

INGQUZA HILL LOCAL MUNICIPALITY
INFORMATION & COMMUNICATION TECHNOLOGY
POLICY

1. PREAMBLE

The growth of the Internet and E-mail as a primary communications channel is increasing every year. The Internet and e-mail provides access to information and services that would previously been very difficult to obtain. In addition, the focus on e government encourages the use of the Internet as a means to improve the accessibility of government services to all citizens..

Furthermore, in a similar way that the telephone improved communications, but was also subject to wide spread abuse by employees, so to can the Internet and e-mail be subjected to abuse, the cost of which must be borne by the municipality in terms of cost and loss of productivity. The intention of an ICT policy is to provide guidelines for the use of the electronic media and where abuse occurs, sets out the punitive measures that can be taken against an employee. The ICT policy also controls the content that can be accessed over the Internet and prohibits the transmission of harassing and sexually explicit material.

The ICT policy also specifies the security measures and safeguards that should be applied by the IT department and the employees alike.

2. GENERAL DEFINITIONS AND MEANING OF TERMS

- 2.1 The term "INGQUZA HILL LOCAL Municipality" includes the INGQUZA HILL LOCAL Municipality with all its Departments.
- 2.2 The group term "Internet" includes Internet, Extranet, Intranet and e-mail services. Where a specific word, such as e-mail, is used it is for clarification and does not necessarily exclude the others of the grouping.

3. POLICY OBJECTIVES

This policy shall:

- 3.1 Indicate INGQUZA HILL LOCAL Municipality's requirements and standards regarding the implementation, usage, management and administration of Internet access.
- 3.2 Demarcate the roles and responsibilities of participating organisational Units.
- 3.3 Promote awareness among INGQUZA HILL LOCAL Municipality Internet users regarding the procedures, costs and risks involved in accessing the Internet.
- 3.4 State INGQUZA HILL LOCAL Municipality's position in the event of non-compliance with the Internet policy by any INGQUZA HILL LOCAL Municipality Internet user.
- 3.5 Define guidelines, standards and procedures for INGQUZA HILL LOCAL Municipality divisions providing information or services on the Internet.

4. SCOPE OF POLICY

The scope of this policy shall be bound by the controlled and secure usage of INGQUZA HILL LOCAL Municipality's infrastructure and supplied Internet channels by INGQUZA HILL LOCAL Municipality and shall include:

4.1 Internet

The INGQUZA HILL LOCAL Municipality Internet shall be used as another delivery channel to offer communication and information to INGQUZA HILL LOCAL Municipality constituents and potential constituents and, work related World Wide Web (WWW) access for INGQUZA HILL LOCAL Municipality employees.

4.2 Intranet

The INGQUZA HILL LOCAL Municipality Intranet is devoted to INGQUZA HILL LOCAL Municipality's departments to make internal communication more efficient and effective.

4.3 Extranet (Specialised Direct links)

The INGQUZA HILL LOCAL Municipality Extranet, or extended Internet, shall be used by INGQUZA HILL LOCAL Municipality to form a tight electronic communications channel relationship with its government structures or the private sector in the case of e-procurement and e-governance.

4.4 E-mail

The INGQUZA HILL LOCAL Municipality e-mail service is to make both external and internal work related communication more efficient and effective. Both internal and externally based browser (for example "Hotmail.com") and client (for example "Microsoft Outlook") e-mail shall, if accessed by using INGQUZA HILL LOCAL Municipality's infrastructure and supplied Internet channels, be deemed to be governed by this policy.

5. OWNERSHIP

5.1 INGQUZA HILL LOCAL Municipal Council is the owner of the policy.

6. REVIEW

The policy will be reviewed at least after 3 years.

7. IMPLEMENTATION

The management of INGQUZA HILL LOCAL Municipality are responsible for the implementation of the policy. INGQUZA HILL LOCAL Municipality Corporate Services will facilitate and co-ordinate the implementation thereof.

