

Blouberg Municipality



IT SERVICE REQUEST POLICY

GLOSSARY

1. **"BLMITO"** refers to Blouberg Local Municipality Information Technology office staff members.
2. **"IT"** refers to Information Technology
3. **"BLMITO"- Service Request Policy** refers to Blouberg Local Municipality Information Technology Office Information Technology Service Request Policy.
4. **"BLM"** refers to Blouberg Local Municipality
5. **"The Municipality"** refers to Blouberg Local Municipality
6. **"email"** refers to electronic Mail
7. **"MM"** refers to the Municipal Manager

1.PURPOSE

The primary purpose of this policy is: -

- (a) To manage how ICT services are requested and rendered.
- (b) It outlines the responsibilities of users or service requesters and those of BLMITO officials.

2.PREAMBLE

- (a) The Blouberg Local Municipality Information Technology Office (BLMITO) has developed the Information Technology Service Request Policy that will guide and control how ICT services are requested and how such services will be rendered. This policy will assist BLMITO in managing incident and ICT service requests
- (b) It describes the responsibilities of the users or service requester and the response they can expect from BLMITO.
- (c) This policy shall apply to all Blouberg Municipality Officials, its contractors, service providers, interns, students, councillors, and other authorized 3rd party entities that will need the Municipality's ICT services in order to perform respective duties in GGM.
- (d) The purpose of this policy is to manage how ICT services are requested and rendered.

3. USER AWARENESS

- (a) Every councillor, employee, contractor and authorised 3rd party entity should become familiar with the policy's provisions and the importance of adhering to it when requested ICT services and rendering such services.
- (b) Popularization of this policy will be conducted through presentations to all staff members.
- (c) All officials shall attend presentations of this policy and sign on the attendance register as acknowledgment of knowledge of the contents of this policy and repercussions of transgression.
- (d) This policy will be sent using email to all users of ICT services and it is expected of all users to familiarize themselves with the contents and provisions of this policy.

4. DOCUMENTS THAT SHOULD BE READ WITH THE POLICY

- (a) Change Management Policy
- (b) CT Equipment Policy
- (c) Network Access Policy
- (d) COBIT 5 — framework for the Governance and Management of enterprise IT 2012
- (e) ISO/IEC 20000
- (f) ISO/IEC 27000
- (g) KING IV — Corporate Governance of Information and Communication Technology

- (ICT)
- (h) ITIL v3

5. SCOPE OF APPLICABILITY OF THE POLICY

- (a) This policy applies to every ICT service requester and all users of BLM who requests ICT services.
- (b) It also applies to every councillor, employee, contractor, and 3rd party entity accessing the Municipality's networks and ICT resources

6. ROLES AND RESPONSIBILITIES

- (a) BLMITO is responsible for rendering all ICT services in conjunction with SITA, Telkom, and other 3rd party service providers.
- (b) BLMITO is the first line of ICT support in BLM.
- (c) Helpdesk administrator where applicable is the first line of contact with BLMITO and IT Assistant is the first line of BLMITO, ICT support.
- (d) BLMITO shall put in place temporary solutions while seeking permanent solutions to requests.
- (e) IT is the responsibility of BLMITO to ensure that timely and quality service is rendered at all times.
- (f) It is the responsibility of IT Manager to ensure all service requests are attended in accordance with the set BLMITO service standards.
- (g) It is the responsibility of IT Manager to randomly follow up on resolved, closed, active, inactive, responded to and all other service request call logged by users. IT Manager will manage all the operational activities of BLMITO.
- (h) IT Manager will periodically do information gathering from users regarding ICT related activities in order to discharge his duties.
- (i) This includes and not limited to collecting information on end user satisfaction of ICT services and how BLMITO can improve its services.
- (j) The Director Corporate Services shall oversee all activities of BLMITO, and IT Manager will report on monthly basis to the Director Corporate Services all IT related matters, or at any given time the Director Corporate Services or his supervisors shall deem it necessary.
- (k) The Helpdesk Administrator where applicable shall become the first line support for all ICT related issues in that for all service requests have to be logged with the help desk administrator where applicable.
- (l) The helpdesk administrator shall give the service requester or user a reference number which is attached to their service request.
- (m) Once the call has been logged the helpdesk administrator will provide the service requester with details of their calls and inform them how their calls will be handled.
- (n) The helpdesk administrator will also be responsible for resolving those calls that do not need to be escalated to the next level of BLMITO ICT support.
- (o) The IT Technical team will ensure that all service request calls are attended to, responded to and resolved under predefined time period.

