

RESOLUTION TAKEN DURING THE MEETING OF THE EXECUTIVE COMMITTEE/MUNICIPAL COUNCIL HELD ON **13 FEBRUARY 2006** IN THE COUNCIL CHAMBER, CIVIC CENTRE, 64 VICTORIA STREET, DUNDEE

C 01/13/02/06 **ENDUMENI MUNICIPALITY: IT POLICY FOR USE OF INTERNET, INTRANET AND E-MAIL FACILITIES** **(F1/17)**

RESOLVED

MCS

THAT the proposed Endumeni Municipality IT Policy for use of Internet, Intranet and Email facilities be adopted as a policy of the Endumeni Municipal Council.



C 01/13/02/06 **ENDUMENI MUNICIPALITY: IT POLICY FOR USE OF INTERNET, INTRANET AND E-MAIL FACILITIES** **(F1/17)**

RESOLVED TO RECOMMEND

MCS

THAT the proposed Endumeni Municipality IT Policy for use of Internet, Intranet and Email facilities be adopted as a policy of the Endumeni Municipal Council.



C 01/02/2006 **ENDUMENI MUNICIPALITY: IT POLICY FOR USE OF INTERNET, INTRANET AND E-MAIL FACILITIES** **(F1/17)**

REPORT: MANAGER CORPORATE SERVICES

This item was considered by the Local Labour Forum meeting held on 6 February 2006.

(See Minutes of same page 110, item 7)

IT IS

RECOMMENDED

THAT the proposed Endumeni Municipality IT Policy for use of Internet, Intranet and Email facilities be adopted as a policy of the Endumeni Municipal Council.

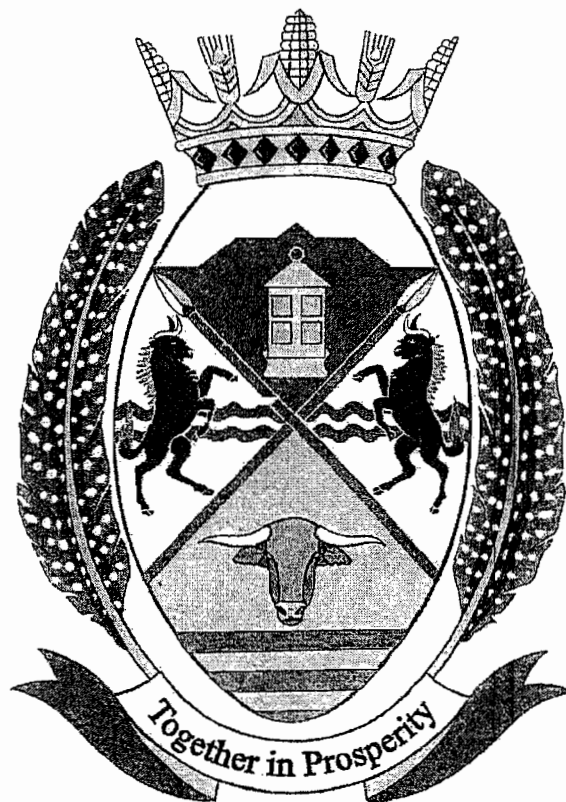


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APPROVED BY COUNCIL
DATE **13 FEB 2006**

Department of Corporate Services

Information Technology



ENDUMENI

Draft

**IT POLICY FOR USE OF INTERNET, INTRANET AND
EMAIL FACILITIES**

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1 DEFINITIONS

The following definitions shall apply throughout this document:

A) Confidential

In the Council context, confidential@ is defined at the following four levels:

- i) **legal privilege**
e.g. attorney / client privilege and counsel's opinions
- ii) **constitutional privilege**
a person's right to privacy (e.g. consolidated billing client information)
- iii) **commercial / trade secrets**
e.g. tenders and other information subject to embargo
- iv) **personal information**
e.g. Human Resources Department information such as CVs and medical details

Any items which are thought to be confidential but do not fit within the definitions given above should be referred to Legal Services for confirmation.

B) Sponsorship

The free provision of equipment and / or services (e.g. PCs, software, free Internet access, etc) in return for advertising rights.

