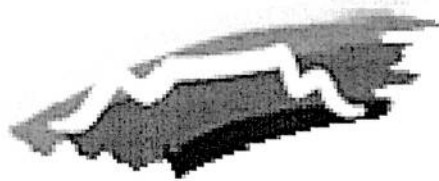


Reviewed June 2010

RECORDS MANAGEMENT POLICY



CITY OF CAPE TOWN

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1. Purpose

1.1.1 The Provincial Archives and Records Service of the Western Cape Act, 2005 (Act No. 3 of 2005), requires the City of Cape Town to manage its records in a well-structured record keeping system, and to put the necessary policies and procedures in place to ensure that its record keeping and records management practices comply with the requirements of the Act.

1.1.2 Information is a resource of the same importance to good management as other standard resources like people, money and facilities. The information resources of the City of Cape Town must therefore be managed as a valuable asset. Appropriate records management is a vital aspect of maintaining and enhancing the value of this asset. City of Cape Town considers its records to be a valuable asset to:

- Enable City of Cape Town to find the right information easily and comprehensively;
- Enable City of Cape Town to perform its functions successfully and efficiently and in an accountable manner;
- Support the conduct of business in an orderly, efficient and accountable manner;
- Ensure the consistent delivery of services;
- Support and document policy formation and administrative decision-making;
- Provide continuity in the event of a disaster;
- Protect the interest of the City of Cape Town and the rights of employees, clients and present and future stakeholders;
- Support and document the City of Cape Town's activities, development and achievements;
- Provide evidence of business in the context of cultural activity and contribute to the cultural identity and collective memory.

1.2 Records management, through the proper control of the content, storage and volume of records, reduces vulnerability to legal challenge or financial loss and promotes best value in terms of human and space resources through greater co-ordination of information and storage systems.

2. Policy Statement

All records created and received by the City of Cape Town shall be managed in accordance with the records management principles contained in the National Archives and Records Service Act, 1996 and the Provincial Archives and Records Services of the Western Cape Act of 2005.

The following broad principles apply to the record keeping and records management practices of the City of Cape Town:

- The City of Cape Town follows sound procedures for the creation, maintenance, retention and disposal of all records, including electronic records.
- The records management procedures of the City of Cape Town comply with legal requirements, including those for the provision of evidence.
- The City of Cape Town follows sound procedures for the security, privacy and confidentiality of its records.
- Electronic records in the City of Cape Town are managed according to the principles promoted by the National Archives and Records Service.
- The City of Cape Town has performance measures for all records management functions and reviews compliance with these measures.

3. Relationships with other policies

The City of Cape Town's Records Management Policy not only reflects the roles and responsibilities of key role-players, but also covers a broad spectrum of records generated by the Municipality. The Electronic Records Management Policy Framework will *inter alia* include an E-mail policy. This Policy Framework will be managed by the Records Manager.

4. Scope and intended audience

This policy impacts upon the City of Cape Town's work practices for all those who:

- Create records including electronic records;
- Have access to records;
- Have any other responsibilities for records, for example storage and maintenance responsibilities;
- Have management responsibility for staff engaged in any these activities; or manage, or have design input into, information technology infrastructure.

The policy therefore applies to all staff members of the City of Cape Town and covers all records regardless of format, medium or age.



5. Regulatory framework

By managing its paper-based records effectively and efficiently the City of Cape Town strives to give effect to the accountability, transparency and service delivery values contained in the legal framework established by:

- Constitution, 1996;
- National Archives and Records Service of South Africa Act (Act No 43 of 1996 as amended);
- National Archives and Records Service of South Africa Regulations;
- Western Cape Archives and Records Service Act (Act 3 of 2005)
- Municipal Finance Management Act (Act No 56 of 2003);
- Promotion of Access to Information Act (Act No 2 of 2000);
- Promotion of Administrative Justice Act (Act No 3 of 2000);
- Electronic Communications and Transactions Act (Act No 25 of 2002).

