



Western Cape
Government

Social Development

INFORMATION & COMMUNICATION TECHNOLOGY (ICT) POLICY

MARCH 2016

8/3/P

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1. INTRODUCTION

This policy deals with the Information and Communication Technology (ICT) equipment, software and services allocation process in the Western Cape Government (WCG): Department of Social Development (DSD). It deals with the procurement and disposal process in so far as it relates to the State Information Technology Agency (SITA) Act, Act No. 88 of 1998 as amended by the SITA Act 38 of 2002, and the WCG ICT standards. With respect to procurement, it provides officials with a process for the application, approval and procurement of ICT equipment ensuring that the ICT applications received from staff have been evaluated and approved in terms of this policy and, is compliant with the WCG ICT standards including compatibility with and support on the WCG network. Once so assessed, the approved departmental procurement and disposal processes apply. This policy applies to employees of both the DSD and the Provincial Ministry of Social Development.

2. BACKGROUND AND PURPOSE

2.1 ICT equipment (hardware), software and services spend is a significant budget item in the DSD and contributes to its ability to deliver services and communications efficiently both internally and externally, to staff, stakeholder and its client base.

2.2 Although the criteria and process for the allocation of ICT equipment, software and services have been in compliance with various transversal provincial and departmental ICT policies as well as the State Information Technology Agency (SITA) Act it is essential that these control criteria and associated processes be formalized in a policy environment.

2.3 The purpose of this policy is to ensure that the allocation, procurement and safeguarding of ICT equipment, software and services within the DSD are managed in a manner that :

- Promotes good governance;
- Accountability;
- Responsibility; and
- Efficient administration.

This policy defines the standards, procedures and restrictions for end users who have legitimate business requirements that require access to ICT equipment, software and services.

2.4 This policy sets out the roles and responsibilities of ICT users, their supervisors and/or managers; the processes and control criteria governing the ICT equipment, software and services, end user application and approval processes; and the establishment of the DSD ICT governance structure.

2.5 This policy must be read in conjunction with other related policies and procedures as may from time to time be developed or amended to enable its effective implementation.

3. POLICY MANDATE

The mandates underpinning this policy are:

- State Information Technology Agency (SITA) Act, Act No. 88 of 1998 as amended by the SITA Act 38 of 2002;
- Public Service Charter for Governance of Information and Communication Technology Policy Framework (CGICTPF);
- PGWC Charter For The Corporate Governance Of IT;
- Western Cape Government ICT Standards (as periodically updated);
- Government of the Western Cape Information Technology – Governance Framework;
- DSD: Adoption Strategy: Corporate Governance of ICT Policy Framework for the Public Service;
- Corporate Services Centre Circular No. 29 of 2011-12;
- WCG Mobile Device Management Strategy;
- 2014 Amended WCG Mobile Device Management Policy;
- IT End User Policy;
- IT Information Security Policy;
- Password Policy;
- 2013 DSD eMobility Policy;
- Public Finance Management Act (PFMA), Act of 1 of 1999.

4. PRINCIPLES

- 4.1 DSD will allocate access to ICT resources that enable staff to perform their assigned duties. Access implies the ability to use ICT equipment and services when so required. Access does not automatically imply the allocation of ICT equipment to a staff member.
- 4.2 All DSD employees with special needs shall be provided with the hardware, software and ICT services that best suit their needs enable the efficient performance of their assigned functions and duties and, that can be accommodated on the WCG ICT network. The Centre for e- innovation must be engaged and must test and recommend the appropriate resources on a case by case basis.
- 4.3 All ICT equipment and resources remain the property of the department and must comply with WCG ICT standards.
- 4.4 Accountability: ICT equipment, software and services must be assigned to an employee who is responsible for the safeguarding of the ICT assets so allocated and the government information, data and documents generated there from.
- 4.5 Capacity building: Where necessary capacity building and support in the use of ICT equipment and services will be provided to staff.
- 4.6 Efficiency and cost effectiveness: Subject to budgetary constraints, staff must be able to obtain the required and approved equipment, software and services without undue delay.

- 4.7 Safeguarding and security: ICT equipment, software, services and information or data must have appropriate protection from unauthorized access, interference and damage – whether malicious or accidental.

