
MORETELE LOCAL MUNICIPALITY



ICT SERVICE CHARTER

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1. PURPOSE

The ICT Charter is intended to assist all stakeholders and the users of ICT, to access ICT services and to help the ICT personnel in providing services that are continuously being monitored, measured and improved to better meet the business and operational requirements of the Municipality. It further seeks to assist the business in formulating their requirements, expectations and priorities and the approach to be adopted in engaging ICT on all its services and related requests.

The Charter sets the standards of service that can be expected from the ICT Business Unit and provide information on how ICT can be contacted when seeking assistance. It applies to everyone who supplies and uses ICT services, or who seeks information from ICT about efficient and effective management and delivery of information in support of the Municipality business operations.

The Charter is inclusive of the services that are outsourced to PEO IT and should be used as a reference tool in dealings with the ICT function within the Municipality. Though ICT commit in terms of this charter to meet the business needs, the continued understanding and support of all the stakeholders is paramount considering the limitations within the ICT function. ICT personnel further commit to continuously improve their services to make the Municipality a better working environment for all the technology users.



2. INTRODUCTION

The ICT function provides a valuable service to the community of the Municipality through assistance and support to enable the user community to be more efficient in the use ICT, this includes access to and technical support for computer networks, software applications and communications devices.

3. OUR MISSION

To provide reliable ICT systems and drive business innovation.

4. OUR VALUES

- Customers
- Teamwork
- Communication
- Accountability
- Cost effective
- Service delivery

5. OUR CONDUCT

- Listen to our end-users and stakeholders to understand their needs.
- Collaborate with internal and external stakeholders.
- Keep abreast of the latest technology innovations in the public sector and industry at large.
- Adhere to high ethical and professional standards at all times.



6. OUR COMMITMENTS

- Be honest and transparent
- Engage with our end-users, stakeholders and partners
- Keep you informed of the progress of your requests
- Provide reliable applications and systems
- Provide mechanisms that ensure information is consistent, informative and usable
- Translate complex technological issues and concepts into business value add solutions
- Protect and safeguard confidential and sensitive information
- Protect the company's information assets through maintaining mature security and risk management practices

7. GOVERNANCE

- Ensure ICT services are aligned to support business.
- Ensure the quality of ICT services is reliable and always available.
- Ensure ICT resources are optimised.
- Ensure ICT services are measured.

8. CONTACT INFORMATION

INFORMATION TECHNOLOGY DEPARTMENT
MORETELE LOCAL MUNICIPALITY
MATHIBESTAD
NORTH WEST
TEL. NO. (012) 716 1315/16
HOURS 07:30 TO 16:00 MONDAY TO FRIDAY)



9. FUNCTIONS

The functions of the ICT as outlined in the ICT Strategic Plan are to:

- Manage the ICT infrastructure that which includes hardware, software, networks and associated services.
- Provide support for all ICT and related services.
- Develop ICT Solutions including Programs.
- Stakeholders and Service Level Management.
- Develop Policies and enforce compliance thereto.
- Provide Training to the user Community.

It further aims to provide a comprehensive, integrated and sustainable ICT infrastructure that will enable the Municipality to meet its Strategic objectives. ICT serves to attain the following objectives:

- Linkage of information entities, ICT Systems, processes and business units goals and objectives.
- Establishing an optimised and manageable technical infrastructure.
- Enabling integrated business processes.
- Achieving shared information across the Municipality.
- Improved service delivery with measurable service levels.
- Improve response to and changing business needs of the Municipality.
- Management of ICT projects in accordance to project governance practices
- Managing cost.
- Demonstrating value for money and return on investment on ICT spend.
- Implementation and maintenance of ICT governance across all ICT streams and activities.
- Capacity building and developing core ICT competencies.
- Participate in ICT structures and networking.



10. SERVICES CATALOGUE

Below are the basic services and the services catalogue that the ICT department provides to the Municipality.

Baseline services

The baseline ICT services are available to all personnel who have a justified business need and operational requirement. These services are requested via the Help Desk personnel or directly with the ICT support personnel. This includes desktop support, networks and user-computer interface services.

Application support services

Applications such as corporate systems, that is, Finance, Supply Chain Management, Human Resources Management are delivered in conjunction with their respective Business Process Owners and the contracted third party system developers. ICT will provide infrastructure and access to these applications, but does not determine the business requirements and end-user support for all business applications. End user support for these applications is also dependent on the contracted Third Parties through the Service Level Agreements that which should be managed in liaison with ICT Management.



SERVICES CATALOGUE

This catalogue aims to outline the services that the ICT department provides to the Municipality. Each service item aims to describe the ICT service being delivered from a user perspective, when it is available, what is included and how the level of service is measured.

