National Sea Rescue Institute of South Africa "NPC"

Registration No 1967/013618/08

"the Institute"

Information Communication Technology (ICT) Governance Policy

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Section A

1. Background

King III states that in exercising their duty of care, directors should ensure that prudent and reasonable steps have been taken regarding IT governance.

IT governance should focus on four key areas:

- strategic alignment with the business and collaborative solutions, including the focus on sustainability and the implementation of 'green IT' principles;
- value delivery: concentrating on optimizing expenditure and proving the value of IT;
- risk management: addressing the safeguarding of IT assets, disaster recovery and continuity of operations; and
- resource management: optimizing knowledge and IT infrastructure.

The NSRI subscribes to the Principles of Corporate Governance defined by King III.

This policy describes how the NSRI will ensure ICT Governance.

2. ICT Governance Structure

The NSRI will have the following ICT Governance Structure

NSRI Governance Board

NSRI ICT Committee

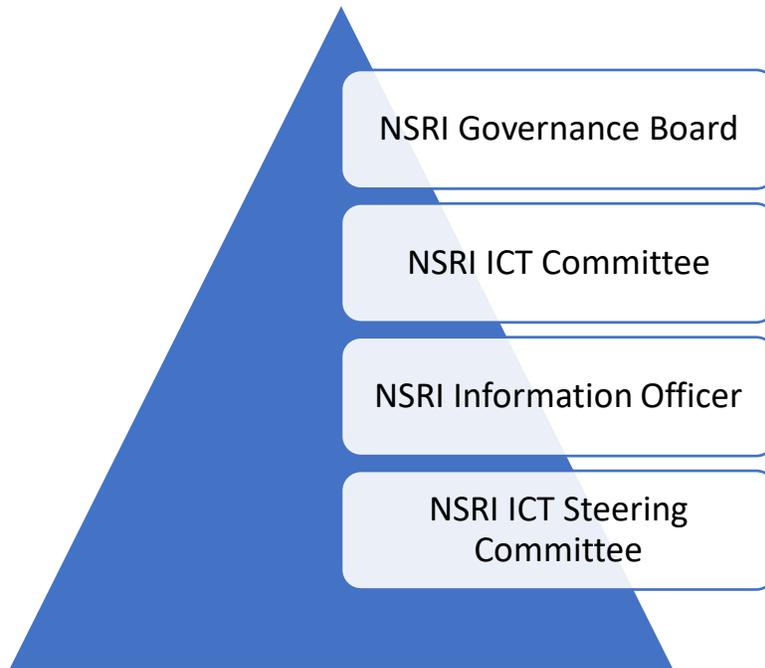NSRI Information Officer

NSRI ICT Steering Committee

Figure 1 ICT Governance Structure

The NSRI Governance Board provides for Organizational Governance in general.

The NSRI Audit Committee will fulfil the role of the ICT Committee.

The CEO of the NSRI will fulfil the role of Information Officer until another officer is appointed.

The IO will Chair an ICT Steering Committee.

3. Role and Function of the NSRI ICT Committee

1. Ensure that ICT service delivery enables the attainment of the strategic plan;
2. Take an interest in the Corporate Governance of ICT to the extent necessary to ensure that a properly established and functioning Corporate Governance of ICT system is in place in the NSRI to leverage ICT as a business enabler;
3. Assist the CEO to deal with ICT related business issues;
4. Ensure that the NSRIs organizational structure makes provision for the Corporate Governance of ICT;
5. Determine the delegation of authority, personal responsibility and accountability to the Executive Management with regards to the Corporate Governance of ICT;
6. Ensure that the Corporate Governance of ICT Policy Framework, charter and related policies for the institutionalization of the Corporate Governance of ICT are developed and implemented by Executive Management;
7. Ensure that appropriate Corporate Governance of and Governance of ICT capability and capacity are provided and a suitably qualified and experienced Governance Champion is designated, who must function at Executive Management level;

4. Role and Function of the Information Officer

1. The Information Officer's role is to provide vision and leadership for developing and implementing information technology initiatives that align with the mission of the NSRI.
2. The Information Officer directs the planning and implementation of enterprise IT systems in support of the NSRI operations to improve cost effectiveness, service quality, and mission development.
3. This individual is responsible for all aspects of the NSRI information technology and systems.
4. Ensure continuous delivery of IT services through oversight of service level agreements with end users and monitoring of IT systems performance.
5. Define and communicate corporate plans, policies, and standards for the organization for acquiring, implementing, and operating IT systems.
6. Supervise recruitment, development, retention, and organization of all IT staff in accordance with corporate budgetary objectives and personnel policies.

5. Role and Function of the Steering Committee

1. Ensure alignment of the ICT strategic plan with the organizational business strategic plans;
2. Ensure that the Corporate Governance of ICT is placed on the Organizations strategic agenda;
3. Ensure the realization of NSRI-wide value through ICT service delivery and management of business and ICT-related risks;

4. Ensure that appropriate ICT capacity and capability are provided and a suitably qualified and experienced Information Officer, who must function at Executive Management level, is appointed;
5. Ensure the monitoring and evaluation of the effectiveness of the ICT Governance, Strategy and Implementation
6. Identify opportunities for the appropriate and cost-effective investment of financial resources in IT systems and resources;
7. Establish IT departmental goals, objectives, and operating procedures. including staffing, sourcing, purchasing, and in-house development.
8. Assess and communicate risks associated with IT investments.
9. Develop, track, and control the information technology annual operating and capital budgets.
10. Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
11. Assess and make recommendations on the improvement or re-engineering of the IT organization.
12. Acquisition & Deployment Coordinate and facilitate consultation with stakeholders to define business and systems requirements for new technology implementations.
13. Approve, prioritize, and control projects and the project portfolio as they relate to the selection, acquisition, development, and installation of major information systems.
14. Keep current with trends and issues in the IT industry, including current technologies and prices.

