Blouberg Municipality

I T GOVERNANCE FRAMEWORK POLICY

STATUS: As adopted on the 29 May 2025

· EXECUTIVE SUMMARY

Blouberg Municipality Information Technology Office (BLMITO) is developing Information Technology Governance Framework for implementation at Blouberg Municipality.

This is a document that proves action to be taken for implementation. The implementation emanates from general ICT standards, ICT best practices, ICT norms, compliance, legislative requirements, risk, auditing & existing IT governance frameworks.

Blouberg Municipality will adapt COBIT 5 for its governance framework, talking guidance from the king IV report and use ITIL version 3 for IT service Management. This framework will guide BLMITTO on actions to take when executing its activities

This framework is customized for the environment of Blouberg Municipality, taking into consideration the current size of the municipality and its resources.

Presidential Review Commission (PRC) report of 1998, which stated that all-important decisions on ICT must be made by senior political and managerial leadership of the state and not be delegated to the technologists;

Public Service is guided by the Batho Pele principles of equal access to services, increased productivity and lowering of costs. The purpose of information and communication technology (ICT) is to enable the Blouberg Municipality in its service delivery quest.

EXCO and management of Blouberg Municipality need to extend corporate governance as a good management practice to ICT. In the execution of the governance of ICT they should provide the leadership, frameworks, policies, organisational structures, delegations (roles and responsibilities), resources, capacity and capability. To further strengthen the governance of ICT the Blouberg Information Technology Office is an integral part of the executive management of the institution.

References

- ❖ COBIT 5
- ❖ ITIL v3
- ❖ King IV
- ❖ Limpopo Department of Roads and Transport — IT Governance Framework
- ❖ Limpopo Department of Cooperative Governance Human Settlement and Traditional Affairs.
- ❖ SALGA ICT Governance Guidelines
- ❖ Information Technology Governance Framework. Version 1.0
- ❖ Presidential Review Commission (PRC) report of 1998

GLOSSARY OF TERMS AND DEFINATIONS

Accounting Authority	According to the Local Government: Municipality Systems Amendment Act: 2000 The Executive and legislative authority in a Municipality is exercised by council of the municipality subject to section 59.
Accounting Office	According to the Local Government: Municipal System Amendment Act: 2011 Municipal Manager appointed in terms of section 82 Municipal Structures Act
AGSA	Auditor-General
IT Manager	Information Technology Manager
COBIT	Control Objectives For Information and related Technology
Corporate Governance	The set of responsibilities and practices exercised by the board and executive management with goals 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 ISO 38500: 2008:9
DPSA	Department of Public Service and Administrator
EXCO	Executive Committee
Executive Authority	In Blouberg Municipality: The Mayor who is accountable to council for the Municipality
Executive Management	This is the Executive Management of the Municipality includes The Municipal Manager, Chief Financial Officer and Directors.
GITO	Government Information Technology Officer (Cabinet Memorandum 38(a) of 2000)
GITOC	Government Information Technology

	Officer's Council (Cabinet Memorandum 38 (a) of 2000)
Institution	Municipalities and municipal entities, and independent institutions established by the constitution.
MM	Municipal Manager
ICT	Information and Communications Technology
GICT	Governance of ICT
GICTF	Governance of ICT Framework
Governance Principles	The vehicle to translate the desired behaviour into practical guidance for day to

	day management (COBIT 5 Framework Exposure Draft: 29)
ISACA	Information Systems Audit Control Association
IT	Information Technology
ITGI	IT Governance Institute
King IV	The King Code on Corporate Governance for South Africa
MPSA	Minister of Public Service and Administration
MTEF	Medium Term Expenditure Framework
PSICTM	Public Service ICT Management
Risk Appetite	The amount of residual risk that the institution is willing to accept. (PSRMF 2010:15)
Risk Management	A systematic ad formalised process to identify, assess, manage and monitor risks. (PSRMF 2010: 16)
SITA	State Information Technology Agency

1. PURPOSE OF THE GOVERNANCE OF ICT FRAMEWORK

The purpose of this GICTF is to institutionalise the governance of ICT as an integral part of corporate governance within Blouberg Municipality.

