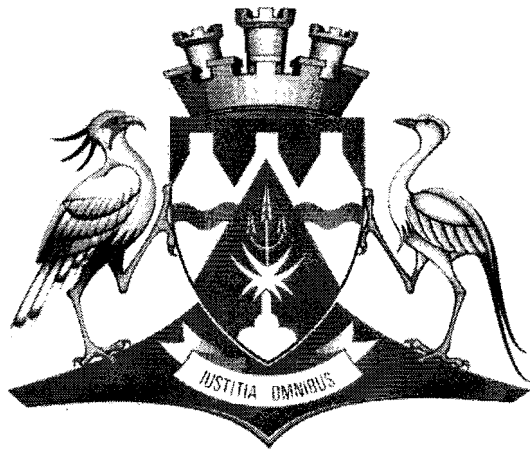


PIXLEY ka SEME DISTRICT MUNICIPALITY



POLICY ON THE ACCEPTABLE USE OF PIXLEY KA SEME DISTRICT MUNICIPALITY IT FACILITIES

1. Reasons for having this policy

All Pixley Ka Seme District Municipality IT facilities and information resources remain the property of Pixley Ka Seme District Municipality and not of particular individuals, teams or departments (**Note 1**). By following this policy we shall help ensure IT facilities are used:

1. Legally;
2. Securely;
3. Without undermining the District Municipality;
4. Effectively;
5. In a spirit of co-operation, trust and consideration for others, so they remain available.

The policy relates to all Information Technology facilities and services provided by Pixley Ka Seme District Municipality. All staff and volunteers are expected to adhere to it.

2. Disciplinary Measures

Deliberate and serious breach of the policy statements in this section will lead to disciplinary measures which may include the offender being denied access to computing facilities.

2.1 Copyright:

Take care to use software legally in accordance with both the letter and spirit of relevant licensing and copyright agreements. Copying software for use outside these agreements is illegal and may result in criminal charges.

2.2 Security:

- Don't attempt to gain unauthorized access to information or facilities. If you don't have access to information resources you feel you need, contact your IT Support person.
- Don't disclose personal system passwords or other security details to other staff, volunteers or external agents and don't use anyone else's login details; this compromises the security of the District Municipality. If someone else gets to know your password, ensure you change it or get IT Support to help you (**Note 2**).
- If you leave your PC unattended without logging off, you are responsible for any misuse of it while you're away.
- ALWAYS check floppy disks for viruses, even if you think they are clean (contact IT Support to find out how). Computer viruses are capable of destroying the District Council's information resources. It is better to be safe than sorry.

2.3 Information about people: If you're recording or obtaining information about individuals, make sure you are not breaking Data Protection legislation (an IT Support or a Supervisor can give you more information).

2.4 You are a representative of Pixley Ka Seme District Municipality when you're on the Internet using email:

- Make sure your actions are in the interest (and spirit) of the District Municipality and don't leave Pixley Ka Seme District Municipality open to legal action (e.g. libel).
- Avoid trading insults with other people using the Internet with whom you disagree.
- Obscenities/Pornography: Don't write it, publish it, look for it, bookmark it, access it or download it.

2.5 'Electronic monitoring': Any information available within IT facilities must not be used to monitor the activity of individual staff in anyway (e.g. to monitor their working activity, working time, files accessed, Internet sites accessed, reading of their email or private files etc.) without their prior knowledge.

Exceptions are:

- In the case of a specific allegation of misconduct, when the Management of Pixley Ka Seme District Municipality can authorize accessing of such information when investigating the allegation.
- When the IT Support section cannot avoid accessing such information whilst fixing a problem. In such instances, the person concerned will be informed immediately and information will not be disclosed wider than is absolutely necessary. In the former case their access to IT facilities may be disabled pending investigation.

