



**CAPE WINELANDS DISTRICT**  
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# **MOBILE DEVICE POLICY**

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## 1. PURPOSE

- 1.1 Mobility is increasingly becoming a necessity for employees and qualifying Councillors who regularly need to make use of information technology resources outside of their designated offices. It is therefore mandatory to ensure that these users are provided with mobile devices to ensure continuous productivity at all times.
- 1.2 Implementing a work environment in which the usage of paper is greatly reduced in order to save money, increase productivity and make documentation and information sharing easier.

## 2. DEFINITIONS

- 2.1 “**Council**” shall mean the Council of the Cape Winelands District Municipality;
- 2.2 “**Councillor**” shall mean a member of the Municipal Council of the Cape Winelands District Municipality;
- 2.3 “**Employee**” shall mean a person in the employment of the Cape Winelands District Municipality;
- 2.4 “**Heads of Department**” shall mean all appointees in terms of section 56 of the Local Government: Municipal Systems Act, 2000 (Act No 32 of 2000);
- 2.5 “**Municipal Manager**” shall mean a person appointed by the Municipal Council as the Municipal Manager for the municipality in terms of section 54A of the Local Government: Municipal Systems Act, 2000 (Act No 32 of 2000); and
- 2.6 “**User**” shall mean a person who uses a mobile device or the network service of the Cape Winelands District Municipality.

## 3. SCOPE

- 3.1 This policy applies to all users who require and/or are in possession of mobile devices issued by the Cape Winelands District Municipality (CWDM). The mobile devices referred to in this policy are the following but not exhausted to other devices that may be made available in the future:
  - (a) Laptops / Mini laptops
  - (b) Tablets
  - (c) 3G's
- 3.2 Mobile devices will be issued in accordance with the issuing criteria as stipulated in paragraph 5 of this policy to ensure that the provision is in line with business requirements and that the option is not abused.

- 3.3 The convenience of having any mobile device is indeed beneficial to employees and qualifying Councillors in that they provide users with flexibility and the ability to perform their duties, irrespective of their location. However, this poses a huge security challenge to the Cape Winelands District Municipality (CWDM) which cannot be disregarded. It is therefore imperative that security requirements be adhered to in this regard to avoid a situation where the Cape Winelands District Municipality (CWDM) critical data is compromised.

#### **4. EXCLUSION**

- 4.1 This policy does not cover personal devices brought in by employees and qualifying Councillors to the District Municipality or procured items that fall outside the scope of this policy.
- 4.2 Should such devices be used for Cape Winelands District Municipality (CWDM) purposes, a formal request from the Municipal Manager must be issued to the Division: Information and Communication Technology before assistance can be provided in terms of network connectivity and support.
- 4.3 However, it should be noted that the Division: Information and Communication Technology will not be held liable for any incident relating to such devices that cannot be resolved.

#### **5. ISSUING CRITERIA**

##### **5.1 Tablets**

The following users will qualify for tablets, subject to paragraph (e):

- (a) Municipal Manager;
- (b) Heads of Department;
- (c) Any other official as recommended by the applicable Head of Department and approved by the Municipal Manager;
- (d) Qualifying Councillors, subject to consultation with the member of the Executive Council responsible for local government in the province in terms of the determination of upper limits of salaries, allowances and benefits of different members of municipal councils as may be promulgated from time to time;
- (e) The Municipal Manager and Heads of Department will have the choice between either a tablet or a mini laptop.

##### **5.2 Laptops / Mini Laptops**

- (a) Laptops / mini laptops provide the same functionality as desktops and therefore users issued with desktops will not be eligible to receive a laptop in addition to a desktop.

- (b) No user will be eligible to have access to a desktop and laptop / mini laptop for official purposes, but will only be entitled to either one of the said devices, based on the functionality of the post.
  - (c) Organised labour will automatically qualify for one laptop / mini laptop per union, together with 3G access, limited to R300,00 per month which can be claimed back from the Cape Winelands District Municipality (CWDM) on a monthly basis.
  - (d) Pool laptops will be issued per department and the respective Heads of Department will have to indicate the number of pool laptops required per department to the Division: Information and Communication Technology, as well as the name of the employee(s) who will be responsible for such pool laptops.
- 5.3 Heads of Department will be responsible for requesting mobile devices for themselves and their subordinates, based on operational requirements.
- 5.4 Users who have established a need for the acquisition of a mobile device would be expected to make a request through their respective Heads of Department.
- 5.5 In the event that the request for a mobile device has been declined, the applicable Head of Department will provide reasons for such decision.
- 5.6 The Division: Information and Communication Technology will not issue any mobile device without the consent of the respective Head of Department (see attached request form).
- 5.7 For the purposes of standardization and for providing efficient services, the Division: Information and Communication Technology will be responsible for the hardware specification including standard applications.
- 5.8 User-specific requirements will be taken into account prior to procurement of the device to ensure it has the capacity to perform the required task.

