



Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

Approval Date	15 February 2022
Periodical Review	Annually
Commencement Date	15 February 2022
Review Date	15 February 2023

**STANDARD OPERATING PROCEDURE: USER ACCOUNT MODIFICATION ON ACTIVE DIRECTORY**

<b>TITLE OF SOP</b>	User Account Modification on Active Directory																		
<b>SOP Number</b>	CIO-ICT-USR MOD - 01																		
<b>Purpose</b>	To modify user details as per the request received																		
<b>Scope</b>	This serves to provide the Eastern Cape Department of Social Development with User Modification procedure.																		
<b>Definitions and Acronyms</b>	<table> <tr> <td>AD</td> <td>Active Directory</td> </tr> <tr> <td>DC</td> <td>Domain Controller</td> </tr> <tr> <td>EAC</td> <td>Exchange Admin Center</td> </tr> <tr> <td>HR</td> <td>Human Resource</td> </tr> <tr> <td>ICT</td> <td>Information and Communication Technology</td> </tr> <tr> <td>IT</td> <td>Information Technology</td> </tr> <tr> <td>OU</td> <td>Organization Unit</td> </tr> <tr> <td>Ref</td> <td>Reference</td> </tr> <tr> <td>SCSM</td> <td>System Center Service Manager</td> </tr> </table>	AD	Active Directory	DC	Domain Controller	EAC	Exchange Admin Center	HR	Human Resource	ICT	Information and Communication Technology	IT	Information Technology	OU	Organization Unit	Ref	Reference	SCSM	System Center Service Manager
AD	Active Directory																		
DC	Domain Controller																		
EAC	Exchange Admin Center																		
HR	Human Resource																		
ICT	Information and Communication Technology																		
IT	Information Technology																		
OU	Organization Unit																		
Ref	Reference																		
SCSM	System Center Service Manager																		
<b>Performance Indicator</b>	Number of ICT infrastructure support services rendered																		

**STEP BY STEP GUIDE**

**USER ACCOUNT MODIFICATION PROCESS**

Nr	Task Name	Task Procedure	Responsibility	Time Frames	Systems and Supporting Documentation	Service Standard
1.	<b>Complete User Modify Form</b>	<ul style="list-style-type: none"> <li>User Fills in a downloaded User Modify Form.</li> <li>All fields under Personal Details section are compulsory and no field left blank.</li> <li>The user must Tick Relevant modification option as listed in the form and a reason given for the change.</li> <li>Sign the form and submit for supervisor's signature.</li> </ul>	Applicant	20 Minutes	<ul style="list-style-type: none"> <li>Downloaded User Modify Form</li> <li>Downloaded User Modify Form signed by applicant</li> </ul>	To have the user details modified as requested within one day of the receipt of the relevant document.
2	<b>Sign the User Modify form</b>	<ul style="list-style-type: none"> <li>Receive completed User Modify Form and append the signature.</li> <li>Applicant submit the signed user modify form by the supervisor to HR section where applicable.</li> </ul>	Supervisor	10 minutes	<ul style="list-style-type: none"> <li>Downloaded User Modify Form signed by applicant</li> <li>Complete User Modify Form signed by supervisor.</li> </ul>	
3	<b>Confirm user profile modification</b>	<ul style="list-style-type: none"> <li>If applicable receive completed User Modify form signed by both user and supervisor and</li> <li>If it is change in personal, Contract Extension and User Disable/Enable because of Expulsion or Suspension, confirm by appending the signature in the form.</li> </ul>	HR Personnel	10 minutes	<ul style="list-style-type: none"> <li>Complete User Modify Form signed by supervisor.</li> <li>Confirmed User Modify form by HR (if applicable)</li> </ul>	
4	<b>Log a call</b>	<ul style="list-style-type: none"> <li>User logs a call.</li> <li>Service Desk assigns a service request ref for the call.</li> <li>Append the reference no to the user modify form.</li> <li>Submit the form to the ICT Manager.</li> </ul>	Applicant	10 minutes	<ul style="list-style-type: none"> <li>Confirmed User Modify form by HR (if applicable)</li> <li>Completely signed User Modify Form by all with a Ref. No</li> </ul>	

