



Province of the
EASTERN CAPE
 SOCIAL DEVELOPMENT

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STANDARD OPERATING PROCEDURE: ICT NEW END USER EQUIPMENT PROCUREMENT AND ALLOCATION

TITLE OF SOP	ICT NEW END USER PROCUREMENT AND ALLOCATION PROCESS	
SOP Number	CIO-ICT-OP 01	
Purpose	To document the standard operating procedure (SOP) for the ICT New End User Equipment Procurement and Allocation Process to assist the relevant ICT officials in rendering the services.	
Scope	<ul style="list-style-type: none"> All Departmental Business units within Department of Social Development Eastern Cape All the Departmental officials and contractors that are requesting ICT Equipment 	
Definitions and Acronyms	ICT SCM End user End user- Equipment	Information Communication Technology Supply Chain Management Refers to the Departmental official that is requesting ICT equipment Rerefers to ICT equipment (Laptop, desktop, printers, scanner, projector, etc) that enables the users to perform their tasks
Performance Indicator	Number of ICT Infrastructure Support Services rendered	

STEP BY STEP GUIDE

ICT NEW END USER EQUIPMENT PROCUREMENT AND ALLOCATION

Nr	Task Name	Task Procedure	Responsibility	Time Frames	Supporting Documentation	Service Standard
1	Conduct Needs Analysis for Procurement purposes	<ul style="list-style-type: none"> Conduct needs analysis using list of Out of Warranty equipment and HR Plan from HR 	Assistant Director - ICT Operations	3 Months	<ul style="list-style-type: none"> User application list Needs Analysis Report HR Plan 	Procure all approved ICT new End User equipment as indicated in the RFQ and Bidding SOPs within 30 and 120 days and Allocate ICT Equipment as indicate in the Assets Management Policy within 1 day
2	Develop Procurement specification	<ul style="list-style-type: none"> 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). 	Deputy Director ICT Operations	14 Days	<ul style="list-style-type: none"> ICT Specification Document 	
3	Develop a Business Case for Procurement of ICT equipment	<ul style="list-style-type: none"> Prepare the Business Case for the equipment that needs to be procured Submit the Business Case for HOD's approval 	Deputy Director ICT Operations	10 Days	<ul style="list-style-type: none"> Approved Business Case 	
4	Submit the Specification and Business Case to Demand and Acquisitions unit	<ul style="list-style-type: none"> Submit the specification to Demand section and Business Case for Procurement Record the submission on the outgoing register. 	Deputy Director Operations	1 Day	<ul style="list-style-type: none"> Submitted ICT Specification document, Approved Business Case, Request for Procurement and Budget Signed Outgoing register 	
5	Capture the successful Bidder's Documentation in the Procurement System	<ul style="list-style-type: none"> Receive the successful Bidder's Documentation from Demand and Acquisition section Capture the Documents in the system Follow the relevant Procurement Process (ordering and goods receipt activities) 	ICT- Senior Admin Officer / ICT-Admin Officer/ ICT-Admin Clerk	6 Weeks	<ul style="list-style-type: none"> Procurement Order Signed Delivery Note GRV Invoice 	

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Nr	Task Name	Task Procedure	Responsibility	Time Frames	Supporting Documentation	Service Standard
6	Download and Complete the Application for ICT Equipment form	<ul style="list-style-type: none"> Download an Application for ICT Equipment form from the Website to apply for a new ICT working tool. Complete and sign the Application for ICT Equipment form Submit the completed form to the Immediate Supervisor. 	Applicant	1 working day	<ul style="list-style-type: none"> Completed Application for ICT Equipment form 	
7	Recommend the Request	<ul style="list-style-type: none"> Immediate supervisor Recommend the request and submit to the ICT Assistant Director. ICT Assistant Director Verify if minimum requirements are met (end user needs, environmental, security, etc.) and Submit to the Head of Section or Directorate Head of Section or Directorate Recommend request Submit the request to ICT Assistant Director 	Immediate supervisor	5 working days	<ul style="list-style-type: none"> Completed application for ICT Equipment form Recommended Application for ICT Equipment form 	
8	Receive recommended application	<ul style="list-style-type: none"> Receive the recommended Application and submit to the ICT Engineering section 	ICT Assistant Director.	1 day	<ul style="list-style-type: none"> Recommended application Proof of submission 	
9	Approve the Request	<ul style="list-style-type: none"> Receive and approves the request form and submit to Admin Officer 	Director – ICT Engineering	2 days	<ul style="list-style-type: none"> Approved Application for ICT Equipment form 	

