Okhahlamba Local Municipality

GOVERNANCE OF INFORMATION AND COMMUNICATION TECHNOLOGY FRAMEWORK

2021/2022

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1. INTRODUCTION

The Public Service Corporate Governance of Information and Communication Technology Policy Framework (2012) stipulate that COBIT should be adapted and implemented as the Governance of ICT Framework on the Governance of ICT layer.

COBIT will enable the municipality to achieve their strategic goals by deriving optimal value from ICT through the realisation of benefits and optimising resources and risk.

2. BACKGROUND ON COBIT

As a set of Governance of ICT and management processes, COBIT will provide managers, ICT users and auditors with the following:

    a.   Standard indicators;
    b.   Processes for implementing the Governance of ICT;
    c.   Good practice to maximise the corporate value in using ICT.
    d.   Identification of the accountability and responsibilities of business and ICT process owners;
    e.   Metrics to measure the achievement of the ICT-related goals; and
    f.   A model to measure governance of ICT process maturity.

3. GOVERNANCE OF ICT FRAMEWORK

The figure below demonstrates the different governance layers with their related frameworks and standards.
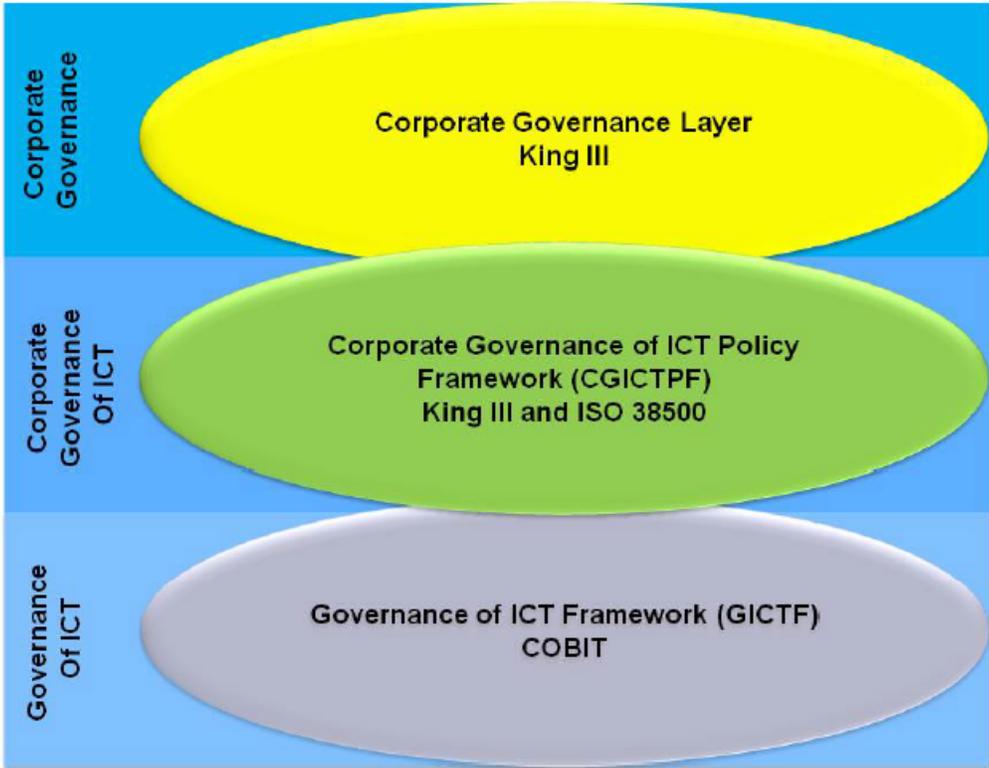
Source: DPSA – Public Service Corporate Governance of Information and Communication Technology Policy Framework (2012).

Implementation Guidelines, which are still to be published by the DPSA, will provide guidance on the implementation of COBIT as the process framework for the Governance of ICT in the municipality.

Public Service Corporate Governance of Information and Communication Technology Policy Framework prescribes that the Governance of ICT Framework be informed by the COBIT 5 processes in the table below. The GITOC (2012) has adopted 12 minimum processes that should inform implementation.

