

UMUZIWABANTU MUNICIPALITY



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1.1 ICT GOVERNANCE OVERVIEW

1.2 INTRODUCTION

Information and Communication Technology (ICT) Governance has been described as the effective and efficient management of ICT resources and processes to facilitate the achievement of municipal goals and objectives. ICT Governance has escalated in importance due to the widening gulf between what the organization expects and what ICT delivers. A Governance of the ICT framework is expected to align ICT functions to the organizational goals, minimise the risk ICT introduces and ensure that there is value in the investment made in ICT.

Translated into a municipal operating environment the corporate governance of ICT places a very specific responsibility on the **Council** and **Management** within a municipality to ensure that the decision-making process for ICT related investments and the operational efficiencies of the municipality's ICT environment remain transparent and are upheld. This accountability enables the municipality to align the delivery of ICT services with the municipality's **Integrated Development Plan (IDP)** and strategic goals.

The Council and Management of a municipality need to extend their governance functions to include the Corporate Governance of ICT. In the execution of the Corporate Governance of ICT, they should provide the necessary strategies, architectures, plans, frameworks, policies, structures, procedures, processes, mechanisms and controls and culture which follow the best practise of ICT Governance Frameworks.

To strengthen the Corporate Governance of ICT further, responsibility for the decision making of ICT programmes and projects should be placed at a strategic level in the municipality. The Corporate Governance of ICT is a continuous function that should be embedded in all operations of a municipality, from Council and Management level to all areas within a municipality including ICT service delivery.

1.2 PURPOSE

The purpose of this policy is to institutionalise the Corporate Governance of ICT as an integral part of corporate governance within Umuziwabantu Municipality in a uniform and coordinated manner. The policy provides a set of principles and practices which will assist to institutionalise the Corporate Governance of ICT.

2. PRESCRIPTIVE/LEGAL FRAMEWORK

Umuziwabantu Municipality's Records Control Schedule has been developed with recognition of the macro and micro prescriptive context – within which it needs to comply, and policy imperatives of national and provincial government; as indicated, but not limited to;

- Municipal Systems Act, Act 32, of 2000

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- Municipal Structures Act, Act 117 of 1998
- Public Administration Management Act, Act 11 of 2014
- Municipal Finance Management Act, Act 56 of 2003
- Cobit 5
- King III Code of Good Practice
- ISO/IEC 38500

3. BENEFITS OF GOOD GOVERNANCE OF ICT:

When the Corporate Governance of ICT is effectively implemented and maintained, the following benefits are realised;

