



Langeberg Municipal Governance of ICT (Information and Communication Technology) Policy

Business Areas	Economic, Social and Integrated Development Services
Operational Area	ICT Department
Version	01.00
Date	March 2026
File Name	Langeberg Municipal Governance of ICT (Information and Communication Technology) Policy
Business Owner	Manager: ICT
Approved by	Council
Date Approved	31 March 2026

1 Document Version Control

Version Number	Document Title	Author	Change	Date
01.00	Langeberg Municipal Governance of ICT (Information and Communication Technology) Policy	Manager: ICT	New Policy as per Western Cape Local Government Circular 18 of 2025	31 March 2026

Table of Contents

1	Document Version Control	1
2	About the Municipal Governance of ICT Policy	4
3	Municipal Governance of ICT Authority Levels	4
4	Introduction	5
5	Strategic Risks	6
6	Scope	6
7	The Purpose of This Policy	6
8	Strategic Intent of the Policy.....	7
9	Strategic Objective.....	7
10	Policy Directives.....	7
10.1	Strategic Directives.....	7
10.2	Administrative Directives.....	8
11	Strategic Policy Benefits.....	8
12	Legislative Framework	8
13	The Value Creation System	10
14	Municipal Governance and Management of ICT Model	11
15	Principles, Practices, and Institutionalisation of the Municipal Governance of ICT 12	
15.1	Principles and Practices	12
16	Institutionalisation of the Principles and Practices	13
16.1	Executive and Strategic Leadership.....	13
16.2	Municipal Manager.....	14
16.3	Strategic and Senior Management.....	15
16.4	Municipal Risk Committee (Fraud and Risk Management Committee). 16	
16.5	Municipal Audit Committee (Audit and Performance Committee)	16
16.6	ICT Manager	17
17	Governance and Management Structures	19

17.1	Composition of the Business Continuity Committee	19
18	Delegations for Governance Means and Mechanisms.....	20
19	Addressing Deviations	21
20	Implementation of the Policy.....	21
20.1	Implementation Roadmap.....	21
21	Revision of the Policy	21
Table 1: Municipal Authority Levels		5
Table 2: Municipal Governance of ICT Principles and Practices		13
Table 3 Functions of the Office of the ICT Manager		18
Figure 1 Municipal Governance and Management of ICT System.....		10
Figure 2: View of the Business Enabling Roadmap		15
Figure 3: Implementation of the Business Enabling Initiatives		16

2 About the Municipal Governance of ICT Policy

This Municipal Governance of ICT Policy and its related Charter are informed by the Municipal Governance of ICT Policy Framework Circular 18 of the Department of Local Government (2025). This Policy Framework replaces the 2015 Municipal Corporate Governance of ICT Policy.

3 Municipal Governance of ICT Authority Levels

This Policy for the Governance of the Municipal use of ICT and its implementation Charter are based on the following municipal Executive, Strategic, and management levels:

The nomenclature used in this Policy Framework standardises the following leadership and operational level terminologies:

Authority Level	Function	Responsibility
Municipal Council	Executive Leadership	Set strategic direction for the use of ICT in service delivery, and evaluate, direct, and monitor the establishment, efficiency, and effectiveness of the governance and management system.
Strategic Management Team ¹ (SMT)	Strategic Leadership	Establish the governance and management system and oversee/coordinate the efficient and effective use of ICT in service delivery.
Senior and Operational Management ²	Senior Management, Management, and operations ³	Strategically determine the prioritised innovation for, and the use of ICT in service delivery, implement it, and manage its day-to-day provisioning

¹ Municipal manager, executive directors, chief audit executive

² Includes the ICT Manager

³ Under the leadership of the executive director, which is the link with SMT

Authority Level	Function	Responsibility
		and use.
ICT Management	ICT Manager ⁴	In collaboration with the business strategically align technological provisioning with business requirements.
Business Solution Owner	Relevant Director	The director for the business unit that directly benefits from the functional use of the application system

Table 1: Municipal Authority Levels

4 Introduction

Langeberg Municipality embraces digital evolution to optimise efficient service delivery, achieve operational efficiency, and stimulate economic growth. It integrates fit-for-business emerging methods and technologies. This includes new-generation application systems within a secure ecosystem. Through digital evolution, the municipality aims to achieve long-term sustainability. To realise this, the municipality institutionalises governance arrangements to evaluate situational context, conceptualise the provision of strategic direction, oversee implementation, and monitor value creation in a secure and risk-aware digital ecosystem.