6. Roles and responsibilities

6.1 City Manager

The City Manager is ultimately accountable for the record keeping and records management practices of the City of Cape Town. He is also:

- committed to enhance accountability, transparency and improvement of service delivery by ensuring that sound records management practices are implemented and maintained; and
- supports the implementation of this policy and requires each staff member to support the values underlying in this policy; and
- shall designate a senior manager to be the Records Manager of the City of Cape Town and shall mandate the records manager to perform such duties as are necessary to enhance the record keeping and records management practices of the City of Cape Town to enable compliance with legislative and regulatory requirements.
- shall designate Deputy Records Managers for the Portfolios of Human Resources and Information Technology. In addition hereto he shall also designate Deputy Records Managers for all the Directorates of the Organisation including the office of the Chief Audit Executive.

6.2 Executive Directors and Chief Audit Executive, Directors and Managers (Senior Managers)

Senior Managers are responsible for the implementation of this policy in their respective Directorates/Departments.

- Senior Managers shall lead by example and shall themselves maintain good record keeping and records management practices in their Directorates/Departments.



- Senior Management shall ensure that all staff are made aware of their record keeping and records management responsibilities and obligations.
- Senior Managers shall ensure that the management of records including e-mail is a key responsibility in the performance agreements of all the staff in their units.

6.3 Records Manager

6.3.1 The Records Manager is responsible for:

- The implementation of this policy;
- Staff awareness regarding this policy;
- The management of all records according to the records management principles contained in the Provincial Archives and Records Service of the Western Cape Act, 2005.
- The determination of retention periods in consultation with the users and taking into account the functional, legal and historical need of the body to maintain records of transactions.

6.3.2 The Records Manager is mandated to make such training and other interventions as are necessary to ensure that the City of Cape Town's record keeping and records management practices comply with the records management principles contained in the Provincial Archives and Records Service of the Western Cape Act.

6.3.3 The Records Manager may from time to time issue circulars and instructions regarding the record keeping and records management practices of the City of Cape Town.

6.3.4 The Records Manager shall ensure that all records created and received by the City of Cape Town are classified according to the approved file plan and that a written disposal authority is obtained from the Provincial Archives and Records Service of the western Cape.

6.3.5 The Records Manager shall by means of regular compliance inspections throughout all Directorates/Departments; ensure that the physical security of all records and its confidentiality are properly maintained.

6.3.6 The designated Records Manager is the Records Manager for the Organisation.

6.4 Deputy Records Manager

The Deputy Records Manager is responsible for:

- assisting the Records Manager in the implementation of this policy in their respective Directorates/Functional Areas.
- Creating staff awareness regarding this policy;
- Assisting with the management of all records according to the records management principles contained in the Provincial Archives and Records Service of the Western Cape Act, 2005.

- Assisting in the determination of retention periods in consultation with the users and taking into account the functional, legal and historical need of the body to maintain records of transactions.
- The establishment of Registries and the implementation of Registry Procedures where required in their functional areas.
- Identifying training and such other interventions as are necessary to ensure that their Directorate's record keeping and records management practices comply with the records management principles contained in the Provincial Archives and Records Service of the Western Cape Act.
- ensuring that all records created and received by their Directorates are classified according to the approved file plan.
- ensuring that the physical security of all records within their Directorates and the confidentiality thereof, are properly maintained.

6.5 Chief Information Officer

6.5.1 The Chief Information Officer and/or his/her nominee is responsible for approval of requests for information in terms of the Promotion of Access to Information Act.

6.5.2 The Chief Information Officer and/or his/her nominee shall inform the Records Manager if a request for information necessitates a disposal hold to be placed on records that are due for disposal.

6.6 Director: Information Systems and Technology (IS & T)

The Director: IS & T shall be responsible for:

6.6.1 the day-to-day maintenance of electronic systems that stores records.

6.6.2 working in conjunction with the Records Manager to ensure that public records, which are in electronic form, are properly managed, protected and appropriately preserved for as long as they are required for business, legal and long-term preservation purposes.

6.6.3 ensuring that appropriate systems, technical and procedural manuals are designed for each electronic system that manages and stores records.

6.6.4 ensuring that all electronic systems capture appropriate system generated metadata and audit trail data for all electronic records to ensure that authentic and reliable records are created.

6.6.5 ensuring that electronic records in all electronic systems remains accessible by migrating them to new hardware and software platforms when there is a danger of technology obsolescence including media and format obsolescence.

