.gov.za business address designation is to be for KANNALAND MUNICIPALITY business-related activity. However, access to Internet services for personal use during your normal work hours should be limited and only allowed if such use is clearly insignificant as compared to your business use. In addition, personal use during or outside of normal work hours must:

- ✓ Not interfere or compete with KANNALAND MUNICIPALITY business;
- ✓ Not interfere with your job or the jobs of other KANNALAND MUNICIPALITY employees;
- ✓ Not interfere with the operation of KANNALAND MUNICIPALITY Internet

gateways;

- ✓ Comply with the security and use guidelines described within this document.

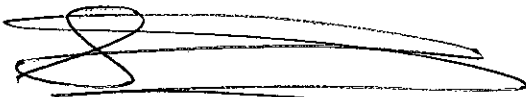
In addition to the above, personal use activities must not involve additional hardware or software costs to KANNALAND MUNICIPALITY and may never include:

- ✓ Solicitation of KANNALAND MUNICIPALITY employees;
- ✓ Providing information about, or lists of, KANNALAND MUNICIPALITY employees to others;
- ✓ Commercial solicitations of your non- KANNALAND MUNICIPALITY business enterprise.

Use of Internet services for personal use outside of normal work hours is allowed, subject to the guidelines set forth in this document.

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Approved : MAYCO 07/05/14 dated 28 May 2014



M.M. HOOGBAARD : MUNICIPAL MANAGER



J. DONSON : EXECUTIVE MAYOR

KANNALAND MUNICIPALITY Internet Access Application Form

I hereby request to have Internet Access set up on my PC, and accept to adhere to the rules and regulations as stated in the Internet Access Procedure IT-002.

Name: _____

Signed: _____

Access: **Granted** ☐

Denied ☐

Head Of Department

Access: **Granted** ☐

Denied ☐

IT Manager

Access: **Granted** ☐

Denied ☐

Municipal Manager



IT003 - Internet Acceptable Use Policy

User Responsibilities

These guidelines are intended to help you make the best use of the Internet resources at your disposal. You should understand the following.

1. The Organisation provides Internet access to staff to assist them in carrying out their duties for the Company. It is envisaged that it will be used to lookup details about suppliers, products, to access government information and other statutory information. It should not be used for personal reasons.
2. You may only access the Internet by using the Organisation's content scanning software, firewall and router.
3. You may only access the Internet after you have been authorised to do so by the municipal manager in writing.

When using the Organisation's Internet access facilities you should comply with the following guidelines.

DO

4. Do keep your use of the Internet to a minimum
5. Do check that any information you access on the Internet is accurate, complete and current.
6. Do check the validity of the information found.
7. Do respect the legal protections to data and software provided by copyright and licenses.
8. Do inform the I.T. Department immediately of any unusual occurrence.

DO NOT

9. Do not download text or images which contain material of a pornographic, racist or extreme political nature, or which incites violence, hatred or any illegal activity.
10. Do not download content from Internet sites unless it is work related.
11. Do not download software from the Internet and install it upon the Organisation's computer equipment.
12. Do not use the Organisation's computers to make unauthorised entry into any other computer or network.
13. Do not disrupt or interfere with other computers or network users, services, or equipment.
14. Do not represent yourself as another person.
15. Do not use Internet access to transmit confidential, political, obscene, threatening, or harassing materials.

Please note the following

- ✓ All activity on the Internet is monitored and logged.
- ✓ All material viewed is scanned for viruses.
- ✓ All the content viewed is scanned for offensive material.

If you are in any doubt about an issue affecting Internet Access you should consult the I.T. Department.

Any breach of the Organisation's Internet Acceptable Use Policy may lead to disciplinary action.

Name: _____ Date: _____

Sign: _____



User Responsibilities

These guidelines are intended to help you make the best use of the electronic mail facilities at your disposal. You should understand the following.

1. The Organisation provides electronic mail to staff to enable them to communicate effectively and efficiently with other members of staff, other companies and partner organisations.

When using the Organisation's electronic mail facilities you should comply with the following guidelines.

DO

2. Do check your electronic mail daily to see if you have any messages.
3. Do include a meaningful subject line in your message.
4. Do check the address line before sending a message and check you are sending it to the right person.
5. Do delete electronic mail messages when they are no longer required.
6. Do respect the legal protections to data and software provided by copyright and licenses.
7. Do take care not to express views, which could be regarded as defamatory or libellous.