This Langeberg Municipal Governance of ICT Policy (hereinafter called the Policy) and its implementation Charter refer to the value creation structures that institutionalise governance and management principles and practices. It also establishes governance structures and assigns roles and responsibilities to enable the municipality to govern and manage the business-related use of ICT⁵.

⁴ Can be the Chief Information Officer or ICT Manger

⁵ Functionally called the digital ecosystem, which integrates business processes, information, people, and technology.

5 Strategic Risks

The institutionalisation of this Policy mitigates the following risks:

1. **Misalignment between business needs and ICT solution** – addressed through value realisation management.
2. **Inability of business-related ICT solutions to recover from adverse events or incidents** – addressed through a) Asset Use and Protection Management; b) Information System, Technology, and Facilities Management; c) Threat, Incident and Intelligence Management.
3. **Inability to recover from natural or cybersecurity disaster** – addressed through ICT Continuity Management.

This Policy and its implementation through its implementation Charter establish a holistic control environment.

6 Scope

The Policy is based on the Municipal Governance of ICT Policy Framework V.2 (2025) that replaces the 2015 Municipal Corporate Governance of ICT Policy⁶. It applies to all municipal governance structures, personnel, contractors, and 3rd party service providers.

7 The Purpose of This Policy

The purpose of this policy is to set a long-term strategic direction for the municipality's digital evolution journey. It establishes a strategic approach to guide digital initiatives to foster trust and grow the local economy through:

1. Enhanced service delivery.
2. Streamlined operations.
3. Promotion of inclusivity.
4. Promotion of financial and environmental sustainability.

This ensures that the digital evolution of the municipality is tailored to the unique needs of the municipal urban and rural communities.

⁶ Introduced by NCoGTA in 2015

8 Strategic Intent of the Policy

The Municipal Council recognises digital evolution as essential to improving governance, service delivery, operations, and quality of life. The strategic intent of this policy is to guide the municipality toward a technology-enabled, inclusive, and sustainable future. In this future, the municipal business and digital technology integrate to enhance connectivity, equity, agility, and resilience.

This strategic policy directs the development of IDP integrated strategies and business cases that provide a *safe and healthy environment through the delivery of sustainable, quality services*.

9 Strategic Objective

The objective of this Policy is to create value through establishing a participative stakeholder-driven governance system to:

1. Realise innovative integrated business and technology solutions to create value.
2. Establish relevant, transparent, accountable, secure, and efficient services through the digital ecosystem.
3. Improve compliance, information security, and organisational performance.

10 Policy Directives

The following policy directives apply:

10.1 Strategic Directives

1. **Public Value:** Digital initiatives prioritise outcomes that enhance efficiency and service delivery.
2. **Inclusivity:** Digital transformation ensures equitable benefits for all communities.
3. **Sustainability:** Digital adoption is incremental, practical, affordable, and supportive of long-term municipal functional requirements.
4. **Adaptability:** The digital evolution journey is flexible, enabling it to respond to evolving needs and opportunities.

5. **Collaboration:** Partnerships with government, private sector, and communities are critical to success.
6. **Community Involvement:** Residents are engaged as active partners in shaping the digital journey.

10.2 Administrative Directives

1. **Innovation and Agility:** The municipality explores emerging methods and technology to foster a culture of innovation.
2. **Financial Sustainability:** Digital adoption is supported by an incremental viable long-term financial plan that ensures that initiatives are not only affordable but also sustainable.
3. **Organisational Capacity:** The municipality proactively invests in building the digital skills and internal capacity of its workforce⁷.
4. **Technology and Infrastructure:** Digital initiatives are underpinned by the provision of a capacitated and sustainable digital infrastructure that prioritises agility, data integrity, and reliable connectivity.
5. **Data Governance and Security:** The collection, use, and management of public data are governed by a commitment to transparency, security, and privacy.

11 Strategic Policy Benefits

The implementation of this Policy realises the following benefits:

1. Improve investability and trust.
2. Improve service delivery and operational resilience.
3. Enable accurate evidence-based decision making.
4. Enhance the municipal ability to learn and their flexibility to adapt.

12 Legislative Framework

The Municipal Systems Act⁸ (MSA) enjoins a municipality *to develop a strong system of local government capable of exercising the functions and powers assigned to it*. In this regard, section 51 of the Act requires a municipality to *inter alia*:

⁷ Both in the business and ICT functions.

⁸ Act 32 of 2000

Disperse its functions via operationally effective administrative units and mechanisms⁹, including departments and other functional business units¹⁰.

Assign clear responsibilities for the management and coordination of these administrative units and mechanisms¹¹,

Maximise the efficiency of communication¹² and decision-making¹³ within the administration.

