Province of the EASTERN CAPE SOCIAL DEVELOPMENT	Approval Date	07-02-2022
	Periodical Review	Annually
	Commencement Date	07-02-2022
	Review Date	07-02-2023

STANDARD OPERATING PROCEDURE: ICT NETWORK CONNECTIVITY

TITLE OF SOP	ICT NETWORK CONNECTIVITY
SOP Number	CIO-ICT-CON-01
Purpose	To describe the standard operating procedures for ICT Network Connectivity Process to assist the relevant ICT officials in rendering the service
Scope	The SOP applies to all involved in the process of rendering ICT Network Connectivity services within the Eastern Cape Department of Social Development
Definitions and Acronyms	LAN Local Area Network WAN Wide Area Network WIFI Wireless Information Frequency Interconnect ICT Information Communication Technology SLM Service Level Management
Performance Indicator	Number of ICT infrastructure support services rendered

		STEP BY STEP GUIDE				
		ICT NETWOTK CONNECTIVITY				
Nr	**Task Name**	**Task Procedure**	**Responsibility**	**Time Frames**	**Systems and Supporting Documentation**	**Service Standard**
1.	Identify the network needs.	• District ICT will submit ICT needs to District director. • Districts ICT draft memo to be signed by District director for submission to Provincial office ICT. • Provincial ICT receives and review request memo and approve request once satisfied.	District Assistant Director - ICT Operations	2 hours	• District ICT network needs request • District ICT network services request memo.	To install network infrastructure to all the approved buildings for Eastern Cape Department of Social Development as prescribed by Eastern Cape Provincial Network Infrastructure Standards of 2008 within 60 days.
2	Approve network needs request memo	• Review allocated budget • Approve request for network cabling services based on available budget. • Draft Provincial ICT needs plan	Director ICT Engineering	1 day	• Provincial ICT needs plan • Approved network needs request memo	
3	Draft Business Case and Procurement Plan	• Draft ICT procurement Business Case and Procurement Plan • Submit Business Case for approval by head of department • Submit Approved ICT procurement Business Case and Procurement Plan to internal SCM.	DD ICT Operations	2 days	• Approved network needs request memo • ICT Procurement Plan • Approved Business Case	
4.	Conduct Site Assessment	• Conduct site assessment based on network needs in conjunction with district Assistant director ICT Infrastructure and ICT Operations. • Document all findings	Deputy Director ICT infrastructure	2 days	• Approved network needs request memo • Site Assessment Report	

		STEP BY STEP GUIDE				
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Nr	**Task Name**	**Task Procedure**	**Responsibility**	**Time Frames**	**Systems and Supporting Documentation**	**Service Standard**
5.	Develop network Specification	• Draft cabling and WIFI implementation specifications in conjunction with assistant director ICT Infrastructure. • Submit specifications to ICT DD operations to verify business case procurement alignment. • Submit specification to demand acquisition.	DD ICT infrastructure	1day	• Approved Business Case • Network specification • Network Specification memo	
6	Generate Purchase Order	• Receive award document and SLA indicating the approved service provider. • Admin clerk to process the procurement • Issue purchase order to service provider	ICT Admin Clerk	1day	• Award documentation • SLA • Purchase order	
7	Render services	• Submit project charter • Deliver service according to specification	Service Provider	Depending on project scope	• Purchase Order • SLA • Project Charter • Network Test report	
8.	Perform Project Quality Checks	• DD ICT infrastructure in conjunction with AD ICT infrastructure and District ICT Operation assistant directors will conduct a project assessment. • Inspect ICT infrastructure implemented by service providers. • Do a network connectivity test with service provider • Check points and patch panels are labeled for easy identification • Test connectivity to all departmental systems using laptop through network point or WIFI	DD ICT Infrastructure	1 day	• SLA • Network test results report	

		STEP BY STEP GUIDE				
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Nr	**Task Name**	**Task Procedure**	**Responsibility**	**Time Frames**	**Systems and Supporting Documentation**	**Service Standard**
		• Logon on to Departmental WIFI Access control system to check if all WIFI access points are registered and configured as per specification scope Check if all points are and material used are in accordance with specifications (Krone\Molex cabling standards and WIFI access points)				
9.	Prepare and Close out Reports	• Produce project close out report.	Service provider	1 day	• Network test results report • Project Close out Report	
10.	Generate GRV	• Receive invoice • Verify invoice against quotation • Generate GRV • Submit documentation to payment section for processing of payment	Admin Clerk	1day	• Invoice • Invoice • GRV	
11.	Monitoring LAN Services	**LAN connectivity maintenance** • Conduct Quality Assurance Visits • Asses network points status • Assess network equipment functionality (switches). • Log a warranty call with switch warranty center if in warranty if switch is faulty	DD - ICT Infrastructure	30 days	• District Monthly report • Quality Assurance report • Request memo to repair or replace.	