DO NOT

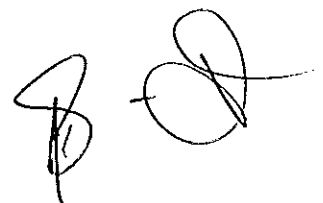
8. Do not print electronic mail messages unless absolutely necessary.
9. Do not expect an immediate reply, the recipient might not be at their computer or could be too busy to reply straight away.
10. Do not forward electronic mail messages sent to you personally to others, particularly newsgroups or mailing lists, without the permission of the originator.
11. Do not use electronic mail for personal reasons.
12. Do not send excessively large electronic mail messages or attachments.
13. Do not send unnecessary messages such as festive greetings or other non-work items by electronic mail, particularly to several people.
14. Do not participate in chain or pyramid messages or similar schemes.
15. Do not represent yourself as another person.
16. Do not use electronic mail to send or forward material that could be construed as confidential, political, obscene, threatening, offensive or libellous.

Please note the following

- ✓ All electronic mail activity is monitored and logged.
- ✓ All electronic mail coming into or leaving the Organisation is scanned for viruses.
- ✓ All the content of electronic mail is scanned for offensive material.
- ✓ Your electronic mail will be audited periodically.
- ✓ All information remains the property of KANNALAND MUNICIPALITY
- ✓ If you are in any doubt about an issue affecting the use of electronic mail you should consult the I.T. Department.
- ✓ Any breach of the Organisation's Electronic Mail Acceptable Use Policy may lead to disciplinary action.

Name: _____ Date: _____

Sign: _____



Consultant / non personnel Network Access

Objective.

- ✓ The objective of this procedure is to provide guidelines for the effective control of all non-KANNALAND MUNICIPALITY (herein after Kannaland) computers connected to or interfacing to the Kannaland networks, as well as access by non-Kannaland personnel to Kannaland personal computers (PC's) to ensure that security is maintained and access to confidential information is restricted.
-

Procedure.

- ✓ All non KANNALAND consultants / personnel intending to connect PC's of any description to the KANNALAND network and/or update any software on any KANNALAND computer, or gain access to any computer equipment on the KANNALAND network must report to the Network Manager to ensure that the computer or equipment meets KANNALAND standards in terms of virus protection, and that appropriate passwords for the various KANNALAND resources and software are issued. No user may allow access to the KANNALAND network by giving out their login and password.
- ✓ Any software for KANNALAND PC's must be loaded with the Network Manager's knowledge to ensure that it is licensed and that the consultant is monitored to ensure that KANNALAND PC standards are maintained.
- ✓ All PC's must have Sophos Anti-Virus software, or Anti-Virus software approved by the Network Manager, with the latest available virus definitions as well as all the security updates and security patches for the relevant Operating System must be up to date.
- ✓ The Network Manager must be informed in advance of any Contractor / Consultant that may need KANNALAND network resources. The nature and purpose of the contractor / consultant needing the KANNALAND network resources must be provided in writing, either by e-mail or by internal memo. The contractor / consultant must be informed in advance of the minimum requirements set by this procedure.

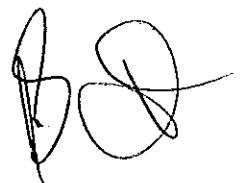
Responsibility .

- ✓ It is the responsibility of all Head of Departments to ensure that all non- KANNALAND personnel with PC's are introduced to the Network Manager. It is the primary responsibility of the Network Manager to ensure that all PC's connected to/or interfaced to KANNALAND networks comply with KANNALAND standards. In the absence of the Network Manager, the responsibility becomes that of the Assistant Network Manager.
- ✓ The Network Manager issues passwords for access to the network resources as well as applications like Samras and associated software.

Failure to comply with the organisation's security policy may lead to disciplinary action.

Name: _____ Date: _____

Sign: _____



**KANNALAND MUNICIPALITY
PROCEDURE NO. IT-006**



Prepared by :

R. Meyers

Approved by Municipal Manager :

M. Hoogbaard

Date :

Recipients of this procedure must implement it, or have it implemented by colleagues, with effect from the date of approval.

