



RUSTENBURG LOCAL MUNICIPALITY

COMPUTER HARDWARE MANAGEMENT POLICY

Table of Contents

1 Policy Statement.....**Error! Bookmark not defined.**

2 Purpose**Error! Bookmark not defined.**

3 Scope.....4

4 Procurement /Acquisition5

5 Maintenance/Equipment Refresh6

6 Management of Leased Computer Equipment7

7 Return of Computer Hardware and Electronic devices8

8 Disposal9

9 Policy Review.....10

1. POLICY STATEMENT

1.1 Rustenburg Local Municipality computer equipment and network infrastructure are intended to support and enhance the council mission and functions of the Municipal. The maintenance of hardware equipment is part of a comprehensive management process to minimize disruptions, optimize costs, provide asset stewardship, and bring best practice to the municipality.

The objective of the computer hardware management policy is to:

- a. Bring a systematic approach to the acquisition and disposal of computer equipment;
- b. Standardize equipment to maximize maintenance and support efforts; and
- c. Provide a cost-effective solution while still accommodating the business needs of the Municipality.

1.2 **Computer Equipment:** In the context of this policy, is defined as desktop, laptop, notebook, server, or any variation of computer equipment that the municipal owns for business and/or instructional purposes.

1.3 **Software System** is defined as Operating Systems, Virtualization, firmware and other related software. Office productivity application including word processing, spreadsheets, presentation. Security Protection software such as firewalls, anti-malware, etc.

2. PURPOSE

- a. The purpose of this policy is to ensure that all computer hardware equipment in use throughout the municipality is correctly managed and can be proven to be so. It is also designed to safeguard the Municipality 's Information Technology assets. Provide a framework for the acquisition and support of all desktop, laptops, servers, tablets and slates.
- b. To promote the use of standard computer hardware to:
 - i. Ensure the municipality leverages assets effectively and;
 - ii. Ensure business operation are supported.
- c. To inform the municipality personnel and councilors of computer usage and obligations. To provide the principles that govern the management of computer hardware management and usage.
- d. To provide guidance to the Municipal Council and Business Units for the management of IT equipment.
- e. To ensure the correct disposal and data cleansing of Rustenburg Local Municipality desktop computers, laptops, and other IT equipment.

3. SCOPE

The Municipality requires that all computer hardware, particularly data bearing portable equipment, is properly managed throughout its lifetime.

3.1. This policy applies to all owners and users of Municipal Computer hardware equipment. There are significant legal implications for the individual and the Municipal with respect to breach of this policy. The POPI Act 98 of 1978 as amended is of particular relevance.

3.2 This policy applies to all Municipal personnel, Councilors and third parties who are contracted to the municipality.

3.3. General Responsibilities of Municipal Departments

3.3.1 Adherence to the RLM Asset Management Procedures and Financial Regulations noting:

- Proper coding to be used for IT Computer procurements within the purchase order process.
- Computer equipment not to be purchased on credit cards, petty cash or from unapproved suppliers without prior consultation with the IT Unit.
- Data bearing portable computing devices must be purchased through Supply chain management process in line with this policy.
- All qualifying (by value or being data bearing portable computing device) assets to be recorded in the Municipal Assets register.
- IT equipment must be marked with an approved asset sticker upon delivery (See Municipal Asset Management Policy).
- No data bearing portable computing device to be issued without consideration of its secure configuration (encryption) and allocation to a named user.
- Any change of location or custodianship of an IT Equipment to be recorded in the asset register.
- Recovery and reallocation of IT equipment from leavers.

3.3.2. IT Unit become custodians of all Computer equipment issued for the use of Municipal personnel, councilors and third parties contracted to the municipality.

- This custodianship requires that adequate steps are put in place to ensure the security and safety of all IT equipment.
- This is most easily accomplished by ensuring staff are aware of their responsibilities with regard to looking after Computers. See 3.4.1 below.

3.3.3. Only the IT Unit can dispose of an IT Computer equipment.

- a. In so doing the IT Unit will follow the disposal process as documented in the RLM Asset Management Policy.

3.4. Responsibilities of the Users of IT Computer equipment

3.4.1 Staff become custodians of the portable IT assets allocated to them for their work related use. In that regard the following should be noted:

- a) Computer equipment always remain the property of the Municipality. They cannot be given away, thrown away, sold or kept when leaving.
- b) Computer equipment shall never be used by any third party (friends, family, children etc.)
- c) Any transfer of ownership must be recorded in the asset register by the transferee.
- d) Should any IT equipment become lost or stolen it must be immediately reported to the insurance claim personnel and the incident report be submitted to IT Unit within a justifiable time.
- e) If a loss or theft happens twice in a financial year cycle, then it will be the responsibility of the employee or councilor to purchase the lost/stolen Computer hardware equipment.

3.5. Responsibilities of the IT Unit

3.5.1 To retain oversight of IT equipment in line with Asset Management policy in the asset register. This asset register will be utilized, alongside other information, to aid long term planning for rolling updating of IT equipment (retirement and replacement).