In discharging its duties, the municipal council adopts an Integrated Development Plan (IDP), which aligns the municipality's resources and capacity with its implementation. Section 73 of the Act requires a municipality to render its services in such a way that is conducive to prudent, economic, efficient, and effective use of available resources¹⁴.

The Municipal Financial Management Act 56 of 2003 Section 62 enjoins the accounting officer (Municipal Manager) to ensure that the financial and other resources (*including information*) of the municipality are used efficiently, effectively, and economically (Section 95 includes transparency).

The strategic resources of a municipality include, but are not limited to, *human resources, finances, information, and data*. The implementation of this Policy aligns with the strategic intent to realise an efficient, effective, economic, and transparent local government. It specifically addresses the governance and management of the enabling use of information, application systems, and enabling technology as a resource, as well as the execution of these functions.

The municipal governance of ICT involves executive and strategic leadership in evaluating, directing, and monitoring the use of ICT to enable the organisation and ensuring its use aligns with the organisation's mandate¹⁵. It is a subset of the MSA-established municipal governance system. It consists of principles and practices that guide executive and strategic leadership to dispense their strategic guidance and oversight roles and responsibilities. This is discussed in paragraph 1 and also alluded to in the King IV Code, Principle 12, which states: "*The governing*

⁹ This includes the use of application systems and technology

¹⁰ Section 51 (g)

¹¹ Section 51 (h)

¹² Includes communication systems.

¹³ Evidence based decision making.

¹⁴ Including information

¹⁵ ISO/IEC 38500: 2015

body should manage technology and information in a way that supports the organisation in setting and achieving its strategic objectives". Furthermore, international good practice guidance agrees with this. It, inter alia, resonates with the King Code's provisions. It highlights that the executive leadership exercises oversight to "enable both business and ICT people to execute their responsibilities in support of business/ICT alignment and the creation of business value from ICT-enabled business investments"¹⁶.

National and international frameworks thus support the strategic intent of the South African Local Government's prescriptive landscape regarding the governance and management of business-enabling ICT.

This Policy refers to principles and practices for institutionalising the municipal governance and management of ICT.

13 The Value Creation System

This governance and management value creation system functions and is structured as per the Figure below.

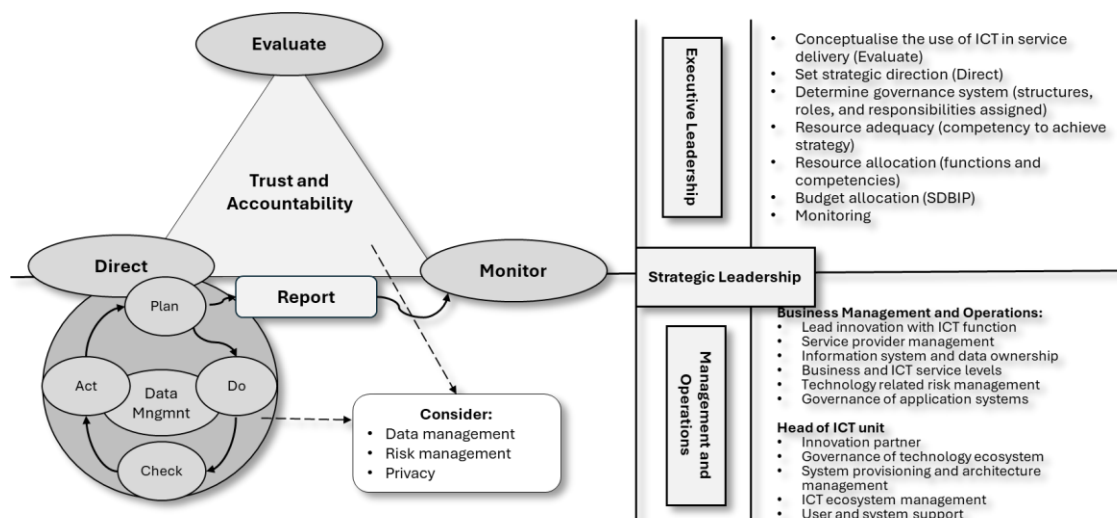


Figure 1 Municipal Governance and Management of ICT System
By de Wit Coetsee

This system is functionally implemented as follows:

¹⁶ COBIT 2019 - ISACA

1. **Executive Leadership** directs the institutional value creation direction through establishing this Policy and Charter and monitors its realisation.
2. **Strategic Leadership** informs the overall value creation direction, determines the business enabling ICT plan¹⁷, considers business-enabling ICT risks, coordinates its implementation, and reports on it.
3. **Strategic, Senior, ICT Manager and Operational Management**, as business solution owners:
 - i. Lead the development of the requirements for the innovative use of technology.
 - ii. Manage risk.
 - iii. Facilitate implementation.
 - iv. Manage business solution functional fit.
 - v. Informs business operational requirements.
 - vi. Monitor solution and service provider performance.
 - vii. Ensures ICT-related business resilience and continuity.
4. The **ICT Manager** with strategic, senior, and operational management designs and maintains digital ecosystem solution architecture.
5. The ICT Manager collaborates with strategic, senior, and operational management to implement and maintain the digital ecosystem architecture and support it.

