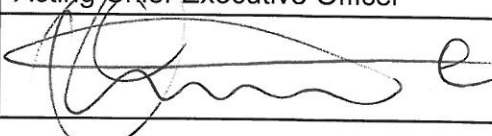




**MUNICIPAL INFRASTRUCTURE SUPPORT AGENT
(MISA)**

POLICY

**CORPORATE GOVERNANCE OF INFORMATION COMMUNICATION
TECHNOLOGY**

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Authorised By:	Ongama Mahlawe Acting Chief Executive Officer
Signature:	

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1. DEFINITIONS

1.1 In this policy, unless the context indicates otherwise:-

CGICTF	Corporate Governance of Information and Communication Technology Framework
MISA	Municipal Infrastructure Support Agent
CEO	Chief Executive Officer of MISA
DPSA	Department of Public Service and Administration
EM	Executive Manager
ICT	Information and Communication Technology
Minister	Minister for Cooperative Governance and Traditional Affairs
MPSA	Minister for Public Service and Administration
PSA	Public Service Act
PSR	Public Service Regulations
EXCO	Executive Management Committee of MISA
MANCO	Management Committee of MISA

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2. LEGISLATIVE MANDATE

The policy is underpinned by the Public Service Act and Public Service Regulations and therefore the legislative mandate includes the following but is not restricted to:

- (a) Sections 3(1)(g) and 3(2) of the Public Service Act 103 of 1994 (**PSA**), which empower the Minister for Public Service and Administration (**MPSA**) to prescribe uniform norms and standards for electronic government, to make regulations, determinations and directives, and to perform any other acts provided in terms of this Act. Section 7(3)(b) of the PSA provides that the Director-General (**DG**) is responsible for the efficient management and administration of his or her department.
- (b) Chapter 1, Part III B of the Public Service Regulations of 2001 (**PSR**), as amended, prescribes that the executive authority is accountable for MISA's strategic plan and for the creation of the organisational structure to execute the strategic plan; and
- (c) Chapter 1, Part III E of the PSR, which stipulates that the Head of Department (**HoD**) is accountable for establishing the relevant information-related plans for MISA.

3. MAIN PROVISION

3.1 Policy Statement

Government transformation is, at a strategic level, informed by government-wide key priority areas translated into 12 strategic outcomes, guided by the Batho Pele principles of equal access to services, increased productivity and lowering of costs. MISA and the Ministry are specifically responsible for outcome 9 and strategic goals were formulated and aligned with outcome 9. The purpose of ICT is to serve as an enabler of public service delivery through, *inter alia*, achieving stakeholder value and ICT key focus areas (ICT House of Value) that enable the Public Service to achieve these 12 strategic outcomes.

Political and Executive Committee of MISA need to extend Corporate Governance, as a good management practice to ICT. This should be done by evaluating the current business strategic goals and future use of ICT, by directing the preparation and implementation of plans to ensure that the use of ICT meets business needs which, when implemented, must be monitored for performance and conformance purposes to ensure that MISA's strategic goals are achieved. This policy must be read together with the Corporate Governance of Information and Communication Technology Framework (**CGICTF**).

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3.2 Purpose and objective

The purpose and objective of this Policy is to institutionalize the Corporate Governance of ICT as an integral part of governance within MISA in a uniform and coordinated manner.

3.3 Scope

This policy is applicable to all permanent, fixed term contract employees and temporary personnel (all of the above herein referred to as 'employee') employed by MISA.

3.4 Policy Details

3.4.1 Corporate governance is to create value for the MISA's stakeholders in that it consists of a governance system that affects the way MISA IT services are managed and controlled. It also defines the relationships between stakeholders and the strategic goals of MISA. Corporate governance is a vehicle through which value is created within MISA context. Value creation means realizing benefits while optimizing resources and risks.

3.4.2 The Corporate Governance of ICT is a subset of the broad Corporate Governance System and it is an integral part of the governance system. In terms of such a system:

- (a) the **Minister provides** the political leadership;
- (b) the **CEO** provide the strategic leadership and are accountable for the implementation of the Corporate Governance of ICT; and
- (c) the **MISA EXCO** is responsible for ensuring that the Corporate Governance of ICT is implemented and managed within MISA

3.4.3 The Corporate Governance of ICT involves evaluating and directing the achievement of strategic goals and using ICT to enable MISA business and the monitoring of ICT service delivery as well as ensuring continuous service improvement. It includes determining strategic goals and plans, and annual performance plans for ICT service delivery.

3.5 Roles and Responsibilities

The information below depicts the high level roles and responsibilities of the key stakeholders as described and guided by the Public Service CGICT Policy Framework (DPSA 2012).