## **6. REPLACEMENT**

- 6.1 For devices that have reached end of life, respective Heads of Department will be notified well in advance by the Division: Information and Communication Technology so that they can indicate whether or not the device will still be required, or provide user requirements for new devices.
- 6.2 The initial issuing process will have to be followed for any due replacement.

- 6.3 Users who receive mobile devices are urged to take proper care of these fragile devices. In the event that a device is irreparably damaged, the device will be replaced with a suitable equivalent.
- 6.4 During the procurement process, a loan device for temporary usage will be issued to ensure that a user's productivity is not hampered.

## **7. SECURITY**

- 7.1 All mobile devices are to be password or pin protected.
- 7.2 Passwords are set to change over a period of thirty consecutive days. During this period, users without direct network access will be expected to connect to the network at the nearest office of the Cape Winelands District Municipality (CWDM) to ensure that their passwords are changed before the date of expiry.
- 7.3 The system will prompt the user for a password change daily, a few days before the password expires.
- 7.4 Users are to lock their devices before leaving them unattended to avoid unauthorized use and access to confidential data. This can be done by pressing Crlt+Alt+Del on Windows devices or whichever locking keys are available on other devices.
- 7.5 Under no circumstances should any unauthorized person make use of the device provided by Cape Winelands District Municipality or given the password to access the device.
- 7.6 Laptops that are used at the office must be physically secured with a cable lock, which will be issued by the Division: Information and Communication Technology, to protect it against theft.
- 7.7 If it is determined after an investigation that a laptop has disappeared as a result of negligence on the part of the user, disciplinary steps will be instituted in terms of the Disciplinary Procedure and Code Collective Agreement.

## **8. LOSS**

- 8.1 Users are to notify the Division: Information and Communication Technology with immediate effect should a device be lost or stolen. Under such circumstances, the Division: Information and Communication Technology would take the necessary security action, i.e. blocking access to the network account that was used on the device in question, blocking of the actual device, etc.
- 8.2 The Division: Information and Communication Technology will not be responsible for claiming the device from insurance. The user would be

expected to follow the formal process for the replacement of stolen or lost assets.

- 8.3 Subject to availability, a spare device will be provided to the user until a replacement can be allocated.

## **9. BACKUP**

9.1 All work-related files on laptops are to be stored in the 'User data' folder.

9.2 ICT will not be held liable for any files that are not saved in this folder.

9.3 The 'User data' folder is located on a virtual drive that resides on the ICT file server. The virtual drive is backed up on a daily basis. It is therefore imperative that all work-related files be stored in this folder to prevent loss or corruption.

## **10. AMENDMENTS AND REVIEW**

The Council may from time to time amend this policy and introduce any measure(s) to ensure efficient, economic and effective management of Council resources.

## **11. EFFECTIVE DATE**

The Mobile Device Policy will become effective upon approval thereof by the Council of the Cape Winelands District Municipality (CWDM).

**REQUEST FORM**

I hereby request for the issuing of a mobile device for ..... in my department

HEAD OF DEPARTMENT	DEPARTMENT	x
Mr M Mgajo Municipal Manager	Office of the Municipal Manager	
Ms FA du Raan-Groenewald Chief Financial Officer	Financial and Strategic Support Services	
Nr CV Schroeder Executive Director: Community Development and Planning Services	Community Development and Planning Services	
Mr F van Eck Executive Director: Technical Services	Technical Services	

The subordinate has read the policy and agrees to be bound by the conditions stated herein. The subordinate accepts that he/she will be held responsible for any potential issues that may arise as a result of non-adherence.

List required device(s) and applications:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Motivation for required device(s) and applications:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

User to be issued: \_\_\_\_\_ Signature: \_\_\_\_\_

Head of Department: \_\_\_\_\_ Signature: \_\_\_\_\_

Request date: \_\_\_\_\_