Definitions

The following definitions explain the various terms used within the descriptions of each service:

Service Availability	Details when the ICT service is available and level of service available for use.
Service Components	Brief outline of what is available from the ICT service.
Service Criticality	Aims to determine the criticality of the ICT services from a Service perspective, namely Mission critical, Business Critical, Business Operational or Administration Service.
Mission Critical	Requires continuous availability; breaks are intolerable and immediately impact service delivery.
Business critical	Requires near continuous availability, short breaks do not affect service delivery but may degrade Service. Long-term outage could impact service delivery.



Business Operational Contributes to Service operation but out of direct line of Service provision. Outage only affects internal users. Outage may impact on efficiency of Service.

Administration Service Office tools such as word processing and spread-sheets. Failures undesirable but have limited impact on business efficiency and can be tolerated.

Service Dependencies Any services that ICT service is dependent on to operate.

Service Exclusions Any instances where the ICT service is not available

Service Measurements Outlines the measurements and targets that will be used to monitor the ICT service performance and the timescales in which users can expect ICT services to be delivered. It should be noted that the quoted targets are for the Municipality and these may be extended if intervention is required from 3rd parties. More detailed information is contained within the Service Level Agreement between PEO IT and the Municipality.

Service Owner The person within the ICT department that is responsible for delivering the ICT service and the Service Level Agreement for the Service.

Support Availability The times when support is available for the ICT service.



User Representative The person/s who best represents the users of the ICT service, maybe the system owner or senior user of the service. Essentially this person is the bridge between the Service and ICT.

Users Number of users and areas of users who use the service.

User Responsibilities Any responsibilities of the users of the service that they must fulfil to receive the service detailed.

PRIORITY SUMMARY MATRIX

The Priority Assignment Matrix is detailed below:

Priority Code		Impact		
		High	Medium	Low
Urgency	High	1	2	3
	Medium	2	3	4
	Low	3	4	5

Priority 1 (Mission Critical)	- Core system down - Multiple sites down - Loss of critical functionality affecting all users Example: Finance, Payday, SCM Applications, Wide Area network, etc.
Priority 2 (Business Critical)	- Loss of functionality affecting many users - Site down Example: Email system down
Priority 3	Loss of functionality for some users



(Business Operational)	Poor performance Example: Some users cannot access a non-core application
Priority 4 (Administration Service)	Loss of functionality for a single user Example: Cannot print.
Priority 5 (Planned Activity)	Requires planning. Example: ICT Project.

Priority Cover Matrix

Priority 1 (Mission Critical)	24 x 7 x 365 call out
Priority 2 (Business Critical)	24 x 7 x 365 call out
Priority 3 (Business Operational)	07:30 – 16:30 (excludes weekends and public holidays)
Priority 4 (Administration Service)	07:30 – 16:00 (excludes weekends and public holidays)
Priority 5 (Planned Activity)	Planned

Priority Business Communication Matrix

Priority 1 (Mission Critical)	- Immediate response - All available resources engaged - IT Manager informed - Executives informed
Priority 2 (Business Critical)	- Urgent response - Resources interrupted to assist - ICT Manager informed
Priority 3	Normal response process followed



(Business Operational)	
Priority 4 (Administration Service)	Normal response process followed
Priority 5 (Planned Activity)	Planned timelines

Priority Response Time Matrix

Priority	Description	Target Response Time	Target Resolution Time
1	Critical	=< 1 hr	=< 4 hrs
2	High	=< 1 hr	=< 8 hours
3	Medium	=< 2 hrs	=< 24 hours
4	Low	=< 2 hrs	=< 48 hours
5	Planning	1 week	Planned

10.1 BUSINESS SUPPORT SERVICES

Service Name	ICT Help Desk	
Service Description	One stop shop for all ICT related issues and requests. Communication channel between ICT and the Service providing advice and guidance, incident, problem and request management.	
Service Components	- One stop shop for anything connected to ICT; - Provide customer focussed interface between ICT and users via face, phone, email and Helpdesk system; - Log all incidents and requests;	- Prioritise and escalate incidents and requests; - Monitor progress of incidents and requests; - Keep users up to date with progress on their call; - Produce performance reports;



	• Allocate incidents and requests to internal and external support teams for resolution; • Administer helpdesk system from ICT perspective (users/assets/etc.); • Manage remote access fobs;	• Maintain ICT asset register and asset management; • Maintain Configuration Management Database (CMDB); • Provide 1st line incident resolution; • Maintain Service Desk operating procedures; • User account administration; • Password resets.
Service Availability	07:30 – 16:00 Monday – Friday (excluding public holidays)	
Service Measurements	Call volumes Calls fixed at time of logging Customer satisfaction	
Service Owner	ICT Manager and PEO IT	
User Representatives	ICT Manager	
Users	All MLM ICT users	
User Responsibilities	• Report all ICT issues • Provide accurate information • Inform ICT Help Desk of any changes	
Service Criticality	Administration Service	
Service Dependencies	• Helpdesk system • Telephone system • Email system	