With respect to safe guarding information or data it is the responsibility of all end users to mitigate data loss through effective data back-up using MyContent, the primary source for data storage in the Department.

It is the responsibility of all end users to ensure that information security of government documents and data is secure.

5. ICT GOVERNANCE

The ICT governance structure, functions and committee membership is appended as Appendix A: DEPARTMENT OF SOCIAL DEVELOPMENT: ICT GOVERNANCE STRUCTURE to the policy.

6. EXCLUSIONS:

The following items are excluded from this ICT policy:

- 6.1 Data Video Projectors
- 6.2 Television sets
- 6.3 Replacement Keyboards
- 6.4 Replacement Laptop Batteries
- 6.5 Replacement Laptop Charges
- 6.6 Replacement Computer Mouses
- 6.7 Replacement Network Fly leads
- 6.8 Flash Drives
- 6.9 Access to Social Media
- 6.10 Applications for eMobility

(The applications procedures for e-Mobility devices and for access to Social Media are dealt with in terms of separate departmental and transversal policies.)

7. ICT EQUIPMENT (HARDWARE), SOFTWARE AND SERVICES

The ICT classification in Table 1 hereunder, specifies what constitutes ICT hardware, software and services.

Table 1: ICT Classification

Hardware	Laptops; Desktops; Printers; e-Mobility devices; Network points; Monitors; Docking Stations; Scanners; Switches; Routers; and Biometric readers
Software	Standard Microsoft Office Package; Special software applications (e.g. Supper Cross, SPSS, EBSCO Host, InDesign); Departmental and National Systems(VEPOPAR, PCM, CYCA); New systems (e.g. NPO Management System), Email; Persal, BAS and LOGIS access
Services	Internet access; White listing of internet sites and email

8. ACCESS TO AND ALLOCATION OF ICT EQUIPMENT, SOFTWARE AND SERVICES

8.1 ACCESS

Subject to budgetary, business and infrastructural considerations, staff members **qualify for access** to the under mentioned.

8.1.1. Standard workstation and end user software.

8.1.2. A mono laser network printer and/or multi-function network copier.

8.1.3. An Email account and the WCG's Intranet.

8.1.4. A network point or what is considered to be the best alternative to a wired connection for the specific location.

8.2 ALLOCATION

Where staff members require access to ICT equipment, software and services on a routine and daily basis in order to perform their assigned functions, duties and daily tasks, they can make application for the required ICT resources to be allocated.

8.2.1. This policy differentiates between **Standard Allocations** i.e. ICT equipment, services and software that is routinely or normally provided to the staff listed in Table 2 hereunder;

8.2.2. **Special Requests** i.e. Applications by individual staff members for ICT resources that do not form part of the standard allocation for the specific function/staff category as indicated in Table 2 below and;

8.2.3. **Strategic Allocations** i.e. ICT equipment, services and software that is procured as a result of strategic resourcing. Once procured, it is assigned to individual users as a Standard Allocation through the allocation process outlined in section 9 hereunder.

The decision to undertake strategic resourcing of ICT equipment, services and software is a strategic management decision that can only be made by the Departmental ITStratCom and submitted to the Head of Department via a departmental submission, recommended

by the Director: Operational Support in the Office of the Head of Department and supported by the Chief Director: Business Planning and Strategy, the Chief Director: Social Welfare Services, the Chief Director Community and Partnership Development, the Chief Financial Officer and approved by the Head of Department as the Accounting Officer.

In all three instances as outlined in section 8.2, the ICT equipment, software and services must adhere to the following criteria:

- a. Available for procurement through the SITA contract;
- b. Compliance with the latest WGC ICT Standards
- c. Compatible with the WCG network; and
- d. Routinely supported by Cel's technical services and/or help desk.