6.6.6 ensuring that all data, metadata, audit trail data, operating systems and application software are backed up on a daily, weekly and monthly basis to enable the recovery of authentic, reliable and accessible records should a disaster occur.

6.6.7 ensuring that back-ups are stored in a secure off-site environment.

6.6.8 ensuring that systems that manage and store records are virus free.

6.6.9 Further details regarding the position paper on Document Imaging and the security of information are obtainable from the Director: IS & T.



6.7 Director: Legal Services

The Director: Legal Services is responsible for keeping the Records Manager updated about developments in the legal and statutory environment that may impact on the record keeping and records management practices of the City of Cape Town.

6.8 Registry staff

6.8.1 Registry staff are responsible for the physical management and functional processes of the records in their care.

6.8.2 Detailed responsibilities regarding the day-to-day management of the records in the registry are contained in the Registry Procedure Manual.

6.9 Staff

6.9.1 Every staff member shall create records of transactions while conducting official business.

6.9.2 Every staff member shall manage those records efficiently and effectively by:

- Ensuring that reference numbers are allocated to paper-based and electronic records according to the file plan;
- Sending paper-based records to the registry for filing
- Records management responsibilities shall be written into the performance agreements of all staff members to ensure that staff are evaluated on their records management responsibilities.

6.9.3 The destruction/deletion of records is the competence of the Records Manager and Deputy Records Managers, upon obtaining disposal authority issued by the National/Provincial Archives.

7. Records Classification Systems

7.1 Correspondence systems

File Plan

- Only the File Plan approved in December 2000 shall be used for the classification of all correspondence records. It shall be used for the classification of paper-based, electronic and e-mail correspondence records.
- Specific procedures for the allocation of file subjects and reference numbers to electronic records will be contained in the City of Cape Town Public Sector Records Management,(SAP-PSRM) Procedure Manual.



More specific guidance regarding the procedure to file e-mail correspondence is contained in the Registry Procedure Manual.

- Each staff member shall ensure that file reference numbers are allocated to all correspondence (paper, electronic, e-mail) according to the approved subjects in the File Plan.
- When correspondence is created/received for which no subject exists in the File Plan, the relevant Registry Head should be contacted to assist with additions to the File Plan. Under no circumstances may subjects be added to the File Plan if they have not been approved by the Records Manager.

7.2 Records other than Correspondence systems

Schedule for Records Other than Correspondence systems

The Records Manager maintains the schedule of all records other than Correspondence systems. The schedule contains a description of each set of records which indicates the storage location and retention periods of these records regardless of format. Should records be created/received that are not listed in the schedule, the Records Manager should be contacted to add the record to the schedule.

7.2.1 Paper-based

- The City of Cape Town has current paper-based Records other than the Correspondence Systems that are in the custody of the various departments that use them on a daily basis, ie plans, registers, minute books.
- These records are under the management of the Records Manager and Deputy Records Managers who are mandated to ensure that they are properly managed.

7.2.2 Micrographic Records

- The City of Cape Town has microfilmed records, ie. Housing files and Personnel files that are stored at its various departments.
- These records are under the management of the Records Manager and Deputy Records Managers who are mandated to ensure that they are properly managed.

7.2.3 Audio-visual records

- The City of Cape Town has audio-visual records that are stored at its various departments, ie Communication, Personnel Services, Executive Support and Safety & Security.
- These records are under the management of the Records Manager and Deputy Records Managers who are mandated to ensure that they are properly managed.

- 7.2.4 Electronic Systems other than correspondence systems
The day-to-day maintenance of the corporate document and records management system (Share Point and SAP-Public Sector Records Management (SAP-PSRM) respectively) is the responsibility of the Director IS&T, although the management of the individual documents and records contained within these systems remain the responsibility of the respective Directorate Deputy Records Managers who are mandated to ensure that they are properly managed.

8. Storage and Caring of Records

All records shall be kept in storage areas that are appropriate for the type of medium. The Western Cape Archives and Records Service Act, 2005. guidelines contained in the City's Records Management Storage Procedure Manual shall be applied.

