|  |  |
| --- | --- |
| coatofarms | **MUNICIPAL INFRASTRUCTURE SUPPORT AGENT**  Letaba House, Riverside Office Park, 1303 Heuwel Avenue, Centurion, 0046  Private Bag X105, Centurion, 0046 Tel: 011-100  3100  **Information & Communication Technology (ICT) Monthly Report for period**  **16 June 2018 to 15 July 2018** |

Skhomo Technologies delivers the seventh IT Monthly Report of 2018 to MISA. The purpose of this monthly report is to provide strategic information that will assist MISA to make informed and sound business decisions on past, current and future running’s of the IT department.

This document gives a summary report of MISA IT environment for the period ending in **15 July 2018**. The report focuses on five sections within MISA IT environment, and each section focuses on a specific area necessary for understanding to maintain a healthy infrastructure. The sections are as follows:

* **IT SERVICE DESK**
* **LAN AND DESKTOP SUPPORT**
* **SERVER SUPPORT AND MAINTENANCE**
* **ICT GOVERNANCE**
* **IP TELEPHONY SERVICES**

**IT SERVICE DESK**

Below are the statistics of calls logged through IT Service Desk, for the reporting period of 15 July. All calls were attended to and closed.

To ensure that your problems are tracked and dealt with, we provide a ticketing system from a program called SpiceWorks. This means that we can deal with the issues timeously, keep you in the loop and resolve the problem quickly and efficiently.

Below are calls logged for the June/July period.

**Attachments: Detailed IT Helpdesk Report.**

**LAN AND DESKTOP SUPPORT**

|  |  |
| --- | --- |
| **Service Deliverable** | **Output** |
| Service Desk and Fault Management services | During the reporting period **75** calls were attended to. |
| Onsite installation of new PC’s and local peripherals such as printers,  image scanners, the installation includes site readiness inspection to verify availability of proper desktop, power outlets and network outlets; | 23 laptops and 2 desktops were installed and issued to new users, during this period this devices were all installed Microsoft Office 2016, where necessary Microsoft Project and Visio professional 2016.  All included in the Microsoft Office 365 Enterprise E3 Package. |
| Installing anti-virus software on users computers; | An antivirus report is attached. |
| Management of patches, hotfix and virus patterns; | Windows patching report is attached. |
| Provide LAN, Wi-Fi and internet support to all MISA staff; | The previous reporting period was plagued with network downtimes caused by a combination of network loops, outdated firmware and lack of proper oversight in mitigating network loops. Firwares were upgraded on all switches proper switch configurations were done and the issue has since solved. SITA recently issued an additional scope to MISA switches were given proper VLAN configurations and DHCP servers amended in response to this. |
| Hardware and software repairs; | There were major changes to how the switch handle inter-VLAN traffic and The layer-2 network devices handle routing loops. These were done by introduction of both Spanning-tree and IP-Routing commands on the core switch. The MITEL telephone controller’s operating software was upgraded allowing MISA to have a console at the reception area that efficiently routes calls. |
| Supporting users with basic assistance for logging in, changing passwords and etc; | AD and Spiceworks reports is attached. |
| Installing and configuration of new computers on the network; | There were 25 new installations of computers. These Includes two new Reception machines with MITEL console, a new Telephone Management System (TMS) and 23 User Laptop. |
| Installation of Operating Systems and Third party software as specified by MISA; | Performed VIP backup for Payroll administrator. Assigned rights to users and user accounts. |
| Installation of additional applications as per the user’s requirements such as MISA Business applications (i.e. Pastel, Caseware and VIP system); | SAGE VIP June Backup and roll over was performed successfully. MISA is currently busy with PERSAL-SAGE Evolution interface development with a provider called Intotek.  MISA Supply Chain is re-introducing Evolution Advanced Procurement Module. Intotek is assisting with configuration and training. |
| Troubleshooting of computer related  equipment and peripherals; | MISA recently procured 10 new XEROX multi-function Printers. These machines were issued an IP address, to enable network communication. Then given SMTP addresses to enable scan to email. All machines are currently issued to users and being utilized. |
| Establishing internal ICT business processes and standard operating procedures; | Skhomo Technology is assisting MISA with the current Audits done by Auditor General/Sizwe Ntsaluba Gobodo and State Security Agency.  The following were submitted to Chief Director: Executive Support, Strategy & System for review and sign off:   * Change Management policy * Incident Management policy * Problem Management Policy * Corporate Governance of ICT * Framework/Charter * ICT Security Policy * Mobile Communication Policy * Incident Management Process * Problem Management Process |
| Manage the administration of users (i.e. user reviews and audit log) to ensure compliance with MISA internal controls and policies; | Audit of logs and users was conducted attached on this report. |
| General IT support and related matters thereof | Any other IT support calls and related matters were resolved. |

