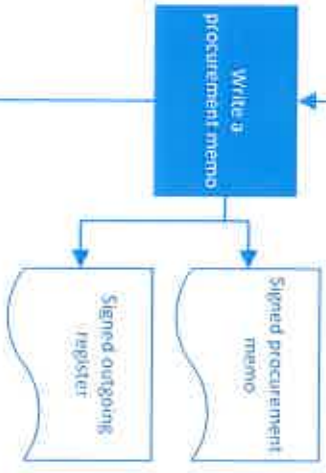




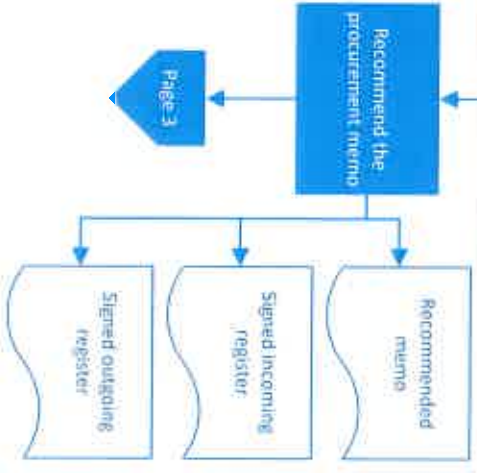
Deputy Director – LAN Design/ Director ICT Engineering



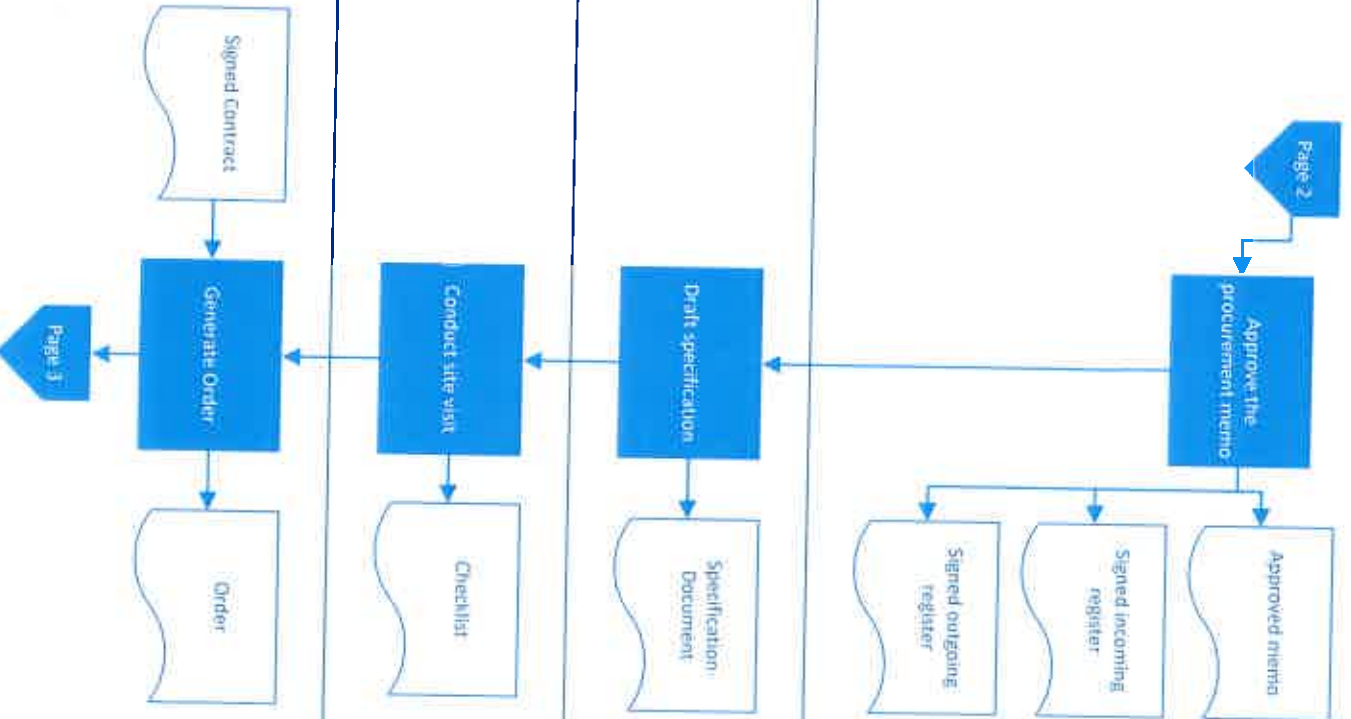
Deputy Director – LAN Design/ Director ICT Engineering