Service Name	ICT User Support
Service Description	Support and maintenance of user ICT equipment including desktops, laptops and other authorised equipment



Service Components	• Hardware break/fix; • Build, configure and deploy devices; • Configure peripheral equipment; • Protect against security threats; • Keep software up to date; • Maintain software to supplier recommendations; • Operating System support;	• MS Office technical support; • Authorised bespoke software support; • Application support (Excluding outsourced outside of PEO IT Strategy), • Equipment relocation. • Maintain desktop operating procedures; • Maintain software library; • Fix faults remotely where possible; • Site visits to resolve faults;
Service Availability	07:30 – 16:00 Monday – Friday (excluding public holidays)	
Service Measurements	Call volumes and resolutions turnaround	
Service Owner	ICT Manager and Service Provider	
User Representatives	ICT Manager	
Users	All MLM users	
User Responsibilities	• Adhere to ICT policies and procedures • Report all issues to ICT Help Desk	
Service Criticality	Business Operational	
Service Dependencies	Applications 3 rd Party suppliers	

Service Name	ICT Procurement and Contract Management	
Service Description	Provide technical advice and guidance regarding ICT procurement and management of contracts for ICT goods and services	
Service Components	• Provide technical advice and guidance; • Attend contract management meetings;	• Undertake technical assessment of services and products;



	- Maintain supplier and system performance data pertaining to contracts; - Provide technical content for tenders.
Service Exclusions	Applications that do not comply with existing ICT and SCM policies and procedures
Service Availability	07:30 – 16:00 Monday – Friday (excluding public holidays)
Service Measurements	Number of contracts in place relative to ICT services
Service Owner	ICT Manager
User Representatives	ICT Manager
Users	All MLM ICT users
User Responsibilities	- Provide advance notification of requirements - Procure ICT goods and services without consultation of the IT department
Service Criticality	Administration Service
Service Dependencies	3 rd Party suppliers

Service Name	ICT User Administration
Service Description	Administration of ICT users, from creating new accounts to deleting ICT accounts of users due to resignation or termination of employment, etc.
Service Components	- Set up new ICT users; - Amend ICT access rights as required; - Home drive administration; - Password resets; - Delete ICT accounts of employees that have resigned or whose employment has been terminated; - Email account administration.
Service Availability	07:30 – 16:00 Monday – Friday (excluding public holidays)
Support Availability	07:30 – 16:00 Monday – Friday (excluding public holidays)



Service Measurements	As per the Incident and Problems Management Procedures, otherwise the following will apply: New users set up < 1 days Password resets < 1 hour Volume of password resets Volume of Change Requests.
Service Owner	ICT Manager and PEO IT
User Representatives	ICT Manager
Users	ALL MLM ICT users
User Responsibilities	• Provide required notice of staff changes • Adhere to ICT policies and procedures
Service Criticality	Administration Service
Service Dependencies	• Access to systems; • Sufficient notice.

Service Name	Desktop/Laptop Provision
Service Description	Provision of desktop ICT device to enable connectivity to ICT systems from office location.
Service Components	• Desktop/laptop computer procurement; • Set up new office devices; • Configure peripheral devices;
Service Exclusions	Non ICT authorised equipment
Service Availability	07:30 – 16:00 Monday – Friday (excluding public holidays)
Service Measurements	Office computer supplied <5 days
Service Owner	ICT Manager
User Representatives	ICT Manager
Users	ALL MLM ICT users
User Responsibilities	• Provide 5 days' notice of requirements • Adhere to ICT policies and procedures
Service Criticality	Business Operational
Service Dependencies	• Threat management; • ICT User administration;



	• 3rd Party suppliers • LAN.
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Service Name	Remote Service Provision
Service Description	Provision of hardware and software connection to enable connectivity to ICT systems from home/remote locations
Service Components	Provide 3G modem;
Service Exclusions	• Support and maintenance of the home computer hardware and software • Home broadband connection and configuration performance of systems
Service Availability	07:30 - 16:00 Monday – Friday (excluding public holidays)
Support Availability	07:30 - 16:30 Monday – Friday (excluding public holidays)
Service Measurements	Solution provided < 10 days
Service Owner	ICT Manager
User Representatives	ICT Manager
Users	Users registered on 3G services and 3 rd party service provider
User Responsibilities	• Log all issues with ICT Help Desk • Head HR and Municipal Manager authorisation • Adhere to ICT policies and procedures
Service Criticality	Administration Service
Service Dependencies	• Security management; • ICT User administration; • 3rd Party suppliers



