FREE STATE PROVINCE

DEPARTMENT OF AGRICULTURE

Policy on the Usage of 3G Data Cards

Background

In today's technologically advanced information society, internet and e-mail plays a critical role in the way organizations conduct business or transactions. Similarly in the Public Service, this impacts on government service delivery, to both internal (management and staff) and external clients (stakeholders and citizens). Thus, there is a need for constant access to exchange of information through e-mail and internet facilities.

A Pilot Study was conducted to identify the need and usage of 3G data cards in the Department involving most Executive Managers. The results showed that there is an urgent need for such cards especially for mobile users who need uninterrupted access to web enabled information.

The Departmental policy on the use of 3G data card for remote access to information through e-mail and internet facilities by management and other relevant officials of the Department is developed in line with other ICT policies, regulations and guidelines. Officials must read and agree to comply with these guidelines.

Purpose

This policy provides guidelines for the use and the most appropriate charges and penalties for action(s) which warrant corrective/remedial action and helps to ensure relative consistency of penalties for offenses by the users.

2. Issuing of 3G Data Cards

3G Data Cards will be issued to officials who have a proven requirement for internet and e-mail mobile connectivity. **Procedures for obtaining the 3G card:**

2.1 The applicant must submit a detailed and well motivated application form to the respective Senior Manager or Chief Director of the business unit or Directorate for submission to the Head: Information Technology and Communication.

The following issues when applying should be addressed indicating necessity and requirements:

- the extent of mobility,
- demand for the information on wireless technology (internet) whilst away from the office,
- state reasons for the existing facilities not being adequate (this will be the basis for consideration).

2.2 The application will be forwarded to the IT Manager. The necessary recommendation and advice in terms of technical aspects will be provided by the Information Technology and Communication Sub-Directorate and to further process the application for approval by the relevant Senior Manager or Chief Director as per the Supply Chain Management delegations provided that the motivation is substantial.

2.3 Directorates and components will procure 3G data cards from their own budgets.

2.4 Each applicant must confirm availability of budget on application for a 3G data card.

2.5 If the procedures mentioned above are not properly followed, the application for a 3G Data Card will not be considered.

2.6 After approval, the contract between service provider and the Department will be authorized by the Head of Department.

2.7 All 3G cards issued will be monitored by Information Technology and Communication Sub-Directorate and will be registered in the asset register of the Department, and linked to the relevant user's Persal No. for control purposes.

2.8 All 3G data cards will remain the property of the Department.

2.9 The official concerned / applicant will be held accountable and responsible for the safekeeping of the 3G data card.

2.10 The applicant / user will be responsible for the replacement costs of a lost / damaged / stolen 3G data card.

2.11 The user must return the 3G data card upon resignation of in the event of being transferred to another component to the Information Technology and Communication Sub-Directorate.

3.   Allocation of 3G Data Cards

3.1   Upon approval of the contract by the HOD, the Head of Information Technology and Communication will obtain the 3G data card from the Service Provider for record keeping.

3.2   The standard package that must be ordered is the **1 Gigabyte** which offers 1 Gigabyte data usage per month. Officials are not allowed to obtain any different package from the standard recommended package.

3.3   This must be capped (blocked) to the limit of 1Gigabyte, to ensure that users do not exceed this limit which will have additional financial implications for the Department.

3.4   Once the Information Technology and Communication component has received the 3G Data Card from the Service Provider, the applicant will be notified. The applicant concerned must acknowledge receipt upon delivery of the 3G Data Card from the Issuing Officer by signing the acknowledgement form.

3.5   The Official should then, call the Network Controller to install, connect and configure the 3G Data Card.

4.   Usage of the 3G Data Card

The primary purpose of the 3G Data Card is to enable officials remote access to their email, internet and web enabled information. The packages allow for 1Gigabyte of data transfer per month. This has proven to be more than sufficient for work related purposes. Should users require a larger package i.e. more than 1Gigabyte, motivation with proven usage over the past three months (minimum)

must be forwarded to Head of Information Technology and Communication to request approval to deviate from the Policy and which must be approved by the Head of Department.

When making use of the 3G data card, officials/users must BE PREPARED to be held accountable for their actions and for the loss of privileges if this policy is violated. Officials will be held financially accountable for any damages/fines which result from the improper use of a 3G data card.

4.1   To make use of a 3G data card, officials must agree to:

4.1.1   Not to damage the 3G card or the computer in any way.

4.1.2   Not to interfere with the operation of the 3G data card by installing software of any kind.

4.1.3   Not to violate copyright laws (no copying of software).

4.1.4   Not to send Short Message Services (SMS), make video calls or voice calls or subscribe to any other functionality other than the intended use of a 3G Data Card.

4.1.5   Not to download films, music, video games or any other non work-related items.

4.1.6   Not to view, send, or display offensive messages or pictures (for eg. profanity, pornography, etc.).

4.1.7   Not to disclose or disseminate personal information that could threaten or cause damage to any person or the Department.

