



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
AGRICULTURE AND RURAL DEVELOPMENT


Departmental Policy on Mobile Communication Devices

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Recommended by:



Head of Department
(Maisela, RJ)

2018-02-14

Date

Approved by:



Hon MEC for Agriculture and Rural Development (Acting)
Sekoati, SC (MPL)

11 Feb 2018

Date

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1. Acronyms and abbreviations

APN	Access Point Name
CAPEX	Capital Expenditure
CFO	Chief Financial Officer
DPSA	Department of Public Service and Administration
HOD	Head of Department
IT	Information Technology
LDARD	Limpopo Department of Agriculture and Rural Development
MB	Megabyte
MDM	Mobile Device Management
MEC	Member of Executive Council
PFMA	Public Finance Management Act
RSA	Republic of South Africa
SAPS	South African Police Service
SCM	Supply Chain Management
SMS	Short Message Service

2. Executive Summary

The departmental Policy on Mobile Devices is the outcome of the initiative to participate in the Transversal Contract RT15-2016 by National Treasury. This Policy document (which was specifically developed for the LDARD) explains all matters regarding the use of mobile communication devices within the Department.

Matters such as theft, loss, international roaming, insurance as well as the roles and responsibilities of the various role players are stipulated in detail. Due to detailed explanations/definitions the Policy is user friendly and ensures that no misconceptions regarding the matter of mobile devices should be encountered.

3. Introduction

The high cost incurred by Government in the use of mobile communication services and associated mobile devices has necessitated the need to negotiate the most cost effective Transversal Contract RT15-2016 by National Treasury for use by all Departments.

In the National Treasury's Instruction Note No.2 of 2016/2017 Cost Containment Measures, it is directed that Section 38(1) (b) of the Public Finance Management Act (PFMA) requires Accounting Officers of Departments and constitutional Institutions to be responsible for the effective, efficient, economical and transparent use of their respective institutions' resources. Sections 38(1)(c)(iii) and 51(1)(b)(iii) of the PFMA requires Accounting Officers and Accounting Authorities to take effective and appropriate steps to manage the available working capital of their respective institutions efficiently and economically.

Accounting Officers and Accounting Authorities are therefore required to implement control measures to ensure that all expenditure in their respective institutions is necessary, appropriate, cost-effective and is recorded and reported as prescribed by the relevant legislative framework.

In giving effect to the requirements above, Accounting Officers and Accounting Authorities are responsible for ensuring that all users are mindful of the current economic

realities and the need to intensify efforts to improve efficiency in expenditure. In particular, the user must take effective and appropriate steps to prevent, within that user's area of responsibility, any unauthorised, irregular, fruitless and wasteful expenditure.

Accounting Officers and Accounting Authorities are required to implement the cost containment measures set out in paragraphs 4.25 to 4.28 related to telephone, cellular phones and data facilities as stated below:

- 4.25 Accounting Officers and Accounting Authorities **must implement policies and procedures** to effectively manage and monitor expenses related to telephones, cellular phones and data facilities; including the reimbursement of costs for the private use thereof by users,
- 4.26 The **allocation** of cellular phones and data facilities and the reimbursement of communication related expenses must **be managed in accordance with the requirements associated with a user's responsibilities** rather than levels of occupational positions.
- 4.27 Accounting Officers and Accounting Authorities **must**, subject to paragraph 4.28 (below), participate in the transversal term contract (RT15-2016) arranged by the National Treasury with Vodacom Pty Ltd for the acquisition of mobile communication services. Documents related to this transversal term contract can be downloaded via the following web link:
<http://www.treasury.gov.za/divisions/ocpo/ostb/contracts/default.aspx>
- 4.28 If Accounting Officers and Accounting Authorities decide not to participate in the transversal term contract referred to in paragraph 4.27 (above), the Accounting Officers and Accounting Authorities concerned **must report** to the National Treasury, the discounts that will be achieved by their respective institutions **prior** to the conclusion of their mobile communication contracts. This information must be submitted to the National Treasury via e-mail to transversal.contracting@treasury.gov.za.

