

# MATJHABENG MUNICIPALITY



<b>PC PDMP POLICY</b>	ICT Resources Ownership Policy
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<b>Department:</b>	Information Communication Technology (ICT)
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**CONTENTS**

	<b>Description</b>	<b>Page</b>
<b>1.</b>	<b>Scope</b>	<b>3</b>
<b>2.</b>	<b>Preamble</b>	<b>3</b>
<b>3.</b>	<b>Definitions</b>	<b>3</b>
<b>4.</b>	<b>Guidelines</b>	<b>4-6</b>
<b>5.</b>	<b>Staff Resources Allocation</b>	<b>6-7</b>
<b>6.</b>	<b>Resources' Life Cycle</b>	<b>7</b>
<b>7.</b>	<b>PC Quality</b>	<b>7</b>
<b>8.</b>	<b>Upgrading of PCs</b>	<b>7</b>
<b>9.</b>	<b>Disposal of PCs</b>	<b>8</b>
<b>10.</b>	<b>Tender Review</b>	<b>8</b>
<b>11.</b>	<b>Policies Review</b>	<b>8</b>
<b>12.</b>	<b>Procedures</b>	<b>8-9</b>
	<b>Appendix A</b>	<b>10</b>
	<b>Appendix B</b>	<b>11</b>

# MATJHABENG MUNICIPALITY

## ICT Resources Ownership Policy

### 1. SCOPE

1.1 The purpose of this document is to set down the policies and procedures relating to the procurement, deployment, maintenance/upgrading and disposal of PCs and all ICT related Resources, to be used within the boundaries of Matjhabeng Local Municipality.

### 2. PREAMBLE

2.1 This policy applies to all computer end-users who are permanent employees of Matjhabeng Local Municipality as well as all staff members in the office of Executive Mayor and/or office of the speaker who will serve the term of three (3) years or more. (Based on the life span of the PC).

2.2 Information and Communication Technology (ICT) branch shall adopt a model based on Total Cost of Ownership (TCO) supported by ITIL (ICT best Practices), the research organizations of Gartner and the Industrial Development Corporation, which includes all the costs of owning a PC during its full life-span (*purchase, support, maintenance/upgrade, productivity loss during maintenance, warranty, and disposal*) and not just the acquisition costs.

2.3 ICT branch shall purchase a consistent, well-tested, quality PCs that should substantially reduce the TCO. As part of this process, it is imperative that notable relationships are started with the respective suppliers and Matjhabeng computer end-users.

2.4 A transparent tendering process shall select the supplier(s) of ICT related Resources for the current financial year (July 2007 - June 2008); in addition, a centralised Computer Management system within ICT branch shall take responsibility for procuring, distributing, upgrading, replacing and disposing all ICT related Resources.

### 3. DEFINITIONS

3.1 ICT related Resources: refers to all equipments used for the purpose of information management and enhancing communication within and outside Matjhabeng Local Municipality. These equipments includes but not limited to: Personal Computers, Laptops, Tablet computers, Cell-phones, 3-G Cards, etc.

3.2 Computer end-users: means a person who is using a computer to perform his/her duties on a daily basis those who are assigned computers.

3.3 New staff: staff appointed to new establishment posts or to posts which have been held in abeyance for a certain period and for whom there is no existing PC.

3.4 Total Cost of Ownership (TCO): means all the costs of owning a PC during its full life-span (purchase, support, maintenance/upgrade, productivity loss during maintenance, warranty, and disposal) and not just the acquisition costs.

## 4. GUIDELINES

### 4.1 ICT Resources Procurement

- 4.1.1 To enable ICT branch to procure the ICT Resources for the new or existing computer end-user the Request for Service Form (RSF) which is obtainable from ICT branch must be filled and submitted to ICT; ICT will prioritise and make recommendations based on asset specification and funding available.
- 4.1.2 All RSFs must be approved first, by the respective director or manager for administration staff and/or by the executive Mayor or anybody delegated by the Executive Mayor for all staff members in the office of the Executive Mayor and/or the Speaker.
- 4.1.3 New staff will have their needs met through the Central Computer Management system and added to their user groups; equipment will be made available within fourteen (14) working days on notification that a candidate has accepted an employment offer.
- 4.1.4 If it is anticipated that any such posts will be filled in the next months, ICT branch should be given early warning of the expected members so that the necessary arrangement be made and the relevant funding levels can be accurately estimated in the budgeting processes.

