



LIMPOPO  
PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF  
AGRICULTURE AND RURAL DEVELOPMENT

## Email Use and Internet Policy

Ref: 6/1/P

Date of effect: ...13 June 2016

Recommended:

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Head of Department  
(Maisela, RJ)

03/06/2016

Date

Approved:

M. M. M. M. M.

MEC for Agriculture and Rural Development:  
(Matshoge, BAJ)

13/06/16

Date

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## 1. Acronyms and abbreviations

<b>FTP</b>	File Transfer Protocol
<b>GITO</b>	Government Information Technology Office
<b>HOD</b>	Head of Department
<b>HTTP</b>	Hypertext Transfer Protocol
<b>IT</b>	Information Technology
<b>LDARD</b>	Limpopo Department of Agriculture and Rural Development
<b>MEC</b>	Member of the Executive Council
<b>SITA</b>	State Information Technology Agency

## **2. Executive summary**

The policy on e-mail use and internet state exactly how this matters should be handled. E-mail principles as well as internet principles are described in full detail. The roles and responsibilities as well as the purpose of the policy has been set out clearly. Matters such as personal use, prohibited use and monitoring is discussed at length in this policy. The purpose of this policy is to preserve the confidentiality, integrity and availability of LDARD electronic information.

Electronic communication facilities provided by LDARD shall be suitably protected against malicious misuse and malicious abuse, to ensure their optimal functionality at all times.

## **3. Introduction**

Email is an efficient and timely communications tool that is provided by LDARD to its employees to assist in supporting organization's functions. Appropriate use LDARD email system can enhance productivity and communication, but inappropriate use can conflict with LDARD policies and compromise availability of the system for all. This policy defines requirements and prohibitions for appropriate use of LDARD email system or any messaging system that uses the LDARD computer network.

## **4. Purpose and Objectives**

The purpose of this policy is to prevent tarnishing the public image of LDARD. When email goes out from LDARD the general public will tend to view that message as an official policy statement from LDARD.

The purpose of this policy is to ensure that:

- a) LDARD employees are informed about the applicability of policy with regard to email and Internet usage.
- b) Disruptions to LDARD email and other services and activities are minimised.

## **5. Authority**

This policy is issued under the custodianship of the Accounting Officer and the Honourable MEC for Agriculture and Rural Development in Limpopo.



## 6. Legal Framework

- SITA Act, of 1998
- Public Service Act, No 103 of 1994

### REFERENCE:

- SANS email policy

## 7. Scope of application

This policy is applicable to all users who make use of LDARD's information resources. All users and staff to whom such resources are available are aware of the policy and act in accordance with it. The policy also applies to all temporary staff, contractors, service providers, or consultants.

## 8. Definitions

<b>Information Asset</b>	Refers to electronic data, information, business application systems, operating systems, computer equipment and other IT infrastructure.
<b>E-mail</b>	Electronic Mail System
<b>SharePoint</b>	A web application platform developed by Microsoft.
<b>Mb</b>	Megabyte, a measure of amount of information used, for example, to quantify computer memory or storage capacity.

## 9. Policy Pronouncements

### 9.1 EMAIL PRINCIPLES

- Examples of limited permitted personal use** of electronic mail system include a message to few employees, arranging lunch or retirement party for a co-worker, etc.
- Examples of personal use that is not permitted** include chain mail, advertising items for sale, pornography, etc.

#### 9.1.1 Prohibited use

LDARD email system shall not to be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, hair, colour, disabilities, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Employees who receive any emails with this content from any LDARD employee should report the matter to their manager immediately.

LDARD employees shall not be allowed to send email attachments exceeding 2Mb, should there a requirement to send an email exceeding 2Mb to external parties, employees must make arrangement with Helpdesk. Also if an email is to be sent to more than five people within LDARD network and its 2Mb or more, it must go to SharePoint.

### **9.1.2 Personal Use**

Using a reasonable amount of LDARD resources for personal emails is acceptable, but non-work related email shall be saved in a separate folder from work related email. Sending chain letters or joke emails from a LDARD email account is prohibited. Virus or other malware warnings and mass mailings from LDARD shall be approved by LDARD Information Security Office before sending. These restrictions also apply to the forwarding of mail received by a LDARD employee.

