



Approval Date	3 June 2022
Periodical Review	Annually
Commencement Date	3 June 2022
Review Date	3 June 2023

STANDARD OPERATING PROCEDURE: SHAREPOINT ONLINE PORTAL REQUEST & DEVELOPMENT

TITLE OF SOP	SharePoint Online Portal Request & Development
SOP Number	CIO – MIS – IKM - 03
Purpose	To document the standard operating procedure (SOP) for all Districts / Directorates requesting SharePoint Online portals for storage of all documentation and information regarding the District / Directorate and to assist new employees to know the process
Scope	The SOP applies to the process of requesting, developing, user training and maintenance of the SharePoint Online portals requested by Districts / Directorates and applies to all users that will be requesting the portals within the Department
Definitions and Acronyms	SharePoint Online – Microsoft SharePoint is a cloud-based service that helps organizations share and manage content, knowledge, and applications to: empower teamwork, quickly find information, seamlessly collaborate across the organization Portal – A specially designed website that bring information from different sources together in a uniform way IKM – Information Knowledge Management Department - Eastern Cape Department of Social Development
Performance Indicator	Number of information management services rendered

**STEP BY STEP GUIDE
SHAREPOINT ONLINE PORTAL REQUEST & DEVELOPMENT**

No.	Task Name	Task Procedure	Responsibility	Time Frame	Systems and Supporting Documentation	Service Standard
1.	Submit request for a SharePoint Online portal	<ul style="list-style-type: none"> Send a memo requesting a portal, signed by the Director of the district / directorate Request is received by MIS directorate and stored in the IKM repository 	District / Directorate Director	1 day	<ul style="list-style-type: none"> Memo from District / Directorate Director Stored user request 	Develop and publish SharePoint Online portal requested within 7 working days.
2.	Arrange virtual session with District / Directorate requesting the portal to gather user requirements	<ul style="list-style-type: none"> Send email to District / Directorate Director to invite all users that will be accessing and using the portal Hold virtual session to gather user requirements 	DD: IKM	5 working days	<ul style="list-style-type: none"> Email for virtual session Attendance register for virtual session User requirements document 	
3.	Develop Portal	<ul style="list-style-type: none"> Develop portal based on the user requirements Test portal to ensure all user requirements have been addressed Document a user manual for the training session 	DD: IKM	3 working days	<ul style="list-style-type: none"> Completed SharePoint portal Test results User manual for the training session 	
4.	Arrange virtual session to present Portal and train users	<ul style="list-style-type: none"> Send email District / Directorate Director to invite all users to the presentation and training of the portal Present portal to all users and train all users on how to use the portal Note all feedback and additions and/or corrections 	DD: IKM	3 working days	<ul style="list-style-type: none"> Email for virtual session Documented user training manual Attendance register for virtual session Documented feedback from virtual session 	
5.	Make additions and/or corrections on the Portal	<ul style="list-style-type: none"> Effect all the additions and/or corrections on the portal Send email to users on all changes made 	DD: IKM	1 working day	<ul style="list-style-type: none"> Feedback document from portal presentation Updated portal 	

**STEP BY STEP GUIDE
SHAREPOINT ONLINE PORTAL REQUEST & DEVELOPMENT**

No.	Task Name	Task Procedure	Responsibility	Time Frame	Systems and Supporting Documentation	Service Standard
6.	Maintain portal	<ul style="list-style-type: none"> • Receive email with enhancements on the portal • Perform maintenance on the portal as per user email • Send email to users on all changes made 	DD: IKM	1 working day	<ul style="list-style-type: none"> • Updated portal • Email to users 	





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

Document Name	Section Description or Document Description
Constitution of the Republic of South Africa (1996)	Constitution of the Republic of South Africa Section 32(1)(a) of the Constitution of the Republic of South Africa, 1996 provides that everyone has a right of access to any information held by the state and any information held by another person that is required for the exercise or protection of any rights.
The Promotion of Access to Information Act, 2000 (PAIA) (Act No. 2 of 2000)	Manual for the Department of Public Service and Administration in terms of section 14 of the Promotion of Access to Information (Act No.2 of 2000). The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (hereinafter referred to as "PAIA") is the national legislation which was enacted to give effect to the constitutional right of access to information. PAIA gives all South Africans the right to have access to records held by the state, government institutions and private bodies.
Protection of Personal Information Act (No 4 of 2013)	The purpose of the act is - <ul style="list-style-type: none"> a) give effect to the constitutional right to privacy, by safeguarding personal information when processed by a responsible party, subject to justifiable limitations that are aimed at – <ul style="list-style-type: none"> i. balancing the right to privacy against other rights, particularly the right of access to information; and ii. protecting important interests, including the free flow of information within the Republic and across international borders Section 14. (1) states that in 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— <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. Section 19. (1) states A responsible party must secure the integrity and confidentiality of personal information in its possession or under its control by taking appropriate, reasonable technical and organizational measures to prevent— <ul style="list-style-type: none"> a) loss of, damage to or unauthorized destruction of personal information; and b) unlawful access to or processing of personal information.
Information and Knowledge Management Policy (2020)	Aimed at providing guidelines that must be met for information and knowledge to be considered as authentic and reliable record of the Department's activity
National knowledge Management Strategy Framework (2019)	Seek to place KM at the core of government agenda by linking it directly to Departmental performance plans and NDP:2030. Also, to create consistency within the public service to store, share and use information tactfully through Information and Communication Technology (ICT)

SHAREPOINT ONLINE PORTAL PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Unavailability of the users that request the portal	When the portal has been requested and the users are not available for the virtual session to get the user requirements could delay the development of the portal as well as the presentation and training of the users	M	H	District / Directorate director to ensure availability of portal users at all times when needed for virtual sessions	Manual
Non connectivity due to network challenges or depleted data on 3G cards	Connectivity issues could lead to users not being able to access the portal when they need to use it	M	H	Ensure all users are connected, and that the 3G cards are loaded with enough data to be able to access the portal	System

AUTHORISATIONS

Authorization:	Name:	Comments:	Signature:	Date:
Recommended by: Acting Director: Management Information Services	L.L.Poti	Such SOP is needed as most of our innovation are on SP.		19/05/22
Recommended by: Acting: Chief Information Officer	M.E.Gazi			01/6/2022
Recommended by: Deputy Director General – Developmental Social Services	Dr.N.Z.G Yokwana	To guide both users and data analyst		02 June 2022
Approve By Head of the Department	M. Macheмба	Supported as a guide for the Department		03/06/2022
Distribution and Use of SOP	All employees of the Department of Social Development			