The National Treasury's initiative in enabling employees to perform their work efficiently by being given access to the mobile communication services makes a device to be no longer a personal tool subsidized by the Department, but it is adopted as a tool of trade.

4. Purpose and objectives

The purpose of this Policy is the following:

- 4.1 Allocation and use of mobile communication services including devices by all qualifying members of the Department.
- 4.2 Provides the procedures related to the effective, efficient and economical use of the mobile communication services as a tool of trade.
- 4.3 Outline and formalise the procedures to be followed in each of the activities relating to the allocation, usage, custody and possession of the mobile communication service, inclusive of devices.
- 4.4 Standardise on the mobile communication devices for the Department.
- 4.5 Define principles and rules that are necessary to govern the usage, custody, procurement and possession of mobile communication services inclusive of devices.
- 4.6 Departments are to adopt the Policy framework as a minimum standard in finalising more stringent departmental policies, instructions and standard operating procedures where applicable.
- 4.7 Provide the Department with a single point of view of mobile communication usage and spending.
- 4.8 Provide visibility of spend against budget on the various contract elements that are available on RT15.
- 4.9 Provide guidelines on the accounting for assets procured for mobility.

The objectives of the Policy are to ensure the following:

- 4.10 Efficient and effective utilization of the departmental mobile devices as a tool of trade, including procedures that will maximise value to the Department.
- 4.11 Responsibilities of the user members towards safeguarding of mobile devices.
- 4.12 Prevent abuse and ensuring accountability of the mobile communication services and devices.

4.13 Foster a working environment that respond positively and proactively to the communication needs of its users.

4.14 Real-time monitoring and management of mobile communication usage and spend with a view to optimise utilisation thereof.

5. Authority

This departmental Policy on Mobile Devices, is issued under the custodianship of the Hon Member of the Executive Council (MEC) for Agriculture and Rural Development as Executive Authority and the Head of Department (HOD) as Accounting Officer.

6. Legal Framework

- Public Finance Management Act, Act 1 of 1999 (As Amended)
- Cost Containment Instruction Note 2 of 2016/2017
- Department of Public Service and Administration (DPSA) Guideline for adoption of policies on the official utilisation of cell phones in the Public Service, Annexure A, Option 1 of 2002
- Labour Relations Act, Act 66 of 1995

7. Scope of application

7.1 The Policy applies to all users/employees of the Department who have access to mobile communication services, inclusive of mobile devices approved by the LDARD. The mobile communication services system for the Department is meant solely for user business purposes.

7.2 To ensure effective control and management of this resource, it is necessary to introduce additional controls as set out in this Policy document. The efficient, effective and economical utilisation of the mobile communication services will be monitored live using Spend Manager.

7.3 This Policy applies to all permanent, temporary and contracted users and other Government users where an employer-user relationship exists as defined in the Labour Relations Act and other applicable legislation, as amended.

7.4 All mobile devices, whether owned by the Department or owned by users, that have access to corporate networks, data and systems, not including corporate IT managed laptops. This includes any device that could be a standard mobile handset; smartphone handset; mobile broadband device; mobile tablet and others.