Table 2: ICT equipment, software and services by Function/Staff Category

Function/Staff Category	Standard Allocation
Category 1 Office bound staff up to level of Deputy Director: Administration; interns; contract workers; social auxiliary workers	Standard workstation hardware Standard end user software Access to printer multi-function network copier or shared printer, eMail account & Access to the WCG Intranet
Category 2 Staff whose daily task does not require them to have dedicated ICT equipment ; e.g. Facility bound Child and Youth Care Workers (CYCWs)	Access to shared desktop, Access to an email address and the WGC's intranet, Access to shared printer or multi-function network copier.
Category 3 Social workers, nurses, physiotherapists & other registered professionals excluding CYCW's and Social Auxiliary workers (SAW)	Laptop or desktop, eMobility device (for laptop users only). An emobilty request for a desktop requires a motivation), internet access, Access to multi-function network copier or shared printer)
Category 4 SMS: Level 13 and 14	Laptop or desktop, eMobility device (for laptop users only). An eMobilty request for a desktop requires a motivation), internet access, Desktop printer
Category 5 Political Office bearers, SMS: Level 15 and above. Role playing ministerial staff.	Laptop or desktop, eMobility device (for laptop users only). An eMobilty request for a desktop requires a motivation), internet access, Tablet, Desktop printer

9 APPLICATIONS FOR ICT EQUIPMENT, SOFTWARE AND SERVICES

- 9.1 All applications will be assessed by the IT Steering Committee Secretariat. See Appendix D: Schematic of ICT equipment, services and software application process.
- 9.2 All end users must complete the IT SteerCom application – hard copy or electronic. (See Appendix B – ITSteerCom Application form.)
- 9.3 All application forms – hardcopy or electronic must be completed in full. Incomplete applications are deemed to be non-compliant and will be returned to the end user. The secretariat will inform the end user of the reason for non-compliance and advise the applicant of the steps needed to be taken to ensure compliance.
- 9.4 All applications deemed to be standard allocations (see Table 2) and in compliance with this ICT policy will be approved by the Head of the IT Steering Committee Secretariat and ratified by the IT SteerCom.
- 9.5 All applications deemed to be special requests must be accompanied by a comprehensive motivation clearly indicating the rationale for such requirements. This special request will be assessed by the IT Secretariat and referred to the IT SteerCom for a decision.
- 9.6 Special Request applications that do not include comprehensive motivations will be returned to the applicant for additional information.
- 9.7 Applications for short term appointments (eg. contract appointments, Interns, etc.) must include a motivation indicating how the equipment will be utilised in the future - once the contract appointee/intern has exited the department.
- 9.8 Applications for the replacement of existing ICT equipment and software resulting from a malfunction must be accompanied by a Ce-I technical report, indicating the nature of the malfunction.
- (a) All applications for Refresh must be accompanied by a spreadsheet that is certified by a SMS level 13 or higher proving that the equipment is five(5) years or older. (Appendix C: IT-Refresh Certification Form)
- (b) All applications to replace equipment deemed to be lost or damaged must be accompanied by a SCM duly authorised loss control form.
- 9.9 Applications made on behalf of new entrants to the department who have not assumed duty must be accompanied by the new entrant's signed acceptance letter. In cases where a Persal number has not been issued the staff member's identity number must be used.
- 9.10 Approved applications will be returned to the budget holder by the IT SteerCom secretariat. The approved departmental SCM processes apply to the procurement of ICT goods and services.

See Appendix D: ITSteerCom Application Workflow Process for the application process map.

10 DISPOSAL OF ICT EQUIPMENT

- 10.1 The approved departmental Movable Asset Management disposal policies and procedures must be applied.
- 10.2 Any desktop or laptop that has been replaced as a result of the departmental refresh, or has been issued with a Ce-I Technical report declaring it not to be non-reparable, cannot be reconnected to the WCG network.
- 10.3 The hard drive of any computer that has been subject to the approved departmental disposal process must be shredded/cleaned/reconditioned in terms of the departmental or transversal policies.

11 ICT EQUIPMENT: LOSS, THEFT, DAMAGE, NEGLIGENCE

- 11.1 The approved departmental loss control process must be followed when ICT equipment is lost, stolen and/or damaged.
- 11.2 When non-standard ICT equipment is bought in error the ICT Secretariat must be informed. The ICT Secretariat will assess the situation and make a recommendation.

