



Approval Date	07- 09 -2022
Periodical Review	Annually
Commencement Date	07 - 09 - 2022
Review Date	07 - 09 - 2023

STANDARD OPERATING PROCEDURE: MODIFY SDIMS USER ACCOUNT

TITLE OF SOP	User account Modification
SOP Number	SYS-FUN-03
Purpose	To document the Standard Operating Procedure (SOP) to be followed when there is a request for amendment related to SDIMS.
Scope	Applies to all officials involved in the process of user account modification in SDIMS within the Eastern Cape Department of Social Development.
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.

STEP BY STEP

USER ACCOUNT MODIFICATION

Nr	Task Name	Task Procedure	Responsibility	Time Frames	Systems and Supporting Documentation	Service Standard
1.	Submit request to amend account.	<ul style="list-style-type: none"> Submits a duly signed Training Nomination and Access Request Form through SDIMS Mail. Receive acknowledgement e-mail. 	User	30 Minutes	<ul style="list-style-type: none"> Training Nomination and Access Request Form Received acknowledgement e-mail. 	Implemented all SDIMS related requests of user account modification or amendment within 30 minutes when all supporting documents have been received.
2.	Receive Amendment request	<ul style="list-style-type: none"> Identify why the user wants to amend the account, Is this a transferred official? is it a user who has changed system roles, is it new appointment? Check user rights. Check if the user has been trained to obtain new rights. File the request form. If the User requires training or refresher, refer to Training Coordinator. 	Functional Support	2 days	<ul style="list-style-type: none"> Completed and signed access request form New Appointment Letter, Training nomination Form Memo for user function role change Filed user request form 	
3.	Amend User account	<ul style="list-style-type: none"> Change user account if user has been trained for the new role. Change user account details specific to area of work. Give user rights or permissions by adding to a user group. 	Functional Support	1 hour	<ul style="list-style-type: none"> New Appointment Letter Training nomination Form Memo for user function role change Amended user account 	
4.	Inform User	<ul style="list-style-type: none"> Inform about the amended account and guide user. 	Functional Support	30 Minutes	<ul style="list-style-type: none"> Signed forms Email notification 	

PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H / M / L)	Control Description	System / Manual
User impersonating	User impersonating by misrepresenting the main profile can lead to fraud.	L	H	<ul style="list-style-type: none">• Confirm user authenticity by e-mail.• Confirm user authenticity telephonically.• Automation of user account amendment request.	Manual

MA

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


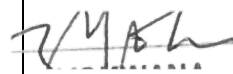

Document Name	Section Description or Document Description
DSD Secure System Development and Maintenance Policy 2021	The purpose of this policy is to provide a policy guiding framework of processes and procedures for a security consideration at stages or phases of the Departmental systems.
DSD Access Control Policy 2021	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.
DSD Privacy Policy 2021	<p>To protect Department of Social Development from the compliance risks associated with the protection of personal information which includes:</p> <p>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 inappropriately.</p> <p>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.</p> <p>Reputational damage . 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> <p>(d) consider the employment equity plan contemplated in regulation 27; and</p>

MA

Document Name	Section Description or Document Description
	(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 no.04 of 2013)	<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

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		07/09/2022
Approved by: Head of the Department	M. Machelamba	Approved		07/09/2022
Distribution and Use of SOP	All Departmental staff			

MA