8. ROLE PLAYERS

8.1 IT STEERING COMMITTEE (ITSC):

- Ensure that an INGQUZA HILL LOCAL Municipality Internet Policy exists.
- To review the Internet policy.
- To recommend the policy to Exco.
- To obtain the approval of Exco on the policy.

8.2 MANAGEMENT

- To ensure adequate and cost effective management and control structures exist for the proper use of INGQUZA HILL LOCAL Municipality's Internet services.
- To compile and implement policies and procedures to effectively manage risks regarding the Internet.

9. POLICY STATEMENTS

The following constitutes the core of the ICT policy and will be supported by specific, detailed explanatory standards and/or procedures as defined by policy role players.

The Internet resources provided in the work place at all times remains the property of INGQUZA HILL LOCAL Municipality.
The resources so provided are intended to be used specifically for the employee's work and/or work related activities.
Incidental personal use is permissible so long as: (a) it does not consume more than a trivial amount of resources, (b) does not interfere with worker productivity, (c) does not pre-empt any business activity and (d) does not exclude the intent of this policy. (See also paragraph 10.2).
INGQUZA HILL LOCAL Municipality reserves the right to read any electronic mail message and attachment if it believes the situation warrants it. The employee should have no expectation of privacy in relation to information transmitted and/or stored on an INGQUZA HILL LOCAL Municipality resource.

By signing the Internet/e-mail Application form the employee wavers any right to invoke the provisions of the Interception and Monitoring Prohibition Act 127 of 1992.

11. Unacceptable uses of the Internet and INGQUZA HILL LOCAL Municipality e-mail:

INGQUZA HILL LOCAL Municipality's e-mail and Internet access may not be used for transmitting, retrieving or storage of any communications of a discriminatory or harassing nature or materials that are obscene or X-rated.

Sending of racially or sexually harassing message/files is also prohibited. No abusive, profane or offensive language is to be transmitted through INGQUZA HILL LOCAL Municipality' e-mail or Internet system (including any messaging system such as Winpop, Instant Messenger or any other messenger systems).

Electronic media may not be used for any other purpose that is illegal or against INGQUZA HILL LOCAL Municipality policy or contrary to INGQUZA HILL LOCAL Municipality's best interest. Solicitation of non-INGQUZA HILL LOCAL Municipality business or any use of INGQUZA HILL LOCAL Municipality e-mail or Internet for personal gain is prohibited. The use of e-mail to participate in political activities, solicit political support or propagate political views is prohibited.

Copyrighted material belonging to entities other than INGQUZA HILL LOCAL Municipality, may not be transmitted by employees on INGQUZA HILL LOCAL Municipality's e-mail/Internet system. All employees obtaining access to other companies' or individuals' materials must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with written permission of the copyright holder.

12. Acceptable uses of the Internet and INGQUZA HILL LOCAL Municipality e-mail:

Every staff member has a responsibility to maintain and enhance INGQUZA HILL LOCAL Municipality's public image and, to use e-mail and access to the Internet in a responsible manner (Net etiquette).

Internet access is provided for business use only. Internet users have a responsibility to use the Internet appropriately in conducting the municipalities business.

Each employee is responsible for the content of all text, audio or images that they place or send over the company's e-mail/Internet system. No e-mail or other electronic communications may be sent which hides the identity of the sender or represents the sender as someone else or someone from another company or Municipality. All messages communicated on INGQUZA HILL LOCAL Municipality's e-mail/Internet system must contain the employee's name.

Any messages or information sent by an employee to another individual outside of the company via an electronic network (e.g. bulletin board, online server or Internet) are statements that reflect on INGQUZA HILL LOCAL Municipality.

All out-going e-mail will have the INGQUZA HILL LOCAL Municipality standard "disclaimer" attached (See Annexure A for an example of a "standard disclaimer")

All INGQUZA HILL LOCAL Municipality employees are accountable, for the expression of personal or Municipal opinions on the Internet and specifically on news groups.

