

ICT SERVICE LEVEL AGREEMENT MANAGEMENT POLICY (ICT and Municipality)

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Glossary of Abbreviations

Abbreviation	Definition
COBIT	Control Objectives for Information and Related Technology
ICT	Information and Communication Technology
IDP	Integrated Development Plan
ISM	Information Security Manager
ISO	International Organization for Standardisation
SDBIP	Service Delivery and Budget Implementation Plan

Glossary of Terminologies

Terminology	Definition
Catalogue	A complete list of items.
Staff performance agreements	Includes, but not limited to, the performance agreements of the Municipal Manager or a manager directly accountable to the Municipal Manager. This includes performance objectives and targets that must be met, and the time frames within which those performance objectives and targets must be met. This also includes the consequences of substandard performance.

1. INTRODUCTION

The Municipality uses ICT services, applications and tools 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 the Municipality.

2. 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.
- Treasury Regulations for departments, trading entities, constitutional institutions and public entities, Regulation 17 of 2005.

The following internationally recognised ICT standards were leveraged in the development of this policy:

- Western Cape Municipal Information and Communication Technology Governance Policy Framework, 2014.
- Control Objectives for Information Technology (COBIT) 5, 2012.
- ISO 27002:2013 Information technology — Security techniques — Code of practice for information security controls.
- King Code of Governance Principles, 2009.

3. 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.

4. 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.

5. 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.

6. ADMINISTRATION OF POLICY

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

7. AGREEMENT BETWEEN ICT AND THE MUNICIPALITY

- 7.1 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.
- 7.2 The ICT Manager must review the ICT services with all directorates on an annual basis to ensure that the service still meets their requirements.
- 7.3 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.

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

8. SERVICE MANAGEMENT

- 8.1 The catalogue of ICT services must be translated into staff performance agreements.
- 8.2 The ICT Manager must collect data to determine if the ICT services are delivered successfully.
- 8.3 The ICT Manager must deliver a report on the ICT service levels to the ICT Steering Committee at every committee meeting.
- 8.4 Actions plans must be identified by the ICT Manager for performance issues and agreed with the ICT Steering Committee.
- 8.5 The ICT Steering Committee must monitor the resolution of the agreed actions.
- 8.6 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.

9. ANNEXURE A: IMPLEMENTATION ROADMAP

No	Action	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
1	Create a catalogue of ICT services						
2	Review the catalogue of ICT services with directorates						
3	Review the IDP and SDBIP to determine ICT opportunities						
4	Agree the ICT services catalogue with the Municipal manager						
5	Commence review of ICT service levels (Continuous)						

10. ANNEXURE B: EXAMPLE ICT SERVICES CATALOGUE

Service description	Access to the service	ICT internal cost (shared costs apportioned to more than one service)	Frequency	Response time	Minimum service level
<i>User services</i>					
Network access	Requests and faults logged at the ICT helpdesk	Network switches and routers (Rx) Cabling (Rx) Installation of network points (Rx) Wireless access points (Rx) Network monitoring software (Rx) ICT network technician (Rx) ICT outsource partner LAN support (Rx) Server hardware (Rx) Microsoft enterprise agreement (Rx) ICT helpdesk software (Rx) ICT Manager (Rx)	<u>On demand</u> Issue of network account Removal of network accounts Network password resets <u>Continuous</u> Network connectivity	Request completed within 1 day Installation of network point within 5 days	Network access available 98% of the time, 24 hours a day, 7 days a week, except for scheduled maintenance windows
Internet access	Requests and faults logged at the ICT helpdesk	Internet service provider (Rx) ICT network technician (Rx) ICT outsource partner WAN support (Rx) Firewall (Rx) Network switches and routers (Rx) Software to filter e-mail and Internet traffic (Rx) Server hardware (Rx) Intruder prevention software (Rx) ICT helpdesk software (Rx) ICT Manager (Rx)	<u>On demand</u> Issue of internet access Removal of internet access <u>Continuous</u> Internet connectivity	Request completed within 1 day	Internet access available 90% of the time, 24 hours a day, 7 days a week, except for scheduled maintenance windows
Remote access to the network as if you were working in the office	Requests and faults logged at the ICT helpdesk	VPN software (Rx) Firewall (Rx) Servers (Rx) ICT outsource partner support (Rx) Internet service provider (Rx) Microsoft enterprise agreement (Rx) ICT helpdesk software (Rx) ICT Manager (Rx)	<u>On demand</u> Issue of remote access Removal of remote access Mobile device connectivity <u>Continuous</u> Remote access service	Request completed within 1 day	Remote access available 95% of the time, 24 hours a day, 7 days a week, except for scheduled maintenance windows

