



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

OFFICE OF
THE PREMIER

OFFICE OF THE PREMIER

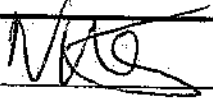
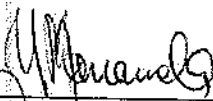
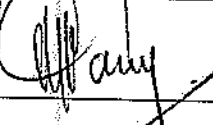

Records Management Policy

Third Edition

Confidential

Document Approval Page

RECORDS MANAGEMENT POLICY

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ACRONYMS AND ABBREVIATIONS

AO	Accounting Officer
DIO	Deputy Information Officer
DG	Director General
DGITO	Department Government Information Technology Office
EA	Executive Authority
EXCO	Executive Council
HR	Human Resources
IT	Information Technology
IO	Information Officer
MISS	Minimum Information Security Standards
OtP	Office of the Premier
PAIA	Promotion of Access to Information Act
PAJA	Promotion of Administrative Justice Act
PSR	Public Service Regulations

DEFINITIONS

In this policy, unless the context otherwise indicates:

"Archives repository" means

The building in which records with archival value are preserved permanently.

"Authentic records" means

Authentic records are records that can be proven to be what they purport to be. They are also records that are considered by the creators to be their official record.

"Authoritative records" means

Authoritative records are records that are authentic, reliable, trustworthy and useable and are complete and unaltered.

"Correspondence system" means

A set of paper-based and electronic communications and associated documents, sent, received, generated, processed and stored during the conduct of business.

"Custody" means

The control of records based upon physical possession.

"Disposal" means

The action of either destroying/deleting a record or transferring it into archival custody.

"Disposal authority number" means

A unique number identifying each disposal authority issued to a specific office.

"Electronic records" means

This is the collective noun for all components of an electronic information system, namely: electronic media as well as all connected items such as source documents, output information, software applications, programmes and media data (background and technical information i.e. the information stored electronically) and in hard copy. All these components are defined as records by the Act. They must therefore be dealt with in accordance with the Act's provisions.

"File plan" means

A pre-determined classification plan by which records are filed and/or electronically indexed to facilitate efficient retrieval and disposal of records.

"Filing system" means

The collective noun for a storage system (like files, boxes, shelves or electronic applications and storage systems) in which records are stored in a systematic manner according to a file plan.

"Non-archival records" means

Records with a short lived value or usefulness.

"Public record" means

A record created or received by a governmental body in pursuance of its activities, regardless of form or medium.

"Records other than correspondence systems" means

Records that do not form part of a correspondence file, or a case file e.g. registers, maps, plans, electronic records, audio-visual records, etc.

"Record" means

- 1) Recorded information regardless of form or medium.
- 2) Evidence of a transaction, preserved for the evidential information it contains.

"Records classification system" means

A plan for the systematic identification and arrangement of business activities and/or records into categories according to logically structured conventions, methods and procedural rules represented in the classification system.

"Recording" means

Anything on which sounds or images or both are fixed or from which sounds or images or both are capable of being reproduced, regardless of form.

"Record keeping" means

Making and maintaining complete, accurate and reliable evidence of official business in the form of recorded information.

"Records management" means

Records management is a process of ensuring the proper creation, maintenance, use, and disposal of records throughout their life cycle to achieve efficient, transparent and accountable governance.

"Retention period" means

The length of time that records should be retained in offices before they are either transferred into archival custody or destroyed/deleted.

"Schedule for records other than correspondence system" means

A control mechanism for records other than correspondence files (other records), which contains a description and the disposal instructions and retention periods of all other records. It consists of the following parts:

- Schedule for paper-based records other than correspondence files;
- Schedule for electronic records systems other than the electronic, correspondence system;
- Schedule for microfilm;
- Schedule for audio-visual records

"System technical manual" means

A manual containing information regarding the hardware, software, and network elements that comprise the system and how they interact. Details of changes to a system should also be documented.