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3.5.1 Minister

Provides an oversight role in ensuring that the CGICT achieves the political mandate of MISA by:

- 3.5.1.1 creating an enabling environment that allows for the implementation of the CGICT and ensuring that the Accounting Officers have appropriate delegations to support the implementation of CGICT.
- 3.5.1.2 authorizing the Accounting Officers to facilitate appropriate delegations to enable the implementation of the CGICT in MISA.

3.5.2 Accounting Officer

Provide oversight role in ensuring that the CGICT achieves the strategic mandate of MISA by:

- 3.5.2.1 promoting the use of ICT as a strategic enabler of MISA;
- 3.5.2.2 creating an enabling environment in implementing the CGICT by including it in the strategic agenda of MISA (TMC agenda);
- 3.5.2.3 ensuring that the CGICT related policies is in place and is in line with the DPSA policy framework and guidelines;
- 3.5.2.4 facilitating appropriate delegations to enable the implementation of CGICT in MISA;
- 3.5.2.5 ensuring the creation of a ICT Steering Committee, as a sub-committee of TMC, and approving its terms of reference; and
- 3.5.2.6 supporting the creation of an environment that will enable an effective ICT operating model and organizational structure, including its capacitation, to enable the achievement of the ICT strategic goals.

3.5.3 MISA Executive Committee

Provide oversight role in ensuring alignment of the ICT strategy and plans, in support of MISA's strategic goals by:

- 3.5.3.1 ensuring the inclusion of key ICT initiatives in the strategic plan and annual performance plan of MISA;
- 3.5.3.2 monitoring the implementation of key ICT initiatives as per the strategic plan and annual performance plan;
- 3.5.3.3 reviewing and monitoring ICT related audit reports and resolution of findings;
- 3.5.3.5 reviewing reports from the MISA MANCO.

3.5.4 MISA Management Committee

Promotes the use of ICT as one of the strategic enablers of MISA to function

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more efficiently and effectively by:

- 3.5.4.1 providing direction and oversight on the use of ICT as a strategic enabler for MISA;
- 3.5.4.2 prioritizing major ICT enabled initiatives in line with the strategic direction of MISA;
- 3.5.4.3 monitoring the implementation and use of ICT;
- 3.5.4.4 supporting the implementation of an effective ICT operating model and organizational structure, including its capacitation, to enable the achievement of the ICT strategic goals; and
- 3.5.4.5 directing all ICT related decisions that may have an impact on the business operations of MISA that is escalated to the Head of Corporate Services.

3.5.5 Head of Corporate Services

Provide overall leadership and management of the ICT function, as a strategic enabler of MISA by:

- 3.5.5.1 developing and implementing an ICT strategy and plans in support of MISA strategic goals;
- 3.5.5.2 implementing an effective ICT operating model and organizational structure, including its capacitation, to enable the achievement of the ICT strategic goals;
- 3.5.5.3 managing and monitoring the ICT budget expenditure;
- 3.5.5.4 approving and optimizing project portfolios in support of the ICT strategic goals;
- 3.5.5.5 facilitating the implementation of the Governance of ICT.
- 3.5.5.6 implementing key ICT related committees (as per the CGICT positioning model) and approve their respective terms of reference;
- 3.5.5.7 providing oversight of the implementation of ICT related audit finding resolutions;
- 3.5.5.8 providing oversight on the implementation of ICT related risk mitigations; and
- 3.5.5.9 facilitating the creation of cooperative relationships with key stakeholders in various branches to support the implementation of ICT.

3.5.6 Director ICT Infrastructure and Applications

3.5.6.1 Provides day-to-day leadership and management of the ICT function by:

- a) developing and implementing and ICT strategy and plans in support of MISAs strategic goals;
- b) implementing an effective ICT operating model and organizational

structure, including its capacitation, to enable the achievement of the ICT strategic goals;

- c) managing and monitoring the ICT budget and expenditure;
- d) recommending project portfolios (including optimisation of project portfolios) in support of the ICT strategic goals;
- e) facilitating and managing the implementation of the Governance of ICT;
- f) recommending key ICT related committees and recommending their respective terms of reference;
- g) managing the implementation of the ICT related audit finding resolutions;
- h) managing the implementation of ICT related risk mitigations.
- i) managing the cooperative relationships with key stakeholders in various branches to support the implementation of ICT; and
- j) managing the day-to-day operations, availability and protection of the ICT environment (including the ICT infrastructure and software solutions).

