



Province of the
EASTERN CAPE

**COOPERATIVE GOVERNANCE
& TRADITIONAL AFFAIRS**

**STANDARD OPERATING PROCEDURE
FOR ICT ASSET MANAGEMENT**

**CHIEF DIRECTORATE CORPORATE SERVICES
DIRECTORATE DGITO
SOP NUMBER 002**

SERVING OUR COMMUNITIES BETTER

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SERVING OUR COMMUNITIES BETTER

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1. DEFINITION AND ACRONYMS

This session explains the meaning of terminology and abbreviations that are used throughout this document. The words that people reading this SOP would not generally know and that would require clarification.

Term / Acronym	Definition
SOP	STANDARD OPERATING PROCEDURE
ECCOGTA	Eastern Cape Department of Cooperative Governance and Traditional Affairs
Asset	A resource with economic value that an individual, corporation or country owns or controls with the expectation that it will provide a future benefit.
SAPS	South African Police Service

2. PURPOSE OF THE SOP

1. To standardize, enforce consistency and efficiency in ICT asset coordination
2. To emphasize accountability, safeguarding and audit controls of ICT assets
3. To ensure proper utilisation and management of ICT assets
4. To ensure that ICT assets are properly allocated to employees to optimize usage and enhance service delivery.

3. SCOPE OF APPLICABILITY

This SOP is applicable to all the employees of the Department of Cooperative Governance and Traditional Affairs including contract workers, visitors, consultants, interns, service providers and everyone that will be a custodian of ICT asset(s).

4. RESPONSIBILITY

4.1 Division: DGITO

1. Office of the Director DGITO is responsible for leading the implementation of this SOP across the department.
2. Office of the Director DGITO oversee specification and approve procurement of ICT assets.
3. ICT Operations create specification as per business needs and engage in acquisition of ICT assets by conforming to government procurement guidelines.
4. ICT Operations receive, configure, record, distribute and manage ICT assets.

4.2 Division: Asset Management

1. Labelling and barcoding ICT assets before DGITO action configuration and distribution of ICT assets.
2. Record details of the asset into asset register. A unique identifier will be allocated to each ICT asset and details will be recorded with the employee of the asset and its location prior to distribution.

4.3 Employees

1. All ICT asset(s) custodians are responsible for managing and safeguarding the ICT assets assigned to them.

2. All employees have a responsibility to ensure that no fixed ICT assets like desktops and networked printers are moved from their proven location without the involvement of DGITO and Asset Management.
3. Line Managers have a responsibility to inform DGITO if the principal user of an asset is no longer in use or required for example in the incident of employee leaving the department.
4. All employees must immediately report the lost, stolen or damaged of any assigned ICT assets to office of the Director DGITO.

5. PROCEDURE

5.1 Asset Acquisition

1. All ICT assets to be purchased should be in terms of the approved budget.
2. Acquisition of ICT assets is conducted by Supply Chain Management Section.
3. The acquisition process is informed by PFMA, National Treasury regulations and other applicable government procurement processes.
4. DGITO outline specifications and the quantity of the required ICT assets that are needed to ensure business value in the define period.

5.2 Asset Allocation

1. All request in relation to allocation of ICT asset must be communicated to office of the Director DGITO.
2. The employee that needs a working tool must complete ICT request form and submit it to the Director DGITO.
3. Director DGITO will inform head of ICT Operations about the initiated request.
4. The head of Operations will analyse the request informed by policies, procedures and motivation. Thereafter, will update the request list of all the initiated requests.
5. The head of Operations will instruct Support Technicians to prepared the working tool if stock is available and an inventory certificate with asset number, asset details and applicant details will be filled otherwise the request list will be updated and awaits new stock to be procured.
6. The Support Technician will update asset register and sign-off.

5.3 Asset Replacement

1. The ICT assets are replaced when an asset is lost, damaged, stolen or reached end of life. If an asset is stolen or lost the user must immediately inform DGITO in writing.
2. If an asset is damaged, the user must immediately inform DGITO in writing.
3. DGITO will assess the damage and log the call for repairs if the asset is still under warranty else if it is uneconomical to be repaired and the asset is not under warranty DGITO will write a technical report and the asset will be declared for disposal.
4. DGITO will review and analyse asset database to check the assets that are due for replacement.
5. If the asset is due for replacement DGITO will inform the user so that asset movement form can be completed and replace or replacement the asset.

5.4 Asset Movement / Transfer

1. If an employee deems it necessary to move fixed assets, from one location to another the employee must fill in an asset movement form authorised by the Line Manager and Director
2. If an asset is temporarily moved from one location to another, an asset movement form must be filled and be authorised by the duly delegated Line Manager, and the form must be resubmitted when the asset is returned

5.5 Asset Lost, Theft and Damaged

1. All damaged, lost or stolen ICT assets must be promptly reported in writing by the custodian to office of the Director DGITO; and in case of theft the incident must also be reported to the SAPS from whom a case number must be obtained. The report must detail how the loss/theft occurred and accompanied by the SAPS affidavit with case number.
2. DGITO will inform Asset Management Section about the incident for the purpose of updating the records loss control register.
3. DGITO will inform Security Management and Anti-Corruption Services to request an investigation to determine the manner in which the laptop was lost.

5.6 Asset Disposal

1. When an ICT asset is declared for disposal data must be erased using secure methods by DGITO.

2. After erasing data, DGITO will hand-over the ICT assets to Asset Management Section.
3. Disposal committee will decide whether to auction, transfer, donate or scrap the ICT asset.
4. The Asset Management Section and the DGITO shall keep all the records of activities of the Disposal Committee in a safe and secure environment.

6. REVIEW AND REVISION

In order to ensure that this SOP is still aligned with ICT policies and procedures will be reviewed when there are modifications that needs to be updated.

7. CONTINGENCIES

All employees and visitors have a responsibility to ensure that they comply with this SOP. Failure to conform with any aspect of this SOP will be dealt with in accordance with the departmental disciplinary action.

8. REFERENCES

ICT Policies

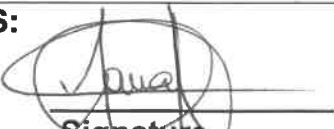

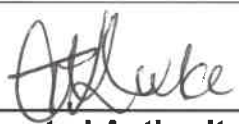
9. ANNEXURE/ ATTACHMENTS

Nothing

10. HISTORY OF CHANGE

No trail of changes in the interim, this is the first version of the SOP ICT Equipment Request

11. SIGN OFF

CERTIFICATION OF DUE PROCESS:				
Prepared by:	<u>Akhona Fana</u>		<u>28/11/2019</u>	
	Name	Signature	Date	
Certified by:	<u>Sisanda Brukwe</u>		<u>28/11/2019</u>	
	Name	Signature	Date	
Approval of SOP:			<u>28/11/2019</u>	
	Delegated Authority		Date	
Approval date		Commencement date		Review date
REVISION HISTORY				
Revision Ref No.	Approved/ Rescinded	Date	Authority	Resolution Number or Minutes Reference