

ENDUMENI MUNICIPALITY



ENDUMENI

INFORMATION TECHNOLOGY STRATEGY

TABLE OF CONTENT

	DETAILS	PAGE NO.
1.	<i>Introduction</i>	3
2.	<i>Objective of the IT Strategy</i>	3
3.	<i>IT Vision</i>	3
4.	<i>Goals</i>	4
5.	<i>IT Strategic values</i>	4
6.	<i>Challenges</i>	4
7.	<i>Municipality's IT Strategies</i>	5 - 8
8.	<i>Revision of IT Strategy</i>	9
9.	<i>Time Frames</i>	9
10.	<i>Alignment with the District IT Strategy</i>	9
11.	<i>Conclusion</i>	9

INFORMATION TECHNOLOGY POLICY

1. Introduction

This is the first Information Technology (IT) strategy formulation document for the municipality. This document is envisaged to be user friendly and deals with key IT requirements that will support the municipality to function better, effectively and competently. This IT strategic document will emphasize the importance of moving from the traditional approach of treating IT as the separate tools that are not linked to the municipality's goals. It will also focus on ensuring that business processes of the municipality are supported by the Information Technology.

As this is the first of its kind for the municipality, it will endeavor to outline the principles of using the information processes to ensure accurate decision making in the municipality. Also it is vital for the municipality to first assess its existing IT solution to establish whether business vision can be achieved with existing IT infrastructure. Secondly the new or additional IT infrastructure and solutions will be determined so that the municipality achieves its vision.

2. Objective of the IT Strategy

The purpose of ENDUMENI MUNICIPALITY'S IT Strategic Plan is to :

Ensure that the municipality and IT will allocate resources and establish priorities using the municipality's broader vision to enhance the business processes.

3. Information Technology Vision

The vision statement of the municipality is to :

Promote the efficient and cost effective use of information technology to provide speedy service delivery to the municipality's consumers, sharing of information within and with other stakeholders in promotion of co-operative and responsive government.

4. Goals

To achieve this vision the municipality will :

- Improve provision and accessibility of municipal services to its communities through Information Technology.
- Bring services to the customer's doorsteps or to their vicinity.
- Make information easily and broadly available.
- Promote intergovernmental relations within the three spheres of government.
- Promote community participation and active involvement.
- Play a leadership role in utilizing technology to enable service delivery.
- Leverage investments to improve quality of service.
- Ensure alignment of IT solution to the district IT solutions.

5. Information Technology Strategic Values

The municipality's IT strategic values focus on municipal staff and stakeholders:

- **Customer Services** – listening and delivering what is needed by the stakeholder (community, business partners, sector departments, etc) and staff.
- **Quality Deliverables** – providing technology solutions that offer stakeholders and staff the ability to be more efficient, effective and responsive.
- **Communication** – exchanging information openly, respectfully to our stakeholders and staff.
- **Integrity** – treating stakeholders and staff honestly, fairly and equitable at all times.
- **Needs focused** – prioritizing projects based on the need of our stakeholders and staff.

6. Challenges

Although the municipality has such a big vision and goals, this will require the municipality to perform beyond its limiting challenges. For the municipality to succeed in its goals and mission a variety of challenges must be addressed in the next few years:

- Illiteracy of its community regarding the use of Information Technology.
- Shortage of computer skills within the municipal area of operation.
- Keeping pace with the changes in technology is always critical to maintain a secure and stable computing environment.
- Maintaining a balance between the privacy and security is an ongoing process.
- Ongoing and improved remote support to municipal employees from service providers or IT consultants.

7. Municipality's IT Strategies

The municipality has to ensure that it has viable IT strategies to meet both goals and challenges faced by the municipality to conduct its business effectively, efficient and quickly. These strategies may be classified as short –term projects:

Strategy 1 : Network Connectivity	
Outcome Statement	Activity / Methods
1.1 Upgraded and constant network connectivity.	1.1.1 Review the existing contract of the network support contract and establish failures in the network. 1.1.2 Enquire from users of the problems of the network connections. 1.1.3 Read the network connections contract. 1.1.4 Assess the existing IT infrastructure which is used to connect to the network. 1.1.5 Meet with the service provider to establish the contract terms. 1.1.6 Seek alternative solution to network connectivity or establish if the service provider can upgrade the systems. 1.1.7 Appoint the service provider that will do network support.
1.2 Remote network connections for Heads Department	1.2.1 Assess the existing infrastructure (laptops) compatibility. 1.2.2 Identify the Heads of Department that needs remote access. 1.2.3 If computers are not compatible, draw specifications for new laptops. 1.2.4 Procure the 3G cards/wire network points to allow for the remote accessibility. 1.2.5 Link all laptops to municipal networks.
Cost Implications : To be determined if necessary	

