XHARIEP DISTRICT MUNICIPALITY

(IT Business Processes "Review 2015")

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3. TABLE OF CONTENTS

4. DOCUMENT BACKGROUND

The purpose of this document is to outline business processes for the Xhariep District Municipality IT Unit. The IT Governance Framework of Xhariep District Municipality clearly illustrated that there must be business processes that support the implementation of the IT Policy and IT Strategy to support the municipal business strategy and the day to day operations of the IT Unit. This document will outline all business processes that will speak to the IT Policy and IT Strategy, and help the IT Unit to better manage the operations of the department. It will outline new business processes, improvement on existing business processes and removal of redundant business processes.

5. BUSINESS PROCESSES

Below, are all the business processes that must be adhered to by Xhariep District Municipality users when conducting their day-to-day business operations in the municipality.

5.1. User Access and Credentials Business Processes

This process will help the IT Unit to better manage the granting of access and credentials to the users of the system and also to ensure that the user credentials are commensurable to their responsibilities. The business process will cover the following areas.

- Username and Password
- Password Reset
- User Termination
- User Privileges Assessment
- User Access Reviews

5.1.1. Username and Password

When there is a new user that joins the municipality and needs access to the system, the following process must be followed:

- A letter from the new user's manager or supervisor stating that the person is eligible to get a computer and that they must be created on our network and be granted the necessary credentials, must be submitted to the IT Department.
- Once the letter is obtained from the manager or the supervisor, then the "New User Password Authentication Form" will be completed and signed by the user's supervisor, the IT Officer and the User. The original form will be filed under that user's profile by the IT Officer and a copy must remain with the user.
- When this process is completed the user will be created on the system and be granted the necessary credentials (username and password) to access the domain.

5.1.2.   Password Reset

When a user has forgotten their password or the password no longer wants to work, the following process needs to be followed:

- The user must complete the "User Password Reset Form" and the form must signed by the Administrator, the IT Manager and the user. The original form must be filed under that user's profile by the IT Officer and a copy must remain with the employee.
- Once the form is completed and signed then the Administrator can reset the user's password.

5.1.3.   User Termination

When a user no longer works for the municipality, that user must be removed from the domain and other IT Systems, the following process will be followed:

- The HR Department must inform the IT Unit in a form of a letter of all the employees who have resigned from the municipality and then clearly stated the last day of employment of that particular employee.
- On the last day of employment the user must be terminated from the system and the "User Termination Form" must be completed and signed by the HR Manager and the user. The original form must be filed under the user profile by the IT Officer and the copy must remain with the user.

5.1.4 User Privileges Assessment

For all the systems (e.g. Pastel, VIP Sage, etc.) that are in the municipality there is a custom made metrix to ensure that the user privileges are commensurable to the user responsibilities. The matrix will be checked on the quarterly basis and will be updated according with the updated information for each quarter. A copy of the updated matrix accompanied by a report must be kept for audit purposes.

5.1.5 User Activities Reviews

On a quarterly basis the must be reviews done on the IT systems, to check that activities that took place in the municipal IT systems are in line with the users duties. For every review there must be a report that must be kept for audit purposes.

5.2.   Network Equipment Business Processes

This process will help the IT Unit to better manage the computer equipment that is connected via the institution's network. This process will cover Personal Computers, Laptops, I-Pads, Printers etc. The process will work as follows:

Once the equipment is received and prepared, an IP Address will be created to uniquely identify that particular network equipment in the network. When the IP address is created the equipment will be added to the network and the "XHARIEP_IP ADDRESS LIST" will be updated with the new IP Address for the equipment.

5.3.   Computer Equipment Sourcing, Testing and Preparing Business Processes

This process will help the IT Unit to better manage the sourcing, testing and preparing of computer equipment. This process will cover Personal Computers, Laptops, I-Pads etc.

When sourcing new computer equipment the IT Unit must receive a formal letter, signed by the director of that particular department stating clearly the equipment to be sourced.
This letter must be kept in the IT Unit file for record.
An, IT Technician must draw up a descriptive specifications document detailing the equipment to be sourced.
The specifications document must be signed by the IT Technician and submitted to the person requesting it.
A copy of the specifications document must be filed together with the copy of the letter, by the IT Officer.
When the equipment (new or used) has been sourced, it must be brought to the IT Department, so that it can be tested that it functions properly.
When equipment testing is done the "Equipment Functionality Approval Form" must be completed by the IT Technician clearly stating the status of the equipment. The form must be signed by the IT Technician, The IT Officer or IT Manager and the Assets Manager.
The equipment must be handed over to the Assets Management Team for barcoding and other Asserts Management Processes.
In a case where the equipment needs to be prepared (loading of software, drivers etc.) e.g. a new computer, the IT Technician will prepare the hardware. When the hardware is prepared the "Equipment Preparation Form" stating clearly what was done to the hardware, must be completed by the IT Technician and signed by the IT Technician, IT Officer or IT Manager and the user. The original signed form must be kept in the file by the IT Office and the copy must remain with the user.
Once this process is done the equipment can be officially handed over to the user by the Asserts Management Department.