SUBJECT: CONTROL OF ACCESS BY NON KANNALAND MUNICIPALITY
PERSONNEL TO THE KANNALAND MUNICIPALITY NETWORK, USE
OF KANNALAND MUNICIPALITY PERSONAL COMPUTERS AND
UPDATING OF KANNALAND MUNICIPALITY SOFTWARE

A. OBJECTIVE

The objective of this procedure is to provide guidelines for the effective control of all non- KANNALAND MUNICIPALITY computers connected to or interfacing to the KANNALAND MUNICIPALITY networks, as well as access by non-KANNALAND MUNICIPALITY personnel to KANNALAND MUNICIPALITY personal computers (PC's) to ensure that security is maintained and access to confidential information is restricted.

B. PROCEDURE

All non KANNALAND MUNICIPALITY consultants/personnel intending to connect PC's of any description to the KANNALAND MUNICIPALITY network and/or update any software on any KANNALAND MUNICIPALITY computer, or gain access to any computer equipment on the KANNALAND MUNICIPALITY network must report to the Network Administrator to ensure that the computer or equipment meets KANNALAND MUNICIPALITY standards in terms of virus protection, and that appropriate passwords for the various KANNALAND

MUNICIPALITY resources and software are issued. No user may allow access to the KANNALAND MUNICIPALITY network by giving out their login and password. Consultants or personnel must complete the KANNALAND MUNICIPALITY IT change control procedure (IT007) and submit it to the IT Department before access is granted.

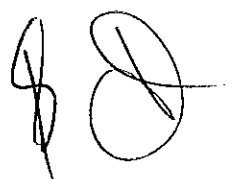
Any software for KANNALAND MUNICIPALITY PC's must be loaded with the Network Manager's knowledge to ensure that it is licensed and that the consultant is monitored to ensure that KANNALAND MUNICIPALITY PC standards are maintained.

All PC's must have Sophos Anti-Virus software with the latest available virus definitions as well as all the security updates and security patches for the relevant Operating System must be up to date.

Responsibility

It is the responsibility of all Head of Departments to ensure that all non- KANNALAND MUNICIPALITY personnel with PC's are introduced to the Network Manager. It is the primary responsibility of the Network Manager to ensure that all PC's connected to/or interfaced to KANNALAND MUNICIPALITY networks comply with KANNALAND MUNICIPALITY standards. In the absence of the Network Manager, the responsibility becomes that of the Assistant Network Administrator.

The Network Manager issues passwords for access to the network resources as well as applications like SAMRAS and associated software.

A handwritten signature in black ink, consisting of a stylized 'S' followed by a circular flourish.

**KANNALAND MUNICIPALITY
PROCEDURE NO. IT-006**



Prepared by Reandro Meyers

Approved by Municipal Manager Morne Hoogbaard

Date

Recipients of this procedure must implement it, or have it implemented by colleagues, with effect from the date of approval.

**SUBJECT: INFORMATION TECHNOLOGY CHANGE CONTROL ON ALL
SYSTEMS**

A. OBJECTIVE

This procedure outlines the steps to be taken before making any configuration, user, system and hardware or any other IT related changes to the hardware and software on the KANNALAND MUNICIPALITY Network.

B. PROCEDURE

In an network environment with multiple Power users, Systems- and Network Administrators it is important to provide applicable guidelines before making any changes on such a network system. The procedure is broken up into 3 main areas namely:

1. User changes to desktop computers including installation of ANY software.
2. System changes to any hardware and/or configurations on client computers influencing standards and security on the KANNALAND MUNICIPALITY network
3. Administrative configuration changes, software and hardware changes applied to any shared resource, file or application server and network configuration changes including cabling on the KANNALAND MUNICIPALITY network.

The end of this document includes all necessary forms to be completed to have changes approved.

1. User Changes

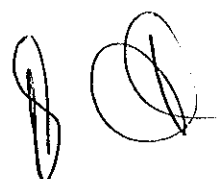
This section mainly influences the network users and power users.

