Province of the
EASTERN CAPE
EDUCATION

Iphondo leMpuma Kapa: Isebe leMfundo
Provinsie van die Oos Kaap: Department van Onderwys
Provense ya Kapa Botjhabela: Lefapha la Thuto

OFFICE OF THE DIRECTOR: INFORMATION COMMUNICATION TECHNOLOGY (ICT)

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INTERNAL MEMORANDUM

TO	:	**ALL ECDOE HEAD OFFICE STAFF**
FROM	:	**DIRECTOR ICT**
DATE	:	**09 FEBRUARY 2026**
SUBJECT	:	**RESCHEDULING OF ICT PROACTIVE SUPPORT TO ALIGN**

WITH NAMING STANDARDS AND REINFORCEMENT OF MANDATORY DEVICE ONBOARDING & ECDOE EMAIL IDENTITY ACTIVATION

1. BACKGROUND AND CONTEXT

As part of the **Integrated ICT Readiness and Onboarding Initiative**, the Department consolidated the former Technology Maturity and ICT Onboarding programmes into a single, standardised and auditable process. This consolidation is intended to improve operational efficiency, strengthen ICT governance, and ensure consistent implementation of ICT standards across all organisational levels of the Eastern Cape Department of Education (ECDoE).

During the execution of this programme, Microsoft Intune reporting identified that a number of devices currently in use do not comply with the Department's approved **computer naming standards**. These inconsistencies compromise effective asset management, security monitoring, system administration, and audit traceability. Corrective action is therefore mandatory to ensure full alignment with departmental ICT governance standards.

2. REASON FOR RESCHEDULING

The ICT Proactive Support and Onboarding Schedule has been **rescheduled** to allow ICT teams to prioritise the systematic renaming of devices in accordance with approved ECDoE naming conventions, as identified through Intune device management reports.

Rescheduled ICT Proactive Support, Naming Standard Compliance, and Reinforcement of Mandatory Device Onboarding & ECDoE Email Identity Activation

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This activity is critical to:

- Accurate device identification and ownership tracking
- Improved system management and security monitoring
- Compliance with governance, audit, and control requirements

To ensure this corrective action is completed thoroughly and without disrupting operational services, selected elements of the original schedule have been adjusted. The revised schedule aligns ICT capacity with the completion of the renaming process prior to the continuation of onboarding and full system integration activities.

Revised ICT Proactive Support Schedule – Head Office (From 09 February 2026)

Service Area / Floor	Revised Dates (2026)	Responsible Team
Ground Floor	09–10 February	ECDoE / Nkqubela Technologies
1st Floor (Demand, Inclusive, SCM, Ordering, Contracts)	11–12 February	ECDoE / Nkqubela Technologies
HR Floor – First Block	13 February	ECDoE / Nkqubela Technologies
HR Floor – Second Block	16 February	ECDoE / Nkqubela Technologies
2nd Floor (Finance – non-transversal users)	17–18 February	ECDoE / Nkqubela Technologies
HoD Building	19–20 February	ECDoE / Nkqubela Technologies
School Health	23 February	ECDoE / Nkqubela Technologies
School Administration	24 February	ECDoE / Nkqubela Technologies
Scholar Transport	25 February	ECDoE / Nkqubela Technologies
E-Learning	25 February	ECDoE / Nkqubela Technologies
Nutrition	26 February	ECDoE / Nkqubela Technologies
Tenders	26 February	ECDoE / Nkqubela Technologies
Internal Audit	27 February	ECDoE / Nkqubela Technologies
Curriculum	02 March	ECDoE / Nkqubela Technologies
Languages	03 March	ECDoE / Nkqubela Technologies

Rescheduled ICT Proactive Support, Naming Standard Compliance, and Reinforcement of Mandatory Device Onboarding & ECDoE Email Identity Activation

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Note: This schedule replaces all previous Head Office schedules communicated prior to this revision.

