

OVERBERG DISTRICT MUNICIPALITY

ICT STRATEGIC PLAN 2021/2022-2023/2024



Council Resolution No:

Date:

Municipal Manager:

Executive Mayor

Reference No:

Municipal Code No:

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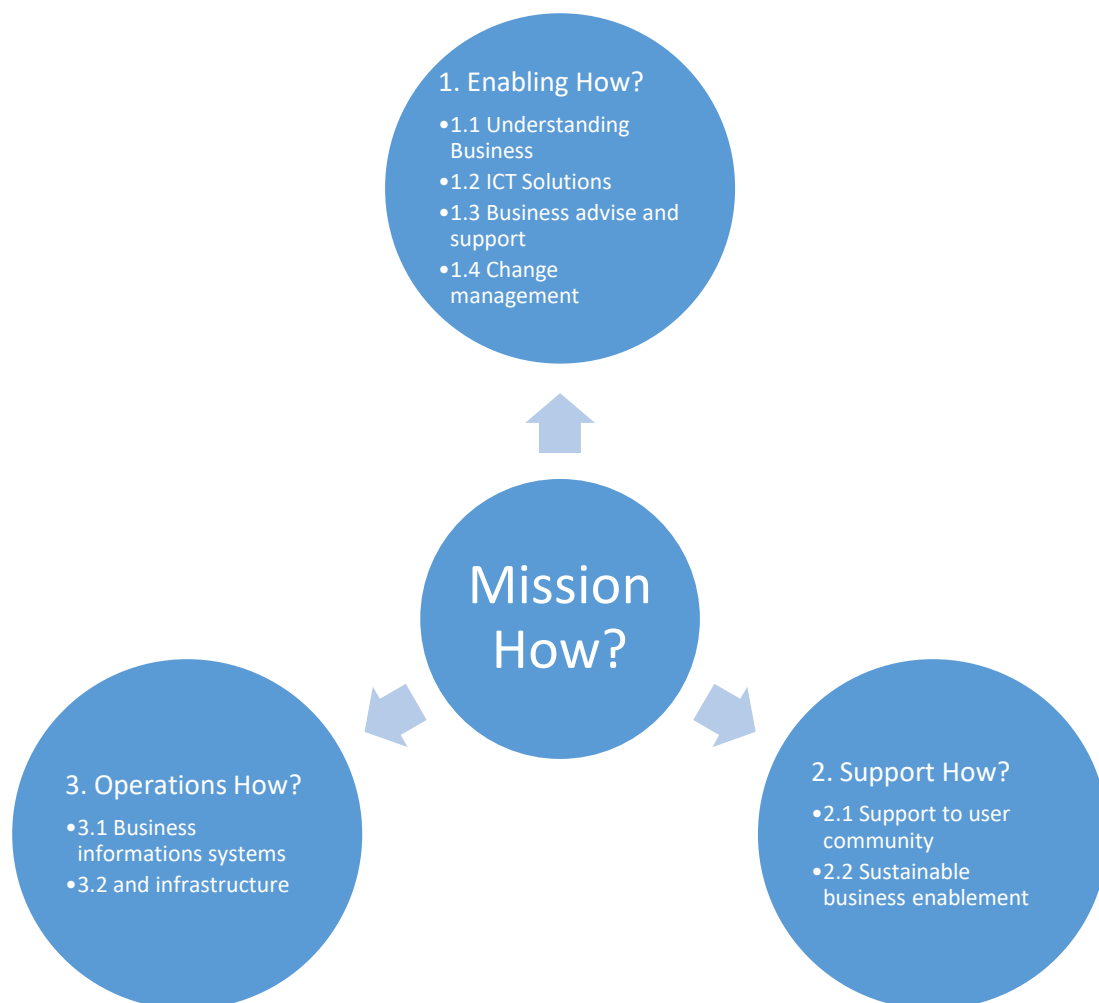
Overberg District Municipality ICT Vision and ICT Mission

1. ICT Vision

Provide sustainable business enabling technology, support and infrastructure operations in the Overberg District Municipality.

