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STANDARD OPERATING PROCEDURE: SYSTEM ACCOUNT TERMINATION

TITLE OF SOP	SYSTEM ACCOUNT TERMINATION
SOP Number	HRM -HRA -CIO-01
Purpose	To document the standard operating procedure (SOP) of System account termination process to assist the relevant HRA & CIO officials in rendering the service
Scope	The SOP applies to the process of System account termination in the Department of Social Development within the Eastern Cape Government.
Definitions and Acronyms	HRA – Human Resource and Administration AD – Active Directory SDIMS - Social Development Information Management System
Performance Indicator	Number of HR Practices implemented

**STEP BY STEP GUIDE
SYSTEM ACCOUNT TERMINATION**

No.	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
1.	Submit service termination intent	<p>Resignation: Capture service termination intent to the HRA Service Portal 1 month before the last day in service and take into consideration the following employment periods:</p> <ul style="list-style-type: none"> ✓ More than year, give 1 month notice ✓ More than six months but not more than a year, give at least 2 weeks' notice of resignation. ✓ Employed for six months or less, give at least one week's notice. <p>Retirement: Capture service termination intent to the portal 3 months before the service termination</p> <ul style="list-style-type: none"> ✓ Relevant Head of the unit acknowledge the service termination in the portal/system. ✓ Click Submit to HRA 	Official	<ul style="list-style-type: none"> • Exit Management policy • Service termination intent 	1 day	Terminate immediately all the employees system account after the receipt of approved document for employee to leave the Department following the relevant steps as indicated in Exit Management Policy within 8 hours
2.	Submit Death certificate	<p>In the case of Death in-service:</p> <ul style="list-style-type: none"> • Capture service termination to the portal immediately after the receipt of death certificate. • Submit death certificate to HRA/system • Click Submit to HRA 	Supervisor	<ul style="list-style-type: none"> • Exit Management policy • Death certificate 	1 day	

STEP BY STEP GUIDE
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3.	Submit Dismissal notification	<p>In the case of Dismissal:</p> <ul style="list-style-type: none"> • Capture service termination to the portal immediately after issuing service dismissal • Submit dismissal to HRA/system • Click Submit to HRA 	Supervisor	<ul style="list-style-type: none"> • Exit Management policy • Approved employee dismissal document 	1 day	
4.	Submit letter of suspension	<ul style="list-style-type: none"> • Capture the suspension notification if in the portal in case of employee suspension: <ul style="list-style-type: none"> ➢ Precautionary ➢ Sanction 	Supervisor	<ul style="list-style-type: none"> • Exit Management policy • Approved employee suspension document 	1 day	
5.	Acknowledge service termination intent	<ul style="list-style-type: none"> • Receive employee service termination intent. • Follow relevant process to get approval (where applicable) before actioning employee service termination on PERSAL. • Authorize the service termination • Ensure acknowledgement of the received service termination intent after the authorization for the system/ portal to notify the administrators. 	Assistant Director: Condition of service	<ul style="list-style-type: none"> • Service termination intent • Approved employee suspension document • Approved employee dismissal document • Death certificate • Approved Service termination intent (where applicable) • Service termination intent System / E-mail notification. 	1 day	

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6.	Terminate the employee system account	<ul style="list-style-type: none"> • Receive HRA acknowledged service termination intent notification with e-mail that indicate a go ahead to terminate employee AD and SDIMS accounts. • Terminate the employee account. If it is AD account, follow these steps: • Opens Server Manager if not opened during startup • Go to Tools, open AD Users and Computers • Once open go to Action, Find • Search by Persal No, right click the user and delete. • If it is SDIMS account, follow these steps: • Verify the reason for user account to be terminated e.g <ul style="list-style-type: none"> ✓ user's contract with the organization has come to an end. ✓ User has resigned • Take away user rights • Deactivate user delegations • Deactivate user account • Fill in the resign date field on user account page • Sign off for completion • Notify HR / the requester 	System Administrators	<ul style="list-style-type: none"> • Approved Service termination intent (where applicable) • Service termination intent System / E-mail notification. • Deactivated employee system account (AD &SDIMS) 	1 day	

STEP BY STEP GUIDE
SYSTEM ACCOUNT TERMINATION

No.	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
7.	Inform System administrators about withdrawal approval	<p>In case of service termination intent withdrawal:</p> <ul style="list-style-type: none"> • Receive withdrawal of resignation or retirement from employee. • Prepares a memo and send it to HOD for approval. • Submit the approved memo to Treasury requesting function to be open. • Withdraw the official service termination on PERSAL • Informs system administrators (AD &SDIMS) about the service withdrawal approval. 	Assistant Director: Condition of service	<ul style="list-style-type: none"> • Service termination intern withdrawal • Approved service termination intern withdrawal • Active employee service account • Service termination intent withdrawal System / E-mail notification. 	1 day	