8. Definitions

Responsibility Manager	A person from level of Director with overall executive responsibility for the operations of a division or unit within an institution
Accounting Officer	The Head of Department of Limpopo Department of Agriculture and Rural Development
Bearer or Usage Limit	The allocated monthly limit of either the Voice minutes, the Short Message Service (SMS's) or the Data within the Enterprise Bundle.
Device Refresh	An issue of a new mobile device or upgrading of contract either at twelve (12) months or twenty four (24) months
Enterprise Bundle	A Price Plan option with a shared pool of minutes/SMS/Mega Byte (MB) which all users can consume where high usage by one user is offset by low usage of another
Hard Lock	When a monthly limit of mobile communication service (bearer level) usage has been reached. In this regard, the Line Manager concerned will be notified and usage of the service will be terminated for that month
Mobile Contract Administrator(s)	Officials who are responsible for managing Vodacom contract RT15-2016 within the Department
Mobile devices	Cellular phones and data facilities (Wi-Fi routers, 3G etc.)
Monetary value	The cost incurred by the Department for any mobile usage made by any user from any mobile device
Operating System	System software that manages computer (inclusive of cellular phones) hardware and software resources and provides common services for computer programs like Microsoft Windows, Apple and Android
Department	Limpopo Department of Agriculture and Rural Development
Private usage	Mobile usage over and above the allocated for private usage that have no bearing on the business of the Department
Service provider	Vodacom (Pty) Ltd as a provider of only the services contracted for under RT15-2016
Soft Lock	When a monthly limit of mobile communication service (bearer level) usage has been reached. In this regard, the Line Manager concerned will be notified, but service consumption will still be allowed.
Spend Manager	Is a medium reporting online tool to manage, control and have visibility of usage across the Department, Cost Centre or User level that gives complete visibility of spend.
User	The qualifying employee who has access to the mobile communication services.

Usage amount	Is the allocated amount of minutes/SMS/MB allocated by an Department to a user which is managed using Spend Manager
Vodacom	Vodacom (Pty) Ltd - provider of only the services contracted for under RT15-2016.
Closed User Group	This refer to other LDARD users who form part of the “pool” of mobile device users

9. Policy Pronouncements

9.1 Policy Statement

- 9.1.1 The total amount to be paid by the Department towards the mobile communication services and mobile devices should not exceed the budgeted line item expenditure for the Department, taking into consideration the approved adjusted budget.
- 9.1.2 This Policy regards a mobile device as a tool of trade, which will assist user members in performing their duties for which they have been appointed and not as a status symbol or fringe benefit. Mobile communication services and devices are issued to qualifying user members to enable them to make use of the service in execution of the work requirements.
- 9.1.3 Mobile communication services participation agreement and devices will be entered into with the service provider authorised by the Accounting Officer of the Department.
- 9.1.4 The contract will be in the name of the Department. No individual capacity contracts will be permitted.
- 9.1.5 The usage amount to be allocated per user shall be determined by the type of work required and not the level of appointment.
- 9.1.6 The usage amount will change every time as demanded by the work execution and this should be communicated to the mobile contract administrator on approval by the Chief Financial Officer (CFO) for adjustment of the limit in the system.
- 9.1.7 The mobile communication services are provided for exclusive official use.

9.2 Qualifying criteria

- 9.2.1 Qualification for allocation of a mobile communication device is not only dependant on an employee's rank or status but it is also based on the nature of their work and responsibilities.
- 9.2.2 A user's actual working conditions will determine whether he/she may be allocated a mobile device and or access to the mobile communication services.
- 9.2.3 The allocation of a mobile device and/or access to the mobile communication services will be determined by the following:
 - a) A need to be contacted at all times;
 - b) A need to access internet and emails at all times;
 - c) A need for online reporting at all times; and
 - d) A need for the employee to be available at all times
- 9.2.4 All Senior Management Service members by virtue of their work automatically qualify to be allocated a mobile device and or access to the mobile communication services.
- 9.2.5 The usage allocation will be based on the pattern spend per user's job requirements through Spend Manager.

9.3 Business Rules

9.3.1 Transfer of Mobile device line (Cell phone number)

- a) The mobile communication service line (cell phone number) in the Enterprise Bundle and mobile device (cellular phone or Wi-Fi router or 3G) will remain the property of the Department.
- b) In the event that an employee is set to leave the employment of the Department, the mobile communication service line (cell phone number) may be transferred to the user who will be leaving the employment of the Department upon his/her request.
- c) The CFO may approve the transfer provided it is at no cost to the Department. The employee requesting the transfer will be responsible to pay any applicable fees.

