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I T SERVICE REQUEST POLICY

1st approval : Council Resolution no# CR17-31/10/13SC (4)
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3rd approval : Council Resolution no# CR96 – 28/05/21 SP
4th Approval : Council Resolution no# CR132 – 27/05/22 SP

Object

The primary object of this policy is: -

(a) To manage how ICT services are requested and rendered.
(b) It outlines the responsibilities of users or service requesters and those of GGITO officials.

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GLOSSARY

1. **"GGITO"** refers to Greater Giyani Information Technology office staff members.
2. **"IT"** refers to Information Technology
3. **"GGITO- Service Request Policy"** refers to Greater Giyani Information Technology Office Information Technology Service Request Policy.
4. **"GGM"** refers to Greater Giyani Municipality
5. **"The Municipality"** refers to Greater Giyani Municipality
6. **"email"** refers to electronic Mail
7. **"MM"** refers to the Municipal Manager

1. PREAMABLE

(a) The Greater Giyani Information Technology Office (GGITO) has developed the Information Technology Service Request Policy that will guide and control how ICT services are requested and how such services will be rendered. This policy will assist GGITO in managing incident and ICT service requests

(b) It describes the responsibilities of the users or service requester and the response they can expect from GGITO.

(c) This policy shall apply to all Greater Giyani Municipality Officials, its contractors, service providers, interns, students, councillors, and other authorized 3rd party entities that will need the Municipality's ICT services in order to perform respective duties in GGM.

(d) The purpose of this policy is to manage how ICT services are requested and rendered.

2. USER AWARENESS

(a) Every councillor, employee, contractor and authorised 3rd party entity should become familiar with the policy's provisions and the importance of adhering to it when requested ICT services and rendering such services.

(b) Popularization of this policy will be conducted through presentations to all staff members.

(c) All officials shall attend presentations of this policy and sign on the attendance register as acknowledgment of knowledge of the contents of this policy and repercussions of transgression.

(d) This policy will be send using email to all users of ICT services and it is expected of all users to familiarize themselves with the contents and provisions of this policy.

3. PURPOSE

(a) The primary purpose of this policy is to manage how ICT services are requested and rendered.

(b) It outlines the responsibilities of users or service requesters and those of GGITO officials.

4. DOCUMENTS THAT SHOULD BE READ WITH THE POLICY

(a) Change Management Policy
(b) CT Equipment Policy
(c) Network Access Policy
(d) COBIT 5 – framework for the Governance and Management of enterprise IT 2012
(e) ISO/IEC 20000
(f) ISO/IEC 27000
(g) KING IV – Corporate Governance of Information and Communication Technology (ICT)
(h) ITIL v3

5. SCOPE OF APPLICABILITY OF THE POLICY

(a) This policy applies to every ICT service requester and all users of GGM who requests ICT services.
(b) It also applies to every councillor, employee, contractor, and 3rd party entity accessing the Municipality's networks and ICT resources