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

DOCUMENT NAME	DOCUMENT DESCRIPTION	Effective Date (if applicable)
Public Service Act of 1994	<p>Public Service Chapter V Termination of Service (17) Termination of employment states the following:</p> <p>(1) (a) Subject to paragraph (b), the power to dismiss an employee shall vest in the relevant executive authority and shall be exercised in accordance with the Labour Relations Act.</p> <p>(b) The power to dismiss an employee on account of misconduct in terms of subsection (2) (d) shall be exercised as provided for in section 16B (1).</p> <p>(2) An employee of a department, other than a member of the services, an educator or a member of the Intelligence Services, may be dismissed on account of-</p> <ul style="list-style-type: none"> (a) incapacity due to ill health or injury; (b) operational requirements of the department as provided for in the Labour Relations Act; (c) incapacity due to poor work performance; or (d) misconduct. <p>(3) (a)(i) An employee, other than a member of the services or an educator or a member of the Intelligence Services, who absents himself or herself from his or her official duties without permission of his or her Head of department, office or institution for a period exceeding one calendar month, shall be deemed to have been dismissed from the public service on account of misconduct with effect from the date immediately succeeding his or her last day of attendance at his or her place of duty.</p> <p>(ii) If such an employee assumes other employment, he or she shall be deemed to have been dismissed as aforesaid irrespective of whether the said period has expired or not.</p> <p>(b) If an employee who is deemed to have been so dismissed, reports for duty at any time after the expiry of the period referred to in paragraph (a), the relevant executive authority may, on good cause shown and notwithstanding anything to the contrary contained in any law, approve the reinstatement of that employee in the public service in his or her former or any other post or position, and in such a case the period of his or her absence from official duty shall be deemed to be absence on vacation leave without pay or leave on such other conditions as the said authority may determine.</p>	1994



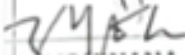

DOCUMENT NAME	DOCUMENT DESCRIPTION	Effective Date (if applicable)
	<p>(4) (a) A person-</p> <ul style="list-style-type: none"> (i) dismissed in terms of subsection (2) (d) for misconduct, including misconduct relating to the offering or receipt of any undue gratification or the facilitation of such offering or receipt; or (ii) deemed to be dismissed in terms of subsection (3), may only be re-employed by any department after the expiration of a prescribed period. <p>(b) Different periods may be so prescribed for different categories of misconduct.</p> <p>(c) Notwithstanding the condition contained in paragraph (a) that an employee may only be re-employed in any department after the expiration of a prescribed period, the Minister may prescribe acts of misconduct in respect of which no period need expire before a person is again employed in a department.</p> <p>(d) Subject to paragraph (a), a decision whether or not to re-employ a person dismissed in terms of subsection (2) (d) shall be taken with due regard to the nature of the misconduct concerned.</p>	
Public Service Regulations	<p>Public Service Regulations Chapter 4 of Employment Matters on Part 4 : Appointment and other employment matter (69) Resignation states the following:</p> <p>(1) An employee may resign from the public service, and for that purpose, shall</p> <ul style="list-style-type: none"> (a) in the case of any employee who has been employed for one year or more, give at least four weeks' notice of resignation; (b) in the case of an employee who has been employed for more than six months but not more than a year, give at least 2 weeks' notice of resignation; (c) in the case of any employee who has been employed for six months or less, give at least one week's notice. <p>(2) Subject to section 16B (6) of the Act, the executive authority and the employee may agree to a period of notice shorter or longer than the applicable period referred to in subregulation (1).</p> <p>(3) An executive authority shall stipulate the manner in which an employee shall submit his or her resignation.</p>	2016

DOCUMENT NAME	DOCUMENT DESCRIPTION	Effective Date (if applicable)
	<p>(4) An executive authority shall conduct and record an exit interview with an employee who has resigned and record the reasons given by the employee for his or her resignation.</p> <p>(5) An employee who has submitted his or her resignation to the executive authority may only withdraw his or her resignation with the written approval of the executive authority, which approval shall be made no later than the last working day.</p> <p>(6) If notice of resignation is given in terms of subregulation (1), the executive authority may require the employee to return all official equipment and documents, vacate his or her office and leave the department's premises before the expiry of the notice period on a day stipulated by the executive authority and not to perform any duties for the remaining notice period.</p> <p>(7) If the executive authority acts in terms of subregulation (6), the benefits of the employee shall remain unaffected.</p>	
Exit Management Policy	The policy provides guiding framework and procedures to be followed in cases of termination of services.	2018

SERVICE TERMINATION PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H / M / L)	Control Description	System / Manual
Late / Delayed service termination implementation	Service terminations which are implemented on the system after salary cut-off date lead to salary overpayment, which is ultimately recorded as a debt	M	M	Officials must ensure that service terminations are captured, approved and authorised timeously	System (PERSAL)
Delay of service termination information to system administrators	Delay of information about service termination to Departmental system administrators lead to officials that have active account to Departmental systems even though they are no longer within the Department.	L	M	Speed up the process of notifying the system administrators about the employees terminated the service by means of automating the process.	System

AUTHORISATIONS

Designation:	Name:	Comments	Signature:	Date:
Recommended By: Director: HRA	A.Booi			03/02/2022
Recommended by Acting CIO	M.E.Gazi			03/02/2022
Recommended by: Chief Director: Corporate Service	P. Mwanda -Tali			03/02/2022
Recommended by: DDG	N.Z.G Yokwana	Recommended		22/02/2022
Approved by: Head of the Department	M. Macheмба	Approved		23/02/2022
Distribution and Use of SOP	All Departmental staff			