



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

Approval Date	28/03/2022
Periodical Review	Annually
Commencement Date	28/03/2022
Review Date	28/03/2023

STANDARD OPERATING PROCEDURE: ICT USER SUPPORT

TITLE OF SOP	ICT User Support Procedure
SOP Number	CIO-ICT-OP-02
Purpose	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.
Definitions and Acronyms	ICT – Information and Communication Technology Service Desk Agent - Help desk agent act as the first point of contact between customers who need technical support and the IT department. User - Refers to the Departmental official that is requesting ICT service SCCM – System Center Configuration Manager SLA – Service Level Agreement SCM – Supply Chain Management
Performance Indicator	Number of ICT infrastructure services rendered

STEP BY STEP GUIDE

ICT USER SUPPORT

Nr	Task Name	Task Procedure	Responsibility	Time Frames	Systems and Supporting Documentation	Service Standard
1.	Report the Incident	<ul style="list-style-type: none"> Log the call on Service Portal or Service Desk Service Desk Agent Capture the call in the Call Logging System and it generate the reference Number. 	User	10m	<ul style="list-style-type: none"> System Reference No 	Resolve all Logged Calls within 2 days
2	Provide 1st Line Support	<ul style="list-style-type: none"> Service Desk Agent attempts to resolve the call remotely Resolve Call and close, if not able to resolve then Assign to the relevant technician through the system. 	Service Desk Agent	30m	<ul style="list-style-type: none"> Teams SCCM Remote Agent Resolved and closed Call Assigned call 	
3	Access 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 	Chief Network Controller/ Network Controller	4 hours Response time	<ul style="list-style-type: none"> Received and accepted Call 	
4	Resolve the call	<ul style="list-style-type: none"> Perform the tasks according to the nature of the call Close the call after it has been resolved, if not resolve then 	Chief Network Controller/ Network Controller/	2 working days	<ul style="list-style-type: none"> Resolved and closed Call 	
5	Escalate the Call	<ul style="list-style-type: none"> Escalate by following the relevant process. 	Chief Network Controller/ Network Controller/	1 working day	<ul style="list-style-type: none"> Call Logging System Report 	
6	Refer to the Third Party in warranty calls	<ul style="list-style-type: none"> In case of a hardware fault, then a warranty call is logged with a third party Update the call status with the warranty reference number from the Service Provider Update the call status to pending 	Chief Network Controller/ Network Controller	2 working days	<ul style="list-style-type: none"> Call Logging System Report System Report Job Card 	

STEP BY STEP GUIDE

ICT USER SUPPORT

Nr	Task Name	Task Procedure	Responsibility	Time Frames	Systems and Supporting Documentation	Service Standard
		<ul style="list-style-type: none"> Follow up with the Service Provider and update the system until the call is resolved If the call is not resolved within the SLA escalate 				
7	Refer to the Third Party on out of warranty calls	<ul style="list-style-type: none"> For out of warranty hardware calls, vendor services are sourced to resolve the hardware fault Request a quotation from the Service Provider for replacement components If the cost of repairs is less 65% of the current value of the asset, send the machine for repairs otherwise apply for the new machine or apply for a loan machine from SCM 	Assistant Director: ICT Operations	14 working Days	<ul style="list-style-type: none"> Order Invoice Job Card Call Logging System Report 	
8	Monitor & Evaluate logged calls	<ul style="list-style-type: none"> Utilize Dashboard for real time call status monitoring Conduct weekly meetings by Assistant Director ICT operations and Network Controllers to give progress on calls logged Ensure that Service Desk Agent follow up with the user of the call 	Assistant Director – ICT Operations	1 working day	<ul style="list-style-type: none"> Dashboard Attendance Register System generated report 	
9	Report on logged calls	<ul style="list-style-type: none"> Compile and Submit a report on logged calls by assistant Director ICT Operations to Deputy Director ICT Operations 	Assistant Director – ICT Operations	Monthly	<ul style="list-style-type: none"> Call Logging System / System generated report 	

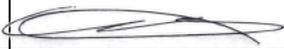
LEGISLATION REFERENCES

Document Name	Document Description
Information Security Policy 2016	Implementation Guideline for Corporate Governance of Information and Communication Technology
ITIL Version 4 2019	Information Technology Infrastructure Library framework designed to standardise the selection, planning, delivery, maintenance and overall life cycle of IT service within a business. Objective: Incident Management aims to manage the lifecycle of all Incidents (unplanned interruptions or reductions in quality of IT services). The primary objective of this ITIL process is to return the IT service to users as quickly as possible.
COBIT 2019	Control Objectives for Information and related technologies to develop, organise and implement strategies around information management and governance.

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. 	M	H	<ul style="list-style-type: none"> Inform the user prior the visit to resolve the call 	Manual
	<ul style="list-style-type: none"> Business continuity can also be affected. 	L	H		
Insufficient 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. Unavailability of Transport and Accommodation Budget. Lack of toolkits to resolve the calls 	H	H	<ul style="list-style-type: none"> Use of Interns Use of Service Portal Dedicated vehicle for ICT Operations 	Manual
Inadequate skills / lack of relevant skills	<ul style="list-style-type: none"> Inadequate skills that lead to difficult in resolving the calls due to changing environment and technology implementation. 	H	H	<ul style="list-style-type: none"> Continuous training of technicians to be always relevant to the implemented technology 	Manual

AUTHORIZATION

Designation:	Name:	Comment:	Signature:	Date:
Recommended By: Director-ICT Engineering	T.M. Vazi			14/03/2022
Recommended by: Acting CIO	M.E Gazi	Part of the implementation of the revised ICT policies		14/3/2022
Recommended by: DDG	N. Yokwana	Recommended		24/03/2022
Approved by: Head of the Department	M. Machemba	Approved		28/03/2022
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			