# FINANCIAL SERVICES POLICIES

## FINANCIAL SYSTEM USER ACCOUNT MANAGEMENT POLICY

BREEDE VALLEY
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**2025/2026 FINANCIAL YEAR**

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## 1. NEW USER REGISTRATION

The SAMRAS user application form must be completed and it must be approved by the Director: Finance or the delegated manager/s. The completed and signed document must be submitted to the Financial System Administrator for the access to be created. The naming convention of users are their initial and surname. After the access has been created the Financial System Administrator will sent the applicant a confirmation e-mail with the newly created username. At first login the Financial System will request the user to create a password.

## 2. TERMINATED USER REMOVAL:

On a monthly basis the Financial System Administrator receives a report from HR with all the names of employees that have resigned or left the Municipality. The Financial System Administrator compares this information with the Financial System Users to determine if any of the users have access to the Financial System and will then permanently remove access with immediate effect where applicable. Termination will also be done on a written request from a supervisor, manager and/or the CFO.

## 3. USER PERMISSION/ROLE CHANGES REQUEST:

Request for amendments: adding and/or removing of programs on the profile of a Financial System User must be submitted to the Financial System Administrator in writing (memo or e-mail), or by completing the SAMRAS application form. These requests must be approved by the relevant manager or supervisor. The Financial System Administrator will sent a confirmation e-mail to the relevant user and manager or supervisor after the amendments are done. The Financial System Administrator is allowed to do minor amendments on user menus without permission of the relevant Senior Manager, manager or supervisor. However these amendments are limited to adding listings, reports and/or queries.

## 4. RESET PASSWORD:

Financial System Administrator will reset a Financial System User's password on request of the user. For security reasons the request for reset must either be via e-mail or in person, telephonic requests will only be accepted **after** the relevant user has sent the e-mail request.

## 5. REVIEW OF USER ACCESS:

The official review of Financial System User's access are done on an annual basis. The Financial System Administrator extract a list from the Financial System of all active user on the System. The information is then sorted into groups per Directorate in Excel spread sheets. The Financial System Administrator will sent an informational e-mail with the relevant Excel spread sheet/s to the relevant Managers, Senior Managers or Directors regarding the User Access Review. The relevant Manager/Senior Manager and/or Director needs to review the Excel Spread Sheet and comment on each line if the user access should be kept or removed

and he/she must acknowledge the reviewing by signing and date stamping every Excel Spread Sheet or include his/her e-mail signature in the e-mail when sending the Excel Spread Sheet/s back to the Financcial System Administrator. If there is any changes, the steps for **USER PERMISSION/ROLE CHANGES REQUEST** must be followed and the amendment must be noted on the User review document, this document must still be signed and date stamped. If a user does not need access to the Financial System any more the manager must comment as such on the Review User Access Excel Spread Sheet. The Financial System Administrator will then terminate the user access on receiving the Review User Access Excel Spread Sheet. The Financial System Administrator will allow a response time for the Reviewed User Access Excel Spread Sheets to be returned. The response time will be mentioned in the notification e-mail. The Financial System Administrator keeps an inventory of all the users with access in each Directorate/Department to ensure that all the user access Spread Sheets that were sent out are received back. The monthly **TERMINATED USER REMOVAL** process are also part of the **REVIEW OF USER ACCESS.**

## 6. VENDOR ACCESS TO THE PRODUCTION ENVIRONMENT:

The Financial System Vendor must request permission in writing (emails accepted) to access the Production environment. The request must stipulate the reason for the requested access. Only the Chief Financial Officer, Manager Quality and Control, the Financial System Administrator, Financial System Controller, Senior ICT Administrators and/or any delegated official may grant permission for access to the Production Environment. The request for permission must be kept (hard and/or electronic copy) for reference.

## 7. FINANCIAL SYSTEM ADMINISTRATOR ACTIVITIES:

The Financial System Administrator extract and save the System Security Audit report to a file and submit the report to the Manager Quality and Control and/or a Delegated Line Manager after the information was checked.

## 8. OTHER:

When certain situations require working from home printing and signing hard copies are not possible. In these cases the Financial System Administrator will write the information to a file, check the content and then send the file to the Manager Quality and Control and/or a Delegated Line Manager via email.