



Education Labour
Relations Council

Information Communication Technology

QUARTERLY REPORT 2016-17
01 July – 30 September

Overview of the ICT Department's performance for the second quarter of the 2016-17 financial year.

INTRODUCTION

The ICT report summarises the IT support activities of the ELRC for the 2nd quarter. The ICT issues that are being reported include IT policies for approval, Backups, Disaster recovery testing, Pastel Evolution & VIP people Migration and system ICT infrastructure upgrade.

1. Disaster Recovery Testing (COBIT DRP Framework DS4.1)

- 1.1. Mapping COBIT DS4.1 framework (Business Continuity) to our Disaster Recovery Plan (DRP) to ensure business continuity, systems recovery to its current point in the business.
- 1.2. ICT has successfully conducted a disaster recovery testing twice in the 2st quarter to ensure data and systems are recovered in the event of virus attack, data loss and disaster. COBIT DS4.1

2. Offsite backup

- 2.1. Data is increasingly being recognized as one of the real assets of a company, and losing this data would cause severe damage to any organization.
- 2.2. ICT has implemented new advanced offsite Commvault system backup that replicates data to the cloud to reduce risks, improve efficiency and ensure compliance while maximizing the value of Council's data to ensure that is readily available in the event disaster or data loss.

3. ICT Policies

- 3.1. During the period of second quarter additional ICT policies were developed to ensure that efficiency and effectiveness of ICT corporate governance. The following ICT policies were developed:
 - ICT Backup policy,
 - ICT Standard and Incident policy and procedure
- 3.2. The policies will be tabled at the Executive Committee meeting in October for approval.

4. Upgrading ICT infrastructure (ITIL v3)

- 4.1. Information Technology Infrastructure Library (ITIL) aligns IT service with business needs.
- 4.2. ICT has procured high performance and reliable server that allows new virtualisation technology wherein running VM can be moved to the other server, cost maintenance saving and less down-time.
- 4.3. Implementation of Pastel Evolution and VIP people with employee self-service (ESS) integrated to ELRC intranet and Website. ICT upgraded the 6Mb internet connectivity (bandwidth) to 10Mb to ensure high speed financial system processing.

CHALLENGES

Issue 1

- Network switch port failure causes some users connection disruption

Implemented action

- A network switch was replaced.

Issue 2

- Fax line for our educators to send their information

Implemented action

- Restored Telkom fax line