"System procedures manual" means

A manual containing all procedures relating to the operation and use of the electronic system, including input to, operation of and output from the system. A system procedures manual would contain detailed procedures regarding-

- Document capture
- Document scanning
- Data capture
- Indexing
- Authenticated output procedures
- File transmission
- Information retention
- Information destruction
- Backup and system recovery
- System maintenance
- Security and protection
- Use of contracted services
- Workflow
- Date and time stamps
- Version control
- Maintenance of documentation

A systems procedures manual shall be updated when new innovations necessitate development / amendment of the new procedures.

1. INTRODUCTION

Sound recordkeeping and records management practices are key elements of good governance, and effective and efficient administration. It forms the basis for formulating policy, managing resources and delivering services to the public. Records management also provides a basis for accountability and protection of rights and interests of individuals.

A body's ability to function efficiently and give account of its actions could be negatively affected if sound record keeping and records management practices are not applied. Records enshrine the accountability of governmental bodies to the government and to the citizens.

To support continuing service delivery and provide the necessary accountability, governmental bodies should create and maintain authentic, reliable and usable records and should ensure that the integrity of the records is protected for as long as they are required as evidence of business operations. To this end, it is imperative that each governmental body should take responsibility to ensure that the office's records management practices are aligned with the broader principles of good governance and Batho Pele.

2. PURPOSE AND OBJECTIVES OF THE POLICY

The objectives of this policy are:

- 2.1. To provide general guidelines with regard to the methods and procedures of records management;
- 2.2. To provide and outline roles and responsibilities of stakeholders in records management; and
- 2.3. To outline different records classification systems and related storage areas.

3. AUTHORITY OF THE POLICY

The policy is under the authority of the Premier as the Executing Authority and the Director General as the Accounting Officer for the Office of the Premier Limpopo Province.

4. LEGAL FRAMEWORK

By managing its paper-based records effectively and efficiently, the Office of the Premier strives to give effect to the accountability, transparency and service delivery values contained in the legal framework established by:

- 4.1. The Constitution of the Republic of South Africa Act No. 108 of 1996;

- 4.2. Promotion of Access to Information Act No. 2 of 2000;
- 4.3. National Archives and Records Service of South Africa Act No. 43 of 1996 as amended;
- 4.4. National Archives and Records Service of South Africa Regulations published in Proclamation R185 dated November 2002;
- 4.5. Public Finance Management Act No. 1 of 1999;
- 4.6. Promotion of Administrative Justice Act No. 3 of 2000;
- 4.7. The Electronic Communications and Transaction Act No. 25 of 2002

5. SCOPE OF APPLICATION

This policy, except where otherwise indicated, is applicable to all employees and structures attached to the Office of the Premier, Limpopo Province.

The policy regulates the work practices of the Office of the Premier for all those who:

- Create records including electronic records;
- Have access to records
- Have any other responsibilities for records, example; storage and maintenance responsibilities;
- Have management responsibility for staff engaged in any of these activities; or manage, or have design input into information technology infrastructure.

5.1. The policy therefore applies to all staff members of the Office of the Premier and covers all records regardless of format, medium or age.

5.2. Section 13 of the National Archives and Records Service of South Africa Act, 1996 requires the Office of the Premier to manage its records in a well-structured record keeping system, and to put the necessary policies and procedures in place to ensure that its record keeping and records management practices comply with the requirements of the Act.

5.3. Information is a resource of the same importance to good management as other standard resources like people, money and facilities. The information resources of the Office of the Premier shall therefore be managed as valuable asset.

5.4. Appropriate records management is vital aspect of maintaining and enhancing the value of asset.

Records shall be considered a valuable asset to:

- enable the Office of the Premier to find the right information easily and comprehensively;

- enable the Office to perform its functions successfully and efficiently and in an accountable manner;
- support the business, legal and accountability requirements;
- ensure the conduct of business in an orderly, efficient and accountable manner;
- ensure the consistent delivery of services;
- support and document policy formation and administrative decision-making;
- provide continuity in the event of a disaster;
- protect the interest of the Office and the rights of employees, clients and present and future stakeholders;
- support and document activities, development and achievements of the Office of the Premier; and
- provide evidence of business in the context of cultural activity and contribute to the cultural identity and collective systems.

