



## **INFORMATION COMMUNICATION TECHNOLOGY REPORT 4<sup>th</sup> QUARTER 2021/22**

The report has been structured as follows:

- Section A: Information Communication Technology Governance report.
- Section B: Information Communication Technology Steering Committee report

### **SECTION A: INFORMATION COMMUNICATION TECHNOLOGY GOVERNANCE REPORT.**

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#### **1. INTRODUCTION AND PURPOSE OF THE REPORT**

- 1.1. This report offers a brief description and update on the unit performance, progress of the Information Communication Technology (ICT), status on implementation of audit findings and procurement status within the business unit. The report focuses on the ICT governance performance for the 4<sup>th</sup> quarter of 2021/2022.
- 1.2. The purpose of this report is to highlight all the successes and challenges identified, that could hinder the progress of business continuity in the ICT unit and how can the challenges be remedied.

#### **2. OVERVIEW**

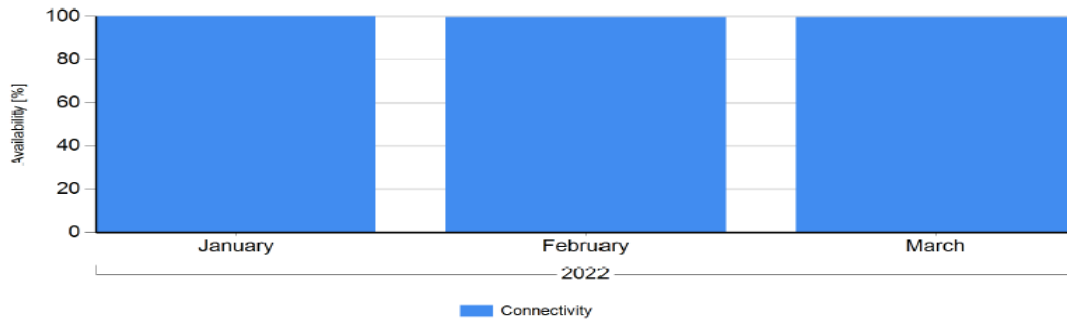
- 2.1. The ICT unit was established in the 2015/2016 financial year and is responsible for ICT services, business services and provides a support service to nine provinces of the Council.
- 2.2. The services provided by ICT include but not limited to Infrastructure Services; Application Management; Policy, Planning, Strategy and Information Management.

### 3. INFRASTRUCTURE PERFORMANCE

#### Network performance

- 3.1. System availability describes the availability of the network in the quarter under review. The agreed and accepted service level agreement with the supplier remains at 99.9% uptime. ICT managed to secure uptime of average of between 99.9% - 100%.

#### Network Performances



Availability by Month

Period	8:00 - 18:00 Weekdays	
	Unavailable	Available
January 2022	0.95%	99.05%
February 2022	0.95%	99.05%
March 2022	0.00%	100%
Average	0.95%	99.5%

#### Performance challenges

- 3.2. No network challenges were experienced during quarter under the review.

#### ICT security threat

- 3.3. No security threats detected for the month. ICT continues to daily monitors the anti-virus system and ensures that patches are deployed to all devices on the network. In addition, ICT performed vulnerability testing for Q4 to ensure that all vulnerability on the systems are addressed and ensures that the systems are protected from threats.

#### Business Continuity

- 3.4. ICT has successfully migrated all users to Office 365. This ensures that there is business continuity on emails and limited downtime.
- 3.5. Monthly capacity planning is done to ensure that critical systems servers are allocated enough resources in the form of memory, CPU and space to perform to their optimal.

- 3.6. Quarterly testing of Disaster Recovery Plan (DRP) was conducted in the quarter under review to ensure Business Continuity.
- 3.7. ICT to purchase a server and a storage to start running the backup internally

#### 4. ICT SERVICE PERFORMANCE

- 4.1. The average time to resolve incidents for the quarter ranged between 15 to 30 minutes.
- 4.2. The decrease in the response time is due to the fact that for this quarter, employees are working from the office and the laptops have been installed with latest update.

##### Mode of logging incidents

- 4.3. Out of a total of 28 incidents logged with the service desk:
  - All these calls were logged telephonically, WhatsApp and through emails. There is no any pending calls as all the calls were resolved.

#### 5. ANNUAL PERFORMANCE PLAN

- 5.1. The ICT achieved 100% of its quarterly planned targets as per the Annual Performance Plan. The detailed report is attached in the ELRC quarterly performance information report.

