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STANDARD OPERATING PROCEDURE: RESET PASSWORD ON BAS

TITLE OF SOP	Reset password on BAS
SOP Number	FSA-BAS-03
Purpose	To document the Standard Operating Procedure (SOP) for reset password process to assist the relevant Financial Systems and Accounting Service officials in rendering the service and also the Departmental officials to be aware of the process.
Scope	The SOP applies to all officials involved in the process of BAS password reset service within the Eastern Cape Department of Social Development.
Definitions and Acronyms	<p>BAS: Basic Accounting System</p> <p>Departmental code file: Codes that are unique to the specific department</p> <p>System Controller: An employee who is responsible for registering and maintaining user profiles of users under his/her control, and also ensures that users are equipped with the required tools, support and training to perform their duties effectively and efficiently on the System.</p> <p>Departmental Parameters: Departmental Parameters contain values that are specific to the department which are maintained by the department's System Controller. The department has a choice to alter these parameters according to its own needs</p> <p>Function: The task that is allocated to the user</p> <p>Group Profiles: A group of users based on a common function that a user requires ID: A unique code allocated to a user in order to access the system(s)</p> <p>Over Expenditure Authorizers / Supervisors: A user who is responsible for overriding budget block</p>

	<p>POC: Period Open and Close journals that are affected at final year end closure of BAS system, with the authorization from the Auditor General's office.</p> <p>SCoA: Standard Chart of Accounts; this is a chart with the list of all Accounts used within Government as a whole</p> <p>Suspense Control Accounts: System control accounts, which must have zero balances at month and year-end closure</p> <p>Suspense File Transaction: A transaction that has the status of awaiting approval/ authorization or disapproval/rejection</p> <p>Transversal Systems: BAS, PERSAL and LOGIS</p> <p>User: An employee/person who applied or has a user ID to access the BAS system</p> <p>User Profiles: The level of access required by a user</p>
Performance Indicator	Number of credible Financial Statements

STEP BY STEP GUIDE

RESET PASSWORD ON BAS PROCESS

Nr	Task Name	Task Procedure	Responsibility	Time Frames	Systems and Supporting Documentation	Service Standard
1.	Submit BAS Password Reset Form	<ul style="list-style-type: none"> Complete in a downloaded BAS Password Reset Form. Note all fields under Departmental user details are compulsory. Sign the form and attach the ID copy. Submit password reset form to BASsupport@ecdsd.gov.za e-mail. 	User	30 Minutes	<ul style="list-style-type: none"> Downloaded BAS Password Reset Form ID copy Completed signed BAS Password Reset Form 	Reset all BAS password request within 5 minutes after receipt of relevant document(s)
2.	Verify completed BAS Password Reset Form	<ul style="list-style-type: none"> Receive completed BAS Password Reset Form Verify if it is properly filled in and signed as required. Notify the user if the form is incomplete. 	BAS System Controller	30 minutes	<ul style="list-style-type: none"> Completed signed BAS Password Reset Form Feedback call or e-mail 	
3.	Reset the Password	<ul style="list-style-type: none"> Login on BAS Searches the user by persal number Verify if the user profile is still active on Configuration menu. Verify if the user status is active or not. Activate the inactive user status on Configuration menu. Standardize password reset in compliance with National Treasury, BAS notice 5 of 2010 to password rest period be at least 30 minutes. Standardize password control in compliance with National Treasury, BAS notice 5 of 2010 to password length of at least (8) characters and must consists of a combination of numeric and alphabetical characters. Reset password on Security sub menu and save. 	BAS System Controller	5 Minutes	<ul style="list-style-type: none"> Completed signed BAS Password Reset Form Activated user account 	
4.	Notify the user and administer the form	<ul style="list-style-type: none"> Notify the user about password reset by telephone or e-mail. Notify the user that he or she must login within 30 minutes after the reset. User acknowledge the receipt of password reset. Complete and sign "for office use" fields. File the reset request form 	BAS System Controller	1 day	<ul style="list-style-type: none"> Activated user account Feedback call or e-mail Filed reset request form 	

STEP BY STEP GUIDE

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Nr	Task Name	Task Procedure	Responsibility	Time Frames	Systems and Supporting Documentation	Service Standard
5.	Monitor created password	<ul style="list-style-type: none"> • Develop monitoring report and submit the Director: Financial Systems and Accounting Services quarterly that indicates the following: <ul style="list-style-type: none"> ✓ Provide the Provincial Treasury with a certificate of compliance to indicate that all active users on the BAS system are true reflection of the Department's officials who are permitted access in accordance with profiles on the BAS systems. ✓ Indicate reviewed user passwords to ensure that an appropriate level of complexity is maintained. ✓ Indicate Identification and investigation of repeated failed login attempts. ✓ Indicate removed or blocked redundant user IDs and accounts 	BAS System Controller	2 days	<ul style="list-style-type: none"> • List of created users on BAS • BAS monitoring report 	