C) Internet, Intranet and e-Mail

- i) **Internet**
any facility external to the Councils corporate network
- ii) **Intranet**
any facility internal to the Councils corporate network
- iii) **e-Mail**
any facility which allows the transfer of electronic mail between users within the Council and/or with persons outside the Council

2 INTRODUCTION

The purpose of this policy document is to establish policies and responsibilities regarding the use of the Internet, Intranet and e-Mail in Endumeni Municipality. It is the primary source of guidance on issues relating to the use of the Internet, Intranet and e-Mail.

3 MISSION

The Municipality recognises the existence of the Internet and its importance as a strategic business tool to promote the acquisition and dissemination of information and electronic commerce on a worldwide basis for the benefit of the Municipality and its stakeholders.

4 POLICY STATEMENT

The Municipality permits and encourages the use of the Internet, Intranet and e-Mail where such use is appropriate for business purposes and which supports the objectives of the Municipality and its Clusters/departments.

Users are required to use the Internet, Intranet and e-Mail facilities in accordance with Municipal Standing Orders, together with any other Municipal regulations and as part of the normal execution of a users job responsibilities.

5 GOALS

The goals of the Municipal web site, known as (www.endumeni.gov.za), are as follows:

- 5.1 To provide accurate information about the town to all stakeholders
- 5.2 To use internet technology to promote efficiency, thereby saving time and money
- 5.3 To provide a range of municipal services and information through an internet interface
- 5.4 To empower Endumeni Municipality residents by promoting transparent governance
- 5.5 To promote the Endumeni Municipality to potential tourists
- 5.6 To facilitate economic growth in the municipality by providing information to a wide range of business-people
- 5.7 To create the most user-friendly website possible

6 OBJECTIVES

Information and the access thereto are major corporate resources of the Municipality and the access technology requires protection against unauthorized access, disclosure or manipulation. A clear policy that duly guides all members of the Municipality and all its stakeholders needs to be established in order to ensure access and use of the Internet, Intranet and e-Mail are subject to appropriate security and standards.

The following objectives are achieved by this policy:

- 6.1 provide direction and guidance regarding the use of the Internet, Intranet and e-Mail
- 6.2 establish a controlled access to the Internet, Intranet and e-Mail
- 6.3 reduce the risk of information loss by accident or intentional transmission or disclosure
- 6.4 identify and ensure compliance of Internet, Intranet and e-Mail use with any rules and laws governing the Municipality
- 6.5 identify Departments Sections and People that will be affected by Internet, Intranet and e-mail use within the Municipality
- 6.6 provide direction, limitation and cautions towards the use of the Internet, Intranet and e-Mail, including the number and kind of user support services available
- 6.7 identify considerations governing the exchange of data with other internal and external Internet users
- 6.8 ensure co-ordination of the various web sites of the Municipality's departments
- 6.9 provide a single point of reference for the purpose of seeking information from the Municipality.

7 PRINCIPLES

This policy must be fully disseminated to all levels within the Municipality and management must ensure that users are aware of their rights and obligations under this policy. All users subscribing to these facilities are required to accept the policies set out in this document.

8 SCOPE

This policy applies to all users accessing the Internet, Intranet and e-Mail via the Municipalities resources and systems.

9 POLICIES

9.1 General Internet, Intranet and e-Mail Policy

- A) Users agree to not take any actions that would constitute or facilitate the unauthorized use or disclosure of confidential information or abuse of the facilities. In this context, the term unauthorized shall mean the following:
- i) in contravention of any rule, written policy or procedure of the Municipality
 - ii) in contravention of any lawful instruction or directive, either written or oral, of an officer of the Municipality empowered to issue such instruction or directive as stipulated in the Municipalities rules
 - iii) in contravention of any duty existing under law or contract
 - iv) otherwise inconsistent with the Municipalities measures to protect its interests in its confidential information
- B) The transmission of confidential documents is made on the understanding that the Internet, Intranet and e-Mail are not secure and where practicable, encryption must be used.
- C) Use of the Internet, Intranet and e-Mail is restricted to work-related purposes only and users may be subject to monitoring where there are reasonable grounds to suspect abuse

- D) Following consultation with the relevant parties, the Municipality may amend its policies regarding the use of the Internet, Intranet and e-Mail from time to time and the user agrees to abide by any such amended policies. Such policy changes shall be communicated electronically to users, at least one week prior to implementation
- E) The downloading of material and/or software, which is protected by copyright or licence, is prohibited. The lifting of this restriction may be granted in individual circumstances on receipt of a business motivation for the request at the discretion of the Head of the Department and Information Technology (I.T.) Administrator or an officer of the Municipality so designated by the Head of Department and the I.T. Administrator.

