

!Kheis
Munisipaliteit
Municipality

Phone: 054 – 8339500
Fax: 054 – 8330690

Private Bag x2
GROBLERSHOOP

ITEM:	005
RESOLUTION NUMBER	005/05/2016

The Council of !Kheis Municipality took the following decision during a Council meeting held on 30 May 2016:

That Council:

Approved the following Policies:

Financial Policies

BUDGET POLICY	DEVIATIONS	DIRECTIVES ON UNAUTHORISED, IRREGULAR OR FRUITLESS AND WASTEFULL EXPENDITURE
INDIGENT POLICY	CREDIT CONTROL AND DEBT COLLECTION POLICY	LOAN POLICY
INTERNAL CONTROL POLICY	FINANCIAL STANDING ORDERS	CASHIER'S CODE
INVESTMENT AND CASH MANAGEMENT POLICY	TARIFF POLICY	SUPPLY CHAIN MANAGEMENT
ASSET MANAGEMENT POLICY	RATES POLICY	BY-LAWS CM76/2016
CREDIT CONTROL AND DEBT COLLECTION BY – LAW	INTERNAL AUDIT CHARTER	AUDIT COMMITTEE CHARTER
RISK MANAGEMENT POLICY	RISK IMPLEMENTATION PLAN	RISK STRATEGIC PLAN

IT POLICIES

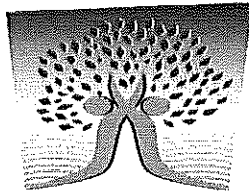
FIREWALL MANAGEMENT POLICY	IT SERVICE LEVEL AGREEMENT MANAGEMENT POLICY	IT STANDARD OPERATING PROCEDURE FOR PASSWORD RESETS
IT GOVERNANCE FRAMEWORK	IT PATCHING PROCEDURES	IT GOVERNANCE CHARTER

Motion: Cllr G Beukes
Secondant: Cllr E Cloete

H. T. Scheepers (Mrs)
Municipal Manager



!Kheis Municipality



Private Bag x2
GROBLERSHOOP

!Kheis
Munisipaliteit
Municipality

Phone: 054 - 8339500

Fax: 054 - 8330690

IT STANDARD OPERATING PROCEDURES FOR PASSWORD RESETS

Policy Number	ITSOP/01
Policy Name	IT STANDARD OPERATING PROCEDURES FOR PASSWORD RESETS
Policy Status	APPROVED
Version	No. 1
Date of Approval	30 May 2016
Date of Last Amended	31 March 2016
Date of Next Review	31 March 2017
Policy Custodian	IT & Compliance
Approving Authority	Council
Applicability	This policy and implementation strategy applies to Council and all employees of !Kheis Municipality to whom such function is delegated to.
Stakeholders Consulted	Yes



!Kheis Municipality

TABLE OF CONTENTS

1	Purpose	3
2	Scope	3
3	Responsibilities	3
4	Changes Since last review	3
5	Documents / Resources needed for the SOP	3
6	Related Documents	3
7	Definitions	3
8	Procedure	4
9	Deviation from Procedure	4

Standard Operating Procedure for password resets

1. Purpose

This Standard Operating procedure provides a view of the password reset procedure for IKheis Municipality.

2. Scope

This SOP applies to all IT staff responsible for the password reset procedures/authentication thereof, users of computers/laptops, supervisors and Directors of each Department.

3. Responsibilities

IT officials are responsible for password resets and updates as required.

Responsible IT staff who carries out the password reset of users are:

- The IT Clerk
- IT & Compliance Clerk

4. Changes Since Last Revision

Deviating from procedure were added to document.

5. Documents/Resources Needed for this SOP

Password reset forms must be completed. To be obtained from the IT Department.

6. Related Documents

This document links to the User Account Management policy of the municipality.

7. Definitions

Effective Date: The date on which this policy takes effect.

Review Date: The date on which the SOP must be submitted for review and revision.

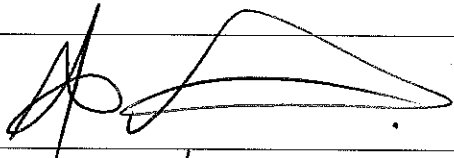
SOP: Standard Operating Procedure.

8. Procedure

Step	Action	Responsibility
1	Password reset form must be completed	User
2	Director or supervisor authenticate user, signs form (depending on availability)	User
3	Password reset form sent to IT department	User
4	Password reset are done on relevant system.	IT Official
5	IT Official sign off the form, authenticate the reset procedure done by the IT Official. Documents are then filed.	IT Official
6	On Monthly basis system logs are reviewed with password resets.	IT Official & Corporate Manager

9. Deviation from procedure

- Since password resets are time crucial and due to shortage of IT staff/ availability, steps 4-6, will be done by an IT official that is available at the time.

Mrs H.T Scheepers: Municipal Manager	
Cllr P Vries: Mayor	