13. Architecture and Infrastructure:

INGQUZA HILL LOCAL Municipality connections to the Internet shall conform to the prevailing Technology Architecture of INGQUZA HILL LOCAL Municipality.

INGQUZA HILL LOCAL Municipality IT, representing INGQUZA HILL LOCAL Municipality, may facilitate an agreement with an accredited external Internet Service Provider (ISP), or multiple Internet Service Providers if it is in INGQUZA HILL LOCAL Municipality's best interest, for access to the Internet. These agreements shall be the only official INGQUZA HILL LOCAL Municipality approved Internet connection. No other INGQUZA HILL LOCAL Municipality department may negotiate its own separate Internet access.

Only INGQUZA HILL LOCAL Municipality IT is allowed to negotiate Web-hosting services. All INGQUZA HILL LOCAL Municipality's Internet pages will be hosted at a central Web-hosting server supporting the necessary system redundancy, security, and service level agreements.

14. Adherence

All INGQUZA HILL LOCAL Municipality's information and services on the Internet must adhere to the strategy, standards and procedures as described in this policy namely; Internet Design, implementation and presentation standards; Hardware/software standards for Internet access; Request for Internet/Intranet access procedure; Legal guidelines and standards; Internet outsourcing standards; Internet Information Protection security standards; Charge-out procedures; Inter/Intranet Infrastructure Collaborative Web strategy; and Internet/Intranet/Extranet strategies.

Failure to comply with the INGQUZA HILL LOCAL Municipalities ICT policy or any of its directives and standards will result in disciplinary action being taken .

INGQUZA HILL LOCAL Municipality reserves the right to cancel/remove any users Internet access rights and/or application if this can be shown to be in the best interests of INGQUZA HILL LOCAL Municipality.

INGQUZA HILL LOCAL Municipality reserves the right to “block” access to any category or individual Internet site that can be shown as not to be in the best interests of INGQUZA HILL LOCAL Municipality.

All material on a INGQUZA HILL LOCAL Municipality Internet site must not violate, plagiarise or infringe upon the right of any third party, including copyright, trademark or proprietary rights.

15.Security

Internet users should at all times adhere to the current Internet security practices within INGQUZA HILL LOCAL Municipality when sending confidential or critical information across the Internet.

INGQUZA HILL LOCAL Municipality reserves the right to monitor any employees Internet/Intranet communications and usage. All messages created, sent, or retrieved over INGQUZA HILL LOCAL Municipality's e-mail/Internet are the property of INGQUZA HILL LOCAL Municipality and will be considered municipal information.

The provision of security is important and all services and information provided on the Internet will comply with the latest INGQUZA HILL LOCAL Municipality Internet security standard regarding: authentication, non-repudiation (of origin and receipt) and data integrity and data privacy. The INGQUZA HILL LOCAL Municipality Corporate Services Department must approve all INGQUZA HILL LOCAL Municipality Internet application security issues prior to implementation.

16.Outsourcing

Approval of Internet content development outsourcing will depend on the following:

INGQUZA HILL LOCAL Municipality Direct approval for:

- Alignment with INGQUZA HILL LOCAL Municipality's Internet strategy;
- Constituent relationship and support functions in compliance with the INGQUZA HILL LOCAL Municipality Internet Customer Care policies;
- Compliance to the INGQUZA HILL LOCAL Municipality Internet standards and procedures.
- Compliance to INGQUZA HILL LOCAL Municipality's Application Standards for Internet development and Internet web server hosting.

INGQUZA HILL LOCAL Municipality Technical Support approval for:

- Type of service to be outsourced and its future integration with INGQUZA HILL LOCAL Municipality's Internet technical infrastructure;
- Compliance with INGQUZA HILL LOCAL Municipality's Internet Information Protection and Security standards.