9.2 e-Mail Policy

- A) Users are forbidden to intercept other people's e-Mail without proper authorization
- B) Users should communicate by e-Mail as they would at a public gathering (i.e. messages should be factual, non-derogatory and not bring persons or groups into disrepute)
- C) Users must limit the use of subscriptions to news groups / mail for work-related matters
- D) Users should archive or delete messages on a regular basis
- E) Users must not to abuse the privilege of sending private e-Mails through Municipal facilities. Such abuse will result in appropriate disciplinary measures.
- F) Under no circumstances are users allowed to send mail to the "All Email Users Distribution List" nor to every address contained in the address book. If circumstances warrant such distribution, the work-related message must be sent to the IT Administrator and such messages will be sent after normal business hours.
- H) User's are not allowed to send mail that bears any branding or special offer, promoting any company/s or organisation/s products or services.
- I) Unless work-related, users are not allowed to send e-Mails or attachments with the following content:
 - i) chain letters
 - ii) pornographic material
 - iii) hate messages
 - iv) music and video clips
 - v) religious content
 - vi) electronic greeting cards

10 RESPONSIBILITIES

10.1 Information Technology (IT) (Corporate Services)

The Internet, Intranet and e-Mail facilities are corporate resources, managed by IT, which are made available throughout the Municipality.

Whilst it is recognised that Clusters have their own hardware, software and skills, IT is responsible for

- A) ensuring that policy document(s) and associated guidelines for Internet, Intranet and e-mail use reflect the Endumeni Municipalities mission, objectives, and values
- B) ensuring that the Municipalities policies and standards are enforced
- C) approving the publishing of information on the Councils web site in response to motivations, based on business needs, provided by Clusters and departments.
- D) the provision of the necessary infrastructure, including access control, usage and security, through its Networks and Telecommunications Branch, to facilitate an Internet, Intranet and an e-Mail service throughout the Municipality
- E) the provision of the required hardware, software and human resources to ensure that the Internet facilities external to the firewall are available on a 24 hours per day, 7 days per week basis
- F) the custody of all information stored for use on the corporate Internet and the corporate Intranet facilities
- G) the technical co-ordination of the Municipality's web pages.

IT undertakes these functions by:

- H) managing the Internet Service Provider (ISP) contract by:
 - i) the issue, adjudication and monitoring of tenders for the service
 - ii) reviewing ISP rates and service quality
- D) managing the firewall, hardware, software and maintenance thereof by:
 - i) the review of firewall access

- ii) ensuring optimum performance through the provision of the correct hardware and software requirement
- J) controlling access to the Internet and Intranet facilities by:
 - i) liaising with other departments to determine their requirements
 - ii) controlling the user application process including identification and authorisation
 - iii) the issuing of standardised access addresses
 - iv) the provision and monitoring of usage statistics
 - v) the use of an access-monitoring tool, which prohibits unrestricted access to undesirable web sites (e.g. pornography, hate, etc)
- K) providing a web development service
- L) ensuring the availability of user support where needed and approved.
- M) employing the Information Technology Web Master or Outsourced Company who:
 - i) is responsible for the co-ordinating the look and feel of the Endumeni Municipality Web Sites
 - ii) monitors the impact of the sites through various mechanisms (e.g. surveys, software monitoring tools etc.)
 - iii) maintains the Endumeni . gov . za and other Endumeni Municipality web sites.
 - iv) co-ordinates the links between the Municipality's current and proposed web sites in conjunction with all role players
 - v) receives and monitors all queries concerning current or proposed web sites
 - vi) develops standards for Internet site presentation and, in respect of presentation, the data content
 - vii) provides optimum solutions for user's business needs regarding their web sites
 - viii) ensures compliance with web site standards by carrying out web site audits on a regular basis

- ix) ensures the web sites contain efficient navigation structures and meet usability requirements
- x) ensures the websites are designed to meet the needs of both users, departments and the municipality as a whole.
- xi) keeps abreast of the latest Internet and Intranet technology, new trends and developments.

