

MORETELE LOCAL MUNICIPALITY



INTERNET USAGE POLICY

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INTRODUCTION

The Internet is a global network of computers linked together by telephone lines which allow millions of users throughout the world access to the most dynamic form of communication and sharing of data and information. These diverse facilities are currently being used by this Municipality. Municipal documents and other miscellaneous items are increasingly being published on the World Wide Web to make information more accessible to both public servants and the general public.

The Municipality is required by law to protect itself from above-mentioned factors. By enforcing an Internet usage policy outlining what the conditions for service use are when utilising these Internet facilities, steps are taken to ensure the integrity of this Municipality in combating unlawful use of internet usage within the Municipality.

This policy needs to be read in conjunction with the following Acts, Regulations and Guidelines mentioned here under, but this list is by no means exhaustive:

- Promotion of Access to Information Act (Act no 43 of 1996);
- Electronic Communications and Transactions Act (Act no 25 of 2002);
- National Archives and Records Service of South Africa Act (Act no. 43 of 1996);
- SITA Communications and Network Security Policy;
- International Standards Organisation 17799;
- Moretele Local Municipality's Oath of Secrecy;
- Moretele Local Municipality's Records Management Policy.

PURPOSE

The Internet is a valuable reference for information and official research. The Municipality provides an Internet access service for personnel to do their job. It is therefore a working tool.

But despite its value, offering the Internet service to staff does expose the Municipality to a number of risks. For example:

- Personal or imprudent use of the Internet results in lost productivity, higher usage charges and unnecessary facility upgrades.
- Material sent to, or received from, the Internet by staff may result in Municipality's liability for defamation, harassment, copyright infringement, invasion of privacy, and discrimination.
- By displaying offensive material from the Internet, users may create a hostile working environment.
- Illegal software may be downloaded and run on Municipality computers.
- Viruses downloaded from the Internet may damage software and data.

The purpose of this Policy is to:

- Protect the Municipality and its personnel from legal difficulties;
- Regulate the use of the Internet service so that all users receive an acceptable standard of service; and
- Set clear standards for acceptable and considerate use of the Internet service.

Note: Some users confuse the terms "Internet" and "Intranet". The Internet is the world wide web of sites accessible to the general public. The Moretele Local Municipality Intranet is a closed web that is available to all Municipality computer users. **This policy does not address use of the Intranet.**

SCOPE

This Policy is applicable to everyone who works at the Moretele Local Municipality. This means all permanent, contract or temporary workers including anyone supplied by a service-provider to the Municipality. All these workers will be referred to as "personnel" or users in the rest of this document.

This policy must be made an enforceable part of any contract with a labour broker or service provider whose personnel use the Municipality's Internet services.

This policy is effective from date of approval by the Council of Moretele Local Municipality.

SPECIFIC PROVISIONS

Access Mechanisms

✓ **Dial-up Access**

A dial up connection is established when a user dials into the Government Common Core Network by means of a normal telephone line. The connection is active only as long as necessary and can be terminated by the user at any time. This facility is available only on request to officials who require network services after-hours at home or away from work.

A desktop computer within the Municipality that is connected to the local area network may not access the network via a dial-up connection.

✓ **Leased line connectivity**

Leased line access is established when a permanent direct connection between the computer and the Government Common Core Network is established. The line is therefore dedicated to the user and is available 24 hours a day. SITA is providing this kind of connection. Any computer whether a desktop or notebook that is connected to a local area network in the Municipality, is automatically provided with a leased line access to the network.

Authorization procedures

- 1.1 In order to exercise control over the use of the Internet using a dial-up connection, a motivation containing the following important aspects must be submitted to the Division: Information Management Services for processing and submission to the Chief Information Officer for consideration:

The aim of the Internet dial-up connection
Particulars of the officer applying for the Internet dial-up connection, the relevant division's information as well as approval from the head of the SBU.

- 1.2 Every employee who is equipped with a desktop or a notebook shall sign an undertaking that she/he will abide by the policy stipulations contained in this policy document. The signed undertaking will be filed in the staff file of the employee.

Finance and cost implications

- 1.1 The Administration division: Information Management Services will be responsible for all costs related to the networking services; this includes the monthly fee for dial-up access.
- 1.2 In the case of dial-up Internet access, the applicant or his/her's division will be responsible for all costs related to:
 - i. the acquisition of a modem
 - ii. The rental of a telephone line or approval from Supply Chain Management for the use of a telephone line not situated within the buildings of the Moretele Local Municipality at Mathibestad.
- 1.3 No telephone costs are foreseen as a toll free number are dialed to get access to the network within South Africa.
- 1.4 For overseas dial-ups whilst on official duty, applicants will be responsible for telephone costs.

