EDEN

DISTRICT MUNICIPALITY
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TOOLS OF THE TRADE POLICY FOR COUNCILLORS

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1. BACKGROUND

The Eden District Municipality is committed to allocate or provide proportional representative (PR) Councillors with computer equipment to be able to perform their normal day to day duties. This policy is meant to ensure the usage, and security of this equipment is well managed and maintained, and that Information Technology Standards are adhered to. This policy excludes Councillors designated by a "B" municipality unless such Councillor becomes a member of the Mayoral Committee.

Council has invested a substantial amount of money in both hardware and software in its operations, and the policy/guidelines outlined above are intended to protect this investment, ensure its efficient use and obviate any legal action being taken against the Council.

2. PURPOSE

This policy guides the Eden District Municipality on:
- Allocations of computer equipment to Councillors
- Usage of software and IT equipment
- Physical and logical security (e.g. passwords, access to documents) to the equipment

3. POLICY

a) Proportional representative (PR) Councillors will receive a standard 15" display laptop (subject to availability) with necessary software and a modem (mobile 3G) from Council to enable them to perform Council-related functions.

b) The introduction of new business process affecting Councillors may necessitate the introduction of new ICT services and equipment. The type and conditions under which this will be issued is to be proposed under the ICT programs of the ICT Steering Committee and to be approved by the Municipal Manager.

c) Paper and other consumables for full-time Councillors will be administered by the Support Services function.

d) The procurement and installation of all computer hardware and software is the responsibility of the ICT section.

e) All faults must be reported to the nominated Helpdesk. All faults or queries on hardware, software and networks will be logged and managed through to successful resolution according to a prescribed priority system and service level agreement. No faults may be reported or assistance requested directly from the ICT section. Users are strictly prohibited from opening up or tampering with their hardware or software / system settings.

f) Councillors will be notified by the ICT section at least twice in a financial year to bring in the allocated laptops for maintenance and/or upgrading of software or hardware as needed.

g) Only legally licensed software may be used on Council's laptops and personal computers. No illegal or pirate copies of software shall be used or installed on any Council equipment. Apart from copyright infringement, the use of which could expose the Council to litigation, there is the added risk of the spread of "virus" faults which could corrupt hard disk files and damage operating systems.

h) No software excluding Windows embedded drivers, other than that purchased through or authorized by the ICT Section may be used on Council hardware (refer Information Security Policy)

i) In the event of a virus being discovered, the Helpdesk must be advised IMMEDIATELY in order that remedial action can be taken. The laptop or personal computer is not to be used until such time as the virus has been removed.

j) The regular backing-up of files is essential to protect them against data loss by hardware and/or software failure or theft of the PC. As all corporate data will be stored on file servers, this will be a function of the ICT section. The onus remains with the Councillor to adequately protect any important data that may reside on local PC drives from loss and to use a system which enables full recovery in the event of disk failure. All back-up copies of files should be secured away from the immediate environment of the PC. The ICT section does not accept responsibility for any loss of data stored locally.

k) Council supports the use of the INTERNET, as a means of enhancing its level of service and promoting Eden in general. All Councillors laptops or personal computers will be loaded with an internet browser and configured to address Council's Intranet service and be capable of accessing the Internet (WWW – World Wide Web) including appropriate social network site.

l) The use of the Internet impacts on the amount of data traffic on the network and usage therefore should be focused on Council-related work. Misuse thereof is not allowed as, apart from being unproductive, it causes an unnecessary load on the network and affects both response times and storage requirements. A detailed logging system is available which will indicate, by individual, all INTERNET sites visited and total usage in terms of time and volume of data transfers. Councillors using this facility are expected to do so in a responsible manner and those found abusing the privilege through downloading illegal software or undesirable material will be dealt with in terms of schedule 1 of the code of conduct for Councillors. Permitting other people to abuse the facility will be regarded with equal severity and similarly acted upon.

m) The use of e-mail should be used primarily for official purposes and Councillors are not permitted to use it for private advertising. All official mail received and sent should be handled promptly and be of a high quality and comply with the standards applicable to normal letter-post, internal memoranda and with the provisions of the Archives Act in accordance with the E-mail and Communication Policy of Eden District Municipality.

n) Internal data and information is a resource belonging to Eden District Municipality and therefore may not be used for personal or political gain, distributed without authority, or sold.

o) Network and PC access will be strictly password controlled and there will be an enforced password change at regular intervals of time in accordance with the Password Policy.

p) Passwords are to be regarded as "keys" and must be protected as you would your keys to any container of valuable items. Councillors must take responsibility not to disclose his or her password to others and if it is suspected that the password has become known to others it must be changed immediately.

q) All ICT equipment and software is provided by Council to enable Councillors to effectively perform the functions associated with their respective positions and as such Council reserves the right to manage this equipment in the way that serves its best interests.

r) The use of laptops by Councillors must at all times comply with Eden District Municipality's Information Security Policy as well as the Laptop Security Policy. By receiving computer equipment the user accepts responsibility for the safeguarding thereof for the period it is assigned to him/her and will be held responsible for any cost incurred due to negligence (including theft) on their behalf.Internal Audit Services will have access rights to any Council owned PC and data in the course of an audit investigation, using approved channels of authorization (Municipal Manager in consultation with the Audit Committee).

s) The control of such equipment allocated must be in accordance with the Asset Management Policy of Eden District Municipality.

t) Councillors should be part of an induction program for Councillors of Eden District Municipality in order to be familiar with the current ICT policies and processes and to determine the possible need for training.

u) All decisions relating to the implementation of this policy are the responsibility of the accounting officer or his or her nominee.