



Approval Date	10 - 09 - 2022
Periodical Review	Annually
Commencement Date	10 - 09 - 2022
Review Date	10- 09 - 2023

**STANDARD OPERATING PROCEDURE: CREATE SDIMS USER ACCOUNT**

<b>TITLE OF SOP</b>	SDIMS user account creation
<b>SOP Number</b>	SYS-FUN-02
<b>Purpose</b>	To document the Standard Operating Procedure (SOP) to be followed when rendering SDIMS user account creation to ensure that all officials of the department are afforded equal rights to become users of SDIMS.
<b>Scope</b>	Applies to all officials involved in the process of user account creation in SDIMS within the Eastern Cape Department of Social Development.
<b>Definitions and Acronyms</b>	<b>SDIMS</b> -Social Development Information Management System <b>User</b> – A Social Development official who is appears on a PERSAL snapshot and who has been given access to and permissions to work in the system.
<b>Performance Indicator</b>	Number of modernized business services rendered.

**STEP BY STEP GUIDE  
CREATE SDIMS USER ACCOUNT**

Nr	Task Name	Task Procedure	Responsibility	Time Frame	Supporting Documentation	Service Standard
1.	Request access	<ul style="list-style-type: none"> <li>• Print Nomination &amp; Access Request Form from Knowledge Hub/ SDIMS Login page/screen.</li> <li>• Submit duly completed signed Nomination and Access Request Form by all relevant parties to SDIMS Admin Support via email.</li> <li>• Receive acknowledgement email Or</li> <li>• Access Portal to do an Online application.</li> <li>• Complete an online form, upon submitting the request, receive the system generated reference number for the request within 30 minutes.</li> <li>• Receive acknowledgement email.</li> </ul>	User	1 Day	<ul style="list-style-type: none"> <li>• New Appointment Letter,</li> <li>• Training Nomination and Access Request Form</li> <li>• Acting letter (if applicable)</li> <li>• Memo for user function role change</li> <li>• Online Portal</li> <li>• Email</li> <li>• Completed signed access request form</li> </ul>	Create all trained users on SDIMS within 10 minutes after each training session
2.	Analyze user requirement	<ul style="list-style-type: none"> <li>• Classify Users according to Module selected.</li> <li>• Classify User status (Trained system users, New system users, transferred officials, users who have changed system roles, Interns/Contract Worker).</li> <li>• Send Training Requests to Training Coordinator.</li> <li>• Notify deactivated/inactive Users to fill System Password Reset Form.</li> <li>• Notify revoked users to submit Supervisor motivation on why User must be re-instated on System.</li> </ul>	SDIMS Admin Support	2 days	<ul style="list-style-type: none"> <li>• SDIMS Administration System module availability</li> <li>• Completed signed access request form</li> <li>• Training request submission</li> <li>• Confirmed analyzed training list</li> </ul>	
3.	Create user	<ul style="list-style-type: none"> <li>• Create/update on SDIMS.</li> <li>• Give user rights and permissions to the system according to his /her function or area of work.</li> <li>• Add or update delegations.</li> <li>• Notify User of creation and default Login details.</li> <li>• File the request form of the created user</li> </ul>	SDIMS Admin Support	1 day	<ul style="list-style-type: none"> <li>• Financial Delegations</li> <li>• SCM Delegations</li> <li>• Acting Letters</li> <li>• Training Attendance Register</li> <li>• SDIMS</li> <li>• Persal Snapshot</li> <li>• Created user account with relevant permissions</li> <li>• Filed user request form</li> </ul>	

## PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Unauthorized access	Unauthorized access due to user movement, user delegation period exceeded.	L	H	<ul style="list-style-type: none"><li>Control exceeding of user delegation by automating the reminder for lapse acting period.</li><li>Develop template of MIS user transfer form.</li><li>Pair component change with relevant user rights.</li></ul>	System

*MA*


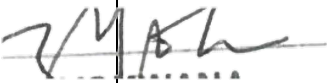

REFERENCES (LEGISLATION, POLICIES, PROCEDURES, LEGISLATION & OTHER DOCUMENTATION (i.e. SOPs))

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	<p>The purpose of this policy is to provide a policy guiding framework of processes and procedures on granting of access to the Department's information.</p> <p>Section 6.3 (iii) states that a formal check that user has authorisation from the system owner for the user of information system or service shall be performed.</p>
DSD Privacy Policy 2021	<p>To protect Department of Social Development from the complicity risks associated with the protection of personal information which includes:</p> <p><b>Breach of confidentiality.</b> 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 inappropriately.</p> <p><b>Failing to offer choice.</b> For instance, all data subjects should be free to choose how and for what purpose Department of Social Development uses information relating to them.</p> <p><b>Reputational damage .</b> For instance, Department of Social Development could suffer a reputational damage following an adverse event such as a computer hacker deleting the personal information held by Department of Social Development.</p>
Public Service Act, 1994, as amended	<p>26. Human resource plan.</p> <p>(1) An executive authority shall prepare and implement a human resource plan for his or her department.</p> <p>(2) When preparing a human resource plan for his or her department, an executive authority shall</p> <p>a) assess the human resources necessary to perform his or her department's functions;</p> <p>(b) assess existing human resources by race, gender, disability, age and any other relevant criteria;</p> <p>(c) identify gaps between what is required and under subregulation (2) (a) and what exist under subregulation (2) (b) and prioritize interventions to address the identified gaps;</p>

Document Name	Section Description or Document Description
	<p>(d) consider the employment equity plan contemplated in regulation 27; and</p> <p>(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.</p>
<p><b>Protection of Personal Information (Act no.04 of 2013)</b></p>	<p>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.</p> <p>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.</p> <p>Section 11 states that Personal information must be collected directly from the data subject, except as otherwise provided for in subsection (2).</p>

*MA*

**AUTHORISATIONS**

<b>Designation:</b>	<b>Name:</b>	<b>Comments:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Recommended by: Acting CIO</b> -	M.E.Gazi	Recommended to support the implementation of the reviewed IT policies		16/08/2022
<b>Recommended by: DDG</b>	Dr.N.Z.G Yokwana			08/09/2022
<b>Approved by: Head of the Department</b>	M. Macheмба	Approved		10/09/2022
<b>Distribution and Use of SOP</b>	All Departmental staff			

MA