

**ICT SLA MANAGEMENT POLICY**  
**2025 - 2026**



APPROVED BY:

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MUNICIPAL MANAGER  
DATE: 19/06/2025

APPROVED BY:

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EXECUTIVE MAYOR

DATE: 25/06/2025

## **1. POLICY BACKGROUND**

The policy is to align the ICT strategic goals and objectives with the Municipality's strategic goals and objectives. Additionally the policy creates visibility of ICT services being provided to the Municipality, thereby allowing for better and improved management of services

## **2. POLICY PURPOSE**

SLAs are designed to establish clear expectations between service providers and clients regarding the scope, quality, and timelines for delivering IT services.

## **3. DEFINITIONS**

ICT – Information Communication Technology  
SLA – Service Level Agreement  
IDP – Integrated Development Plan  
SDBIP – Service Delivery and Budget Implementation Plan  
VPN – Virtual Private Network  
WiFi – Wireless Fidelity  
LAN – Local Area Network  
ISP – Internet Service Provider  
WAN – Wild Area Network  
E-mail – Electronic

## **4. APPLICATION AND SCOPE**

This ICT Service Level Agreement Policy has been developed to guide and assist municipalities to be aligned with internationally recognised best practice standards. This policy applies to the Municipal Manager and the ICT Manager involved in setting and managing service levels between ICT and the Municipality.

This policy is regarded as being crucial to the operation and security of ICT systems of the Municipality. Municipalities must develop their own Service Level Agreement Management controls and procedures by adopting the principles and practices put forward in this policy.

The policy covers the following elements of service level agreement management between ICT and the Municipality:

- Agreement between ICT and the Municipality; and
- Service management.

## **5. LEGISLATIVE FRAMEWORK**

The policy was developed with the legislative environment in mind, as well as to leverage internationally recognised ICT standards.

The following legislation, among others, were considered in the drafting of this policy:

- 1.1 Constitution of the Republic of South Africa Act, Act No. 108 of 1996
- 1.2 Copyright Act, Act No. 98 of 1978.
- 1.3 Electronic Communications and Transactions Act, Act No. 25 of 2002.
- 1.4 Minimum Information Security Standards, as approved by Cabinet in 1996.
- 5.6 Municipal Finance Management Act, Act No. 56 of 2003.
- 5.7 Municipal Structures Act, Act No. 117 of 1998.
- 5.8 Municipal Systems Act, Act No. 32, of 2000.
- 5.9 National Archives and Record Service of South Africa Act, Act No. 43 of 1996.
- 5.10 Promotion of Access to Information Act, Act No. 2 of 2000.
- 5.11 Protection of Personal Information Act, Act No. 4 of 2013.
- 5.12 Regulation of Interception of Communications Act, Act No. 70 of 2002.

## **6 POLICY PROCEDURE**

Mbhashe Local Municipality uses ICT services, applications, tools and / or ICT Infrastructure on a daily basis to achieve its strategic goals and objectives. It is therefore important for the ICT function to understand the Municipality's requirements in respect of ICT services in order to manage ICT services within the environment. This is referred to as Service Level Management between ICT and Mbhashe Local Municipality.

## **7 GENERAL POLICY PROVISIONS**

### **7.1 ADMINISTRATION OF POLICY**

The ICT Manager or service provider/vendor is responsible for maintaining this policy. The policy must be reviewed by the ICT Steering Committee on an annual basis and any changes approved by the Council.

### **7.2 AGREEMENT BETWEEN ICT AND MBHASHE LOCAL MUNICIPALITY**

The ICT Manager must create a catalogue of all ICT services and standardised applications and technologies required to deliver such ICT services. The register must include a description of the service, how it is delivered, the cost, the frequency, response time and minimum service levels.

The ICT Manager must review the ICT services with all directorates on an annual basis to ensure that the service still meets their requirements. The ICT Manager must review the IDP and SDBIP with the all directorates on an annual basis to highlight opportunities to exploit ICT technology. During which, the ICT Manager must update the catalogue of ICT services with the decisions made during these sessions.