6. ROLES AND RESPONSIBILITIES

(a) GGITO is responsible for rendering all ICT services in conjunction with SITA, Telkom, and other 3rd party service providers.
(b) GGITO is the first line of ICT support in GGM.
(c) Helpdesk administrator where applicable is the first line of contact with GGITO and IT Assistant is the first line of GGITO, ICT support.
(d) GGITO shall put in place temporary solutions while seeking permanent solutions to requests.
(e) IT is the responsibility of GGITO to ensure that timely and quality service is rendered at all times.
(f) It is the responsibility of IT Manager to ensure all service requests are attended in accordance with the set GGITO service standards.
(g) It is the responsibility of IT Manager to randomly follow up on resolved, closed, active, inactive, responded to and all other service request call logged by users. IT Manager will manage all the operational activities of GGITO.
(h) IT Manager will periodically do information gathering from users regarding ICT related activities in order to discharge his duties.
(i) This includes and not limited to collecting information on end user satisfaction of ICT services and how GGITO can improve its services.
(j) The Director Corporate Services shall oversee all activities of GGITO, and IT Manager will report on monthly basis to the Director Corporate Services all IT related matters, or at any given time the Director Corporate Services or his supervisors shall deem it necessary.
(k) The Helpdesk Administrator where applicable shall become the first line support for all ICT related issues in that for all service requests have to be logged with the help desk administrator where applicable.
(l) The helpdesk administrator shall give the service requester or user a reference number which is attached to their service request.
(m) Once the call has been logged the helpdesk administrator will provide the service requester with details of their calls and inform them how their calls will be handled.
(n) The helpdesk administrator will also be responsible for resolving those calls that do not need to be escalated to the next level of GGITO ICT support.
(o) The IT Technical team will ensure that all service request calls are attended to, responded to and resolved under predefined time period.
(p) The IT Technical team shall perform the duties of helpdesk administrator in every event that the helpdesk Administrator is not available.
(q) The helpdesk administrator and IT Technical team shall perform their duties interchangeably.
(r) It is the responsibility of every user to ensure that they log all their service request calls with the helpdesk Administrator.
(s) The user will have the right to reference number and request exact time their request will be attended to.

(t) The user will have the right to follow up with the helpdesk Administrator on their call progress.

(u) The user shall have the right to escalate their calls with the IT Assistant and ultimately with the IT Manager when they cannot find problem resolutions.

(v) It is the responsibility of the user to give GGITO access to their offices for GGITO to be able to assist them. It is the responsibility of the user to ensure that they are present at all times during the period which their call is being attended to.

7. EXCEPTIONS.

(1) Under no circumstances shall GGITO attend and/or respond to any service request calls in the corridors and/or passages of GGM or any other place.

(2) Under no circumstance shall GGITO attend to any serve request call that arise from software and/or application that were installed illegally on GGM ICT systems.

(3) Under no circumstance shall GGITO attend to any service request call that has no bearing on service of GGM and/or for system and/or equipment's that do not belong to GGM.

(4) Under no circumstance shall GGITO attend to any service request for any person equipment's and/or systems.

(5) GGITO officials will ensure that they have all the software and hardware necessary for them to carry out their duties. GGITO will resolve calls in the presence of the user or remotely on user's permission.

(a) GGITO Official Times
(b) Monday to Friday
(c) 7H00 to 16H00

(6) No unauthorised requests shall be accepted during weekends and public holidays.

(7) Should Any user need assistance outside these official times needs to make prior arrangement with IT Manager for the IT Manager to arrange overtime to perform the overtime duties.

(8) For any emergencies IT Manager shall give permission in consulting with the Director Corporate Services for GGITO to attend to such emergencies and make over time claims thereafter.

(9) However, it is dependant of the availability of GGITO officials if no prior arrangements were made.

(10) GGITO Minimum Tools.

(11) For GGITO officials to be able to carry out their duties they need minimum tools that will enable GGITO to discharge their duties.

(12) Without which provisions of this policy shall not be enforceable.

(13) Standard laptop, small printer, scanner, networking tool kit, external HDD, memory stick, cell phone, telephone, and car allowance

8. ENFORCEMENT/LEGAL FRAMEWORK

(1) Any employee found to have violated this policy may be subjected to disciplinary action, up to including termination of employment

(2) Employees who violate this policy will be disciplined in terms of measurers contained in or published in one or more of the following acts, objections, and policy prescripts (this list is by no means exhaustive):

(a) The State Information Technology Act
(b) SITA Amendment Act
(c) Promotion of Access to Information Act
(d) Municipality Service act
(e) Municipal Finance Management Act
(f) National Archives Act
(g) Protection of Government Information Act
(h) Telecommunication Act.
(i) Telecommunications Amendment Act
(j) Electronic Communication and Transaction Act
(k) Various other statutes
(l) Any other applicable legislation, regulation, or policy

9. POLICY REVIEW

(a) The policy shall be reviewed as and when necessary.

SIGNED BY:

MAYOR: CLLR ZITHA T _____ **SIGNATURE** 27/05/2022 **DATE**

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