



MBHASHE LOCAL MUNICIPALITY

All correspondence to be directed to the office of the Municipal Manager
454 Streatfield Street, Dutywa, Eastern Cape Province
Tel: 047 489 5864/34 • Email: info@mbhashemun.gov.za
www.mbhashemun.gov.za

INFORMATION & COMMUNICATION TECHNOLOGY SERVICE LEVEL AGREEMENT MANAGEMENT POLICY (Between ICT and Municipality)

2018-2019



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INTRODUCTION

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.

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:

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

AIMS OF THE 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.

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.

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.

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.



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

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.

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- Wi-Fi (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



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New network accounts.

Removal of network accounts- network access.

Network password resets.

Network account issues.

Wi-Fi 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



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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
Private Network (VPN) (R)

Requests and faults logged at the ICT Helpdesk Virtual

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

On Request

Issues on remote access

Removal of remote access- APN

Continuous

Remote access

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.



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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

On Request

Granting user access

Access permission rights

Issues on system access

Removal of system access

Password reset

Continuous

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)



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ICT Manager

ICT System Administrator

ICT Helpdesk

On Request

Granting email access

Access permission rights

Issues on email system

Removal of email access

Password reset

Continuous

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 (

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



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ICT End user support

On Request

Granting website backend access

Backend access permission rights

Issues on website backend access

Removal of website backend access

Password reset

Issues on website access anywhere, anytime.

Continuous

Accessible website

Maintenance

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)

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

On Request

Printer installation, configuration, setup

Issues on printing

Fax installation, configuration, setup

Removal of printer



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Continues

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)

ICT helpdesk software (R)

Data backup (R)

ICT Manager (R)

ICT Manager

ICT Technician

ICT Helpdesk

ICT End user support

On demand

Desktop and laptop hardware installation, uninstall and changes Software installation, and applications

Cleaning of viruses

Data recovery

Encryption of devices and data



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Continuous

Software upgrades and updates

Anti-virus services

Inventory management

Data endpoint backup

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

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



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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



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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 Helpdesk Data card contract package (R)

Network- Network coverage (R)

Service Level agreement (R)

Insurance (R)

SIM swap (R)

ICT Manager

ICT System Administrator (R)

ICT Technician

ICT Helpdesk

ICT End user support On demand

Data card setup

SIM swap

Data line support

Continuous

Data card services

Inventory management

Contract Management

System 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

ICT Change Request Application Software maintenance contract (Rx)



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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 On demand

Application maintenance

support

Granting email access

Access permission rights

Issues on financial system

Removal of financial access

Password reset

Configurations

Continuous

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)



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Database support (Rx)

Server room costs (Rx)

Backup and disaster recovery (Rx)

Data capture staff (Rx)

ICT Manager

Finance Manager (R)

Human Resource Manager (R)

ICT System Administrator (R)

ICT Helpdesk

ICT End user support On demand

Application maintenance
support

Granting email access

Access permission rights

Issues on financial system

Removal of financial access

Password reset

Configurations

Continuous

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
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Active Directory Server

Windows Server Update Services

Anti-virus

Firewall



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Data Backup of Workstations

System Backups

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 On demand

Application maintenance
support

Granting email access

Access permission rights

Issues on financial system

Removal of financial access

Password reset

Configurations

Continuous

Application availability

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Server Room Infrastructure

Service Level Agreement with Service Providers

ICT SERVICE CATALOGUE

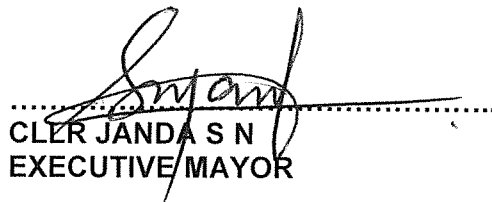
APPROVED BY THE COUNCIL AND SIGNED BY:



MR NAKO M
MUNICIPAL MANAGER

03 JULY 2018

DATE



CLER JANDA S N
EXECUTIVE MAYOR

03 JULY 2018

DATE