Blouberg Municipality

IT INTERNET AND EMAIL USAGE POLICY

GLOSSARY

"MM" refers to Municipal Manager
"IT Manager" refers to Information Technology Manager
"BLMITO" refers to Blouberg Local Municipality Information Technology Office

1.PURPOSE

(a) The purpose of this policy is to set rules and guidelines for users of internet and email facilities in BLMM.

(b) BLMITO seeks to put measures, controls and processes that ensure adherence to this internet and email usage policy when carrying out municipal duties.

2.PREAMABLE

(a) The Blouberg Local Municipality Information Technology Office (BLMITO) has developed the Information Technology Internet and email Usage Policy that shall apply to all Blouberg Local Municipality officials, its Contractors, service providers, interns, students, councillors, and other authorized third parties that will need the municipality's internet and email facilities in order to perform respective duties in BLM.

(b) The purpose of this policy is to control the use of such facilities.

3. BACKGROUND

(a) The internet is a cost-effective global system of interconnected computer networks that connects to serve billions of users worldwide.

(b) It is a network of networks that consists of millions of private, public, academic, business, and government networks, of local to global scope, that are linked by a broad array of electronic, wireless and optical networking technologies.

(c) The internet carries an extensive range of information resources and services, such news, journals, magazines, research information, social media, search engines, and variety of other information that can be both destructive and constructive to the user.

(d) Email (electronic mail) is a method of exchanging digital messages from an author to one or more recipient. Modem email operates across the internet or other computer networks.

(e) Email systems are based on a store-and-forward model.

(D Email servers accept, forward, deliver and store messages.

(g) Neither the user nor their computers are required to be online simultaneously; they need connect only briefly, typically to an email server, for as long as it takes to send or receive messages

4. USER AWARENESS

(a) Responsible internet and email usage is the responsibility of everyone who uses the municipality's information technology resources.

(b) Every councillor, employee, contractor and authorised 3rd party entity should become familiar with this policy's provisions and the importance of adhering to it when using the Municipality's internet and email facilities.
(c) Each is responsible for reporting any suspected breaches of its terms to the internet and email usage policy.
(d) Popularization of this policy will be conducted through presentations to all staff members.
(e) All officials shall attend presentations of this policy and sign on the attendance register as acknowledgement of knowledge of the contents of this policy and repercussions of transgression. 1 -

5. DOCUMENTS THAT SHOULD BE READ WITH THE POLICY

(a) Network access policy
(b) COBIT 5 — Framework for governance and management of enterprise IT 2012
(c) ISO/IEC 20000
(d) ISO/IEC 27000
(e) KING Iv — Corporate Governance of Information and Communication Technology (ICT)
(f) ITIL v3

6. SCOPE OF APPLICATION

This policy applies to every user of BLM internet and email facilities including and not limited to employees, contractors, interns, learner ship students, councillors, third party services providers, auditors and other person or entity that uses BLMs internet and email **facilities.**

7. ROLES AND RESPONSIBILITIES

(a) It is every user's responsibility to ensure that they familiarise themselves with the contents of this policy and ensure that they understand its provisions.
(b) The IT Manager is responsible for monitoring compliance to the municipal's internet and email usage policy.
(c) IT Manager will put in place content filters and email usage monitoring tools.

8. INTERNET USAGE

(a) Internet like any other tools of BLM and must be used as such. The use of internet facilities for personal use must be to a bare minimum.

(b) Access and use of internet must be used to support business functions of the municipality.

(c) Downloading of and retrieval of internet content should be beneficial to the development goals of the municipality.

(d) Downloading of pornographic materials is not allowed.

(e) The shall be no downloading of music, pictures, videos, games, racially or tribally inciting and/or provoking materials, and no offensive material can be downloaded on the municipalities internet and email facilities, or using any BLM IT equipment including and not limited to 3G cards, laptops etc.

(f) No employee shall enter into any procurement transactions on the internet in their capacity as BLM employee without the approval of MM. No unauthorised use of social media.

(h) All users must close their internet session after use.

(i) Do not leave your websites open on idle state this will release bandwidth to be available for other users.

9. EMAIL USAGE

(a) Users can answer email enquiries provided that such response will be within the confines of all BLM policies and prescripts.

(b) Care should be taken not to reveal information that would otherwise be considered to be confidential and classified.

(c) No one shall distribute information about, death, injury, accident, etc unless they have been authorised by MM, his delegates or BLMM communications officer to do so using prescribed formal.

(d) No confidential information of other staff will be distributed using BLMs email facilities.

(e) No marketing for yourself or any other person shall be performed using BLMs email facilities.

(f) Distribution of destructive emails is prohibited e.g., bomb threat, riots, dead bodies, injuries as this may cause panic and cause disruption of normal operations.

(g) Only the MM can give authorization to unions to distribute their communiques.

(h) No email should be sent without an appropriate subject.

(i) No emails shall be opened if they come from unrecognised sources.9.10.

(j) Disclaimer will be put in place. No junk emails and/or chain message shall be sent.

10. LEGAL FRAMEWORK

(a) The constitution of the republic of South Africa, 1996.

(b) Treasury Regulations issued in terms of PFMA, 1999
(c) Local government municipal systems act, 2000 (Act 32 of 2000);
(d) Local government municipal finance Management Act, 2003 (act 56 of 2003).
(e) State Information Technology act, 1998 (act BB of 1998);
(f) SO/1EC20000- part 1
(g) ITIL V3 (Best practice IT services management) (h) SITA act as amended.
(i) Electronic and communication act, 2005 (act 36 of 2005);
(j) Electronic communications security act, 2002 (act BB of 2002).
(k) Preferential procurement policy framework act, 2000 (act 5 of 2000).

11. NON-COMPLIANCE

(a) As a precaution the IT Manager will immediately disconnect connection of users who are suspected of non-compliance to the provisions of the policy.
(b) For reconnecting the affected employee shall fill and sign the reconnection form which will be made available in the IT manager office, which shall be signed by the affected official's supervisor.
(c) When the non-compliance by officials is found, necessary disciplinary steps will be taken to remedy the situation.
(d) The remedy may include actions per the municipality's disciplinary code and conduct and could lead to dismissal.

12. POLICY REVIEW

The policy shall be reviewed as and when necessary.

13.POLICY APPROVAL

This policy was formulated by IT Division in consultation with the IT Steering Committee.

Authorised by Municipal Manager: Signature: _____ **Date:** 30/07/2024

Recommended by Portfolio Committee on Corporate Services: Signature: _____ **Date:** 30/07/2024

Approved by Municipal Council: Signature: _____ **Date:** 30/07/2024