- No software what so ever is allowed to be installed by any user on any desktop computer without the knowledge and approval of the Network Manager. Regular software audits will be introduced, and any unauthorised software removed without warning or confirmation
- Any software that is required to be installed must be submitted to the Network Manager with full license details
- No hardware change to any desktop computer is permitted unless the changes are approved by the Network Manager, and done by IT personnel. These changes include changing of monitors, printers, scanners and UPS or software whether new or upgraded
- No user is allowed to create any shared resource on the network without the knowledge and approval of the Network Manager
- Portable computer users are subject to the same restrictions as desktop users whilst on site and connected to the network. The only exception would be when users with portable computers leave the site with his/her portable computer. The IT Department will issue the user with administrative privileges for the duration of his/her travels, where after on return the portable computer will be audited, and any unauthorised software removed.

2. Network System Changes

This section influences the network users and power users, visitors and assistant network administrators.

- Any IT equipment on the KANNALAND MUNICIPALITY network that needs to be upgraded, reconfigured or swapped around must be done by the IT department, or in conjunction with the IT department. All the changes have to be approved by the Network Manager
- Any outside consultant, contractor or visitor wanting to connect to the network with his own computer or use KANNALAND MUNICIPALITY equipment must contact the Network Manager and comply with procedure IT005. The HOD of the visiting person/party is responsible to direct the visitor to the IT Department for a induction on the use of KANNALAND MUNICIPALITY Network resources
- Additional IT requirements including new or replacement equipment, software or peripherals must be discussed with the Network Manager, and a suitable specification, brand and product will be agreed on
- Additional IT equipment supplied to the municipality as part of a contract must be submitted to the Network Manager, whereupon a suitable specification, brand and product will be submitted to the contractor
- No additional, new or upgrade equipment are allowed to be ordered without the approval of the Network Manager





3. Network Administrative changes

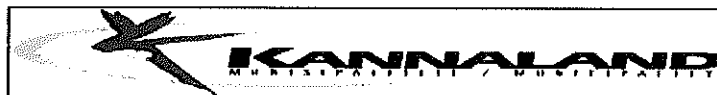
This section influences the Assistant Network Administrators, Network Administrators and Network Manager.

- No changes whatsoever should be made to KANNALAND MUNICIPALITY Administrative properties or any network device including Servers, Workstations, Portable computers, Printers, Network Switches or network cabling, without the knowledge and authorisation of the Network Manager and should be documented, signed and submitted to the Network Manager prior to changes being made
- Changes include:
 - ✓ User account creation, group changes, and user rights changes
 - ✓ Creation of User mail accounts
 - ✓ Creating or changing any shared resources on the network
 - ✓ Moving or swapping of any IT equipment
 - ✓ Installing of any hardware or software within KANNALAND MUNICIPALITY
 - ✓ Changing of any computer, server, printer or network switch configuration
 - ✓ Changing, moving or installing of any network access points
 - ✓ Changing of any backup schedules
 - ✓ Adding naming and renaming computers on the domains
- Any changes made to the Server network of the KANNALAND MUNICIPALITY network should be discussed, documented and approved by the Network Manager
- In the event of the Network Manager being unavailable for whatever reason, the acting Network Manager should be addressed for authorisation.

Failure to comply with any of the abovementioned procedural conditions will be treated as a violation of company policy and actions will be taken accordingly.

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Computer/Network System change application form
KANNALAND MUNICIPALITY PROCEDURE NO. IT-007

Application Details

Name: _____

Date: _____

Application Type:

User Application: (User, Power Users, Administrators)

<input type="checkbox"/>	Install Software
<input type="checkbox"/>	Installation of Hardware (Printers, Scanners, Etc.)
<input type="checkbox"/>	Moving of equipment
<input type="checkbox"/>	Add or remove shared resources
<input type="checkbox"/>	Generate Administrative login for travelling user

Description of Request:

Network System Changes: (Power Users, Administrators)

<input type="checkbox"/>	System Upgrades – Software and Hardware
<input type="checkbox"/>	Installation of Hardware (Printers, Scanners, Etc.)
<input type="checkbox"/>	Adding of computers or users to the system
<input type="checkbox"/>	Equipment supplied as part of a contract
<input type="checkbox"/>	New or additional equipment to be ordered

Description of Request:

Network Administrative Changes: (Assistant Network Administrator, Administrators, Network Manager)

<input type="checkbox"/>	User account create/change
<input type="checkbox"/>	User Mail accounts create/change
<input type="checkbox"/>	Create/change any shared network & System resource

