



**MSINGA MUNICIPALITY**

# ICT STRATEGIC PLAN

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## INTRODUCTION AND SUMMARY

This Strategy Plan represents an important step forward in the goal to transform municipality ICT and the public services it supports. This further indicates the ground up building of the information and communication technology. The status quo indicates the assessment of the network infrastructure, as this helps to:

- At first, improve the IT infrastructure that is capable of holding any technology systems that could benefit the municipality (i.e. implementation of core-switches to enhance the network security)
- And without end, indicates the technologies that will serve a benefit or use to the municipality daily operations (i.e. wireless technology and flexible virtual private technology) This document defines the Information Technology

(IT) Strategy that must be followed within the "IT Unit" from the date of approval until the end of the year 2019. The new strategy was created in response to a changing environment in which the municipality is increasingly depending on efficient IT services to expand its competitiveness on the market SECTION 2 - MISSION, VISION, BUSINESS STRATEGIC GOALS, CORE VALUES

### IT Vision

Information Technology Team will be recognized as a high-performance team providing technology excellence and easy access to the information technology resources to provide an information technology infrastructure that supports the goals of the municipality.

### IT Mission

We are committed to supporting and enhancing the missions of the municipality, by providing quality service through the effective management and use of information technology resources. In support of this mission, we will:

- Provide leadership and planning for the effective and strategic use of emerging technologies.

- **Demonstrate technical and operational excellence through a commitment to professionalism and continuous improvement.**

Business Strategic Goals of Msinga Municipality The strategic goals of Msinga Local Municipality

are as follows:

| STRATEGIC GOALS  | DESCRIPTION   |
|------------------|---|
| Strategic Goal 1 | Practice sound administration                                 |
| Strategic Goal 2 | Be financially viable and sustainable                         |
| Strategic Goal 3 | Achieve and maintain a clean audit                            |
| Strategic Goal 4 | Eliminate the blockage on basic service delivery              |
| Strategic Goal 5 | Promote sustainable economic development and job creation     |
| Strategic Goal 6 | Effect municipal transformation and institutional development |
| Strategic Goal 7 | Be an energy efficient municipality                           |
| Strategic Goal 8 | Be a tourism destination of choice                            |
| Strategic Goal 9 | Be an environmentally friendly municipality                   |

## **Msinga Local Municipality Core Values**

- **Consultation**
- **Service standards**
- **Access**
- **Courtesy**
- **Information**
- **Openness and Transparency**
- **Redress**
- **Value for money**
- **Accountability**
- **Effective Governance**
- **Sound Financial Management**

## **SECTION 3 - CURRENT ENVIRONMENT**

Aligning with departments to enhance citizen services

State of the art enterprise datacenter, network connectivity citywide, a highly responsive help desk, advanced application services and a best practices project management & department alignment process that enables rapid and continuous deployment of new services.

Information Technology Organization

Information Technology Technician:

The Department of IT is led by the Information Technology Technician who is responsible for the municipality's overall technology strategy, overseeing all IT Unit activities.

The IT Technician

is further responsible for technology recommendation and procurement and the day-to-day activities that are categorized as follows:

The Client Services function

is responsible for help desk and desktop support services. The help-desk receives problem and service calls, creates an information log, routes calls to appropriate IT staff and tracks for timely resolution. This division also supports installation and replacement of desktop and laptop computers, printers and standard desktop applications, such as Microsoft Office Suite, Anti-Virus software, Acrobat, etc.

The Network Services function

is responsible for management of the municipality's local and wide area networks, copper, and wireless communications, video security, and telecommunication services. Further responsibility is also to assure adequate security measures are in place to protect the municipality's network from unauthorized access.

### **The Website and Application Services function**

is responsible for support of enterprise systems; selection leadership and integration of new commercial-off-the-shelf (COTS) solutions; maintenance and upgrade of existing systems; architectures, software and database standards; web development;

### **The Server Administration Services function**

is responsible to design, install, administer, and optimize municipality's servers and related components to achieve high performance of the various business functions supported by the servers. This includes ensuring the availability of client/server applications, configuring all new implementations, and developing processes and procedures for ongoing management of the server environment. Furthermore, this function is responsible to assist in overseeing the physical security, integrity, and safety of the data center/server farm.