### 4.2 Centralised Purchasing and Controlling of ICT Resources

- 4.2.1 All ICT related Resources purchased from Matjhabeng Local Municipality's budget will be by approval of the ICT branch and shall be purchased through Supply Chain Management Unit. These Resources will be delivered to ICT branch from the Service Provider; of which PCs will be managed and controlled by the ICT branch. The Centralised Computer Management system will be used to administer these functions.
- 4.2.2 The ICT branch reserves the right to withhold support/maintenance for all and new Resources purchased outside this policy (For example, the consultants, staff and/or councillors personal PCs). However all existing Municipal ICT related Resources will be serviced/maintained.
- 4.2.3 The Supply Chain Management Unit should not purchase any ICT related equipments without prior approval from ICT branch.

### 4.3 FUNDING

- 4.3.1 There will be two categories for funding all ICT related Resources by Matjhabeng Local Municipality:

#### 4.3.1.1 Standard Funding (SF)

The standard funding means that the asset will be funded 100% by Matjhabeng Local Municipality and will remain the property of MLM until declared redundant and disposed by ICT branch.

#### 4.3.1.2 User Reserved Funding (URF)

The User Reserved Funding means that the asset will be funded by both the Municipality and end-user and the funding will be as follows:

- ✓ The municipality will pay 60% of the TCO of an asset.
- ✓ The end-user will pay 40% of the TCO of the same asset and that asset will be the property of the end-user after its life span (3 years and declared redundant/obsolete by Municipality).
- ✓ Repayment amount of ICT asset by end-user shall be determined by the period of repayment and this should not be more than thirty six months.
- ✓ All Resources procured through URF should be in use for the minimum period of 6 months, before they can be released to end-users.
- ✓ Should the end-user resign within the life span (36 months) of the ICT asset, the following repayment conditions should apply:

Period used	Expected Repayment on TCO payable by end-user
6-12 months	60%
12-18 months	55%
18-24 months	50%
24-30 months	45%
30-36 months	40%

4.3.2 All ICT related Resources purchased through SF or URF will be managed by ICT branch using the Computer Management System. The management of all URFs Resources shall be the responsibility of the Municipality until declared redundant/obsolete and handed over to the respective end-user.

4.3.3 The budget for all ICT related Resources will be allocated and managed in the ICT branch.

4.3.4 Noting that leasing of Resources costs more than outright purchasing, it is therefore important that such Resources are purchased rather than being leased.

## **4.4 ICT RELATED ASSETTS**

### **4.4.1 Standard Desktops (PCs)**

Two levels of Standard Desktop PCs are permitted: 'General' and 'Power'. The specifications of these two levels of PC are described in Appendix A. The specifications for both levels will be reviewed every six to eight months and changed if required. Unless otherwise approved, end-users will be supplied with a 'General' desktop PC. All users wishing to obtain a 'Power' PC are required to complete the applicable form (Appendix B), with appropriate motivation, which must be approved by departmental Manager and/or Director, Manager ICT, Manager Supply Chain Unit and/or the Municipal Manager.

### **4.4.2 Laptops, Flybooks and/or Tablet PC**

Purchasing of laptops, Flybooks and/or Tablet PCs is permitted, with the restrictions that the number of such Resources purchased in any year is limited to a maximum of 10% of the total number of ICT Resources described on point 4.4.1 above, and the cost of Resources mentioned on point 4.4.2 may not exceed 25% of the General desktop PC.

In addition, 70% of total number of laptops will be allocated for senior personnel including but not limited to (Executive Mayor, Speaker, and Chief whip, MMCs, Municipal Manger, COO, Directors and Managers) the request to purchase a laptop form in Appendix B must be completed by the end-user and the Laptop usage guide lines must be filled and signed.