2. SCOPE OF THIS FRAMEWORK

This Framework for the governance of ICT applies to Blouberg Municipality and its entities.

3.APPLICABILITY

This framework shall be applicable to all Blouberg Municipality ICT users, councillors, office bearers, consultants, service providers, contractors, visitors, stakeholders, and entities.

4. INTRODUCTION

The Presidential Review Commission (PRC) report of 1998 contains the main findings and recommendations in relation to the operation, transformation and development of the South African Public services and in the particular the creation of a new culture of good governance. The report stated inter alia:

All important decisions on ICT should come from Senior political and managerial leadership; and

That the management of ICT falls on the same level as the management of other resources such as people, money and organisations in the Public Service.

5. BACKGROUND

The purpose of ICT is to serve as an enabler of the public services delivery and the values and key focus areas, as set in the ICT House of Values, enable the Municipality to achieve its outcomes.

In the recent years there has been a growing realisation of the importance of corporate governance of IT, as emphasised by king IV the PRC report and AG findings

Political (executive authority) and executive management leadership of institutions need to extend governance as good as management practice to ICT and evaluate, direct and monitor the execution of ICT in the Municipality.

There are international and national mechanisms available that provides guidance and frameworks for the implementation of governance of ICT, such as:

King IV

ISO 38500

COBIT

ITIL v3

Institution should understand and manage the risks, benefits and constraints of ICT. As a consequence, the executive leadership and management should understand the strategic importance of ICT, assume responsibility for the governance of ICT and place the governance of ICT on the strategic agenda. In

order to achieve this it is necessary for the Municipality to implement a governance systems for the ICT Framework (GICTF).

6. LEGISLATIVE ENVIRONMENT

The Municipality must be aware of and comply with the legislative landscape application to and within the context of the local government.

7. CORPOTATE GOVERNANCE IN THE MUNICIPALITY

The purpose of corporate governance is to create value for the stakeholders of the institution. It consists of a governance system that affects the way the municipality is managed and controlled. It also defines the relationships between stakeholders and the strategic goals of the Municipality. It entrenches ethics, culture and behaviour.

Corporate governance is a vehicle through which values is created within The Municipality. Value creation means realising benefits at an optimal resource cost whilst optimising risk. This value creation takes place within a governance system that is established through this framework. A governance system refers to all the means and mechanisms that enable multiple stakeholders of an institution to have a structured and organised say in:

Evaluate internal and external context, strategic direction and risk to conceptualize the Municipality's strategic goals and how it will be measured.

Direct the Municipality in the executive of the strategic goals to ensure that the value is realised and risk is managed

To monitor the execution of the strategic goals within the municipality against the measures identified for attaining the strategic goals

Corporate governance is also concerned with individual accountability and responsibilities within the municipality; it describes how the institution is directed and controlled. And is in particular concerned with:

Organisation — the organisation structures, and coordinating mechanisms (such as steering committee and forums) established within the municipality and partnership with external bodies;

Management — the individual roles and responsibilities established to manage business change and operational services; and

Policies- the frameworks established for making decisions and the context and constraints within which decisions are taken.

Figure 1 depicts the functioning of the governance system. The Executive leadership, who is accountable, provides the strategic direction of the institution. The strategic direction, together with the external and internal factors, influences the strategic goals. Corporate Governance and the governance of ICT are executed level through the function of evaluation, direction and monitoring. The management of business execution is done through the organisational structure and utilisation of the relevant resources.

Figure 1 Governance System

Executing Authority Ownership/Leadership

b DIF
sSÚ(e
Internal
Context
Infrastructure
Management   Organißákional Vátue Chairi
Business execution

The executive leadership and management of an institution are accountable and responsible to implement a governance system.

GOVERNANCE OF ICT IN THE MUNICIPALITY

The governance of ICT is a subset of corporate governance and is an integral part of the governance system within the Municipality.

The governance of ICT is defined as "the system by which the current and future use of IT is directed and controlled. It involves evaluating and directing the plans for the use of IT to Support the organisation and monitoring this use to achieve the plans. It includes the strategy and policies for using IT within an organisation. (SANS 28500: 2008:9)

THE FRAMEWORKS AND STANDARDS BASE

From a governance perspective this framework is based on the following:

The King IV Report [currently in its 4th iteration, King IV] is the most commonly accepted corporate governance framework in South Africa and is also valid for the public service. It has also been used to provide the

Governance of ICT principles and establish the relationship between corporate governance and governance of ICT.