The transferring of ownership and responsibility of INGQUZA HILL LOCAL Municipality Internet information and/or services will not be allowed when outsourcing Internet development. All INGQUZA HILL LOCAL Municipality Internet information will reside within INGQUZA HILL LOCAL Municipality premises to ensure efficient management and control of it. Fragmentation and duplication of INGQUZA HILL LOCAL Municipality information and/or services at external outsourced vendors will not be allowed.

17. VIOLATIONS AND PENALTIES

Any employee who abuses the privilege of INGQUZA HILL LOCAL Municipality access to e-mail or the Internet will be subject to disciplinary action, which may result in dismissal. If necessary, INGQUZA HILL LOCAL Municipality reserves the right to advise appropriate legal officers of any illegal violations.

The following general guidelines may be used for the purposes of disciplinary action against employees who breach this policy:

Offence Category /	1 st Offence	2 nd Offence	3 rd Offence	4 th Offence
Loading illegal software or offensive, disruptive, insulting or immoral material, such as pornographic material, onto a INGQUZA HILL LOCAL Municipality owned computer.	Final Written Warning	Dismissal		
Sending external messages without INGQUZA HILL LOCAL Municipality's standard disclaimer attached.	Written Warning	Final Written Warning	Dismissal	
Accessing pornographic, offensive, immoral, insulting, disruptive or discriminatory material.	Final Written Warning	Dismissal		

Changing the configuration of any Internet server, Server or PC without proper authorization.	Written Warning	Final Written Warning	Dismissal	
Using INGQUZA HILL LOCAL Municipality Internet resources for personal gain.	The process as outlined in the collective agreement of the SALGBC will apply			
Excessive browsing on the internet where it is clear that the sites visited are not work related or in any way linked to the services provided by INGQUZA HILL LOCAL Municipality.	Written Warning	Final Written Warning	Dismissal	
Browsing on the internet where such browsing leads to deterioration in the employee's performance and quality of work.	Written Warning	Final Written Warning	Dismissal	
Disclosure of Security IDs and passwords to any other person, including non-staff members.	Final Written Warning	Dismissal		
Willfully downloading and/or opening of virus-infected files.	Final Written Warning	Dismissal		
Transmitting of copyrighted materials without authority of the copyright holder.	Final Written Warning	Dismissal		
Disseminating pornographic, offensive, immoral, insulting, disruptive or discriminatory material.	Final Written Warning	Dismissal		
Transmitting or forwarding of chain letters via the e-mail system (including power point slides, Flash files or any other similar formats)	Written Warning	Final Written Warning	Dismissal	

Accessing information available on Internet servers for which you are not authorized.	Final Written Warning	Dismissal		
Sending external messages containing personal opinions and/or statements which may be deemed to be INGQUZA HILL LOCAL Municipality's opinion.	Final Written Warning	Dismissal		

18. ELECTRONIC MAIL SECURITY

18.1 Municipal Property:

As a productivity enhancement tool, INGQUZA HILL LOCAL MUNICIPALITY encourages the legitimate organisational use of electronic communications. Electronic communications systems, and all messages generated on or handled by electronic communications systems, including back-up copies, are considered to be the property of INGQUZA HILL LOCAL MUNICIPALITY.

18.2 Authorized Usage:

INGQUZA HILL LOCAL MUNICIPALITY electronic communications systems generally must be used only for Municipal related activities. Incidental personal use is permissible so long as:

- (a) It does not consume more than a trivial amount of resources,
- (b) Does not interfere with worker productivity, and
- (c) Does not pre-empt any Municipal business activity.

Users are forbidden from using INGQUZA HILL LOCAL MUNICIPALITY electronic communication systems for charitable endeavours, private business activities, or amusement/entertainment purposes.

Employees are reminded that the use of municipal resources, including electronic communications, should never create either the appearance or the reality of inappropriate use. Access to private e-mail accounts is prohibited as it is a source of security risk. Private internet banking is permissible where individuals have already been granted access to the internet in terms of work requirements, providing the above rules are applied.

