



**Western Cape
Government**

Social Development

Ref: 6/4/3/P

WESTERN CAPE GOVERNMENT DEPARTMENT OF SOCIAL DEVELOPMENT

e-MOBILITY POLICY

August 2019

V1.5

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1. Introduction

eMobility is a mobile data card that permits a secure link to applications on the Western Cape Government (WCG) network from any place with cellular data reception and, where cheaper and more effective communication methods do not exist. It enables access to applications (including the Internet) through the DSD Access Point Name (APN) and the WCG network. Owing to this, the management of the DSD eMobility will be in accordance with all existing End-user, Internet, Email, and related ICT policies.

This eMobility data card device and services policy replaces all previous eMobility policies in the WCG: Department of Social Development (DSD), including the transversal WCG eMobility policy owing to the termination of the previous transversal WCG eMobility contract on 31 December 2017 and the establishment of the DSD's own eMobility solution on 15 December 2017. The DSD does not support the acquisition and use of any other data card device or service for official purposes.

The eMobility data card is a business tool and all eMobility data cards issued by the DSD are the property of the DSD and, made available to the DSD staff for official purposes only. In the event of termination of service, the eMobility data card must be returned to the DSD eMobility Officer by either the employee to whom it was assigned or the supervisor of said employee.

2. Aim

The aim of this policy is to regulate and standardise the practices and procedures for the acquisition, use, termination of use and, disposal of data cards in the DSD in order to enable the Accounting Officer and Management of the DSD to manage this essential service in a cost-effective and well-governed manner.

3. Principles

This policy is based on the following principles:

- a) A data card is a business tool and the application thereof is for official work-related purposes only;
- b) The data card may only be used by staff employed by the DSD.
- c) Appropriate control measures to guard against misuse and loss must be implemented by staff member to whom the data card was issued in accordance with the DSD loss control policy and procedures;
- d) The data card is a departmental asset and the property of the DSD. As such it must be managed in terms of financial guidelines (PFMA), DSD Asset Management, Loss Control and all other relevant policies and prescripts governing government assets and resources;
- e) Once allocated, the asset holder is responsible for the management including safeguarding of the data card and the management of liabilities within his/her area of responsibility as stipulated in the DSD Moveable Asset Management Policy of 1 April 2016;
- f) This policy takes the PFMA, RICA and current WCG end user and internet policies and prescripts into account;
- g) The data card must only be used on official laptop and desktop computers.

4. ACRONYMS

Acronym	Definition
APN	Access Point Name: means cellular technology based on the Global System for Mobile Communications and refers to a secure point of entry into a network;
CAP	means the allocated monthly data provided to a qualifying DSD member of staff. A CAP of 500MB means that a user's monthly data is capped at 500MB.
Ce-I	Centre for e-Innovation in the Department of the Premier;
Data card	Mobile cellular phone technology device that permits a link to an internet network from any place with cellular data reception;
DPSA	Department of Public Service and Administration;
WCG-DSD	Western Cape Government- Department of Social Development;
eMobility device	A mobile data card that permits a secure link to applications on the WCG network from any place with cellular data reception where cheaper and more effective communication methods do not exist;
ITSteerCom	Information Technology Steering Committee
NIA	National Intelligence Agency;
PFMA	Public Finance Management Act (Act 1 of 1999);
RICA	Regulation of Interception of Communications and Provision of Communication-related Information Act (Act 70 of 2002);
SITA	State Information Technology Agency;
VPN	Virtual Private Network (usually where Departmental applications reside);
VPNC	Virtual Private Network Client (giving an official access to the VPN where departmental applications are hosted);
VPNra	Virtual Private Network with remote access
MISISDN	Mobile Station International Subscriber Directory Number (The "cell" number of a data card provided in international format)
SM	Services manager;
TM	Technology manager

5. Benefits of the eMobility

- a) Data cards facilitate a safe and secure link to an internet network from any place with cellular data reception;
- b) Connectivity at DSD sites that either do not have connectivity or are temporarily off the network;
- c) Remote access to the WCG network and applications;
- d) Remote access to DSD web based systems, both National & Provincial;
- e) Mobility for staff to operate and access information and systems while on the move and from locations that do not have connectivity;
- f) Governance is in place and usage can be restricted and monitored;
- g) Provides the DSD with a Business Continuity option for connectivity and remote access in the event of a disaster.

6. eMobility Officer

- a) The DSD will have an eMobility Officer for the good governance of eMobility and to ensure that the DSD is RICA compliant regarding eMobility;
- b) The DSD eMobility Officer is the Assistant Director: Information & Communication Technology in the Sub-directorate: Knowledge Management.

