

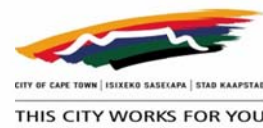
POLICY

PERSONAL COMPUTERS FOR
COUNCILLORS

APPROVED BY COUNCIL:
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C52/05/11

Policy - Personal Computers for Councillors



Document Title: Personal Computers for Councillors

Audience: Councillors

Purpose: To document the policy around the issuing and use of Personal computers for councillors

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(Input from EMT ICT Committee and Corporate Services and Human Resources Portfolio Committee included)

Related Documents: Councillor's Computer Equipment: Terms and Conditions (2008)

1. Background

Access to Information and Communication Technology (ICT) is key to enabling Councillors to perform their duties. Since 2001 Councillors have all been issued with computers, printers and modems in terms of a Policy first adopted by the Corporate Services Portfolio Committee on 8 May 2001. This policy was subsequently amended on the 11th May 2006, in order to cater for the advances in technology and improved business processes adopted by the City of Cape Town. This policy has been applied for the term of office (2006 – 2011).

As Information Technology is a continuously evolving discipline (with new devices and enhanced technologies which enable new ways of working) it is again necessary to update the Personal Computer Policy for Councillors for the term of office commencing May 2011.

2. Purpose

This report therefore proposes an amended policy and implementation approach relating to the provision of PCs for Councillors.

3. Policy

- 3.1. As part of the City of Cape Town's IS&T strategy, all Councillors in the City of Cape Town are encouraged to become computer literate and use ICT (Information and Communications Technology) to help fulfil their mandate, interact with their constituents and transform the city to a globally competitive smart city.
- 3.2. It is compulsory for Councillors to participate in this program.
- 3.3. All Councillors will receive a Laptop, modem (ADSL or Mobile 3G), multifunctional printer and necessary software from Council to enable them to perform Council-related functions.
- 3.4. The choice of fixed line versus mobile connectivity is subject to availability of the service within the municipal area. Other than this choice in mode of connectivity all equipment and services will be prescribed in accordance with the City's IT architectural standards.
- 3.5. 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 Corporate Services Portfolio Committee and to be approved by Mayco.
- 3.6. Councillors can choose to locate the multifunctional printer at their home or at a ward office (where applicable).
- 3.7. Where Councillors require new ADSL lines to be installed Council will arrange for the installation of ADSL (if the service is available in the area) lines and pay for the installation of the ADSL line as part of this programme. The cost of linking Councillor's PCs to the Council network will be borne by Council and not the Councillors.
- 3.8. Paper for printing will be allocated as required up to a maximum of 8 reams per annum. Usage above this has to be motivated by the party whip to the Manager: Councillor Support. Paper and other consumables will be administered by the normal Councillor Support function.

- 3.9. The procurement and installation of all computer hardware and software is the responsibility of the IS&T Department and will be managed as part of the City's distributed computer environment.
- 3.10. 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 IS&T Department. Users are strictly prohibited from opening up or tampering with their hardware or software / system settings.
- 3.11. Only legally licensed software may be used on Council's PC. 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.
- 3.12. No software (including games), other than that purchased through or authorized by the IS&T Department may be used on Council hardware. Official copies of certain games may be supplied by the IS&T Department as an educational facility to encourage familiarisation.
- 3.13. If new licensed software is required to be installed locally, it must be done by IS&T staff only. If a Councillor requires additional software to be purchased or loaded, this request must be logged via the nominated Service Desk. This also applies to software offered on trial.
- 3.14. In the event of a virus being discovered, the Service Desk must be advised IMMEDIATELY in order that remedial action can be taken. The PC is not to be used until such time as the virus has been removed.
- 3.15. 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 IS&T Department. 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 IS&T Department **does not** accept responsibility for any loss of data stored locally.
- 3.16. Council supports the use of the INTERNET, as a means of enhancing its level of service and promoting Cape Town in general. All Councillors PCs 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.
- 3.17. 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. Frivolous use thereof must be discouraged 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

Councils Disciplinary Code. Permitting other people to abuse the facility will be regarded with equal severity and similarly acted upon.

- 3.18. 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.
- 3.19. Internal data and information is a resource belonging to the City of Cape Town and therefore may not be used for personal or political gain, distributed without authority, or sold.
- 3.20. Network and PC access will be strictly password controlled and there will be an enforced password change at regular intervals of time.
- 3.21. Passwords are to be regarded as “keys” and must be protected as you would your keys to any container of valuable items. Passwords should not be made known to others and if it is suspected that the password has become known to others it must be changed immediately.
- 3.22. The 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.
- 3.23. 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.
- 3.24. The use of ICT equipment by Councillors must at all times comply with the City of Cape Town's Corporate IS&T Architecture Standards and Policies.
- 3.25. Corporate Audit Services have access rights to any Council owned PC and data in the course of an audit investigation, using approved channels of authorisation.
- 3.26. The control of such equipment allocated must be in accordance with the Corporate Asset Register Management Policy of the City of Cape Town.
- 3.27. It should also be noted that Councillors would need to undergo IT skills evaluation before the installation of the computer at either their homes or in their ward offices.
- 3.28. All decisions relating to the implementation of this policy are delegated to the Director Information Systems and Technology within the City Of Cape Town.