- (p) The IT Technical team shall perform the duties of helpdesk administrator in every event that the helpdesk Administrator is not available.
- (q) The helpdesk administrator and IT Technical team shall perform their duties interchangeably.
- (r) It is the responsibility of every user to ensure that they log all their service request calls with the helpdesk Administrator.
- (s) The user will have the right to reference number and request exact time their request will be attended to.
- (t) The user will have the right to follow up with the helpdesk Administrator on their call progress.
- (u) The user shall have the right to escalate their calls with the IT Assistant and ultimately with the IT Manager when they cannot find problem resolutions.
- (v) It is the responsibility of the user to give BLMITO access to their offices for BLMITO to be able to assist them. It is the responsibility of the user to ensure that they are present at all times during the period which their call is being attended to.

7. EXCEPTIONS.

- (1) Under no circumstances shall BLMITO attend and/or respond to any service request calls in the corridors and/or passages of BLM or any other place.
- (2) Under no circumstance shall BLMITO attend to any serve request call that arise from software and/or application that were installed illegally on BLMM ICT systems.
- (3) Under no circumstance shall BLMITO attend to any service request call that has no bearing on service of BLM and/or for system and/or equipment's that do not belong to BLMM.
- (4) Under no circumstance shall BLMITO attend to any service request for any person equipment's and/or systems.
- (5) BLMITO officials will ensure that they have all the software and hardware necessary for them to carry out their duties. BLMITO will resolve calls in the presence of the user or remotely on user's permission.
 - (a) BLMITO Official Times
 - (b) Monday to Friday
 - (c) 07H45 to 16H30
- (6) No unauthorised requests shall be accepted during weekends and public holidays.
- (7) Should Any user need assistance outside these official times needs to make prior arrangement with IT Manager for the IT Manager to arrange overtime to perform the overtime duties.
- (8) For any emergencies IT Manager shall give permission in consulting with the Director Corporate Services for BLMITO to attend to such emergencies and make over time claims thereafter.
- (9) However, it is dependant of the availability of BLMITO officials if no prior arrangements were made.

- (10) BLMITO Minimum Tools.
- (11) For BLMITO officials to be able to carry out their duties they need minimum tools that will enable BLMITO to discharge their duties.
- (12) Without which provisions of this policy shall not be enforceable.
- (13) Standard laptop, small printer, scanner, networking tool kit, external HDD, memory stick, cell phone, telephone, and car allowance.

8. ENFORCEMENT/LEGAL FRAMEWORK

- (1) Any employee found to have violated this policy may be subjected to disciplinary action, up to including termination of employment
- (2) Employees who violate this policy will be disciplined in terms of measures contained in or published in one or more of the following acts, objections, and policy prescripts (this list is by no means exhaustive):
 - (a) The State Information Technology Act
 - (b) SITA Amendment Act
 - (c) Promotion of Access to Information Act
 - (d) Municipality Service act
 - (e) Municipal Finance Management Act
 - (f) National Archives Act
 - (g) Protection of Government Information Act
 - (h) Telecommunication Act.
 - (i) Telecommunications Amendment Act
 - (j) Electronic Communication and Transaction Act
 - (k) Various other statutes
 - (l) Any other applicable legislation, regulation, or policy

9. POLICY APPROVAL

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

Authorised by Municipal Manager: Signature:  Date: 30/07/2024
 Recommended by Portfolio Committee on Corporate Services:
 Signature:  Date: 30/07/2024
 Approved by Municipal Council: Signature:  Date: 30/07/2024

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