7. Who in DSD is Entitled to Make Use of eMobility

All officials in the DSD who spend most of their working time away from a DSD office, or other WCG office with LAN or WIFI connectivity and they require connectivity to either the WCG network or to internet based applications, could be entitled to make use of eMobility. Such officials could include:

- a) MEC
- b) Head of Department
- c) Head of Ministry
- d) Chief Directors
- e) Directors
- f) Regional Managers
- g) Programme Managers
- h) Social Work Managers
- i) Social Work Supervisors
- j) Social Workers
- k) Staff working in a DSD office with no connectivity
- l) Key staff identified in the DSD Business Continuity Plan
- m) Community Development officials
- n) Monitoring and Evaluation (M& E) officials
- o) Staff who have been assigned official DSD laptop computers

Where an official requires a data card service not covered by the eMobility service, permission to deviate from this policy must first be obtained from the Accounting Officer.

8. Procedure for Acquisition of Data Cards and VPNC

The eMobility data card is an asset and must be managed the same way that all other Departmental assets are managed. The data used by the eMobility data card has a monetary value and is a cost to the Department. Therefore, all cost containment and austerity policies apply;

The Applicant

- a) Any applicant for eMobility must have a DSD laptop computer assigned to him/her and complete the eMobility application form – attached as Annexure 1.

- b) An asset certificate (Form RR 032) must be attached to the eMobility application form as confirmation that the requestor is in possession of a laptop computer;
- c) The application must be completed in full. Incomplete application forms will be returned to the applicant and may delay approval of the applicant's access to the eMobility data card.
- d) The applicant must include the prescribed completed VPNC application form (Annexure B) if access to applications that are not web-enabled or are located behind the WCG firewall in the VPN is required. Annexure B is not required for Provincial and National DSD web-enabled systems.
- e) The applicant must submit the prescribed eMobility application form and, where necessary applicable annexures to his/her supervisor for consideration.
- f) Once assigned to the user, it is the latter's responsibility to request the data card set up from the Ce-I Service Desk.

The Supervisor

- (a) Checks the application forms for completeness and compliance to the eMobility policy and;
- (b) Makes a recommendation to the Regional or Programme Director/Chief Director about the need for the eMobility service.
- (c) Where the application is rejected, the applicant must be advised of the reasons.
- (d) In the case of an acting supervisor, the signed application must be accompanied by the acting appointment letter;

Director/Chief Director

- a) Approves or rejects the application for eMobility. Approved applications are submitted to the Regional/HO Information Officer. Applications that are rejected are returned to and discussed with the applicant by the Supervisor.
- b) The Director/Chief Director must also endorse the data cap requested by the applicant.
- c) In the case of an acting director/regional manager/ chief director, the signed application must be accompanied by the acting appointment letter;

eMobility Budget Holder

- a) Budget Holder must approve the procurement of the eMobility device.
- b) The Budget Holder must forward the approved application to the DSD eMobility officer for processing

DSD eMobility Officer

- a) Maintains the DSD eMobility database.
- b) Forwards all approved applications to the deputy director at Supply Chain Management for procurement.
- c) Submits requests to the eMobility service provider to activate the data card on their network
- d) Submits requests to Cel to provision the card on the DSD APN as well as allocation of data to the card.
- e) Requests additional data where increased CAP have been approved
- f) Assists eMobility users with the process of having VPNC access.
- g) VPNC access is only provided to officials who use BAS, LOGIS and PERSAL.
- h) Applications for VPNC access must be made by completing the VPNC request form.
- i) Assists approved BAS, LOGIS and PERSAL users with eMobility related VPNC enquiries
- j) All requests for VPNC must be approved by the ITSTEERCOM
- k) Once VPNC approval has been granted, the official will be responsible to run and set up VPNC on her/his PC.
- l) The instructions will be provided via an email sent from SITA. VPNC has password access control.
- m) Reports to the ITSTEERCOM on matters relating to eMobility in the Department.

Supply Chain Management (SCM)

- a) Ensures that approved eMobility devices applications are procured and assigned to the individual asset holder as per DSD procurement procedures
- b) Ensures that eMobility devices are managed according the DSD asset management policy and procedures.
- c) On a monthly basis provides the eMobility officer with an updated list of all officials to whom eMobility devices have been assigned.
- d) Notifies eMobility officer of the allocation of the data card asset to the approved eMobility user.
- e) When a new eMobility service contract is entered into by the DSD, ensure that all the data cards relating to the previous contract is disposed of in accordance with the Department's disposal policy, procedures and processes unless otherwise authorized by the HOD or her/his delegate
- f) It is the responsibility of SCM to inform the eMobility Officer of the transfer of a data card from one asset holder to another.
- g) eMobility Officer is responsible for the monitoring of data usage by eMobility asset holders and will report on usage to the ITSteerCom.
- h) The eMobility Officer will monitor data usage and where necessary make recommendations to the Budget Holder with respect to the, adjustment of the data soft cap to ensure optimum data usage in the DSD;

Provision of eMobility for DSD sites without connectivity

Where DSD office sites are not connected to the WCG broadband network and eMobility has been identified as the preferred form of connectivity, eMobility devices will be made available to desktop users without connectivity until the office is connected. In this case, the following application process applies:

- a) Officials will apply individually for eMobility device and complete the application form in Appendix A.
- b) The budget holder will write motivation for the request for eMobility for the office and attach it to each application form submitted.
- c) Infrastructure and Cel will confirm the connectivity status of the office
- d) Application request will be processed and approved.
- e) Report will be presented to the ITSTEERCOM
- f) When the office is connected, all the devices will be collected and returned to SCM (Assets) by the budget holder for re-allocation.