18.3 Default Privileges:

Employee privileges on electronic communication systems must be assigned such that only those capabilities necessary to perform a job are granted. This approach is widely known as the concept of "least privilege". Broadcast facilities (such as an

“everyone” or “send to all” e-mail) must be used only after the permission of a department manager has been obtained and should be distributed by the relevant mail administrator.

18.4 User Separation:

Personal user-Ids and associated passwords must be used to identify and authenticate different users and to isolate the communications of different users. Fax machines that do not have separate mailboxes for different recipients need not support such user separation.

18.4.1 User Accountability:

Regardless of the circumstances, the policies that apply to id’s and passwords in INGQUZA HILL LOCAL MUNICIPALITY should also be applied to access of e-mail. Ignoring these exposes the authorized user to responsibility for actions the other party takes with the password. If users need to share computer resident data, they should utilize message forwarding facilities, public directories on local area network servers, and other authorized information-sharing mechanisms.

18.5 User Identity:

Misrepresenting, obscuring, suppressing, or replacing a user's identity on an electronic communications system is forbidden. The user name, electronic mail address, organizational affiliation, and related information included with electronic messages or postings must reflect the actual originator of the messages or postings.

18.6 No Default Protection:

Employees are reminded that INGQUZA HILL LOCAL MUNICIPALITY electronic communications systems are not encrypted by default. If sensitive information must be sent by electronic communication systems, encryption or similar technologies to protect the data must be employed. Assistance can be obtained from the Information Technology department.

18.7 Respecting Privacy Rights:

Except as otherwise specifically provided, employees may not intercept or disclose, or assist in intercepting or disclosing, electronic communications. INGQUZA HILL LOCAL MUNICIPALITY is committed to respecting the rights of its employees, including their reasonable expectation of privacy. INGQUZA HILL LOCAL MUNICIPALITY also is responsible for servicing and protecting its electronic communications networks. To accomplish this, it is occasionally necessary to

intercept or disclose, or assist in intercepting or disclosing, electronic communications.

18.8 No Guaranteed Message Privacy:

INGQUZA HILL LOCAL MUNICIPALITY can however not guarantee that electronic communications will be private. Employees should be aware that electronic communications, depending on the technology, can be forwarded, intercepted, printed, and stored by others. Furthermore, electronic communications can be accessed by others in accordance with this policy.

18.9 Regular Message Monitoring:

It is the policy of INGQUZA HILL LOCAL MUNICIPALITY NOT to regularly monitor the content of electronic communications. However, the content of electronic communications may be monitored and the usage of electronic communications systems will be monitored to support operational, maintenance, auditing, security, and investigative activities. Users should structure their electronic communications in recognition of the fact that INGQUZA HILL LOCAL MUNICIPALITY will and may from time to time examine the content of electronic communications.

18.10 Statistical Data:

Consistent with generally accepted practice, INGQUZA HILL LOCAL MUNICIPALITY collects statistical data about electronic communications. Using such information, technical support personnel can monitor the use of electronic communications to ensure the ongoing availability and reliability of these systems.

18.11 Incidental Disclosure:

It may be necessary for technical support personnel to review the content of an individual employee's communications during the course of problem resolution. Technical support personnel may not review the content of an individual employee's communications out of personal curiosity .

18.12 Contents of Messages:

Workers must not use profanity, obscenities, or derogatory remarks in electronic mail messages discussing employees, customers, competitors, or others. Such remarks -- even when made in jest -- may create legal problems such as trade libel and defamation of character. Special caution is warranted because back-up and archival copies of electronic mail may actually be more permanent and more readily accessed than traditional paper communications.

18.13 Message Forwarding:

Recognizing that some information is intended for specific individuals and may not be appropriate for general distribution, electronic communications users should exercise caution when forwarding messages. INGQUZA HILL LOCAL MUNICIPALITY sensitive information must not be forwarded to any party outside INGQUZA HILL LOCAL MUNICIPALITY without the prior approval of a department manager. Blanket forwarding of messages to parties outside INGQUZA HILL LOCAL MUNICIPALITY is prohibited unless the prior permission has been obtained.