Service Name	Print Facilities
Service Description	Support of ICT print services
Service Components	• User access device configuration; • Printer driver installation; • Printer provision; • Printer relocations; • Fault escalation to 3rd party; • Technical expert advice to contract management;
Service Exclusions	ICT print equipment and software not included on the ICT register.
Service Availability	24 x 7 x 365
Support Availability	07:30 – 16:00 Monday – Friday (excluding public holidays)
Service Measurements	Priority and severity based as per the Incidents and Problems Management Procedures
Service Owner	ICT Manager
User Representatives	ICT Manager
Users	ALL MLM ICT users
User Responsibilities	• Inform ICT Service Desk of any issues
Service Criticality	Administration Service
Service Dependencies	• WAN Services; • LAN Services; • Infrastructure Support; • 3rd Party suppliers



Service Name	Digital Media Conversion
Service Description	Advice and guidance on external media such as digital camera cards.
Service Components	• External card readers; • Copy data to CD/DVDs; • Conversion of media formats.
Service Exclusions	Non-Service related digital media equipment and content.
Service Availability	07:30 – 16:00 Monday – Friday (excluding public holidays)
Service Measurements	Priority and severity based on the Incidents and Problems Management Procedures
Service Owner	ICT Manager
User Representatives	ICT Manager
Users	ALL MLM ICT users
User Responsibilities	• Keep devices secure • Check all removable media for viruses before use
Service Criticality	Administration Service
Service Dependencies	None



10.2 INFRASTRUCTURE SERVICES

Service Name	ICT Infrastructure Support	
Service Description	Support and maintenance of all components of the backend infrastructure that supports the Service's ICT	
Service Components	• Support services as per Service Provider SLA with MLM; • 2nd Line support for servers, storage area network, network access storage and associated software; • Escalate problems to 3rd line support; • Capacity management of storage and servers; • Ensure security of the infrastructure;	• Maintain software to supplier recommended levels; • Proactively monitor infrastructure and ensure it operates to optimum performance and availability; • Maintain operational procedures for virtualised environment; • Consultation for deployment of new systems.
Service Exclusions	ICT infrastructure equipment and software not included on the ICT register	
Service Availability	07:30 – 16:00 Monday – Friday (excluding public holidays) Non-business hours: Priority and severity based	
Service Measurements	Call volumes Service Provider SLA performance	
Service Owner	ICT Manager and Service Provider	
User Representatives	ICT Manager	
Users	All MLM ICT users	
User Responsibilities	Report all issues to ICT Help Desk	
Service Criticality	Business Critical	
Service Dependencies	• Network • 3rd Party suppliers	



Service Name	ICT Network Support	
Service Description	Support and maintenance of all components of the network that supports the Service's ICT	
Service Components	• Support services as per Service Provider SLA with MLM; • 2nd and 3rd Line support for networks; • Escalate problems to external 3rd party support; • Capacity management of network; • Ensure security of the network.	• Maintain software to supplier recommended levels; • Proactively monitor network and ensure it operates to optimum performance and availability; • Maintain operational procedures for network; • Consultation for deployment of new networks.
Service Availability	07:30 – 16:00 Monday – Friday (excluding public holidays) Non-business hours: Priority and severity based	
Service Measurements	Call volumes PEO IT SLA performance	
Service Owner	ICT Manager and Service Provider	
User Representatives	ICT Manager	
Users	All MLM ICT users	
User Responsibilities	• To not handle network equipment • Keep areas housing network equipment clean and tidy • Not to plug non authorised equipment into network points • Report all network issues to ICT Help Desk	
Service Criticality	Business Critical	
Service Dependencies	• Network • 3rd Party suppliers • Electrical power supplier (office/site)	



Service Name	ICT Communications Support	
Service Description	Support all components of the communications that supports the Service including Telephony, Mobile Phones	
Service Components	• Support services as per Service Provider SLA with MLM; • 2nd Line support for telephony, microwave radios, satellites and mobile phones and associated software; • Escalate problems to external 3rd party support; • Capacity management communications systems; • Ensure security of the communications.	• Maintain software to supplier recommended levels; • Proactively monitor communication systems and ensure they operate to optimum performance and availability;; • Consultation for deployment of new communications systems.
Service Exclusions	ICT communications equipment and software not included on the ICT register	
Service Availability	07:30 – 16:00 Monday – Friday (excluding public holidays) Non-business hours: Priority and severity based	
Service Measurements	Call volumes Service Provider SLA performance	
Service Owner	ICT Manager and Service Provider	
User Representatives	ICT Manager	
Users	All MLM ICT users	
User Responsibilities	Report any issues to ICT Help Desk	
Service Criticality	Business Critical	
Service Dependencies	• Network • 3rd Party suppliers	



