

PROVINCE OF KWAZULU NATAL

KZN DEPARTMENT OF EDUCATION

**PROCEDURES FOR SERVICE, SUPPORT AND ACQUISITION OF
I.T. EQUIPMENT**

(COMPUTERS, NETWORKS AND SYSTEMS)

FOR

KZN DEPARTMENT OF EDUCATION

AND

SITA (Pty) Ltd

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1. Background

In terms of recent agreements signed between the KwaZulu Natal Provincial Government Department of Education and SITA, SITA will now be the IT service provider for the Department.

The following agreements have been signed:

Business Agreement:

The Provincial Government signed a Business Agreement with SITA on 3rd October 2001 in terms of the SITA act of 1998 and cabinet resolution, which commits and authorises the Provincial Government to conduct business with SITA.

Incorporating agreement:

Each department has an incorporating agreement, which details the functions, services, staff and assets that will be transferred to SITA.

Service Level Agreements:

Each department will have **4** service level agreements, which will cover the services to be provided and the cost of the service. The service level agreements are:

- a. Decentralised data processing service (Desktop and LAN support)
- b. Wide Area Network services (OpenNET)
- c. Hosting services
- d. Business Solutions

2. Services to be performed by SITA

In terms of the above agreements, SITA has been contracted to perform the all Information Technology (IT) functions for the Department of Education.

This includes:

- a. **Local Area Network and desktop support services:**
 - Design, procurement, installation, maintenance and support of LANS.
 - Installation and support of personal computers, printers and peripheral equipment and software.
- b. **Wide Area Network:**
 - Specification, design, installation, expansion and maintenance of the OpenNET network.
- c. **Hosting Services:**
 - Mainframe and mid-range data processing (e.g. FMS, Persal, Exams)
 - High volume/high speed printing (e.g. FMS, PERSAL, Exams, Impromptu)
 - Database administration and support
 - Hosting of file servers where required
- d. **Business Solutions:**
 - Systems (applications) design, specification, development and maintenance (e.g. Comreg, Orders Maintenance System)
 - Project management
- e. **Training:** (this will be quoted separately)
 - Training on commercial software packages (e.g. MS Office, MS Excel)
 - Customised training on the use departmental applications where required

3. Location of SITA Offices

SITA have offices in the following areas:

Ulundi	Pietermaritzburg	Durban
Port Shepstone	Newcastle	Empangeni

4 PROCEDURES

4.1 Faults

- a. A fault or problem must be reported (logged) with the SITA Help Desk, the user must phone **0800 11 55 75** (Toll Free).
- b. The following information will be requested by the SITA help desk operator:
 - i. Department name
 - ii. Callers name
 - iii. Site and office location
 - iv. Contact telephone number
 - v. Description of the problem
- c. The help desk operator must give the user a fault reference number that must be recorded by the user for future follow-up. (date followed by reference no.)
- d. All faults that are logged are tracked and updated by SITA on a computer system.
- e. For an update on the progress of the fault, the user can phone the Help Desk (**0800 11 55 75**), the user must state the reference number of the fault.
- f. Monthly fault statistics will be provided to the department by SITA.

The following fault **repair** times for equipment have been specified by the department and must be adhered SITA:

EQUIPMENT TYPE	CATEGORY	REPAIR TIME
File servers	Mission critical	4 working hours
Personal computers	Operational	8 working hours
Personal computers (x 5 in Ulundi)	Mission critical	4 working hours
Notebooks	Time & Material	SITA will provide quote to the user, department to place an order on SITA
Line printers	Mission critical	4 working hours
General printers	Operational	8 working hours
Scanners	Time & Material	SITA will provide quote to the user, department to place an order on SITA
Modems	Time & Material	SITA will provide quote to the user, department to place an order on SITA
Hubs	Mission critical	4 working hours
Switches	Mission critical	4 working hours
Routers	Time & Material	SITA will provide quote to the user, department to place an order on SITA
LAN (network) points	Time & Material	SITA will provide quote to the user, department to place an order on SITA

Please note that 1 hour will be added to the mission critical (4 hours) repair time per 100 km's for sites which are more than 100km's from the nearest SITA office (i.e. more than 100km from: -

Ulundi, Pietermaritzburg, Newcastle, Durban, Port Shepstone, Empangeni).

The abovementioned response hours are calculated during normal working hours, i.e. 07h30 – 16h15 weekdays, excluding public holidays.

Should the department wish to change the category of equipment, a request should be made to Mr A M Moodley who will request this change and associated costing from SITA.

4.2 Escalation

For an update on the progress of a reported fault, the user must phone the SITA Help Desk (**0800 11 55 75**). Please note that the user must state the reference number of the fault.

If the user is not satisfied with the progress of the fault, this must be reported to the departmental IT representative: Departmental IT representative who will follow this up with SITA.

4.3 New requirements: hardware (computers) and software

Where the departmental staff have identified a requirement for new personal computers, printers and software, the following procedure should be followed:-

- a. Standard departmental procedures are followed to obtain ITC authority.
- b. If the equipment is available on the RT222 State Contract for computer equipment, the department must place an order directly to the suppliers of the particular items required.
- c. If the equipment is not available on the RT222 State Contract, a request for a quote must be forwarded to the SITA Account Manager. SITA will provide a quotation to the user who then places an order on SITA. On receipt of an official order, SITA will process the request.

4.4 New installations

Where the department has purchased new hardware or software (as per above procedure), the user must log the installation request with the Departmental IT representative. The departmental IT representative will task SITA to do the installations. This includes setting up new LAN users and setting up e-mail access.

4.5 New requirements: services

Where the departmental staff have identified a requirement for new services (e.g. new computer application, new local area network site, new e-mail users, additional users on a server) the following procedure must be applied:-

- a. A request is made to the departmental IT representative (Departmental IT representative) to investigate the requirement.
- b. Departmental IT representative will forward the request to SITA to provide a proposal.
- c. SITA will visit the site, determine the specifications and provide a proposal to the Department via Departmental IT representative.

- d. Once accepted by the department (via ITC), an order is placed on SITA for the installation or system.
- e. On receipt of an official order, SITA will process the request.

5. Contact details:

a. **Departmental IT representative:**

Mr AM Moodley

Tel: 033 8465430 or
I.T. Help Desk 033 8465178
Fax 033 8465435
E-Mail: AmresM@Kznedu.kzntl.gov.za

b. **SITA Help Desk: 0800 11 55 75**

c. **SITA Account Manager:**

Ms. Zandile Khumalo

Tel: 033 039 2429
E-Mail: Zandile.khumalo@sita.co.za

- NB.**
- 1. Only licensed software for official use will be loaded by SITA.
 - 2. Any illegal and offensive software will be reported by SITA to the Department.
 - 3. Email will be disconnected if it is abused.
 - 4. Removal of equipment for repairs must comply with the normal office instruction.
 - 5. **NO PASSWORD IS TO BE MADE AVAILABLE TO ANY SUPPORT STAFF AT ANYTIME.**