ICT NETWOTK CONNECTIVITY

Nr	Task Name	Task Procedure	Responsibility	Time Frames	Systems and Supporting Documentation	Service Standard
		• Submit request for replacement of switch to Provincial Office if switch is out of warranty • Damaged Points submit request to procure repairs to ICT Engineering • If budget is available to repair draft memo and develop specification to procure.				
12.	Process WAN Services Requests	**WAN connectivity data lines** • Receive data line request from affected offices within Eastern Cape Department of Social Development • Submit new data line request to SITA • Director ICT Engineering receive proposal from SITA • Review available budget • Director ICT Engineering accept or decline proposal • Receive SITA reference	Director ICT Engineering	5 days3	• Request memo • Proposals	
13.	Monitor the WAN	• WAN connectivity data line maintenance • Complete data line outdoor or indoor data line transfers requests ad submit to SITA • Check if there is power to router, switch and Telkom MTU • Check if you can ping the local connected machines. • Ping external systems to identify if connection can be established.	DD ICT Infrastructure	5 days	• SLM Report • SLA meeting minutes WAN report	

		STEP BY STEP GUIDE				
		ICT NETWOTK CONNECTIVITY				
Nr	**Task Name**	**Task Procedure**	**Responsibility**	**Time Frames**	**Systems and Supporting Documentation**	**Service Standard**
		• Log a call with SITA WAN services if no external connection can be established/ • Receive SITA reference • WAN Connectivity Analysis • Analyze WAN report received by SITA • Review incidents • Sign SLM (Service Level Management) report				
14	Report on ICT connectivity	• Submit the reviewed and signed SLM (Service Level Management) report to CIO as means of verification.	DD ICT Operations	30 days	• SLM Report • Monthly report	

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LEGISLATION REFERENCES

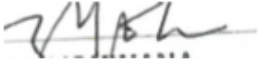| TYPE OF REFERENCE	REFERENCE DESCRIPTION / OR DOCUMENT DESCRIPTION
SITA Act of 2002	To establish a company responsible for the provision of information technology services to the public administration and to provide for matters connected therewith.
COBIT 5	COBIT (Control Objectives for Information and Related Technology) helps organisations meet business challenges in regulatory compliance, risk management and aligning IT strategy with organizational goals.
ISO 38500	Applies to the governance of the organization's current and future use of IT including management processes and decisions related to the current and future use of IT
ECDSD Network Policy	To define and distinguish policies and procedures of how Network should be controlled and managed properly within the ECDSD to ensure security and proper usage.
Eastern Cape Provincial Network Infrastructure Standards of 2008	To provide ICT Infrastructure specifications as required by the Province of the Eastern Cape for all network infrastructure installations as well as upgrades to existing infrastructure to comply with as a minimum. To also note that not all specifications in this document need to be adhered to in order to deliver a technically correct installation, however the minimum specification designed and built to guarantee availability, security, reliability and maintainability of communication services must be met at all times

RISKS

Risk Name	Risk Description	Probability (H / M / L)	Impact (H / M / L)	Control Description	System / Manual
Insufficient network points	• Unavailability of network services to some officials within the office due inadequate lease agreements.	H	H	• Establish a facilities committee to discuss lease agreements beforehand to avoid setting a precedence that ICT is delaying implementation of cabling and data line services. • Regular communication between and amongst all stakeholders.	Manual
Unavailability of network connectivity services	• Delay in procurement of network cabling service within SCM prevents ICT from rendering network connectivity service timeously.	H	H	• Submit cabling procurement plan to SCM before new financial year. • Submit specification once budget has been allocated	Manual
Lack of network and internet services	• Non availability of financial resources result in limited services be rendered to offices • SITA WAN delays result in disruptions in internet and WAN services	H	H	• Regular communication between and amongst all stakeholders to address the impact of not availing adequate budget to implement these services. • Establish SLA for internet and WAN services with SITA to ensure availability of these services with minimum disruptions.	Manual

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AUTHORIZATION

Designation:	Name:	Comments	Signature:	Date:
Recommended By: Director-	T.M. Vazi	This SOP will better prepare the department on the issues of audit and further address business continuity when an employee exits the organization		21/02/2022
Recommended by: Acting CIO -	M.E Gazi	This SOP has been aligned with new IT policies		
Recommended by: DDG	N.Z.G Yokwana	Recommended		07/03/2022
Approved by: HOD	M. Machemba	Approved		07/03/2022
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			