

EMAKHAZENI LOCAL MUNICIPALITY



MANAGEMENT OF ICT PERSONNEL POLICY

Approval

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DOCUMENT CONTROL

0.1 Revision Record

Revision	Date	Change Record	Changed By
1 st	April 2009	New ICT Policy – submitted to Council	N Carroll ICT
2 nd	March 2013	Reviewed and updated	N Carroll ICT
3 rd	August 2013	Re formatted layout	N Carroll ICT

0.2 Issue Control

This policy is issued by the Corporate Services Department on behalf of Emakhazeni Local Municipality, to whom any change requests or queries should be directed. The review life for this document is 12 months.

0.3 Distribution

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TERMS AND TERMINOLOGIES

First, the terms and terminology used in this document is defined:

TERM DESCRIPTION

User

This is the person using the computer (PC) whether it is connected to the network or not. In addition, this person is responsible for the computer. Network A network is a state where all the computers linked together function to share information and services. The network is used to gain access to resources such as a mainframe, network file servers, Internet, modems, printers and scanners.

User ID

It is the ID or name a user is defined with on the network. It is a unique name and will not have a duplicate on the network.

File server

A file server is a powerful computer used on the network running a network operating system enabling network users to access certain resources managed by the file server such as printers and hard disks.

Helpdesk

The Helpdesk is the function where first line support is given and where faults are logged for second and third line support. This function acts as the buffer between the network support personnel and the user. Hardware This is the physical equipment that can be touched and seen and includes the keyboard, mouse, system unit, screen and printer.

Software

This is the part of computers that cannot be touched but is loaded onto the hardware to give the computer the functionality to perform the given tasks.

Protocols

Protocols refer to the "language" spoken by computers to communicate data across the network. This is a technical term and users will not be required to use or configure this on computers as the support staff does this.

Mainframe

A mainframe is a very powerful computer that does all processing ("work") on the mainframe itself. The mainframe is used to run applications and systems for use in the government that requires high processor performance and storage space.

IP Address

This is the address of a computer on the network and the Internet. This address is and should always be unique to allow access to the Internet and Intranets globally.

MAC Address

The physical and unique address of the network card installed inside the PC that an IP address can be assigned to.

Pirate Software

This is software being downloaded or obtained for which there is no legal license certificate and no payment was made to obtain such a product. Such software is used illegally. This is software that does not fall under the freeware banner and that is charged for by the respective owners under international laws and treaties.

International laws

These are laws made in other countries and by the use of certain software or abuse thereof makes the user directly liable, accountable and responsible for his/her actions in this regard. Charges may be brought against a person in accordance with these laws.

GUI Graphical

User Interface is an interface where pictures/icons or graphics are used for user input and general work.

Firewall

A software program or hardware device coupled with software that blocks or attempt to block malicious attacks from crackers.

Proxy Server

A server granting access to the Internet from a network workstation that can cache content for easier and faster access later on. Cache Information or data kept in temporary storage for easier and faster access later on.

Freeware Software

That is free and requires no licensing fees.

Shareware Software

That can be used free for a given period, usually 30 days, for evaluation. After the time expires, the software must be either licensed or deleted. Penalties can be applied if this is not adhered to.

Licensed Software

Software that has to be purchased and registered in the user's name or that of the organization. Penalties can be applied if this is not adhered to.

Internet

A service that provides for the sharing of information on a global scale.

Intranet

A service where information are shared within an organization or department relevant to that department or organization but not available globally.

Cracker

Usually malicious person who access a network illegally. He/she usually breaks down the network and places viruses to cover his/her tracks and to ensure downtime on the network.

Hacker

A person that can properly configure a PC, file server and network to run at its optimum performance and stability.

IT

The acronym for Information Technology. Information Technology is the handling, management and distribution of information using technology that can be either electronic or manual and range from the spoken to the written word. In this sense, however IT refers to the utilisation of technology commonly known as computers and related equipment and software.

RAM

Random Access Memory is the temporary storage that a computer uses to execute commands and is normally used to improve a computer's performance and usability.

CPU

Central Processing Unit is a small to medium sized chip or card that is installed in a computer which makes the computer operational and that performs all tasks and processing on a computer.

HDD or Hard Disk

This is the permanent, magnetic storage media of a computer where data are stored and software applications installed.

FDD or Floppy Disk

This is a permanent type of magnetic storage device that is portable and that can be used to transfer data from one computer to another. These storage devices are incorrectly referred to as "stiffies" in South Africa and are prone to failure and data loss.

VGA

Card Standard to describe computer visuals or the screen card used in a computer Spam E-mail messages in the form of advertisements sent randomly to users that can usually flood a network and crash mail servers and systems.

MANAGEMENT OF ICT PERSONNEL

PURPOSE OF THE POLICY

The purpose of the policy is to ensure that the municipality has the necessary skills available to perform the necessary duties as expected in accordance with government laws.

1. HIRING OF PERSONNEL

- 1.1. All personnel should be hired in accordance with government laws and policies based also on the skills and experience of such people. People hired for especially Information technology work should also be trustworthy and able to perform such duties. People that are known computer crackers or are known to make themselves guilty of such offences should not be allowed to have access to government networks and data. Such people will be considered security risks by the National Intelligence Agency. The municipality should also consider that appointing people without the relevant qualifications or experience could result in downtime for the network.
- 1.2. The municipality should employ personnel or have longer running contracts and not month-to-month running contracts as it could result in inferior personnel attending the network and further result in security breaches. It would be advisable that people working on the network should be subjected to security checks and clearance.
- 1.3. Where contractors are hired to perform duties the relevant laws should govern such as local business but also it should be verified that individuals employed by the relevant contracting company are trustworthy personnel and have the relevant experience and training as well.

2. TRAINING OF STAFF

- 2.1. The staff of the municipality should be given relevant training to ensure that tasks expected of them are performed effectively and without problems.
- 2.2. Desktop application training should be provided to all personnel of the municipality on the products they are supposed to use on the computers. The municipality should ensure that only the relevant products are used and that training is only provided on

products authorized by the municipality. It would be recommended that all personnel on all desktop products used maintain an advanced level of skills.

- 2.3. Support staff and contracting personnel concerned with the support and maintenance of the network and information technology should be allowed to undergo regular upgrade training. This includes providing time off for such training and examination and provision through agreement of funds to have such individuals trained and properly qualified.
- 2.4. The monthly skills levy paid over to national government can be used for all training. Where applicable, officials should be given the choice of also furthering their studies within the local government and not with courses that cannot be used to the benefit of the municipality. The municipality should have contracts drawn up for employees to ensure that courses are paid for in years' service as applicable to all government employees. This will ensure that sufficient skills are available to perform tasks required by law.

3. TERMINATION OF SERVICES

- 3.1. When a person terminates his/her services by resignation the relevant cost should be recovered for courses or studies undertaken which have not been repaid in years' service. The law on public officials and municipalities should also govern in all aspects of personnel as well as the Basic Conditions of Employment with all relevant amendments.
- 3.2. Notice of such termination of services should be given to the Information Technology Support person to ensure that all data is properly protected and distributed to personnel that will handle such tasks in the absence of a replacement or while a replacement is sought.
- 3.3. When services are terminated due to death the relevant data and information under the control of the person must be reassigned to an acting member of staff. No passwords may be given to any member of staff. Access to transversal systems must be suspended immediately and notification must be sent to the systems administrator of such transversal system. A new person must then be appointed and trained to perform such duties.