### **4.4.3 Cell-phones and other Resources**

Cell-phones, 3-G cards, I-mate and other devices used for the purpose of enhancing the Information and Communication Technology are also regarded as ICT related Resources.

ICT will be responsible for identification of other ICT related Resources.

No one will have a cell-phone without prior approval of Municipal Manager, Manager SCMU, Manager ICT.

## **5. STAFF RESOURCES ALLOCATION**

5.1 The Resources purchased from the Standard Funding will be assigned to branches, division, departments and/or directorates and will be allocated to the post number.

5.2 All Resources purchased from User Reserved Funding will be assigned to specific end-user or individual, and should not be allocated to a post number to enable the re-allocation of the Resources when end-user changes the departments and/or post.

5.3 All Departments are responsible for keeping records of the movement of individuals and Resources. In cases where it is necessary for some minor or major reallocation of ICT related Resources to take place within Matjhabeng, it is imperative that the ICT branch be informed of such changes.

5.4 ICT redundant and outdated ICT Resources will be replaced by using the "First In First Out" (FIFO) scenario.

5.5 ICT branch has an interest in ensuring that all end-users within Matjhabeng have adequate Resources on their desks, and may insist on some modification of a replacement sequence if it is not satisfied with the overall performance of the PC after the upgrades.

5.6 End-users are encouraged **not** to bring their own personal Resources to work, since the Municipality is not responsible for any loss of or damage to such equipment.

**6. RESOURCES's LIFE CYCLE**

6.1 The life cycle of ICT related Resources is approximately three (3) to four (4) years. It is after this period where the asset can be declared redundant/obsolete therefore Resources should be replaced after every three to four years.

6.2 Approximately 75% of all Resources should be replaced every three years, but the precise number will depend upon availability of funds and other resources and will be subject to ultimate approval by Matjhabeng Local Municipality's Supply Chain Unit.

**7. PC QUALITY**

7.1 Although the MLM will not necessarily purchase "level one" PCs or ICT related Resources, all equipment must have branded components, with an internationally certified assembly process ISO 9000,

**8. UPGRADING OF PCS**

8.1 Requests for computer upgrades should be limited to hard drive or memory (RAM) upgrades, or the addition of peripheral devices. Motherboard and processor upgrades are rarely cost-effective and are discouraged. Such requests must be included within local departmental budgets, and clearly specified as such. Before requesting such an upgrade, departments must consult with ICT, since it may be that the PC in question is earmarked for replacement. This will apply only to the standard PCs.

## **9. DISPOSAL OF PCS**

9.1 PCs that have been replaced by the ICT will be collected and kept by ICT for disposal or redeployment. ICT Resources will be disposed by ICT together with SCMU and the disposal will be done in accordance to asset disposal policy.

9.2 All Resources purchased through Standard Funding will be disposed by means of auctions, sale to staff members or donation to schools.

9.3 All Resources purchased through User Reserved Funding will be given to those specific users as they will be paying 40% of the total cost of ownership of such Resources.

9.4 All old Resources being returned to ICT must have an asset number and be registered as still active on the MLM's asset registers. The PC must have all its component parts intact, and still be functional, departments or divisions will not be allowed to keep asset being replaced provided that the Resources in question is already earmarked for some other purpose.

## **10. TENDER REVIEW**

10.1 There should be an annual review of the recognized suppliers, to determine if they have been performing in terms of the Service Level Agreement (SLA). This review must include a decision whether to go out to tender again, or review the existing SLA.

## **11. POLICIES REVIEW**

11.1 This policy should be reviewed annually; preferably by a body other than the ICT branch, specifically Matjhabeng Policy Unit.

11.2 These reviews should bring out the inputs from computer end-users.

## **12. PROCEDURES**

### **12.1 Tenders and Contracts**

Matjhabeng Local Municipality will use the tenders which are listed in SITA tender list as well as in Matjhabeng supplier's database.