8.1 Paper-based storage

8.1.1 Registries

- Correspondence files in current use should be accommodated in a spacious storage area which provides for the growth in documentation.
- Records stored in a registry should be protected from various perils, ie water damage, dust, rodents, pests and fire.
- Records should be protected against unauthorized access to avoid theft, loss and breach of security.
- Records should be stored under fire-proof conditions, ie on metal shelves/cabinets.

8.1.2 Storage facilities: Other paper-based records

- Other records in current use should be accommodated in a spacious storage area which provides for the growth of such records.
- Records should be protected from various perils, ie water damage, dust, rodents, pests and fire.
- Records should be protected against unauthorized access to avoid theft, loss and breach of security.
- Records should be stored under fire-proof conditions, ie on metal shelves/cabinets.

8.2 Audio-visual storage

Audio-visual records are required to be stored in a clean, dark, climatically controlled environment.

- Records should be protected from various perils, ie water damage, dust, rodents, pests and fire.
- Records should be protected against unauthorized access to avoid theft, loss and breach of security.
- Records should be stored under fire-proof conditions and should be protected by storage in albums, enclosures and appropriate boxes.



8.3 Micrographic storage

Micrographic records are required to be stored in a clean, climatically controlled environment.

- Records should be protected from various perils, ie water damage, dust, rodents, pests and fire.
- Records should be protected against unauthorized access to avoid theft, loss and breach of security.
- Records should be stored under fire-proof conditions.
- Original records (masters) should not be made available for regular use, but rather temporary record and reference copies should be made available.

8.4 Electronic records storage

- Electronic correspondence records are stored in the corporate electronic repository that is maintained by the IS & T Department.
- Access to storage areas where electronic records are stored is limited to the IS & T staff who have specific duties regarding the maintenance of the hardware, software and media.

8.5 Intermediate storage facilities

Intermediate storage facilities are used for the storage of terminated records classification systems which have not reached their disposal date.

These records include correspondence files and records other than correspondence files.

- Records should be protected from various perils, ie water damage, dust, rodents, pests and fire.
- Records should be protected against unauthorized access to avoid theft, loss and breach of security.
- Records should be stored under fire-proof conditions.
- Records are required to be stored in a clean, climatically controlled environment.

9. Disposal of records

9.1 No public records (including e-mail) shall be destroyed, erased or otherwise disposed of without prior request by the Records Manager to the Provincial Archivist and acquisition of the written approved authorization from the Provincial Archivist.

9.2 The Provincial Archivist shall issue Standing Disposal Authorities for the disposal of records classified against the File Plan. This schedule shall be managed by the Records Manager.

9.3 The Provincial Archivist shall issue Standing Disposal Authorities for the Schedule of Records Other than correspondence systems. This schedule shall be managed by the Records Manager.

9.4 Retention periods indicated on the File Plan and schedule of records other than correspondence are determined by taking the City's legal obligations

and functional needs into account. Should a staff member disagree with the allocated retention periods, the Records Manager/Deputy Records Manager should be contacted to discuss a more appropriate retention period.

- 9.5 Disposal in terms of these disposal authorities will be executed annually.
- 9.6 All disposal actions should be authorized by the Records Manager prior to their execution to ensure that archival records are not destroyed inadvertently.
- 9.7 Non-archival records that are needed for litigation, Promotion of Access to Information requests or Promotion of Administrative Justice actions may not be destroyed until such time that the Director: Legal Services has indicated that the destruction hold can be lifted.
- 9.8 Paper-based archival records shall be safely kept until they are due to transfer to the Provincial Archives Repository. Transfer procedures shall be as prescribed by the Provincial Archives in its Records Management Policy Manual, as amended from time to time together with the City's Records Disposal Manual.