3. Email Policy

3.1 When to use email:

- Use it in preference to paper to reach people quickly (saving time on photocopying / distribution) and to help reduce paper use. Think and check messages before sending (just as you would a letter or paper memo).
- Use the phone (including voicemail if no reply) for urgent messages (email is a good backup in such instances).
- Use Pixley Ka Seme District Municipality intranet (not email) to communicate all relatively static information (e.g. policy, procedures, briefing documents, reference material and other standing information). Record information on the intranet in a well-structured manner, (consulting with the Web Systems Administrator as appropriate). Use email merely as a pointer to draw attention to new and changed information on the intranet.

3.2 Use of Distribution Lists:

- Only send Email to those it is meant for; don't broadcast (i.e. send to large groups of people using email aliases) unless absolutely necessary since this runs the risk of being disruptive. Unnecessary (or junk) email reduces computer performance and wastes disc space.
- Use the standard aliases (**Note 3**) for work related communication only.
- If you wish to broadcast other non-work related information or requests (e.g.

information or opinions on political matters outside the scope of Pixley Ka Seme District Municipality, campaigning, social matters, personal requests for information etc.) it is better to use a Webmail account (**Note 4**) or a personal email account at home; don't use the standard (work) aliases.

- Keep Pixley Ka Seme District Municipality's internal email aliases internal. If you are sending an email both to a Pixley Ka Seme District Municipality's alias and outside of Pixley Ka Seme District Municipality, use the alias as a blind carbon copy (i.e. the bcc address option) so that the external recipient does not see the internal alias.
- Don't broadcast emails with attachments to large groups of people, either note in the email where it is located for recipients to look, or include the text in the body of the email. Failure to do this puts an unnecessary load on the network.

3.3 General points on email use:

- When publishing or transmitting information externally be aware that you are representing Pixley Ka Seme District Municipality and could be seen as speaking on Pixley Ka Seme District Municipality's behalf. Make it clear when opinions are personal. If in doubt, consult your Supervisor.
- Check your inbox at regular intervals during the working day. Keep your inbox fairly empty so that it just contains items that require your action. Try to decide what to do with each email as you read it (e.g. delete it, reply to it, save the whole email in a folder, or extract just the useful information and save it somewhere logical).
- Keep electronic files of electronic correspondence, only keeping what you need to. Don't print it off and keep paper files unless absolutely necessary.
- Use prefixes in the subject box whenever appropriate (**Note 5**).
- Treat others with respect and in a way you would expect to be treated (e.g. don't send unconstructive feedback, argue or invite colleagues to publicize their displeasure at the actions / decisions of a colleague).
- Don't forward emails warning about viruses (they are invariably hoaxes and IT Support will probably already be aware of genuine viruses - if in doubt, contact them for advice).

3.4 Email etiquette:

- Being courteous is more likely to get you the response you want. Do address someone by name at the beginning of the message, especially if you are also copying another group of people.
- Make your subject headers clear and relevant to your reader(s) e.g. Do not use subject headers like "stuff" don't send a subject header of, say "accounts" to the accountant.
- Try to keep to one subject per email, especially if the content is complex. It is better for your reader(s) to have several emails on individual issues, which also makes them easy to file and retrieve later. One email covering a large variety of issues is likely to be misunderstood or ignored.
- Using asterisks at each end of a word (e.g. *now*) is common practice for highlighting text.
- Capitals (e.g. NOW) can also be used to emphasize words, but should be used sparingly as it commonly perceived as 'shouting'.
- Don't open email unless you have a reasonably good expectation of what it

contains, e.g. open report.doc from an Internet colleague you know.

- Don't open explore.zip sent from an address you've never heard of, however tempting. Alert IT Support if you are sent anything like this unsolicited. This is one of the most effective means of protecting the District Municipality against email virus attacks.
- Keep email signatures short. Your name, title, phone/fax and web site address may constitute a typical signature.
- Understand how forwarding an email works. If you forward mail, it appears (to the reader) to come from the originator (like passing on a sealed envelope). If you forward mail *and edit it* in the process, it appears to come from you - with the originator's details usually embedded in the message. This is to show that the original mail is no longer intact (like passing on an opened envelope).

