



## KWAZULU-NATAL PROVINCE

EDUCATION  
REPUBLIC OF SOUTH AFRICA

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Directorate: ORGANISATIONAL DEVELOPMENT  
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**TO: M Thusi**  
**Chief Director: Administrative Management Services**

**FROM: Mr S Mahabeer**  
**Senior Manager: Organisational Development**

**SUBJECT: Approval for two (2) Standard Operating Procedures (SOP's) and Business Process Maps (BPM's) for Directorate: Information Technology (IT) functions in the Department Quarter 3-Year 2024**

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### Introduction

1. This memo seeks to obtain approval for the standard operating procedures and business process maps in respect of the Directorate: Information Technology (IT) functions as they relate to the Head Office, District Office etc. for the purposes of providing uniform processes pertaining to the aforementioned.

### Discussion

2. The standard operating procedures and business process maps have been developed in a format that follows the trail of the process at Head Office, District Office etc. In this regard it must be pointed out that much attention has been given to the finer details of the tasks so as to ensure that the processes are articulated in a manner that is not only user-friendly, but also easily decipherable.
3. The Directorate acknowledges the assistance and contributions of the Directorate: Information Technology (IT), who provided invaluable input and support in the compilation of the standard operating procedures during engagements with the Organisational Development Directorate. In addition, comprehensive benchmarking for best practices was undertaken with other departments to inform the content thereof.
4. It must be noted that the 2x Standard Operating Procedures and Business Process Maps in respect of the Directorate: Information Technology (IT), are part of phase 1. Due to the magnitude and complexity of the task, more work may follow in due course.



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### Approval for two (2) Standard Operating Procedures (SOP's) and Business Process Maps (BPM's) for Directorate: Information Technology (IT) functions in the Department Quarter 3-Year 2024

#### Recommendation

5. It is therefore recommended that the 2x Standard Operating Procedures and Business Process Maps in respect of the Directorate: Information Technology (IT) functions in the department be approved effective from Quarter 3 October 2024.

Submitted by:

