

West Coast District Municipality



Information Technology (IT) Strategic Plan

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West Coast DM Vision: “Creating a quality destination of choice through an open opportunity society”

Mission: To ensure outstanding service delivery on the West Coast by pursuing the following objectives:

1. Ensuring environmental Integrity for the West Coast
2. Pursuing economic growth and the facilitation of job opportunities
3. Promoting social well-being of the communities and targeted social groups in the district
4. Providing essential bulk Infrastructure development services
5. Ensuring good governance and financial viability

West Coast DM Core Values:
What are our core values?

Integrity	-	accountability and ethnics to the citizens
Transparency	-	to be transparent and open in our business
Loyalty	-	putting the organization first
Respect	-	will treat public and colleagues with fairness, respect and consideration
Quality	-	achieving or exceeding measurable standards
Ownership	-	taking pride in our work
Teamwork	-	working together to achieve our goals

Alignment with the West Coast IDP

Despite the IT Strategic plan realizing transversal achievement of all strategic objectives, the particular axis of alignment is along strategic objective 5, Ensuring good governance and financial viability. This is illustrated through sub-objectives:

- a) To ensure a clean, corruption free and well-managed administration;
- b) To implement measures that ensure an efficient, effective, accountable and economically viable administration;
- c) To promote, practice and monitor sound financial management strategies, systems and practices which ensure regulatory compliance,
- d) To ensure integrated strategic and operational planning; and
- e) Ensure good governance and Financial viability

Purpose of Plan

The purpose of this plan is to assist West Coast District Municipality in achieving its Information Technology objectives and serves as a guide to decision making in Information Technology. IT tasks will be prioritized and executed according to the IT Strategic Plan. This plan will also guide the IT Steering Committee in their decisionmaking objectives to achieve business initiatives.

Strategic Horizon

This plan is expected to cover the period from 01 July 2018 until 30 June 2022

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Corporate Strategy

The business strategy is to create an environment for continuing improvement of services as well as improve the service delivery to the network Users. This may also improve service delivery to the public and assist management in making informed decisions based on the IT Steering Committee's recommendations

Business Initiatives to Support Corporate Strategy

Strategy Name	Business Initiative	Target Completion Date	Expected Impact
Network Connectivity to entire District	Improved availability of documents and data	Q4 May 2020	Improved access to information
Time and Attendance	Paperless Leave applications and approvals and better management of Overtime	Q4 May 2019	Improved management of leave and overtime
Samras+ ERP Upgrades	Enable the online availability of account and leave services. A Financial system portal for public and external access	Q4 June 2019	Online availability of billing information of clients and Online internal employee services like leave application.
Combining telephone systems of Withoogte with Head Office	Savings on calls between Withoogte and Head Office.	Q2 Sep 2019	Improve telecommunication between the public and Withoogte
Upgrade Backup and Disaster Recovery equipment at Disaster Recover Site	HQ Disaster Recovery Equipment Upgrade	Q4 June 2019	Improve data backup and recovery at the Disaster Recovery Site
Upgrading of the Server Room's Fire Prevention and Detection equipment	Automate Fire Prevention and Detection warnings in case of such incidents	Q1 Sept 2020	Realtime warnings and status updates from the Fire prevention and Detection equipment
Citrix / Virtual Desktop Implementation	In order to save on the purchase and upgrade of computer equipment	Q1 April 2021	Lower maintenance and automated procedures on computer equipment

All projects are Subject to Budget Availability

IT Strategy

To enable the Corporate Strategy the IT Strategy must supply the tools to Management to assist in decisionmaking regarding projects depicted in the IDP. Additionally the Committee will improve communication internally and externally. This includes the protection of information and being able to have information available at all times. Users will be well informed to utilized the network resources to it's full potential.

Application Development

Assistance on Microsoft desktop applications.
The implementation of mSCOA.

Hardware Acquisition

Upgrade and aquire hardware to improve service delivery of Network Users.

Security

Securing the network environment.
Access control to buildings and server room.

Compliance

Complying to the MFMA.