ISO/IEC 38500 is internationally accepted as the standard for governance of ICT and provides the governance principles and model. This international standard is adopted by South Africa as SANS 38500.

COBIT is an internationally accepted process framework for the implementation of governance of ICT.

ITIL v3 is internationally commonly accepted IT service Management governance framework.
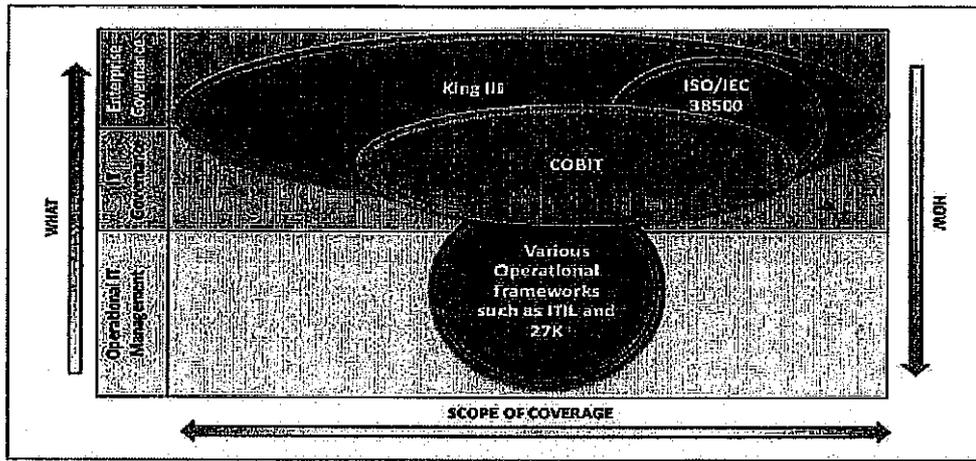
FIGURE 2: Interrelated Reference Base of this Framework

10. OBJECTIVES OF THE GOVERNANCE OF ICT

(1) The major objectives for the governance of ICT are:

- ❖ Enables the strategic and tactical alignment of IT operations with the municipality's strategic objectives;
- ❖ Identify and mitigate risks
- ❖ Satisfy regulatory, legislative, conformance and compliance requirements
- ❖ Support transparent and visible decision making in ICT
- ❖ Identify the opportunities for improved IT utilization
- ❖ Leverage on the investment on ICT
- ❖ Establish a common or uniform Governance of ICT Framework;
- ❖ Embed governance of ICT as a subset of corporate governance;
- ❖ Create business value through ICT enablement
- ❖ Achieve ICT service delivery performance by conforming to the relevant internal and external frameworks, standards and practices; and
- ❖ Implement IT service Management based on ITIL v3
- ❖ Position the GGITO function as an integral part of the Executive Management

(2) Challenges

- ❖ No clear process in place to manage ICT services.
- ❖ Roles and responsibilities not clear for all process.
- ❖ Insufficient policies developed to regulate ICT environment
- ❖ Non-compliance with audit requirements
- ❖ Slow procurement processes (f) Incompetent ICT service Providers
- ❖ Lack of key ICT staff

11. THE PRINCIPLES FOR THE GOVERNANCE OF ICT

The GICTF is based on the principles as explained in the international standard for IT governance, ISO/IEC 385003, KING IV report, ITIL and COBIT.

The following table summarises the adopted principles Table 1 Governance Framework	
Principle Number	Principle Description
1.	Executive Authority is accountable to ensure that: • A governance of ICT framework is implemented in the municipality; and • The business and ICT strategic goals of the institute are aligned with the political mandate of the institution. • Ensure the formation of IT Governance structures