Service Name	Data Centre Management
Service Description	Management of Service's ICT facilities including power, environmental, server and storage provision
Service Components	• Advise on appropriate protection for hosting ICT equipment including: – Fire; – Secure access; – Cable management; – Electricity failure; – Water ingress; • Advise on environmental requirements for hosting ICT equipment including: – Humidity – Temperature • Monitor environments; • Advise facilities of issues and liaise for HSE requirements.
Service Exclusions	ICT data centre equipment not included on the ICT register
Service Availability	07:30 – 16:00 Monday – Friday (excluding public holidays) Non-business hours: Priority and severity based
Support Availability	Non-business hours: 24 x 7 x 365 electronic monitoring with alerts being notified to ICT – Electrical Support.
Service Measurements	No ICT outage due to data centre related problems Stable ICT environment and compliance with HSE requirements
Service Owner	ICT Manager and Service Provider
User Representatives	ICT Manager
Users	All MLM ICT users
User Responsibilities	None
Service Criticality	Business Operational
Service Dependencies	• Facilities • Building landlord • 3rd Party suppliers



Service Name	Telephony
Service Description	Internal Telephone System
Service Components	• Telephone switch • Telephone handsets • Telephone headsets where applicable; • Telephone software; • Voicemail
Service Availability	24 x 7 x 365
Support Availability	07:30 – 16:00 Monday – Friday (excluding public holidays) Non-business hours: Priority and severity based
Service Measurements	Priority and severity based
Service Owner	ICT Manager
User Representatives	ICT Manager
Users	All Service personnel
User Responsibilities	• Inform ICT Help Desk of all problems and any changes
Service Criticality	Business Critical
Service Dependencies	3 rd Party suppliers



Service Name	Virtual Server Infrastructure
Service Description	Backend infrastructure for hosting ICT systems
Service Components	• Servers; • Storage Area Network (SAN); • Network Access Storage (NAS); • Virtualisation software; • Operating System software; • Backup and recovery software
Service Exclusions	Physical servers outside virtual environment (farm)
Service Availability	24 x 7 x 365
Support Availability	08:00 – 16:30 Monday – Friday (excluding public holidays) Non-business hours: Priority and severity based
Service Measurements	Priority and severity based
Service Owner	ICT Manager and Service Provider
User Representatives	ICT Manager
Users	ALL MLM ICT users
User Responsibilities	Inform ICT Help Desk of all problems
Service Criticality	Business Critical
Service Dependencies	3 rd Party suppliers



Service Name	Data and System Backup and Recovery	
Service Description	Ensuring the Service's data is kept safe and recoverable in line with its requirements	
Service Components	• Data backed up on regular basis in line with requirements and SLAs; • Backups retained off site at disaster recovery site; • Usability of backups regularly checked; • Advice and guidance on backup strategy;	• Disaster recovery plans maintained for all systems; • Disaster recovery plans regularly tested and assessed; • Recovery of data on request; • Recovery of data in case of disaster.
Service Availability	24 x 7 x 365	
Support Availability	07:30 – 16:00 Monday – Friday (excluding public holidays) Non-business hours: Priority and severity based	
Service Measurements	• Backups completed to schedule > 99% • Validity of backups tested to schedule = 100% • Data recovery – priority and severity based • <i>Annual full disaster recovery test</i>	
Service Owner	ICT Manager	
User Representatives	Application System Owners	
Users	Application owners and MLM ICT users	
User Responsibilities	• Agree backup strategy • Inform ICT Help Desk of any issues • Assist with recovery testing • Notify ICT Service Desk of any changes in requirements	
Service Criticality	Business Operational	
Service Dependencies	• LAN • WAN • Virtual server infrastructure • Network connection to DR site	



Service Name	Local Area Network (LAN)	
Service Description	Provision of network connectivity to all sites linking them to 3rd party WAN.	
Service Components	• Internal network infrastructure (including cabling and active components); • Action moves, adds and change (MAC) requests; • Manage network traffic on the LAN; • Monitor network traffic and network availability;	• Provide wireless network connectivity where required; • Maintain security of local area networks including wireless; • Maintain sufficient spares; • Maintain configuration back-ups.
Service Availability	24 x 7 x 365	
Support Availability	037:0 – 16:00 Monday – Friday (excluding public holidays) Non-business hours: Priority and severity based	
Service Measurements	95%	
Service Owner	ICT Manager and PEO IT	
User Representatives	ICT Manager	
Users	All MLM ICT users	
User Responsibilities	• Inform ICT Service Desk of any issues. • Not to plug any unapproved devices into network points	
Service Criticality	Business Critical	
Service Dependencies	• WAN Services • 3rd party suppliers • Electrical power (site)	



