



OFFICE OF THE DIRECTOR: INFORMATION COMMUNICATION TECHNOLOGY (ICT)
Steve Vukile Tshwete Complex, Zone 6 Zwelitsha, 5608, Private Bag X0032, Bhisho, 5605 REPUBLIC OF SOUTH AFRICA:
Enquiries: Mr C.Swartz Tel: 074 639 4244. Fax :040 608 4672. Email: cecil.swartz@ecdoe.gov.za
Website: www.eceducation.gov.za

INTERNAL MEMORANDUM

TO : ALL ECDOE HEAD OFFICE STAFF

FROM : DIRECTOR ICT

DATE : 18 MARCH 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 has consolidated the former Technology Maturity and ICT Onboarding programmes into a single, standardised and auditable process. This initiative is aimed at improving operational efficiency, strengthening ICT governance, mapping & verification of assets-to-employees and ensuring consistent implementation of ICT standards across all levels of the Eastern Cape Department of Education (ECDoE).

Reporting from Microsoft Intune has identified that several devices currently in use are not compliant with approved ECDoE naming standards. These inconsistencies negatively affect asset management, security monitoring, system administration, and audit traceability.

Corrective action is therefore mandatory to ensure full alignment with departmental ICT governance and audit requirements.

2. RESCHEDULING OF ICT PROACTIVE SUPPORT

The ICT Proactive Support Programme for **Head Office** has been rescheduled to commence on **23 March 2026**, to prioritise device renaming, onboarding, and compliance activities in line with approved ECDoE standards.

This process is critical to ensure:

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

3. REVISED ICT PROACTIVE SUPPORT SCHEDULE – HEAD OFFICE

Service Area / Floor	Revised Dates	Responsible Team
Ground Floor	23–25 March	ECDoE / Nkqubela Technologies
1st Floor (Demand, Inclusive, SCM, Ordering, Contracts)	26–30 March	ECDoE / Nkqubela Technologies
2nd Floor (Finance)	31 March – 06 April	ECDoE / Nkqubela Technologies
HR Floor – First Block	07–09 April	ECDoE / Nkqubela Technologies
HR Floor – Second Block	10–15 April	ECDoE / Nkqubela Technologies
HoD Building	16–17 April	ECDoE / Nkqubela Technologies
School Health	20 April	ECDoE / Nkqubela Technologies
School Administration	21 April	ECDoE / Nkqubela Technologies
Scholar Transport	22 April	ECDoE / Nkqubela Technologies
E-Learning	23 April	ECDoE / Nkqubela Technologies
Nutrition	24 April	ECDoE / Nkqubela Technologies

Tenders	27 April	ECDoE / Nkqubela Technologies
Internal Audit	28–29 April	ECDoE / Nkqubela Technologies
Curriculum	30 April – 07 May	ECDoE / Nkqubela Technologies
Languages	08–14 May	ECDoE / Nkqubela Technologies

Note: This schedule replaces all previous Head Office schedules. Also, ICT Proactive Support, Device Renaming, and Onboarding activities for **District Offices, PTDIs, Circuits, and Schools** will be decentralised for effective coordination.

Accordingly:

- Each **District ICT Unit is required to develop its own detailed implementation schedule** aligned to this directive
- These schedules must be formally **circulated and communicated through:**
 - CMC Heads
 - EMIS Coordinators
 - DMR (SASAMS) Officials
- Districts must ensure that all institutions, including schools and circuits, are properly informed of planned visits and activities

This approach ensures improved coordination, accountability, and coverage across all service delivery points.

4. PERFORMANCE IMPROVEMENTS ON LEGACY DEVICES

ICT acknowledges the performance challenges experienced on legacy devices (L460, L470, L480 models), particularly after onboarding.

To address this:

- ICT, in partnership with Asset Management, has secured provision to **upgrade RAM on affected devices**
- This will improve performance while maintaining required security configurations

This initiative is critical to ensure adherence to ICT security policies, audit compliance, and protection of departmental data.

5. MANDATORY DEVICE ONBOARDING – ALL USERS

All devices and users at Head Office, **without exception**, will undergo the standardised ICT onboarding process.

This includes:

- Transversal users (e.g. Finance environment)
- SASAMS devices
- All other departmental users, School Labs and device categories

There will be **no exclusions** from onboarding.