9. Allocation of Data and Data

- a) The standard CAP allocation is 500MB;
- b) Applicants for CAPs greater than 500 MB must complete an eMobility change control form and motivate why a bigger CAP is needed.
- c) The data has a cost to the Department. Therefore, a data CAP will only be increased if the budget allows for it to be increased and the application has been approved by the relevant Budget Holder responsible for the data costs.

10. International Roaming

- a) All applications for international roaming must be approved by the DSD Accounting Officer.
- b) All costs incurred by international roaming must be covered by the applicant's Directorate budget.

11. Asset Management

The DSD reserves the right to withdraw eMobility services from officials in cases where misuse and/or abuse of the service is indicated, investigated and reported.

- a) All eMobility data cards must be managed in accordance with the DSD Asset Management Policy. Therefore, officials must ensure that the data cards are kept safely when not in use. They must also not be left unattended inside vehicles or unlocked offices;
- b) All lost, stolen and damaged data cards must be reported immediately to the eMobility officer and the Department's loss control officer and the loss control process must be followed – replacement cards will only be considered if the loss control report accompanies the application for replacement;
- c) Where data cards are shared by more than one official, a logbook indicating the following information - Name of user, date of use and date returned to asset holder – must be kept by the data card asset holder. This is a legislative requirement in terms of the Regulation of Interception of Communications and Provision of Communication-related Information Act (RICA) (Act 70 of 2002). Failure to adhere to this legislative requirement is punishable by law.

12. Costs and Budget

- (a) The Budget Holder will be the Director: Research, Population and Knowledge Management;
- (b) The following will be included in the DRPKM budget:
 - 1) The set up and monthly cost for the APN service;
 - 2) The procurement of data card devices and SIM cards;
 - 3) The monthly SIM card costs;
 - 4) The monthly data costs.
- (c) Any data card service outside of the approved DSD eMobility service. Should a deviation from the eMobility service be approved by the Accounting Officer, the budget holder of the official must make provision for this additional service.
- (d) Voice, SMS, MMS and open data are excluded from the eMobility service and will not be covered by the DRPKM budget.
- (e) The number of data cards procured and the amount of CAP provided will be determined by the budget allocation assigned to the Director: Research, Population and Knowledge Management for the provision of a DSD eMobility Service

13. eMobility user

- a) Must ensure that the asset allocated to him/her is kept safe and utilised accordingly as recommended.
- b) User must ensure that s/he is up to date with the WCG's password policies, maintenance and controls.
- c) User must actually log into the service once a month to keep it active. The password change on its own does not keep the service active.
- d) The new VPNra service now allows for self-service password reset for forgotten passwords whilst the account remains in active status.
- e) User will report lost, stolen and damaged data card immediately to the eMobility officer and the Department's loss control officer

14. Implementation

- a) This policy is applicable to all officials in the Department of Social Development and Ministry of Social Development including permanent employees, employees that have been employed on contract or on a temporary basis as well as staff seconded to the DSD from other provincial or national departments.

15. Annexures

- a) Attached to the policy is the application forms.
 - a. eMobility Application form
 - b. eMobility Change control form

16. Effective Date

This policy is effective from September 2019.



Date: 2019-08-29

Dr Robert Macdonald
Head of Department





Ref: 6/4/3/1/1

IT Equipment Request for eMobility

Req No:

Date:	REQUESTOR		
Name:			
District / Directorate:			
Title / Rank:			
Delivery Location:			
Contact number:		Personal number:	
e-mail address:			
Employment Status	Permanent <input type="checkbox"/> - Temporary <input type="checkbox"/> (if temp explain long-term plans for equipment)		
Laptop Details	Model	Barcode	Serial No
Reason required	New equipment <input type="checkbox"/> / Replacement equipment <input type="checkbox"/>		
EQUIPMENT/SERVICES REQUIRED			Qty
eMobility			Approx Value
			1
			R85.00 p/m x24
BAS Details: Objective	Regional Identifier	Responsibility	
<i>Reason for the request:</i>			