10.2 Departments and Sections

The Manager and Sectional Heads, for each Department/ Section under his/her control, to nominate a person who:

- A) will provide relevant information to be published on its site, if so required
- B) ensure the accuracy and reliability of its own data

10.3 Line Management

- A) ensures adherence to organizational policies, practices and guidelines for Internet, Intranet and e-Mail use including information disclosure
- B) ensures that subordinates are aware of all policies, guidelines and practices for Internet, Intranet and e-Mail use
- C) manages and approves user requests for access and resources; e.g. develops business cases for Internet, Intranet and e-Mail use by department/s or individual user/s
- D) manages the security of the network computers which are utilised for the Internet, Intranet and e-Mail facilities
- E) ensures that IT withdraws access rights of employees who have left the Municipalities service.

10.4 Users

- A) Must validate and authenticate any information received or retrieved via the Internet, Intranet and e-Mail before being used
- B) must ensure that all files accessed or obtained from the Internet are virus-free
- C) be aware of the level of security classification pertaining to information contained in data files or correspondence that is sent by them via the Internet

- D) apply Internet access in a manner consistent with (the users) job function and role
- E) ensure that the content of information exchanged via e-Mail shall be appropriate and consistent with Municipality's policies and is subject to the same restrictions as any other form of Municipality correspondence
- F) are warned not to exchange information that is considered private, confidential, or which, if intercepted in an unencrypted form, would place the Municipality in violation of any law
- G) are expected to practice etiquette (Internet etiquette).

Whether access is performed during or out of normal working hours, the user is subject to all policies, which warn against private or unauthorized use of Municipality's resources and may be subject to disciplinary action.

11 GUIDELINES

11.1 General

- A) The mass forwarding of e-Mail, such as chain letters is forbidden. IT must be notified of any known infraction.
- B) The distribution of any information through the Internet, Intranet and e-Mail is subject to scrutiny and approval of the Municipality, which reserves the right to determine the suitability and confidentiality of information disseminated where reasonable cause for suspicion of abuse exists
- C) Users of Internet, Intranet and e-Mail resources should act responsibly and maintain the integrity of corporate data and information at all times
- D) Use of the Internet, Intranet and e-Mail will be monitored by IT to ensure that users do not abuse such use, which may cause the unreasonable monopolisation of resources to the exclusion of others. Such infractions will be reported to line managers for appropriate action
- E) e-Mail communication is not secure and must be treated with caution. There is no guarantee that such communications will reach the recipients.
- F) Users must be aware of security risks when sending confidential e-Mail and should use encryption where possible to protect confidentiality.

11.2 Internet

- A) Information retrieved from the Internet should be considered suspect until confirmed by another independent source
- B) Corporate logos and Internet home pages must only be used for corporate-sanctioned communications.

11.3 e-Mail

- A) Outgoing e-Mail may be checked for inappropriate language and content by the Administrator: Information Technology or person designated by him.
- B) e-Mail must be regarded in the same way as communications sent under Municipal letterheads
- C) Forwarding chain letters and the use of chat rooms is explicitly prohibited
- D) Sending any sensitive personal data, for example home address, photographs or telephone numbers relating to the user is done at the senders risk

12 SECURITY

12.1 Access Security

- A) Users must always secure their workstations when leaving them unattended
- B) Users must treat information as they would any valuable asset and if not sure of the value or sensitivity of the information, they should ask their superiors for guidance
- C) Users are responsible for their activities on computer systems
- D) Users must report any security weakness, whether from internal or external sources, immediately that they become aware of it to IT
- E) Under no circumstances may users disclose their individual system passwords
- F) Users must use passwords that have no personal associations and these must be changed frequently.

12.2 File Transfers

- A) Files available from web sites through File Transfer Protocol (FTP) may only be downloaded outside normal business hours by authorised users
- B) All such files must be scanned for viruses using the Municipalities standard anti-virus software before being loaded on to any workstation connected to the corporate network.

12.3 Viruses

Care should be taken to avoid infection of files, information and computer systems by viruses. The dangers of unsolicited e-Mail attachments must be recognised by users. Any occurrence of a computer virus attack, whether successful or not, must be reported to IT immediately which, in turn, will disseminate this information to all users.

