

HARDWARE AND SOFTWARE POLICY



<u>System:</u> Quality Management System	<u>Reference No, Revision No:</u> Q-F-IT-PO-06, Rev1	<u>Originated by:</u> IT Manager
<u>Revision Date:</u> 07.06. 2013	<u>Page No:</u> Page 1 of 6	<u>Authorized by:</u> Managing Director


HARDWARE AND SOFTWARE POLICY

APPLICABILITY

THIS MANUAL IS A COPY OF HARDWARE AND SOFTWARE POLICY AS UTILISED BY THE SWAZILAND ELECTRICITY COMPANY. IT IS INTENDED FOR THE PURPOSE OF UTILISATION AND APPLICATION BY CURRENT ACTIVE SWAZILAND ELECTRICITY COMPANY PERSONNEL.

THIS DOCUMENT IS THE PROPERTY OF SWAZILAND ELECTRICITY COMPANY AND IS ISSUED TO THOSE EMPLOYEES REQUIRING IT IN THE EXECUTION OF THEIR DUTIES. ANY OTHER PERSON WHO FINDS THIS DOCUMENT MUST PLEASE SUBMIT IT TO THE SWAZILAND ELECTRICITY COMPANY FOR TRANSMISSION TO:

THE GENERAL MANAGER - FINANCE
SWAZILAND ELECTRICITY COMPANY
PO BOX 258,
MBABANE,
SWAZILAND

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1. Objective

This policy provides the guidelines for the desktop computerization standards within Swaziland Electricity Company. Since the I.T. Department is responsible for all the maintenance of desktop hardware and software, it is important to adhere to these standards to facilitate proper support and minimize data losses, viral attacks, etc.

The Swaziland Electricity Company (SEC) Hardware and Software Policy applies equally to all individuals with authorized access to any Swaziland Electricity Company (SEC) Hardware and Software Resources.

2. Acquisitions


2.1 All computer acquisitions must be done through the I.T. Department after the approval of the user's Head of Department/Division. The I.T. Department will evaluate the requirement and where necessary initiate the appropriate purchasing procedures ensuring conformity to standards.

2.2 The I.T. Department reserves the right to satisfy requirements from existing inventories, including swapping equipment between users where appropriate.

3. Hardware Standards

3.1 SEC IT department will standardized the purchase of laptops, desktops, servers and printers to a particular brand of vendor for maintenance and skill maximization.

3.2 Currently the preferred brand of PCs and Computer Equipment is HP or DELL servers, workstations and laptops, this could change based on prevailing market best brands.

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- 3.3 Equipment specifications will vary according to the users' requirements, models available at the time and compatibility to the Company's network at the time.

4. Software Standards

- 4.1 The I.T. Department maintains a library of software utilities used within the Company online, offline or any combination thereof. This may exclude software used by a single user or a single group of users and specialized software like engineering, payroll, etc. Users requiring additional software or additional functionality must request this through the I.T. Department. The following software has been standardized on and must be adhered to:

Word Processing – Microsoft Word

Spreadsheet – Microsoft Excel

Projects – Microsoft Projects

Presentations – Microsoft PowerPoint


E-mail – Microsoft Outlook/Office Outlook/Zimbra Web Client/Blackberry Smartphone/Other supported smartphones.

Internet – Microsoft Internet Explorer/ FireFox/Google Chrome

File Server – Novell/Samba

HP Server Access – System 5 Hotkey where appropriate

- 4.2 Any other software for the above functions is not permitted unless implemented by the I.T. Department. Other software used for functions not listed must be authorized by the I.T. Department and must be accordingly licensed.
- 4.3 All Software/Systems/Applications may be upgraded or replaced if there is evident functionality that SEC stands to benefit from performing the upgrade and

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the particular software/System/Application is out of its maintenance support cycle by its vendor.

5 User Training

- 5.1 The I.T. Department will provide, on installation, basic user training on the proper usage of the equipment and software. This includes switching on; switching off, getting to functions/utilities, mouse usage, etc.
- 5.2 Users are expected to adhere to this training, particularly switching off equipment before leaving to avoid damages from lightning and extended power outages.
- 5.3 Training on the usage of functions/utilities like Word, Excel, etc may be requested from the Training Department. I.T. Department will assist in identifying suitable courses on request.

6. Equipment Maintenance / User Tempering/ Disposals

- 6.1 The I.T. Department will maintain all equipment / software under its jurisdiction as they see fit. This may be by internal means, external referrals or replacement.
- 6.2 However, should any equipment be deemed to have been tempered with by the user, I.T. will not maintain that equipment and the responsible department will have to replace it at their own cost. This is to avoid I.T. replacing components which the user may have removed for other usage other than for the Company.
- 6.3 All Computers/Servers/Laptops may be replaced or upgraded on a period of not less than **3 years** of continuous running except in cases whereby the equipment performance proves that it is no more performing optimally or the maintenance parts are no longer available.

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6.4 All desktop PCs removed or replaced, will be sold in a close bid to all SEC staff members to bid for except for laptops which will be offered to bid for by the last user of the laptop.

6.5 Laptops and Desktops that have been vandalized due to poor handling by the user, when replaced, the last user will not be offered to bid for the malfunctioning equipment.

6.5 If the laptop user is not interested, the hard drive of the laptop will be removed and the laptop sold on a sealed bid auction to SEC staff members without the HDD.

7 Acknowledgement of Understanding

All Users granted access and using the Company's Computer and Network equipment acknowledge and agree to comply with the terms of this and other I.T. policies.


8. Supporting Documentation

This Security Policy is supported by the following policy and laws:

- Q-C-ER-A-02 Recognition Agreement SESMAWU
- Q-C-ER-A-01 Recognition Agreement NESMASA

9. Policy Support Contact

- IT Manager
- General Manager Finance

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10. Amendment

This policy may be amended from time to time at the company's sole discretion, as and when it becomes necessary.