Where system-specific constraints exist, ICT will implement controlled configurations to ensure:

- Operational continuity
- Compliance with security standards
- Alignment with audit requirements

6. DEVICE ONBOARDING AND STANDARDISATION PROCESS

All applicable devices will undergo:

- Verification, tagging, and user assignment
- Device renaming in line with ECDoE naming conventions
- Microsoft Intune onboarding and compliance enforcement
- Installation of approved and licensed software
- Removal of unauthorised applications
- Performance optimisation and system configuration
- Audit recording and centralised tracking

All onboarding activities are mandatory and form part of official audit records.

7. ECDoE EMAIL IDENTITY ACTIVATION

All officials are required to:

- Activate and use ECDoE-issued email accounts for official communication
- Transition fully from personal email usage for work-related matters

Note:

- Payslips (EDD) and HR-related communication will be issued via ECDoE email
- Microsoft 365 services (Outlook, Teams, OneDrive) will be configured during onboarding

8. ICT SUPPORT VISITS AND ACCESS CONTROL

Authorised ICT technicians will conduct site visits across Head Office.

Officials are required to:

- Provide access to assigned workstations and devices
- Verify technician identification where necessary
- Cooperate fully to ensure completion of onboarding activities

9. SUPPORT AND ENQUIRIES

Service Desk: servicedesk@ecdoe.gov.za

Tel: 040 608 4244


Or contact:

- Cecil Swartz – cecil.swartz@ecdoe.gov.za
- Fundiswa Ntshenyi – fundiswa.ntsheyiya@ecdoe.gov.za

10. APPRECIATION

The ICT Directorate acknowledges the cooperation of all officials. These interventions are necessary to strengthen ICT performance, improve security posture, and ensure full audit compliance across the Department.

Your continued support is critical in achieving a secure, efficient, and standardised ICT environment


MR. T.L. NDZUBE
DIRECTOR: INFORMATION COMMUNICATION TECHNOLOGY(ICT)
DATE



OFFICE OF THE DIRECTOR: INFORMATION COMMUNICATIONS TECHNOLOGY

Steve Vukile Tshwete Complex, Zone 6 Zwelitsha, 5608, Private Bag X0032, Bhisho, 5605 REPUBLIC OF SOUTH AFRICA:
Enquiries: Tel: 040 608 4369. Email: Lethu.Ndzube@ecdoe.gov.za Website: www.eceducation.gov.za

Mr. C.P. Swartz
Deputy Director: ICT: Information Systems
Department of Education
Zwelitsha
Via Email: Cecil.Swartz@ecdoe.gov.za

Dear Mr Swartz

RE: APPOINTMENT AS ACTING DIRECTOR FROM 13 MARCH 2026- 18 MARCH 2026

This letter serves to inform you that, in terms of the Public Service Act, 1994 (as amended) and the applicable delegations of authority within the Department, you are hereby appointed to act as Director: ICT for the period:
13 March 2026 to 18 March 2026.

This acting appointment is necessitated by the temporary absence of the substantive Director: ICT. During this period, you will assume full responsibility for the duties, functions, and decision-making authority associated with the post of Director: ICT, and you are expected to ensure continuity of service delivery and the effective management of the Directorate.

Please note that:

1. The acting arrangement is temporary and applies strictly to the period indicated above.
2. Any additional acting allowance (if applicable) will be processed in accordance with the Public Service Regulations and relevant departmental policies.
3. You are required to uphold all legislative, regulatory, and governance requirements applicable to the post.

Your leadership and support during this period are appreciated.

Approved by

MR T.L. NDZUBE
DIRECTOR: INFORMATION COMMUNICATIONS TECHNOLOGY

12/03/2026
DATE



ACCEPTANCE OF ACTING APPOINTMENT

I, *Carl Poff* hereby acknowledge and accept the acting appointment as Acting Director: ICT for the period 13 March 2026 to 18 March 2026. as outlined above and in accordance with the Public Service Act, 1994 (as amended).

I commit to carrying out all duties and responsibilities associated with this role to the highest standard, and to ensuring continuity, effective leadership, and compliance with all departmental policies and legislative requirements during the acting period.

Signature: *Carl Poff*

Date: *13/3/2026*