Service description	Access to the service	ICT internal cost (shared costs apportioned to more than one service)	Frequency	Response time	Minimum service level
E-mail and calendaring	Requests and faults logged at the ICT helpdesk	Firewall (Rx) Servers (Rx) Software to filter e-mail and Internet traffic (Rx) Domain name service (Rx) ICT network technician (Rx) ICT outsource partner LAN support (Rx) Internet service provider (Rx) Microsoft enterprise agreement (Rx) ICT helpdesk software (Rx) Backup and disaster recovery (Rx) ICT Manager (Rx)	<u>On demand</u> Issue of mailbox Removal of mailbox <u>Continuous</u> E-mail service	Request completed within 1 day	E-mail available 98% of the time, 24 hours a day, 7 days a week, except for scheduled maintenance windows
File server	Requests and faults logged at the ICT helpdesk	Servers (Rx) ICT network technician (Rx) Microsoft enterprise agreement (Rx) ICT outsource partner LAN support (Rx) ICT helpdesk software (Rx) Backup and disaster recovery (Rx) ICT Manager (Rx)	<u>On demand</u> Granting of file server access Removal of file server access Maintenance of directory access <u>Continuous</u> File server access	Request completed within 1 day	File server available 98% of the time, 24 hours a day, 7 days a week, except for scheduled maintenance windows Allocation of xGB disk space for each user
Printing and faxing	Requests and faults logged at the ICT helpdesk	Servers (Rx) ICT network technician (Rx) Printer hardware supply and maintenance contract (Rx) Fax service (Rx) ICT helpdesk software (Rx) ICT Manager (Rx)	<u>On demand</u> Printer installation Printer setup Removal of printer Fax setup <u>Continuous</u> Print services	Request completed within 5 days	Network print services available 95% of the time, 24 hours a day, 7 days a week, except for scheduled maintenance windows

Service description	Access to the service	ICT internal cost (shared costs apportioned to more than one service)	Frequency	Response time	Minimum service level
Desktop & laptop installation, moves and changes	Requests and faults logged at the ICT helpdesk	Desktop & laptop supply and repair contract (Rx) ICT desktop support technician (Rx) Desktop & laptop software (Rx) Microsoft enterprise agreement (Rx) Anti-virus software and maintenance (Rx) Software license management (Rx) Insurance (Rx) Software patch management (Rx) ICT helpdesk software (Rx) Data backup (Rx) ICT Manager (Rx)	<u>On demand</u> Desktop and laptop hardware installation, moves and changes Software installation, moves and changes Cleaning of viruses Data recovery Encryption of devices <u>Continuous</u> Software upgrades Anti-virus services Inventory management	Request completed within 3 days, unless third level support required	-
Telephony and audio visual	Requests and faults logged at the ICT helpdesk	Switchboard and telephony devices (Rx) VOIP software (Rx) ICT outsource partner LAN support (Rx) ICT network support technician (Rx) Cabling (Rx) Video conferencing equipment (Rx) Inventory management (Rx) Servers (Rx) ICT helpdesk software (Rx) ICT Manager (Rx)	<u>On demand</u> Telephone device installation, moves and changes Voicemail activation Video conferencing support <u>Continuous</u> Telephony services Inventory management	Request completed within 1 day, unless third level support required Video conferencing requests completed within 2 hours	Telephony services available 98% of the time, 24 hours a day, 7 days a week, except for scheduled maintenance windows
Training	Requests logged at the ICT helpdesk	ICT training service provider (Rx) eLearning software and hardware (Rx) ICT Manager (Rx)	<u>On demand</u> User training <u>Continuous</u> eLearning solution	Request completed within 60 days	-

Municipal systems

Service description	Access to the service	ICT internal cost (shared costs apportioned to more than one service)	Frequency	Response time	Minimum service level
Financial system	ICT change request	ICT developer (Rx) Software maintenance contract (Rx) Server hardware and software (Rx) Storage hardware (Rx) Database support (Rx) ICT database administrator (Rx) Server room costs (Rx) Backup and disaster recovery (Rx) Data capture staff (Rx) ICT Manager (Rx)	<u>On demand</u> Application maintenance and support <u>Continuous</u> Application availability	Financial system available 95% of the time, 24 hours a day, 7 days a week, except for scheduled maintenance windows	Request generally completed within 5 days, except for complex requests
Human Resources system	ICT change request	Software maintenance contract (Rx) Server hardware and software (Rx) Storage hardware (Rx) Server room costs (Rx) Backup and disaster recovery (Rx) Data capture staff (Rx) ICT Manager (Rx)	<u>On demand</u> Application maintenance and support <u>Continuous</u> Application availability	Financial system available 97% of the time, 24 hours a day, 7 days a week, except for scheduled maintenance windows	Request generally completed within 5 days, except for complex requests
Other system	ICT change request	ICT outsource partner project cost (Rx) Business analyst (Rx) Software procurement (Rx) Server hardware (Rx) Middleware software (Rx) Storage hardware (Rx) Web hosting service (Rx) Server room costs (Rx) Extra network bandwidth (Rx) Backup and disaster recovery (Rx) Data capture staff (Rx) ICT Manager (Rx)	<u>On demand</u> Application maintenance and support <u>Continuous</u> Application availability	Financial system available 90% of the time, 24 hours a day, 7 days a week, except for scheduled maintenance windows	Request generally completed within 20 days, except for complex requests

Service description	Access to the service	ICT internal cost (shared costs apportioned to more than one service)	Frequency	Response time	Minimum service level
Access to municipal systems	Requests logged at the ICT helpdesk	ICT developer (Rx) ICT database administrator (Rx) ICT network support technician (Rx) Microsoft enterprise agreement (Rx) ICT Software maintenace contract (Rx) ICT helpdesk software (Rx) ICT Manager (Rx)	<u>On demand</u> Granting, ammendment and removal of access Password resets <u>Continous</u> User access facilities	Request completed within 2 days	-

11. ANNEXURE B: REFERENCES

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