3.5.7 Corporate Services Management

3.5.7.1 Manages ICT Standards & Architecture (software and hardware) by:

- a) reviewing and approving or rejecting major proposed ICT standards;
- b) reviewing and approving or rejecting major proposed changes to the ICT architecture;
- c) reviewing and approving or rejecting proposed technology brands in support of the approved ICT standards and architecture; and
- d) certifying changes and releases into the production environment as escalated by the ICT Change Control Board.

3.5.7.2 Manages ICT related change management processes by:

- a) certifying changes and releases into the production environment by assessing, reviewing and prioritizing all change requests for implementation; and
- b) approving or rejecting change requests once reviewed and assessed.

3.5.8 MISA's Programmes

Promote the ownership and use of ICT by:

- 3.5.8.1 participating in the implementation of ICT (e.g. availing officials to support the implementation of projects (e.g. technology design sessions, technology testing);
- 3.5.8.2 incorporating the use of available ICT functions in the business operations by formally including it in the policies, processes, procedures, practices and standards;

- 3.5.8.3 participating and availing end users (officials) in the planning and execution of identified ICT training;
- 3.5.8.4 monitoring and promoting the sufficient utilization of implemented ICT solutions;
- 3.5.8.5 providing continuous feedback on the implemented ICT solutions through formal processes, for the continuous improvement of ICT solutions;
- 3.5.8.6 reporting all ICT related issues by following the formal processes (e.g. logging calls, escalations, etc.);
- 3.5.8.7 reporting any deviations of ICT service level standards, through the formal processes;
- 3.5.8.8 participating and providing input in the development of ICT related a policy that directly affects users;
- 3.5.8.9 adhering to ICT related policies, processes, procedures, practices, standards; and
- 3.5.8.10 ensuring that all directorates and units engage the OCIO during planning, conceptualizing and drafting of terms of reference on all ICT business solutions.

3.5.9 Supply Chain Management

Supports the procurement, management and disposal of ICT related assets by:

- 3.5.9.1 ensuring that ICT management is consulted in the development of review of MISA's procurement and asset management processes, where ICT is affected;
- 3.5.9.2 ensuring that MISA's procurement plans includes ICT related procurement;
- 3.5.9.3 monitoring compliance of ICT related procurement processes in line with MISA's and Government's legislative procurement processes;
- 3.5.9.4 exploring and providing technical advice in the enablement of efficient ICT related procurement (Strategic Sourcing) that supports the implementation of the ICT strategy and operations;
- 3.5.9.5 managing ICT related assets in line with MISAs other asset management processes; and
- 3.5.9.6 managing the disposal of ICT related assets in line with MISA's asset disposal policies.

3.5.10 Internal Audit

Performs independent ICT audits by:

- 3.5.10.1 ensuring that MISAs internal Audit Plan includes ICT audits; and
- 3.5.10.2 performing and reporting on ICT related audits based on the scope

of the approved Internal Audit Plan.

3.5.11 Risk Management

Manages ICT related risks by:

- 3.5.11.1 ensuring that MISA's Risk Management Policy includes the management of ICT related issues;
- 3.5.11.2 identifying major ICT related risks and monitoring the implementation of mitigation plans;
- 3.5.11.3 monitoring the implementation of the ICT Security Policy;
- 3.5.11.4 ensuring that MISAs business continuity plan and approach includes ICT service continuity plan and approach, as guided by the ICT business impact analysis; and
- 3.5.11.5 providing input into the disposal of technology assets.

3.5.12 Audit Committee

Performs an oversight role on independent ICT related audits and risks by:

- 3.5.12.1 reviewing and monitoring ICT related audit reports and resolution of findings, as conducted by MISA's Internal Audit unit and the Auditor General; and
- 3.5.12.2 reviewing and monitoring ICT related risk reports and implementation of mitigations plans, as conducted by MISA's Internal and Risk Management unit.

3.6 MONITORING, EVALUATION AND REVIEW

This policy will be reviewed every year and will come into effect upon the date of signature by the CEO. Any deviation of this policy is subject to the written approval by both the CEO.

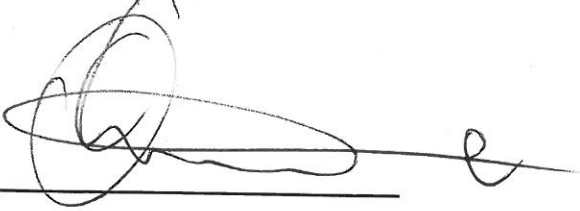
4. DISPUTE RESOLUTION

Any dispute about the implementation or interpretation of this policy will be mediated by MISA EXCO.

6. COMMENCEMENT DATE

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Adopted for implementation on this 19 day of April in the year of 2015

A handwritten signature in black ink, consisting of a large, stylized 'C' followed by a horizontal line and a small 'e' at the end.

Chief Executive Officer