2.	Executive Authority is responsible to be involved in all major business related strategic ICT decision-making and its related expenditure.
3.	Executive Management — is accountable to ensure that: ICT is aligned with strategic and business objectives of the municipality; Business related ICT goals are cascaded throughout The Municipality for implementation; and A fit for Purpose ICT capacity and capability is created to meet current and future municipality 's requirements
4.	Executive Management- is responsible to ensure that: Governance of the ICT is on strategic agenda of the municipality; Support and advise is provided to the accounting Officer in defining and formulating ICT strategic goals; The responsibility for implementation of the governance of ICT is delegated and communicated to the relevant management; The necessary culture, structures, policies, procedures, processes, mechanisms and controls regarding all aspects of ICT use (business and ICT) are clearly defined, implemented and enforced.
	Everyone in the Municipality understands and accepts their responsibilities and link between business and ICT objectives with respect to supply and demand for ICT; ICT assets, privacy and security are effectively managed Significant ICT investments and expenditure are informed by enterprise architecture, motivated (business Cases), monitored and evaluated; and The use of ICT demonstrates understanding and respect for human behaviour.
5.	Accounting Officer — is accountable for - The implementation of the governance of ICT in the Municipality; - Ensuring that the management practices embrace the concepts of delegation of authority, personal responsibility, accountability and performance management; - The development of an ICT management policy for institutional management of ICT; and - Monitor the effectiveness of the governance of ICT.
6.	Accounting Officer- is responsible to ensure that; ICT is aligned with the strategic and business objectives of the Municipality; and

	• ICT form an integral art of the Municipality 's risk management
7.	A risk and audit committee should assist the Accounting Officer in carrying out his/her ICT accountability and responsibility
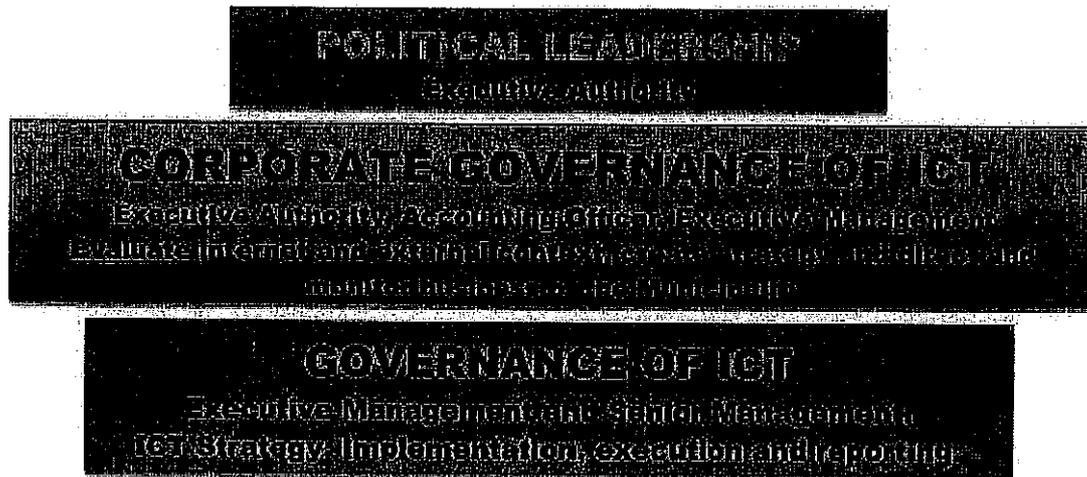
12. BLOUBERG MUNICIPALITY IT STEERING COMMITTEE

The Blouberg Municipality IT Steering Committee purpose is to ensure that everyone in the Municipality understands the link between the Municipality and ICT goals and accepts their responsibility with respect to supply and demand of ICT services and products.

The Blouberg IT Steering Committee will ensure that:

The necessary ethical culture, structures (including outsourcing), policies, procedures, processes, mechanisms and controls regarding all aspects of all ICT use (municipality and ICT) are clearly defined, implemented and enforced.

ICT performances are assured through independence auditing (external audit and auditor general);

An information security policy is approved.

ICT assets, security, privacy, Municipality and personal information of the employees and Municipality are protected and effectively managed

13. ICT GOVERNANCE OVERSIGHT STRUCTURE IN THE PUBLIC SERVICE

(I) The need for the creation of this Framework was informed by various investigations performed in the past. It was found that ICT is not effectively managed on various levels of the public services as intended by the applicable act and regulations.

The Auditor General conducts audits and reports on the findings to the relevant authorities.

