FINANCIAL SERVICES POLICIES

FINANCIAL SYSTEM USER ACCOUNT MANAGEMENT POLICY

BREEDE VALLEY
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2021/2022 FINANCIAL YEAR

A caring valley of excellence.

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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 prints a list of all the active user profiles. These documents are sorted into group per Directorate. The Financial System Administrator will sent an informational e-mail to the secretaries/personal assistants of the different Directorates regarding the upcoming User Access Review. The User Access Review documents are hand delivered to the secretaries/personal assistants and the mentioned persons must acknowledge that they have received the documents by signing the delivery booklet. The

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secretaries/personal assistants have to distribute the User Access Review documents to the relevant managers in their Directorate. The relevant manager needs to review each user access/profile and he/she must acknowledge the reviewing by signing and date stamping every document. If 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 document. The Financial System Administrator will then terminate the user access on receiving the Review User Access document. The Financial System Administrator will allow a response time for the Reviewed User Access documents to be returned. The response time will be mentioned in the notification e-mail. The notification e-mail will also be printed and be hand delivered with the User Access documents. The Financial System Administrator keeps an inventory of all the users with access in each Directorate/Department to ensure that all the user access documents 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 to access the Production environment. The request must stipulate the reason for the requested access. Only the Chief Financial Officer, Senior Manager Financial Planning, Manager Budget and Costing, the Financial System Administrator and/or Senior ICT Administrators 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 print, check, sign and file all the System Security Audit Report on a regular basis and the Senior Manager Financial Planning and/or a Delegated Line Manager monitor, check and sign the file.

8. WORK FROM HOME:

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 Senior Manager Financial Planning and/or a Delegated Line Manager check.

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