4. Miscellaneous

4.1 Hardware and Software: All purchases should be approved by the Head of Department in consultation with IT Support, preferably through the IT budget.

4.2 Installing Software: Get permission from IT Support before you install any software (including public domain software - see **Note 6**) on equipment owned and/or operated by Pixley Ka Seme District Municipality.

4.3 Data transfer and storage on the network:

- Keep master copies of important data on Pixley Ka Seme District Municipality's network and not solely on your PC's local C: drive or floppy discs. Otherwise it will not be backed up and is therefore at risk.
- Ask for advice from IT Support if you need to store, transmit or handle large quantities of data, particularly images or audio and video. These large files use up disc space very quickly and can bring your network to a standstill.
- Be considerate about storing personal (non- Pixley Ka Seme District Municipality) files on Pixley Ka Seme District Municipality's network. (**Note 7**).
- Don't copy files which are accessible centrally into your personal directory unless you have good reason (i.e. you intend to amend them or you need to reference them and the central copies are to be changed or deleted) since this uses up disc space unnecessarily.

4.4 Use of facilities for leisure or personal purposes (e.g. sending and receiving personal email, playing computer games and browsing the Internet) is permitted so long as such use does not:

- Incur specific expenditure for Pixley Ka Seme District Municipality
- Impact on your performance of your job (this is a matter between each member of staff and their Supervisor)
- Break the law
- Bring Pixley Ka Seme District Municipality into disrepute.

4.5 Care of equipment:

- Don't re-arrange how equipment that is plugged in (computers, power

- supplies, network cabling, modems etc.) without first contacting IT Support.
- Don't take food or drink into rooms which contain specialist equipment like servers (**Note 8**). Access to such rooms is limited to authorized staff.

NOTES

- (1) **In-house software:** This is software written by staff or volunteers using Pixley Ka Seme District Municipality's equipment. It is Pixley Ka Seme District Municipality's property and must not be used for any external purpose. Software developers (and students) employed at Pixley Ka Seme District Municipality are permitted to take a small "portfolio" of such in-house software source code/executables, which they may have developed, for use in subsequent work, subject to agreement with the Head of Department.
- (2) **Personal passwords:** Disclosure to other staff, volunteers or external agents: This may be necessary in some circumstances. Such a practice is allowed only if sanctioned by a member of the Management of Pixley Ka Seme District Municipality after discussion with the IT Support. If the password is disclosed for a once-off task, the owner must ensure that his / her password is changed (by contacting IT Support) as soon as the task is completed.
- (3) Email aliases are pre-defined 'shortcuts' for distributing internal email to specific groups of people. IT Support can tell you what these are and how to use them.
- (4) Webmail accounts are personal email accounts that are stored on the Internet and can be accessed from anywhere with a standard browser, e.g. home or cybercafé. IT Support can advise you on setting up such an account.
- (5) **Subject box prefixes:** These are "U:" for Urgent', 'FYI' for your information and 'AC:' requires action. If the email is a very brief message confined solely to the subject line, it should in addition be prefixed with '***' to indicate "just read this line".
- (6) **Public domain software or Freeware:** This is software that is available free of charge, usually by downloading from the Internet.
- (7) **Personal Data:** As a guideline, keep your personal data down to 10MB. Ten emails require 0.15MB on average (depends a lot on whether they have attachments). A 10-page word processed document requires about 0.1MB. Screen saver images require much more disc space and vary greatly - some may be as large as 2MB.
- (8) **Computer Room:** This room on the ground floor contains Pixley Ka Seme District Municipality's servers. Keep the door closed at all times and locked outside normal working hours.


EXECUTIVE MAYOR

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DATE REVIEWED : 27 MAY 2016

RESOLUTION : R 2016 – 05 – 27 (9.7.9)