The ICT Manager must establish baselines to measure performance of each ICT service.

### **7.3 SERVICE MANAGEMENT**

- The catalogue of ICT services must be translated into staff performance agreements.
- The ICT Manager must collect data to determine if the ICT services are delivered successfully.
- The ICT Manager must deliver a report on the ICT service levels to the ICT Steering Committee at every committee meeting.
- Actions plans must be identified by the ICT Manager for performance issues and agreed with the ICT Steering Committee.
- The ICT Steering Committee must monitor the resolution of the agreed actions.
- The ICT Steering Committee may grant a reduction in response time and minimum service levels for ICT services if they are not feasible or cost effective.

## **8 PROCEDURES FOR IMPLEMENTING POLICY**

### **8.1 ICT SERVICE CATALOGUE**

| Service Description | Access to the service                          | ICT internal costs (shared costs apportioned to more than one service)   | Frequency  | Response time   | Minimum service level   |
|---------------------|--|--|--|---|---|
| Network access      | Requests and faults logged at the ICT Helpdesk | Virtual Private Network (VPN) (R)<br>Network switches and routers (R)<br>Network cabling infrastructure (R)<br>Wireless access points- WiFi (R)<br>Network monitoring tool (Software) (R)<br>Outsourced partner for ICT LAN support (R)<br>Server hardware (R)<br>Microsoft agreement (R)<br>Helpdesk software (R)<br>ICT Manager<br>ICT Technician<br>ICT System Administrator<br>ICT Helpdesk<br>IT End user support | <u>On Request</u><br><br>New network accounts.<br>Removal of network accounts- network access.<br>Network password resets.<br>Network account issues.<br>WiFi access.<br>Network cabling infrastructure.<br><br><u>Continuous</u><br><br>Network Connectivity- network access<br>Maintenance | Request completed within a day.<br><br>Installation of network cabling infrastructure within 5 days                                     | 95% Network access availability, 24 hours, 7 days of the week and 365 days except for scheduled maintenance windows.  |
| Internet access     | Requests and faults logged at the ICT Helpdesk | Internet service provider (ISP) (R)<br>Network switches and routers (R)<br>Network cabling infrastructure (R)<br>Wireless access points- WiFi (R)<br>Outsourced partner for ICT WAN support (R)<br>Firewall (R)<br>Server hardware (R)<br>Helpdesk software (R)  | <u>On Request</u><br>Issues on internet access<br>Removal of internet access<br><br><u>Continuous</u><br><br>Internet access<br>Maintenance  | Request completed within a day.<br><br>Request completed within 3 days if needs 3 <sup>rd</sup> party (ISP- Internet Service Provider). | 95% Internet access availability, 24 hours, 7 days of the week and 365 days except for scheduled maintenance windows. |

|                              |  |   |  |   |   |
|------------------------------|--|---|--|---|---|
|                              |  | ICT Manager<br>ICT Technician<br>ICT System Administrator<br>ICT Helpdesk<br>IT End user support  |  |   |   |
| Remote access to the network | Requests and faults logged at the ICT Helpdesk | Virtual Private Network (VPN) (R)<br>Internet Service Provider (ISP) (R)<br>Firewall (R)<br>Access Point Name (APN) (R)<br>Server hardware (R)<br>Helpdesk software (R)<br>ICT Manager<br>ICT Technician<br>ICT System Administrator<br>ICT Helpdesk<br>IT End user support | <u>On Request</u><br><br>Issues on remote access<br>Removal of remote access- APN<br><br><u>Continuous</u><br><br>Remote access<br>Maintenance   | Request completed within a day  | 95% remote access availability, 24 hours, 7 days of the week and 365 days except for scheduled maintenance windows. |
| Access to Municipal Systems  | Requests and faults logged at the ICT Helpdesk | ICT network infrastructure (R)<br>Servers (R)<br>Licenses (R)<br>System maintenance and support contract (R)<br>Service Level agreement (R)<br>Helpdesk software (R)<br>ICT Manager<br>ICT System Administrator<br>ICT Helpdesk   | <u>On Request</u><br><br>Granting user access<br>Access permission rights<br>Issues on system access<br>Removal of system access<br>Password reset<br><br><u>Continuous</u><br><br>User system access<br>Maintenance<br>Backup | Request completed within a day<br><br>Request completed within 3 days if needs 3 <sup>rd</sup> party (Service Provider) | 95% system access availability, 24 hours, 7 days of the week and 365 days except for scheduled maintenance windows. |
| E-mail                       | Requests and faults logged at the ICT Helpdesk | Internet Service Provider (R)<br>Servers (R)<br>Licenses (R)<br>E-mail security (R)   | <u>On Request</u><br><br>Granting email access<br>Access permission rights   | Request completed with a day  | 99% email availability, 24 hours, 7 days of the week, and 365 days except for scheduled                             |