### **9.1.3 Disclaimer**

All email communications intended for an external recipient shall include the appropriate LDARD's disclaimer.

### **9.1.4 Email Signatures**

A standard email signature must be used; personal signatures, photos and any other images are prohibited.

### **9.1.5 Non Guarantee**

LDARD does not guarantee that email communication will be successful delivered. When sending important email messages; LDARD's employees must verify the successful delivery of the message i.e. requesting confirmation.

### **9.1.6 Monitoring**

LDARD employees shall have no expectation of privacy in anything they store, send or receive on the department's email system. LDARD may monitor messages without prior notice. LDARD is not obliged to monitor email messages.

## **9.2 INTERNET PRINCIPLES**

Access to the internet shall be granted appropriately according to the role or function for service required according to user's role as defined by the HR Department. Every Internet Services (FTP, HTTP(S)) shall only be granted with prior written authorisation from the Senior Managers/Supervisors.

## 9.2.2 Prohibited Use

LDARD internet shall not be used for the following:

- 1) Accessing sites that contain obscene, hateful, pornographic, unlawful, violent or otherwise illegal material.
- 2) Conducting fraudulent activities.
- 3) Stealing, using, or disclosing someone else's password without authorization.
- 4) Downloading, copying or pirating software and electronic files that are copyrighted or without authorization.
- 5) Hacking into unauthorized websites.
- 6) Introducing malicious software onto LDARD network and/or jeopardizing the security of the LDARD's IT systems.

## 9.2.3 Personal Use

Any personal use of the internet must be incidental to the assigned job duties. Secondly, personal use must not interfere with the employee performance and/or be disruptive in the workplace.

## 9.2.4 SharePoint

All LDARD's employees shall use SharePoint as a platform for online forums or discussions.

## 9.2.5 Monitoring

The IT Department will log and monitor activities, time spent and destinations on the internet.

LDARD reserves the right to divulge and make public any such information that is logged and captured against the respective user.

## 9.3 ROLES AND RESPONSIBILITIES

Issue	Person Responsible	Alternate
Has overall responsibility for adherence to policy	LDARD GITO	LDARD IT Manager
Has the responsibility for implementation and adherence to the policy	LDARD ISO	LDARD IT Manager
Adherence to the policy	All LDARD's employees	No alternate



## **10.Default**

No deviation from this policy is allowed. Should any deviation be needed, it will only be granted with the written approval of the Accounting Officer – after thorough investigation and motivation.

- 1) Any attempts to bypass security controls or to obtain unauthorised access or to make unauthorised use of a user account belonging to someone else shall be considered a security violation.
- 2) The use of LDARD's information assets for purpose other than for authorised business purposes shall be considered a security violation.
- 3) The use of LDARD information assets for any unauthorised or illegal activity shall be considered a security violation
- 4) Any act (or failure to act) that constitutes or causes a security incident or creates a security exposure shall be considered a security violation.
- 5) Any act (or failure to act) that results in sensitive or business critical information being disclosed to an unauthorised person shall be considered a security violation.
- 6) Any act (or failure to act) that results in sensitive or business critical information being modified or destroyed such that the LDARD or any of its branches / sub branches is adversely impacted shall be considered a security violation.
- 7) Any breach of this policy or any of its related documents shall be considered a security violation.
- 8) Any person charged with a security violation shall face disciplinary action.
- 9) All information abuses and security breaches should be reported to the Information Security Officer.

## **11.Inception date**

The date of approval (as indicated on the cover page of this policy) is also the date of inception.

## **12.Termination and review**

This policy should be reviewed every 24 months (2 years) or as and when a need arise.



### 13. Enquiries

All enquiries regarding this policy should be directed towards:

The Director: IT

Limpopo Department of Agriculture and Rural Development

PO Box 9487

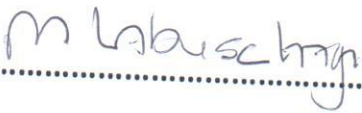
POLOKWANE

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Tel: 015 294 3000

E-mail: ITHelpDesk@agric.limpopo.gov.za

**Recommended by:**

  
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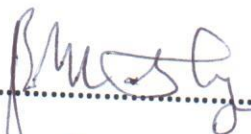
**Maisela, RJ**

**(Head of Department)**

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