2. ICT Mission

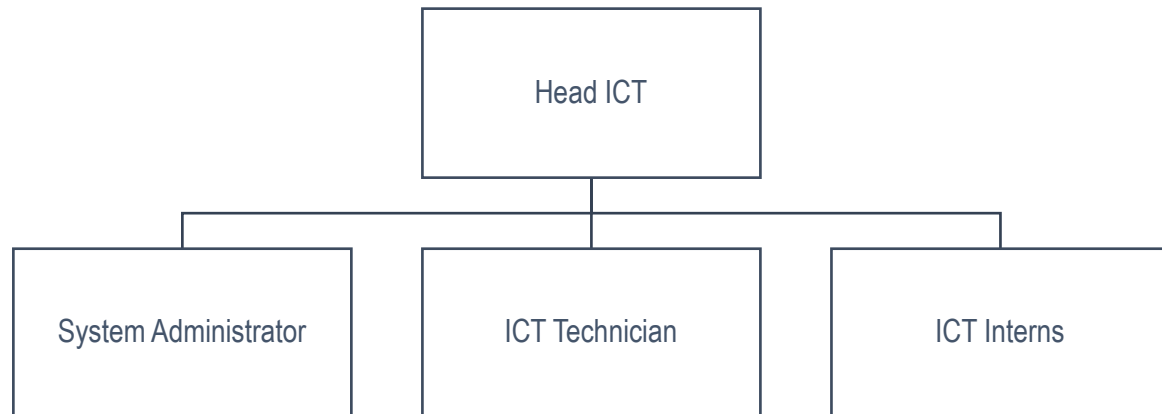
1. To render an ODM business enabling service by understanding the business, formulating related ICT solutions, provide business with advice and support business in change management for implementation.
2. To provide a business focused ICT support service to the user community to ensure sustainable business enablement.
3. To provide sustainable and business relevant information systems and ICT infrastructure.



3. Strategic Goals



4. ICT Structure



5. Risks Management

The management of risks is a cornerstone of ICT Governance, ensuring that the strategic objectives of the business are not jeopardised by ICT failures. ICT related risks are increasingly a, ICT Steering Committee\SMT level issue as the impact on the organisation of an ICT failure, be it an operational crash, security breach or a failed project, can have devastating consequences. However, managing ICT risks and exercising proper governance is a challenging experience for business managers faced with technical complexity, a dependence on an increasing number of service providers, and limited reliable risk monitoring information. As consequence, management is often concerned whether risks are being cost effectively addressed, and they need assurance that risks are under control.

Therefore, enterprise risk should be managed by:

- a) Ascertaining that there is transparency about the significant risks to the enterprise and clarifying the risk-taking or risk-avoidance policies of the enterprise.
- b) Being aware that the final responsibility for risk management rests with the steering committee so, when delegating to executive management, making sure the constraints of that delegation are communicated and clearly understood.

- c) Being conscious that the system of internal control put in place to manage risks often has the capacity to generate cost-efficiency.
- d) Considering that a transparent and proactive risk management approach can create competitive advantage that can be exploited.
- e) Insisting that risk management is embedded in the operation of the enterprise, responds quickly to changing risks and reports immediately to appropriate levels of management, supported by agreed principles of escalation (what to report, when, where and how).

We must be conscious though that risk taking is an essential element of business today. Success will come to those organisations that identify and manage risks most effectively. Risk is as much about failing to grasp an opportunity as it is about doing something badly or incorrectly.

