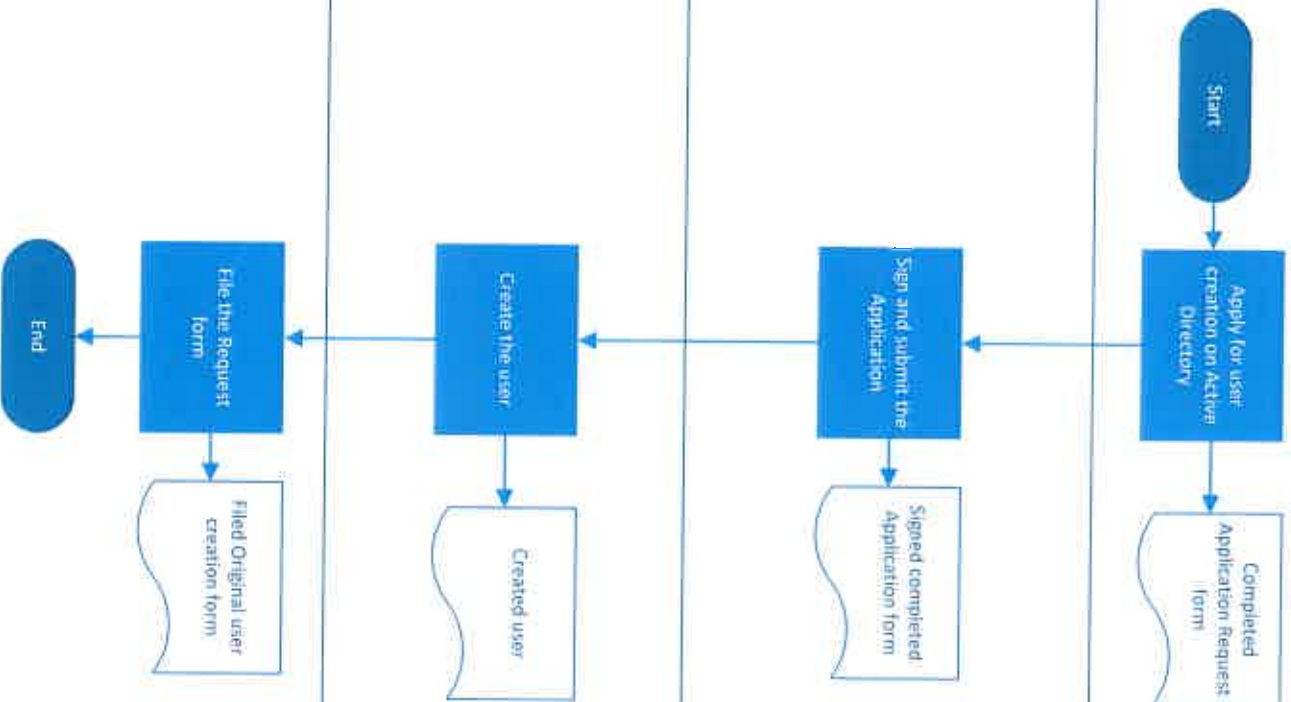| Applicant Network Controller Chief Network Controller	District ICT Assistant Director Head Office Assistant Director	Supervisor or HR personnel Deputy Director-Network Administration/Provincial or District ICT Assistant Director	Applicant

Start

Apply for user creation on Active Directory

Completed Application Request form

Sign and submit the Application

Signed completed Application form

Create the user

Created user

File the Request form

Filed Original user creation form

End

Province of the EASTERN CAPE
SOCIAL DEVELOPMENT

SOP File Number:	CIO -ICT- NEW- 01
SOP Version:	V.001
Document Owner:	Chief Information Officer

STANDARD OPERATING PROCEDURE: ICT CREATION OF A NEW USER ON ACTIVE DIRECTORY SYSTEM

Approval Date	7 July 2017
Commencement Date	Date of Approval
Review Date	7 July 2018
Periodical Review	Annually
Resources	Staff, ICT equipment
Intent of SOP	To document the standard operating procedure (SOP) for the ICT New User Creation Process to assist the relevant ICT officials in rendering the service.
Scope	The SOP applies to the process of creation the new user on Active Directory in the Department of Social Development within the Eastern Cape Government.
Objective(s)	Provide integrated services and secured relevant information through sound ICT Governance to all customers
Definitions	ICT – Information Communication Technology

Key Performance Indicator	Number of Employees Automated to Improve Efficiency
Principles	The following Department-specific core values apply in the ICT Section: **Integrity** - Our actions and decisions must be in the interest of the department and must be beyond reproach **Empowerment** - We aim to empower our employees and customers by building on existing skills, knowledge and experience and by creating an environment conducive to life-long learning. **Accountability** - Understanding the impact of our work and taking responsibility for our actions and decisions
Compliance Measures	User must be employed by the Department of Social Development User must have ICT equipment Acceptable User Policy Email Policy and Access Control Policy

STEP BY STEP GUIDE

ICT NEW USER CREATION ON ACTIVE DIRECTORY SYSTEM

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	Apply for user Creation on Active Directory	• Receive the application form from ICT Engineering • Complete and sign the application form • Submit the completed form to Supervisor or HR for confirmation of appointment.	• Applicant	• Completed Application Request form	Immediately
2	Sign the Application	• Receive the application form. • Sign the application form. • Sign the application form after the supervisor or the HR Personnel has signed	• Supervisor / HR personnel • Deputy Director Network Administration Provincial / District ICT Assistant Director	• Signed completed Application Request form	Immediately
3	Create the user	• Log the call on behalf of the user • Scan the request form on behalf of the user • E-mail the form to the ICT Assistant Directors in the District or ICT Assistant Director at Head Office • Create a user in the system and notify the ICT Assistant Director via email that a user has been created	• Head Office / District ICT Assistant Director • Head Office / District ICT Assistant Director	• Helpdesk Call with Reference no • Created User	Immediately
4	File the Request Form	• File Original User Creation Form For Audit Purposes	• District ICT- Assistant Director / Head Office ICT- Assistant Director	• Filed Original User creation form	Immediately

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

Document Name	Document Description	Effective Date (if applicable)
CGICT Policy Framework	Implementation Guideline for Corporate Governance of Information and Communication Technology	2013
ISO 38500	ICT Governance Framework	2005
Access Control Policy	Authorize a group of users to perform a set of actions on a set of resources. It also further describing that unless authorized through this policy , users have no access to any function of the system	2016
Acceptable User Policy	Outline the acceptability of any information and information system within the Department of Social Development	2016
Email Policy	Ensure the proper use of Social Development's email system and make officials aware of what Social Development deems as acceptable and unacceptable use of its email system. Social Development reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.	2016

ICT NEW CREATION PROCESS RISKS

Risk Name	Risk Description	Probability (H / M / L)	Impact (H / M / L)	Control Description	System / Manual
Users Access Rights	• Granting the access rights that are not relevant for the user	L	H	• Design the system that grants the basic access rights on creation.	Manual

AUTHORIZATION

Authorization:	Name:	Comments:	Signature:	Date:
Quality Checked By Director : Management Information Services	N. A. Mazizi			4/07/2017
Recommended by Acting Director – ICT Engineering	L.Mahlangabeza			04/07/2017
Recommended by Chief Information Officer -	P.M. Cheriyan			5/7/17.
Approved by Acting Superintendent General	N.Baart			07/07/2017
Distribution and Use of SOP	All CIO Directors, All CIO Deputy Directors, All CIO Assistant Directors, All CIO Administration support staff, All CIO Personal Assistance			