10 Access and security

- 10.1 Records shall at all times be protected against unauthorized access, movement and tampering to protect their authenticity and reliability as evidence of the business of the City of Cape Town.
- 10.2 Security classified records shall be managed in terms of the Minimum Information Security Standards (MISS) and Information Technology Security Techniques in SANS 17799
- 10.3 No staff member shall remove records that are not available in the public domain from the premises of the City of Cape Town without the explicit permission of the Records Manager/Deputy Records Manager in consultation with the City Manager.
- 10.4 No staff member shall provide information and records that are not in the public domain to the public without consulting the Chief Information Officer. Specific guidelines regarding requests for information are contained in the Promotion of Access to Information Policy which is maintained by the Chief Information Officer.
- 10.5 Personal information shall be managed in terms of the Promotion of Access to Information Act until such time that specific protection of privacy legislation is enacted.
- 10.6 No staff member shall disclose personal information of any member of staff or client of the City of Cape Town to any member of the public without consulting the Deputy Records Manager: Personnel Services and/or the Chief Information Officer, first.
- 10.7 An audit trail shall be logged of all attempts to alter/edit electronic records and their metadata.
- 10.8 Security classified information within various departments i.e. Forensic Services must be protected against/from unauthorized disclosure and when classified must be safe guarded according to the degree of harm that could result from its unauthorized disclosure. It may be accessible only to those holding an appropriate security clearance and who have a legitimate need

to know and to fulfill their official duties or contracted responsibilities. If deemed to be valuable information, it must be protected against destruction, loss and jeopardy of cases.

10.9 Records storage areas shall at all times be protected against unauthorized access. The following shall apply:

- Registries, other records storage areas and intermediate storage facilities shall be locked when not in use.
- Access to server rooms and storage areas for electronic records media shall be managed through appropriate access control and authorized by the Director: IS & T.

11. **Protection of Information**

In keeping with the Code of Conduct for Municipal Staff Members as set out in the Municipal Systems Act 32 of 2000, a Records Management and Registry Staff member may not use his/her position or privileges as a staff member of the City, or confidential information obtained as a staff member of the City, for private gain or to improperly benefit another person; or

Take a decision on behalf of the municipality concerning a matter in which that staff member or that staff member's spouse, partner, or business associate, has a direct or indirect personal or private interest.

12 **Legal admissibility and evidential weight**

12.1 The records of the City of Cape Town shall at all times contain reliable evidence of business operations. The following shall apply:

- No records shall be removed from paper-based files without the explicit permission of the Records Manager/Deputy Records Manager.
- Records that have been placed on files shall not be altered in any way.
- No alterations of any kind shall be made to records other than correspondence files without the explicit permission of the Records Manager/Deputy Records Manager.
- Should evidence be obtained of tampering with records, the staff member involved shall be subject to disciplinary action.

12.2 Electronic records

The City of Cape Town shall use systems and standards in the code of Practice for Information Security Management (SANS 17799) which ensure that its electronic records are:

- Authentic;
- Not altered or tampered with;
- Auditable;
- Produced in systems which utilize security measures to ensure their integrity.
- Access control

- 12.3 The Electronic Records Management Policy which will be developed in due course, will contain specific information regarding metadata and audit trail information.

13 Training

- 13.1 The Records Manager/Deputy Records Managers shall successfully complete the National Archives and Records Service's Records Management Course, as well as any other records management training that would equip him/her for his/her duties.
- 13.2 The Records Manager/Deputy Records Managers shall identify such training courses that are relevant to the duties of the Registry staff and shall ensure that the Registry staff are trained appropriately.
- 13.3 The Records Manager/Deputy Records Managers shall ensure that all staff members are aware of the records management policies and shall conduct or arrange such training as is necessary for the staff to equip them for their records management duties.

14 Monitor and review

- 14.1 The Records Manager in consultation with the Compliance Officers shall review the record keeping and records management practices of the City of Cape Town on a regular basis and shall adapt them appropriately to ensure that they meet the business and service delivery requirements of the organization.
- 14.2 This policy shall be reviewed on a regular basis and shall be adapted appropriately to ensure that it meets the business and service delivery requirements of the organization.

15 Definitions

Archives repository: The building in which records with an archival value are permanently preserved.

Authentic records: Authentic records are records that can be proven to be what they purport to be. They are also records that are considered by the creators to be their official record.

Authoritative records: Authoritative records are records that are authentic, reliable, trustworthy and useable and are complete and unaltered.

Compliance Officer: Compliance Officer is an official appointed by the City to monitor and evaluate the performance of Registries and the implementation of Records Management Procedures and Policies throughout the organization.

Correspondence system: A set of paper-based and electronic communications and associated documents, sent, received, generated, processed and stored during the conduct of business.

