



IT Management Policy

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The Information Technology Manager

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IT Management Policy

Senqu Municipality requires an IT management policy to provide a consistent management approach to ensure the Municipality's governance requirements are met.

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1. Version Control

Full Title	Senqu Municipality's IT Management Policy
Short Title	IT Management Policy
Author(s)	Mr R Johl
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Authors	Mr R Johl
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2. Definitions

Term	Meaning
IT	Information Technology
ICT	Information and Communication Technology
Municipality, the	Senqu Municipality
IM	Information Management

3. Introduction

Senqu Municipality requires an IT management policy to provide a consistent management approach to ensure the Municipality's governance requirements are met.

4. Purpose

The purpose of this policy is to give guidance on matters relating to IT Management.

5. Scope/Audience

This policy applies to all employees of Senqu Municipality and all parties that interact with the information and systems of the Municipality.

6. Roles and Responsibilities

The table below describes the key stakeholders and their respective roles and responsibilities in terms of IT Management.

Table 1: Roles and Responsibilities

Role	Responsibilities
IT Manager	Responsible for the management of the IT Department including all IT policies, procedures, processes and frameworks.
Municipal Manager	Ultimately accountable for IT Governance and the IT management framework of Senqu Municipality.

7. Define the IT Organisational Structure

- 7.1 The scope of IT functions, roles, capabilities and decision-making rights must be defined within the IT organisational structure.
- 7.2 IT service and support activities performed by third party service providers must be included in the IT organisational structure.
- 7.3 The IT organisational structure must be aligned to the Municipality's overall organisational model.
- 7.4 Roles and responsibilities for each IT function must be identified within the IT organisational structure.

- 7.5 The adequacy and effectiveness of the IT organisational structure must be reviewed on a regular basis.
- 7.6 The IT Manager must represent IT at executive management level to report on the extent to which projects from the IT strategy are being implemented and in general how technology opportunities are being exploited within the Municipality.
- 7.7 Supporting management committees or structures that have a role in the decision making process must be identified and included within the IT decision model.
- 7.8 IT decisions must follow the decision making model defined in the Municipality's IT Charter.
- 7.9 The IT Steering Committee must be used as the forum for IT decisions and must follow the decision and communication structure as defined in the IT Charter.
- 7.10 An approved Terms of Reference must exist for the IT Steering Committee.

8. Establish Roles and Responsibilities

- 8.1 IT roles and responsibilities for all IT personnel must be established, agreed and be commensurate to the Municipality's needs and objectives.
- 8.2 Roles and responsibilities must be communicated in writing to all IT personnel.
- 8.3 Staff back-up and cross-training requirements must be included in defining IT-related roles and responsibilities to meet IT service continuity requirements.
- 8.4 Up-to-date contact information and role descriptions must be maintained by the IT Department and communicated to users to support the IT service continuity process.
- 8.5 Roles and responsibility descriptions must include compliance to the Municipality's policies and procedures, code of ethical conduct, and professional practices.
- 8.6 Supervisory activities must be implemented to ensure that roles and responsibilities are properly executed to assess whether all personnel have sufficient authority and resources to execute their roles and responsibilities and to generally review performance.
- 8.7 Segregation of duties must be maintained when structuring roles and responsibilities, especially for critical IT processes.

9. Management Communication

- 9.1 The Municipality must continuously communicate, using all available communication channels, IT objectives and business direction to appropriate stakeholders and users.
- 9.2 Communication of information that is delivered to stakeholders and users within the Municipality must be at the appropriate level of detail.
- 9.3 The Municipality's executive management must support any communication that is delivered to stakeholders and users.

10. IT Department Placement

- 10.1 The Municipality must position the IT Department in the overall organisational structure to reflect a model relevant to the importance of IT within the organisation.
- 10.2 The criticality and the level of operational dependence on IT must be considered when deciding where to place IT in the overall organisational structure.
- 10.3 The reporting line of IT must be aligned with the importance of IT within the Municipality.

11. IT Controls and Processes

- 11.1 The IT control environment must include best practices and be in compliance with applicable national governance standards and codes of practices.
- 11.2 IT controls must be included and aligned with the Municipality's IT policies.
- 11.3 IT controls must address key aspects of security, confidentiality, internal controls, usage of IT assets, ethics and intellectual property rights.
- 11.4 IT policies must be reviewed and updated at least on an annual basis to accommodate changes in the IT or business environment.
- 11.5 IT policies and any changes to policies must be communicated to all affected users.
- 11.6 Improving the effectiveness and efficiency of IT processes must be performed using activities such as training, documentation and automation of processes.
- 11.7 The IT Manager must ensure that procedures are in place to track compliance with policies and define the consequences of non-compliance and initiate the escalation process.
- 11.8 The IT Manager must ensure that all IT policies are enforced.

- 11.9 The IT Manager must ensure that outdated IT policies and processes are withdrawn.

12. Define Data and System Ownership

- 12.1. The IT Manager must provide policies and guidelines to ensure appropriate and consistent Municipal wide classification of information and data.
- 12.2. System and data owners must be identified for all applications and data used within the Municipality's IT environment.
- 12.3. The Municipality must provide and maintain appropriate tools which provide effective security and controls for information systems and data.
- 12.4. An inventory list of information systems must be created and maintained which details the owners and custodians. Systems that are outsourced must be included in the inventory.
- 12.5. System and data owners must classify data (i.e. whether data is confidential or for public access).
- 12.6. The IT Manager must define and implement procedures to ensure the integrity and consistency of all information stored in electronic form such as databases, data warehouses and data archives.

13. Compliance with IT Policies and Procedures

- 13.1. Monitoring activities must be in place to track user compliance to IT policies and procedures.
- 13.2. All users of the Municipality's information systems must comply with its policies and procedures and must sign-off to acknowledge compliance.
- 13.3. Non-compliance to IT policies must follow the disciplinary processes defined by the Municipality's Human Resource department.

14. Policy Violations

- 14.1. Violations of this policy may result in disciplinary action, up to and including dismissal for employees, a termination of employment relations in the case of contractors or consultants, dismissal for interns, or suspension.

15. Policy Review

- 15.1 This policy is subject to annual review or whenever it is deemed necessary by the Municipality to ensure that it is aligned to prevailing resolutions, regulations and market conditions.

16. Publishing the policy

- 16.1 The policy shall be made available and accessible to all employees through manuals /hard copies.

17. Senqu Municipality Approval and Sign-Off

Date of Approval by Council: 28 July 2017
Resolution Number: 019/OCM/17

MM YAWA
MUNICIPAL MANAGER

DATE

RECOMMENDATION

That the report be noted,
That the IT Management Policy as part of the ICT Corporate Governance Framework be approved by Council.