3.5.2 To provide guidance on the selection of IT equipment based on an understanding of requirements matched against efficient procurement routes. To that end the IT Unit will establish a folder of commodity items which can be procured favorably with due diligence to security requirements, quality and warranty.

3.5.3 To ensure devices deployed by the IT Unit are properly asset marked, secured and the fixed location or named user is recorded against the asset in the asset register.

3.5.4 To ensure that IT devices are, where possible:

- Subject to standard build and configuration,
- Kept up to date with security patches and updates,
- Managed within a framework such that the remote application of polices can reflect the information security needs of the Municipality.

3.5.5 The maintenance of a consolidated record set to aid in locating lost or missing IT equipment (a correlation of a number of information sources against data held in the asset database).

3.5.6 To act as the single point of physical disposal for all IT equipment. This will ensure the risk of data leakage is minimized, asset records reflect reality and the legal aspects of electrical equipment disposal are managed.

3.6 Individuals in breach of this policy are subject to disciplinary procedures at the instigation of the Corporate Support Service Directorate with responsibility for the person concerned.

3.7 Ownership

- a. The Information Technology Unit Head has direct responsibility for maintaining this policy and providing guidance and advice on its implementation.
- b. The Rustenburg Local municipality owns all Computer Hardware equipment it procures and the information contained therein.

4. PROCUREMENT/ACQUISITION

4.1 Technology Services management reviews the hardware options available annually (at a minimum) and makes recommendations to the management, or designee, of specific hardware configurations that best meet the features and functionality requirements of the municipal overall.

4.2 To promote the standardization of equipment and realize economies-of-scale cost savings in the procurement and maintenance of computing equipment, Technology Services has an established list of standard hardware configurations that must be used by municipal employees. If there is a unit request for deviation from the standard, it must be approved with appropriate justification by the unit head and the or designee. Additional costs for repair, maintenance, and municipal Technology Services staff time to service nonstandard equipment will be charged to the IT Unit.

5. MAINTENANCE/EQUIPMENT REFRESH

5.1 Computer Equipment lifecycle management is core process of Information Technology Assets Management (ITAM) that involves managing and optimizing the purchase, deployment and maintenance, use and retirement or disposal of assets within the municipality. The implementation of this process can benefit the municipality by providing the ability to forecast needs. Computer equipment lifecycle management strives for informed purchasing decisions, reactive resources replenishment, improvement of the quality of IT services, and knowledge of the total cost of ownership of an asset. Activities include the development and maintenance of policies, standards, processes, systems, and measurements that enable organizations to manage the computer equipment portfolio with respect to risk, cost, control, IT governance, compliance and established business performance objectives. Figure 1

provides an overview of the ITAM lifecycle management process.