Custody: The control of records based upon their physical possession.

Disposal: The action of either destroying/deleting a record or transferring it into archival custody.

Disposal authority: A written authority issued by the Provincial Archivist specifying which records should be transferred into archival custody or specifying which records should be destroyed/deleted or otherwise disposed of.

Disposal authority number: A unique number identifying each disposal authority issued to a specific office.

Disposal Procedure Manual: It is a manual containing procedures to be followed to obtain disposal authorities, transfer of records and the destruction of records.

Electronic records: Information which is generated electronically and stored by means of computer technology. Electronic records can consist of an electronic correspondence system and electronic record systems other than the correspondence system.

Electronic records system: This is the collective noun for all components of an electronic information system, namely: electronic media as well as all connected items such as source documents, output information, software applications, programmes and meta data (background and technical information i.r.o the information stored electronically) and in hard copy. All these components are defined as records by the Act. They must therefore be dealt with in accordance with the Act's provisions.

File plan: A pre-determined classification plan by which records are filed and/or electronically indexed to facilitate efficient retrieval and disposal of records.

Filing system: The collective noun for a storage system (like files, boxes, shelves or electronic applications and storage systems) in which records are stored in a systematic manner according to a file plan.

Non-archival records: Records with a short lived interest or usefulness.

Public record: A record created or received by a governmental body in pursuance of its activities, regardless of form or medium.

Records other than correspondence systems: Records that do not form part of a correspondence file, or a case file e.g. registers, maps, plans, electronic records, audio-visual records, etc.



Record:

- 1) Recorded information regardless of form or medium.
- 2) Evidence of a transaction, preserved for the evidential information it contains.

Records classification system: A plan for the systematic identification and arrangement of business activities and/or records into categories according to logically structured conventions, methods and procedural rules represented in the classification system.

Recording: Anything on which sounds or images or both are fixed or from which sounds or images or both are capable of being reproduced, regardless of form.

Record keeping: Making and maintaining complete, accurate and reliable evidence of official business in the form of recorded information.

Records management: Records management is a process of ensuring the proper creation, maintenance, use and disposal of records throughout their life cycle to achieve efficient, transparent and accountable governance.

Registry: A facility where current/active files are stored. The basic functions of a registry are to classify records according to an approved filing system, to regulate the receipt and flow of documentation and the control, custody and care of all records.

Registry Procedure Manual: A manual containing information regarding the processes and procedures employed by Registries within the City and approved by the Records Manager.

Retention period: The length of time that records should be retained in offices before they are either transferred into archival custody or destroyed/deleted.

SAP Public Sector Records Management System: This is an electronic records management system employed by the City to manage its electronic records.

Schedule for records other than correspondence systems:

A control mechanism for records other than correspondence files (other records), which contains a description and the disposal instructions and retention periods of all other records. It consists of the following parts:

- Schedule for paper-based records other than correspondence files;
- Schedule for electronic records systems other than the electronic correspondence system;
- Schedule for microfilm records;
- Schedule for audio-visual records.

Storage Procedure Manual: It is a manual containing information on the preparation of records for storage in the intermediate storage facility.



16 References

Department of Public Service and Administration: Draft Information Security Policies, Securing Information in the Digital Age.

National Archives and Records Service: Managing electronic records in governmental bodies: Policy, principles and requirements, April 2006.

National Archives and Records Service: Performance criteria for records managers in governmental bodies, April 2006.

National Intelligence Agency: Minimum Information Security Standard.

South African Bureau for Standards: SANS 15489: Information and documentation – Records management – Part 1: General.

South African Bureau for Standards: SANS 15489: Information and documentation – Records management – Part 2: Guidelines.

South African Bureau for Standards: SANS 15801: Electronic imaging – Information stored electronically – Recommendations for trustworthiness and reliability.

South African Bureau for Standards: SANS 23081: Information and documentation – Records Management processes – Metadata for records – Part 1: Principles.

South African Bureau for Standards: SANS 17799: Information Technology – Security techniques – Code of Practice for Information Security Management.

17 Authorisation

This policy was approved by the City Manager on 02-07-2019

SIGNATURE: 