

NGAKA MODIRI MOLEMA DISTRICT MUNICIPALITY



INFORMATION SECURITY POLICY

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1. Introduction:

Computer information systems and networks are an integral part of business at The Ngaka Modiri Molema District Municipality. The Ngaka Modiri Molema District Municipality has made a substantial investment in human and financial resources to create these systems.

The enclosed policies and directives have been established in order to:

- 1.1 Protect this investment.
- 1.2 Safeguard the information contained within these systems.
- 1.3 Reduce business and legal risk.
- 1.4 Protect the good name of the Ngaka Modiri Molema District Municipality

2. What is information security?

Information is an asset, which like other important business assets, has value to an organization and consequently needs to be suitably protected. Information security protects information from a wide range of threats in order to ensure business continuity, minimize business damage and maximize return on investments and business opportunities. Information can exist in many forms. It can be printed or written on paper, stored electronically, transmitted by post or using electronic means, shown on films, or spoken in conversation. Whatever form the information takes, or means by which it is shared or stored, it should always be appropriately protected.

Information security is characterized here as the preservation of:

- 2.1 Confidentiality: ensuring that information is accessible only to those authorized to have access
- 2.2 Integrity: safeguarding the accuracy and completeness of information and processing methods;
- 2.3 Availability: ensuring that authorized users have access to information and associated assets when required.

Information security is achieved by implementing a suitable set of controls, which could be policies, practices, procedures, organizational structures and software functions. These controls need to be established to ensure that the specific security objectives of the organization are met.

3. Violations:

Violations may result in disciplinary action in accordance with the Ngaka Modiri Molema District Municipality policy. Failure to observe these guidelines may result in disciplinary action by the Ngaka Modiri Molema District Municipality depending upon the type and severity of the violation, whether it causes any liability or loss to the Ngaka Modiri Molema District Municipality, and/or the presence of any repeated violation(s).

4. Administration:

The information technology manager (IT manager) is responsible for the administration of this policy.

5. Contents:

The topics covered in this document include:

- 5.1 Statement of responsibility
- 5.2 The Internet and e-mail
- 5.3 Computer viruses
- 5.4 Access codes and passwords
- 5.5 Physical security
- 5.6 Copyrights and license agreements

Statement of responsibility:

General responsibilities pertaining to this policy are set forth in this section. The following sections list additional specific responsibilities.

Manager responsibilities:

Managers and supervisors must:

- a) Ensure that all appropriate personnel are aware of and comply with this policy.
- b) Create appropriate performance standards, control practices, and procedures designed to provide reasonable assurance that all employees observe this policy.

IT manager responsibilities:

The IT manager must:

- a) Develop and maintain written standards and procedures necessary to ensure implementation of and compliance with these policy directives.
- b) Provide appropriate support and guidance to assist employees to fulfill their responsibilities under this directive.

The Internet and e-mail:

The Internet is a very large, publicly accessible network that has millions of connected users and organizations worldwide. One popular feature of the Internet is e-mail.

5.2.1 Policy:

Access to the Internet is provided to employees for the benefit of The Ngaka Modiri Molema District Municipality and its customers. Employees are able to connect to a variety of business information resources around the world.

Conversely, the Internet is also replete with risks and inappropriate material. To ensure that all employees are responsible and productive Internet users and to protect the Ngaka Modiri Molema District Municipality's interests, the following guidelines have been established for using the Internet and e-mail.

5.2.2 Acceptable use:

Employees using the Internet are representing the Ngaka Modiri Molema District Municipality. Employees are responsible for ensuring that the Internet is used in an effective, ethical, and lawful manner.

Examples of acceptable use are:

- a) Using Web browsers to obtain business information from commercial Web sites.
- b) Accessing databases for information as needed.
- c) Using Email for business contacts.

5.2.3 Unacceptable use:

Employees must not use the Internet for purposes that are illegal, unethical, harmful to the Ngaka Modiri Molema District Municipality, or non-productive.

Examples of unacceptable use are:

- a) Sending or forwarding chain e-mail, i.e., messages containing instructions to forward the message to others.
- b) Broadcasting e-mail, i.e., sending the same message to more than 10 recipients or more than one distribution list.
- c) Conducting a personal business using the Ngaka Modiri Molema District Municipality resources.
- d) Transmitting any content that is offensive, harassing, or fraudulent.

5.2.4 Downloads:

File downloads from the Internet are not permitted unless specifically authorized in writing by the IT manager.

5.2.5 Employee responsibilities:

An employee who uses the Internet or Internet e-mail shall:

- a) Ensure that all communications are for professional reasons and that they do not interfere with his/her productivity.
- b) Be responsible for the content of all text, audio, or images that (s)he places or sends over the Internet. All communications should have the employee's name attached.
- c) Not transmit copyrighted materials without permission.
- d) Know and abide by all applicable policies dealing with security and confidentiality of the Ngaka Modiri Molema District Municipality records.
- e) Run a virus scan on any executable file(s) received through the internet.
- f) Avoid transmission of non-public customer information. If it is necessary to transmit non-public information, employees are required to take steps reasonably intended to ensure that information is delivered to the proper person who is authorized to receive such information for a legitimate use.

5.2.6 Copyrights:

Employees using the Internet are not permitted to copy, transfer, rename, add, or delete information or programs belonging to others unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action by the Ngaka Modiri Molema District Municipality and/or legal action by the copyright owner.

5.2.7 Monitoring:

All messages created, sent, or retrieved over the Internet are the property of the Ngaka Modiri Molema District Municipality and may be regarded as public information. The Ngaka Modiri Molema District Municipality reserves the right to access the contents of any messages sent over its facilities if the Ngaka Modiri Molema District Municipality believes, in its sole judgment, that it has a business need to do so. The Ngaka Modiri Molema District Municipality therefore formally authorizes the IT Manager to access any messages if it is deemed necessary. All communications, including text and images, can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver.