|                     |  |  |  |   |   |
|---------------------|--|--|--|---|---|
|                     |  | System maintenance and support contract (R)<br>Service Level agreement (R)<br>Helpdesk software (R)<br>ICT Manager<br>ICT System Administrator<br>ICT Helpdesk   | Issues on email system<br>Removal of email access<br>Password reset<br><br><u>Continuous</u><br><br>E-mail access<br>Maintenance<br>Backup   |   | maintenance windows.  |
| Municipal Website   | Requests and faults logged at the ICT Helpdesk | Internet Service Provider (R)<br>Website hosting (R)<br>Server infrastructure (R)<br>Website backup (R)<br>Website security (R)<br>System maintenance and support contract (R)<br>Service Level agreement (R)<br>Helpdesk software (R)<br>Webmaster (R)<br>ICT Manager<br>ICT System Administrator<br>ICT Technician<br>ICT Helpdesk<br>ICT End user support | <u>On Request</u><br><br>Granting website backend access<br>Backend access permission rights<br>Issues on website backend access<br>Removal of website backend access<br>Password reset<br>Issues on website access anywhere, anytime.<br><br><u>Continuous</u><br><br>Accessible website<br>Maintenance<br>Backup | Request completed within a day  | 99% website availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows |
| Printing and Faxing | Requests and faults logged at the ICT Helpdesk | Printer & fax hardware supply and deliver (R)<br>Internet Service Provider (R)<br>Network Infrastructure (R)<br>Servers (R)<br>System maintenance and support contract (R)<br>Service Level agreement (R)<br>ICT Manager   | <u>On Request</u><br><br>Printer installation, configuration, setup<br>Issues on printing<br>Fax installation, configuration, setup<br>Removal of printer<br><br><u>Continues</u><br><br>Print and fax service   | Request completed within a day<br><br>Request completed within 3 to 5 day if needs 3 <sup>rd</sup> party (Service Provider) | 95% website availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows |

|  |  | ICT Technician<br>ICT Helpdesk<br>ICT End user support   | Maintenance   |  |  |
|--|--|--|---|--|--|
| Desktop and laptop installation, updates, changes, transfers | Requests and faults logged at the ICT Helpdesk | Desktop & laptop supply, delivery and repair contract (R)<br>Desktop & laptop software (R)<br>Microsoft enterprise agreement (R)<br>Anti-virus software and maintenance (R)<br>Software license management (R)<br>Insurance (R)<br>Software patch management (R)<br>ICT helpdesk software (R)<br>Data backup (R)<br>ICT Manager (R)<br>ICT Manager<br>ICT Technician<br>ICT Helpdesk<br>ICT End user support | <u>On demand</u><br><br>Desktop and laptop hardware installation, uninstall and changes Software installation, and applications<br>Cleaning of viruses<br>Data recovery<br>Encryption of devices and data<br><br><u>Continuous</u><br><br>Software upgrades and updates<br>Anti-virus services<br>Inventory management<br>Data endpoint backup<br>Maintenance | Request completed within a day<br><br>Request completed within 3 to 5 day if needs 3 <sup>rd</sup> party (Service Provider)  | 95% website availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows            |
| Telephone  | Requests and faults logged at the ICT Helpdesk | VOIP solution (Rx)<br>Switchboard and telephony devices (Rx)<br>ICT network cabling Infrastructure (Rx)<br>Conferencing equipment (Rx)<br>Inventory management (Rx)<br>Servers (Rx)<br>System maintenance and support contract (R)<br>Service Level agreement (R)  | <u>On demand</u><br><br>Telephone device installation, moves and changes<br>Voicemail activation<br>Conferencing support<br><br><u>Continuous</u><br><br>Telephony services<br>Inventory management<br>Contract Management<br>System maintenance and support contract   | Request completed within 2 hours minor support day<br><br>Request completed within a day if needs first line support from service provider.<br><br>Request completed within 3 to 5 day if needs 3 <sup>rd</sup> party (Service Provider) | 95% Telephone services availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows |

|                  |  |   |  |   |   |
|------------------|--|---|--|---|---|
|                  |  | ICT Manager<br>ICT Technician<br>ICT Helpdesk<br>ICT End user support   |  |   |   |
| Cell phones      | Requests and faults logged at the ICT Helpdesk | Cell phone contract package (R)<br>Network-Network coverage (R)<br>Service Level agreement (R)<br>Insurance (R)<br>SIM swap (R)<br>Loan phones (R)<br>ICT Manager<br>ICT System Administrator (R)<br>ICT Technician<br>ICT Helpdesk<br>ICT End user support | <u>On demand</u><br><br>Cell phone setup<br>SIM swap<br>Cell phone support<br>Loan phone<br><br><u>Continuous</u><br><br>Cell phone services<br>Inventory management<br>Contract Management System<br>maintenance and support contract | Request completed within 2 hours minor support day<br><br>Request completed within a day is needs first line support from service provider.<br><br>Request completed within 3 to 5 day if needs 3 <sup>rd</sup> party (Service Provider)<br><br>Request completed within a month for insurance claims and other damages | 95% Cell phone services availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows |
| Data cards       | Requests and faults logged at the ICT Helpdesk | Data card contract package (R)<br>Network-Network coverage (R)<br>Service Level agreement (R)<br>Insurance (R)<br>SIM swap (R)<br>ICT Manager<br>ICT System Administrator (R)<br>ICT Technician<br>ICT Helpdesk<br>ICT End user support                     | <u>On demand</u><br><br>Data card setup<br>SIM swap<br>Data line support<br><br><u>Continuous</u><br><br>Data card services<br>Inventory management<br>Contract Management System<br>maintenance and support contract                  | Request completed within a day.   | 95% Cell phone services availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows |
| Financial System | Requests and faults logged at the ICT Helpdesk | Application Software maintenance contract (Rx)  | <u>On demand</u><br><br>Application maintenance support  | Request completed within a days, except for complex requests  | 95% Financial services availability, 24 hours, 7 days of the week, and 365 days except for scheduled                      |

|                                   |  |  |  |  |  |
|-----------------------------------|--|--|--|--|--|
|                                   | ICT Change Request                             | Server hardware and software (Rx)<br>Storage hardware (Rx)<br>Database support (Rx)<br>Server room costs (Rx)<br>Backup and disaster recovery (Rx)<br>Data capture staff (Rx)<br>ICT Manager Finance Manager (R)<br>ICT System Administrator (R)<br>ICT Helpdesk<br>ICT End user support   | Granting email access<br>Access permission rights<br>Issues on financial system<br>Removal of financial access<br>Password reset<br>Configurations<br><br><u>Continuous</u><br><br>Application availability<br>Backup<br>Access permission audit<br>License renewal  |  | maintenance windows  |
| Human Resource and Payroll system | Requests and faults logged at the ICT Helpdesk | Application Software maintenance contract (Rx)<br>Server hardware and software (Rx)<br>Storage hardware (Rx)<br>Database support (Rx)<br>Server room costs (Rx)<br>Backup and disaster recovery (Rx)<br>Data capture staff (Rx)<br>ICT Manager Finance Manager (R)<br>Human Resource Manager (R)<br>ICT System Administrator (R)<br>ICT Helpdesk<br>ICT End user support | <u>On demand</u><br><br>Application maintenance support<br>Granting email access<br>Access permission rights<br>Issues on financial system<br>Removal of financial access<br>Password reset<br>Configurations<br><br><u>Continuous</u><br><br>Application availability<br>Backup<br>Access permission audit<br>License renewal | Request completed within a days, except for complex requests | 95% Financial services availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows |

|                                |                                      |   |  |  |  |
|--------------------------------|--------------------------------------|---|--|--|--|
| Active Directory Server        | Requests<br>ICT<br>Change<br>Request | Application Software maintenance contract (Rx)<br>Server hardware and software (Rx)<br>Storage hardware (Rx)<br>Database support (Rx)<br>Server room costs (Rx)<br>Backup and disaster recovery (Rx)<br>Data capture staff (Rx)<br>ICT Manager<br>Finance Manager (R)<br>ICT System Administrator (R)<br>ICT Helpdesk<br>ICT Technician | <u>On demand</u><br><br>Application maintenance support<br>Granting domain access<br>Access permission rights<br>Configurations<br><br><u>Continuous</u><br><br>Application availability<br>Backup<br>Access permission audit<br>License renewal | Request completed within a days, except for complex requests | 99% services availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows |
| Windows Server Update Services | Requests<br>ICT<br>Change<br>Request | Application Software maintenance contract (Rx)<br>Server hardware and software (Rx)<br>Storage hardware (Rx)<br>Database support (Rx)<br>Server room costs (Rx)<br>Backup and disaster recovery (Rx)<br>Data capture staff (Rx)<br>ICT Manager<br>Finance Manager (R)<br>ICT System Administrator (R)<br>ICT Helpdesk<br>ICT Technician | <u>On demand</u><br><br>Application maintenance support<br>Configurations<br><br><u>Continuous</u><br><br>Application availability<br>Backup<br>Access permission audit<br>License renewal   | Request completed within a days, except for complex requests | 99% services availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows |
| Anti-virus                     | Requests                             | Application Software  | <u>On demand</u>   | Request completed within a days,                             | 99% services availability, 24 hours, 7 days of   |

|                             |                                |  |   |  |  |
|-----------------------------|--------------------------------|--|---|--|--|
|                             | ICT Change Request             | <p>maintenance contract (Rx)<br/> Server hardware and software (Rx)<br/> Storage hardware (Rx)<br/> Database support (Rx)<br/> Server room costs (Rx)<br/> Backup and disaster recovery (Rx)<br/> Data capture staff (Rx)<br/> ICT Manager<br/> Finance Manager (R)<br/> ICT System Administrator (R)<br/> ICT Helpdesk<br/> ICT Technician</p>                      | <p>Application maintenance support<br/> Configurations</p> <p><u>Continuous</u></p> <p>Application availability<br/> Audit report<br/> License renewal</p>  | except for complex requests                                  | the week, and 365 days except for scheduled maintenance windows  |
| Firewall                    | Requests<br>ICT Change Request | <p>Application Software maintenance contract (Rx)<br/> Server hardware and software (Rx)<br/> Storage hardware (Rx)<br/> Database support (Rx)<br/> Server room costs (Rx)<br/> Backup and disaster recovery (Rx)<br/> Data capture staff (Rx)<br/> ICT Manager<br/> Finance Manager (R)<br/> ICT System Administrator (R)<br/> ICT Helpdesk<br/> ICT Technician</p> | <p><u>On demand</u></p> <p>Application maintenance support<br/> Policy review<br/> Access permission rights<br/> Configurations</p> <p><u>Continuous</u></p> <p>Application availability<br/> Backup<br/> Access permission audit<br/> License renewal<br/> Policy review</p> | Request completed within a days, except for complex requests | 99% services availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows |
| Data Backup of Workstations | Requests<br>ICT Change Request | <p>Application Software maintenance contract (Rx)</p>  | <p><u>On demand</u></p> <p>Application maintenance support</p>  | Request completed within a days, except for                  | 99% services availability, 24 hours, 7 days of the week, and 365 days except for                               |

