

# OVERBERG

## DISTRICT MUNICIPALITY

### ICT STRATEGIC PLAN 2025/2026-2026/2027



**Council Resolution No:** .....

**Date:** .....

**Municipal Manager:** .....

**Executive Mayor** .....

**Reference No:** .....

**Municipal Code No:** .....

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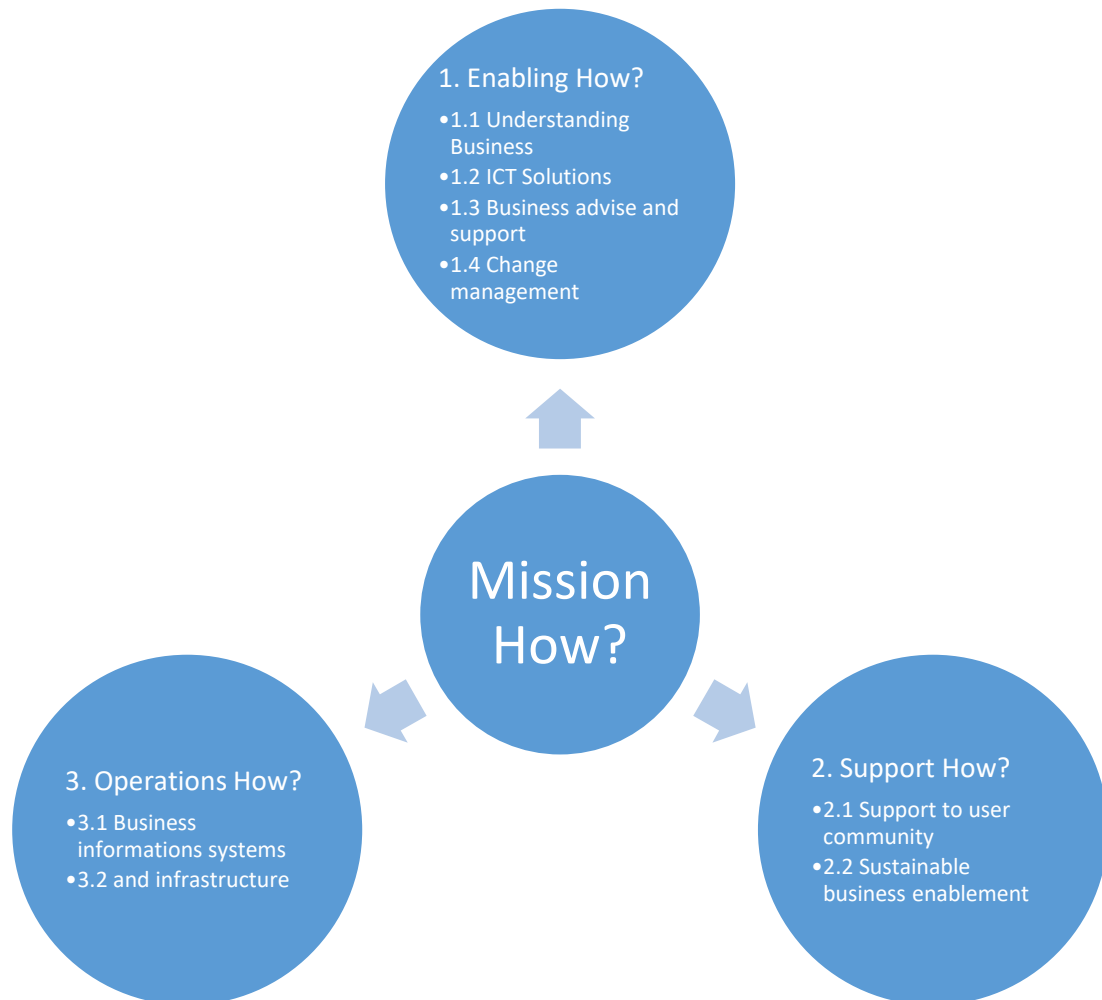
# Overberg District Municipality ICT Vision and ICT Mission

## 1. ICT Vision

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

## 2. ICT Mission

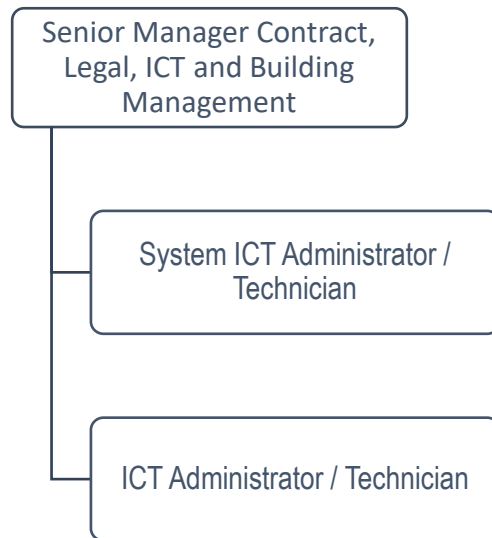
1. To render an ODM business enabling service by understanding the business, formulating related ICT solutions, provide business with advice and support business in change management for implementation.
2. To provide a business focused ICT support service to the user community to ensure sustainable business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

## 7. ICT Services to Business

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



## 8. Way Forward

| Name                           | Description                          | Year 1<br>2025-2026 | Year 2<br>2026-2027 | Year 3<br>2027-2028 |
|--------------------------------|--------------------------------------|---------------------|---------------------|---------------------|
| Office of the MM               |                                      |                     |                     |                     |
| Directorate Financial Services | Samras Web Modernisation             | ✓                   | ✓                   |                     |
| Directorate Corporate Services | Time & Attendance                    |                     | ✓                   |                     |
|                                | Cybersecurity measures               | ✓                   | ✓                   | ✓                   |
| Directorate Community Services |                                      |                     |                     |                     |
|                                |                                      |                     |                     |                     |
|                                | Microphone System (Council Chambers) | ✓                   |                     |                     |
| Generic                        |                                      |                     |                     |                     |
|                                |                                      |                     |                     |                     |
|                                |                                      |                     |                     |                     |
|                                |                                      |                     |                     |                     |

## 9. Current Milestones – Way Forward

| Description   | Year 1<br>2025-2026 | Year 2<br>2026-2027 | Year 3<br>2027-2028 |
|---|---------------------|---------------------|---------------------|
| Develop and maintain procurement plan                             | ✓                   | ✓                   | ✓                   |
| Renewal of VOIP contract  |                     | ✓                   |                     |
| Renewal of Printer contract                                       |                     | ✓                   |                     |
| Design, implement and maintain ICT redundancy/recovery technology | ✓                   | ✓                   | ✓                   |

## 10. Ongoing Activities

| Description                                      | Year 1<br>2025-<br>2026 | Year 2<br>2026-<br>2027 | Year 3<br>2027-<br>2028 |
|--|-------------------------|-------------------------|-------------------------|
| 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.