OKhahlamba Local Municipality

DRAFT 2016/2017

Information and Communication Technology (ICT) Strategy

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Stakeholders

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Compulsory Stakeholder Involvement						
Subject Matter Experts						
Risk Management						
Compliance						
Legal Services						
Other Stakeholder Involvement						
Human Capital (Incl. Labour Consultation)						
ICT						
"Other"(Please specify)						

Recommended by Policy Owner and Policy Sponsor:

I hereby acknowledge that a search has been conducted and that the Policy is not duplicated or in conflict with any other oKhahlamba Municipality Policies.

	Name	Designation	Approval Signature	Date	E-Mail	Contact Number
Policy Owner						
Policy Sponsor						

Final Approval

_____

Name of Committee

_____

Date Approved

Summary of Version Control

Version Number	Effective Date	Summary of Changes
0.1		First Draft

Contents

1 INTRODUCTION

In the modern business world IT has become a strategic imperative without which organisations cannot survive. Due to this and other factors, IT strategic planning has become critical for every organisation. This document aims to provide direction to oKhahlamba Municipality for a 3 to 5 year planning horizon but is a living document and will change as the operating environment of the municipality changes.

The document will outline the principle of using the information processes to ensure accurate decision making in the municipality. Also it is vital for the municipality to first assess its existing ICT solution to establish whether business vision can be achieved with existing ICT infrastructure. Secondly the new or additional ICT infrastructure and solutions will be determined so that the municipality achieves its vision.

2 PURPOSE

The purpose of developing an IT Strategy is as follows:

- Ensure IT's alignment with the municipality's strategy;
- Enabling of strategic opportunities;
- Revision of outdated applications and facilitate the improvement of key business processes where possible;
- Elimination of 'islands of information' via the establishment of integrated or connected systems which allow information sharing between departments;
- Review of infrastructure to ensure that networks and servers cater for current and future needs;
- The IT Strategy will also take into consideration relevant industry trends and incorporate applicable IT best practices.

3   MUNICIPAL VISION

"Promote the efficient and cost effective use of information and Communication Technology to provide speedy service delivery to the municipality's consumers, sharing of information within and with other stakeholders in promotion of co-operative and responsive government."

By 2030, oKhahlamba Local Municipality will be a prosperous area anchored on the preservation of the World Heritage Site with its citizens enjoying a high quality of life.

The Long term Vision of the 0Khahlamba Local Municipality hinges around the creation of an enabling environment for the different sectors such as agriculture, tourism, education, health, commerce and trade, etc. It also ensures for commercially viable and sustainable livelihoods where local and socio economic development is optimised for optimal benefit. oKhahlamba Municipality is entirely committed to the attainment of this vision. This vision will enhance the municipality's performance and work ethics.

The municipality intends to actualize this vision by focussing on the following strategic objectives:

- Good governance and public participation

- To enhance and implement systems and procedures towards accountable local governance.

- Service delivery and Infrastructure

- To improve service delivery and facilitate the provision and maintenance of new and existing infrastructure.

- Municipal Transformation and Organisational development

- To transform and develop institutional capacity to create an efficient organisation.

- Local economic and social development

- To respond to social development issues and create a climate conducive for local economic development.

- Financial viability and management

- To effectively manage municipal financial resources in a sustainable and accountable manner.

- Spatial and environmental management

- To create functional systems and procedures to attain effective land use and sustainable environmental management.

In terms of the above statement, the IT Officer is committed in supporting initiatives embarked on by the municipality to achieve the vision.

4   MUNICIPAL MISSION STATEMENT

"oKhahlamba Municipality seeks to create a healthy, safe environment with economically active communities through promotion of sustainable infrastructure development while unlocking agricultural and tourism potential."

The IT Officer supports and will work with the various internal business units in the municipality to achieve the vision and mission statement as set out in the IDP.

5   INFORMATION AND COMMUNICATION TECHNOLOGY STRATEGIC VALUES

The municipality's ICT strategic values focus on municipal staff and stakeholders:

- *Customer services* **–** listening and delivering what is needed by the stakeholder (community, business partners, sector departments, etc.) and staff.

- *Quality Deliverables* – providing technology solutions that offer stakeholders and staff the ability to be more efficient, effective and responsive.

- *Communication* – exchanging information openly, respectfully to our stakeholders and staff.

- *Integrity* - treating stakeholders and staff honestly, fairly and equitable at all times.

- *Needs Focused* – prioritizing projects based on the need of our stakeholders and staff.

6   CURRENT IT ENVIRONMENT

6.1   As-is Assessment

The current IT Landscape contains the following Applications:

| Application	Processes relying on Application
Sage Pastel Evolution	Financial System
Caseware	Financial Reporting
VIP Premier	Payroll Leave HR
BAUD	Asset Manager
Microsoft Exchange server	email
ESET NOD32	Anti-Virus
GIS	Geospatial Mapping
Sebra	Biometric software

6.2   Sites

oKhahlamba Municipality's IT Networks are linked to the following sites:

- Bergville Traffic Department;

- Bergville library; and

- Winterton Library/Museum/Tourism.