9.3.2 Usage Limit

- a) The Department shall, using Spend Manager, allocate MB (data bundles), voice and SMS minutes per user at a monthly limit.

- b) Once the limit has been reached for either data, voice or SMS, the line will not further allow access until the beginning of a new month.
- c) Should any application to uplift the lock be launched, it should be approved by the CFO and then submitted to the mobile contract administrator for implementation.
- d) Officials approved to be on limitless packages will not be allocated 3Gs or/and Wi-Fi-routers.
- e) Officials who does not qualify for a cellular phone package but their work condition requires to access internet at all times, will be allocated 3G or Wi-Fi-router at a monthly limit of R250.00.
- f) The usage limits are a guide and is captured in Annexure A (at the end of this Policy).

9.3.3 International Roaming

- a) All users travelling outside the borders of the Republic of South Africa (RSA) are required to familiarise themselves using the traveller's guide available from the mobile contract administrator.
- b) Once the user has returned from abroad, the roaming service is to be deactivated until a new approval has been issued.
- c) By default, all roaming must be de-activated unless users obtain written approval from the Responsibility Manager or Director for the pre-defined trip, prior to travelling to activate roaming for business outside of the borders of the RSA.

9.3.4 Mobile Devices

A mobile device is a tool of trade. The Department had standardised the devices per categories of users based on work responsibilities. The service provider will ensure the availability of stock.

A. Allocation of mobile device per user

- i) A device being a tool of trade means it is capable of multiple functions, including access to the Internet, read email, make calls and listen to music or the radio. Calls can be made over the mobile network or via over-the-top Internet based services (e.g.

video-on-demand, Skype and WhatsApp) and therefore a user will be allocated one (1) device for the execution of the user's work responsibilities.

- ii) In instances where a user is required to have more than one (1) device based on work requirements, the CFO must approve such exception.
- iii) A user will be issued a mobile device as per the need of the type of work he/she is appointed for. Should a user prefer any other make or device other than the allocated, the user member will be responsible for the device cost involved and will under no circumstances be refunded.

B. Device Accessories

The Department will not pay for the purchase and or installation of any hands free car kit, except for people with disabilities. It is the responsibility of each user to ensure that he/she operates within the law when travelling and using a mobile device.

C. Device Refresh per user (upgrade)

- i) The Department will not reimburse users for use of mobile communication services costs incurred using a private mobile device.
- ii) Due to the standardisation of devices, devices may be used beyond the normal 24 months cycle without being refreshed (upgraded). Where it is proven that a device cannot be used beyond the normal 24 months, the mobile device refresh may be done upon the expiry of the 24 months term.
- iii) No mobile device need to be returned at the end of the contract. Therefore, all mobile devices will remain with the user at the end of the contract.
- iv) No devices will be allocated unless the form for the acknowledgement of assets is fully completed, signed and returned to the contract administrator and the asset manager.

D. Allocation of SIM cards

SIM cards will be issued to users based on the business functions they perform. As such users may be issued a SIM card for permanent fitment in a particular device such as a Laptop, Tablet and/or handset. These may be managed within the Enterprise Data Bundle account to accommodate for DATA only being available on the SIM card installed in the user's laptop and locking this to use over the Access Point Name.

E. Pool Devices

- i) The Department shall not maintain a buffer pool of mobile devices for loan or temporary allocation.
- ii) All devices returned to the mobile contract administrator at their end of life shall be disposed in terms of paragraph C (iii) above.

F. Mobile insurance

- i) The Department shall insure mobile devices as follows:

Device value	Premium (Incl. VAT)
R1 – R1500	R11.00
R1501 – R2500	R18.00
R2501 - R3500	R33.00
R3501 – R5000	R50.00
R5001 – R7500	R74.00

- ii) The user shall pay excess claim required by the service provider.