Municipality:

Create a sustained enabling environment for the implementation of the governance of ICT;

Ensure that the governance of ICT is monitored and managed in such a way to achieve continuous improvement of ICT enabled service delivery;

14. INTRODUCTION TO COBIT FRAMEWORK

COBIT is an internationally recognised good practice framework for the governance of ICT. The implementation of COBIT will establish a common knowledge and reference base on which the Municipality will be able to perform its Monitoring and Evaluation (M&E) function in the Municipality.

The AG adopt the use of COBIT to independently audit the governance of ICT in the Public Service.

COBIT will be used to implement this framework in Greater Giyani Municipality and ITIL will be used for IT Service Management.

15. THE COBIT ICT GOVERNMENT FRAMEWORK

(I) COBIT is a comprehensive governance of ICT Framework and was created by ISACA and IGTI. It is a good practice that has widespread implementation throughout the world and in South Africa.

COBIT always the Municipality to achieve its related ICT governance and management objectives, i.e. to create optimal value from ICT by maintaining a balance amongst realizing benefits, managing risk and balancing resources

COBIT is not a standard that can be implemented. It rather provides an agile framework within which institution is afforded flexibility with implementation . according to its specific environment.

As governance framework, COBIT deals with every aspect of ICT, including the complete life cycle of ICT investment. It is a set of ICT governance and management guidelines to provide auditors, managers and ICT users with a set of: (a) Standard indicators;

Processes; and

Good practices to enable maximisation of the benefits using information technology

COBIT integrates all of the main global ICT standards, such as ITIL (service Management), CMMI (Maturity Assessments) and SANS 270001 and 2 (security) and ensures that:

ICT is aligned with business requirements;

ICT enables the business and maximises benefits;

ICT activities are organised into a generally accepted process model;

ICT resources are used responsibly;

ICT risks are managed appropriately

Understanding events are prevented or detected and corrected; and (g) Institutions comply with regulatory requirements.

COBIT provides metrics and maturity models to measure the achievements of ICT support to business goals and identify the associated responsibilities of business and ICT process owners. It provides a mechanism to measure the governance ICT process maturity.

One of the five COBIT principles is an 'integrator framework' that supports the achievement of governance of ICT objectives. This includes resources such as information and people. There are seven categories of enablers:

Processes

Principles and policies

Organisational structures

Skills and competences

Culture and behaviour

t) Services capabilities

g) Information

Enablers interact in a systematic way, meaning that the governance and management system cannot succeed unless all enablers are dealt with and the major interactions are understood.

COBIT will be used to implement this framework in Blouberg Municipality has a unique internal and external context. Therefore a common but flexible approach to governance of ICT will applied. This Framework makes allowance for such flexibility.

Governance of ICT should be embedded in the corporate governance of the institution.

COBIT will be used to implement the governance of ICT within the context of this Governance Framework and ITIL for IT Service Management.

As the implementation of the governance of ICT in an institution is a mammoth task, requiring extensive resources, skills and change management, a phased approach is recommended. It necessitates the creation of an enabling environment such as:

Develop and approve IT Steering Committee Terms of reference;

Establishment of ICT Steering Committee;

Develop and approve ICT policies;

Create the necessary structures and assign roles and responsibilities;

Position the GGITO function as an integral part of the Executive Management;

t) Define the necessary process and procedures;

Provide relevant skills and competencies; and

Apply change management

The Municipality should achieve continuous improvement in the governance of ICT through the following iterative process:

Conducting assessments to determine the "as-is" situation;

Develop and implement roadmaps to achieve the desired state; and

Embed monitoring and evaluation as a continuous responsibility.

16. FULL DESCRIPTION OF ICT GOVERNANCE PRINCIPLE

ISO/IEC 38500 Princi les	Related Kin IV
Principle 1: All within the organisation have to understand and accept the responsibility in respect of both supply of, and demand for IT	Principle 1- Board Responsibly: The board should be responsible for information technology(IT) governance The board should assume the responsibility for the government of IT and place it on the board agenda. The board should ensure that an IT character and policies are established and implemented. The board should ensure promotion of an ethical IT governance culture and awareness and for a common IT language. The board should ensure that the IT internal control framework is adopted and implemented The board should receive independent assurance on the effectiveness of the IT internal controls.
	Principle 3- IT Governance Framework: The board should delegate to management the responsibility for the implementation of the IT overnance Framework.