6.3 Reporting Structure of IT

The reporting structure for IT is as follows:
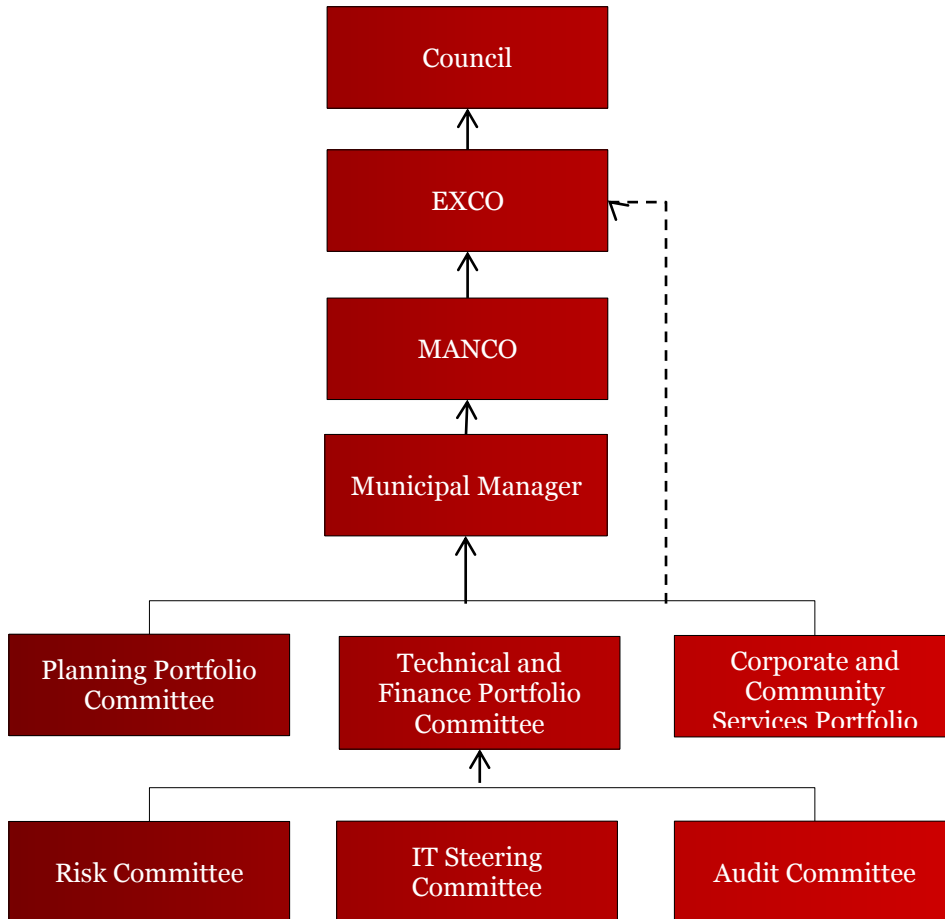
6.4   Services Providers

The following services providers have been engaged by oKhahlamba Municipality:

Service Providers	Location	Services
	Based in Durban	Sage Pastel Evolution
Softline VIP	Based in Durban	HR, Leave and Payroll System Support
RSAWEB	Based in Cape Town	Website hosting and support
PwC	Based in Durban	BAUD
ESET NOD32	N/A	Anti-Virus
		Sebra
		GIS
Ngubane & Co.	Based in Durban	ICT supply and support

7   ALIGNMENT OF IT STRATEGY TO IDP

The table below is a representation of how the IT Officer will support the municipality in achieving objectives set out in the IDP.

Business Strategy Objective	Related IT Strategy Objective
Service Delivery and Infrastructure	Ensure that the municipality and ICT will allocate resources and establish priorities using the municipality's broader vision to enhance the business processes.
Municipal Transformation and Organisational Development	
Local Economic and Social Development	
Financial Viability and Management	
Spatial and Environmental Management	
Good Governance and Public Participation	

oKhahlamba Municipality must ensure that its ICT strategy is aligned with the district ICT strategy and other sector departments if any as far as possible. This alignment should be done concurrently with the alignment of the Municipality's Integrated Development Plan.

8   MIGRATION STRATEGY TO FUTURE IT ENVIRONMENT

8.1.1   Municipality's ICT Strategies

The municipality has to ensure that it has viable ICT strategies to meet both goals and challenges faced by the municipality to conduct its business effectively, efficient and quickly. These strategies may be classified as short-term, medium-term and long-term to ensure continuity of the municipality.

This simple means the municipality has to list possible projects that will support the day-to-day activities of the municipality for the betterment of the municipal service delivery. It is essential that the ICT strategies are directly linked to the Integrated Development Plan of the municipality and are reviewed annually.

8.1.2   Strategic IT Initiatives

Based on the information gathered and research performed, the following initiatives need to be implemented to assist oKhahlamba Municipality in achieving their business objectives going forward:

#	Project
1	Purchase and install Anti-virus
2	Upgrade network
3	Data Centre upgrades
4	Purchase, install and configure Windows server software (Microsoft Licence Agreement)
5	Data security infrastructure and software
6	Develop ICT Strategy/MSP
7	Install Uninterrupted Power Supply
8	Telephone systems upgrade
9	Policy register and development of new policies, procedures and standards

#	Project
10	CMDB and Licence Management
11	Implement document management systems

8.1.3 IT Implementation Plan

The identified ICT projects are seen as short to medium term project that should be implemented in 2014/2015 and 2015/2016 financial years.

#	Project	2014/ 2015	2015/ 2016	2016/ 2017	2016/ 2017	2017/ 2018
1	Purchase and install Anti-virus	▇				
2	Upgrade network	▇	▇	▇		
3	Data Centre upgrades	▇	▇			
4	Purchase, install and configure Windows server software (Microsoft Licence Agreement)	▇	▇			
5	Data security infrastructure and software		▇	▇		
6	Develop ICT Strategy/MSP	▇				
7	Install Uninterrupted Power Supply		▇			
8	Telephone systems upgrade		▇	▇		
9	Policy register and development of new policies, procedures and standards		▇	▇		
10	CMDB and Licence Management			▇	▇	
11	Implement document management systems				▇	▇

9 REVIEW PERIODS

This IT Strategy document will be reviewed on a yearly basis. The impact of the strategy / progress towards the attainment of goals will be monitored on a quarterly basis.