Though the process of testing and preparing the equipment can happen concurrently, but two separate forms ("Equipment Functionality Approval Form" and 'Equipment Preparation Form") must be kept for that equipment.

5.4. **IT Service Providers Procurement Business Process**

This process will define the role of the IT Unit in the supply chain procurement process of the IT service providers. It is important that the IT Unit gets involved in the process of sourcing service providers for IT Projects and also be involved in the process of formulate the Service Level Agreements.

The IT Unit will use the following mechanism to support the Supply Chain process of procurement:

When there is a new contract that the municipality is signing with a service provider for a particular project or piece of work that is IT related, the IT Unit must,

Compile a comprehensive and descriptive specification for the product or the service to be rendered by the service provider

The IT Unit must be involved in the formulation of the criteria to be used to short list in the tender process

The IT Unit must be represented in the process of service provider evaluation

The IT Unit must give inputs to the Service Level Agreement to be signed between the municipality and the appointed service provider

This process will assist the municipality to make informed decision when employing service providers for IT Projects.

5.5. **Service Level Agreements Monitoring Business Process**

This process will assist the IT Unit better manage the SLA with the service providers, and the process goes as follows:

The IT Unit must have periodic meetings with all service providers who have ongoing contracts with the municipality respectively. Dates and times for these meetings will be discussed between the IT Unit and the service providers.

The municipality will use any of the following mechanisms to monitor SLAs:
- Meeting Minutes must be recorder and filed. A register must be signed for every meeting held.
- The municipality may request service provider to send a progress report for a particular project. The progress report must be filed for record purposes.
- The municipality may request service provider to send a plan of action for a particular project. The plan of action must be filed for record purposes.
- The municipality must complete and send to the service provide the Weekly Reports. These reports will clearly state the performance level of the respective service providers and

remedial actions to be taken where necessary. This will give the service providers a view of areas of improvement on their service to the municipality.

All these mechanisms combined or individually will be used as monitoring tools of the SLAs between the municipality and the service providers.

5.6. Website Business Process

This process will assist the IT Unit to better manage the process of maintaining the municipality's website and to ensure that all the relevant documents are uploaded as per requirement by the Local Government: MFMA section 75 and 21A of the Municipal Systems Act. Also to ensure that tenders, job advertisements etc. reach the public knowledge as prompt as possible.

When a user requests that their document must be uploaded on the municipal website, these are the steps that needs to be followed

- Complete a Website Document Submission Form and submit to the IT Unit
- Upon submission of the form sign the Website Documents Register
- Submit the document that must be uploaded to the IT Unit via a memory stick or e-mail
- The user must clearly state on the e-mail what needs to happen to the document that is sent through to the IT Unit
- The user must ensure that the document is labeled properly before it is submitted to the IT Unit
- The user must ensure that the document is converted to PDF Format, unless there is a specific and crucial reason to submit in another format, before submitting the document
- NB: It is the sole responsibility of the user department to ensure that the contents of the documents to be uploaded on the municipal website are correct. The IT Units will not be held accountable for information contained in the submitted documents.
- It is also the responsibility of the user department to check that the submitted document is uploaded on the municipal website.

Below is all the information that must be furnished on the Website Document Submission Form:

- User Department Name
- Unit Name
- Document Name
- Document Destination on the Website
- Date Form and Document(s)Submitted
- IT Manager or IT Officer Names and Signature
- Document Submitter Names and Signature

Once the above steps are completed, the IT Unit (Manager or Officer) will acknowledge the receipt of the document by completing the Website Document Submission Form with their names and signature and the names on the Website Document Register

The IT Unit will then send the document through to the service provider to upload the document on the municipal website. The document can be sent via a memory stick or e-mail to the service provider. The IT Unit must copy the user department requesting the document to be uploaded on the website when sending the documents via email to the service provider. A subsequent phone call must be made to the service provider to ensure that document(s) where delivered if the documents were sent via email. Website Document Register must be signed between the service provider and the municipality for documents submitted by hand

Documents must be uploaded on the municipal website within 5 days of receipt from the User Department,
For any upgrade on the website in terms of changing the text, pictures etc. the municipality must send the service provider an email stating the intention to do such a change. The email must specify where on the website the change will happen and when must the change be effected. The service provider is expected to respond committing on the due date for such a change to happen. This email communication must be document as proof that such a communication did happen. In a case where there are major changes happening to the website, that process will be handle according to "Change Management Business Processes" see section 5.7. of this document.

5.7.   Change Management Business Processes

This process will assist the IT Unit to better manage change management on the municipality systems.

Upgrade: This is when a new system is introduced replacing a manual or automated process or a new component is added to introduce a new functionality or a certain functionality is enhanced / changed / additions were included on the system. I this case there is a system change.