	Management should be responsible for the implementation of the structures, processes and mechanisms for the IT governance framework The board may appoint an IT steering committee or similar function to assist with its government of IT. The CEO should appoint a chief Information Officer responsible for the management of IT. The CIO should be suitably qualified and experienced person who should have access and interact regularly on strategic IT matters with the board and/or appropriate board committee and executive management
Principle 2: The organisation's business strategy takes into account the current and future capabilities of IT	Principle 2- Performance and Sustainability: IT should be aligned with the performance and sustainability objectives of the company • The board should ensure that the IT strategy is integrated with the company's strategic and business processes. The board should ensure that there is a process in place to identify and exploit opportunities to improve the performance and sustainability of the company through the use of IT.
Principle 3: All IT acquisitions are made for valid reasons on the basis of the appropriate and ongoing analysis with clear and transparent decision making	Principle 4- IT Investments — The board should monitor and evaluate significant IT investments and expenditure The board should oversee the value delivery of IT and monitor the return on investment from significant IT projects The board should ensure that intellectual property contained in Information system is protected The board should obtain independent assurance on the IT governance and controls supporting outsourced IT service

Principle 4: IT is fit for purpose in supporting the organisation, providing the service, levels of service and service quality required to meet current and future business requirements.	Same as Principle 2 above

Principle 5: Compliance should form an integral part of risk management process. The risk of non-compliance should be identified, assessed and responded to in the risk management process.	Principle 5- Risk Management; IT should form an integral part of the company's risk management. Management should regularly demonstrate to the board that the company has adequate business resilience arrangements in place for disaster recovery. The board should ensure that the company complies with IT laws and that IT related rules , codes and standards are considered
Practice 6: IT policies, practices and decisions demonstrate respect for human behaviour , including the current and evolving needs of all the "people in the process"	
	Principle 6- Information Security: The IT Steering Committee should ensure that information assets are managed effectively The IT Steering Committee should ensure that there are systems in place for the management of information which should include information security, IT and information privacy The IT Steering Committee should ensure that all personal information is treated by the company as an important business assets and is identified. The IT Steering Committee should ensure that Information Security Management system is developed and implemented. The IT Steering Committee should approve the information security

	strategy and delegate and empower mana ement to im lement the strate
	Principle 7- Governance structures: A risk committee and audit committee should assist the IT steering Committee in carrying out its IT responsibilities. The risk committee should ensure that IT risks are adequately addressed. The risk committee should obtain appropriate assurance that controls are in place and effective in addressing IT risks
	• The audit committee should • consider IT as it relates to financial reporting and the going concern of the company. The audit committee should consider the use of technology to improve audit coverage and efficiency

17. IMPLENTATION OF COBIT 5 GOVERNANCE FRAMEWORK FOR ICT AT BLOUBERG MUNICIPALITY AND ITIL V3 FOR IT SERVICE MANAGEMENT

Before 2023/2024 Financial year Blouberg Municipality did not have any trace of documentation on ICT process, procedures and guidelines.

	Current Status 2023/2024

Acts and regulations	Constitutional, MFMA, SITA Act, PPPFA, Electronic communication and transaction Act, Protection of Personal Information Bill, PAIA, Regulation of Interception of Communication and provision of communication- related information act, ICASA Act, Electronic Communication Security Act , MISS
Framework	None
Governance structures	IT Steering Community, Act Committee, Audit Steering Committee, EXCO
Meetings	Weekly internal audit meetings. District ICT forum meetings. Management Meeting s.
Other Documents	SCM Services fast track document, Risk register, SLA's, project lan,
Policies	Draft ICT policies are as follows: ICT Service policy, ICT Equipment Allocation policy , ICT email and internet policy, ICT change management policy, ICT service Request policy, ICT network Access Policy
Procedures	System Controller's Procedure Manual.
Standards	None.
	Tar et Status 2013/2014
Acts and regulation	Constitution, MFMA, SITA act , PPPFA, Electronic Communication and Transaction Act, Protection of personal information bill, PAIA, Regulation of Interception of Communication and provision of communication —related information act, ICASA act , Electronic communication security act, MISS
framework	GGITO Governance Framework
Governance structure	IT Steering committee , audit committee, Audit steering committee, EXCO
Meetings	Weekly internal ICT meetings, District ICT forum meetings, management meetings
Other documents	SCM Service fast track document, Risk register, SLA's , project plans, IT Master plans, disaster recovery plan
Policies	Draft ICT policies are as follows : ICT Security policy, ICT equipment's Allocation policy, ICT email and internet policy, ICT change management policy, ICT service Request policy ICT Network Access Police
Procedures	S stem controller's Procedure manual.
standards	ITIL v3