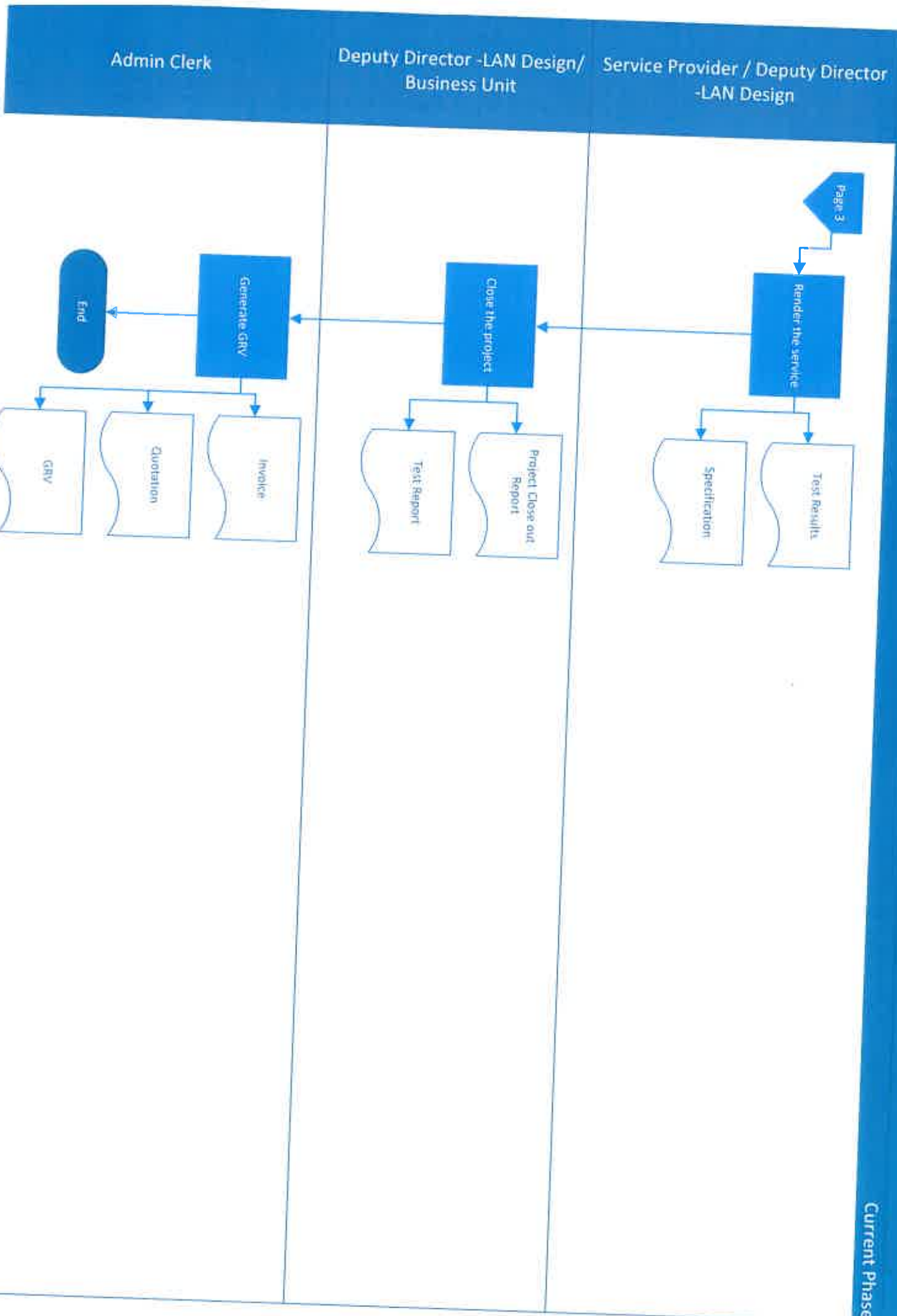


Chief Director - SCM



ICT Admin Clerk	Deputy Director -LAN Design/ Business Unit	Deputy Director -LAN Design	SG
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Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

SOP File Number:

CIO -ICT- CON- 01

SOP Version:

V.001

Document Owner:

Chief Information Officer

**STANDARD OPERATING PROCEDURE: ICT CONNECTIVITY**

<b>Approval Date</b>	7 July 2017
<b>Commencement Date</b>	Date of Approval
<b>Review Date</b>	7 July 2018
<b>Periodical Review</b>	Annually
<b>Resources</b>	Staff, ICT equipment
<b>Intent of SOP</b>	To document the standard operating procedure (SOP) for the ICT Connectivity Process to assist the relevant ICT officials in rendering the service.
<b>Scope</b>	The SOP applies to all officials involved in the process of rendering ICT Connectivity services in the within the Eastern Cape Department of Social Development
<b>Objective(s)</b>	Provide integrated services and secured relevant information through sound ICT Governance to all customers
<b>Definitions</b>	<b>WAN</b> – Wide Area Network <b>LAN</b> – Local Area Network <b>ICT</b> – Information Communication Technology

<b>Key Performance Indicator</b>	Number of Employees Automated to Improve Efficiency
<b>Principles</b>	<p>The following Department-specific core values apply in the ICT Section:</p> <p><b>Integrity</b> - Our actions and decisions must be in the interest of the department and must be beyond reproach</p> <p><b>Empowerment</b> - 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><b>Accountability</b> - Understanding the impact of our work and taking responsibility for our actions and decisions</p>
<b>Compliance Measures</b>	<p>Building must be available to the Department of Social Development and suitable for office use with a valid lease agreement</p> <p>The lease agreement must be for 3 years or more in-line with Departmental Network Policy</p>

**STEP BY STEP GUIDE**  
**ICT CONNECTIVITY PROCESS**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	<b>Perform Business Consultation</b>	<ul style="list-style-type: none"> <li>Consult Business units on possible sites to be considered for connectivity.</li> </ul>	<ul style="list-style-type: none"> <li>Deputy Director – LAN Design Business unit</li> </ul>	<ul style="list-style-type: none"> <li>List of Sites to be cabled</li> <li>Annual Recruitment Plan</li> <li>Annual Procurement Plan</li> </ul>	Immediately
2	<b>Select priority sites</b>	<ul style="list-style-type: none"> <li>Collect, asses and prioritize cabling needs at District level.</li> <li>Identify the sites to be cabled based on the priority assigned in the request.</li> <li>Write a memo requesting sites to be cabled and submit to District Director for approval.</li> <li>Attach all the relevant information to each prioritized site i.e. Site Location, Site Contact details, Site business, Site Lease agreement (3Years +) ICT Communication requirements and Access requirements.</li> </ul>	<ul style="list-style-type: none"> <li>ICT Assistant Director</li> </ul>	<ul style="list-style-type: none"> <li>Request memo</li> <li>Procurement memo</li> <li>Budget</li> <li>Lease agreement or MOU</li> </ul>	Immediately
3	<b>Approve the request memo</b>	<ul style="list-style-type: none"> <li>Receive the request memo.</li> <li>Approve the memo.</li> </ul>	<ul style="list-style-type: none"> <li>District Director</li> </ul>	<ul style="list-style-type: none"> <li>Approved Memo</li> </ul>	3 days

4	Asses the Request	<ul style="list-style-type: none"> <li>• Receive the approved cabling request memo.</li> <li>• Asses the request based on the documents attached (Site plan, Site Location, Site Contact details, Site business, Site Lease agreement (3Years +) ICT Communication requirements and Access requirements).</li> <li>• Verify if the request submitted has been budgeted for in the financial year.</li> <li>• If budget is not available, file the request for next financial year and communicate the reasons to District ICT Assistant Director.</li> </ul>	<ul style="list-style-type: none"> <li>• Deputy Director – LAN Design</li> </ul>	<ul style="list-style-type: none"> <li>• Assessed Request</li> </ul>	2 days
5	Write a procurement memo	<ul style="list-style-type: none"> <li>• Combine all the assessed and approved request for cabling projects.</li> <li>• Draft procurement memo and submit to ICT Engineering Director for signature.</li> <li>• Submit signed memo to Chief Director Supply Chain for approval.</li> </ul>	<ul style="list-style-type: none"> <li>• Deputy Director – LAN Design</li> <li>• Director ICT Engineering</li> </ul>	<ul style="list-style-type: none"> <li>• Signed Procurement memo</li> <li>• Signed outgoing register</li> </ul>	3 days
6	Recommend the procurement memo	<ul style="list-style-type: none"> <li>• Receive and recommend memo for procurement.</li> <li>• Submit to Superintendent General 's office.</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Director : SCM</li> </ul>	<ul style="list-style-type: none"> <li>• Recommended memo</li> <li>• Signed incoming register</li> <li>• Signed outgoing register</li> </ul>	2 days