Update: This is when a system is updated to a newer version, to ensure that the system is compatible with the changing technologies. An update does not change the system functionality.

In the event of a System Upgrade:
A Detailed Change Management Plan must be developed. This must amongst other include the following,

- Scope of the change
  - Detailed report of the changes to be made
- The impact of the change

- o Areas affected by the change
- o Audience affected by the change
- o Systems Affected
- Detailed report of the changes to implemented
  - o Current version of Hardware or Software
  - o New Version of the Hardware or software
- Cost Implications

- Resources Needed

- Time Frames

- Up Skilling
  - o Training needed on the new systems

The change implementation plan must be signed off by the relevant stakeholders (Management >> Section 80 >> MAYCO >> Council) and must be filed.
A change control register must be completed for every change on the systems

In the event of a System Update:
Only the change control register needs to be completed to capture the update done on that particular system.

5.8.   Help Desk Process

Quality assurance at the IT Helpdesk

The IT Helpdesk aims to deliver a consistent quality of service for each request it receives per day. To achieve this, we need user interaction with the IT Department. Users are also asked to comment on their perception of the service.

IT Helpdesk Contact Details

IT Department extension number: 330

What should you do before you log a call?

If your computer does not switch on:

- Check that the cables are all connected and that the plug is switched on at the wall socket
- Check that there is not a problem with the wall socket by plugging something else in
- Check that the rest of your office/department has power

If you cannot connect to the network:

- Switch the computer off and start again (Reboot)
- Check that the network cable is plugged in and that the green light is flickering at the back of your workstation.
- For laptop users check that the wireless connection is available
- Check if others in your area are also having the same problem

If you have a problem using the applications (e.g. Microsoft office):

- Press the F1 function key or choose Help from the start menu and try to work through the online help

What will happen when you log a call with the IT Helpdesk?

- Users are expected to complete the REQUEST LOGGING SCREEN and submit the request
- Once the request is logged the user will receive a reference number, to track the request, via system generated e-mail.
- The logged request will be assigned to the IT personnel who will assist with the request
- For every update that is capture on the request by the IT Personnel an e-mail will be sent to the user to keep that particular user updated with the status of the request
- Once the request is resolved the IT Consultant will correspond with the user informing the user that the request was resolve, this will be communicated via a system generated e-mail
- The user is expected to respond confirming that the request is truly resolved by end of business day on the day the correspondence was sent
- If there is no communication regarding request/call from the user, the IT Department will deem that request/call resolved
- If indeed the request was not resolved, then that request will be re-opened on the system and will be assigned to an IT Personnel to work on it until it is resolved

What else can you do to help?

- Confirm that we have your correct telephone number and office location, especially if you have recently moved to a new department or office.
- Tell us if the request is an emergency - all requests are important, but not all requests are emergencies.
- Tell us if more than one person is affected (e.g. the whole department cannot print).
- Tell us if you work half day or will be out of the office for any length of time.
- Be willing to assist consultants when they ask you to work through possible solutions to your problem.
- Phone and cancel your call if the problem has been fixed and you no longer need our assistance. Remember to quote the reference number.

Not entirely satisfied with the way your call was handled?

If you are not satisfied with the service you received from the Helpdesk, or wish to escalate calls already logged with the Helpdesk, you should contact the people below in the following order:

- IT Manager tyhokoloa@xhariep.gov.za or extension 237

Request Prioritization

- Requests that affect the entire institution will be given high priority
- Requests that affect only one department will be given medium priority
- Requests that affect individuals will be given low priority
- The request priority simply determines which request will be attended first

How can you improve your skills?

You can book time with the IT Officer or the Network Administrator we are more than welling to assist in familiarizing users with basic end user Skills

5.9.   Document Management System Document Submission Process

When the users request for their documents to be uploaded on the municipal Document Management System (Portal), these are the steps to be followed.

The user must ensure that the document to be uploaded on the portal is converted to PDF format, unless there is a specific and crucial reason for the document to be uploaded in a different format to PDF.

The user must send the document to be uploaded via e-mail or by memory stick to the IT Unit stating exactly where on the portal the document must be uploaded

The user must subsequently call the IT Unit to sensitize them of the forthcoming document and to confirm that the document indeed was received by the IT Unit

The IT Unit must then send a confirmation of the receipt of the documents and indicate the time lines on the publishing of that particular document on the municipal portal

The IT Unit upon receipt of the document must with 2 working days upload the document on the municipal portal

There will be parts of the DMS that allow the users to upload information by themselves. In those links the users can upload their own documents by themselves. Users are not allowed to upload content that is inappropriate.

6. OTHER DECISIONS

The document will be reviewed by the IT Unit annually and recommendations will be adopted as part of the department's business processes once they are agreed upon. Changes or improvement on the proposed business processes will be incorporated as and when they are formulated and agreed upon.
The reviewed IT Business Process Document must be approved by the council of the municipality and must follow the normal procedure (Section 80 >> MAYCO >> Council).