Province of the
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EDUCATION

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OFFICE OF THE DDG: CORPORATE MANAGEMENT SERVICES
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MEMORANDUM

TO : **ALL CHIEF DIRECTORS**
ALL DIRECTORS
ALL DISTRICT DIRECTORS
ALL ICT DISTRICT MANAGERS
ALL ICT TECHNICIANS (TECHNICIANS & INTERNS)
ALL ICT SUPPORT PERSONNEL (DISTRICT, CIRCUITS AND SCHOOL SUPPORT OPS MANAGERS)

FROM : **DDG - CORPORATE MANAGEMENT SERVICES**

DATE : **06 MAY 2026**

MATTER : **MANDATORY UTILISATION OF THE ICT SERVICE MANAGEMENT (ITSM) SYSTEM FOR ALL ICT SUPPORT SERVICES**

The Eastern Cape Department of Education (ECDoE) has successfully implemented an ICT Service Management (ITSM) system as a strategic enabler to standardise, monitor, and improve the delivery of ICT support services across all levels of the Department.

Following progressive onboarding, system activation, and increased participation across Head Office and Districts, it has become necessary to formalise governance and enforce consistent utilisation of the system.

1 PURPOSE

1. The purpose of this directive is to mandate the compulsory use of the ITSM system for all ICT-related support services, ensuring:
   1.1. Standardised service delivery processes
   1.2. Improved accountability and transparency
   1.3. Accurate reporting and performance tracking
   1.4. Enhanced coordination across all ICT support structures

2 STRATEGIC ALIGNMENT

This directive is issued in alignment with the Department's ICT Strategic Objectives, specifically:

1. Objective 1: Enhancing Network Connectivity
   The ITSM system enables monitoring of connectivity-related incidents and progress across sites.

2. Objective 2: Establish a Functional Helpdesk and ITSM System
   This directive formalises the operationalisation and mandatory usage of the Helpdesk and ITSM capability.

3. Objective 3: Develop Internal ICT Capabilities
   Structured usage, reporting, and knowledgebase development will strengthen internal technical capacity.

4. Objective 4: Upgrade ICT Hardware
   The ITSM asset tracking module will provide critical data to support planning, lifecycle management, and replacement strategies.

5. Objective 5: Improve ICT Governance
   Enforced processes and audit trails will strengthen governance, compliance, and oversight.

6. Objective 6: Enhance Data-Driven Decision Making
   Centralised reporting and analytics will enable informed operational and strategic decisions.

7. Objective 7: Foster a Digital Culture
   The Department is transitioning towards paperless operations, with the ITSM system replacing manual and printed job cards.

8. Objective 8: Ensure ICT Security and Compliance
   The system provides traceability of actions, strengthens accountability, and supports improved cybersecurity posture through better monitoring and analysis.

3 DIRECTIVE: "NO TICKET, NO SUPPORT"

1. With immediate effect, the following directive is enforced:
   1.1. No ICT support service shall be rendered without a valid ITSM ticket logged in the system.

2. This applies to:
   2.1. End-user support requests
   2.2. School ICT support services
   2.3. Infrastructure, network, and application support
   2.4. All incidents, service requests, and change-related activities

3. Any support provided outside of the ITSM system will be regarded as non-compliant and may not be recognised for reporting, audit, or performance purposes.

4. All ICT personnel are advised to prepare for this transition and ensure strict adherence to ITSM processes.

4 APPLICABILITY

1. This directive is binding on:
   1.1. All ECDoE ICT Technicians (permanent and contract)
   1.2. ICT Interns
   1.3. All Service Providers and their technical resources
   1.4. District ICT Support Teams
   1.5. School Support Project Managers
   1.6. Operations Managers supporting ICT services

2. All stakeholders involved in ICT service delivery are required to ensure full compliance.

5 SYSTEM ACCESS AND USAGE

1. All ICT personnel are required to:
   1.1. Log, update, and resolve all support activities within the ITSM system
   1.2. Ensure tickets are properly categorised, assigned, and closed
   1.3. Maintain accurate and complete records of all work performed

2. **System Access URL:** https://helpdesk.dyndns.org/ System access details have already been circulated. Any access challenges must be escalated to the ICT Support Team without delay.

6 TRAINING AND CAPACITY BUILDING

1. To support effective utilisation and continuous improvement:
   1.1. Bi-Weekly ITSM & AI-Enabled Knowledgebase Sessions attendance are hereby mandatory for:
      1.1.1. All ECDoE ICT Technicians (permanent and contract)
      1.1.2. ICT Interns
      1.1.3. All Service Providers and their technical resources
      1.1.4. District ICT Support Teams
      1.1.5. School Support Project Managers
      1.1.6. Operations Managers supporting ICT services

2. These sessions will focus on:
   2.1. System usage and best practices
   2.2. Knowledge sharing and case reviews
   2.3. AI-enabled knowledgebase development
   2.4. Continuous service improvement

3. Training recap materials and session recordings will be shared for reference; however, attendance remains compulsory for designated personnel.

7 GOVERNANCE, MONITORING AND COMPLIANCE

1. ITSM access and usage will be actively monitored at all levels

2. Reports will be utilised for:
   2.1. Performance management
   2.2. Audit and compliance verification
   2.3. Service delivery assessments

3. District and Programme Managers are required to:
   3.1. Enforce compliance within their respective areas
   3.2. Drive adoption and behavioural change
   3.3. Ensure alignment with departmental ICT governance frameworks

8 EFFECTIVE DATE

This directive takes effect immediately upon issuance.

9 ENQUIRIES

1. All enquiries and support requests related to the ITSM system may be directed to:
   1.1. Grant.vandeMerwe@ecdoe.gov.za
   1.2. Funidswa.Ntsheyiya@ecdoe.gov.za

2. Your cooperation in ensuring full adoption and compliance is appreciated and will contribute significantly to improving ICT service delivery across the Eastern Cape Department of Education.

Yours in Quality Education…

14/05/26

MR. Q. LUTHULI

DATE

DDG: CORPORATE MANAGEMENT SERVICES