Province of the EASTERN CAPE SOCIAL DEVELOPMENT	Approval Date	06 - 09 - 2022
	Periodical Review	Annually
	Commencement Date	06 - 09 - 2022
	Review Date	06 - 09 - 2023

STANDARD OPERATING PROCEDURE: TRAIN USER ON SDIMS

TITLE OF SOP	Training users on SDIMS
SOP Number	SYS-FUN-01
Purpose	To document the Standard Operating Procedure (SOP) to be followed when rendering SDIMS training to increase an Official's skill in one or more areas of expertise. Also assist to improve an official's confidence to perform their job well.
Scope	Applies to the Eastern Cape Department of Social Development Training Systems and Applications.
Definitions and Acronyms	**SDIMS** - Social Development Information Management System **User** - A Social Development Official who have access to SDIMS
Performance Indicator	Number of modernized business services

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		STEP BY STEP				
		TRAINING USER ON SDIMS				
Nr	**Task Name**	**Task Procedure**	**Responsibility**	**Time Frames**	**Systems and Supporting Documentation**	**Service Standard**
1.	Identify Departmental Technology Training needs	• Identify who must be trained eg. New officials, transferred officials, never trained officials. • List of officials to be trained. • Collect Training Requests. • Identify Training server. • Test training server.	Training Coordinator	3 Days	• Business Specification document • Application System Module • Training Nomination Form • Training Schedule • List of Training centres • Database of Users to be Trained	100% of All Users are trained and granted Access to right module and function..

2.	Prepare for the training	• Decide on how the training will be conducted:
		  ✓ Conduct Virtual Trainings.
		  ✓ Conduct Face to Face Trainings in Training Centres.
		  ✓ Conduct Face to Face Presentations (where there's no Network).
		  ✓ Conduct handholding.
		• Issue training invitations.
			Training Coordinator	2 days	• Site Inspection Checklist
					• Business Specification Document
					• Relevant policies
					• Teams
					• SDIMS
					• Training invitations
					• Prepared and confirmed training requirements	

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		STEP BY STEP				
		TRAINING USER ON SDIMS				
Nr	**Task Name**	**Task Procedure**	**Responsibility**	**Time Frames**	**Systems and Supporting Documentation**	**Service Standard**

3.	Design & develop Training Documentation	• Identify training content per Business Unit.
		• Develop Training Manual.
		• Develop Trainer's Guide.
		• Draw training standards.
		• Develop Training Invitations.
		• Develop Training Presentations.
		• Develop Attendance Certificates.
		• Design & develop training assessments.
		• Develop name tags.
			Training Coordinator	5 days	• Prepared and confirmed training requirements
					• Designed and developed training documentation
					  ✓ Manuals
					  ✓ Certificates
					  ✓ Attendance register templates
					  ✓ Training Standards.
					  ✓ Trainer/Trainee Evaluation Forms.
					  ✓ Name Tags
					  ✓ Training Manuals/Notes	

4.	Conduct and facilitate training	• Access and assess Training Server readiness. • Circulate Attendance Register. • Register Users on Training Server. • Prepare and Assess Readiness of Trainees for The Training. • Familiarize Trainees with Training environment. • Distribute Manuals/Notes. • Conduct/Facilitate Training. • Assess understanding of users to determine the readiness for the Live environment (Questions and Answer Sessions).	Trainer	1-5 days	• Designed and developed training documentation • List of users to be trained • Signed Attendance Register • SDIMS list of users created	

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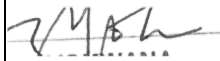|		STEP BY STEP				
		TRAINING USER ON SDIMS				
Nr	**Task Name**	**Task Procedure**	**Responsibility**	**Time Frames**	**Systems and Supporting Documentation**	**Service Standard**
5.	Apply Learning	• Trainer create Users on Live environment. • Apply the knowledge gained through Capturing on Training Environment. • Trainer conduct Handholding. • Complete Trainer/Trainee evaluation forms.	Trainees	1-5 days	• List of trained users • List of users created • Completed Training Assessment Form • Handholding register	
6.	Close the Training Project	• Study Trainer/Trainee evaluation Forms. • Develop Training closeout Report. • Develop list of users to be certified. • Print certificates • Submit certificates to HRD for distribution.	Training Coordinator	5 days	• Completed Training Evaluation form • Closeout training report • Printed attendance certificates • List of users to be issued certificates	

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PROCESS RISKS

Risk Name	Risk Description	Probability (H / M / L)	Impact (H / M / L)	Control Description	System / Manual
Conflicting priorities	Non prioritization of training by supervisors lead to nonattendance of training by relevant officials	L	L	• To educate the supervisors on importance of training	System

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

Document Name	Section Description or Document Description
DSD Secure System Development and Maintenance Policy 2021	The purpose of this policy is to provide a policy guiding framework of processes and procedures for a security consideration at stages or phases of the Departmental systems.
DSD Access Control Policy 2021	The purpose of this policy is to provide a policy guiding framework of processes and procedures on granting of acess to the Department's information.
DSD Privacy Policy 2021	To protect Department of Social Development from the complicance risks associated with the protection of personal information which includes: **Breach of confidentiality**. For instance, Department of Social Development could suffer loss in credibility and trustworthy where it is found that the personal information of data subjects has been shared or disclosed inapproppiatetely. **Failing to offer choice.** For instance, all data subjects should be free to choose how and for what purpose Department of Social Development uses information relating to them. **Reputational damage .** For instance, Department of Social Development could suffer a reputational damage following an adverse event such as a computer hacher deleting the personal information held by Department of Social Development.
Public Service Act, 1994, as amended	26. Human resource plan. (1) An executive authority shall prepare and implement a human resource plan for his or her department. (2) When preparing a human resource plan for his or her department, an executive authority shall a) assess the human resources necessary to perform his or her department's functions; (b) assess existing human resources by race, gender, disability, age and any other relevant criteria; (c) identify gaps between what is required and under sub regulation (2) (a) and what exist under sub regulation (2) (b) and prioritize interventions to address the identified gaps; (d) consider the employment equity plan contemplated in regulation 27; and (e) consider the available budgeted funds, including funds for the remaining period of the relevant Medium term expenditure framework, for the recruitment, retention, utilization and development of human resources according to the department's requirements; and (f) take into account any other requirements as may be directed by the Minister.
Protection of Personal Information Act, 2013 (Act no.04 of 2013)	Section 9 Lawfulness of processing states that (1) Personal information must be processed (a) lawfully; and (b) in a reasonable manner that does not infringe the privacy of the data subject Section 10 states that Personal information may only be processed if, given the purpose for which it is processed, it is adequate, relevant and not excessive. Section 11 states that Personal information must be collected directly from the data subject, except as otherwise provided for in subsection (2).

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AUTHORISATIONS

Designation:	Name:	Comments:	Signature:	Date:
Recommended by: Acting CIO -	M.E.Gazi	Recommended to support the implementation of the reviewed IT policies		16/8/2022
Recommended by: DDG	Dr.N.Z.G Yokwana	Recommended		18/o8/2022
Approved by: Head of the Department	M. Machemba	Approved		06/09/2022
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			

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