Service Name	Wide Area Network (WAN)	
Service Description	Provision of network connectivity between Head Office and operations sites	
Service Components	• Network connectivity between operations sites. • Redundant WAN links for resilience where required; • Internet connectivity ; • Manage 3rd party WAN providers;	• Co-ordinate the management and maintenance of WAN active components with 3rd party providers. • Monitor WAN performance using 3rd party tools where available and where access is allowed by 3rd party.
Service Availability	24 x 7 x 365	
Support Availability	07:30 – 16:00 Monday – Friday (excluding public holidays) Non-business hours: Priority and severity based	
Service Measurements	95%	
Service Owner	ICT Manager	
User Representatives	ICT Manager	
Users	MLM ICT users at operations sites	
User Responsibilities	• Inform ICT Help Desk of any issues • Not to plug any unapproved devices into network points	
Service Criticality	Business Critical	
Service Dependencies	• 3rd party suppliers • Electrical power (site)	



Service Name	ICT Security	
Service Description	Deploy security measures to protect the Service's ICT services and data from malicious threats such as viruses.	
Service Components	• Anti-virus protection for all ICT equipment; • Anti-spam protection; • Virus cleansing services; • Liaise with 3rd party suppliers for firewalled connections to other entities • Monitor network devices for intrusion detection; • Maintain firewall links; • Provide a DMZ; • Ensure compliance with applicable standards such as ISO27001;	• Network security against malicious threats; • Virus checking service for removable media; • Firewall protection from outside the Service provided by 3rd party; • Firewall protection; • Monitor external devices that connect to our network
Service Availability	24 x 7 x 365	
Support Availability	07:30 – 16:00 Monday – Friday (excluding public holidays)	
Service Measurements	• Monthly number of malicious attacks • Monthly number of viruses cleaned • Monthly number of viruses quarantined • Down time due to Denial of Service (DoS) • Down time due to viruses	
Service Owner	ICT Manager and Service Provider	
User Representatives	ICT Manager	
Users	ALL MLM ICT users	
User Responsibilities	• Inform ICT Help Desk of any issues	
Service Criticality	Business Operational	
Service Dependencies	• Firewalls; • Network infrastructure.	



	• Proxy server. • Anti-virus servers. • 3rd Party Services.
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Service Name	Email Filtering
Service Description	The Email filtering service is designed to provide protection against inappropriate email content such as viruses and malware. Users will benefit from industry-leading anti-spam filtering and sender-based reputation filtering. Content filtering of file and MIME types will be implemented, along with extensive options for defining mail flow. Emails will also be inspected for viruses and blocked or quarantined appropriately.
Service Components	• Anti-spam protection. • Anti-virus protection.
Service Availability	24 x 7 x 365
Support Availability	07:30 – 16:00 Monday – Friday (excluding public holidays)
Service Measurements	Priority and severity based
Service Owner	ICT Manager and Service Provider
User Representatives	ICT Manager
Users	ALL MLM ICT users
User Responsibilities	• Inform ICT Help Desk of any issues
Service Criticality	Business Operational
Service Dependencies	• Firewalls; • Network infrastructure; • Proxy server; • Anti-virus servers; • 3rd Party Services.



Service Name	Web Filtering
Service Description	This service provides effective filtering of web content in line with the Service web filtering guideline. Filtering policies can be configured to allow or deny access to categories of web sites or individual web sites for groups of users. Entire categories of sites can be blocked, for instance gambling, whilst also having the ability to block or permit sites on an individual site basis.
Service Components	• Block access to inappropriate and malicious web sites
Service Availability	24 x 7 x 365
Support Availability	07:00 – 16:00 Monday – Friday (excluding public holidays)
Service Measurements	Priority and severity based
Service Owner	ICT Manager and Service Provider
User Representatives	ICT Manager
Users	ALL MLM ICT users
User Responsibilities	• Inform ICT Help Desk of any issues
Service Criticality	Business Operational
Service Dependencies	• Firewalls; • Network infrastructure; • Proxy server; • Anti-virus servers; • 3rd Party Services.



10.3APPLICATIONS SERVICES

Service Name	Application Maintenance
Service Description	Maintenance of applications
Service Components	• Maintain appropriate operating environment; • Manage system backups and recovery; • Application release management; • Performance monitoring; • Capacity management; • Provide technical advice; • Manage data backups and recovery; • Maintain application security; • Attend meetings with application suppliers; • Manage changes to the system;
Service Availability	07:30 – 16:00 Monday – Friday (excluding public holidays)
Support Availability	Service provider contract and SLA
Service Measurements	• Backups completed to schedule > 99% • Validity of backups tested to schedule = 100% • Data recovery requests completed < 4 Hours > 98% • Performance and Capacity reports provided quarterly
Service Owner	ICT Manager and Application Third Party Service Provider
User Representatives	System owners
Users	System users
User Responsibilities	• Inform ICT HELP Desk of any issues • Facilitate communications with application suppliers • Update ICT on any changes to applications • Provide single point of contact for ICT
Service Criticality	Business Operational
Service Dependencies	• System owners; • Appropriate training; • Operating System compatibility; • 3rd Party suppliers;



