



**CAPE WINELANDS DISTRICT**  
MUNICIPALITY • MUNISIPALITEIT • UMASIPALA

## **USER ACCOUNT MANAGEMENT PROCEDURES**

**PROCEDURE ADOPTED BY COUNCIL ON 24 APRIL 2014  
AT ITEM C.14.1**

## **1. INTRODUCTION**

This document will define user account management procedures for Windows Active Directory, SAMRAS/FlexGen FronTier and VIP.

## **2. PURPOSE**

- 2.1 To ensure consistent implementation and enforcement of account management controls and processes.
- 2.2 To mitigate unauthorised activity for the aforementioned systems.

## **3. RESPONSIBILITY**

- 3.1 Division: Information and Communication Technology
  - 3.1.1 The Systems Administrator will be responsible for the creation, deletion and amendment of user accounts for all identified systems.
  - 3.1.2 Support Technicians will be granted limited administrative rights to reset user account passwords for the SAMRAS/FlexGen FronTier system. Desktop Support Technicians will also assist the Systems Administrator with Active Directory account creation, deletion and amendments.
- 3.2 Employees
  - 3.2.1 Employees of the Cape Winelands District Municipality (CWDM) must adhere to the procedures defined in paragraphs 4, 5 and 6 of this document.

## **4. USER ACCOUNT CREATION AND DELETION**

- 4.1 All requests pertaining to account creation for new users must be communicated to the Division: Information and Communication Technology by the respective Head of Department or Line Manager. All such requests must be accompanied by the corresponding user account request form (included on page 4 of this document).
- 4.2 Requests for termination of an account must be communicated to the Division: Information and Communication Technology by the respective Head of Department or Line Manager, along with the corresponding request form (included on page 5 of this document).

## **5. USER ACCOUNT AMENDMENTS**

All requests for user account amendments (access rights, menus, etc.) must be accompanied by the corresponding user authorization form (included on pages 6 - 7 of this document). All such requests must be authorized and approved by the respective Head of Department and Line Manager.

## **6. PASSWORD RESETS**

All requests for password resets must be accompanied by the corresponding password reset form (included on page 8 of this document). All such requests must be approved by the respective Head of Department or Line Manager.



**REQUEST FOR CREATION OF A NEW USER ACCOUNT**

<b>Name</b>	
<b>Job Title</b>	
<b>Department</b>	
<b>Division</b>	

**User requirements:**

E-mail	YES		NO	
Internet access	YES		NO	
VIP access	YES		NO	
SAMRAS access	YES		NO	
Collaborator access	YES		NO	

**To be completed by Line Manager:**

Request Approved	YES		NO	
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<b>Name</b>			
<b>Comments</b>			
<b>Signature</b>		<b>Date</b>	

**THIS DOCUMENT MUST BE SUBMITTED AS AN ORIGINAL HARD COPY**

**To be completed by Administrator:**

Request Completed	YES		NO	
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<b>Signature</b>		<b>Date</b>	
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## REQUEST FOR DELETION OF A USER ACCOUNT

<b>Name</b>	
<b>Job Title</b>	
<b>Department</b>	
<b>Division</b>	

### Account type to be deleted:

Windows	YES		NO	
VIP	YES		NO	
SAMRAS	YES		NO	

### To be completed by Line Manager:

Request Approved	YES		NO	
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<b>Name</b>			
<b>Comments</b>			
<b>Signature</b>		<b>Date</b>	

**THIS DOCUMENT MUST BE SUBMITTED AS AN ORIGINAL HARD COPY**

### To be completed by Administrator:

Request Completed	YES		NO	
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<b>Signature</b>		<b>Date</b>	
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**USER AUTHORISATION FORM - SAMRAS**

*This document must be completed in all cases where officials must be supplied with a USER LOGIN and PASSWORD to fulfill specific job-related functions. An indication must be given of systems to be accessed and level of authority on that function.*

<b>Full Name</b>			
<b>Department</b>		<b>Extension</b>	
<b>ID Number</b>		<b>Pay Number</b>	
<b>E-mail address</b>			

<b>SAMRAS</b>	<b>Current User Name</b>	
	<b>Current Starting Menu</b>	

**LIST MENUS AND SPECIFIC FUNCTIONS**


I, \_\_\_\_\_, undertake and declare that I will not give any passwords to any other official or person. At all times I will ensure that the information at my disposal will be for my benefit only and will not divulge any privileged information.

<b>Signature</b>		<b>Date</b>	
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**Authorised: Line Manager**

<b>Signature</b>		<b>Date</b>	
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**Approved: Chief Financial Officer**

<b>Signature</b>		<b>Date</b>	
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**THIS DOCUMENT MUST BE SUBMITTED AS AN ORIGINAL HARD COPY**



**USER AUTHORISATION FORM - VIP**

*This document must be completed in all cases where officials must be supplied with a USER LOGIN and PASSWORD to fulfill specific job-related functions. An indication must be given of systems to be accessed and level of authority on that function.*

<b>Full Name</b>			
<b>Department</b>		<b>Extension</b>	
<b>ID Number</b>		<b>Pay Number</b>	
<b>E-mail address</b>			

<b>VIP</b>	<b>Current User Name</b>	
	<b>Current Starting Menu</b>	

**LIST COMPANIES AND REQUIRED ACCESS**


I, \_\_\_\_\_, undertake and declare that I will not give any passwords to any other official or person. At all times I will ensure that the information at my disposal will be for my benefit only and will not divulge any privileged information.

<b>Signature</b>		<b>Date</b>	
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**Authorised: Line Manager**

<b>Signature</b>		<b>Date</b>	
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**Approved: Head of Department**

<b>Signature</b>		<b>Date</b>	
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## REQUEST FOR RESETTING WINDOWS / VIP / SAMRAS PASSWORDS AND SAMRAS PROCESSES

<b>Name</b>	
<b>Job Title</b>	
<b>Department</b>	
<b>Division</b>	
<b>User Name</b>	

I hereby request that my password must be reset for:

<b>WINDOWS</b>		<b>VIP</b>		<b>SAMRAS</b>	
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I request that my SAMRAS process be reset: ( Tick the box )

The reasons for my request are the following:

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<b>Signature</b>		<b>Date</b>	
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To be completed by Line Manager:

Request Approved	YES		NO	
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<b>Name</b>			
<b>Comments</b>			
<b>Signature</b>		<b>Date</b>	

**THIS DOCUMENT MUST BE SUBMITTED AS AN ORIGINAL HARD COPY**

To be completed by Administrator:

Request Completed	YES		NO	
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<b>Signature</b>		<b>Date</b>	
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