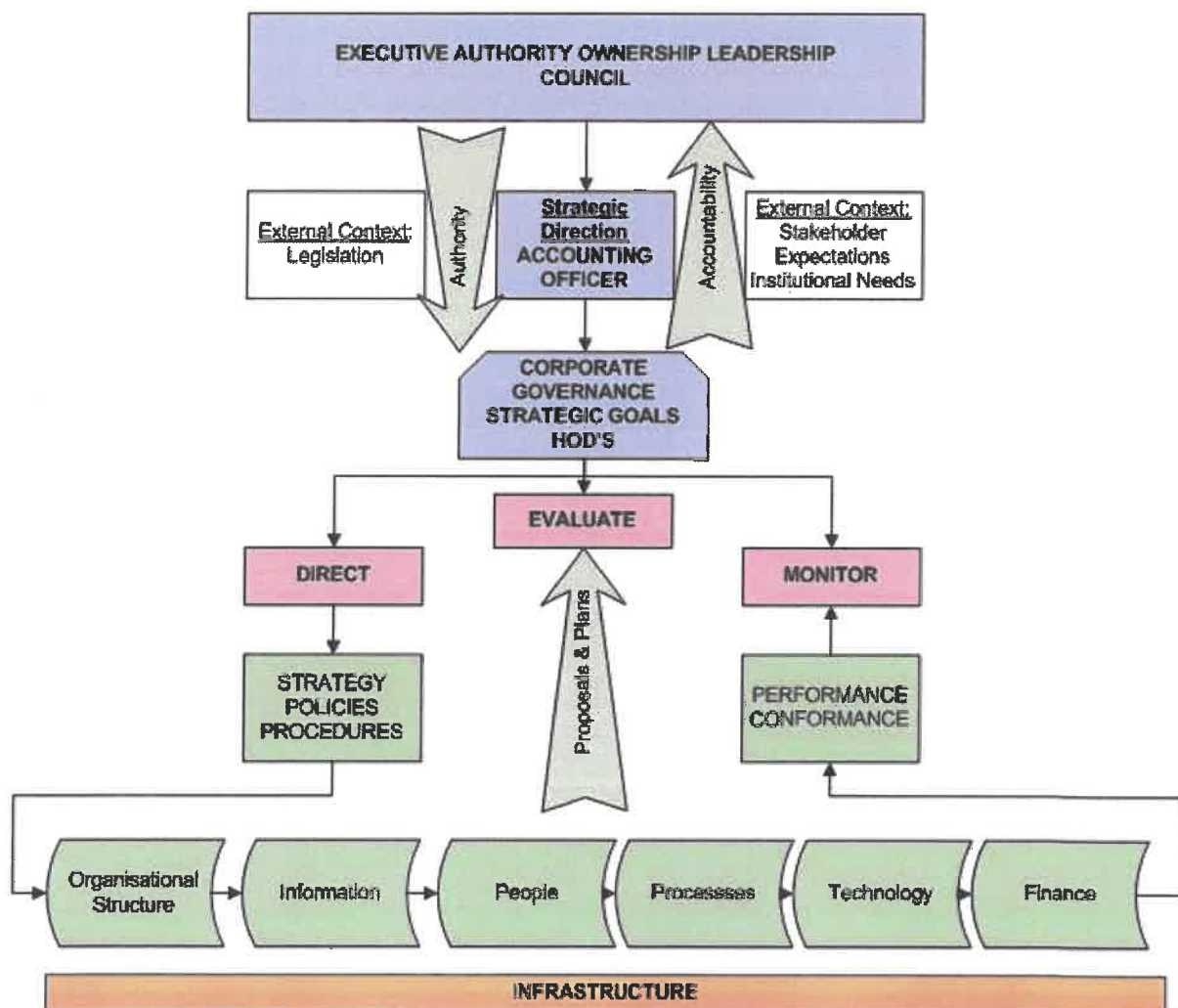
- Establishment of ICT as a strategic enabler in a municipality.
- Improved achievement of municipal integrated development plans
- Improved effective service delivery through ICT-enabled access to municipal information and services.
- Improved ICT enablement of a municipality
- Improved delivery of ICT service quality
- Improved stakeholder communication
- Improved trust between the municipality and the community using ICT
- Lower costs (for ICT functions and ICT dependent functions)
- Increased alignment of ICT investment toward municipal integrated development plans
- Improved return on ICT investments
- ICT risks managed in line with the ICT priorities and risk appetite of the municipality
- Appropriate security measures to protect both the municipality's and its employee's information
- Improved management of municipal-related ICT projects
- Improved management of information as ICT is prioritised on the same level as other resources in municipalities
- ICT pro-actively recognises potential efficiencies and guides municipalities in timeous adoption of appropriate technology.

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- Improved ICT ability and agility to adapt to changing circumstances
- ICT executed in line with legislative and regulatory requirements
- ICT intergovernmental relations

4. PRINCIPLES OF MUNICIPAL CORPORATE GOVERNANCE OF ICT

Within the Corporate Governance system, the Executive Authority provides the political leadership, the Accounting Officer provides the strategic leadership, and Management ensures implementation.



4.1 PRINCIPLE 1: POLITICAL MANDATE

The governance of ICT must enable the municipality's political mandate. The Municipal Council must ensure that Corporate Governance of ICT achieves the service delivery mandate of the municipality.

The Executive Authority is considered within this principle and is accountable to ensure that a corporate governance system is implemented in the Municipality.

4.2 PRINCIPLE 2: STRATEGIC MANDATE

The Governance of ICT must enable the municipality's strategic mandate. The Municipal Manager must ensure that Corporate Governance of ICT serves as an enabler to the municipality's strategic plans.

The Accounting Officer fulfils the role of providing the strategic mandate and is accountable of the corporate governance system.

4.3 PRINCIPLE 3: CORPORATE GOVERNANCE OF ICT

The Municipal Manager is responsible for the Corporate Governance of ICT. The Municipal Manager must create an enabling environment in respect of the Corporate Governance of ICT within the applicable legislative and regulatory landscape and information security context.

The HOD's are responsible for the implementation of the corporate governance system.

The successful implementation of the Corporate Governance of ICT is reliant on the designation of a Governance Champion function. The Governance Champion will be responsible to drive the development, implementation, change management and maintenance of Corporate Governance of and Governance of ICT in the Municipality.

4.4 PRINCIPLE 4: ICT STRATEGIC ALIGNMENT

ICT service delivery must be aligned with the strategic goals of the municipality. Management must ensure that ICT service delivery is aligned with the municipal strategic goals and that the administration accounts for current and future capabilities of ICT. ICT must ensure that ICT is fit for purpose at the correct service levels and quality for both current and future municipal needs are met.