The minimum COBIT 5 processes that Okhahlamba Local Municipality will implement are listed below:

COBIT 5 Process	Process Description
EDM01: Governance framework setting and maintenance	a. Analyse and articulate the requirements for the governance of IT and put in place and maintain effective enabling structures, principles, processes and practices, with clarity of responsibilities and authority to achieve the municipality's mission, goals and objectives.
APO01: Manage the ICT management framework	a. Clarify and maintain the governance of the municipality's IT mission and vision. b. Implement and maintain mechanisms and authorities to manage information and the use of IT in the municipality in support of governance objectives in line with guiding principles and policies.
APO02: Manage strategy	a. Provide a holistic view of the current business and IT environment, the future direction and the initiatives required to migrate to the desired future environment. b. Leverage enterprise architecture building blocks and components, including externally provided services and related capabilities to enable nimble, reliable and efficient response to strategic objectives.
APO03: Manage enterprise architecture	a. Establish a common architecture consisting of business process, information, data, application and technology architecture layers for effectively and efficiently realising enterprise and IT strategies by creating key models and practices that describe the baseline and target architectures. b. Define requirements for taxonomy, standards, guidelines, procedures, templates and tools and provide a linkage for these components. c. Improve alignment, increase agility, improve quality of information and generate potential cost savings through initiatives such as re-use of building block components.
APO05: Manage portfolio	a. Execute the strategic direction set for investments in line with the enterprise architecture vision and the desired characteristics of the investment and related services portfolios and consider the different categories of investments and the resources and funding constraints. b. Evaluate, prioritise and balance programmes and services, managing demand within resource and

COBIT 5 Process	Process Description
	funding constraints, based on their alignment with strategic objectives, enterprise worth and risk.
	c. Move selected programmes into the active services portfolio for execution.
	d. Monitor the performance of the overall portfolio of services and programmes, proposing adjustments as necessary in response to programme and service performance or changing municipality priorities.
APO10: Manage Suppliers	a. Manage IT-related services provided by all types of suppliers to meet the municipality's requirements, including the selection of suppliers, management of relationships, management of contracts and reviewing and monitoring of supplier performance for effectiveness and compliance.
APO12: Manage Risk	a. Continually identify, assess and reduce IT-related risk within levels of tolerance set by executive management.
APO13: Manage security	a. Define, operate and monitor a system for information security management.
BAI01: Manage programmes and projects	a. Manage all programmes and projects from the investment portfolio in alignment with the municipality's strategy and in a co-ordinated way.
	b. Initiate, plan, control and execute programmes and projects and close with a post-implementation review.
DSS01: Manage operations	a. Co-ordinate and execute the activities and operational procedures required to deliver internal and outsourced IT services, including the execution of pre-defined standard operating procedures and the required monitoring activities.
DSS04: Manage continuity	a. Establish and maintain a plan to enable the business and IT to respond to incidents and disruptions in order to continue operation of critical business processes and required IT services and maintain availability of information at a level acceptable to the municipality.
MEA01: Monitor, evaluate and assess performance and conformance	a. Collect, validate and evaluate business, IT and process goals and metrics.
	b. Monitor that processes are performing against agreed-on performance and conformance goals and metrics and provide reporting that is systematic and timely.

As per the DPSA requirements the following have also been addressed when developing the IT Governance framework:

Area	Reference
• Processes	IT Processes will be informed by the relevant CoBIT areas as described above.
• Principles & Policies	High level principles have been included in the Corporate Governance of IT Policy and policies developed contain policy statements at a lower level.
• Organisational Structure	The governance structures from an IT perspective including their interactions with the overall governance arrangements of the Municipality are contained in the corporate organogram
• Skills and Competencies	IT skills and competencies will be reviewed through the normal performance management systems of the Municipality and further training needs may be highlighted when developing the IT Strategy
• Culture & Behaviour	The expected or required behaviour of staff from an IT perspective is contained in the IT End User Security Policy
• Information	The appropriate handling and dissemination of information is covered in the IT End User Security and IT Security Policies
• Service Delivery Structure of ICT including functions and responsibilities	The structures, functions and responsibilities from an IT governance perspective are covered in the IT Policy.
• Stakeholders & Roleplayers	Stakeholders, roleplayers and their responsibilities in terms of decision making have been included in the IT Policy.
• Supplier Management • ICT Project Management • ICT Continuity Management • ICT Risk Management	Policies are been developed for all of the areas mentioned