12 MULTIPLE COMPUTERS ASSIGNED TO AN END USER

An end user may only have more than one computer (desktop and/or laptop) assigned to her/him under the following conditions:

- 12.1 The end user is responsible for the operation of a training facility.
- 12.2 The end user is responsible for the operation of a CYCC computer laboratory.
- 12.3 The end user is responsible for the equipment used by more than one member of staff in that specific Directorate or Regional Office. This equipment is referred as "pool" equipment.

13 POLICY IMPLEMENTATION GUIDELINES

The Departmental IT Strategic Committee may issue policy implementation guidelines from time to time to ensure improved implementation of this Policy.

14 COMMUNICATION

The Policy and subsequent amendments will be made available on the DSD website and MyContent and may be communicated through various social platforms as provided for in the approved Western Cape Government's Social Media Policy.

ADOPTION AND IMPLEMENTATION

The implementation date of this Policy is with effect from 1 March 2016

AUTHORISATION AND APPROVAL

APPROVED

Dr R MACDONALD



DATE

07/03/2016

HEAD OF DEPARTMENT

DEPARTMENT OF SOCIAL DEVELOPMENT: ICT GOVERNANCE STRUCTURE

Corporate Governance of ICT is, "The system by which the current and future use of ICT is directed and controlled. Corporate governance of ICT involves evaluating and directing the use of ICT to support the organisation, and monitoring this use to achieve plans. It includes the strategy and policies for using ICT within an organisation. (ISO/IEC 38500: 2008: 3)."

In order to ensure good ICT governance practices, the Public Service Corporate Governance of Information Communication Technology Policy Framework directs that each department must institutionalise the following IT governance committees:

1. Departmental IT Strategic Committee (IT StratCom)
2. Departmental IT Steering Committee (IT SteerCom) – previously referred to as the DITCOM)
3. Departmental IT Operational Committee (IT OpsCom) - currently referred to as the IT/KM committee)

1. Departmental IT StratCom

This committee will:

- Ensure that ICT is aligned with and creates business value with respect to the strategic goals and objectives of the DSD.
- Oversee the funding of ICT at the departmental level within DSD budgetary constraints including enabling timely and adequate provisioning for new developments in terms of the desktop and mobile environment; departmental applications systems and ICT refresh.
- Direct, control and evaluate the current and future use of ICT in the DSD.
- Monitor ICT service delivery performance and conformance to relevant policies, frameworks and legislation.
- Approve the departmental ICT strategic plan, business plan and operational plan
- Implement the governance of ICT in the DSD based on the WCG Corporate Governance of ICT Framework.

The **membership of the IT StratCom will not be separate from the Management Committee of the DSD** chaired by the Head of Department. In this way the integration of IT strategy with departmental business strategies is assured.

2. Departmental IT SteerCom

This committee will:

- Make recommendations to IT StratCom regarding key IT governance decisions including the adoption of ICT related policies, strategies and procedures in the department.
- Make recommendations about significant procurements to the IT StratCom.
- Enable the effective and efficient management of ICT resources to facilitate the achievement of company strategic objectives.
- Assess and ensure that requests for ICT equipment and services are in compliance with the WCG ICT and SITA standards and this ICT policy.
- Approve allocation of user rights that are within provincial standards and the approved user rights administration strategy of the DSD.
- Develop, implement and maintain the departmental ICT strategic, business and operational plans and table to the IT StratCom for assessment and approval.
- Under the guidance of Cel, ensure ICT business continuity and disaster recovery with respect to the information in departmental systems, on mobile, laptop and desktop equipment and in ICT related projects.
- Ensure that the DSD implements provincial systems and information security measures, privacy measures and access control measures

- Ensure security and privacy of information in departmental systems, on mobile, laptop and desktop devices and in ICT related projects amongst others, through access control
- Ensure that risks are adequately managed in all departmental investments with an ICT component
- Oversee departmental ICT projects ensuring that the provincial project management methodology is followed.

