INFORMATION COMMUNICATION TECHNOLOGY SERVICE LEVEL AGREEMENT MANAGEMENT POLICY

(Between ICT and Municipality)

APPROVED BY:

MR M NAKO
MUNICIPAL MANAGER
DATE: 23/06/2021

APPROVED BY:

CLLR JANDA
EXECUTIVE MAYOR
DATE: 23/06/2021

TABLE OF CONTENTS

1. Purpose of Policy.....3
2. Objective of Policy.....3
3. Scope.....3
4. Policy Definition.....3
5. Legislative Framework.....4
6. Policy Procedure 4
7. General policy provisions.....4-5
8. Procedure for Implementing policy.....6-15
9. Policy governance.....16

1. PURPOSE OF POLICY

The aim of this policy is to provide a set of principles, practices and functions for service level management between ICT and the Municipality that is aligned to the Municipal ICT Governance Policy.

2. OBJECTIVE OF POLICY

The objective of 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.

3. 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.

4. POLICY DEFINITION

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

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:

5.1 Constitution of the Republic of South Africa Act, Act No. 108 of 1996
5.2 Copyright Act, Act No. 98 of 1978.
5.3 Electronic Communications and Transactions Act, Act No. 25 of 2002.
5.4 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) Network switches and routers (R) Network cabling infrastructure (R) Wireless access points- WiFi (R) Network monitoring tool (Software) (R) Outsourced partner for ICT LAN support (R) Server hardware (R) Microsoft agreement (R) Helpdesk software (R) ICT Manager ICT Technician ICT System Administrator ICT Helpdesk IT End user support	On Request New network accounts. Removal of network accounts- network access. Network password resets. Network account issues. WiFi access. Network cabling infrastructure. Continuous Network Connectivity- network access Maintenance	Request completed within a day. 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) Network switches and routers (R) Network cabling infrastructure (R) Wireless access points- WiFi (R) Outsourced partner for ICT WAN support (R) Firewall (R) Server hardware (R) Helpdesk software (R) ICT Manager ICT Technician ICT System Administrator ICT Helpdesk IT End user support	On Request Issues on internet access Removal of internet access Continuous Internet access Maintenance	Request completed within a day. Request completed within 3 days if needs 3rd party (ISP- Internet Service Provider).	95% Internet access availability, 24 hours, 7 days of the week and 365 days except for scheduled maintenance windows.
Remote access to the network	Requests and faults logged at the ICT	Virtual Private Network (VPN) (R)	On Request	Request completed within a day	95% remote access availability, 24 hours, 7

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

		R) Website backup (R) Website security (R) System maintenance and support contract (R) Service Level agreement (R) Helpdesk software (R) Webmaster (R) ICT Manager ICT System Administrator ICT Technician ICT Helpdesk ICT End user support	access Backend access permission rights Issues on website backend access Removal of website backend access Password reset Issues on website access anywhere, anytime. <u>Continuous</u> Accessible website Maintenance Backup		scheduled maintenance windows
Printing and Faxing	Requests and faults logged at the ICT Helpdesk	Printer & fax hardware supply and deliver (R) Internet Service Provider (R) Network Infrastructure (R) Servers (R) System maintenance and support contract (R) Service Level agreement (R) ICT Manager ICT Technician ICT Helpdesk ICT End user support	<u>On Request</u> Printer installation, configuration, setup Issues on printing Fax installation, configuration, setup Removal of printer <u>Continues</u> Print and fax service Maintenance	Request completed within a day Request completed within 3 to 5 day if needs 3rd party (Service Provider)	95% website availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows
Desktop and laptop installation, updates, changes, transfers	Requests and faults logged at the ICT Helpdesk	Desktop & laptop supply, delivery and repair contract (R) Desktop & laptop software (R) Microsoft enterprise agreement (R) Anti-virus software and maintenance (R) Software license management (R) Insurance (R) Software patch management (R)	<u>On demand</u> Desktop and laptop hardware installation, uninstall and changes Software installation, and applications Cleaning of viruses Data recovery Encryption of devices and data	Request completed within a day Request completed within 3 to 5 day if needs 3rd party (Service Provider)	95% website availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows

		ICT helpdesk software (R) Data backup (R) ICT Manager (R) ICT Manager ICT Technician ICT Helpdesk ICT End user support	Continuous Software upgrades and updates Anti-virus services Inventory management Data endpoint backup Maintenance		
Telephone	Requests and faults logged at the ICT Helpdesk	VOIP solution (Rx) Switchboard and telephony devices (Rx) ICT network cabling Infrastructure (Rx) Conferencing equipment (Rx) Inventory management (Rx) Servers (Rx) System maintenance and support contract (R) Service Level agreement (R) ICT Manager ICT Technician ICT Helpdesk ICT End user support	On demand Telephone device installation, moves and changes Voicemail activation Conferencing support Continuous Telephony services Inventory management Contract Management System maintenance and support contract	Request completed within 2 hours minor support day Request completed within a day is needs first line support from service provider. Request completed within 3 to 5 day if needs 3rd party (Service Provider)	95% Telephone services availability, 24 hours, 7 days of the week, and 365 days except for scheduled maintenance windows
Cell phones	Requests and faults logged at the ICT Helpdesk	Cell phone contract package (R) Network- Network coverage (R) Service Level agreement (R) Insurance (R) SIM swap (R) Loan phones (R) ICT Manager ICT System Administrator (R) ICT Technician ICT Helpdesk ICT End user support	On demand Cell phone setup SIM swap Cell phone support Loan phone Continuous Cell phone services Inventory management Contract Management System maintenance and support contract	Request completed within 2 hours minor support day Request completed within a day is needs first line support from service provider. Request completed within 3 to 5 day if needs 3rd party (Service Provider) 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	Data card contract package (R) Network- Network coverage (R)	On demand	Request completed within a day.	95% Cell phone services availability, 24 hours, 7