6. POLICY STATEMENT / PRONOUNCEMENT

6.1. All records created and received by the Office of the Premier shall be managed in accordance with The records management principles contained in section 13 of the National Archives and Records Service Act, 1996.

6.2. The following broad principles apply to the record keeping and records management practices of the Office of the Premier:

- The Office of the Premier follows sound procedures for the creation, maintenance, retention and disposal of all records, including electronic records.
- The records management procedures of the Office of the Premier comply with legal requirements, including those for the provision of evidence.
- The Office of the Premier follows sound procedures for the security, privacy and confidentiality of its records.
- Electronic records in the Office of the Premier are managed according to the principles promoted by the National Archives and Records Service.
- The Office of the Premier has performance measures for all records management functions and reviews compliance with these measures.

7. RELATIONSHIP WITH OTHER POLICIES

7.1. The Records and Management policy for the Office of the Premier consist of this policy and may be read in conjunction with the following policies:

- The Information Security Policy which is managed by the Security and Risk Manager;
- The ICT Policy, Internet Usage Policy which is managed by the IT Manager;
- The Promotion of Access to Information Act No. 2 of 2000 which is managed by the Information Officer for the Office of the Premier and/ or the Deputy Information Officer; and
- Promotion of Administrative Justice Act No. 1 of 2000 – The Office shall keep the Register of its administrative decision areas and its applicable decisions.

7.2. In the event of inconsistencies between this policy and the policies referred to in paragraph 7.1, the Records Management Policy shall prevail.

8. ROLES AND RESPONSIBILITIES

8.1. Head of the Office of the Premier

8.1.0. The Director General is ultimately accountable for the record keeping and records management practices of the Office of the Premier.

8.1.1. The Director General is committed to enhance accountability, transparency and improvement of service of delivery by ensuring that sound records management practices are implemented and maintained.

8.1.2. The Director General supports the implementation of this policy and requires improvement from each staff member to support the values underlying this policy.

8.1.3. The Director General shall designate a Director to be the Records Manager to perform such duties as are necessary to enhance the record keeping and records management practices of the Office of the Premier to enable compliance with legislative and regulatory requirements.

8.2. Directors

8.2.0. Directors are responsible for the implementation of this policy in their respective divisions.

8.2.1. Directors shall lead by example and shall themselves maintain good record keeping and records management practices.

8.2.2. Directors shall ensure that all staff is made aware of their record keeping and records management responsibilities and obligations.

8.2.2. Directors shall ensure that all staff is made aware of their record keeping and records management responsibilities and obligations.

8.2.3. Directors shall ensure that the management of records is a key responsibility in the performance agreements of all the staff in their units.

8.3. Records Manager

8.3.1. The Records Manager is responsible for:

- The implementation of this policy;
- Staff awareness regarding this policy;
- The management of all records according to the records management principles contained in the National Archives and Records Service Act, 1996, and
- The determination of retention periods in consultation with the users and taking into account the functional, legal and historical need of the body to maintain records of transactions.

8.3.2. The specific duties of the records manager are contained in the Records Manager's job description, which is published on the intranet.

8.3.3. The records manager is mandated to make such training and other interventions as are necessary to ensure that the Office of the Premier's records keeping and records management practices comply with the records management principles contained in the National Archives and Records Service Act.

8.3.4. The records manager may from time to time issue circulars and instructions regarding the record keeping and records management practices of the Office of the Premier.

8.3.5. The records manager shall ensure that all records created and received by the Office of the Premier are classified according to the approved file plan and that a written disposal authority is obtained for them from the Provincial Archives.

8.3.6. The Director: Records & Facilities Management Service is the Records Manager for the whole Office of the Premier.

8.4. Information/Deputy Information Officer

8.4.1. The Information/Deputy Information Officer is responsible for approval of requests for information in terms of the Promotion of Access to Information Act (PAIA).

8.4.2. The Information/Deputy Information Officer shall inform the records manager if a request for information necessitates a disposal hold to be placed on records that are due for disposal.