	Moving/Swapping of any IT Equipment
	Changing Computer, Printer, Server, Network Switch configuration
	Changing, Moving, or Installing any Network access point or resource
	Changing Backup Schedules
	Add, Name, Rename Network Nodes
	Server Configuration Change
	Changing Network Passwords

Description of Request:

Changes Approved/Denied

Reason for Deny:

IT Manager

Date

Head of Department

Date

Municipal Manager

Date



**KANNALAND MUNICIPALITY
PROCEDURE NO. IT-008**



Prepared by R. Meyers

Approved by Municipal Manager M. Hoogbaard

Date

Recipients of this procedure must implement it, or have it implemented by colleagues, with effect from the date of approval.

**SUBJECT: PROCUREMENT OF KANNALAND MUNICIPALITY COMPUTER
EQUIPMENT AND CONSUMABLES**

A. OBJECTIVE

All the computers and peripherals at KANNALAND MUNICIPALITY are the property of the company, with the IT department responsible for the equipment concerning maintenance and support. It is necessary to maintain a certain standard of technology within KANNALAND MUNICIPALITY as well as to keep track of all equipment and equipment locations within the KANNALAND MUNICIPALITY. This procedure outlines the route to be taken to acquire new or replacement computer equipment and consumables.

B. PROCEDURE

Computer consumables

All computer consumables can be drawn from stores on the relevant department's consumable cost code. The relevant HOD of the department drawing the consumables must give approval. Computer consumables include diskettes, printer cartridges and other similar items.

Software

All purchases of software, specialised and general, must be discussed with the Network Administrator to make sure all licensing and local hardware specifications are in order. The Network Administrator will notify and confirm that the item has been budgeted for. The

Network Administrator and HOD must approve all orders.

Computer peripherals and hardware

Computer peripherals and hardware include printers, monitors, hard drives and memory chips. These are kept as standard stock with the exception of complete system units, which must be purchased on capital. The issue of computer peripherals from stores requires a requisition, which is countersigned by the Network Administrator or Municipal Manager.

Computer hardware purchased on capital

All new or replacement computer equipment required must be discussed with the Network Administrator before deciding on any specifications or standards. The Network Administrator will notify and confirm that the item has been budgeted for.

The Network Administrator will accept or modify the specification in accordance to the applicable requirements, and discuss this with the HOD prior to final approval.

Computer equipment and peripherals will only be ordered through the Procurements department unless the equipment was supplied as part of a contractual agreement.

The Procurements department will only proceed with an order on the approval of the IT Manager.

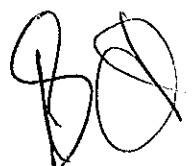
In the case of equipment being supplied as part of a contractual agreement, the computer specification and brand need to be confirmed with the Network Administrator to make sure it complies with current KANNALAND MUNICIPALITY S.A. standards.

No computer equipment or peripherals are to be purchased without the knowledge of the Network Administrator, or the approval of the HOD.

Stock Applications

All new stock applications for computer equipment have to be discussed with the Network Administrator and approved and signed by the HOD.

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A handwritten signature in black ink, consisting of stylized, overlapping loops and curves, located in the bottom right corner of the page.



**KANNALAND MUNICIPALITY
PROCEDURE NO. IT-009**

Prepared by R. Meyers

Approved by Municipal Manager M. Hoogbaard

Date

Recipients of this procedure must implement it, or have it implemented by colleagues, with effect from the date of approval.

SUBJECT: COMPUTER MAINTENANCE AND UPGRADES

A. OBJECTIVE

To detail the rules and procedures to be followed with respect to the maintenance and upgrading of KANNALAND MUNICIPALITY computer systems.

B. PROCEDURE

The site computer systems comprise the following:

1. The site process control computer system
2. A computer network consisting of one main cabled network, and 3 Remote Sites namely – Van Wyksdorp, Zoar and Calitzdorp
3. Individual personal computers

1. Site process control computer system

The maintenance of the Site process control computer system is the responsibility of the IT Department reporting to the IT Manager – KANNALAND MUNICIPALITY. Upgrading and replacement of the equipment is the responsibility of the IT Department, and will not be done by any other person or vendor without the knowledge of the IT Department. The vendor or person will liaise with the IT Department to ensure adequate stock levels of all hardware components. Costs are budgeted under the IT Department.