6. Steering Committee Framework

The Steering Committee will use **ITIL**, formerly an acronym for **Information Technology Infrastructure Library**, a set of practices for IT Service Management (ITSM) that focuses on aligning IT services with the needs of business, as a guiding framework for the implementation of ICT within the NSRI.

7. Steering Committee Members

The membership of the Steering Committee will include;

The NSRI CEO

The NSRI Operations Manager

A representative(s) of the service aggregator/company appointed for the provision of Infrastructure Information Technology Services to ensure a reliable, stable and secure networked computing environment.

Ad Hoc members as required from time to time.

8. Legislative Compliance

The NSRI will comply with all National Legislation, Acts and Regulations as apply in South African Law.

Section B – Software Policy

The objective of this policy is to ensure National Sea Rescue meets its legal and contractual obligations, obtains good value for money, and operates effectively and securely in the licensing, purchasing and management of software.

This policy applies to all National Sea Rescue software, whether purchased, leased, obtained under 'shareware' or 'freeware' arrangements, acquired under suppliers' educational support agreements, or developed in-house, and whether installed on-site or off-site.

The IT Manager is the responsible officer for the operational management of the Software Policy.

1. Software purchase and acquisition

University software must be purchased in accordance with the University's financial regulations and with the rules and procedures for purchasing and acquiring software. These include prior approval of proposed software purchases and acquisitions by NSRI via the IT Helpdesk so that technical, licensing, support, and value for money issues can be considered.

The IT department will maintain an inventory of all NSRI software including the licences, installations, licensing keys, agreements, media and permitted users.

2. Software installations

Software must only be installed on NSRI computers or networks if the appropriate licences are available and if its use is in accordance with its licensing rules. By default, end users are prohibited from installing software on NSRI computers - requests for installation must be placed via the IT Helpdesk.

Where local software installation rights have been granted to individuals, the same software installation and use rules apply, installations must be notified to IT Helpdesk to be monitored and controlled appropriately.

3. Software Metering

The use of all software installed on NSRI computers must be controlled and monitored to

ensure compliance with licensing agreements (e.g. the number of concurrent users, the users' location and/or business unit, etc), and to inform decisions on re-licensing and/or value for money.

4. Copying of software, media and manuals

Software must not be copied from one computer to another, or copies made of software media or manuals, without explicit confirmation from the IT Helpdesk that this is in accordance with the appropriate licensing agreements and with copyright law.

5. Software Audits

NSRI IT Helpdesk will operate software asset discovery tools to regularly audit software installations on Sea Rescue computers and servers. Employees with NSRI laptops or computers which are normally located off-site must produce them for software audit at the request of the IT Manager.

6. Storage of software media, licensing keys and license agreements

All media, licensing keys and agreements for NSRI software will be securely stored on the local server at Head Office.

7. Versions of software

Normally only the current version of a software application and its immediate predecessor will be implemented and supported. In some cases, technical support or licensing issues may preclude more than one version being available.

8. Departing staff and volunteers

NSRI software licences must not be given away or sold for use outside of Sea Rescue. All software on NSRI computers which are being disposed of must be securely destroyed or uninstalled. The media and licensing keys for software which is being permanently withdrawn from use must be destroyed.

9. Contractors

Sea Rescue contractors, suppliers, consultants and temporary staff are covered by the terms of this policy, and must not introduce unlicensed or inappropriate software to the

NSRI computers, networks or premises.

10.   Related Software Policy Documents

Data Protection

Please refer to the policy details in document NSRI Data Protection Policy.

Email Use

Please refer to the policy details in document NSRI Email Use policy.

Internet Use

Please refer to the policy details in document NSRI Internet Use Policy.

Social Media

Please refer to the NSRI Social Media policy details in document NSRI Social Media Policy.

Section C – Hardware Policy

Sea Rescue provides desktop hardware support for NSRI-owned equipment purchased via our IT Helpdesk.

1. Minimum Specification for Desktop Hardware

Manufacturer	Dell
CPU	Intel Core i5
Memory	8GB
Hard Drive	1TB
Operating System	Windows 10 Professional
Monitor	19"
Network	Wireless enabled (laptops)
Peripherals	Wireless mouse & keyboard

2. Conditions of support

This service only applies to desktop hardware that:

- is owned by Sea Rescue,

- is included in the supported hardware list, and
- is acquired by arrangement with IT Helpdesk

3. Exceptions

The warranty will be voided:
- if anyone other than an IT Helpdesk technician opens the supported desktop computer hardware, or,
- if the hardware is exposed to abuse, fire, water damage, power surges, etc.

4. Data recovery

is not responsible for the backing up of desktop data. For information on how to secure your own data please log a ticket with the IT Helpdesk.

5. Support Levels

There are levels of support classified as follows:

I. **Manufacturers' warranty** - The IT Helpdesk will provide full support for the length of the manufacturers' warranty for equipment that fits into this category.

II. **Extended Warranty** - For certain desktop hardware items, Sea Rescue tops up the manufacturer's warranty to three years. For example, supported desktop computers carry a one-year manufacturer's warranty. Sea Rescue adds an additional two-year warranty. The IT Helpdesk will provide full support for the length of the extended warranty for such hardware items.

III. **Out of warranty** - The IT Helpdesk will provide limited support for desktop hardware items that no longer carry a manufacturer's warranty, an extended warranty, or where the warranty was voided.

IV. **Specifically, not supported** - NSRI recommends that equipment in this category no longer be used at Sea Rescue due to the high maintenance cost usually associated with older hardware items. We therefore offer no support for equipment that fits into this category.