6. ICT Strategic Activates

Goal	Activity	Achieved
1. Understanding Business	1.1 Request from Business 1.2 Analysis of requirements 1.3 Suggestions (advise) 1.4 Solutions	Yes Yes Yes Yes
2. Solutions	2.1 Research 2.2 Solution Development 2.3 Interaction with Business in solution design 2.4 Solution selection 2.5 Trials and proof of concept	Yes Yes Yes Yes Yes
3. Advisory	3.1 Understand business and context (IDP Challenges and Drivers) 3.2 Research 3.3 Benchmarking 3.4 Contextual solution design 3.5 Economies of scale planning	Yes Yes Yes Yes Yes
4. Business Change Management	4.1 Identify needs with business owner 4.2 Formulate solutions 4.3 Provide training with information system and technology implementation 4.4 Expectations management 4.5 ICT project management as a subset of business project management	Yes Yes Yes Yes Yes
5. Support Services	5.1 Catalogue of services and prioritise service standards 5.2 Helpdesk (Inclusions and Exclusions) 5.3 Awareness training on security	No Yes Ongoing
6. Sustainable Support	6.1 Capability and capacity of ICT to render support to management for business 6.2 ICT Resources & Skills 6.3 Remote working solutions	Yes No Ongoing
7. Sustainable Information System	ICT Management Framework Governance of ICT	7.1 Lifecycle management 7.2 Skills development of business and ICT
8. Sustainable Infrastructure		8.1 Lifecycle management 8.2 Skills development of ICT 8.3 Procurement planning 8.4 License management and assurances 8.5 Security mechanisms 8.6 Architecture management

7. ICT Services to Business

Business Unit	Service	Generic Services
Council		
Office of the MM Performance & Risk Internal Audit IDP & Communication	Access to Ignite Access to Eunomia Access to Samras: Leave Module SCM Module	
Directorate Finance Financial Administration Financial Services Revenue & Expenditure SCM	Access to Eunomia Access to Samras: SCM Module Financial Management HR & Payroll Modules Asset Administration Expenditure Module Revenue Module	Microsoft Teams Email services Internet access ICT equipment Printer access Print management Fingerprint access Alarm code access Telephone (VOIP) File storage (OneDrive user backups and DR) User access management Desktop support Telephone list and email contacts Web administration Technology security
Directorate Corporate Services Human Resources Legal Support Services ICT Committee Services, Councillor Support and Records	Access to Samras: HR Module SCM Module Access to Ignite Access to Eunomia	
Directorate Community Services LED & Tourism Roads Emergency Services Environmental Management Municipal Health	Access to Eunomia Access to Resort Booking System Access to IMMS Access to FireWeb Access to GIS Access to Sinyani Access to Samras: Leave Module SCM Module	

8. Way Forward

Name	Description	Year 1 2021-2022	Year 2 2022-2023	Year 3 2023-2024
Office of the MM				
Directorate Financial Services				
Directorate Corporate Services	Samras Time & Attendance		✓	
	Samras Web Modernisation	✓	✓	✓
Directorate Community Services	Online Booking System (Resorts)	✓		
Generic	Microphone System (Council Chambers)			✓
	Network Upgrade		✓	
	Backup Power for Head Office	✓		

9. Current Milestones – Way Forward

Description	Year 1 2021- 2022	Year 2 2022- 2023	Year 3 2023- 2024
Develop and maintain procurement plan	✓	✓	✓
Renewal of VOIP contract			✓
Renewal of Printer contract			✓
Design and implement ICT redundancy/recovery technology	✓	✓	✓

10. Ongoing Activities

Description	Year 1 2021- 2022	Year 2 2022- 2023	Year 3 2023- 2024
Email Access	✓	✓	✓
Internet Access	✓	✓	✓
Provision of baseline ICT infrastructure systems	✓	✓	✓
Printer access and management	✓	✓	✓
Fingerprint access	✓	✓	✓
Alarm code access	✓	✓	✓
Helpdesk and support	✓	✓	✓
User access management	✓	✓	✓
Telephone and contact list	✓	✓	✓
Web administration	✓	✓	✓
Technology security	✓	✓	✓
Understanding business context	✓	✓	✓
Catalog of services	✓	✓	✓
Security awareness training	✓	✓	✓
Skills development	✓	✓	✓

11. Review

ICT Strategic Plan to be reviewed on an annual basis by the ICT Steering Committee.