**STEP BY STEP GUIDE**

**USER ACCOUNT MODIFICATION PROCESS**

<b>Nr</b>	<b>Task Name</b>	<b>Task Procedure</b>	<b>Responsibility</b>	<b>Time Frames</b>	<b>Systems and Supporting Documentation</b>	<b>Service Standard</b>
5	<b>Verify completed Active Directory User Modify Form</b>	<ul style="list-style-type: none"> <li>• Receive completed Active Directory User Modify Form</li> <li>• Verify if it is properly filled in and signed accordingly.</li> <li>• If everything is in order, the ICT Manager signs for the receipt of the form with a date</li> <li>• The ICT Manager forwards the form to the system administrator</li> </ul>	ICT Manager	10 minutes	<ul style="list-style-type: none"> <li>• Completely signed user Modify Form by all with a Ref. No</li> <li>• Verified signed User Modify Form by ICT Manager with a Ref. No</li> </ul>	
6.	<b>Modify user profile</b>	<ul style="list-style-type: none"> <li>• System Administrator then effects the change/modification.</li> </ul>	System Administrator	20 Minutes	<ul style="list-style-type: none"> <li>• Verified signed User Modify Form by ICT Manager with a Ref. No</li> <li>• Modified user profile</li> </ul>	
7.	<b>Inform the applicant about the modified profile.</b>	<ul style="list-style-type: none"> <li>• Inform the ICT Manager about the results, copying the applicant.</li> <li>• File the copy of the request for future reference.</li> </ul>	System Administrator	5 minutes	<ul style="list-style-type: none"> <li>• Modified user profile</li> <li>• Method used to inform the requester</li> </ul>	

## LEGISLATION REFERENCES



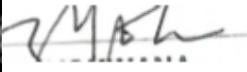

Document Name	Document or section extract description
Protection of Personal Information Act No.4 of 2013	<p>Section 13 Collection for specific purpose states the following:</p> <ul style="list-style-type: none"> <li>• Personal information must be collected for a specific, explicitly defined and lawful purpose related to a function or activity of the responsible party.</li> <li>• 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.</li> </ul>
	<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"> <li>(a) retention of the record is required or authorised by law;</li> <li>(b) the responsible party reasonably requires the record for lawful purposes related to its functions or activities;</li> <li>(c) retention of the record is required by a contract between the parties thereto; or</li> <li>(d) the data subject or a competent person where the data subject is a child has consented to the retention of the record.</li> </ul> <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"> <li>(a) retain the record for such period as may be required or prescribed by law or a code of conduct; or</li> <li>(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.</li> </ul> <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> <p>The responsible party must restrict processing of personal information if—</p> <ul style="list-style-type: none"> <li>(a) its accuracy is contested by the data subject, for a period enabling the responsible party to verify the accuracy of the information;</li> <li>(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;</li> </ul>

Document Name	Document or section extract description
	<p>(c) the processing is unlawful and the data subject opposes its destruction or deletion and requests the restriction of its use instead; or</p> <p>(d) the data subject requests to transmit the personal data into another automated processing system.</p> <p>Personal information referred to in subsection (6) may, with the exception of storage, only be processed for purposes of proof, or with the data subject's consent, or with the consent of a competent person in respect of a child, or for the protection of the rights of another natural or legal person or if such processing is in the public interest.</p> <p>Where processing of personal information is restricted pursuant to subsection (6), the responsible party must inform the data subject before lifting the restriction on processing.</p>

**RISKS**

<b>Risk Name</b>	<b>Risk Description</b>	<b>Probability (H/M/L)</b>	<b>Impact (H / M / L)</b>	<b>Control Description</b>	<b>System / Manual</b>
Down network or Servers	Down network or Server result in delay of user creation	L	L	Keep Servers and Network up almost all the time.	System

**AUTHORIZATION**

Designation:	Name:	Comments:	Signature	Date:
Recommended By: Director	T.M. Vazi	Continuous user modification to ensure that there is system security		07/02/2022
Recommended by: Acting CIO	M Gazi			07/02/2022
Recommended by: DDG	N. Yokwana	Recommended		09/02/2022
Approved by: HOD	M. Machemba	Approved		15/02/2022
<b>Distribution and Use of SOP</b>	All CIO Directors, All CIO Deputy Directors, All CIO Assistant Directors, All CIO Administration support staff, All CIO Personal Assistance			