

## STANDARD OPERATING PROCEDURE

### CHIEF DIRECTORATE: CORPORATE SERVICES

### DIRECTORATE: MANAGEMENT INFORMATION SERVICES (DGITO)

**SOP Title** <Name  
the SOP>

Incident Management

**SOP Number:**  
<Provide the reference  
number for the SOP>

SOP/01

**PURPOSE:** <Explain the objective the SOP is intended to achieve>

To outline the Incident Management processes (step by step process)

**SCOPE:** <State the range of activities the SOP applies to as well as any imitations or exceptions>

ICT incident management for all employees

**RESPONSIBILITY:** <State the officials, groups, contractors, & subcontractors, responsible for complying with the SOP>  
<State the person or group responsible for assuring the appropriate officials are trained on the SOP>

All departmental employees

Office of the Premier

SITA

DPSA

# STANDARD OPERATING PROCEDURE: INCIDENT MANAGEMENT

**PROCEDURE:** <Explain the procedure in simple steps. Describe what to do, not how to do it> <State who does each step & how it is recorded to be certain whoever is performing the procedure can prove that they have done it. Think about what is needed before the procedure is started so that the person performing the function can do it correctly the first time>

| No. | Task Name                                    | Task Procedure   | Responsibility  | Time Frame  | Supporting Documentation               | Service Standard |
|-----|--|--|---|---|--|------------------|
| 1.  | <b>INCIDENT DETECTION AND REPORTING</b>      | <ul style="list-style-type: none"> <li>User/employee detects that a problem has occurred.</li> <li>Reports the problem that has occurred at DGITO.</li> <li>Log and categorize the incident</li> </ul>   | User / Employee<br>Helpdesk Technician                                | 1 day   | Job card<br>Spreadsheet register       |                  |
| 2.  | <b>INITIAL ASSESSMENT AND CLASSIFICATION</b> | <ul style="list-style-type: none"> <li>Assess the impact and urgency of the incident</li> <li>Classify incidents based on severity and priority</li> <li>Attempt to resolve the incident</li> <li>Assign to incident owner and Senior Network Administrator if not resolved</li> </ul> | Helpdesk Technician   | 1 day   | Job card<br>Spreadsheet register       |                  |
| 3.  | <b>INCIDENT DIAGNOSIS AND ANALYSIS</b>       | <ul style="list-style-type: none"> <li>Gather incident data and logs</li> <li>Analyse incident root cause</li> <li>Identify resolution options</li> </ul>  | Technician<br>Senior Network Administrator                            | 1 day   | Research<br>Incident resolution manual |                  |
| 4.  | <b>INCIDENT RESOLUTION AND RECOVERY</b>      | <ul style="list-style-type: none"> <li>Implement resolution plan</li> <li>Execute incident fixes or workarounds</li> <li>Verify incident resolution</li> </ul>   | Technician<br>Senior network Administrator<br>Deputy Director<br>SITA | Standard<br>Incidents – 1 day<br>Escalations - 1-3 day(s) | Change management plan                 |                  |

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|    |   |  |                 |   |                                    |
|----|---|--|-----------------|---|------------------------------------|
|    |   | <ul style="list-style-type: none"> <li>Escalate to Office of the Premier and SITA if not resolved</li> </ul>   | OTP             | Incidents that require traveling - 1-3 day(s) |                                    |
| 5. | <b>INCIDENT CLOSURE AND DOCUMENTATION</b> | <ul style="list-style-type: none"> <li>Obtain customer feedback</li> <li>Document incident resolution and closure</li> <li>Review incident management</li> </ul>   | Deputy Director | Escalations<br><br>1-3 days                   | Survey Forms                       |
| 6. | <b>INCIDENT REPORTING AND EVALUATION</b>  | <ul style="list-style-type: none"> <li>Compile incident reports</li> <li>Analyse incident trends and patterns</li> <li>Identify IT service improvements</li> </ul> | Deputy Director | 1-3 days                                      | Monthly report<br>Improvement Plan |

**REVIEW AND REVISION:** <State how often the SOP is reviewed & under what circumstances it is to be revised>

This SOP will be reviewed when there are changes in legislation or the operating environment.

**CONTINGENCIES:** <State what happens if the SOP cannot be followed & identify who needs to be notified>

**Director : Information Management Services (DGITO)**

## STANDARD OPERATING PROCEDURE: INCIDENT MANAGEMENT

**REFERENCES:** <List related SOPs, any supporting documentation necessary to understand & correctly follow the procedure, including any applicable regulations & regulatory guidelines>

| <b>TYPE OF REFERENCE</b>           | <b>REFERENCE</b>  |
|------------------------------------|---|
| ITIL Version 4                     | Information Technology Infrastructure Library framework   |
| COBIT                              | Control Objectives for Information and related technologies   |
| GCIS Guidelines                    | Government Communication Information System   |
| SDLC                               | System Development Life Cycle   |
| SITA Business Agreement            | Contractual agreement between the department and SITA   |
| SITA SLA                           | Service Level Agreements that SITA has with the department  |
| Microsoft Services Premier Support | License Agreement with Microsoft to support the provincial departments in maintenance of Microsoft platform infrastructure. |
| DPSA                               | Department of Public Service and Administration circulars and directives on ICT   |
| <b>DOCUMENT</b>                    | <b>DOCUMENT TITLE</b>   |
| Policy                             | All ICT policies  |
|                                    | <b>APPLICABILITY</b>  |
|                                    | Whole department  |

# STANDARD OPERATING PROCEDURE: INCIDENT MANAGEMENT

**DEFINITIONS:** <Define words and acronyms that people reading the SOP would not generally know and that would require clarification. If a definition is needed and one exists in the regulations, use the regulation definition>

| Term / Acronym         | Definition   |
|------------------------|--|
| SOP                    | Standard Operating Procedure   |
| COGTA/ the Department  | Department of Cooperative Governance and Traditional Affairs                                 |
| DGITO                  | Departmental Government Information Technology Office  |
| ICT                    | Information Communication Technology   |
| Incident               | An Incident is defined as an unplanned interruption or reduction in quality of an IT service |
| DGITO Helpdesk Officer | A person who provides first level support to all departmental users                          |
| MIS                    | Management Information Services  |

**ATTACHMENTS:** <Attach any documents used in support of the SOP, e.g. flowcharts & work instructions>

DGITO/MIS Structure

**HISTORY OF CHANGE:** <State in sufficient detail what changes were made what parts of the SOP were effected & when the changes become effective>

None

# STANDARD OPERATING PROCEDURE: INCIDENT MANAGEMENT

**CERTIFICATION OF DUE PROCESS:**

Prepared by: S. Brukwe [Signature] 03/03/2025  
 Name Signature Date

Prepared by: Mr. M. Damane [Signature] 03/03/2025  
 Name Signature Date

Certified by: Tswakai Luke [Signature] 03/03/2025  
 Name Signature Date

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Approval of SOP: [Signature] [Signature] 03/03/2025  
 Authority Date

Approval date Commencement date Review date

**REVISION HISTORY**

| Revision No. | Approved/ Rescinded | Date | Authority | Resolution Number or Minutes Reference |
|--------------|---------------------|------|-----------|--|
|              |                     |      |           |  |