2. Computer Networks

Maintenance and upgrades of personal computer networks are initiated by the IT Department for all the IT requirements on the KANNALAND MUNICIPALITY including peripherals and UPS units.

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KANNALAND MUNICIPALITY IT Log sheet

NO. IT010 Procedure

Sheet must be completed on call, and submitted to the technician on arrival.

Problem Report (Client)

<input type="checkbox"/>	Network Login Problems
<input type="checkbox"/>	Printing
<input type="checkbox"/>	Faulty Keyboard
<input type="checkbox"/>	Faulty Mouse

<input type="checkbox"/>	Cannot access network
<input type="checkbox"/>	Cannot access data
<input type="checkbox"/>	Data lost
<input type="checkbox"/>	Faulty Monitor

<input type="checkbox"/>	Computer does not boot
<input type="checkbox"/>	Email problems
<input type="checkbox"/>	UPS Faulty
<input type="checkbox"/>	Other

Description if Other:

Problem Analysis (Technician)

<input type="checkbox"/>	Cable Faulty
<input type="checkbox"/>	Network Adaptor Faulty
<input type="checkbox"/>	Keys faulty
<input type="checkbox"/>	Replace mouse
<input type="checkbox"/>	Hardware failure

<input type="checkbox"/>	Check faulty switches
<input type="checkbox"/>	Checked backed up
<input type="checkbox"/>	Check Virus
<input type="checkbox"/>	Check Power
<input type="checkbox"/>	Check connection

<input type="checkbox"/>	No printer installed
<input type="checkbox"/>	Paper jam
<input type="checkbox"/>	Printer faulty
<input type="checkbox"/>	Other

Description if Other:

Action Taken (Technician)

<input type="checkbox"/>	Secure connection
<input type="checkbox"/>	Replace
<input type="checkbox"/>	Install

<input type="checkbox"/>	Reset paper jam
<input type="checkbox"/>	Service or repair printer
<input type="checkbox"/>	Boot servers

<input type="checkbox"/>	Restore backup
<input type="checkbox"/>	Clear virus
<input type="checkbox"/>	Other

Description if Other:

Time call placed: _____

Time arrived: _____

Time completed: _____

Idle time: _____

Reason for idle time: _____

Client Name: _____

Technician Name: _____

Date: _____

Date: _____



IT011 - KANNALAND MUNICIPALITY PC Setup Procedure:



Computer Configuration check list & Software summary

User Name: _____

Operating System: _____

CHECKLIST:

Install and Configure		Install 3 rd Party Software		
	Install W2K SP4/WXP SP2/ Win-7,Win-8			
<u>1</u>	Apply a computer name (Users name and computer or Laptop model someone dell3560)			
<u>2</u>	Add to Kannaland Domain			
<u>3</u>	Add Local Security Groups (Power, admin, ext)			
<u>4</u>	Rename CD Drive to G:\			
<u>5</u>	Restart Computer			
<u>6</u>	Change drive Primary partition nametags (someone local)			
<u>7</u>	Restart Computer			
<u>8</u>	Install SOPHOS			
<u>9</u>	Install IE (Latest Version)			
<u>10</u>	Do Windows update			
<u>11</u>	Record S/N; Lic No.; Software installed			
<u>12</u>	Map drives (Departemente / Audit / Payday / My Documents / ext)			
<u>13</u>	Restart Computer			
<u>14</u>	Install:			
<u>15</u>		Acrobat reader 6.0		
<u>16</u>		MS Office 2000 STD/PRO		
<u>17</u>		WinZip		
<u>18</u>		Sophos Antivirus		
<u>19</u>	Restart Computer	Samras db4 / Payday/Collaborator		
<u>20</u>	Create Data Directory in Root			
<u>21</u>	Install Custom Software:			
<u>22</u>	Restart Computer			
<u>23</u>	Run MS Office install components			
<u>24</u>	Point My Documents to H:			
<u>25</u>	Transfer all the client data to Data Dir			
<u>26</u>	Remove Firewall			
<u>27</u>	Computer S/N:			
<u>28</u>	License Details:			
<u>29</u>	IP:			
<u>30</u>	Additional Software:			
<u>31</u>	Impero Software			

Technician Name: _____

Signature: _____

Date: _____