

**KZN DEPARTMENT OF EDUCATION**

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**DEPT OF EDUCATION POLICY &  
STANDARDS FOR MICROSOFT  
WINDOWS WORKSTATION AND  
PRINTERS : SETUP AND INSTALLATION  
PROCEDURE**

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## 1. INTRODUCTION

This is a formal guideline for the setting up and installation of a Microsoft Windows Workstation. It is intended for those who will install and maintain the Windows Workstation.

## 2. SCOPE

To create a standard to improve the Windows Workstation security and uniformity.

This procedure covers the setup, installations and workstation configurations for use by Network Infrastructure Support Section at SITA and the , department of education technical staff and must be adhered to by all members of SITA, the department of Education technical staff and ANY persons installing workstations on the Education network.

Certain sections of this policy will not apply to Windows 98 computers.

The default policy should apply to all Workstations attached to the Department of Education Network.

The ITS Directorate in conjunction with SITA - is responsible for the updating of this document subject to approval by the Department of Education.

Only authorised **SITA staff** - identified by means of a SITA ID card should be responsible for the implementation of the standards on all hardware platforms as specified in this document.

## 3. STANDARDS

DOE Windows Usernames should follow the format First name followed by First Letter of Last name, e.g.: John Smith will be JohnS

If there are more than one John Smith in the organization their username should follow the sequence JohnSM

Email Addresses should follow the format:  
Firstname.Lastname@kzndoe.gov.za

Internet Access through the proxy servers will have a username of firstname.lastname

**NOTE:** Because the proxy server currently runs on a Linux box the login credentials for Windows and Internet are not the same, therefore the windows password and internet password may differ.

#### 4. POLICY OUTLINE

- Name\Rename the computer according to the new naming standard: EduxxxYYYY. Where xxx = Site Code and YYYY = Numerical Number.
- The workstation must have the latest official Operating System Service Pack installed (subject to initial testing).
- The workstation must have the latest patches installed subject to initial testing
- The Workstation must have the latest default Anti-Virus software installed, in accordance with the Departmental standard which is Symantec Antivirus version 8.01.
- All Local User accounts (except Administrator) must be disabled – including the guest account
- The SITA Domain account must be added to the local Administrators group
- All local Users accounts must be removed from the Local Administrators group
- Only the Local Administrators account, Domain Admins account and the SITA domain account should be members on the Local Administrators Group.
- **NB:** Rename the local administrator password (to be the same as the Sita user account password)
- All Computers MUST be members of the ESPLANADE Domain
- Disable the firewall in Control Panel (applies to Winows XP only)
- Set the default DOE wallpaper for all users on all workstations
- Remove the last Username display at login screen
- All users should be configured with an "H" Drive pointing to their "Home Folder" on their local file server, where a local server is available with enough capacity to accommodate user data
- All user's "My Document" folders should be re-directed to their "H" drives, depending on the local server's capacity
- All workstations should be configured with a password enabled default screen saver which will activate after a period of 30 minutes
- All users should be instructed to leave their computers at the login screen when going home.
- All workstations should be configured with the default Intranet webpage
- Laptops should be configured with a second local administrative account called "LAPBD"
- Laptops should be configured with Offline Folders access to the users "H" drive
- Laptop users should be members of the local "Power Users" group.

## **5. DETAILED POLICY**

### **Workstation Names**

All DOE workstations will follow the naming standard EDUxxxYYYY, where xxx = Site Code and YYYY is a four digit numerical number.

For Example: The tenth computer at Truro site would be: **Edutru0010** (see list below for codes for all sites) A spreadsheet will be provided for each site which should be constantly updated.

### **Service Packs and Patches**

All workstations should have the latest Service Pack and Patches installed once testing by SITA has been approved

### **Anti Virus Software**

All workstation must have the default Anti-Virus software installed and virus definitions must be up to date.

### **Spyware software**

All workstations must be loaded with anti spyware software

### **Other Software**

All workstations must be loaded with the following software:-

- Acrobat Reader ( latest version)
- Internet Browser
- Default to Education website

### **Backups**

Desktop applications must default to timed backup after every 5 minutes.