7	Approve the procurement memo	<ul style="list-style-type: none"> <li>Receive and approve recommended memo for procurement.</li> </ul>	<ul style="list-style-type: none"> <li>SG</li> </ul>	<ul style="list-style-type: none"> <li>Approved memo</li> <li>Signed incoming register</li> <li>Signed outgoing register</li> </ul>	5 days
8	Draft specification	<ul style="list-style-type: none"> <li>Receive approved procurement memo from SCM.</li> <li>Draft requirement specification of site to be cabled including physical location, number of network points.</li> <li>Submit to SCM- Demand and Acquisition unit to follow the relevant procurement process (RFQ).</li> <li>If switches and routers must be procured follow ICT Equipment Process.</li> </ul>	<ul style="list-style-type: none"> <li>Deputy Director -LAN Design</li> </ul>	<ul style="list-style-type: none"> <li>Specification Document</li> </ul>	7 days
9	Conduct Site visit	<ul style="list-style-type: none"> <li>Conduct site visit taking note of the condition of the building, availability of electricity, availability of telephone infrastructure, proximity to adjacent buildings, security of site and ownership of building.</li> </ul>	<ul style="list-style-type: none"> <li>Deputy Director -LAN Design and Business Unit</li> </ul>	<ul style="list-style-type: none"> <li>Checklist</li> </ul>	1 day
10	Generate Order	<ul style="list-style-type: none"> <li>Receive signed SLA between SCM and the Service Provider.</li> <li>Create Order on MIS following the relevant procurement process.</li> <li>Issue order number to Service Provider.</li> </ul>	<ul style="list-style-type: none"> <li>ICT Admin Clerk</li> </ul>	<ul style="list-style-type: none"> <li>Signed contract</li> <li>Order</li> </ul>	1 day

11	Render the Service	<ul style="list-style-type: none"> <li>• Deliver the services according to the specification.</li> <li>• Observe the Service Provider while rendering the Service.</li> <li>• Test the completeness of the rendered service together with Service Provider.</li> </ul>	<ul style="list-style-type: none"> <li>• Service Provider</li> <li>• Deputy Director LAN Design</li> </ul>	<ul style="list-style-type: none"> <li>• Test Results</li> <li>• Specification</li> </ul>	Depends on the project period
12	Close the Project	<ul style="list-style-type: none"> <li>• Write a closeout report.</li> <li>• Attach the Test results and deliverables report.</li> </ul>	<ul style="list-style-type: none"> <li>• Business unit and Deputy Director LAN Design</li> </ul>	<ul style="list-style-type: none"> <li>• Project Close out Report</li> <li>• Test Report</li> </ul>	Depends on the Project period
13	Generate GRV	<ul style="list-style-type: none"> <li>• Receive invoice.</li> <li>• Verify the amount against the quotation.</li> <li>• Generate the GRV.</li> <li>• Submit documents to payments section for payment.</li> </ul>	<ul style="list-style-type: none"> <li>• Admin Clerk</li> </ul>	<ul style="list-style-type: none"> <li>• Invoice</li> <li>• Quotation</li> <li>• GRV</li> </ul>	1 day





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

Document Name	Document Description	Effective Date (if applicable)
CGICT Policy Framework	Implementation Guideline for Corporate Governance of Information and Communication Technology	2013
ISO 38500	ICT Governance Framework	2005

## ICT CONNECTIVITY PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Financial Cost	<ul style="list-style-type: none"> <li>Financial Implications for site visits</li> </ul>	H	H	<ul style="list-style-type: none"> <li>Request funding from other programmes</li> </ul>	Manual
Theft and vandalism	<ul style="list-style-type: none"> <li>Vandalism on Office / Building site and theft of equipment to be used</li> </ul>	L	H	<ul style="list-style-type: none"> <li>CCTV security gates access control</li> </ul>	Manual
Resources	<ul style="list-style-type: none"> <li>Lack resource for monitoring the uptime of network</li> </ul>	M	H	<ul style="list-style-type: none"> <li>Procurement Monitoring Tool Example JMC</li> </ul>	Manual

# AUTHORIZATION

Authorization:	Name:	Comments:	Signature:	Date:
Quality Checked By Director : Management Information Services	N. A. Mazizi			2016/02/2017
Recommended by Acting Director – ICT Engineering	L. Mahlangabeza			04/07/2017
Recommended by Chief Information Officer -	P.M. Cherryan			5/7/17
Approved by Acting Superintendent General	N. Baart			
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			