

# Procedures for Engagement with ICT Services

## 1. BACKGROUND

ICT Services is a service department that provides central computing services to all users at the NMMU. It is thus important to ensure that there are good mechanisms in place in order to align the NMMU business strategy with ICT initiatives.

This document sets out some of the most important channels to achieve this goal. The different channels or engagement mechanisms are briefly described here below.

## 2. ENGAGEMENT MECHANISMS

### 2.1 Helpdesk

The ICT service desk (X3000) records and tracks all requests for standard ICT services, incidents or problems. The service can be used by staff and students alike. The standard services are described in Minimum ICT Service Standard for the period July 2013 to December 2014. This can be found on the staff portal at <http://ict.nmmu.ac.za/ict/media/Store/documents/SLA/NMMU-ICT-MINIMUM-SERVICE-STANDARDS-JULY-2013-to-DEC-2014-FINAL.pdf>.

### 2.2 ICTC

The ICT Committee (ICTC) acts as a steering and governance committee. All ICT related systems that have a cost of more than R50 000 should be approved by the ICTC. The procedure is published at <http://nmmusp.nmmu.ac.za/sites/ICTC/>

### 2.3 Change Advisory Board

The Change advisory board represents faculties and departments and serves the purpose of informing stakeholders of proposed changes in the ICT environment, and affords all stakeholders the opportunity to agree on major changes, dates and priorities.

### 2.4 Project Office

ICT Services follows a project management approach for implementing systems and major changes. A stakeholder analysis and communications plan is part of all major projects. The list of ICT projects is published and accessible <http://webapps.nmmu.ac.za/projectrequest/default.aspx>

### 2.5 Direct Engagements

ICT Services provides consulting services and seeks opportunities to engage with faculties and departments. This can be done either on a one-on-one basis, or ICT professionals may be invited to attend e.g. departmental strategic planning sessions.

This could also serve as a mechanism for faculties and departments to receive assistance from ICT with regards to CAPEX and OPEX ICT budget planning.

## 2.6 **Strategic Plans**

ICT services follows a process for strategic planning where inputs from stakeholders and top management are incorporated. The Plans are available for perusal and input from ICT Services.

## 2.7 **Roadshows**

ICT Services does presentations on new technologies and opportunities from time to time, as the need arises, e.g. when new versions of the operating systems or Office productivity software is released.

## 2.8 **Quarterly Meetings with Faculties and departments**

For all campuses - representatives from all the faculties and departments are invited to attend quarterly meetings on North and South campuses where problems, changes and issues can be tabled. The minutes of these meetings are published at <https://depts.nmmu.ac.za/ict/ICT%20Minutes/Forms/AllItems.aspx>

## 2.9 **Other Procedures**

Related procedures are published on the ICT “help” website site. These include procedures such as how to get assistance with specific tasks, applications for remote access. Requests related to access to NMMU data is handled by the Ethics committee and the relevant data owners.

Contact Details:

Dir.: ICT Services – Stephen Viljoen

Dep Dir. Enduser systems: Alison Moller. Procurement of desktop and laptop computers, Service desk and technicians.

Dep Dir. Infrastructure: Creswell Du Preez. Responsible for Networks, Server, Development and Web services.

Dep Dir. Projects: Greg Saunders.

## 3. **CONCLUSION**

ICT Services seeks to provide relevant, effective and cost efficient services to the NMMU community. Additional ways to improve communication and business alignment is continuously sought.