4.5 PRINCIPLE 5: SIGNIFICANT ICT EXPENDITURE

Management must monitor and evaluate significant ICT expenditure. Management must monitor and evaluate major ICT expenditure, ensure that ICT expenditure is made for valid municipal enabling reasons and monitor and manage the benefits, opportunities, costs and risks resulting from this expenditure, while ensuring that information assets are adequately managed.

4.6 PRINCIPLE 6: RISK MANAGEMENT AND ASSURANCE

Management must ensure that ICT risks are managed and that the ICT function is audited. Management must ensure that ICT risks are managed within the municipal risk management practice. ICT must ensure that the ICT function is audited as part of the municipal audit plan.

4.7 PRINCIPLE 7: ORGANISATIONAL BEHAVIOUR

- Management must ensure that ICT service delivery is sensitive to organisational behaviour/culture. Management must ensure that the use of ICT demonstrates the understanding of and respect for organisational behaviour/culture.

5. MUNICIPAL STRUCTURE, ROLES, AND RESPONSIBILITIES

5.1 THE MUNICIPAL COUNCIL

Provide political leadership and strategic direction through:

- Determining policy and providing oversight
- Take an interest in the Corporate Governance of ICT to the extent necessary to ensure that a properly established and functioning Corporate Governance of ICT system is in place in the municipality to leverage ICT as an enabler of the municipal IDP.
- Assist the municipal manager to deal with intergovernmental, political, and other ICT-related municipal issues beyond their direct control and influence
- Ensure that the municipality's organisational structure makes provision for the Corporate Governance of ICT.

5.2 THE ACCOUNTING OFFICER

- Provide strategic leadership and management of ICT
- Ensure alignment of the ICT strategic plan with the municipal IDP
- Ensure that the Corporate Governance of ICT is placed on the municipality's strategic agenda
- Ensure that the Corporate Governance of ICT policy, charter, and related policies for the institutionalism of the Corporate Governance of ICT are developed and implemented by management.
- Determine the delegation of authority, personal responsibilities, and accountability to the management with regards to the Corporate Governance of ICT.
- Ensure the realisation of municipality-wide value through ICT service delivery and management of municipal and ICT-related risks.
- Ensure that appropriate ICT capability and capacity are provided and a suitably qualified and experienced **Governance Champion** is designated

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- Ensure that appropriate ICT capacity and capability are provided and that a designated official at a management level takes accountability for the management of ICT in the municipality
- Ensure the monitoring and evaluation of the effectiveness of the Corporate Governance of ICT system e.g. ICT Steering Committee.

5.3 THE ICT STEERING COMMITTEE, RISK, AND AUDIT COMMITTEE

- Assists the Municipal Manager in carrying out his/her Corporate Governance of ICT accountabilities and responsibilities in line with the Terms of Reference of the Committee.

5.4 MANAGEMENT

Must ensure ICT strategic goals are aligned with the municipality's strategic goals, IDP and support the municipal processes.

Municipal-related ICT strategic goals are cascaded throughout the municipality for implementation and reported on.

6. MONITORING AND EVALUATION

This ICT Governance Framework shall be monitored and evaluated by the Municipal Manager and regular monitoring reports submitted to the ICT Steering Committee/ Management Committee Meeting, Finance and Governance Portfolio Committee, Executive Committee, and Full Council Meetings.

7. COMMENCEMENT

This version of the ICT Governance is implemented upon adoption by Council.

8. AMENDMENT AND/OR ABOLITION

This policy may be amended or repealed by the Municipality through a Council Resolution.

9. COMPLIANCE AND ENFORCEMENT

Violation or non-compliance with this policy will give a just cause for disciplinary steps to be taken.

10. POLICY REVIEW

This Policy will be reviewed annually to ensure applicability and relevance.

11. APPEAL PROCESS/ GRIEVANCE PROCEDURE

The policy must also state what will happen if one of the users thereof is not satisfied or there is a violation with the implementation process.

Records of Approval

Meeting	Date	Resolution
COUNCIL		
Review date		

12. DEFINITIONS

2.1	The Municipality	Refers to Umuziwabantu Municipality as established in terms of the prescription.
2.2	IDP	Integrated Development Plan
2.3	ISO	International Standards organisation
2.4	IEC	International Electro Technical Commission
2.5	ICT	Information Communications Technology


MR T.P CELE
MUNICIPAL MANAGER


CLLR L.S ZUNGU
MAYOR


CLLR P SHEBI
SPEAKER