- A) Users must not knowingly introduce virus-affected files or media into the Municipalities systems
- B) Users must not introduce any data from external sources into any of the Municipalities systems without
 - i) authorisation from their respective Heads
 - ii) scanning such data using the standard anti-virus software package as determined by the Administrator : IT from time to time.
- C) Users must maintain the authorized hardware/software configurations and take the following precautions:
 - i) Only licenced software may be used
 - ii) Periodic scans must be done on every workstation to verify that they are virus-free
 - iii) Users must inform their supervisors immediately when they detect any computer virus on their workstations
 - iv) Backups of sensitive data and software needed to recover from a virus attack must be taken regularly.

It is prudent, where possible, that the original disks containing software packages

must be copied on receipt. The originals must be stored in a safe place and any installation must be made using the copied software

- v) Workstations must not be booted from any removable media which has not been virus checked and cleared as being virus-free
- D) The use of sniffing or hacking tools is prohibited except by IT staff in the performance of their duties.
- E) Users are expressly prohibited from knowingly bypassing in any manner resident anti-virus protection software
- F) Each user is responsible for ensuring that the appropriate anti-virus protection measures exist at his or her workstation. Any uncertainty should be raised with IT
- G) The introduction of any shareware or bulletin board software must be preceded by thorough testing against virus on an off-line test system before being introduced on to any system
- H) Each Sectional Head must ensure compliance with all policies. All users are also responsible for their individual compliance.

Users who wilfully disregard this policy are subject to disciplinary actions as provided for in the Municipality's rules and any other regulatory policies.

13 WEB SITES

13.1 Co-ordination of web sites

- A) All Municipality Internet and Intranet pages are co-ordinated by the IT Department's Administrator in conjunction with the respective Departmental Heads.

13.2 Establishment of new Internet and Intranet sections or changes to existing web pages

- A) Decisions about new content will be taken by the Departmental Head based on business needs motivations from the section concerned. Refer to Appendix A for the sample motivation form required to be completed by the department.
- B) Information about individual departments will include a simple organogram, services that the department offers, contact details and key policy information. In some cases educational material will also be included.

- C) Information will only be included on a departmental page/s if it allows the organization to meet the goals stated above. Relevant information is solely work-related.
- D) Material to be added to the intranet will be forwarded to the IT Administrator who will first check it for compliance with standards and, when satisfied, publish it. Technical information will not be checked for factual accuracy, but to ensure it meets the sites design standards.

The following procedures must be adhered to:

- E) for new pages:
 - i) a motivation must be submitted to the IT Administrator for approval prior to the pages being established
 - ii) following approval by the IT Administrator, all information and documentation for the web page must be submitted. The anticipate volume of data storage required should be indicated to facilitate planning
 - iii) the IT Administrator is responsible for the technical implementation (set up) of the pages on the appropriate server. The IT Administrator will be responsible for setting up user accounts and security to the site. Thereafter the IT Administrator will advise the user when the site is operational.
- F) for existing pages
 - i) All information and documentation for the web page changes must be submitted. The anticipate volume of data storage required should be indicated to facilitate planning
 - ii) The IT Administrator will be responsible for setting up user accounts and security to the site. Thereafter the IT Administrator will advise the user when the site is operational

13.3 Web servers

The Municipality's Internet servers are controlled by IT and are placed outside the firewall to ensure the integrity of the Municipality's network and data repositories.

Departments may use the built-in functionality of web publishing software to facilitate the updating of information on their web pages.

Appendix A

Motivation for the Inclusion of Information on the Endumeni Municipality Web Sites

1 Contact Details

1.1 Name of Proposer: _____

1.2 Job Title: _____

1.3 Department/Section: _____

1.4 Phone numbers: _____

2 Internet/Intranet

2.1 Do you want your material to be included on the Internet (for public use) or the Intranet (for staff use), or both? Please tick:

Internet – www.endumeni.gov.za Intranet – intranet.endumeni.gov.za

3 Business Motivation

3.1 What are the business needs that will be fulfilled by including this information on the web site?

4 Information/Functions

4.1 What information or functions do you want to include in on the website? e.g. background about the department and a searchable database

5 Staff

5.1 Who in your department will maintain and update this material?

Name: _____

Phone Number: _____

How often will they update it? _____

5.2 Do they have internet access, email and a sufficiently powerful computer?

Date: _____ Signature: _____

Please return this form to the IT Administrator Room 100, Dundee Civic Centre