KNYSNA MUNICIPALITY

MOBILE COMMUNICATION SERVICES POLICY

Effective date: ....................... 2018
1. PURPOSE

1.1 The purpose of the policy is set out Council’s requirements for the management of mobile communication services including:

1.1.1 The managing of mobile devices, tablets and 3G modems
1.1.2 Control of equipment (ownership)
1.1.3 Effective use of mobile communication equipment as an aid
1.1.4 Responsibility of officials for safeguarding equipment
1.1.5 Prevention of abuse and liability for mobile communication equipment

2. SCOPE AND APPLICATION

2.1. This policy applies to all permanent, temporary or contract officials and Directors of Knysna Municipality.

2.2. Councilors are not included in the scope of this policy as mobile device requirements for Councilors is determined in accordance with the Determination of Upper Limits of Salaries, Allowances and Benefits of Councillors

3. MOBILE COMMUNICATION STRATEGY

3.1. Knysna Municipality must implement a Council managed mobile communications strategy through the provision of mobile devices, tablets and 3G modems, collectively called “mobile communications equipment” in this policy, as tools of trade for officials and directors in accordance with the criteria set out in the section 4 below.

3.2. Knysna Municipality will not adopt a bring your own device approach, therefore personal mobile communications devices may not be used by officials and Directors for conducting official Council business.
4. CRITERIA FOR THE ALLOCATION OF MOBILE COMMUNICATION EQUIPMENT

4.1. It is noted that the functions of certain officials, either for strategic or operational proposes, are of such a nature that the use of mobile communication equipment is essential for the performance of their duties including the need for possible after-hour inquiries and/or emergency services and urgent tasks.

4.2. Due to the nature of their work and need to communicate with their members and as a courtesy to ensure efficient labour relations, mobile devices will also be provided to shop stewards from labour relations unions that are recognised by the Knysna Municipality.

4.3. If an official is required to act in higher post or in an acting position, that official will not automatically be entitled to the cellphone rights indicated at the higher post or the post in which he/she is acting.

4.4. The following criteria will be applicable for the provision of mobile communication equipment:

4.4.1. Mobile Devices

4.4.1.1. The Municipal Manager, Directors and officials on post level T10 and higher automatically qualify for mobile devices, due to their work responsibilities

4.4.1.2. To determine if other official below post level T10 qualify for a cellphone, the following criteria must be met:

4.4.1.2.1. Operational requirements of the post;
4.4.1.2.2. Percentage of functional time spent outside the office > (30%);
4.4.1.2.3. The need to have constant communication with the office, councillors, other officials and public;
4.4.1.2.4. Potential to improve service delivery
4.4.1.2.5. Availability of funds
4.4.1.2.6. After hours’ availability requirements

4.4.2. 3G-Modems

4.4.2.1. The Municipal Manager and Directors automatically qualify for 3G-modems due to their work responsibilities.
4.4.2.2. To determine if other officials qualify for a 3G-modem, the following criteria must be met:

4.4.2.2.1. Supporting memo from the relevant Director outlining the business case for requiring a 3G-modem

4.4.2.2.2. Availability of funds

4.4.2.3. Officials that do not meet the criteria for the provision of 3G modems may use the Portable Wi-Fi hotspot on their mobile devices when needing connectivity outside of the office on a temporary basis

4.4.2.3.1. Should the use portable Wi-Fi hotspot deplete the allocated data for the month, this may be temporarily “topped up” by the IT Department at the discretion of the Manager: IT upon request and subject to the availability of data in the Spend Manager data pool

4.4.3. Tablets

4.4.3.1. The Municipal Manager and Directors automatically qualify for tablets due to their work responsibilities.

4.4.3.2. To determine if other officials qualify for a tablet, the following criteria must be met:

4.4.3.2.1. Supporting memo from the relevant Director outlining the business case for requiring a tablet

4.4.3.2.2. Availability of funds

5. MANAGEMENT OF MOBILE COMMUNICATIONS EQUIPMENT

5.1 The IT Department must be responsible for the provision of mobile equipment to eligible officials in accordance with the criteria set out in section 4.

5.2 All costs relating to the procurement of equipment including protective covers issued by the IT Department and insurance but excluding the insurance excess in the event of a claim will be covered by Council

5.3 Officials may choose to purchase their own additional protective covers and accessories; however, Council will not be liable for any costs of items that are not procured by the IT Department
5.4 Officials will be responsible for the insurance excess resulting from an insurance claim with the exception of instances motivated in writing from the relevant Director (e.g. where the equipment was damaged in the course of officials carrying out their duties and where circumstances beyond their control resulted in the damage such as a workplace accident).

5.5 The IT Department must keep a register of all mobile communication equipment including the date that the equipment was procured and the date that the equipment was issue to the relevant official.

