MUNICIPAL ICT SUPPORT POLICY

Departmental Contact Details	
Physical Address	Tyamzashe Building Phalo Avenue Bhisho 5605
Postal Address	Department of Cooperative Governance and Traditional Affairs Private Bag X0035 Bhisho 5605
Document Number	1
Document Name	Municipal ICT Support Policy
Custodian	Mr. A. Sidinile
Designation	Director: Municipal Capacity Development
Component	Municipal IT
Telephone No.	040 940 7238
Cell Phone No.	066 360 0132
E-mail Address	andile.sidinile@eccogta.gov.za
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Date of Approval	
Date Last Amended	
Date For Next Review	December 2030
Related Policies	None

SIGN OFF

Head of Department

This Policy has been recommended by myself Mr Vuyo Mlokothi in my capacity as the Acting Head of Department (AHOD) for the Department of Cooperative Governance and Traditional Affairs (DCoGTA), Eastern Cape Province.

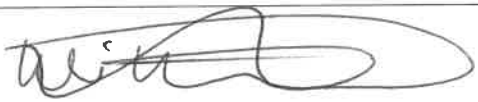I am satisfied and concur with the contents of this Policy.

The development of the policy on Municipal ICT Support will guide and maintain efficient and effective ICT support provided to the municipalities.

Signed	
Designation	Mr. V. Mlokothi, Acting Head of Department: Cooperative Governance and Traditional Affairs
Date	28/03/2025

Executive Authority

The Department of Cooperative Governance and Traditional Affairs has an unprecedented opportunity to improve the livelihoods of the people by effectively rendering many services that it is expected to provide. We have envisaged a department that has the required capacity to respond adequately to the challenges of its people.

I therefore trust that guidance from this Municipal ICT Support Policy will contribute to the effective utilisation of the policy by the staff of the department and municipalities.

Signed	
Designation	Member Of Executive Council: Honourable: Zolile A. Williams
Date	28/03/2025

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1. POLICY STATEMENT

This policy outlines the guidelines for providing Municipal Information and Communication Technology (ICT) support services to all municipalities within the province, defining the scope of support, service levels, responsibilities of municipalities, and escalation procedures.

2. PURPOSE OF POLICY

The purpose of this policy is to:

2.1 Define the types and scope of Municipal IT support available

2.2 Establish clear criteria for selecting municipalities eligible for support

2.3 Outline the responsibilities of both the department and the municipalities

2.4 Define reporting channels to ensure regular and transparent communication between Municipal IT and the municipalities

2.5 Ensure the efficient and effective provision of support to the municipalities

3. DEFINITIONS

TERM	DEFINITION
Province	Eastern Cape
COGTA / Department	Department of Cooperative Governance and Traditional Affairs
HOD	Head of Department
GITO	Government Information Technology Officer
IT	Information Technology, also referred to as ICT (Information & Communication Technology)
CGICT	Corporate Governance of ICT
CGICTPF	Corporate Governance of ICT Policy Framework

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TERM	DEFINITION
Corporate Governance	"The set of responsibilities and practices exercised by the board and executive management with the goal of providing strategic direction, ensuring that objectives are achieved, ascertaining that risks are managed appropriately and verifying that the enterprise's resources are used responsibly". (IT Governance Institute).
Corporate Governance of ICT	The system by which the current and future use of ICT is directed and controlled. (ISO/IEC 38500) Corporate governance of ICT involves evaluating and directing the use of ICT to support the organization and monitoring this use to achieve plans. It includes the strategy and policies for using ICT within an organization. (ISO/IEC 38500)
Corporate Governance of ICT Framework	This is the framework used by the organization to establish transparent accountability of individual decisions related to IT and ensures the traceability of decisions to assigned responsibilities
DPSA	Department of Public Service and Administration
ISACA®	An independent, non-profit, global association that engages in the development, adoption and use of globally accepted, industry-leading knowledge and practices for information systems.
ISO 38500	ISO/IEC 38500 is an international standard for Corporate Governance of Information Technology published jointly by the International Organization for Standardization (ISO) and the International Electro technical Commission (IEC). It provides a framework for effective governance of ICT to assist those at the highest level of organizations to understand and fulfil their legal, regulatory, and ethical obligations in respect of their organizations' use of ICT.
ISMS	Information Security Management System
KING III	King Code of Corporate Governance. According to the King III Code of Corporate Governance ICT comprises: Information; Information Technology; Communication Technology; and Technology.

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TERM	DEFINITION
COBIT	COBIT Control Objectives for Information and related Technology is an internationally recognized IT governance control framework that helps organizations meet business challenges in regulatory compliance, risk management and aligning IT strategy with organizational goals.
Residual risk	Residual risk is the remaining value of risk after considering internal controls.

4. APPLICATION AND SCOPE

This policy applies to all municipalities that utilize the services and require support from COGTA's Municipal ICT.

5. LEGISLATIVE FRAMEWORK

I.   Constitution of the Republic of South Africa Act, 1996.

II.   Copyright Act, Act No. 98 of 1978

III.   Protection of Personal Information Act (POPI Act) of 2013

IV.   Electronic Communications and Transactions Act, Act No. 25 of 2002

V.   Promotion of Access to Information Act, Act No. 2 of 2000 (PIAIA)

VI.   Promotion of Administrative Justice Act, Act No. 3 of 200(PAJA)

VII.   Protection of Personal Information Act, Act No. 4 of 2013 (POPI)

VIII.   Regulation of Interception of Communications Act, Act No. 70 of 2002

IX.   Treasury Regulations for departments, trading entities, constitutional institutions and public entities, Regulation 17 of 2005.