Service Name	Application Support
Service Description	Technical support of application
Service Components	• Fault management; • Technical liaison with supplier; • Provide technical advice; • Attend meetings with application suppliers
Service Exclusions	Modules or applications not supported in Supported Applications
Service Availability	24 x 7 x 365
Support Availability	03:00 – 16:00 Monday – Friday (excluding public holidays) Non-business hours: Telephone call out 24 x 7 x 365 for Mission Critical P1 and P2 incidents and Business critical P1 incidents
Service Measurements	Priority and severity based
Service Owner	ICT Manager and Application Third Party Service Provider
User Representatives	System owners
Users	System users
User Responsibilities	• Inform ICT Help Desk of any issues
Service Criticality	Business Operational
Service Dependencies	• System owners; • 3rd Party suppliers;



Service Name	Release Management
Service Description	Release management for applications
Service Components	• System Installations; • System Upgrades; • System Testing; • Acceptance testing; • Application release management; • Patch Management; • Provide technical advice; • Technical liaison with application supplier; • Maintain live and test environments; • Version control
Service Exclusions	Applications not listed in Supported Applications
Service Availability	07:00 – 16:00 Monday – Friday (excluding public holidays)
Support Availability	Not applicable
Service Measurements	• Complete upgrades in agreed timescales • Install patches < 5 days • Install security patches < 8 Hours
Service Owner	ICT Manager and Service Provider
User Representatives	System owners
Users	None
User Responsibilities	Provide advance notice of any new release
Service Criticality	Business Operational
Service Dependencies	• System owners; • 3rd Party suppliers;



11. KEY PERFORMANCE INDICATORS

Set performance threshold on key performance indicators. ICT performance processes are considered optimal if measurement instruments indicate performance levels not exceeding performance threshold in either upward or downward direction. Figure 1 summarises ICT performance thresholds.

Key Performance Indicator	Performance Threshold
Business application systems availability	98 % Minimum
Server Central Processing Unit utilisation	80 % Maximum
Physical and Kernel memory utilisation	75 % Maximum
Disk Space utilisation	75 % Maximum
Wide Area Network – Bandwidth utilisation in and out	70 % Maximum
Wide Area Network – Router and switch availability and reachability	99 % Minimum
Wide Area Network – Router and switch Central Processing Unit utilisation	75 % Maximum



Wide Area Network – Router and switch memory utilisation	75 % Maximum
Local Area Network – Router and switch availability and reachability	99 % Minimum
Number of severe data security incidents	1 % Maximum
Number of medium data security incidents	5 % Maximum
Number of low data security incidents	10% Maximum

Figure 1 – ICT performance threshold

12. ICT GOVERNANCE

ICT governance is the process by which decisions are made around ICT investments and how the results of the decisions are measured and monitored.

The purpose centres on the following:

- Creates continuity of expectations.
- Consistency of management.
- Codifies decision making rights and responsibilities.
- Strengthens compliance with internal policies, industry standards, external laws and regulations by reducing risks.
- Manage ICT Strategic and operational risks.
- Agility in responding to changing business requirements.
- Automate and integrate the enterprise value chain.
- Provide high service availability of ICT systems and services.



13. DELEGATION OF AUTHORITY

13.1 The ICT Steering Committee

The ICT Steering Committee members are representatives of all business divisions and are appointed in terms of seniority or delegated decision makers in each business unit. Their responsibilities are outlined below:

- Ensuring that ICT strategies are aligned with the Strategic Intent of the Municipality.
- Improving the quality, management and value of information, business systems and Information and Communication Technology.
- Prioritising strategies and projects as High, Medium and Low, in consultation with the Management Committee members and responsible Business divisions Managers, so as to provide a true indication of the areas that need to be addressed first.
- Ensuring strategies and projects are realistic and achievable during the term of the ICT Strategic Plan.
- Review and provide input to the ICT Strategic Plan for approval by the Management Committee.
- To ensure that the ICT Strategic Plan is delivered within the agreed budget and timeframe.
- Ensuring that the Municipality adopts a structured project management methodology that is used for all ICT initiatives and projects.
- Ensuring that all ICT strategies and projects have a responsible Business division Manager fulfilling the role of Project Sponsor.



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- Considering new projects that emerge outside the ICT Strategic Planning cycle and investigate the impact of their implementation on other projects, priorities, budget etc. in the ICT Strategic Plan.
 - Reviewing and recommending for approval by the Management Committee major Information Management and Information Technology policies, procedures and standards for use by the Municipality.
 - Ensuring that the information architecture, systems architecture and technology platforms proposed in new projects are consistent with the plans of the Municipality.
 - Establishing the priority of projects, and resolving competing demands for resources and funds.
 - Monitoring and reporting on the implementation of ICT projects against approved project plans, with particular emphasis on quality, risk management, benefits realisation and change management.
 - Ensuring that every project proposal and implementation plan achieves appropriate levels of user and stakeholder consultation and satisfaction.
 - Assessing the quality and value of business cases prepared for new ICT project proposals. Provide advice and recommendations to the Management Committee on the merits of new project proposals.
 - Ensuring ICT Risks as identified are discussed in the meetings and there is progress in addressing the risks.