The **membership of the IT SteerCom** is as follows:

Chairperson (generally the Chief Director responsible for the ICT sub-directorate in the DSD)

One representative from each of the DSD Chief Directorates

The CFO

One representative from the Office of the HOD (to provide for regional representation)

One representative from Infrastructure Unit within the Department

One representative from SCM Directorate

Cell representation in the form of the DSD ICT service manager and the Director: DGITO for the social cluster

One representative from the Provincial SITA

IT SteerCom Secretariat

The secretariat will:

- Act as a secretariat to the IT SteerCom and is headed by the Director: Research and Population, Knowledge Management.
- Assist applicants for ICT equipment, software and services with the completion of their application forms.
- Ensure that all applications for ICT equipment, software and services are accurate and completed in full prior to tabling to the IT SteerCom
- Assure and authorize all applications for ICT equipment, software and services designated as routine in terms of this policy i.e. as per staff function/category vs norm and are compliant with the WCG ICT standards.
- Provide advice and evidence to the IT SteerCom on the merits with respect to WCG ICT standards, of applications deemed not routine in terms of this policy.
- Ensure that all applications for ICT equipment, software and services designated as not routine in terms of this policy are presented to the IT SteerCom in a manner that will allow enable the committee to make a decision based on WCG and Departmental ICT and related policy.
- Through the Head of the secretariat or her/his delegate, approve routine applications for ICT equipment, software and services that are complete and in line with this policy and ensure that such applications are presented to the IT SteerCom for ratification.
- After approval of an application for ICT equipment, software and/or services ensure that the applicant is notified and the application form is returned to the budget holder.

The **membership of the IT SteerCom Secretariat** is as follows:

Head of the Secretariat: Director: Research, Population and Knowledge Management

Deputy Director: Knowledge Management

Assistant Director: Information & Communication Technology

ICT Sub directorate staff member(s) co-opted by the Chairperson

3. Departmental IT Operational Committee (also known as the IT/KM Committee)

This committee will:

- Assist in Day-to-day operational and service management of the department (Manage Suppliers and Service Level Agreements)
 - i. Guided by Ce-I and subject to provincial business continuity strategies, ensuring IT business continuity in terms of the information in departmental systems, on mobile and desktop equipment and in IT-related projects.
 - ii. Ensuring that management implements provincial systems and information security measures, privacy measures and access control measures.
 - iii. Confirm that critical IT risks in terms of the desktop environment, in terms of the departmental applications and in departmental projects are being managed.
- Conformance and performance reporting to IT SteerCom on matter related to ICT.
- Manage ICT service delivery risk management of the department.
- Coordinate implementation of department's:
 - ICT Plan,
 - ICT Implementation Plan,
 - ICT Operational Pan and
 - ICT Project Program

The **membership of the IT Operational Committee** is as follows:

Chairperson: DGITO - Ce-I

Director: Research, Population and Knowledge Management

Deputy Director: Knowledge Management

Assistant Director: ICT

Service Manager: Ce-I

Application Development Manager: Ce-I

IT Projects Manager: Ce-I

SITA Accounts Manager



Ref. No.: 8/7/2/1/8/3/DSD/3

Date:	Applicant:
*Name and Surname:	
*Head Office: Directorate or Unit Regional Office: Region & SDA	
*Institution /Building /Site Name	
*Job Title / Rank:	
*Physical Delivery Location:	
*Contact number:	
e-mail address:	
*Persal number/ID <i>(only when the official doesn't have a persal number)</i>	
*Employment Status	Permanent <input type="checkbox"/> / Temporal <input type="checkbox"/> <i>(If temporal, contract or internship please explain long-term plans for the equipment)</i>
	New equipment <input type="checkbox"/> <i>(If new equipment, justify below and attach an appointment letter & acceptance that indicates that there are no assets attached the Persal).</i>
	Replacement equipment <input type="checkbox"/> <i>If replacement, justify below or submit a concluded Loss Control report / a detailed Technical report that includes the serial no. & barcode of the equipment to be replaced or a Refresh report</i> <input type="checkbox"/> Technical Report <input type="checkbox"/> Loss Control <input type="checkbox"/> Refresh

