



MANGAUNG METROPOLITAN MUNICIPALITY

PASSWORD CONTROL POLICY

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Mangaung Metropolitan - Password Control

Policy and Standards and Procedures

Policy

The Mangaung Metropolitan Municipality Council acknowledges the value of the efficient use of passwords to protect the integrity and security of information, and has therefore resolved to implement and maintain a password control system in line with industry best practice, but taking into consideration that overly complex password requirements may compromise security by being too strenuous, leading to neglect.

Standards and Procedures

1. **Application:** This policy will be applicable to all users of the following systems
 - a. Windows Active Directory
 - b. Microsoft Exchange
 - c. Venus – Financial system
 - d. PayDay – Payroll system
 - e. HR Focus – Staff Establishment and HR system
 - f. Nu Traffic – Traffic fines and offences
 - g. Freshmark – Fresh Produce Market system
 - h. Cash Focus – Banking integration system
 - i. Route Master – Meter Reading system
 - j. PowerTrack – Vehicle Tracking System
 - k. VCMS – Vehicle Cost Management system
 - l. HSS Online – Housing Subsidy Administration system
 - m. Orbit – Document Management system
 - n. Cemetery system
 - o. Innovative Millennium Systems – Library System
 - p. Library Book Order System
2. **System Parameters:** All system security parameters must be set at levels that equal or exceed the standards contained herein. It is acknowledged that not all systems offer this level of manipulation, but it must be endeavored to adapt the system or failing that to comply as far as possible.
3. **Password Construction**
 - a. Minimum Length – 8 Characters.
 - b. Maximum Length – 14 Characters.
 - c. Minimum complexity - No dictionary words included. Passwords should use three or four of the following four types of characters:
 - i. Lowercase.
 - ii. Uppercase.
 - iii. Numbers.
 - iv. Special characters such as ! @#\$% ' & 'O{}[].

- d. Passwords are case sensitive and the user name or login ID is not case sensitive.
- e. Operating system password and application passwords must be different.
- f. User or Login names and passwords must be different.

4. Password Validity

- a. Password history - Require a number of unique passwords before an old password may be reused. = 20
- b. Maximum password age - 30 days
- c. Minimum password age - 2 days
- d. Account lockout threshold - 3 failed login attempts
- e. Reset account lockout after – The lockout will be cleared after 1440 minutes(24 Hours)

5. Common password practice

Users must adhere to the following practices to further enhance the strength of passwords as a very important part of the overall system security.

- a. Never share a computer account.
- b. Never use the same password for more than one account.
- c. Never tell a password to anyone, including people who claim to be from customer service or security.
- d. Never write down a password.
- e. Never communicate a password by telephone, e-mail or instant messaging.
- f. Being careful to log off before leaving a computer unattended.
- g. Changing passwords whenever there is suspicion they may have been compromised.

6. Password Change Control

- a. Password changes will only be executed by a dedicated system administrator.
- b. All password changes must be captured in a prescribed register.
- c. No Password changes will be executed without positive identification of the user involved.
- d. The recommended manner of identification is through security questions.
- e. All user application forms should therefore make provision for up to five (5) security questions and answers.

7. Enforcement

Since password security is critical to the information security and integrity of the Mangaung Metropolitan Municipality, employees that do not adhere to this policy may be subject to disciplinary action up to and including dismissal.

Recommended / not recommended

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S Mazibuko	Date
City Manager	

Approved / not approved

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T Manyoni	Date
Executive Mayor	