- Reviewing and make recommendations of the ICT Charter, Governance Framework and related submissions for approval by the Executive Committee members.

14. STRATEGIC ALIGNMENT

- Have a strategic approach and facilitate the integration of ICT into business strategic thinking.
- Implement a strategic ICT planning process that is integrated with the business strategy development process.
- Sustain and enhance the Municipality strategic objectives.
- Integrate ICT plans with the business.
- Define, maintain and validate the ICT value proposition.
- Enable the improvement of the Municipality performance and sustainability.
- Align ICT operations with the business operations.
- Implement a robust process to identify and exploit opportunities.
- Include relevant representation from the business in oversight structures.
- Have regards for the legislative requirements that apply to ICT.
- Understand business requirements and long-term strategy.
- Translate business requirements into efficient and effective ICT solutions.
- Support the business and governance requirements in a timely and accurate manner through the acquisition of people, processes and technology.



15. VALUE DELIVERY

- Enable ICT to add value to the business and mitigate risks.
- Incorporate ICT into the business processes in a secure and sustainable manner.
- Ensure that the business value proposition is proportional to the level of investment.
- Deliver the expected return from ICT investments.
- Measure and manage the amount spent on and the value received from technology.
- Implement an ethical ICT governance and management culture.
- Build management skills and competencies to govern and promote a common language.
- Promote the sharing and re-use of ICT assets.
- Ensure all parties in the chain from supply to disposal of ICT services and goods apply good governance principles.
- Monitor and enforce good governance across all suppliers.

16. RESOURCE MANAGEMENT

- Exercise care and skill over the design, development, implementation and maintenance of sustainable ICT resources.
- Optimise resources usage and leverage knowledge.
- Protect information and intellectual property.
- Conduct post-implementation reviews to learn from each implementation.
- Manage information assets effectively.



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- Ensure the integrity and availability of information and information systems in a timely manner.
 - Regularly demonstrate to the Audit Committee that the Municipality has adequate business requirements resilience arrangements in the event of a disaster effecting ICT operations.

17. RISK MANAGEMENT

- Monitor and enforce good governance across all suppliers.
- Minimise risks.
- Comply with applicable laws and regulations.
- Maintain an ICT risk register.
- Implement and ICT control framework.
- Obtain assurance on the effectiveness of the ICT control framework.
- Obtain independent assurance of the effectiveness of the ICT controls framework implemented by the service providers.
- Perform continual risk assessments.
- Consider and implement appropriate risk responses.
- Implement and information security management system in accordance with an appropriate information security framework.
- Identify all personnel information processed by the Municipality and treat this as an asset.
- Provide Audit and Risk Committees with relevant information about ICT risks and the controls in place.



18. PERFORMANCE MANAGEMENT

- Monitor and enforce good governance across all suppliers.
- Measure, manage and communicate ICT performance.
- Implement processes to ensure that reporting to the Audit Committee is complete, timely, relevant, accurate and accessible.
- Report to the Audit Committee on ICT performance.

19. ACQUISITION

Industry norms shall be used for the replacement of computers subject to budgetary provision based on an equitable distribution model.

Business continuity requirements including application requirements should guide the replacement with appropriate specifications.

Individual request for replacement of loss of equipment shall be accompanied by:

An official report with supporting documentation from SAPS and Case number.

Individual request for replacement of ICT equipment shall be accompanied by a technical report from the ICT Technician assessing the business needs for replacement.

Replacement of ICT equipment as a result of negligence (failure to take proper care over an asset) and or wilful damage will be at the cost of the user.

20. DISPOSAL OF ASSET

- The ICT unit will dispose the equipment after their standard lifespan through the office of the assets.
- Disposal will be determined by asset physical condition, functional performance, and cost benefit analysis.



- The Disposal Plan shall establish the rationale for the anticipated time and method of disposal, and the expected proceeds.
- Asset disposal decisions shall be made within an integrated service and financial planning framework.
- No asset shall be sold at a value which is below its carrying Net Value in the Asset Register without the approval of council.
- The appropriate method of disposal shall be Public Auction or Public Tender.
- There shall be an elected Asset Disposal Committee (ADC) whose responsibility shall be to assess assets ring-fenced for disposal, obtain approval as per Municipal Delegations.
- All assets disposed should be removed from the Asset Register.

20. REVIEW

This Policy will be reviewed annually to ensure it remains aligned and relevant.

20. REFERENCES

- Peo Information Technology Service Level Agreement with the MLM
- Applications Support Third Party Service Level Agreements
- Incidents and Problems Management Procedures
- ICT related Policies, Standards and procedures.

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