



Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

S 2

SOP File Number:

CIO-ICT-EQU - 01

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V.001

Document Owner:

Chief Information Officer

**STANDARD OPERATING PROCEDURE: ICT NEW EQUIPMENT ACQUISITION PROCESS**

<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 New Equipment Acquiring Process to assist the relevant ICT officials in rendering the service.
<b>Scope</b>	The SOP applies to the process of ICT new equipment acquisition in the Department of Social Development within the Eastern Cape Government. The process applies to all officials (ICT and Asset Management) responsible for acquiring and allocating ICT equipment to eligible staff as per the ICT Equipment Policy
<b>Objective(s)</b>	Provide integrated services and secured relevant information through sound ICT Governance to all customers
<b>Definitions</b>	<b>ICT</b> – Information Communication Technology

<p><b>Key Performance Indicator</b></p>	<p>Number of Employees Automated to Improve Efficiency</p>
<p><b>Principles</b></p>	<p>The following Department-specific core values apply in the ICT Section:  <b>Integrity</b> - Our actions and decisions must be in the interest of the department and must be beyond reproach  <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.  <b>Accountability</b> - Understanding the impact of our work and taking responsibility for our actions and decisions</p>
<p><b>Compliance Measures</b></p>	<p>ICT equipment policy and procurement policy</p>

**STEP BY STEP GUIDE**  
**ICT NEW EQUIPMENT ACQUISITION**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	<b>Conduct Needs Analysis</b>	<ul style="list-style-type: none"> <li>Conduct needs analysis using list of Out of Warranty equipment and HR Plan.</li> </ul>	<ul style="list-style-type: none"> <li>Assistant Director - Operations</li> </ul>	<ul style="list-style-type: none"> <li>Needs Analysis Report</li> <li>HR Plan</li> </ul>	3 Months
2	<b>Complete the ICT Hardware Request form</b>	<ul style="list-style-type: none"> <li>Generates an ICT Hardware Request form from the Website to require a new ICT working tool.</li> <li>Complete and sign the Request form.</li> <li>Submit the completed form to the Immediate Supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>Applicant</li> </ul>	<ul style="list-style-type: none"> <li>Completed request form</li> </ul>	Immediately
3	<b>Recommend the Request</b>	<ul style="list-style-type: none"> <li>Recommend the request and submit to the Head of section.</li> <li>Recommend request and submit the request to the ICT Engineering section.</li> </ul>	<ul style="list-style-type: none"> <li>Immediate Supervisor</li> <li>Head of Section or Directorate</li> </ul>	<ul style="list-style-type: none"> <li>Recommended request form</li> </ul>	7 days
4	<b>Approve the Request</b>	<ul style="list-style-type: none"> <li>Receives the request form</li> <li>Approve the request</li> </ul>	<ul style="list-style-type: none"> <li>Director – ICT Engineering</li> </ul>	<ul style="list-style-type: none"> <li>Approved request form</li> </ul>	1 day
5	<b>Develop Procurement specification</b>	<ul style="list-style-type: none"> <li>Prepare the ICT specification document of the new equipment that needs to be procured according to the level of user (i.e. Power user, Normal user, Basic user).</li> </ul>	<ul style="list-style-type: none"> <li>Deputy Director Operations</li> </ul>	<ul style="list-style-type: none"> <li>ICT Specification Document</li> </ul>	1 day

6	Submit the Specification to Demand and Acquisitions unit	<ul style="list-style-type: none"> <li>Submit the specification to Demand section for allocation of suppliers to obtain quotations from a suitable service provider (hand delivery).</li> <li>Record the submission on the outgoing register.</li> </ul>	<ul style="list-style-type: none"> <li>Deputy Director Operations</li> </ul>	<ul style="list-style-type: none"> <li>Submitted ICT Specification document</li> <li>Signed Outgoing register</li> </ul>	1 day
7	Capture the successful Bidder's Documentation on MIS	<ul style="list-style-type: none"> <li>Receives the successful Bidder's Documentation from Demand and Acquisition section.</li> <li>Capture the Documents in the system</li> <li>Follow the relevant Procurement Process (ordering and goods receipt activities).</li> </ul>	<ul style="list-style-type: none"> <li>ICT - Senior Admin Officer / ICT-Admin Officer/ ICT-Admin Clerk</li> </ul>	<ul style="list-style-type: none"> <li>Procurement Order</li> <li>Invoice</li> <li>GRV</li> <li>Signed Delivery Note</li> </ul>	1 day
8	Allocate ICT equipment	<ul style="list-style-type: none"> <li>Decide on the allocation list of the new equipment in line with the application forms.</li> <li>Submit Allocation list to Asset Management for allocation.</li> </ul>	<ul style="list-style-type: none"> <li>ICT Engineering branch committee</li> </ul>	<ul style="list-style-type: none"> <li>Allocation list</li> </ul>	1 day
9	Setup the Machine	<ul style="list-style-type: none"> <li>Receive the machine</li> <li>Log the Call for the machine to be set up and be connected to the network</li> <li>Setup the machine in the domain and transfer data from old to new machine, if New user it's a clean machine setup.</li> <li>Take the old Machine to SCM/ Asset Management</li> </ul>	<ul style="list-style-type: none"> <li>Applicant</li> <li>Chief Network Controller / Network Controller</li> <li>SCM/ Asset</li> </ul>	<ul style="list-style-type: none"> <li>Call Reference No</li> <li>Configured Machine</li> <li>Signed ICT Equipment Allocation form</li> </ul>	1 day

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


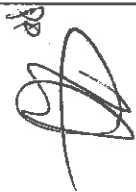


Document Name	Document Description	Effective Date (if applicable)
CGICT Policy Framework	Implementation Guidelines for Corporate Governance of Information and Communication Technology	2013
ISO 38500	ICT Governance Framework	2005
ICT Equipment Policy	Provide controls of how ICT user equipment is allocated and managed.	2016
Laptop Policy	Ensure the proper use and protection of laptop computers and information stored within them	2016
Procurement Policy	Provide a practical tool to guide and regulate all departmental procurement activities and to ensure that they comply with all current legislation and regulations governing procurement	2012
Bid and Contract Management SLA with SITA	Provides cost effective procurement for IT products and services that delivers value for money while promoting government socio-economic objectives.	2013

**ICT NEW EQUIPMENT ACQUIRING PROCESS RISKS**

Risk Name	Risk Description	Probability (H / M / L)	Impact (H / M / L)	Control Description	System / Manual
Out Of Specification equipment	Equipment delivered not meeting the required specification	L	H	<ul style="list-style-type: none"> <li>Verify the equipment during delivery before signing the delivery note.</li> </ul>	Manual
Faulty or Damaged equipment	Delivery of faulty or damaged equipment	L	H		



# AUTHORIZATION

Authorization:	Name:	Comments:	Signature:	Date:
Quality Checked By Director - Management Information Services	N. A. Mazizi			2016/08/20
Recommended by Acting Director - ICT Engineering	L. Mahlangabeza			2016/08/20
Recommended by Chief Information Officer	P.M. Cherryan			5/17/17
Approved by Acting Superintendent General	N. Baart			2016/08/20
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			