4.1.8   Not to trespass in another's folders, files, or work without permission.

4.1.9   Not to make system setting changes. These include but are not limited to screen savers, backgrounds/wallpaper, icon arrangements, screen resolution, etc.

4.1.10 Not to use the Departmental 3G card for illegal or criminal purposes. Officials found to be using the systems for illegal purposes will be reported to the appropriate law enforcement agencies.

4.1.11 Not to knowingly infect systems with viruses.

4.1.12 Not to try to work around the system security, or attempt to implement any security features.

5.   Abuse of the 3G Data Card

5.1   As a condition of using the 3G data card, officials agree not to use the 3G card for any purpose that is unlawful or prohibited by the policy. Any Official not complying with conditions (4.1) stated above will be in violation of this policy.

5.2   The Information Technology and Communication office will perform monthly checks on each 3G Data Card bill and should an official be found guilty of abuse/misuse, shall be:

5.2.1   Required to reimburse the department.

5.2.2   Depending on the extent of abuse the Department is entitled to remove the 3G data card from the abusive official and redistribute it to another official.

5.2.3   The Department has the right to recover the loss of unauthorized expenditure from officials and/or institute monthly deductions from the official's salary.

5.2.4   The relevant supervisor or respective Senior Manager will be informed and advised about the abuse or misuse and the necessary disciplinary action will be instituted.

5.2.5   The rules and guide lines as stipulated in the Departmental ICT Policy Internet and E-mail Policy (which are obtainable from the Departmental website and the office of the Head of Information Technology and Communication) are applicable to officials who have been issued with 3G data cards (downloading information and sending e-mail).

6. **Custodianship and Security**

6.1 Officials should always ensure that the 3G Data Cards are securely kept to prevent damage, theft and losses.

6.2 The user will be held liable and responsible for the replacement costs, should the card be lost or stolen.

7. **Accessing remote E-Mail and Internet**

The direct access into the Government Network is available through SITA at an additional cost.

Annexure 'A' contains the application form for the 3G card.

8.   General

This policy should be applied and read in line with all relevant Departmental ICT policies (obtainable from the intranet site of the Department and from the ITC: Manager's office).

<u>3G CARD USAGE POLICY</u>
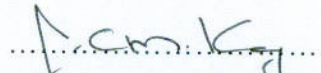
Compiled by

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IT Manager
Date: 18/11/2007

Recommended by

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^ Acting Chief Financial Officer
Date: 14/11/2007

Endorsed by

....

MEC for Agriculture, Free State
Date: 19/11/07

Supported by

....

Director: Management Services
Date: 13/11/2007

Approved by

....

Head of Department: Agriculture
Date: 15/11/2007

DEPARTMENT OF AGRICULTURE

3G APPLICATION FORM

Full Name(s) of the applicant   :   _____

Persal Number   :   _____

Rank   :   _____

Head Office/District Office   :   _____

Division/Unit   :   _____

Usage   Ad-hoc i.e. Projects ☐   Permanent ☐

Are you connected to: Email ☐   Internet ☐   Agrinet ☐

Other ☐ Please specify …………………………….

DECLARATION

I declare that I have read and understood the conditions of the 3G Card Policy (obtainable from the departmental website or office of the Head: Information Technology and Communication).

Applicant:

Motivation (why is it required, why is it necessary, explain the extend of mobility, state reasons for the existing resources not adequate) NB - Attached extra paper for motivations.

_____

_____

_____

Name	Signature	Date

Recommended and it is hereby confirmed that funds are available in the Budget under the following Responsibility: .... / Not Recommended
Senior Manager (responsible for the Applicant)

_____

_____

Name	Signature	Date

Recommended/Not Recommended
HEAD: Information Technology and Communication

_____

_____

Name	Signature	Date

Approved / Not Approved
Senior Manager (delegated in terms of Supply Chain Management)

_____

_____

Name	Signature	Date

DEPARTMENT OF AGRICULTURE

3G APPLICATION FORM

Full Name(s) of the applicant : _____

Persal Number : _____

Rank : _____

Head Office/District Office : _____

Division/Unit : _____

Usage   Ad-hoc i.e. Projects□   Permanent □

Are you connected to: Email □   Internet □   Agrinet □

DECLARATION

I declare that I have read and understood the conditions of the 3G card policy (obtainable from the departmental website or IT: Manager's office).

Applicant:

Motivation (why is it required, why is it necessary, explain the extend of mobility, state reasons for the existing resources not adequate) NB - Attached extra paper for motivations.

_____

_____

_____   _____   _____
Name   Signature   Date

Recommended /Not Recommended

Senior Manager (responsible for the Applicant)

_____

_____

_____

_____   _____   _____
Name   Signature   Date

Recommended/Not Recommended

IT: Manager

_____

_____

_____   _____   _____
Name   Signature   Date

Approved / Not Approved

Senior Manager (delegated in terms of Supply Chain Management)

_____   _____   _____
Name   Signature   Date