

WEST RAND DISTRICT MUNICIPALITY



RT 15 MOBILE COMMUNICATION (ICT ENTEPRISE VOICE AND DATA) POLICY

<u>COUNCIL APPROVAL</u>	<u>DATE</u>	<u>SIGNATURE</u>

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List of Acronyms

MFMA: Municipal Finance Management Act

SAPS : South African Police Service

SMS : Short Message Service

ED : Executive Director

WRDM: West Rand District Municipality

DEFINITIONS

Accounting Officer – a person defined as such in section 1 of the MFMA in case of this policy; Municipal Manager.

Council – the Council of the West Rand District Municipality

Bearer or Usage Limit – the allocated monthly limit of either the Voice minutes, SMS's or Data.

Enterprise Bundle - a Price Plan option with a shared pool of Voice minutes/SMS/Data which all users can consume where high usage by one user is offset by low usage of another.

Hard Lock - when a monthly limit of mobile communication service (bearer level limit) usage has been reached. In this regard, the user concerned will be notified and usage of the service will be terminated for that month

Mobile Contract Administrator(s) – any person or people who are responsible for managing the mobile communication services within the Department.

Mobile device – any portable computing device having a display screen with a miniature keyboard or a touch screen which enables a virtual keyboard along with other icons and buttons to be pressed.

Operating System – system software that manages computer (inclusive of cellular phones) hardware and software resources and provides common services for computer programs like Microsoft Windows, Apple and Android.

Organ of State – means any department of state or administration in the national, provincial or local sphere of government and any other functionary or institution exercising power or performing a duty in terms of the Constitution.

Private usage – mobile usage over and above the allocated for private usage that have no bearing on the business of the Department.

Service provider – Vodacom (Pty) Ltd as a provider of only the services contracted for under RT15.

User – a permanent employee as defined who has access to the mobile communication services.

Usage amount - is the allocated amount of Voice minutes/SMS/Data allocated by the department to a user which is managed using Spend Manager

WRDM – is the West Rand District Municipality

INTRODUCTION

The RT15 Mobile Communications Policy is devised to assist and protect the Council and its users with regard to the mobile communication services in the WRDM. This is achieved by defining the principles and rules that are necessary to govern the usage, custody and possession of WRDM mobile communication services. The WRDM recognizes the need for officials to communicate with the different offices and stakeholders of the WRDM at all times including accessing the WRDM network and email facilities. This realization fits in well with our mission of being at the cutting edge of service delivery. The Council provides officials and certain identified key personnel with mobile communication services to effectively conduct Council duties and is therefore a working tool and not a perk or allowance. The provision of this facility by Council is primarily for the purpose of conducting Council's business.

BACKGROUND

The high cost incurred by Local Government in the use of mobile communication services and associated mobile devices has necessitated the most cost effective Transversal Contract by the Department of National Treasury which is to be taken advantage of by all Organs of State. In National Treasury's Instruction Note No.2 of 2016/2017 Cost Containment Measures, it is directed that Section 62(1) (a) of the MFMA requires Accounting Officers of Municipalities to be responsible for the effective, efficient use of resources.

The Accounting Officer is therefore required to review the current policy and implement control measures to ensure that all expenditure in the Municipality is necessary, appropriate, cost-effective and is recorded and reported, as prescribed by the relevant legislative framework.

In giving effect to the requirement above,

The Accounting Officer or his/her delegate are responsible for ensuring that all users are mindful of the current economic realities and the need to intensify efforts to improve efficiency in expenditure. In particular, the user must take effective and appropriate steps to prevent, within that user's area of responsibility, any unauthorised, irregular, fruitless and wasteful expenditure by implementing the cost containment measure set out in paragraphs 1.1 to 1.2 related to telephone, cellular phones and data facilities as stated below:

- 1.1 The Accounting Officer or his/her delegate must implement policies and procedures to effectively manage and monitor expenses related to cellular phones and data facilities.

- 1.2 The allocation of cellular phones and data facilities of communication related expenses must be managed in accordance with the requirements associated with a user's responsibilities rather than levels of occupational positions.

PURPOSE OF THE POLICY

This policy is aimed at serving the following purpose:-

- Allocation and use of mobile communication services including devices by all authorized users within the Council.
- Provides the procedures related to the effective, efficient and economical use of the mobile communication services as a tool of trade.
- Outline and formalise the procedures to be followed in each of the activities relating to the allocation, usage and custody of the mobile communication service inclusive of devices.
- Standardise on the mobile communication devices for the Council.
- Define principles and rules that are necessary to govern the usage, custody, procurement and possession of mobile communication services inclusive of devices.

OBJECTIVES

To ensure the following:-

- Efficient and effective utilization of mobile devices as a tool of trade including procedures that will maximise value to the Council.
- Responsibilities of the user towards safeguarding of mobile devices.
- Prevent abuse and ensuring accountability of the mobile communication services and devices.
- Real-time monitoring and management of mobile communication usage and spend with a view to optimise utilisation thereof.

The following are some of the objectives that will be addressed in and by this policy:

- Levels of authorization for the granting and withdrawal of mobile communication devices

- Identification of officials to be granted mobile communication devices
- Determine the monthly allocation limit of bills for identified users;
- Procedures to be followed when applying for a mobile communication devices;
- Guidelines for the proper use of mobile communication devices;
- Procedures to be followed for the return of mobile communication devices;
- Guidelines for the safe using and keeping of mobile communication devices;
- Procedures for claiming lost/stolen mobile communication devices from insurance;
- Procedures for proper record keeping in relation to mobile communication devices administration;
- Procedures for international roaming requests

APPLICATION AND SCOPE

The policy applies to all users of the Council who have access to mobile communication services inclusive of mobile devices and is meant primarily for user work related purposes. Additional controls as set out in this policy document will be fully defined in the standard operating procedure.