Practices	ITIL v3
Models	Cost model
Committee, boards, forum and structures	IT steering Committee , Audit committee, audit steering committee, EXCO, Risk steering committee
Charter	Protect charter

18. COBIT 5 PROCESS

COBIT 5 compromises of 5 domains, 37 IT processes and hundred detailed control objectives. The processes are grouped according to the domains.
Below is a graphic representation of grouping of the processes and roles played by different entities within the municipality and how they relate to each other;
Evaluate, Direct and Monitor
Align, Plan and Organise
Build, Acquire and Implement
Deliver, Service and Support GGITO will use ITL for this Domain
Monitor, Evaluate and Access

Domain Name	Related Process	Responsibility
Evaluate Direct and monitor	EDMI- Corporate Governance of ICT must enable the Municipality's political mandate. EDM2- Executive Authority must ensure that the corporate Governance of ICT achieves the political mandate of the Municipality. EDM3- Ensure that the ICT governance is implemented and monitored.	Accounting Officer Executive Authority IT Steering Committee
Align, Plan and Organise	AP01-Manage ICT Strategy AP02-Develop and Manage ICT Framework	CFO Manager IT

		Manager IT
	AP03-Develop Objectives of ICT on the IDP.	ISNASA ISSAIA Manager IT
	AP04-Determine Technological Direction	Manager IT ISSAIA
	AP05-Define ICT processes and relationships	Manager IT Manager IT
	AP06-Manager ICT Investment	ISSAIA
	AP07-Communicate Management aims and Direction	ISSAIA ISASA
	AP08-Manager Quality	
	AP09-Manager ICT Human Resource	
	AP010-Assess and manage ICT Risks	
	AP012-Manager SLA's	
	AP013-Manager Suppliers	
	AP014-Monitor Security	
Build , Acquire and Implement	BAII- Acquire and Maintain Application Software	ISSAIA/ISNASA ISNASA Manager: IT
	BA12- Acquire and Maintain Technology Infrastructure	ISSAIA ISASA Manager: IT
	BA13- Manage ICT Projects	Manager: IT
	BA14- Manage Requirements Definitions	Manager: IT
	BA15- Monitor Availability and Capacity	Manager: IT
	BA16- Manage Organisational Change Enablement	ISASA
	BA17- Manage Changes	
	BA18- Manage Acceptance and Transitioning	
	BA19- Manage ICT Project	
	BAIIO- Monitor Assets	

Deliver, Service and Support GGITO will use ITL for this Domain	DSS3-The service Desk Functioning	IHDASS
	DSS4-Operations Management	ISNASA
	DSS5-Technical Management	ISNASA
	DSS6-Application Management	ISNASA
	DSS7-Event Management	IHDASS
	DSS8-Incident Management	IHDASS
	DSS9-Request Fulfilment Management	IHDASS
	DSS 10-Problem Management	ISSAIA
	DSS 1 1 -Access Management	ISASA
	DSS 12-Continual Service Improvement	ISSAIA
	DSS 13-Service Measurement	ISSAIA
	DSS 14-Service Reporting	ISSAIA
	DSS 15- Service Improvement	ISSAIA
Monitor, Evaluate and Access	MEA I-Monitor and Evaluate ICT Performance	IT Steering Committee IT
	MEA2-Monitor and Evaluate Internal Controls	Steering Committee IT
	MEA3- Ensure Regulatory Compliance	Steering Committee IT
	MEA4- Provide ICT Governance	Steering Committee

Blouberg Municipality will use ITL framework for IT Service Management under the Deliver, Service and Support (DSS) COBIT Domain

Brief description of acronyms:

EDM- Evaluate Direct and monitor

APO- Align, Plan and Organise

BAI- Build, Acquire and Implement

DSS- Deliver, Service and Support

MEA- Monitor, Evaluate and Access

The approach of implementation should be done in a phased approach, as the implementation of the Governance in the municipality will acquire quite a paradigm shift when it comes to IT operations.