Computer viruses:

Computer viruses are programs designed to make unauthorized changes to programs and data. Therefore, viruses can cause destruction of corporate resources.

5.3.1 Background:

It is important to know that:

- a) Computer viruses are much easier to prevent than to cure.
- b) Defenses against computer viruses include protection against unauthorized access to computer systems, using only trusted sources for data and programs, and maintaining virus-scanning software.

5.3.2 IT responsibilities:

IT shall:

- a) Install and maintain appropriate antivirus software on all computers.
- b) Respond to all virus attacks, destroy any virus detected, and document each incident.

5.3.3 Employee responsibilities:

These directives apply to all employees:

- a) Employees shall not knowingly introduce a computer virus into the Ngaka Modiri Molema District Municipality computers.
- b) Employees shall not load diskettes of unknown origin.
- c) Incoming diskettes shall be scanned for viruses before they are read.
- d) Any associate who suspects that his/her workstation has been infected by a virus shall IMMEDIATELY POWER OFF the workstation and call the IT manager.

Access codes and passwords:

The confidentiality and integrity of data stored on the Ngaka Modiri Molema District Municipality computer systems must be protected by access controls to ensure that only authorized employees have access. This access shall be restricted to only those capabilities that are appropriate to each employee's job duties.

IT responsibilities:

The IT manager shall be responsible for the administration of access controls to all the Ngaka Modiri Molema District Municipality computer systems. The IT manager will process adds, deletions, and changes upon receipt of a written request from the end user's supervisor.

Deletions may be processed by an oral request prior to reception of the written request. The IS manager will maintain a list of administrative access codes and passwords and keep this list in a secure area.

Employee responsibilities:

Each employee:

- a) Shall be responsible for all computer transactions that are made with his/her User ID and password.
- b) Shall not disclose passwords to others. Passwords must be changed immediately if it is suspected that they may have become known to others. Passwords should not be recorded where they may be easily obtained.
- c) Will change passwords at least every 30 days.
- d) Should use passwords that will not be easily guessed by others.
- e) Should log out when leaving a workstation for an extended period.

Supervisor's responsibility:

Managers and supervisors should notify the IS manager promptly whenever an employee leaves the Ngaka Modiri Molema District Municipality or transfers to another department so that his/her access can be revoked. Involuntary terminations must be reported concurrent with the termination.

Human resources responsibility:

The Personnel Department will notify MIS monthly of associate transfers and terminations. Involuntary terminations must be reported concurrent with the termination.

Physical security:

It is the Ngaka Modiri Molema District Municipality policy to protect computer hardware, software, data, and documentation from misuse, theft, unauthorized access, and environmental hazards.

Employee responsibilities:

The directives below apply to all employees:

- a) Diskettes should be stored out of sight when not in use. If they contain highly sensitive or confidential data, they must be locked up.
- b) Diskettes should be kept away from environmental hazards such as heat, direct sunlight, and magnetic fields.
- c) Critical computer equipment, e.g., file servers, must be protected by an uninterruptible power supply (UPS). Other computer equipment should be protected by a surge suppressor.

- d) Environmental hazards to hardware such as food, smoke, liquids, high or low humidity, and extreme heat or cold should be avoided.
- e) Since the IT manager is responsible for all equipment installations, disconnections, modifications, and relocations, employees are not to perform these activities. This does not apply to temporary moves of portable computers for which an initial connection has been set up by IT.
- f) Employees shall not take shared portable equipment such as laptop computers out of the plant without the informed consent of their department manager. Informed consent means that the manager knows what equipment is leaving, what data is on it, and for what purpose it will be used.
- g) Employees should exercise care to safeguard the valuable electronic equipment assigned to them. Employees who neglect this duty may be accountable for any loss or damage that may result.

Copyrights and license agreements:

It is The Ngaka Modiri Molema District Municipality's policy to comply with all laws regarding intellectual property.

Legal reference:

The Ngaka Modiri Molema District Municipality and its employees are legally bound to comply with the Copyright Act 8 of 1978 and all proprietary software license agreements. Noncompliance can expose The Ngaka Modiri Molema District Municipality and the responsible employee(s) to civil and/or criminal penalties.

Scope:

This directive applies to all software that is owned by The Ngaka Modiri Molema District Municipality, licensed to The Ngaka Modiri Molema District Municipality, or developed using The Ngaka Modiri Molema District Municipality resources by employees or vendors.

IT responsibilities:

The IT manager will:

- a) Maintain records of software licenses owned by The Ngaka Modiri Molema District Municipality.

- b) Periodically (at least annually) scan the Ngaka Modiri Molema District Municipality computers to verify that only authorized software is installed.

Employee responsibilities:

Employees shall not:

- a) Install software unless authorized by IS. Only software that is licensed to or owned by The Ngaka Modiri Molema District Municipality is to be installed on The Ngaka Modiri Molema District Municipality computers.
- b) Copy software unless authorized by IT.
- c) Download software unless authorized by IT.

Civil penalties:

Violations of copyright law expose the Ngaka Modiri Molema District Municipality and the responsible employee(s) to the following civil penalties:

- a) Liability for damages suffered by the copyright owner
- b) Profits that are attributable to the copying
- c) Fine for each illegal copy

Criminal penalties:

Violations of copyright law that are committed “willfully and for purposes of commercial advantage or private financial gain (copyright act 98 of 1978),” expose the Ngaka Modiri Molema District Municipality and the employee(s) responsible to the following criminal penalties:

- a) Fines for each illegal copy
- b) Jail terms