5.6 Mobile communication equipment procurement must be done in the most cost effective manner for Council and must take into account prevailing legislation and regulations (e.g. MFMA Circular No 82, Government Gazette No 41445 - Draft Municipal Cost Containment Regulations).

5.7 The disposal of mobile communications equipment that has been procured by Knysna Municipality may not be sold to officials when the equipment reaches end of life / is upgraded. End of life equipment may be reused for carrying out Council business (e.g. may be used as loan equipment whilst equipment is being repaired / replaced) and, if not required for Council business, must be disposed of in a manner approved by Council.

5.8 Officials may not remove the SIM card from Council issued mobile communication equipment and may not use private SIM cards in Council issued equipment as this requirement is included in the terms and conditions of the equipment's insurance policy.

5.9 Should an official resign or be transferred to post that no longer meets the criteria set out in section 4, the mobile communication equipment including accessories (headphones and charger) must be returned to the IT department.

5.10 Damaged / lost / stolen cellphones must be reported immediately to the Head of Department concerned and the IT Department. The affected official must report the lost / stolen cellphone to SAPS within 24 hours and provide the case number and a copy of the affidavit to the relevant Head of Department and IT Department.

6. CELLPHONE ALLOWANCE

6.1 Cellphone allowances will be subject to the following criteria:
6.1.1 The provision of Council mobile communication equipment is not intended to replace officials' private equipment for private calls. Therefore, officials with existing contract would still require the contract for private purposes.

6.1.2 All official's cellphone allowances must be discontinued after 30 June 2018.

6.1.3 Officials that can provide evidence of existing contracts that were entered into before 1 November 2017 may continue to receive a cellphone allowance until 30 June 2019. However, the allowance received will be the difference between the cost of their current contract or cellphone allowance (whichever is the lesser cost) and the cost to Council of providing the mobile communication equipment (R438.38 - R450.00 depending on the mobile device issued).

   6.1.3.1 E.g. If officials received a cellphone allowance of R500 but their contract is R700, the allowance received from 1 July 2018 to 30 June 2019 will be:

   R500 – R450 = R50

   6.1.3.2 If officials received a cellphone allowance of R500 but their contract is R300 then no cellphone allowance will be paid after 30 June 2018.

7. LOAN EQUIPMENT

7.1. If available, loan mobile communication equipment may be provided on a temporary basis to officials, contractors or consultants for carrying out Council business.

7.2. Any user who requires loan equipment must apply via his / her head of department to the Manager: IT.

8. PAYMENT OF CELLPHONE ACCOUNTS AND 3G MODEMS

8.1 The municipality will allocate limited airtime (minutes), data (MB) and text messages to each user by using “Spend Manager” on a monthly basis.

8.2 Any unused airtime, data and text messages can be reallocated by the IT Department to other users where required.

8.3 If any of the limits are reached, bearer locking will be implemented until the beginning of the following month.
8.4 Any application for a temporary limit increase must be approved by the relevant Manager and provided to the Manager: IT for implementation.

9. SECURITY

6.1 Any mobile communication equipment must be subject to the applicable IT policies.

6.2 Officials must take full responsibility for mobile communication equipment issued to them and must take all possible measures to prevent any damage or theft and are responsible for all calls, text messages, the Internet, as well as any other subscriptions (Content services, General services, Vodafone Live, Google Play etc.) while in possession of the equipment.

6.3 Additional costs exceeding R150 will be reported by the Manager: IT on a monthly basis to the CFO for approval to deduct the costs from the official’s salary.

10. GENERAL

10.1 Officials with cellphones must ensure that the phone is switched on and charged at all times during working hours and when on standby or working overtime.

10.2 All calls received must be answered, except when the relevant official is in a meeting and the answering of calls are not possible. In cases where an official cannot answer a call and the call received from a cellphone number, then the relevant official must send a text message.

10.3 A cellphone may not be switched off for a period of longer than three hours during working hours and when on standby or working overtime due to a flat battery.

10.4 Officials with cellphones must ensure that the voice mail is active. This is to ensure that voicemail messages can be left on the cellphone if the official is unreachable.

11. ROLE AND RESPONSIBILITIES

11.1 The Finance Department must be responsible for:
11.1.1 Ensuring monthly reconciliation of invoices;

11.1.2 Ensuring payment of invoices within 30 days of receipt from the service provider; and

11.1.3 Ensuring that the Salary Department recovers the costs from the relevant official’s.

11.2 The IT Department must be responsible for:

11.2.1 Issuing of devices to officials in accordance with section 4 above

11.2.2 Control of loan devices

11.2.3 Manage and control of "Spend Manager" and the administration of limits;

11.2.4 Managing of contracts and the relevant service provider.

12. VIOLATION OF POLICY

12.1 Any official that violates this policy must be subjected to the municipality’s disciplinary procedure and will be reported to the Municipal Manager / Director concerned for further investigation.