ELIAS MOTSOALEDI LOCAL MUNICIPALITY-MASEPALA WA SELEGAE

CHANGE CONTROL MANAGEMENT POLICY

MUNICIPAL COUNCIL RESOLUTION NUMBER

M24/25-07

APROVED AT THE 4TH ORDINARY COUNCIL SITTING OF 30 AUGUST 2024

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ACRONYMS	
IT	Information Technology
ICT	Information Communication Technology
CCC	Change Control Committee
EMLM	Elias Motsoaledi Local Municipality

1. SCOPE AND OVERACHING POLICY OBJECTIVES

The Change Control Management Policy contains the basic requirements and principles for establishment and operation of a help function and for the implementation of sound management of changes in the IT environment at the Elias Motsoaledi Local Municipality (EMLM). The establishment of a help desk function is necessary for effective IT service delivery. Proper change management and control is crucial for the effective management of the IT environment. As the overarching objectives, this Policy sets out to:

- Ensure that there are adequate controls over changes in IT environment;
- The impact of change is assessed, evaluated and reviewed before changes are introduced.
- Unauthorized changes are minimized or eliminated from the IT environment.

2. APPLICATION

This Policy applies to IT environment at the EMLM.

3. VIOLATION

Every municipal employee, Councillors, consultants, interns and contractors are required to adhere to this Policy. Non-compliance or violation may result in disciplinary action up to and including termination of employment and/or criminal prosecution.

4. ADMINISTRATION

The ICT Manager is responsible for the administration of this Policy. This Change Control Management Policy is issued for official use and does not become a personal property of a particular employee or stakeholder. The ICT Manager shall be responsible to ensure that the document remains up to date, practiced and enforced at all times. This Policy needs to be acknowledged and understood by all computer users of the municipality. All requests for changes shall be submitted to the Help Desk Office in the appropriate format depicted below:

ELIAS MOTSOALEDI
LOCAL MUNICIPALITY

Job Card No: .   JOBCARD

Building name   : Infrastructure /Stores /Main /Commando

User name   : Mokganyetji Moffart

Department   : Strategic department

Departmental unit   : Communications

Telephone Number   : (013) 262 3056

Logged Call date   : 08 December 2014

Area   : Groblersdal/Rossenekal /Monterlus /Uitspanning
            Motetema

Name of a IT official Responding   : Katlego / Thabo / Mary / Sibongile / Thabiso

Problem description : Configuration of new email and IP-Address settings

STATEMENT OF WORK

Resolution:

User Acceptance	Signature	Time Spent	How is the Service	Date Completed
	....	....	....	....../...../20.... Hour..........

	Name Print	Signature	Received date by a IT official
Job card Approved By IT Official	....	....	....../......./20........ Hour...................
Job card Approved By ICT Manager	Name Print	Signature	Date ..../......../20......

5. CHANGE REQUEST INITIATION

All requests for changes shall be forwarded to the Help Desk Office through an email, telephonically or physical visits for action. Change requests should be approved by supervisors, line managers or head of departments before they are forwarded to Help Desk Office. The Help Desk Office shall sort change requests by perceived impact and forward them to the supervisor concerned.

6. IMPACT ASSESSMENT

The Change Control Committee (CCC) shall evaluate requests frequents for change impact and prioritize them. The following members shall comprise the Change Control Committee:
- ICT Manager
- Human Resources Manager
- Information Security Officer
- System Administrator
- Senior payroll officer
- Senior human resources officer

The outcome of the Change Control Committee shall be approved by the relevant Senior Manager for implementation. The CCC shall communicate its decision on changes requests to the relevant Senior Manager, which shall in turn inform the End User Department and Help Desk of the outcome.

7. CHANGE CONTROL COMMITTEE RESPONSIBILITIES

The Change Control Committee shall:

- Meet as and when there is change request(s).
- Consider all change requests before it expires.
- Keep record of its deliberations and decisions.

8. CONTROL OF CHANGES

Only approved changes shall be effected.

9. DOCUMENTATION AND PROCEDURES

All change requests shall be documented in the approved format. The response of the CMC shall also be communicated in the approved format to the help desk office.

10.   ROUTINE AUTHORIZED MAINTENANCE

Routine maintenance can be affected without necessarily going through the change control process, provided:
- The change impact has been evaluated and has been found to be minimal;
- There is a known and back out and recovery strategy in case of failure to effect the change;
- There are known and tested business continuity strategies that can be affected in the event of failure of the change.

11.   SOFTWARE RELEASE

Only authorized and licensed software can be released to the IT environment at Elias Motsoaledi Local Municipality.

12.   DISTRIBUTION OF SOFTWARE

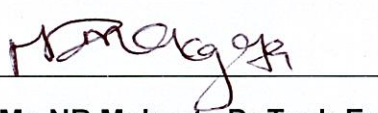Software may not be distributed to more users that Elias Motsoaledi Local Municipality is licensed for.

13.   ENFORCEMENT

Any employee found to have violated this procedure will be subject to Elias Motsoaledi Local Municipality's disciplinary procedures.
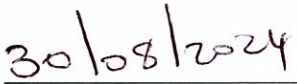
14.   POLICY REVIEW
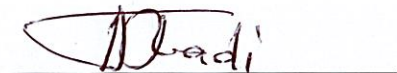
This Policy shall be reviewed as and when necessary.

15.   SIGNATORIES
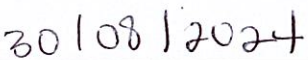
_____   30/08/2024

Ms NR Makgata Pr Tech Eng   Date

Municipal Manager

_____   30/08/2024

The Mayor   Date

Cllr. MD Tladi