8.5. IT Manager

- 8.5.1. The IT manager is responsible for the day-to-day maintenance of electronic systems that store records.
- 8.5.2. The IT manager shall work in conjunction with the records manager to ensure that public records are properly managed, protected and appropriately preserved for as long as they are required for business, legal and long-term preservation purposes.
- 8.5.3. The IT manager shall ensure that appropriate systems technical manuals and systems procedure manuals are designed for each electronic system that manages and stores records.
- 8.5.4. The IT manager shall ensure that electronic records in all electronic systems remain accessible by migrating them to new hardware and software platforms when there is a danger of technology obsolescence including media and format obsolescence.
- 8.5.5. The IT manager shall ensure that all data, metadata, audit trail data, operating systems and application software are backed up on daily, weekly and monthly basis to enable the recovery of authentic, reliable and accessible records should a disaster occur.
- 8.5.6. The IT manager shall ensure that back-ups are stored in a secure offsite environment.
- 8.5.7. The IT manager shall ensure that systems that manage and store records are virus free.
- 8.5.8. Comprehensive details regarding specific responsibilities of the IT Manager are contained in:
 - The ICT Policy and,
 - Information Security Policy.

8.6. Security and Risk Manager

- 8.6.1. The Security and Risk Manager shall be responsible for the physical security of all records.
- 8.6.2. Details regarding the specific responsibilities of the Security and Risk Manager are contained in the Information Security Policy of the Office of the Premier and the Minimum Information Security Standards (MISS).

8.7. Legal Service Manager

The Records Manager shall consistently consult with Legal Services about possible updates / review in line with the latest law amendments.

8.8. Registry Clerk

- 8.8.1. The registry staffs are responsible for the physical management of the records in their care.

8.8.2. Detailed responsibilities regarding the physical management of the records in the registry are contained in the *Registry Procedure Manual*.

8.9. Other Staff

8.9.1. Every staff member shall create records of transactions while conducting official business.

8.9.2. Every staff member shall manage those records efficiently and effectively by:

- Allocating reference numbers and subjects to paper-based and electronic records according to the file plan;
- Sending paper-based records to the registry for filing;
- Ensuring that records are destroyed/deleted only in accordance with the written disposal authority issued by the Provincial Archivist.

8.9.3. Records management responsibilities shall be written into the performance agreements of all staff members to ensure that they are evaluated on their records management responsibilities.

9. RECORDS CLASSIFICATION SYSTEMS AND RELATED STORAGE AREAS

The Office of the Premier has the following systems that organize and store records:

9.3. Correspondence systems

9.3.1. File plan

9.3.1.1. Only the file plan approved on 1st April 2006 and implemented on the same date shall be used for the classification of correspondence records. The file plan shall be used for the classification of paper-based and electronic including e-mail records.

9.3.1.2. Specific procedures for the allocation of file subjects and reference numbers to electronic records are contained in the Office of the Premier Registry Procedure Manual that is published on the Intranet.

9.3.1.3. Each staff member shall allocate file reference numbers to all correspondence according to the approved subjects in the file plan.

9.3.1.4. When correspondence is created / received for which no subject exists in the file plan, the records manager should be contacted to assist with additions to the file plan. Under no circumstances may subjects be added to the file plan if they have not been approved by the records manager.

9.3.1.5. Only authorised registry staff are responsible for opening Office files.

9.3.1.6. The Records Manager may authorise other members of staff to open Office files, if necessary.

9.3.2. Storage areas

Paper – based correspondence files are kept in:

9.3.2.1. The General Registry

9.3.2.1.1. All paper – based correspondence system records that are not HR related shall be stored **ONLY** at authorised records storage areas, namely, the General Registry, Premier Support, EXCO Support, Legal Services and Risk Management.

9.3.2.1.2. All these records are under the management of the records manager who is mandated to ensure that they are managed properly.