### **12.2 Service Level Agreement (SLA)**

A service level agreement shall be entered into between the Municipality and every service provider providing asset related service.

### **12.3 Project Management**



ICT branch will be responsible for all projects taking place in Matjhabeng, this includes but not limited to PC replacement projects, network infrastructures, software upgrades, etc.

#### **12.4 Orders**

Resources will be ordered in accordance to user's needs or in bulks by ICT, through the Supply Chain Management Unit. Resources will, as far as possible, be delivered and stored in ICT branch where they are due to be deployed. PCs and Laptops will be delivered with the Operating System (Windows XP or Windows Vista) installed, which will include the Municipal's PC image.

#### **12.5 Loading of Software**

All new PCs/Laptops will have the standard set of Municipal-recommended software loaded before delivery to the computer end-user. This includes all software needed to connect to the network, Internet Explorer (and the Adobe Acrobat plug-in), Microsoft Office.

#### **12.6 Transfer of Data**

When a PC is replaced, data from the old PC will be transferred to the new PC by the ICT branch. And the old PC will be formatted to prevent unauthorised access to data (ICT will not be responsible for data loss during the transfer process.)

Recipients of new equipment should do some basic housekeeping on their data before it is transferred, by deleting unwanted files and ensuring that all data is located in the 'My Documents' folder on the C: drive, or on the Local Area Network "LAN" on U: drive.

#### **12.7 Installation**

Installation in the end-user's office is done, at the convenience of the end-user's, during office hours.

End-users should attempt to give a date and time that is closest to that requested, and must ensure that they are present during installation.

#### **12.8 Resources Register**

Asset numbers will be affixed to all PCs by ICT branch, and information will be supplied to Finance Division for capture onto the Municipal's Resources register.

#### **12.9 Removal and Disposal of Old PC**

ICT will remove the old PC from the end-user's office, ensure that the asset number is removed, and inform Finance Resources staff for removal from the Resources registers. ICT together withy SCMU will be responsible for the disposal of the old PCs.

## 12.10 Record-keeping

ICT will maintain a database for keeping all records of the Centralised Computer Management system.

## APPENDIX A

# Recommended Specifications for Desktop PCs

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### General User

Compact Desktop / Mini Tower  
Intel Celeron 2.4GHz Processor  
1 GB of RAM  
80GB Hard Disk drive  
128MB USB Memory Stick (N.B. NO Floppy drive)  
Graphics Adapter - 64MB (on board)  
LAN Adapter - 10/100 Mb Ethernet (on board)  
CD-ROM drive (Combo)  
Sound Card (SoundBlaster compatible – on board)  
15" or 17" Monitor Flat Panel LCD Display  
Optical scroll mouse  
Keyboard  
Windows XP Professional/Vista

### Power User

Mini Tower  
Intel Pentium IV 2.8GHz Processor or higher  
1GB RAM  
80GB Hard Disk drive  
256MB USB Memory Stick (N.B. NO Floppy drive)  
Graphics Adapter - 64Mb (on board)  
LAN Adapter - 10/100/1000 Mb Ethernet (on board, with pre-boot facility)  
DVD-ROM/CD-RW Combo drive  
Sound Card (SoundBlaster compatible – on board)  
17" Monitor – low radiation (OPTION – 15" Flat Panel LCD Display)  
Optical scroll mouse  
Keyboard  
Windows XP professional or Vista

**APPENDIX B**

**Centralised ICT Resources Management Form**

**Application to Purchase a Power PC / Laptop PC/Cell-phone**

I Name: ..... Initials: ..... Title: ..... Emp No.: .....

Department...../Section: .....

Directorate: .....

Hereby would like to submit my application to purchase:

Desktop PC, Laptop PC, Cell-Phone (Mark with 'X' or circle your choice)

Motivation: (This must provide reasons why a standard desktop PC cannot meet the needs of the user)

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Applicant: Name: ..... Signature: ..... Date: .....

Department Head: Name: ..... Signature: ..... Date: .....