**UMTSHEZI**

**MUNICIPALITY**



**INFORMATION TECHNOLOGY**

**STRATEGY**

IT Strategy

**Approval and Version Control**

In conjunction with the GITC Framework which was approved by Council on 28/05/2014 **Res. No. 244.05.14**

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# 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 Umtshezi 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.

# 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  + Revision of outdated applications and facilitate the improvement of key business processes where possible;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.

# MUNICIPAL VISION

***“BY 2016, UMTSHEZI MUNICIPALITY WILL BE A CHAMPION OF SUSTAINABLE GROWTH WITH AN AIM OF BUILDING BETTER COMMUNITIES.”***

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

# MUNICIPAL MISSION STATEMENT

**We as Umtshezi Municipality in partnership with other stakeholders are committed to:**

**1. Provide an enabling economic and social development environment.**

**2. Provide a robust plan for the vulnerable, including youth, physically challenged, gender**

**and aged persons.**

**3. Work co-operatively to unlock resources from other spheres of Government and the**

**Private Sector.**

**4. Continuously provide services in an equitable manner taking Batho Pele Principles into**

**cognisance.**

**5. Establish and maintain community networks that promote healthy engagements**

**between the Municipality and our stakeholders.**

**6. Strive to facilitate the provision of basic services.**

**7. Develop Umtshezi in a sustainable manner that does not compromise current and**

**future generations.**

The IT Officer supports this 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.

# Current IT Environment

## As-is Assessment

The current IT Landscape contains the following Applications:

|  |  |
| --- | --- |
| **Application** | **Processes relying on Application** |
| Venus | Financial System |
| PayDay | * Payroll * HR * Leave |
| MS Exchange | Mail |
| ESET Endpoint Security | Anti-Virus |

## Sites

Umtshezi Municipality’s IT Networks are linked to the following sites:

* Wembezi Office
* Weenen Office
* Workshop/Stores/Parks Department
* Central & Forderville Libraries
* Fire Department
* Traffic Department

## Reporting Structure of IT

The reporting structure for IT is as follows:



## Services Providers

The following services providers have been engaged by Umtshezi Municipality:

| **Service Providers** | **Location** | **Services** |
| --- | --- | --- |
| Business Connexion | Based in Johannesburg | Financial System Support |
| PayDay | Based in Johannesburg | HR and Payroll System Support |
| Telkom | Based in Ladysmith | Email |
| First Technology | Based in Pietermaritzburg | Network and Infrastructure Support |
| Motswako | Based in Pietermaritzburg | Network printers/copiers |

# 

# Issues arising

Based on our interviews with senior management the following points were highlighted as issues within the municipality. The validity of the points below was not tested but represents the views of individuals interviewed:

| **Ref** | **Raised By** | **Process/Activity** | **Problem** |
| --- | --- | --- | --- |
| 1 | Corporate Services | Server Room Issues | The current server room does not comply with guidelines laid down by Auditors in terms of security, fire prevention & monitoring. |
| 2 | All Departments | Response times for IT related problems | During our interviews with management, it was brought to our attention on numerous occasions that the response times from the service provider to resolve IT related problems are inadequate. |
| 3 | Corporate Services | Help Desk Management | A system needs to be implemented that will make use of Help Desk software or an intern be appointed to solely log calls and do the admin side of IT. |
| 4 | All Departments | Network Speed | Some users have experienced slow network response times. |

# 

# Migration Strategy to Future IT Environment

### 7.1.Strategic IT Initiatives

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

**7.1.1. IT Staff & Training**

IT staff need to be kept up-to-date with new technologies & software that are implemented at Umtshezi Municipality to provide support and guidance to the staff.  
  
Software training programs for staff that require it, should be set-up and preferably have a room set aside with computers that can fulfil this. The room could also be used to test applicants for posts where IT skills are required.

**7.1.2. Establish & renew Service Level Agreements**

Ensure that Service Level Agreements are in place to cover the various facets of IT and software and that they get renewed or put out to tender when they are coming to an end.

**7.1.3. Server Room Upgrade**

Ensure that all quotations and requisitions are obtained and submitted to have the Server Room upgrade meet the recommended guidelines.

**7.1.4. System Improvements**

New Domain Controller & Exchange servers need to be purchased and setup as the old one has already crashed causing extensive downtime. This will be done in the 1st Quarter of the 2014 Financial Year.  
  
The Cashiers computers and software need to be replaced urgently as they are extremely outdated and constantly present issues. The orders have already been done and the equipment has arrived. Business Connexion will be coming in the 1st Quarter of the 2014 Financial Year to set up the new equipment & software.

Replacing old outdated equipment is an ongoing process.

### IT Implementation Plan

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **2014** | **2015** | **2016** | **2017** | **2018** |
| **IT Staff & Training** | **ONGOING** | | | | |
| **Establish & Renew Service Level Agreements** | **ONGOING** | | | | |
| **Server Room Upgrade** |  | |  |  |  |
| **System Improvements** | **ONGOING** | | | | |

### Detailed IT Initiatives



##### IT Staff and Training

**Timeframe: Ongoing**

**Municipal Objective:** The objective of this initiative is for the municipality to keep the IT Staff adequately trained on Municipal systems.

**Discussion points highlighted by Management:** IT staff are not adequately trained on systems used by the Municipality.

**Approach:**

1. Identify staff that require training.
2. Identify training required.
3. Allocate budget for training requirements.

##### Establish & renew Service Level Agreements

**Timeframe: Ongoing**

**Municipal Objective:** The objective of this initiative is to ensure that the Municipality IT equipment and software is covered by SLA’s.

**Discussion points highlighted by Management:** Ensure that appropriate SLA’s are in place and current.

**Approach:**

1. Identify equipment & software that is not covered by an SLA.
2. Allocate budget to implement.
3. Put out to tender.

##### Server Room Upgrades

**Timeframe: 1st & 2nd Quarter 2014**

**Municipal Objective:** To get the Server Room up to the recommended standard for all aspects.

**Discussion points highlighted by Management:** Ensure that the Server Room adheres to code.

**Approach:**

1. Obtain the necessary quotations.

##### System Improvements

##### Timeframe: Ongoing

##### Municipal Objective: Keep equipment current and do not wait for it to fail before replacing.

##### Approach:

##### Get departments to work on a 3(three) year rotational equipment replacement schedule.

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# 8 Review periods

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