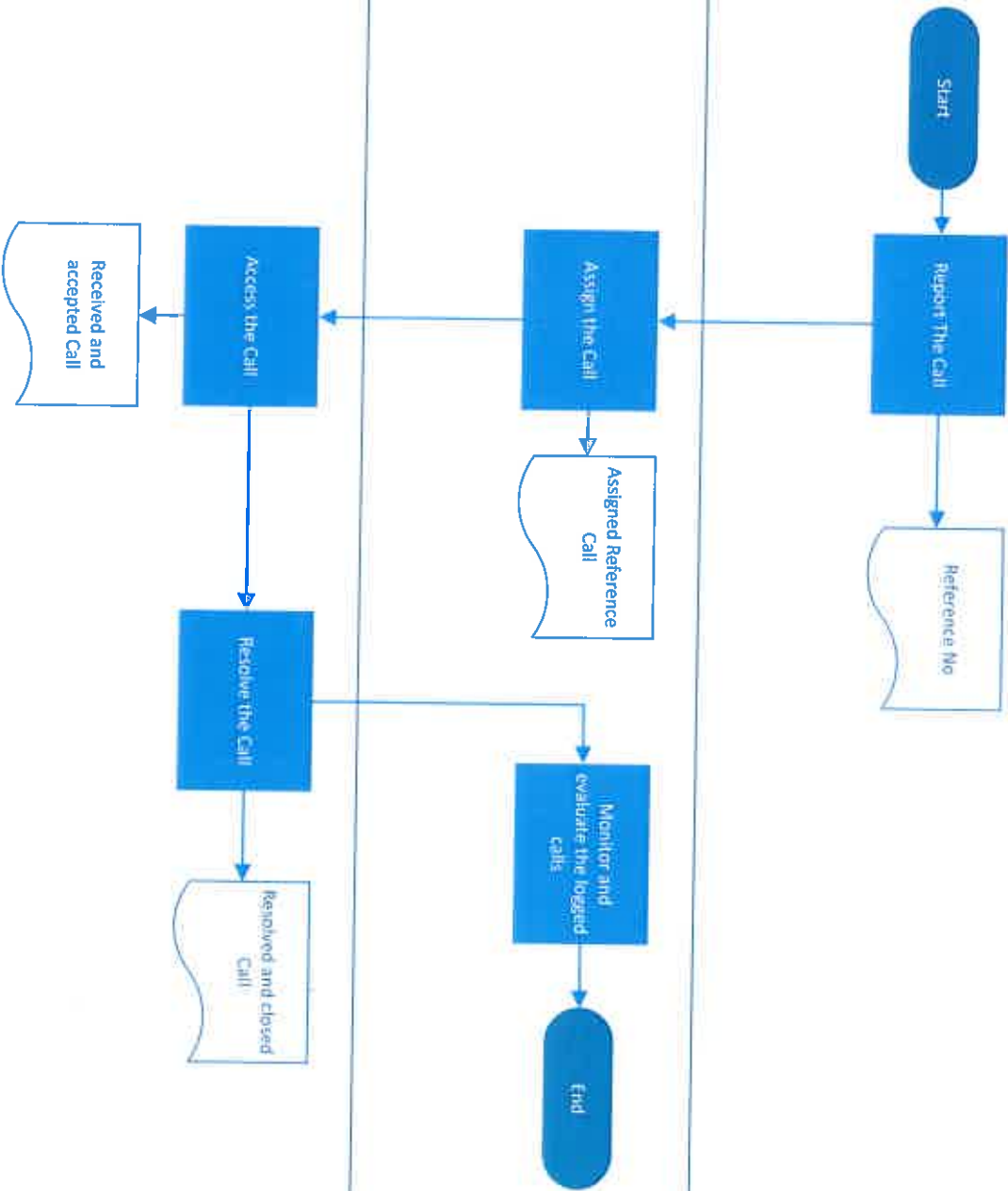


Chief Network Controller
Network Controller
Assistant Director -Operations

ICT Senior Admin Officer
ICT Admin Officer
ICT Admin Clerk

User
Network Controller
Chief Network Controller
Assistant Director -Operations
ICT Senior Admin Officer
ICT Admin Officer
ICT Admin Clerk





Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

SOP File Number:

CIO-ICT- SUP- 01

SOP Version:

V.001

Document Owner:

Chief Information Officer

STANDARD OPERATING PROCEDURE: ICT SUPPORT

Approval Date	7 July 2017
Commencement Date	Date of Approval
Review Date	7 July 2018
Periodical Review	Annually
Resources	Staff, ICT equipment
Intent of SOP	To document the standard operating procedure (SOP) for the ICT Support Process to assist the relevant ICT officials in rendering the service.
Scope	The SOP applies to the process of ICT Support staff in the Department of Social Development within the Eastern Cape Government.
Objective(s)	Provide integrated services and secured relevant information through sound ICT Governance to all customers.
Definitions	ICT – Information Communication Technology.
Key Performance Indicator	Number of Employees Automated to Improve Efficiency.

Principles	<p>The following Department-specific core values apply in the ICT Section:</p> <p>Integrity - Our actions and decisions must be in the interest of the department and must be beyond reproach.</p> <p>Empowerment - We aim to empower our employees and customers by building on existing skills, knowledge and experience and by creating an environment conducive to life-long learning.</p> <p>Accountability - Understanding the impact of our work and taking responsibility for our actions and decisions.</p>
Compliance Measures	<p>User must be employed by the Department of Social Development.</p> <p>User must have ICT equipment.</p> <p>Helpdesk call must be resolved within the SLA or response time specified.</p>

**STEP BY STEP GUIDE
ICT SUPPORT**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	Report the Incident	<ul style="list-style-type: none"> Log the call on 043 605 5800. 	<ul style="list-style-type: none"> User/ Network Controller/ Chief Network Controller/ Assistant Director – ICT Operation 	<ul style="list-style-type: none"> Helpdesk Call with Reference No 	Immediately
2	Assign the Call	<ul style="list-style-type: none"> Capture the call in the Call Logging System Issue the reference Number. 	<ul style="list-style-type: none"> ICT - Senior Admin Officer/ ICT Admin Officer/ ICT Admin Clerk 	<ul style="list-style-type: none"> Assigned Reference Call 	Immediately
3	Access the Call	<ul style="list-style-type: none"> Assign the call to the relevant technician through the system. 	<ul style="list-style-type: none"> ICT - Senior Admin Officer/ ICT Admin Officer/ ICT Admin Clerk 	<ul style="list-style-type: none"> Received and accepted Call 	4 hours Response time
4	Resolve the call	<ul style="list-style-type: none"> Login to the Call Logging System. Get the details of the call. Accept the call and respond according to SLA. Prepare the tools to be needed to resolve the call. 	<ul style="list-style-type: none"> Chief Network Controller/ Network Controller/ ICT- Assistant Director – ICT Operations 	<ul style="list-style-type: none"> Resolved and closed Call 	Two days
5	Monitor & Evaluate the logged calls	<ul style="list-style-type: none"> Perform the tasks according to the nature of the call. If it is not resolved within the SLA the call will be escalated to the immediate supervisor of the Technician. 	<ul style="list-style-type: none"> ICT - Senior Admin Officer/ ICT Admin Officer/ ICT Admin Clerk 	<ul style="list-style-type: none"> Help desk staff to follow up with the user on all the closed calls. 	<ul style="list-style-type: none"> System generated report





LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)

Document Name	Document Description	Effective Date (if applicable)
Information Security Policy	Implementation Guideline for Corporate Governance of Information and Communication Technology	2016

ICT SUPPORT PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Unavailability of the user	<ul style="list-style-type: none"> User unavailability lead to the delay in resolving the call. Business continuity will be affected. 	M	H	Inform the user prior the visit to resolve the call	Manual
Insufficient Human Resources	<ul style="list-style-type: none"> When the work is more that the human resource available to perform the task this can lead to burnout. Delay Response 	H	H	Use of Interns	Manual

AUTHORIZATION

Authorization:	Name:	Comments:	Signature:	Date:
Quality Checked By Director : Management Information Services	N. A. Mazzi			22/06/2017
Recommended by Acting Director – ICT Engineering	L. Mahlangabeza			24/07/2017
Recommended by Chief Information Officer -	P.M. Cherryan			5/12/17.
Approved by Acting Superintendent General	N. Baart			21/02/2017
Distribution and Use of SOP	All CIO Directors, All CIO Deputy Directors, All CIO Assistant Directors, All CIO Administration support staff, All CIO Personal Assistance			