Standard workstation hardware:		
Standard laptop computer:		
<input type="checkbox"/> Desktop Monolaser Printer <input type="checkbox"/> Desktop Multi-function Printer		
Network point/s (addition to current infrastructure): <i>(Please attach a justification/motivation for the request for network point/s)</i>		
Additional / alternative hardware: <i>(Please attach a justification/motivation for the request for network point/s)</i>		
SOFTWARE: Check the approved software from: https://intra.wp.pgwc.gov.za/BluePages/Approved.asp		
Standard end-user software: Microsoft Office Standard Edition (includes Word, Excel, PowerPoint)		
Additional / alternative software: <i>(Please attach a justification/motivation for the request for network point/s)</i>		
SERVICES & SYSTEMS		
<input type="checkbox"/> PERSAL: IP Address	MAC Address;	<input type="checkbox"/> BAS <input type="checkbox"/> LOGIS
Access to Internet (must be protected from misuse) <i>Motivate below the reason/s for your request for access to internet:</i>		
e-Mail Account & access to PGWC Intranet		
Additional / alternative system: <i>Motivate below the reason/s for your request</i>		

IT EQUIPMENT REQUEST (excluding eMobility)

I am aware of and accept the terms of the Western Cape Government & DSD I.T, End User, Internet / Intranet and E-mail policies and accept responsibility for safeguarding the assets assigned to me.

Requestor name	Signature	Date
This equipment / service is required to meet the user's job requirements and is the most economical option to ensure effective and efficient service delivery. <i>(where signatory is in an acting position, letter of authorisation to be attached, for auditing purpose)</i>		
User's supervisor name	Signature	Date
Director / Chief Director/HOD/MEC's name	Signature	Date

The budget for this acquisition is available under the following allocation:

Responsibility	Objective:	Item:
Director / Chief Director/HOD/MEC's name <i>(Budget Holder)</i>	Signature	Date
<i>Submit to the IT STEERCOM Secretariat: 2nd floor Union House, Queen Victoria St Cape Town Enquiries: 021 483 8264</i>		

*** SECRETARIAT USE ONLY ***

	This application is in line with policy and therefore recommended for approval.	
	This application is complete but not in line with policy as it relates to a special request in terms of section 8.2.2 of the ICT policy and is referred to the IT Steering Committee for consideration	
	This application is not in line with policy and is returned to the applicant. See Addendum A for reason(s) for non-compliance	
Name <i>(ASD: ICT)</i>	Signature	Date
Verifier		

Approval

	This application is in line with policy and approved	
	This application is referred to the IT Steering Committee:	
Name: IT STEERCOM Secretariat Head	Signature	Date
	This application was rejected by the IT Steering Committee on 20.... for the following reasons and/or with the following recommendations:	
Name: IT STEERCOM Chairperson	Signature	Date

ADDENDUM: A (Only attached to the applications that have been re-sent to the applicant to rectify)

REGISTRATION No: _____

Date received	Reason/s for resending it to the applicant	Date sent back	Date returned	Rectified
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No

*** SECRETARIAT USE ONLY ***

Recommendation		
This application is complete and in line with policy and therefore recommended for approval.		
<i>Secretariat's name:</i>	<i>Signature</i>	<i>Date</i>
<i>Verifier:</i>		

Approval		
This application is in line with policy and approved		
This application was approved by the IT Steering Committee		<i>Date:</i>
This application was rejected by the IT Steering Committee on20... for the following reasons and/or with the following recommendations:		
<i>Name: Head of the IT STEERCOM Secretariat</i>	<i>Signature</i>	<i>Date</i>



Departmental of Social Development - IT Refresh Application Form

No	Post	PERSAL Number	Surname	First Name	Computer/ Laptop	Barcode	Serial No	Receive Year	Computer Age	Refresh Year
1										
2										
3										
4										
5										
6										
7										
8										
9										

CERTIFIED CORRECT¹	APPROVED BY THE BUDGET HOLDER	
_____ Signature	_____ Rank	_____ Rank
_____ Surname & Initials	_____ Date	_____ Surname & Initials (Block Letters) _____ Date

¹ At a regional office, the rank of the certifier must be at least that of an Assistant Director. In the case of OSD, the certifier must be a either a social work supervisor or manager. At Head Office, the rank of the certifier must be at least level 13. In the case of the Ministry, the Head of Ministry will determine and appoint the appropriate rank in writing.

