ICT GOVERNANCE PROCESS

Swimlanes:
- Secretariat
- Chairperson of the committee / Committee members / Secretariat
- CT-Senior Admin Officer
- SG / ICT-Senior Admin Officer
- CIO
- Current Status

Flow:

Start → Write the Request Memorandum → Terms of Reference

Write the Request Memorandum → Appoint members of the committees → Approved Request / Appointment letters

Appoint members of the committees → Schedule the meeting → Meeting schedule / Submitted appointment letters

Schedule the meeting → Convene the meeting → CIO Charter

Convene the meeting → Circulate the minutes → Secretariat

Convene the meeting → Conduct Monitoring → Attendance Register

Conduct Monitoring → End

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SOCIAL DEVELOPMENT

SOP File Number:	CIO-ICT-GOV-01
SOP Version:	V.001
Document Owner:	Chief Information Officer

STANDARD OPERATING PROCEDURE: ICT GOVERNANCE

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 Governance Process to assist the officials in providing assurance on how the ICT in the Department is governed and managed.
Scope	The SOP applies all officials responsible for the implementation of ICT Governance within the Eastern Cape Department of Social Development.
Objective(s)	Provide integrated services and secured relevant information through sound ICT Governance to all customers
Definitions	**ICT** – Information Communication Technology

ISS – Information Systems Security |

Key Performance Indicator	Maturity level of Departmental ICT Governance
Principles	The following Department-specific core values apply in the ICT Section: **Integrity** - Our actions and decisions must be in the interest of the department and must be beyond reproach **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. **Accountability** - Understanding the impact of our work and taking responsibility for our actions and decisions
Compliance Measures	Compliance with the DPSA implementation guide of Corporate Governance of ICT

STEP BY STEP GUIDE
ICT GOVERNANCE

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	Write the Request Memorandum	• Draft a memo to appoint ICT Steering, Operational, ISS/Risk and Change Control Committee Members for the approval of the Accounting Officer • Recommend the memo	• CIO	• Terms of Reference	1 day
2	Appoint the members of the committees	• Approve the request memo to establish ICT Steering, Operational, ISS/Risk and Change Control Committee. • Appoint the committee members • Send the appointment letters to the relevant officials	• SG • ICT – Senior Admin Officer	• Approved Request Memo • Appointment letters	15 days
3	Schedule the meeting	• ICT Senior Admin officer develops a schedule for all the committees for the approval of CIO. • Circulate the schedule to the members of the committees for their diaries	• ICT – Senior Admin Officer • ICT – Senior Admin Officer	• meeting Schedule Submitted • Appointment letters	4 days
4	Convene the meeting	• Convene the meeting according to the schedule and the frequency of the committee meetings • Ensure the committee meet the quorum in order to convene the meeting (Ratio 50 +1) and if the	• Chairperson of the committee	• CIO Charter	1 day

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		• above is not met the reasons should be recorded by the secretary and a record is kept. • Ensure that the apologies to any of the committees are tendered to the secretary of the committee in writing and must reach the secretary 1 day prior to the meeting.	• Committee members		
		• Ensure attendance register is kept to record the attendance of members.	• Secretariat		
6	Circulate the minutes	• Circulate the minutes to the members within 7 days from the seating of the committee • Ensure that all the minutes are signed by the Chairperson of the committee after they are adopted and corrections are made. • Keep the records of the minutes	• Secretariat	• Minutes • Attendance Register	4 days
7	Conduct monitoring	• Monitor the observance or lack of committee members to the committee meetings • Admonish in writing the members for any non-adherence.	• CIO	• Attendance Register	4 days

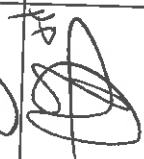## LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)

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 GOVERNANCE PROCESS RISKS

Risk Name	Risk Description	Probability (H / M / L)	Impact (H / M / L)	Control Description	System / Manual
Strategy Misalignment	• Misalignment between ICT Strategy and Business Objectives. • Failure or delay of ICT Projects	H	H	• Provide a constant reminder to the members of the committee after the meeting schedule has been circulated. • Conduct Awareness sessions on ICT Governance. • Constant Monitoring of adherence by the CIO Top Management. • Reporting to the Departmental Audit committee	Manual

Authorization:

	Name:	Comments	Signature:	Date:
Quality Checked By	N. A. Mazizi			
Director - Management Information Services				
Recommended by				
Acting Director - ICT	L. Mahlangabeza			
Recommended by				
Chief Information Officer	P.M. Cheriyan			
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 Assistants.			