	Helpdesk	Service Level agreement (R) Insurance (R) SIM swap (R) ICT Manager ICT System Administrator (R) ICT Technician ICT Helpdesk ICT End user support	Data card setup SIM swap Data line support <u>Continuous</u> Data card services Inventory management Contract Management System maintenance and support contract		days of the week, and 365 days except for scheduled maintenance windows
Financial System	Requests and faults logged at the ICT Helpdesk ICT Change Request	Application Software maintenance contract (Rx) Server hardware and software (Rx) Storage hardware (Rx) Database support (Rx) Server room costs (Rx) Backup and disaster recovery (Rx) Data capture staff (Rx) ICT Manager Finance Manager (R) ICT System Administrator (R) ICT Helpdesk ICT End user support	<u>On demand</u> Application maintenance support Granting email access Access permission rights Issues on financial system Removal of financial access Password reset Configurations <u>Continuous</u> Application availability Backup Access permission audit 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
Human Resource and Payroll system	Requests and faults logged at the ICT Helpdesk	Application Software maintenance contract (Rx) Server hardware and software (Rx) Storage hardware (Rx) Database support (Rx) Server room costs (Rx) Backup and disaster recovery (Rx) Data capture staff (Rx)	<u>On demand</u> Application maintenance support Granting email access Access permission rights Issues on financial system Removal of financial access Password reset Configurations	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

		ICT Manager Finance Manager (R) Human Resource Manager (R) ICT System Administrator (R) ICT Helpdesk ICT End user support	<u>Continuous</u> Application availability Backup Access permission audit License renewal		
Active Directory Server	Requests ICT Change Request	Application Software maintenance contract (Rx) Server hardware and software (Rx) Storage hardware (Rx) Database support (Rx) Server room costs (Rx) Backup and disaster recovery (Rx) Data capture staff (Rx) ICT Manager Finance Manager (R) ICT System Administrator (R) ICT Helpdesk ICT Technician	<u>On demand</u> Application maintenance support Granting domain access Access permission rights Configurations <u>Continuous</u> Application availability Backup Access permission audit 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 ICT Change Request	Application Software maintenance contract (Rx) Server hardware and software (Rx) Storage hardware (Rx) Database support (Rx) Server room costs (Rx) Backup and disaster recovery (Rx) Data capture staff (Rx) ICT Manager Finance Manager (R) ICT System Administrator (R) ICT Helpdesk ICT Technician	<u>On demand</u> Application maintenance support Configurations <u>Continuous</u> Application availability Backup Access permission audit 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	99% services availability,

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

		Finance Manager (R) ICT System Administrator (R) ICT Helpdesk ICT Technician	Application availability Backup Report generation License renewal Policy review		
System Backups	Requests ICT Change Request	Application Software maintenance contract (Rx) Server hardware and software (Rx) Storage hardware (Rx) Database support (Rx) Server room costs (Rx) Backup and disaster recovery (Rx) ICT Manager Finance Manager (R) ICT System Administrator (R) ICT Helpdesk ICT Technician	<u>On demand</u> Application maintenance support Policy review Configurations <u>Continuous</u> Application availability Backup Report generation License renewal 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
Geographic Information System	Requests and faults logged at the ICT Helpdesk	Application Software maintenance contract (Rx) Server hardware and software (Rx) Storage hardware (Rx) Database support (Rx) Server room costs (Rx) Backup and disaster recovery (Rx) Data capture staff (Rx) ICT Manager Amathole District Municipality-GIS Office ICT System Administrator (R) ICT Helpdesk ICT End user support	<u>On demand</u> Application maintenance support Granting email access Access permission rights Issues on financial system Removal of financial access Password reset Configurations <u>Continuous</u> Application availability Backup Access permission audit 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

Server Room Infrastructure	ICT Change Request	Maintenance contract (Rx) Server hardware and software (Rx) Storage hardware (Rx) Server room costs (Rx) Backup and disaster recovery (Rx) ICT Manager ICT System Administrator (R) ICT Helpdesk ICT Technician	<u>On demand</u> Application and hardware maintenance support Policy review <u>Continuous</u> Application availability Application and hardware maintenance Report generation License renewal 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
Service Level Agreement with Service Providers					

9 POLICY GOVERNANCE

Policy Governance

Policy Title	**Information Communication Technology Service Level Agreement Management Policy**	
Policy Version	**2**	
Role & Process	**Responsible Individual Name and/or Date**	**Responsibility Accepted Signature**
Senior Manager Corporate Services	N. MAHLATI- NKUHLU	
Policy Custodian		
Policy Author		
LLF Consultation Date		
LLF Consultation Reference		
Council Approval Date	26/05/2021	
Council Approval Reference		
(UNIT) Manager Information Communication Technology	S.A MASHOLOGU	
Policy Approved		
Policy Inception Date		
Review Start Date		
Review Completion Date		
Legislative References		
Policy Review "Triggers"		
Comments		