Mr. S. Mahabeer  
Senior Manager: Organisational Development

27 August 2024

Date

Supported by

Mr S Halimana  
Director: Information Technology

31 Sep 2024

Date

Approved/Not approved

M Thusi  
Chief Director: Administrative Management Services

15/10/24

Date



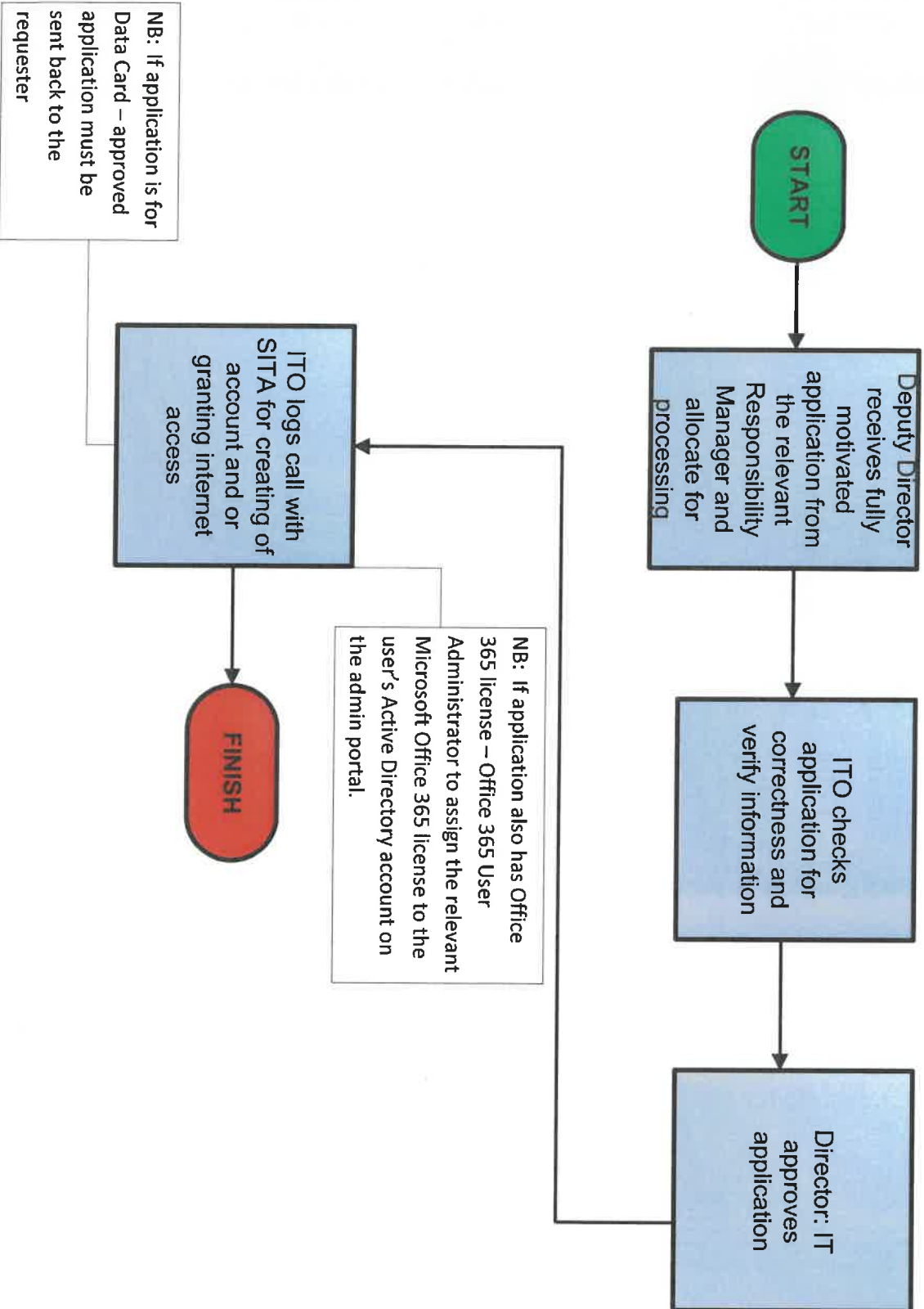
## DIRECTORATE: INFORMATION TECHNOLOGY

### Title: Standard Operating Procedure for Application for Internet, Email, Data Card and Office 365 license

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical Sequence</i>	<i>Name the activity</i>	<i>Describe the control that govern the execution of the task</i>	<i>Who is responsible for executing task</i>	<i>On average how long task takes</i>	<i>What information is used</i>	<i>What forms of documentation</i>
1	Receive fully motivated application from the relevant Responsibility Manager and allocate for processing	State Information Technology Act (Act no.88 of 1998) Electronic Communication Act no.36 of 2005	Deputy Director Assistant Director IT Officer	5 mins	Application form	Received application form
2	Check application for correctness and verify information	State Information Technology Act (Act no.88 of 1998) Electronic Communication Act no.36 of 2005	IT Officer	5 mins	Received application form	Verified application
3	Approve Application	State Information Technology Act (Act no.88 of 1998) Electronic Communication Act no.36 of 2005	Director	5 mins	Verified application	Approved application
4	Log call with SITA for creating of account and or granting internet access	State Information Technology Act (Act no.88 of 1998) Electronic Communication Act no.36 of 2005	IT Officer	10 mins	Approved application	Logged call
NB: If application also has Office 365 license – Office 365 User Administrator to assign the relevant Microsoft Office 365 license to the user's Active Directory account on the admin portal.						
NB: If application is for Data Card – approved application must be sent back to the requester						
<b>TOTAL TIME</b>				<b>25 mins</b>		

## Application for Internet, Email, Data Card and Office 365 license

HEAD OFFICE



**DIRECTORATE: INFORMATION TECHNOLOGY****Title: Standard Operating Procedure for Networking and cabling of education sites (new offices)**

STEP	ACTIVITY	CONTROL MECHANISM	WHO	TIME	INPUT	OUTPUT
<i>Logical Sequence</i>	<i>Name the activity</i>	<i>Describe the control that govern the execution of the task</i>	<i>Who is responsible for executing task</i>	<i>On average how long task takes</i>	<i>What information is used</i>	<i>What forms of documentation</i>
1.	Receive application from End User and allocate for processing	State Information Technology Act (Act no.88 of 1998)	Deputy Director Assistant Director IT Officer	5 mins	Application	Received Application
2.	Evaluate application and prepare specification document	State Information Technology Act (Act no.88 of 1998)	IT Officer	120 mins	Received Application	Specification document
3.	Prepare submission and EF 72 (Requisition Form) for Approval by Head of Department	State Information Technology Act (Act no.88 of 1998)	IT Officer Assistant Director Deputy Director Director	120 mins	Specification document	Approved Application
NB: Once approved sent to supply chain together with specification document for the procurement and installation of networking and cabling						
4.	Visit site during and after the installation for monitoring and testing	State Information Technology Act (Act no.88 of 1998)	IT Officer	60 mins	Approved Application	Test Reports
5.	Sign off project (if all is according to specification)	State Information Technology Act (Act no.88 of 1998)	IT Officer Assistant Director	10 mins	Test Reports	Signed off project
NB: If this is a new site, then the below steps are necessary						
6.	Submit application to SITA for data line.	State Information Technology Act (Act no.88 of 1998)	IT Officer	30 mins	Application	Approved Application
NB. SITA installs data line and configures Subnet on site						
7.	Setup User computers	Public Service Regulations State Information Technology Act (Act no.88 of 1998)	IT Officer	30 mins	Approved Application	Site equipped
<b>TOTAL TIME</b>				<b>375 Mins</b>		

# Networking and cabling of education sites (new offices)

HEAD OFFICE