9.4 Damages, theft and losses of devices

- 9.4.1 Users should ensure the safety of the mobile devices at all times. Users issued with a mobile device by the Department will be liable for all costs of replacing the device if such a device is lost, stolen or damaged due to negligence.
- 9.4.2 In the event of a lost or stolen mobile device, it is incumbent on the user to report the incident to the South African Police Service (SAPS) immediately within twenty four (24) hours of the incident and then inform the mobile contracts administrator to blacklist the mobile device.
- 9.4.3 A SAPS case number, together with the sworn affidavit in which the circumstances under which the Department mobile device has been lost /stolen, must accompany a claim to the loss control officer of the Department.
- 9.4.4 The loss control officer will then provide written confirmation that all documents were received to the mobile contract administrator/legal services for consideration.

- 9.4.5 If liability can be determined, the CFO must recover the value of the loss or damage from the user responsible, failing which the loss/damage may be written off if it is found that the loss/damage is irrecoverable.
- 9.4.6 Losses or damage through acts of crimes against users, shall be investigated and if the user is judged not be at fault, no penalty will be imposed.
- 9.4.7 The device will be remotely wiped of all/corporate data and locked to prevent access by anyone other than IT. If the device is recovered, it can be submitted to IT for re-provisioning. The remote wipe will destroy all data on the device, whether it is related to official business or personal. IT should ensure that the users understands that personal data may be erased in the event of a security breach.

9.5 Application for mobile devices

- 9.5.1 All applications for the allocation of mobile devices must be made on an application form from Supply Chain Management (SCM). Responsibility Managers must support the application for users by signing the application form and attaching a motivation in that regard.
- 9.5.2 All mobile device application forms must be approved by the CFO of the Department.
- 9.5.3 All new mobile devices received by the mobile contracts administrator must be signed over to the user as soon as delivery has taken place.
- 9.5.4 Authority to approve the mobile communication services allocation is vested with the Responsibility Manager on recommendation to the CFO.
- 9.5.5 No devices should be allocated without the signing of the form for the acknowledgement of assets form.

9.6 Roles and responsibilities

9.6.1 Financial Management

- a) Ensure monthly reconciliation of invoices received in respect of the Department mobile communication services.
- b) Ensure settlement of all monthly departmental mobile communication services accounts within 30 days of receipt of invoice from the service provider.

9.6.2 Mobile Contract Administrators (SCM)

- a) Manage Spend Manager and administer allocation of usage.
- b) For new applications, ensure the application forms are completed in full, recommended by the Responsibility Manager and approved by the CFO.

9.6.3 Users of Mobile Devices

- a) Ensure effective, efficient and economical utilization of the mobile devices for the purpose it is intended for, namely official purpose.
- b) Ensure that all necessary precautionary measures are taken to keep the mobile devices safe and in working order.
- c) Report any theft, loss or damage to mobile contract administrator, SAPS and the loss control officer within 24 hours
- d) Notify mobile contract administrator and Assets Management Unit of any intention of transfer or termination of service a month in advance.
- e) Return a device to Assets Management at the end of its life span.
- f) Ensure that the form for the acknowledgement of assets is signed and returned to Asset Management.

9.6.4 Asset Management

- a) Ensures that all the departmental mobile devices are captured on a separate inventory register.
- b) Dispose all returned mobile devices in accordance with the Policy on disposal of assets or sell back to the user as a first option.
- c) Ensure proper management of all mobile devices in terms of the assets management Policy.

9.6.5 Loss Control Management

- a) Investigate all thefts, losses and damages in terms of the Loss Control Policy.
- b) Manage the Loss Control register.

- c) Depending on the outcome, recommend the withdrawal of the mobile device and revoke of access to the mobile communication services or disciplinary action or both to be instituted against the user.

10 Default

No deviation from this departmental Implementation Policy on Mobile Devices will be allowed. Should any deviation be needed, it will only be considered after written motivation has been provided to the HOD and the HOD has approved the deviation in writing.