STEP BY STEP GUIDE

ICT NEW END USER EQUIPMENT PROCUREMENT AND ALLOCATION

Nr	Task Name	Task Procedure	Responsibility	Time Frames	Supporting Documentation	Service Standard
10	Capture the Request	<ul style="list-style-type: none"> Capture the submitted Applications on the system and Submit to Provincial ICT Assistant Manager 	Admin Officer	5 Days	<ul style="list-style-type: none"> Applications captured on the system 	
11	Create Equipment Allocation Lists	<ul style="list-style-type: none"> Create the Allocation list from captured applications And submit to SCM for allocation. 	Provincial ICT Assistant Manager	5 Days	<ul style="list-style-type: none"> Allocation list 	
12	Write and submit an allocation letter to SCM	<ul style="list-style-type: none"> Write the Allocation letter to support Allocation List and submit to SCM 	Director – ICT Engineering	1 Day	<ul style="list-style-type: none"> Allocation list Allocation letter 	
13	Receive the Device	<ul style="list-style-type: none"> Receive the machine from the Asset Management Directorate and sign for it. Log the Call and follow ICT support procedure 	Applicant	1 Day	<ul style="list-style-type: none"> Signed Allocation List Allocation note 	



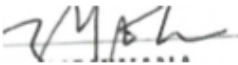

LEGISLATION REFERENCES

Document Name	Document Description
CGICT Policy Framework 2013	Implementation Guidelines for Corporate Governance of Information and Communication Technology
ISO 38500 2005	ICT Governance Framework
ICT Equipment Policy 2016	Provide controls of how ICT user equipment is allocated and managed.
Laptop Policy 2016	Ensure the proper use and protection of laptop computers and information stored within them
Moveable Asset Management Policy	To give support to the strategic objectives of the Department and to ensure core business has moveable assets to deliver services where needed within the Eastern Cape Province
Procurement Policy 2012	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.
Demand and Acquisition Bidding SOP 2020	To manage the procurement of goods, services and capital within the threshold of R500 000 and above which is triggered by the availability that informs procurement plan,
Demand and Acquisition RFQ SOP 2020	To manage the procurement of goods, services and capital within the threshold between R30 001 and R500 000 and above which is triggered by the availability that informs procurement plan,
SITA Amendment Act 38 of 2002	To establish a company responsible for the provision of information technology services to the public administration and to provide matters connected therewith.

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	Verify the equipment during delivery before signing the delivery note.	Manual
Faulty or Damaged equipment	Delivery of faulty or damaged equipment	L	H	Verify the equipment during delivery before signing the delivery note.	Manual
Inadequate budget	Limited budget lead to not fully meet current financial year ICT needs.	H	H	Prioritized users with no ICT equipment.	Manual

AUTHORIZATION

Designation:	Name:	Comments	Signature:	Date:
Recommended By: Director- ICT Engineering	T.M. Vazi			14/03/2022
Recommended by: Acting Chief Information Officer	M.E Gazi	Recommended to support the implementation of the reviewed IT policies		14/3/2022
Recommended by: DDG	N.Z.G Yokwana	Recommended		24/03/2022
Approved by: Head of the Department	M. Machemba	Approved		28/03/2022
Distribution and Use of SOP	All Departmental Officials			