Allowable use

In general, the use of Moretele Local Municipality Internet services is governed by policies that apply to the use of all the Municipality facilities. In particular, use of Moretele Local Municipality Internet services is encouraged and is allowed subject to the following conditions:

1. **Purpose.** Internet services are to be provided by this Municipality in support of the public service mandate of the Municipality, and the administrative functions that support this mandate.
2. **Users.** All Moretele Local Municipality officials may have an Internet account; except where restrictions are outlined elsewhere in this Policy.
3. **Restrictions.** This Municipality's Internet services may not be used for:
 - unlawful activities;
 - commercial purposes not under the auspices of this Municipality;
 - personal financial gain;
 - personal use;
 - confidential personal information, e.g. home telephone numbers, addresses, identity numbers of officials;
 - questions or information involving litigation or which might lead to litigation; or
 - Uses that violate other Government policies or guidelines. The latter include, but are not limited to, policies and guidelines regarding intellectual property, or regarding sexual or other forms of harassment.
4. **Interference.** Moretele Local Municipality Internet services shall not be used for purposes that could reasonably be expected to cause, directly or indirectly, excessive strain on any computing facilities, or unwarranted or unsolicited interference with others uses of the Internet system.
5. **Personal use.** Moretele Local Municipality Internet services may be used for incidental personal purposes provided that, in addition to the foregoing constraints and conditions, such use does not:
 - (i) directly or indirectly interfere with the Municipality's operation of computing facilities or and Internet services; or
 - (ii) interfere with the user's employment or other obligations to the Municipality; or
 - (iii) Causes productivity lost when accessing the Internet.

6. **Access.** Dial-up connection users need to safeguard their usernames and passwords, since leakage of this information could lead to comprise of the network. The provision of remembering password in the dial-up box must not be chosen. Also refer to *Moretele Local Municipality Information Security Policy*.

Security and Confidentiality

1. Officials should be aware that, during the performance of their duties, Information Technology officers need from time to time to observe certain transactional information to ensure proper functioning of this Municipality's Internet services, and on these and other occasions may inadvertently see the contents of e-mail messages.
2. **Internet users should be aware that a computer could be confiscated by a court to serve as evidence to prove a case.**

Information from the Internet or other electronic sources may not be used without authorisation from the owner of the copyright. Transgressors of copyright laws will be held personally responsible.

Employees may not use the systems of the Municipality to access or download material from the Internet that is inappropriate, offensive, illegal, or which jeopardises security.

7. Officials shall not download software from electronic bulletin board systems, the Internet or any other systems outside this Municipality. This prohibition is necessary as such software may contain viruses, worms, Trojan horses and other software that may damage the information and systems of Moretele Local Municipality.

Great care shall be taken when downloading information and files (other than software) from the Internet to safeguard against both malicious code and also inappropriate, illegal and harmful material. All downloaded information and files shall be scanned by Moretele Local Municipality approved antivirus software.

12. Moretele Local Municipality uses access controls and other security measures to protect the confidentiality, integrity and availability of the information that is

handled by computers and communication systems. In keeping with these objectives, the Chief Information Office maintains the authority to

(i) restrict or revoke the privileges of any user,
(ii) inspect, copy, remove or otherwise alter any data, program or other system resource that may undermine these objectives, and
(iii) take any other steps that are deemed necessary to manage and protect its information systems. This authority may be exercised with or without notice to the involved user(s). Moretele Local Municipality disclaims any responsibility for loss or damage to data or software that results from its efforts to meet these security objectives. This implies that users will ensure that appropriate backups are made of their data on the local computer. It should however be noted that officials are bound to store all official documentation on "My Documents" to ensure that documents are stored in a central place and Moretele Local Municipality backups are done thereof.

This Municipality will make use of Incident Reporting whereby any misuses (as mentioned elsewhere in this document) would be reported to the IT Manager. Otherwise Section 14 Policy Violations regulations would then apply.

F. Quotas

Officials will be assigned surfing quotas of the Internet facilities.

POLICY VIOLATIONS

Violation of Moretele Local Municipality Internet Service Policy may result in restriction of access to the Municipality information technology resources.

In addition, disciplinary action, up to and including dismissal, may be applicable under the following Acts, regulations and policy prescripts (this list is by no means exhaustive);

- Public Service Act;
- Public Service Regulations;
- Labour Relations Act;
- Any other relevant act, regulation or policy.

CONCLUSION

This policy is subject to change from time to time, and the latest copy will be found on Moretele Local Municipality's intranet under "Policies and Procedures". When a revised copy is posted on the website, users are advised by email and are referred to the intranet posting. It is incumbent upon every officer to familiarize oneself with this policy from time to time. Failure to do so will not exonerate an officer from disciplinary action in the event of an infringement.

TERMS OF REFERENCE

Computing Facility (ies): Computing resources, services, and network systems such as computers and computer time, data processing or storage functions, computer systems and services, servers, networks, input/ output and connecting devices, and related computer records, programs, software, and documentation.