I am aware of and accept the terms of the Provincial IT, 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. (where signatory is in an acting position, letter of authorisation to be attached, for auditing purpose)		
User's supervisor name	Signature	Date
Director /Chief Director/ Regional Manager name	Signature	Date

Submit to the DITCOM Secretariat: 5th floor Union House, Queen Victoria St Cape Town

*** SECRETARIAT USE ONLY ***

<input type="checkbox"/>	This application is complete and in line with policy and therefore recommended for approval.	
<input type="checkbox"/>	This application is incomplete and is returned to the applicant.	
Secretariat name:	Signature:	Date:

Approval		
<input type="checkbox"/>	This application is in line with policy and approved	
<input type="checkbox"/>	This application is rejected by the IT Management Committee for the following reasons:	
Chairman name	Signature	Date

IT Equipment Request for eMobility

ANNEXURE B

DATA CARD APPLICATION Departmental Service Provider: MTN

ID Number:			
Name and Surname:		Rank:	
Branch/Directorate:		Location:	
Contact Number:		Persal No.:	
Data Card Sim No.:		MSISDN	
Huawei modem		Huawei S/NO	
Physical Address:			
CAP required/approved	350M <input type="checkbox"/>	500M <input type="checkbox"/>	700M <input type="checkbox"/>
			1Gig <input type="checkbox"/>

Declaration

- I undertake to limit the usage of the data card for effective service delivery. I understand that the data card can be withdrawn due to misuse.
- I will take the necessary precautions to protect the data card against theft, loss, breakage and unauthorised use. I undertake to immediately report the loss of or damage to the data card to the relevant Supply Chain Management unit, Loss Control Officer and e-Mobility Officer.
- I acknowledge that log files, traces and intercepts of any traffic passed via this service may be made, utilised and stored in terms of the provisions of the Regulation of Interception of Communications and Provision of Communication-Related Information Act, 2002 (Act 70 of 2002) and, by my signature hereto, do give assent to all such actions without reserve.
- Should I fail to comply with the above, and the provisions of the Data Card Policy, this certification will serve as a mechanism to withdraw the data card and take action against me according to relevant legislation.

User name	Signature	Date

Recommendation by Sub-Programme Manager

	The user represents one or more strategic functions within the Department
	This user regularly performs tasks of a critical or urgent nature and needs to use e-mail or other internet systems whilst away from the office or after hours.
	This user needs to use e-mail or other internet based systems and cannot get access to these systems through other cheaper or more effective communication methods

Other Comments:

Supervisor's name	Signature	Date

APPROVED/NOT APPROVED

Funds are available in the user's Cost Centre Budget to apply for eMobility

Manager(Director)/Regional Manager's name (Budget Holder)	Signature	Date



WCG eMobility Change Control Form

REF:6/4/3/2/2

Name		Date	
Rank		Personal number	
Region / Directorate:		Office/Unit	
Department	Social Development		
Device MSISDN (SIM) Number:			
Current data CAP			
Requested data CAP	500MB	700MB	1000MB
			2000MB
			5000MB
			10 000MB
Motivation for request:			

Declaration

- I undertake to limit the usage of the data card for effective service delivery. I understand that the data card can be withdrawn due to misuse.
- I will take the necessary precautions to protect the data card against theft, loss, breakage and unauthorised use. I undertake to immediately report the loss of or damage to the data card to the relevant Supply Chain Management unit, Loss Control Officer and e-Mobility Officer.
- I acknowledge that log files, traces and intercepts of any traffic passed via this service may be made, utilised and stored in terms of the provisions of the Regulation of Interception of Communications and Provision of Communication-Related Information Act, 2002 (Act 70 of 2002) and, by my signature hereto, do give assent to all such actions without reserve.
- Should I fail to comply with the above, and the provisions of the eMobility Policy, this certification will serve as a mechanism to withdraw the data card and take action against me according to relevant legislation.

User's supervisor name	Signature	Date
Director / Chief Director/HOD/MEC's name	Signature	Date
Budget Holder's name (Approved/Rejected)	Signature	Date

*** SECRETARIAT USE ONLY ***

*** SECRETARIAT USE ONLY ***

This application is complete and in line with policy and therefore recommended for approval.

This application is not in line with policy and is not approved and returned to the applicant.

**Name
(ASD: ICT)**

Signature

Date

Comments

Approval

I CONFIRM THAT THE ABOVE REQUISITION IS APPROVED AND THAT THERE IS SUFFICIENT FUNDS IN THE BUDGET.

BUDGET HOLDER/DELEGATEE

Delegation No: 7.5.1

The request has been assessed and it's in line/not in line with the approved WCG-DSD ICT & eMobility policy. Therefore, it is:

This application is complete and in line with policy and therefore recommended for approval.

This application is not in line with policy and is not approved and returned to the applicant.

Comments

APPROVED

NOT APPROVED

Budget Holder

Designation:

Signature:

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