9.3.2.1.3. Staff members that need access to files in the registry shall place a request for the files at the counter.

9.3.2.1.4. The registry shall be locked when registry is not in operation.

9.3.2.2. The Human Resource Registry

9.3.2.2.1. All Human Resources related records are housed in the HR Registry.

9.3.2.2.2. The general HR subject files as well as HR case files are under the management of the record manager who is mandated to ensure that they are managed properly.

9.3.2.2.3. The Office of the Premier maintains a set of paper-based case files for each staff member. These files are confidential in nature and shall be stored in a secured storage area in the HR registry.

9.3.2.2.4. The case files are managed as part of the List of Series of Separate Case Files that are maintained and managed by the records manager.

9.3.2.2.5. The files exist only in a paper-based format and the physical tracking of the case files are managed with the file tracking system in the Integrated Document and Records Management.

9.3.2.2.6. Electronic correspondence records are stored in an electronic repository that is maintained by the IT Division.

9.3.2.2.7. Access to storage areas where electronic records are stored is limited to the Information Technology staff that has specific duties regarding the maintenance of the hardware, software and media

9.4. Records other than correspondence system

9.4.1. Schedule for records other than correspondence systems

9.4.1.1. The Records Manager maintains a schedule of all records other than the correspondence system. The schedule contains a description of each set of records other than the correspondence system and indicates the storage location and retention periods of these records regardless of format.

9.4.1.2. Should records be created/received that are not listed in the schedule, the Records Manager should be contacted to add the records to the schedule.

9.5. Storage areas

9.5.1. Paper-based

9.5.1.1. The Office of the Premier has sets of paper-based records other than the correspondence systems that are in the custody of the various officials that use them on a daily basis.

9.5.1.2. These records are under the control of the records manager who is mandated to ensure that they are managed properly.

9.5.2. Audio-visual records

9.5.2.1. The Office of the Premier has the following sets of audio-visual records that are stored in the Communications Services storage area:

- Video cassettes
- DVDs
- Cassettes

9.5.2.2. These records are under the control of the records manager who is mandated to ensure that they are managed properly.

9.5.3. Electronic systems other than the correspondence systems

9.5.3.1. The Office of the Premier has a number of electronic records systems in operation, which is not part of the correspondence system and that generate and store public records.

9.5.3.2. The IT Manager is responsible for the day-to-day maintenance of these systems.

9.5.3.3. The records maintained in these systems are under the control of the records manager who is mandated to ensure that they are managed properly.

9.5.3.4. Detailed guidance regarding the management of these systems is contained in the Electronic Records Management Policy.

10. DISPOSAL OF RECORDS

- 10.1. No public records shall be destroyed, erased or otherwise disposed of without prior written authorisation for the Provincial Archivist.
- 10.2. Disposal in terms of the disposal authority will be executed annually in December.
- 10.3. All disposal actions should be authorised by the records manager prior to their execution to ensure that archival records are not destroyed inadvertently.
- 10.4. Paper-archival records shall be safely kept in the Central/Main and HR Registry until they are due to transfer to the Provincial Archives Repository. Transfer procedures shall be as prescribed by the Provincial Archives in the Records Management Policy Manual.
- 10.5. Specific guidelines regarding the procedure to dispose of electronic records are contained in the ICT Policy.

11. STORAGE AND CUSTODY

- 11.1. All records shall be kept in storage that is appropriate for the type of medium.
- 11.2. Specific policies for the management of electronic storage media are contained in the ICT Policy.

12. ACCESS AND SECURITY

- 12.1. Records shall at all times be protected against unauthorised access and tampering to protect authenticity and reliability as evidence of the business of the Office of the Premier.
- 12.2. Security classified records shall be managed in terms of the OIP Security Policy and the Minimum Information Security Standards (MISS). Such information is classified as **Confidential, Secret and Top Secret**.
- 12.3. No staff member shall remove records that are not available in the public domain from the premises of the Office of the Premier without the explicit permission of the records manager in consultation with the Information Officer / Deputy Information Officer.
- 12.4. No staff member shall provide information and records that are not in the public domain to the public without consulting the Information Officer / Deputy Information Officer.
- 12.5. Personal information shall be managed in terms of Promotion of Access to Information Act (PAIA) Until such time that specific protection of privacy legislation is enacted.