X.   Corporate Governance of Information and Communication Technology Governance Policy Framework

XI.   Municipal Finance Management Act, 56 of 2003

6. POLICY PROCEDURE

A   MUNICIPAL IT KEY FUNCTIONS

Municipal IT must perform the following functions:

i   Promote and ensure compliance of Corporate Governance of ICT Policy Framework and implement departmental ICT Strategy and all ICT organizational, infrastructure and systems initiatives

ii   Provide support to municipalities in the implementation of corporate governance of ICT policy framework and training the ICT steering committee members

iii Provide support in the review or development of ICT policies for municipalities

iv   Provide support with Municipality ICT policy's rollout programme

v   Facilitate and coordinate meetings with Municipal ICT Forums and render advisory services

vi   Perform municipal ICT status assessments and advise municipality management on Information Technology and Information Systems

vii Ensures that good relations are maintained between the Department and all municipalities in matters pertaining to management of ICT support

viii Establish, manage and monitor interface and Provide integration of IT systems between the department and municipalities and technical support to ICT Municipal projects.

ix   Provide risk assessment and risk identification on ICT

B   THE TYPE AND SCOPE OF MUNICIPAL IT SUPPORT AVAILABLE

TYPE OF ICT SUPPORT AVAILABLE FOR MUNICIPALITIES

Municipal IT shall provide support to municipalities in the implementation of ICT good governance, render advisory services, and formulate strategic plans, frameworks, policies, and risk assessments for municipalities. The support of Municipal IT shall be guided by the Corporate Governance of ICT Governance Framework (CGICTF) issued by the Department of Public Administration. The CGICTF implementation guidelines, the international standard for ICT governance, ISO/IEC 385000, King III Code and COBIT should be the basis of Municipal IT support. Municipal IT should consider enabling factors

that will ensure effective implementation of the Cooperate Governance of ICT Policy Framework by providing the following services to municipalities:

- Monitor and support municipalities on the implementation of CGICTF by:
    - o Assessing the status of ICT governance in municipalities.
    - o Providing assessment feedback to municipalities
    - o Developing and reviewing ICT governance documents
    - o Attending ICT steering committee meetings on request
    - o Conducting ICT steering committee trainings on request
- Provide support on ICT service requests received
- Render advisory and support services to municipalities

SCOPE OF MUNICIPAL IT SUPPORT

The department as mandated by Section 154 of the Constitution and other pieces of legislation must support and strengthen the capacity of municipalities to manage their own affairs, to exercise their powers and to perform their functions. Therefore, Municipal IT provides recommendations, advisory services and guidelines for the implementation of CGICTF to ensure an efficient and effective ICT environment in the municipalities. Municipal IT has no authority to force the implementation of recommendations provided to municipalities.

C CRITERIA FOR ICT SUPPORT

Municipal IT shall provide ICT support to all 39 municipalities of the province. The Operational Plan of the department shall contain the number of targeted municipalities for that financial year. The municipalities that were planned for support in the previous financial year are not considered in the next circle of support plan not unless the need arises, or the municipality requests for support. This support shall be provided subject to the availability of financial resources or within the means available and where feasible, the use of virtual means shall be considered.

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D ROLES AND RESPONSIBILITIES

The COGTA Municipal IT Manager must:

- Develop ICT status quo assessment tool
- Conduct municipal ICT assessment
- Communicate municipal ICT assessment results
- Coordinate ICT support to municipalities
- Attend requests for support from municipalities
- Conduct ICT Steering Committee training on request
- Monitor functionality of Municipal ICT Forum
- Provide support in drafting the specification for complex ICT projects

The Municipalities, Municipal IT Manager must:

- Respond to ICT assessment submitted by COGTA
- Acknowledge Municipal ICT recommendations
- Develop an action plan to respond to the recommendations by COGTA
- Attend meetings
- Provide COGTA with any necessary information for ICT Governance
- Manage functionality of ICT

E REPORTING CHANNELS

Municipal IT is a sub-directorate under Municipal Capacity Development which reports to Senior Manager: Municipal Capacity Development. All correspondences that require the attention of Municipal IT shall be authorized by Senior Manager: Municipal Capacity Development. All correspondences sent to the office of the HoD shall be communicated to the Senior Manager: Municipal Capacity Development.

7. CONSULTATION PROCESS WITH STAKEHOLDERS

The Departmental Senior Management Service members and municipal ICT Managers have been consulted for inputs during the review of this policy.

8. MONITORING AND EVALUATION OF THE IMPLEMENTATION OF THE POLICY

Municipal IT will report any challenges that arise in the implementation of this policy to the Senior Manager: Municipal Capacity Development.

9. COMMUNICATION / EDUCATION OF THE POLICY

The Municipal ICT Support Policy will be communicated to all departmental employees through email, internal news bulletins and available on the departmental intranet for sharing information. A circular that clearly indicates the purpose of the policy and what it seeks to achieve will be communicated to the municipalities.

10. DISPUTE RESOLUTION MECHANISM

In the event of disputes arising out of this policy, such disputes will be dealt with in terms of the grievance procedure and labour legislation applicable in the Public Service.

11. APPROVAL OF THE POLICY

The policy will be approved by a Member of the Executive Council (MEC) on the recommendation of the Head of Department.

12. REVIEW OF THE POLICY

This policy will be reviewed in consultation with stakeholders every fifth year from the date of approval and/or when there are changes in legislation or the operating environment.

13. VERSION CONTROL AND CHANGE HISTORY

Version Control	Date Effective	Approved By	Amendment
Start from	YYMMDD (the date the policy takes effect	Contact person – full name & title.	Include any superseded procedures and what the amendment is to the document.