|                               |  |  |   |  |  |
|-------------------------------|--|--|---|--|--|
|                               |  | <p>Server hardware and software (Rx)</p> <p>Storage hardware (Rx)</p> <p>Database support (Rx)</p> <p>Server room costs (Rx)</p> <p>Backup and disaster recovery (Rx)</p> <p>ICT Manager Finance Manager (R)</p> <p>ICT System Administrator (R)</p> <p>ICT Helpdesk</p> <p>ICT Technician</p>   | <p>Policy review</p> <p>Configurations</p> <p><u>Continuous</u></p> <p>Application availability</p> <p>Backup</p> <p>Report generation</p> <p>License renewal</p> <p>Policy review</p>  | complex requests   | scheduled maintenance windows  |
| System Backups                | Requests<br>ICT<br>Change<br>Request           | <p>Application Software maintenance contract (Rx)</p> <p>Server hardware and software (Rx)</p> <p>Storage hardware (Rx)</p> <p>Database support (Rx)</p> <p>Server room costs (Rx)</p> <p>Backup and disaster recovery (Rx)</p> <p>ICT Manager Finance Manager (R)</p> <p>ICT System Administrator (R)</p> <p>ICT Helpdesk</p> <p>ICT Technician</p> | <p><u>On demand</u></p> <p>Application maintenance support</p> <p>Policy review</p> <p>Configurations</p> <p><u>Continuous</u></p> <p>Application availability</p> <p>Backup</p> <p>Report generation</p> <p>License renewal</p> <p>Policy review</p> | Request completed within a days, except for complex requests | 99% services availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows           |
| Geographic Information System | Requests and faults logged at the ICT Helpdesk | <p>Application Software maintenance contract (Rx)</p> <p>Server hardware and software (Rx)</p> <p>Storage hardware (Rx)</p> <p>Database support (Rx)</p>   | <p><u>On demand</u></p> <p>Application maintenance support</p> <p>Granting email access</p> <p>Access permission rights</p> <p>Issues on financial system</p>   | Request completed within a days, except for complex requests | 95% Financial services availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows |

|                            |                    |   |   |  |  |
|----------------------------|--------------------|---|---|--|--|
|                            |                    | Server room costs (Rx)<br>Backup and disaster recovery (Rx)<br>Data capture staff (Rx)<br>ICT Manager<br>Amathole District Municipality- GIS Office<br>ICT System Administrator (R)<br>ICT Helpdesk<br>ICT End user support             | Removal of financial access<br>Password reset<br>Configurations<br><br><u>Continuous</u><br><br>Application availability<br>Backup<br>Access permission audit<br>License renewal  |  |  |
| Server Room Infrastructure | ICT Change Request | Maintenance contract (Rx)<br>Server hardware and software (Rx)<br>Storage hardware (Rx)<br>Server room costs (Rx)<br>Backup and disaster recovery (Rx)<br>ICT Manager<br>ICT System Administrator (R)<br>ICT Helpdesk<br>ICT Technician | <u>On demand</u><br><br>Application and hardware maintenance support<br>Policy review<br><br><u>Continuous</u><br><br>Application availability<br>Application and hardware maintenance<br>Report generation<br>License renewal<br>Policy review | Request completed within a days, except for complex requests | 99% services availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows |

## 8.2 Contracts to be reviewed monthly

Contracts to be reviewed every month are contracts or projects on municipal contracts register, which includes 12 months, 24 months and 36 months contracts. Below is the list of contracts or projects to be reviewed monthly:

- Disaster Recovery and Business Continuity / Failover
- ICT Licenses (Microsoft Licenses)
- Network and Internet Connection
- Telephone Management System
- Website Management
- Registry Management – Electronic Document Management System
- mSCOA

- ICT Support on Servers and Security
- Municipal Clocking System
- Council Chamber Recording System

Services provider's roles and responsibility are detailed on each contract or Service Level Agreement documentation.

## **9. IMPLEMENTATION**

2025/2026

## **10. REVIEWAL**

Annually