### **Users and Groups**

All local user accounts, including the guest account, must be disabled – except the local administrator account. The local administrator's password must be renamed to the password as determined by SITA.

The local Administrators Group must contain only three user accounts – "Domain Admins", "Local Administrator" and "SITA" domain account.

### **Domain**

All workstation must be added to the DOE domain.

## **Firewall**

All local firewalls must be disabled on all workstations. This allows remote patching and configuration

## **Wallpaper**

All DOE workstations must be configured with the default DOE designed wallpaper. The wallpaper must not be able to be changed by the user.

The provincial logo must be hard coded in on to the BIOS.

## **User Names**

DOE Windows Usernames should follow the format First name followed by First Letter of

Last name, e.g.: John Smith will be JohnS

The workstation should be configured to not display the last username at login.

## **Home Folders**

All users will have an "H" drive mapping, pointing to a private location on the server where they should save all their work related material. Only the specific user will have access to this location. A shared data folder can also be made available if necessary. All Home Folder directories will be subject to a specified disk space quota. Quota sizes will differ according to the work requirement of the employee and will be determined by mutual agreement between SITA and DOE Management.

All Home Folder data will be backed up according to the usual server back schedule.

NB: SITA will not be held responsible for any data stored on any location other than the users specified Home Folder or SITA created Shared Folders on the server. i.e. any data stored on the users local workstation will not be subject to SITA's backup responsibility.

All "My Documents" folders should be redirected to the user's Home Folder sitting on their respective server.

## **Email**

All E-Mail accounts must contain only Work Related Material. All non work related material should be deleted.

Any user found sending spam, chain mails, abusive or non work related email will have their account suspended as per the email usage policy which must be signed by the user.

All Mailboxes will be subject to a size quota. Size quotas will be determined by mutual agreement between SITA and DOE management depending on the level on the employee.

Any Archived Email repositories (i.e. .PST files) should reside on the user's "Home Folder" location.

All new email users will be limited to the sending and receiving of internal email only, unless otherwise specified by the Department.

Should a user require access to send/receive external email, an official application form needs to be completed and submitted and will be subject to the dept of Education Management approval.

### **Logoff/Screensaver**

All workstations should be configured with a default screen saver which prompts for a password after 30 minutes of inactivity

All users should log out of their computers every evening when leaving the office. The computer should not be shutdown overnight as patches and updates may be applied after hours.

### **Software**

Only officially approved software should be installed on DOE Workstations. Any unauthorised software should be removed and reported to DOE management.

Any pornographic or illegal images, movies etc must be reported to DOE management.

### **Internet Access**

Only pre-approved users will have access to the Internet. Users wishing to access the internet need to complete the required application forms and submit them to the IT Office. SITA will only configure internet access for users after written instruction from DOE management.

All Workstations will be configured with the default KZN Department of Education Intranet web page. Users will not be allowed to change this setting.

### **IP Addresses**

IP Addresses will only be available to workstations via the DHCP server using manual assignment.

No unauthorised workstations will be dynamically assigned an IP address.

## Laptops

All laptops will have a secondary Local User account called "LAPBD" that will have administrative access. The password for this account will be made known to laptop users in extreme cases where the laptop user might be travelling abroad and may need administrative access to the laptop for a particular purpose. It must be noted this procedure will only be available to DOE Top Management subject to DOE IT Management authorisation.

All Laptop Users should be, by default, members on the "Power User" Group

All Laptops should be configured with Offline Folder access to the users respective Home Folder.

## ASSET TAGS

All equipments must be affixed with bar coded asset tags.

## SITE CODES

Site	Code
Amajuba	AMA
Doces	DOC
Dundee	DUN
Elits	ELT
Empangeni	EMP
Ezakheni	EZA
Head Office	NED
Kokstad	KOK
Ladysmith	LAD
Malgate	MAL
Metropol	MET
Obanjeni	OBA
Old Mutual	OLD
Pinetown	PIN
Port Shepstone	POR
Truro	TRU
Ulundi	ULD
Umlazi	UML
Vryheid	VRY
Vulindlela	VUL