#### 6. BUDGET PERFORMANCE

Account	Description	Current Month	This Year	Budget	Variance	Var %
Unallocated		193022,13	986879,79	2979999,08	1993119,29	67%
3300/COR/ICT/ADM	Cellphone - IT	279,00	1395,00	3619,00	2224,00	61%
3770/COR/ICT/ADM	3G Cost - IT	298,02	1490,10	3719,00	2228,90	60%
3466/COR/ICT/ADM	Licenses - Enterprise Software/./Corporate Services/Information Technology	8195,45	277620,26	1349823,00	1072202,74	79%
4278/COR/ICT/ADM	Electroni Media/./Corporate Services/Information Technology	33045,40	165324,80	120000,00	-45324,80	-38%
3360/COR/ICT/ADM	Telephone & Fax - IT	46104,49	113902,77	250000,00	136097,23	54%
4159/COR/ICT/ADM	Hosting DMS App	12500,01	62500,05	156000,12	93500,07	60%
4160/COR/ICT/ADM	Maintanance DMS App	0,00	41666,66	259999,96	218333,30	84%
3900/COR/ICT/ADM	Repairs & Maintenance - IT	10302,00	37325,98	147000,00	109674,02	75%
4158/COR/ICT/ADM	Website Maintenance ././Corporate Services/Information Technology	28627,10	80220,07	109207,00	28986,93	27%
2059/COR/ICT/ADM	OFF-SITE BACKUP	53670,66	134176,65	362638,00	228461,35	63%
3370/COR/ICT/ADM	Consulting Fees - IT	0,00	71257,45	75000,00	3742,55	5%
3330/COR/ICT/ADM	Photocopy Expense - IT	0,00	0,00	44936,00	44936,00	100%
3100/COR/ICT/ADM	Travel - IT	0,00	0,00	27603,00	27603,00	100%
3110/COR/ICT/ADM	Flights - IT	0,00	0,00	58712,00	58712,00	100%
3140/COR/ICT/ADM	Accomodation - IT	0,00	0,00	11742,00	11742,00	100%
<b>Total</b>		<b>193022,13</b>	<b>986879,79</b>	<b>2979999,08</b>	<b>1993119,29</b>	<b>67%</b>

#### 7. FOLLOW-UP ON PRIOR AUDIT (EXTERNAL AND INTERNAL) REPORTS

- 7.1. There are no open audit findings reported in the quarter.

## 8. ICT 2021/22 PROCUREMENT PLAN

### ICT Projects 2021/22

The following progress has been made in terms of implementing the ICT procurement plan:

Project Name	Objectives	Budget	Planned Activity	Risk Associated with the Project	Status	End Date
Internet connectivity tender	upgrade the current internet infrastructure and upgrade the outdated ICT Infrastructure		Q3	Slow network response	ICT Still developing the specifications	31-Mar-22
Office 365 mailbox migration	migration to microsoft cloud platform		Q1	outdated and unsupported microsoft exchange version	Completed	15-Oct-21
Procurement of laptops	Procure new laptops		Q2	outdated and unsupported hardware	Completed	30-Sep-21
Digital software	provide electronic signature to employees		Q3	signatory fraud, unauthorised signing and non-compliance.	Quotation Approved, waiting for order to be issued	31-Dec-21
Server room air conditioner	improve the data centre environmental monitoring		Q3	limited air circulation which can cause equipment failure	RFQ has been Re-issued	31-Dec-21
<b>Performance Management System</b>	to automate the performance management function		Q3	Proper security control measures with streamlined and controlled process	Submission has been submitted for approval. No Budget allocation	31-Dec-21
Mimecast CyberSecurity Software	to ensure email redundancy, email business continuity and email archiving		Q3	Phishing and non-compliance with Security control measures	Change Scheduled for 13 December	31-Dec-21

## **SECTION B: INFORMATION COMMUNICATION TECHNOLOGY STEERING COMMITTEE REPORT**

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### **1. INTRODUCTION**

- The Information Communication Technology (ICT) Steering Committee was formed with the sole purpose of ensuring and monitoring compliance with the provisions of King IV Report of Corporate Governance and COBIT.
- The purpose of the committee is to guide the ELRC in all its ICT functions and projects from conceptualisation to implementation to ensure that ICT contributes positively to the responsibility of the Council in delivery on its mandate.
- The Steering Committee reports quarterly to the Audit and Risk Committee.

### **2. STEERING COMMITTEE RESPONSIBILITY**

- The Committee reports has complied with its responsibility arising from the ICT Charter, which is reviewed annually, has regulated its affairs in compliance with the Charter and has discharged all its responsibilities as contained therein.
- The Committee consist of an independent chairperson, Senior Management of the Council and ICT officials.
- The virtual meeting of the 04<sup>th</sup> April 2022 was attended by committee members with the exception of Ms U Ndobeni who tendered an apology and was chaired by Simon Maluleka (Chairperson).

### **3. SUMMARY OF MAIN ACTIVITIES UNDERTAKEN BY THE ICT STEERING COMMITTEE**

#### **Dispute Management Services Application**

- The issue of invoice that do not have audit history was discussed
- The ELRC team to discuss further with the developer to ensure that the issue is resolved
- The extension of the contract was further discussed, and ICT has to ensure that they gradually move some aspect of the system to be performed internally.

#### **Disaster Recovery and Business Continuity**

- Testing of Disaster Recovery Plan was done for the quarter and critical business system were restored successfully.

#### **ICT Projects**

- ICT presented lesson learned on O365 project.
- All ICT projects were completed for the

### **ICT risk register**

- ICT presented its risk for the financial year and the chairperson and committee members accepted the risk as presented.

### **4. CONCLUSION**

The ICT Steering Committee recommends the adoption of the ICT 4<sup>th</sup> quarter Report for the 2021/22 financial year to the Audit and Risk Committee.