Any user who breaches any clause contained in the Policy shall be subjected to the Department's disciplinary procedure.

11 Inception date

The inception date is the date of approval by the Hon MEC – as indicated on the cover of this Policy document.

12 Termination and review

This Departmental Policy on Mobile Communication Devices will be reviewed every three (3) years or as and when a need arise.

Should the Policy still be in the review process by the time it lapses, an extension period is applicable and the approved Policy remain valid until the reviewed version is approved.

No amendment(s) may be made to any section of this Policy without consultation with all relevant and recognised stakeholders within the Department and approval by the Accounting Officer.

13 Enquiries and reporting

Enquiries regarding the Departmental Policy on Mobile Devices can be directed towards:

The Director

Supply Chain Management
Limpopo Department of Agriculture and Rural Development
Private Bag x 9487
POLOKWANE
0700
Tel: 015 294 3000

Supply Chain Management is responsible for the timeous review, circulation, advocacy, availability and feed-back regarding this Policy. Supply Chain Management is responsible for reporting towards oversight bodies in the event of enquiries with regards to this Policy document.

Recommended by:


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Head of Department
(Maisela, RJ)

2018-02-14
.....

Date


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Hon MEC for Agriculture and Rural Development (Acting)
Sekoati, SC (MPL)

14 Feb 2018
.....

Date

ANNEXURE A: USAGE LIMITS

The usage limits (which serves as a guide) will be as follows:

Position	Closed User Group Limit	Voice Limit	Data Limit	SMS Limit	Device Category	Maximum cost of package	Prior approval
Head of Department	1000 minutes	Limitless	5G	Limitless	Best In Class SP	R 2 000	Not applicable
Chief Director	800 minutes	Limitless	5G	100	Best In Class SP	R 2 000	Yes
Director	800 minutes	Limitless	5G	100	Best In Class SP	R 2 000	Yes
Deputy Director	500 minutes	400 minutes	1G	100	Premium SP	R 1 000	Yes
Levels below Deputy Director	400 minutes	300 minutes	1G	100	Affordable SP	R 500	Yes
Smart pen users	400 minutes	300 minutes	2G	100	Affordable SP	R 500	Yes

Features	Affordable SP	Premium SP	Best In Class SP
4G/LTE	Yes	Yes	Yes
3G	Yes	Yes	Yes
Triband	Yes	Yes	Yes
WAP	Yes	Yes	Yes
GPRS	Yes	Yes	Yes
Smartphone	Yes	Yes	Yes
WLAN	Yes	Yes	Yes
Bluetooth	Yes	Yes	Yes
Camera	Yes	Yes	Yes
Video	Yes	Yes	Yes
HSDPA	Yes	Yes	Yes
MP3	Yes	Yes	Yes
FM Radio	Yes	Yes	Yes
Memory	16GB	32GB	32GB

ANNEXURE B: ACKNOWLEDGEMENT OF ASSETS FORM



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF
AGRICULTURE AND RURAL DEVELOPMENT**

ACKNOWLEDGEMENT OF ASSETS

(LAPTOPS, CELLPHONES, CAMERAS, GPS, 3G, etc)

I _____ Persal number _____,

the employee of the department of Limpopo Department of Agriculture and Rural Development

I hereby acknowledge the receipt of the following assets:

Description	Asset Number	Serial Number	Value

I also declare that:

- a) I accept that I am the custodian of the above mentioned assets
- b) I accept the responsibility to keep the assets safe from any theft and damage
- c) I accept the responsibility for proper handling, usage and safeguarding at all times
- d) If there is any theft, I will report to both Assets Management and SAPS within 48 hours
- e) If I am found responsible for any loss or damage of these assets, I shall be liable for the replacement or repair cost.
- f) I will inform Assets Management within 7 days if I have to terminate my services from Public Service or have to move to another office.

Assets received by:

Name of Official Signature Date

Assets issued by:

Name of Assets Official Signature Date