18.14 Handling Information About Security:

Users must promptly report all information security alerts, warnings, suspected vulnerabilities, and the like to the IT department. Users are prohibited from utilizing INGQUZA HILL LOCAL MUNICIPALITY systems to forward such information to other users, whether the other users are internal or external to INGQUZA HILL LOCAL MUNICIPALITY.

18.15 Public Representations:

No media advertisement, Internet home page, electronic bulletin board posting, electronic mail message, voice mail message, or any other public representation about INGQUZA HILL LOCAL MUNICIPALITY may be issued unless it has first gone through the appropriate approval channels.

18.16 User Back-Up:

If an electronic mail message contains information relevant to the completion of a transaction, contains potentially important reference information, or has value as evidence of a INGQUZA HILL LOCAL MUNICIPALITY management decision, it should be retained for future reference. Most electronic mail messages will not fall into these categories, and accordingly can be erased after receipt. Users must regularly move important information from electronic mail message files to word processing documents, databases, and other files. Electronic mail systems are not intended for the archival storage of important information. Important stored electronic mail messages can be periodically expunged by systems administrators, mistakenly erased by users, and otherwise lost when system problems occur.

18.17 Archival Storage:

All official INGQUZA HILL LOCAL MUNICIPALITY electronic mail messages, including those containing a formal management approval, authorization, delegation, or handing over of responsibility, or similar transaction, must be archived.

18.18 Purging Electronic Messages:

Messages no longer needed for business purposes must be periodically purged by users from their personal electronic message storage areas. After a certain period - - generally six months -- electronic messages stored on multi-user systems will be automatically deleted by systems administration staff. Not only will this increase scarce storage space, it will also simplify records management and related activities.

18.19 Harassing or Offensive Materials:

INGQUZA HILL LOCAL MUNICIPALITY computer and communications systems are not intended to be used for, and must not be used for the exercise of the right to free speech. Sexual, ethnic, and racial harassment --including unwanted telephone calls, electronic mail, and internal mail -- is strictly prohibited and is cause for disciplinary action. Workers are encouraged to respond directly to the originator of offensive electronic mail messages, telephone calls, and/or other communications. If the originator does not promptly stop sending offensive messages, workers must report the communications to their manager and the Corporate Services Department. INGQUZA HILL LOCAL MUNICIPALITY retains the right to remove from its information systems any material it views as offensive or potentially illegal.

18.20 Virus Scan of E-mail:

All inbound and outbound electronic mail must be scanned for viruses before delivery.

19. ANNEXURE A – STANDARD E-MAIL DISCLAIMER

An example of a standard e-mail disclaimer is presented below. The disclaimer is presented at footer of the e-mail and is normally created as a default text that is automatically applied when a new e-mail is created. This is normally setup as a stationary element in the e-mail client configuration. It is the responsibility of the IT section to ensure that the disclaimer is automatically configured on the user's computer .

The purpose of the disclaimer is to protect the municipality from litigation arising from the accidental disclosure of information to an unintended third party, from damage to third parties computer system resulting from a computer virus or any other harmful program hidden in or embedded into an e-mail or attachment to an e-mail.

The e-mail footer, in addition to the disclaimer, should contain the organisation from which the e-mail is being transmitted, the E-mailer's name and contact information. This is

required so that any individual receiving an e-mail in error can notify the originator and destroy the e-mail without any copies of the mail being retained.

Example of a Standard E-mail Disclaimer

“This message may contain information which is confidential, private or privileged in nature and subject to legal privilege. If you are not the intended recipient, you may not peruse, use, disseminate, distribute or copy this message or file which is attached to this message. If you have received this message in error, please notify the sender immediately by e-mail, facsimile or telephone and thereafter return and/or destroy the original message.

INGQUZA HILL LOCAL Municipality accepts no liability of whatever nature for any loss, liability, damage or expense resulting directly or indirectly from the access of any files which are attached to this message.”