- 12.6. No staff shall disclose personal information of any member of staff or client of the Office of the Premier to any member of the public without permission of the Information Officer / Deputy Information Officer.
- 12.7. An audit trail shall be logged of all attempts to alter/edit records and their metadata.
- 12.8. Any misplacement or loss of a document or file should immediately be reported to Risk Management Strategies for Investigation.
- 12.9. Failure to report any loss or misplacement of a document or file to Risk Management Strategies will be regarded as breach of security in terms of the Security Policy of the Premier and the Minimum Information Security Standards.
- 12.10. Records storage areas shall at times be protected against unauthorised access. The following shall apply:
- 12.10.1. Registry and other records storage areas shall be locked when not in use.
- 12.10.2. Access to server rooms and storage areas for electronic records media shall be managed with key.

13. LEGAL ADMISSIBILITY AND EVIDENTIAL WEIGHT

The records of the Office of the Premier shall at all times contain reliable evidence of business operations. The following shall apply:

13.1. Paper-based records

- 13.1.1. No reports shall be removed from paper-based files without the permission of the Records Manager.
- 13.1.2. Records that were placed shall not be altered in any way.
- 13.1.3. No alterations of any kind shall be made to records other than correspondence files without the explicit permission of the Records Manager.
- 13.1.4. Should evidence be obtained of tampering with records, the staff member involved shall be subject to disciplinary action.

13.2. Electronic records

- 13.2.1. The Office of the Premier shall use systems which ensure that its electronic records are:
- Authentic;
 - Not altered or tampered with;

- Auditable; and
- Produced in systems, which utilize security measures to ensure their integrity.

13.2.2. The Electronic Records Management Policy contains specific information regarding the metadata and audit trail information that should be captured to ensure that records are authentic.

14. TRAINING

14.1. The records manager shall successfully complete the National Archives and Records Service's Records Management Course, as well as any other records management training that would equip her/him for her/his duties.

14.2. The records manager shall identify such training courses that are relevant to the duties of the registry staff to ensure that the registry staff are trained appropriately

14.3. The records manager shall ensure that all staff members are aware of the records management policies, and shall conduct or arrange such training as is necessary for the staff to equip them for their records management duties.

15. DEFAULT

Any employee of the Office of the Premier who contravenes the provisions of this policy may be subjected to a disciplinary action.

16. INCEPTION DATE

This policy shall be implemented within 30 days the after approval by the Executive Authority.

17. MONITOR AND REVIEW CONDITIONS

17.1. The Records Manager shall review the record keeping and records management practices of the Office of the Premier on regular basis and shall adapt them appropriately to ensure that they meet the business and service delivery requirements of the Office of the Premier.

17.2. This policy shall be reviewed on a regular basis and shall be adapted appropriately to ensure that it meets the business and service delivery requirements of the Office of the Premier.

18. ENQUIRIES

Enquiries regarding this policy should be directed to the Corporate Services Sub – Branch for attention of the Senior Manager: Records & Facilities Management Services.

APPROVED/ NOT APPROVED


DIRECTOR GENERAL

6/4/2017
DATE

REFERENCES

Department of Public Service and Administration: *Information Security Policies. Security Information in the Digital Age.*

National Archives and Records Service: *Records management Policy Manual, April 2006.*

National Archives and Records Service: *Managing electronic records in governmental bodies Policy, principles and requirements, April 2006.*

National Archives and Records Service: *Performance criteria for records managers in governmental bodies, April 2006.*

National Intelligence Agency: *Minimum Information Security Standard.*

South African Bureau for Standards: SANS 15489 *Information and documentation- Records management- Part 2: General.*

South African Bureau for Standards: SANS 15489 *Information and documentation stored electronically- Recommendations for trustworthiness and reliability.*

Information and documentation- Records Management processes- Metadata for records- Part 1: Principles

South African Bureau of Standards: SANS 17799: *Information Technology security techniques- Code of Practice for Information Security Management.*