



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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STANDARD OPERATING PROCEDURE: RESET PASSWORD ON SDIMS

TITLE OF SOP	Reset password on SDIMS
SOP Number	CIO-SYS-FUN- 04
Purpose	To document the Standard Operating Procedure (SOP) for reset password process to assist the relevant ICT official in rendering the service and also the Departmental officials to be aware of the process.
Scope	The SOP applies to all officials involved in the process of password reset service within the Eastern Cape Department of Social Development.
Definitions and Acronyms	SDIMS Social Development Information Management System ICT Information and Communication Technology IT Information Technology UPS Uninterrupted Power Supply
Performance Indicator	Number of modernized business services rendered

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STEP BY STEP GUIDE

RESET PASSWORD PROCESS

Nr	Task Name	Task Procedure	Responsibility	Time Frames	Systems and Supporting Documentation	Service Standard
1.	Submit SDIMS Password Reset Form	<ul style="list-style-type: none"> User Fills in a downloaded SDIMS Password Reset Form All fields under Personal Details section are compulsory. The user must Tick relevant module to reset Password. Sign the form and submit to the supervisor. Supervisor append the signature and submit to the user Submit password reset form to SDIMSupport@ecdsd.gov.za e-mail. 	Applicant	10 Minutes	<ul style="list-style-type: none"> Downloaded SDIMS Password Reset Form Signed SDIMS Password Reset Form 	Reset all SDIMS password request within 5 minutes after receipt of relevant document(s)
2.	Verify completed SDIMS Password Reset Form	<ul style="list-style-type: none"> Receive completed SDIMS Password Reset Form Verify if it is properly filled in and signed as required. Notify the applicant if the form is incomplete. 	SDIMS helpdesk	10 minutes	<ul style="list-style-type: none"> Completely signed SDIMS Password Reset Form Feedback call or e-mail 	
3.	Reset the Password	<ul style="list-style-type: none"> Login on SDIMS Searches the user on SDIMS Verify user profile on Administration_new user sub menu. Verify if the user status is active or not. Activate the inactive user status on New_user sub menu. Update all user details and capture correct persal number as default password and click save. Choose password reset on New_user sub menu. Search the user name and surname or persal number. Click correct user on populated list. Click reset password and save. 	SDIMS helpdesk	5 Minutes	<ul style="list-style-type: none"> Completely signed SDIMS Password Reset Form Activated user account Reseted user account 	
4.	Notify the applicant and administer the form	<ul style="list-style-type: none"> Notify the applicant about password reset by telephone or e-mail. Complete and sign "for office use" fields. File the reset request form 	SDIMS helpdesk		<ul style="list-style-type: none"> Feedback call or e-mail Filed reset request form 	

LEGISLATION REFERENCES

Document Name	Document or section extract description
Department of social Development Password policy 2021	To provide guidance on creation of strong passwords, the protection of those passwords and the frequency to change password in the Department.
Department of social Development Access Control policy 2021	To provide policy guiding framework on the processes and procedures on granting of access to the Department's information assets.
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"> • Personal information must be collected for a specific, explicitly defined and lawful purpose related to a function or activity of the responsible party. • 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.
	<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"> (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. <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"> (a) retain the record for such period as may be required or prescribed by law or a code of conduct; or (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. <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>

Document Name	Document or section extract description
	<ul style="list-style-type: none"> (a) its accuracy is contested by the data subject, for a period enabling the responsible party to verify the accuracy of the information; (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; (c) the processing is unlawful and the data subject opposes its destruction or deletion and requests the restriction of its use instead; or (d) the data subject requests to transmit the personal data into another automated processing system.

RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H / M / L)	Control Description	System / Manual
Unavailability of network or Servers downtime	Unavailability of network or Servers downtime result in delay of password reset	M	M	<ul style="list-style-type: none"> • Keep Servers and Network up almost all the time by network and server administrators. • Provision of UPS and generators by Manager ICT Operations. 	System

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AUTHORIZATION

Designation:	Name:	Comments:	Signature	Date:
Recommended by: Acting CIO	M.E. Gazi			7/11/2022
Recommended by: DDG	Dr.N.Z.G. Yokwana			02/12/2022
Approved by: HOD	M. Machedemba	Approved		31/01/2023
Distribution and Use of SOP	All Departmental staff			

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