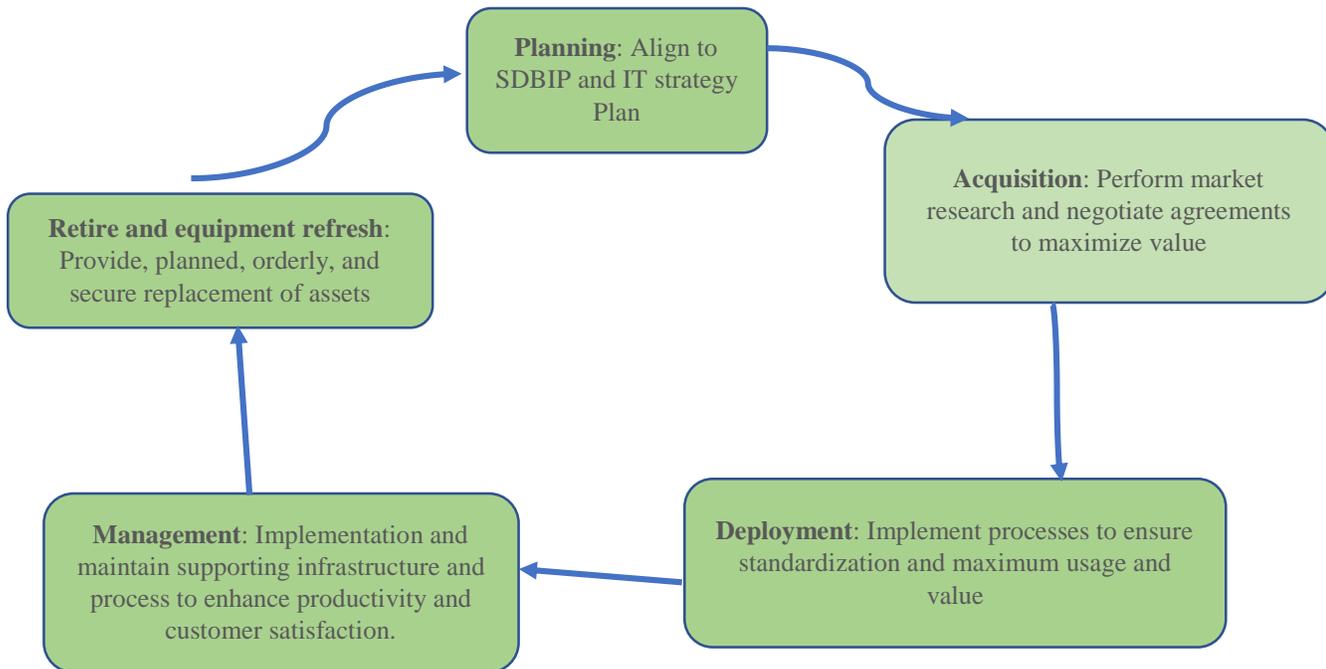


Figure 1 Information Technology Asset lifecycle management

a. Planning

The bulk of Computer equipment to be procured and retired will be identified through the Municipal annual planning cycle which in itself will draw upon the Municipal asset register.

b. Acquisition

The procurement of Computer equipment from capital budgets will be managed by the IT Unit on an annual basis. The IT Unit will provide a standard approach of approved configurations for commodity items (PCs, laptops etc.) which will also be used for ad-hoc revenue purchases. This will ensure all Computer equipment are procured efficiently, in compliance with financial regulations, the supply chain management processes and with appropriate warranties.

c. Deployment

Data bearing portable computing devices (Laptops, Tablets, smartphones. etc.) will always be deployed with encryption enabled by default and always to named individuals.

d. Management

Computer equipment shall be tracked through use of the Municipal asset register and in accordance with the Asset Management Policy.

Computer equipment not allocated to named individuals, such as desktop PCs, servers, network equipment etc. will be allocated to a location rather than a person.

A user driven asset transfer function will simplify the tracking of portable assets between named individuals and sign-post devices to be returned by leavers.

Both portable and fixed location devices will be cross-correlated with other information systems to aid location tracking.

e. Retire and Equipment refresh

- i. Computer equipment is purchased on a three-year life cycle in an effort to continuously meet the demands of new application requirements for instructional, and administrative purposes. Specialized computer equipment lease schedules are evaluated on a case-by-case basis.
- ii. Computer equipment deemed to be of no further use will be written off in line with the Asset Management Policy.
- iii. Those with a life cycle asset in their possession will be notified by the IT Services Desk at least 60 days prior to the refresh to establish a date for the equipment exchange.
- iv. This will ensure that assets are disposed of with due consideration of data security liabilities and legal disposal requirements.

6. MANAGEMENT OF LEASED COMPUTER EQUIPMENT

6.1 The IT Unit personnel in consultation with Assets management team are responsible for the procurement and returns of all leased Computer equipment. Assets Management Unit shall be promptly notified of any change to the location of leased equipment to ensure the movement is recorded in the Municipality's assets management register.

6.2 Any hardware shall be replaced at regular intervals due to obsolescence or as a results of major upgrades. Leased arrangements are in place to ensure that equipment is maintained at consistently high standard.

6.3 The lease term for an item is not to be extended beyond the maximum lease term for a relevant category of equipment set by the Municipality. Directorate Units are responsible for tracking leased assets to ensure they are returned at the end of lease.

6.4 In case of loss or destruction or damage of Leased Computer equipment by burglary, housebreaking, larceny, theft or any such attempt, the police are to be notified immediately. The Assets Management Unit should also be notified promptly to ensure the damage, theft, destruction or loss of equipment is reported to the leasing company.

6.5 All reasonable precautions are to be taken for safety, protection and appropriate used of leased Computer equipment. The cost associated with returning leased equipment that has been tampered with, defaced or permanently marked to its original state will be done by the IT Unit for the leased equipment.

6.6 All Municipal information is to be removed from leased Computer equipment prior to return to the lessor.

7. RETURN OF COMPUTER HARDWARE AND ELECTRONIC DEVICES

- a. All Municipal procured and supplied Computer hardware and electronic device remains the property of Rustenburg Local Municipality and shall be returned to Assets Management Unit upon termination of employment unless otherwise stated in the individual contract of employment.

8. DISPOSAL

- a. Rustenburg Local Municipality Computer equipment including all desktop PC's, laptops computers, servers and any other electronic storage devices must be disposed of according to disposal procedures for the disposal of capital assets and/or attractive items.
- b. Directorate Units shall ensure that no computer equipment contains confidential, proprietary or other sensitive information when sold or otherwise disposed, regardless of the value of the asset.
- c. Computer software is provided by the municipality for use on municipal equipment by municipal personnel and shall be removed prior to the disposal of the equipment to avoid breach of copyright or software licensing agreements.
- d. Any End of Life (EoL) Municipal –owned technology will be sent to an approved recycling center to be properly disposed of. Hard drives, data backup medium, and any other storage will be destroyed either internally or through a third party. If done through a third party, they will be required to send a certificate of completion/destruction to Municipal.

9. POLICY REVIEW

9 .1 This policy will be reviewed after two years from date of adoption and may also be reviewed when there is a need to address a critical issue not addressed or not adequately addressed by this policy. The policy may also be reviewed to address issues as indicated by the Auditor General's Office.