### **Information Technology Technician and System Administrator**

are the primary point of contact between the departments and IT. They work closely with the departments to understand their business processes and resource needs, identify solutions, initiate IT projects, coordinate technology services and report status  
Organogram of Information Technology Unit within the Office of the Municipal Manager

#### **Assessment of the current IT infrastructure**

The assessment of the environment was carried out by an IT Technician in conjunction with the IT System Administrator. And thus, the following facts we observed and noted.

- Old an obsolete server hardware
- Lack of uninterrupted power supply to the IT Systems
- Lack of Security Controls and Compliance

1.1.1. Creation and Implementation of Employee oriented IT Policies User Access Management Policy Internet Policy Email Policy

1.1.2. Lack of Employee Training of IT Policies (i.e. Security Vulnerabilities)

1.1.3. Software and Network Security

- Software Security (Anti-Virus)
- Outdated Operating System Software (i.e. does no longer have support from vendors)
- WSUS – Windows Server Updates Services (Patch Updates)
- Hardware Security (Firewall) Municipality Manager IT Technician IT System Administrator IT Intern IT Intern

1.1.4. Information Security/Protection

- Email Encryption
- Encryption of Data on Mobile Devices

1.1.5. Physical Security of the Server Room

- Window Removal
- Access Flooring (i.e. a flood or overflow of water may damage server computer equipment installed at ground floor)
- Electrification (i.e. unorganized electrical wiring poses a danger)
- Fire Suppression System

1.2. Over Reliance of Service Providers

1.2.1. Website Hosting – updating of the website is sometimes not on time

1.2.2. Email Hosting – the email server is sometime down, as a result there is delayed delivery of email



## **SECTION 4 - STRATEGIC ALIGNMENT, GOVERNANCE, & PROJECT MANAGEMENT METHODOLOGY**

### ***Aligning with departments to enhance citizen services***

Aligning with departments to continuously improve the services provided for citizens and other relevant stakeholders

### **Continuous Improvement**

The Information Technology Unit has implemented a “Best Practices” approach and Department Alignment Process that combines the talents of our people with the constant advances in technology enabling high productivity while continuously improving the services departments offer. All Initiatives involving technology are reviewed monthly within IT and monthly in the management meeting for progress, priority and needs in order to resolve issues, assign resources and complete projects on time and within budget.

IT Governance Information technology at the Msinga Local Municipality is governed by the Accounting Officer, the IT Technician and IT Steering committee

## **SECTION 5 - INFORMATION TECHNOLOGY STRATEGIC INITIATIVES**

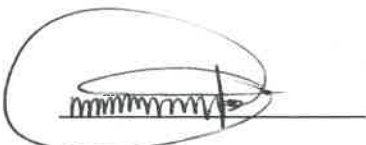
Aligning with departments to enhance citizen services Strategic initiatives form the framework for priorities set decisions made and projects pursued Extended Management Departments Initiatives IT Projects IT Steering Committee IT Steering Committee Municipality’s Goals and Objectives

- a) Centralization and Consolidation Upgrade, improve the IT infrastructure, to meet quality standards and increase its capacity to support the administrative activities of the municipality and future expansions.
- b) Efficient Supported and Licensed Software Acquire and license software tools for the centralized management of the IT infrastructure, and end-user support
- c) Enhance and extend technology infrastructures for increased network connectivity and redundancy.
- d) Develop and implement Disaster Recovery and Business Continuity (DR and BC) to ensure continuous operation of IT systems.
- e) Enhance management and control of telephone systems and decrease expenses
- f) E-Government With its website, the IT Unit will be “pushing” information over the internet for major projects, using the internet to communicate with community members in order to quickly respond and resolve requests; enabling citizens to make payments and

conduct business using the internet; and leveraging new technologies like social networking to improve services.


g) Towards a wireless, paperless and efficient computer network

- Adobe Acrobat Pro DC – for transforming into electronic form that can be digitally signed
- Wireless Projector - The convenience of a wireless projector, which does include any connection to your laptop or tablet for streaming of professional presentations, as well as multimedia files
- Video Conferencing-multi-connector
- Biometric attendance system (payroll) - Itatec company -the software is able to integrate seamlessly with Pastel, VIP, and most other payroll systems, Clockwatch ensures honest and accurate time and attendance reporting.



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