**SERVER SUPPORT AND MAINTENANCE**

|  |  |
| --- | --- |
| **Service Deliverable** | **Output** |
| Ability to troubleshoot and resolve server issues; | All server related issues were resolved and a server check report is attached. |
| Support and troubleshoot the virtualize server environment (Microsoft Hyper-V solution); | Microsoft Hyper-V is currently running some of MISA’s core services and applications including WSUS, McAfee enterprise anti-virus server, File-Sever, Directory Synchronization server and PRTG network monitoring software. A properly planned and implemented Virtual environment is key to a scalable and reliable network infrastructure. The current environment can be greatly improved. |
| Support and manage rollout of Office 365 and its related services; | Office 365 is healthy as per attached report. 21 new users were created. |
| Troubleshoot and support Microsoft platforms (Domain Controller, Active Directory, WSUS, DHCP, DNS, etc.); | Major network services are running properly and synchronizing, load balancing successfully. |
| Creating new users on the domain; | 18 new users were created in the mentioned reporting period. |
| Installing and maintaining anti-virus software and ensure that all computers and servers have the latest virus definitions; | The McAfee antivirus virtual-server **misa-AppSvr3** is currently synchronizing and updating patches regularly. Antivirus report is attached. |
| Network maintenance and troubleshooting; | A network performance graph is attached. There were no issues during the reporting period. |
| Troubleshoot and support of MITEL Call Manager | MISA PABX was upgraded from Release Level: 6.0 SP3 Active software load 12.0.3.15 to Release Level 8.0 SP3 PR1 Active Software load: 14.0.3.22. The current software load after deployment displaced some user buttons but has since been brought to fully functionality. |

**ICT GOVERNANCE**

|  |  |
| --- | --- |
| **Service Deliverable** | **Output** |
| Offer IT advisory services to Management; | Skhomo Technologies is tasked with assisting GICTM in technical management of ICT. |
| Assist with IT Governance and Implementation of Corporate Governance of ICT including development and implementation of IT Policies and Standard Operating Procedures; | Skhomo Technology is assisting MISA with the current Audits done by Auditor General/Sizwe Ntsaluba Gobodo.  The following policies and processes were done in conjunction with the IT Director for review and sign off:   * Change Management policy * Incident Management policy * Problem Management Policy * Corporate Governance of ICT Framework/Charter * ICT Security Policy * Mobile Communication Policy * Incident Management Process * Problem Management Process |
| Assist with the development and implementation of general IT and security controls; | MISA IT is currently busy backing-up ALL USER files/documents to OneDrive |

**IP TELEPHONY SERVICES**

|  |  |
| --- | --- |
| **Service Deliverable** | **Output** |
| Troubleshooting and supporting of IPT (internet protocol telephony) based network (knowledge of MITEL IP telephony will be required) | User requests were all handled timeously, the proposed changes of the TMS will enable IT is reporting and proper management of user accounts and individual thresholds. |
| Management of MITEL Call Manager including creation of new telephone extensions and changing of extensions | Due to office changes and the ongoing recruitment drive several updates, including addition and omission of extensions were done. These changes were then added to the existing extension to directory name list. |

**Compiled by: Lesley Mokoala Received by: Mpho Nefale**

**Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**