Coordination Across Other Levels of Service Delivery

ICT Proactive Support, Device Renaming, and Onboarding activities for PTDIs, District Offices, Circuits, and Schools will be coordinated and communicated separately through official ICT channels in due course.

However, all officials are advised that device onboarding, compliance checks, and corrective actions must commence immediately wherever devices are accessed by ICT technicians, including those supported by Nkqubela Technologies.
No device touched during support activities may be excluded from:

- Naming standard compliance
- Device onboarding and user association
- Intune and audit-aligned configuration processes

This ensures continuity of compliance, audit readiness, and consistent application of ICT governance standards across the Department

4. REINFORCEMENT OF MANDATORY DEVICE ONBOARDING AND ECDoE EMAIL IDENTITY DIRECTIVE

(Applicable to Head Office, PTDIs, Districts, Circuits and Schools)

This memorandum further reaffirms and reinforces the existing directive titled:

"Mandatory Teacher Device Onboarding & ECDoE Email Identity Activation – September 2025 to February 2026."

In alignment with ECDoE Schools ICT Compliance (2025–2026) and the ICT Corporate Strategy 2024–2029, all ECDoE officials are reminded that:

4.1 ECDoE Email Identity Activation – Mandatory

- All principals, educators, administrative staff and officials must activate and utilise ECDoE email accounts for official communication
- ECDoE email accounts must be used regularly and exclusively for departmental correspondence
- Access to payslips and official HR communication will be delivered through departmental email platforms

Rescheduled ICT Proactive Support, Naming Standard Compliance, and Reinforcement of Mandatory Device Onboarding & ECDoE Email Identity Activation

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4.2 Device Onboarding – Mandatory

All issued devices must undergo:

- Serial number verification, tagging and user assignment
- Signature-based onboarding using approved ECDoE forms
- Centralised capture of device-user associations for audit purposes

4.3 Broadband, Infrastructure and Compliance Monitoring

- Connectivity assessments will be conducted and logged
- Service disruptions escalated through formal ICT channels
- Compliance progress captured and reported per institution

4.4 Audit and Governance Assurance

All onboarding, activation and support activities are:

- Recorded per site
- Centrally stored
- Aligned to the 2025/26 Auditor-General reporting framework

Compliance with this directive is not optional and applies across all levels of service delivery within the Department.

5. ACCESS CONTROL DURING SUPPORT VISITS

Verified ICT technicians, including authorised personnel from **Nkqubela Technologies**, will conduct scheduled site visits.
Officials are required to:

- Grant access to verified personnel
- Request official ECDoE or Nkqubela Technologies identification where necessary
- Confirm legitimacy through District ICT Offices when in doubt

6. SUPPORT AND ENQUIRIES

For operational support or clarification, contact:

- **Service Desk:** servicedesk@ecdoe.gov.za
- **Tel:** 040 608 4244

Rescheduled ICT Proactive Support, Naming Standard Compliance, and Reinforcement of Mandatory Device Onboarding & ECDoE Email Identity Activation

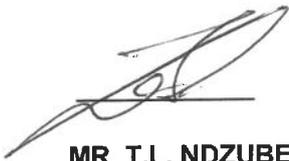Page 4 of 5

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Or liaise with:

- Cecil Swartz – cecil.swartz@ecdoe.gov.za

- Fundiswa Ntsheyiya – fundiswa.ntsheyiya@ecdoe.gov.za

7. APPRECIATION

The ICT Directorate appreciates your cooperation and understanding as the Department continues to strengthen digital readiness, governance, and audit compliance. Your adherence to these processes ensures secure, efficient, and standardised ICT services across all ECDoE institutions.

Yours in Quality Education…

Yours in Quality Education…

09/02/2026

MR. T.L. NDZUBE   **DATE**

DIRECTOR: INFORMATION COMMUNICATION TECHNOLOGY(ICT)

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