Strategy 2 : Review the Financial Management Systems

Outcome Statement	Activity / Methods
2.1 Financial Management Systems that complies with the Municipal Finance Management Act (MFMA).	<p>2.1.1 Assess the current financial management systems in comparison to the new requirements of the MFMA.</p> <p>2.1.2 Assess whether the system is fully integrated or other system can be integrated to it.</p> <p>2.1.3 Assess whether the system can produce National Treasury Reports easily or NT reports can be extracted.</p> <p>2.1.4 Assess if the billing system can be integrated to the Geographical Information Systems.</p> <p>2.1.5 Assess whether the Annual Financial Statements can be produced or extracted from the Financial Management Systems.</p> <p>2.1.6 If these reports cannot be produced, enquire if the service providers upgrade the system.</p> <p>2.1.7 Draw specification of the new systems and ensure that the competitive financial management system is procured.</p> <p>2.1.8 Procure more user licenses for the municipal employees.</p> <p>2.1.9 Ensure training is conducted for all users of the system, especially Heads of Departments for budget control purposes.</p>
2.2 Payroll system that is fully integrated to the HR systems and the Financial Management Systems	<p>2.2.1 Assess if the payroll has all the modules.</p> <p>2.2.2 Check if the payroll is integrated to the HR management information and financial management systems.</p> <p>2.2.3 Ensure that users are fully trained to utilize the payroll system and also integrating other information from the HR modules.</p> <p>2.2.4 Procure licenses for relevant personnel to access the payroll information.</p>
Cost Implications : To be determined if necessary	

Strategy 3 : Geographical Information Systems (GIS),	
Outcome Statement	Activity / Methods
3.1 Fully integrated and updated GIS.	3.1.1 Check if the information in the GIS is in place and updated regularly 3.1.2 If not updated, update the GIS information 3.1.3 Establish whether the municipality has a plotter to print big maps 3.1.4 Establish whether the municipality has the A3 size printer to print maps. 3.1.5 Establish training requirements for the staff members to operate and update the GIS. 3.1.6 Arrange training for managers on the use of the GIS management tool. 3.1.7 Identify additional users who must have access to the GIS. 3.1.8 Procure additional user licenses for the additional users. 3.1.9 Check if the GIS system can be integrated to the financial management systems of the municipality (particularly the billing system)
Cost Implications : To be determined if necessary	

Strategy 4 : Website functionality & Web focus	
Outcome Statement	Activity / Methods
4.1 Updated and fully operational municipal website	4.1.1 Assess whether the website is updated regularly. 4.1.2 If not, assess training requirements for the website to be updated regularly. 4.1.3 Or outsource the updating of the website to the external service provider. 4.1.4 Ensure that consumers or the residents are able to download relevant forms to apply for the services 4.1.5 Ensure that residents are able to log complaints in the website and are adequately addressed. 4.1.6 Ensure that the website is linked to the relevant website that will promote local economic development and tourism 4.1.7 Determine is website needs to be upgraded and revamped.
Cost Implications : To be determined if necessary	

Strategy 5 : E-Mail Facilities	
Outcome Statement	Activity / Methods
5.1 Standardized and fully utilization of Microsoft Outlook instead of Microsoft Express	5.1.1 Evaluate the use of e-mail facilities. 5.1.2 Establish whether all relevant employees have access to e-mail facilities. 5.1.3 Establish whether the e-mail server is well protected and is within the municipal offices. 5.1.4 Check if the e-mails are received or sent using Outlook Express of Microsoft Office Outlook 2007-upward platform. 5.1.5 If it is running on outlook express, change to Microsoft Office Outlook 2007-upward.
Cost Implications : To be determined if necessary	

Strategy 6 : Hardware and Software	
Outcome Statement	Activity / Methods
6.1 Standardized licensed hardware and software for the municipality.	6.1.1 Establish the existing hardware and software within the municipality. 6.1.2 Establish if all software and hardware is licensed. 6.1.3 License those that are not licensed. 6.1.4 Evaluate the benefit of having the standardized hardware and software within the municipality. 6.1.5 Establish user requirements to perform their duties. 6.1.6 Procure relevant hardware and software for the users within the municipality.
Cost Implications : To be determined if necessary	

Strategy 7 : Implementation of Document Management Systems	
Outcome Statement	Activity / Methods
7.1 Fully operational document management systems.	7.1.1 Establish if the document management system is operational and efficient. 7.1.2 Establish the training requirements of the municipality's staff to implement the document management systems effectively 7.1.3 Establish support requirements in implementation of the document management systems. 7.1.4 Integrate Customer Care service into Document Management system
Cost Implications : To be determined if necessary	

8. Revision of the IT Strategy

The IT strategy must be revised annually taking into account any changes in the municipal strategic plan and the Integrated Development Plan.

9. Time Frames

The identified IT projects are seen as short to medium term project that should be implemented in 2010/2011 and 2012/2012 financial years.

10. Alignment with the District

ENDUMENI MUNICIPALITY must ensure that it's IT strategy is aligned with the district IT strategy and other sector departments if possible. This alignment should be done concurrently with the alignment of the local municipality's integrated development plan and the district plan.

11. Conclusion

The municipality should ensure that these projects are implemented within the above timeframes and where funding is required should approach the local government department for assistance or any other possible funders.

12. COUNCIL APPROVAL AND EFFECTIVE DATE

Approval of Policy by Council and Effective date :