This policy applies to all WRDM users where an employer-user relationship exists as defined in the Labour Relations Act and other applicable legislation, as amended.

This policy should be read in conjunction with the WRDM ICT Security Policy.

POLICY STATEMENT

- The total amount to be paid by the department towards the mobile communication services and devices should not exceed the budgeted line item expenditure for the department, taking into consideration the approved adjusted budget.
- This policy regards a mobile device as a tool of trade which will assist user in performing their duties for which they have been appointed and not as a status symbol or fringe benefit, but to make use of the service in execution of the work requirements.
- Mobile communication services participation agreement and devices will be entered into with the service provider appointed by the accounting officer notwithstanding supply chain regulations regarding participation procedures as outlined by national treasury.
- The contract will be in the name of the WRDM. No individual capacity contracts will be permitted after the migration of individual personal contract.

- The usage amount to be allocated per user shall be determined by the type of work required and not the level of appointment.
- The usage amount will change every time as demanded by the work execution and this should be communicated to the mobile contract administrator on approval by the relevant head of department for adjustment of the limit in the system.
- The mobile communication services are provided for the exclusive official use; however, management recognises the need to use the services for personal use from time to time. Private calls are permitted with reimbursement being required from the staff member where apparent misuse or abuse of the services is confirmed.
- Where a pool device is issued, the usage limit allocated shall be in line with the allocation guideline policy for a user in the Enterprise Bundle.

POLICY PROVISIONS

A user's actual working conditions will determine whether he/she may be allocated a mobile device and or access to the mobile communication services. The following are guidelines: -

- a) A user who needs to be contacted at all times.
- b) It is the prerogative of the Municipal Manager to allocate the equipment taking the need of the Council into account, provision must be made in exceptional cases for a user to be able to apply for the mobile devices based solely on operational needs if not mentioned in the user's appointment letter.
- c) The memorandum must be drafted with full name of user, level of appointment and responsibilities, this must be requested by the applicant then supported by his/her Manager, recommended by the respective Executive Director and approved by the Accounting Officer, for the application to be considered.
- d) It is the responsibility of the applicant to track the progress of the application as it will only be actioned by the Mobile Contract Administrator once it has been approved by the accounting officer.
- e) All new contracts entered into, must be in the name of the WRDM with the Service Provider and no individual capacity contracts will be allowed.
- f) In the event were a user is re-appointed paragraph b and c applies

g) The Accounting Officer in his/her sole discretion, reserves the right to approve or reject an application.

h) On applying for a WRDM mobile usage, the applicant agrees to adhere to the terms and conditions in this policy.

BUSINESS RULES

Transfer of Mobile Communication Service line (Cell phone number)

The mobile communication service line in the Enterprise Bundle and device remains the property of the Council. In the event that a user is set to leave the Council the mobile communication service line (cell phone number) remains the property of the Council unless the user requests transfer to the user's individual account. The Mobile Contract Administrator will approve the transfer provided the user submits all necessary paperwork.

Usage Limit

The cell phone service provider allocates data bundles, voice (minutes) and SMS per user as a monthly limit on the 1st of every month. Once the limit has been reached for either data, voice or SMS, the line will not allow access for the reached limit until the 1st of the new month.

International Roaming

All users must obtain written approval from the Municipal Manager, prior to travelling to activate roaming for business outside of the borders of the Republic of South Africa. All users travelling outside the borders of South Africa are required to familiarise themselves using the traveller's guide available from the network Service Provider.

Mobile Devices

A mobile device is a tool of trade. Council shall standardise devices on either a manufacturer or on an operating system. The standardisation of devices, the service provider will negotiate further the device prices and stock availability will be guaranteed.

In terms of cost containment measure Council is required to standardise on one of the proposed standardise options to unlock the potential savings, improved support emanating from volume purchases.

Allocation of mobile device per user

A mobile device being a tool of trade means it is capable of multi functions including access to the Internet, email access, make calls and listen to music or the radio. Calls can be made over the mobile network or via over-the-top Internet based services (e.g. video-on-demand and WhatsApp). A user will be issued a mobile device as per the need of the type of work he/she is appointed for. No exception will be allowed for user to request a desired device. Only the Accounting Officer will decide on the make and model of devices.

Device Accessories

The Council will not pay for the purchase and or installation of any hands free car kit. It is the responsibility of each user to ensure that he/she operates within the law when travelling and using a mobile device for official and/or private purpose.

Damages, thefts and losses of mobile devices

- User must ensure that mobile devices are not exposed to theft, or wilful damage.
- Any theft or loss of a WRDM mobile devices must be reported to the Mobile Contract Administrator immediately following the incident to blacklist the phone and acquire the ITC ref number from Vodacom;
- Report the theft or loss to the South African Police Service within 24 (twenty-four) hours of receiving the ITC number.
- Provide the case number to the Mobile Contract Administrator.
- Users are also responsible for the excess payable.

Enforcement

Any transgression of this policy shall be handled in accordance with the WRDM disciplinary procedures and/or other relevant labour laws.

Termination, Resignation and Death

Upon the termination of service either by voluntary resignation or dismissal the user must return the gadgets to municipality in good and working condition, should the gadget be damaged the user will be liable for repair and failure to do so the municipality may recover the costs from the monies that will be due to the user. In the case of death, the family might not be compelled to return the gadget but the municipality must do the sim swap to retain the line. Should the user has a desire to retain the line, the request should be done

in writing so that the line should be moved officially from the municipal account to personal account.

Policy Revision

The policy will be revised biennial.