REFERENCES (LEGISLATION, POLICIES, PROCEDURES, LEGISLATION & OTHER DOCUMENTATION (i.e. SOPs))

Document Name	Document or section extract description
Department of social Development Password policy 2021	To provide guidance on creation of strong passwords, the protection of those passwords and the frequency to change password in the Department.
Department of social Development Access Control policy 2021	To provide policy guiding framework on the processes and procedures on granting of access to the Department's information assets.
Protection of Personal information Act No.4 of 2013	<p>Section 13 Collection for specific purpose states the following:</p> <ul style="list-style-type: none"> • Personal information must be collected for a specific, explicitly defined and lawful purpose related to a function or activity of the responsible party. • Steps must be taken in accordance with section 18(1) to ensure that the data subject is aware of the purpose of the collection of the information unless the provisions of section 18(4) are applicable. <p>Section 14 Retention and restriction of records states the following:</p> <p>14.(1) Subject to subsections (2) and (3), records of personal information must not be retained any longer than is necessary for achieving the purpose for which the information was collected or subsequently processed, unless—</p> <ul style="list-style-type: none"> (a) retention of the record is required or authorised by law; (b) the responsible party reasonably requires the record for lawful purposes related to its functions or activities; (c) retention of the record is required by a contract between the parties thereto; or (d) the data subject or a competent person where the data subject is a child has consented to the retention of the record. <p>Records of personal information may be retained for periods in excess of those contemplated in subsection (1) for historical, statistical or research purposes if the responsible party has established appropriate safeguards against the records being used for any other purposes.</p> <p>A responsible party that has used a record of personal information of a data subject to make a decision about the data subject, must—</p> <ul style="list-style-type: none"> (a) retain the record for such period as may be required or prescribed by law or a code of conduct; or (b) if there is no law or code of conduct prescribing a retention period, retain the record for a period which will afford the data subject a reasonable opportunity, taking all considerations relating to the use of the personal information into account, to request access to the record. <p>A responsible party must destroy or delete a record of personal information or de-identify it as soon as reasonably practicable after the responsible party is no longer authorised to retain the record in terms of subsection (1) or (2).</p> <p>The destruction or deletion of a record of personal information in terms of subsection (4) must be done in a manner that prevents its reconstruction in an intelligible form.</p>

Document Name	Document or section extract description
	<p>The responsible party must restrict processing of personal information if—</p> <ul style="list-style-type: none"> (a) its accuracy is contested by the data subject, for a period enabling the responsible party to verify the accuracy of the information; (b) the responsible party no longer needs the personal information for achieving the purpose for which the information was collected or subsequently processed, but it has to be maintained for purposes of proof; (c) the processing is unlawful and the data subject opposes its destruction or deletion and requests the restriction of its use instead; or (d) the data subject requests to transmit the personal data into another automated processing system.
<p>Provincial Basic Accounting System Policy 2013</p>	<p>To define and clarify roles and responsibilities of the various BAS role players and provide standard guidelines regarding management, access and usage of the BAS in the Eastern Cape provincial departments. The appropriate implementation and use of BAS in the province is critical to ensure that;</p> <ul style="list-style-type: none"> • The system is not accessed by unauthorized persons (confidentiality). • Information on BAS is not altered by unauthorized persons in a way that is not detectable by authorized persons users (integrity). • Users of BAS are the persons who they claim to be (authentication).

RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H / M / L)	Control Description	System / Manual
Mistyping of user ID or persal number	Mistyping of user ID or persal number can lead to incorrect user reset or deactivation account.	L	L	<ul style="list-style-type: none"> Bas System Controller to verify correct user profile has been captured correctly before informing the requested user. 	Manual
Unavailability of network or Servers downtime	Unavailability of network or Servers downtime result in delay of password reset	H	H	<ul style="list-style-type: none"> Keep Servers and Network up almost all the time by network and server administrators. Provision of UPS and generators by Manager ICT Operations. 	System

AUTHORIZATION

Designation:	Name:	Comments:	Signature	Date:
Recommended by: Director Financial Systems & Accounting Services	M.Jaceni			27 Jun 2023
Recommended by: Acting CIO	M.E. Gazi	Recommended		27/06/2023
Recommended by: Chief Financial Officer	S.N.Tutani	Recommended	 Type text here	04 July 2023
Recommended by: DDG Acting DDG	D.N.Z.G. Yokwana Z.Ganca			
Approved by: HOD	M. Macheмба	Approved		10/07/2023
Distribution and Use of SOP	All Departmental staff			

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