SELF ASSESMENT FOR ICT GOVERNANCE

Process	Description	Rating
DSSII- Access Management	Are there policies which cover physical access to IT environment?	
	Is access to sensitive areas by authorized visitors (SP's etc. supervised	
	Is physical access outside normal working hours controlled?	
	Is there access registers?	
	Does the access register get signed?	
AP014- Monitor Security	Is there ICT security policy?	
MEA2- Monitor and evaluate internal control	Are there environmental controls in the server rooms?	
BA16- Manage organisational Chan e Enablement	Is there ICT Change Management Policy?	
BA15- Monitor Available and Capacity	Is there DRP?	
BA110- Monitor Assets.	Is the assets management register?	
APOI- Manage ICT strategy	Are ICT Policies approved?	
AP02-Develop and Manage ICT framework	Is the ICT Governance framework approved?	

MEA4-provide ICT Governance	Did the municipality manager approve the IT Steering Committee terms of reference?	
EDM3- Ensure that ICT Governance is implemented and monitored	Does the IT Steering hold regular meetings?	
MEA4-provide ICT Governance	Is GGITO represented at Executive committee of the Municipality? Is GGITO represented appropriately at the audit committee	
DSS 1- Manage Release and Development	Is there a patch management process?	
DSSII- Access Management	Are there role based access control?	
DSS 15- service Improvement	Does BLMGITO appropriate inform users of changes affecting them?	
DSSI 1- Access Management	Are there network access forms?	
	Is there Network Access Policy?	
APO 14- Monitor Security	Is there a firewall?	
DSSI 1- Access Management	Is the internet access monitored and reported on?	
APO12 - Manage SLA's	Is there maintenance and support SLA available?	A. A.
DSS3- The service desk functioning	Is there Help desk service available?	M. S.
	Does the helpdesk have appropriate staff with skills	A.
	Does the helpdesk generate regular basis?	

APOIO- Assess and manage ICT risks	Is ICT integral part of the municipality's risk management ?	
	Is there a risk register?	
	Is the risk assessment performed on regular basis?	
BA17- Manage changes	Is there change management register?	
DSS4- operations Management	Does the municipality have disaster recovery plan?	
MEA3- Ensure Regulatory Compliance	Has the municipality manager's office ensure compliance to laws, legislation, prescripts and compliance?	

Report of the presidential Review Commission as presented to the Presented to the President of South Africa 27 February 1998

King IV Report on Corporate Governance of ICT

Presidential Review Commission report 1998

Adopted for South Africa as SANS 38500, "COBIT 5, ITIL v3"

Confidential Information:

Please kindly note that Blouberg Municipality Information Technology Office Governance Framework was developed to fit the needs and environment of Blouberg Municipality. Therefore, the information contained in the document is for the sole use of Blouberg Municipality, however should it be for research development similar documents the both the authors and the municipality should be acknowledged. This document contains confidential information for the audience of Blouberg Municipality as in its applicability section of the same document. This document is the copyright of the Blouberg Municipality and its use is restricted and protected by applicable laws of Republic of South Africa. When this document is used for research or any other use it shall only be used for purposes of internal usage to pursue IT Governance purposes and any other purpose the Municipality shall deem suitable for, but the document may not be reproduced, disclosed, copied, divulged, published, distributed and/or circulated in any manner whatsoever or be exploited and/or used for any commercial purposes whatsoever. This document or part thereof may only be used for acknowledge, research and consumption without any profit making or generating of revenue of any kind or form.

9. POLICY APPROVAL

This policy was formulated by IT Division in consultation with the IT Steering Committee.

Authorised by Municipal Manager: Signature Date: **29-05-2025**

**Recommended by Portfolio Committee
on Corporate Services:** Signature: Date: **29-05-2025**

Approved by Municipal Council: Signature: Date: **29-05-2025**