This Policy institutionalises the governance and management principles and practices for the business use of ICT to create and sustain value.

14 Municipal Governance and Management of ICT Model

The municipal governance of ICT system encompasses two functions. These are the governance of value creation and managing its realisation.

The municipal governance of ICT is institutionalised through guiding principles and practices. In this regard, this Policy Framework provides for the following:

1. **Principles:** these guide decision-making and organisational behaviour. These principles establish the context for effective, efficient, and economic digital evolution.

¹⁷ Can also be called the digital evolution plan.

2. **Practices:** are specific actions that describe how the principles are institutionalised.

15 Principles, Practices, and Institutionalisation of the Municipal Governance of ICT

The municipal governance of ICT is institutionalised through guiding principles and practices as follows:

15.1 Principles and Practices

The following principles and practices apply:

Principle 1: Executive and Strategic Mandate
Principle: <i>The value creative business enabling use of ICT¹⁸ is determined, through consideration and evaluation of the municipal service delivery environment; determining its strategy and monitoring to ensure secured value realisation.</i>
Practice: Executive leadership is advised on and sets the strategic direction to securely harness value from the use of ICT in service delivery and monitors and evaluates created value ¹⁹ .
Principle 2: Value and benefit realisation from ICT investment
Principle: <i>Integrated business enabling ICT investments create intended value and realise planned benefits.</i>
Practice: Strategic leadership and management ensure that the value and benefits that are realised from ICT investment are in response to business needs, as articulated in a business enabling ICT plan and reflected in the IDP ²⁰ .
Principle 3: ICT-related business risks

¹⁸ Business and technology integration in a digital ecosystem.

¹⁹ This Policy.

²⁰ **This business enabling plan** is determined through approved business cases that articulate the *business problem (reflected in the IDP)*, how the use of technology will solve the problem, what value and benefits will be created, and what the application system and technology architectural impact of the planned solution is. This includes the consideration of *physical, application system, technology, and cybersecurity* requirements.

Principle <i>The ICT-related business risks, including business enabling ICT continuity, technology, and information and cybersecurity are continuously monitored, managed, mitigated, and independently audited.</i>
Practice: The municipality has and maintains an effective, efficient, and transparent business-related ICT²¹ strategic and operational risk management practice and related control system, and these are regularly audited.

Table 2: Municipal Governance of ICT Principles and Practices

16 Institutionalisation of the Principles and Practices

To facilitate a structured approach to digital evolution, it is necessary to establish governance structures and assign clear roles and responsibilities. These are as follows:

16.1 Executive and Strategic Leadership²²

Executive and strategic leadership hold ultimate accountability for municipal governance and performance, ensuring the use of technology creates value. They balance innovation and compliance through risk management and integrate digital evolution governance and management into organisational systems. They also establish the necessary governance structures, delegations, and monitor their effective application. These functions include, but are not limited to:

1. Align the use of technology with the municipal strategic requirements to support service delivery and regulatory compliance.
2. Drive value through service delivery, operational efficiency, cost effectiveness, and citizen engagement.
3. Oversee the establishment and monitoring of effective governance and management structures.
4. Ensure well-resourced business and ICT functions with adequate financial and human resources to support municipal service delivery and innovation.

²¹ Digital ecosystem.

²² In the execution of these functions, the executive is advised by strategic and senior management.

5. Oversee the management of digital ecosystem strategic and operational risks to municipal objectives, including cybersecurity and compliance.
6. Oversee data governance to ensure compliance and support data-driven decision-making.

16.2 Municipal Manager

The municipal manager ensures innovative, efficient, and effective use of technology. To facilitate this, the municipal manager establishes and monitors a compliant governance and management of the digital ecosystem, informs resource allocation, and oversees the management of risks. These functions include, but are not limited to:

1. Promote a culture of innovative use of technology to enhance service delivery, operations, and citizen engagement.
2. Oversee and continuously improve the governance and management of the digital ecosystem.
3. Approve, on advice, an IDP-derived business enabling ICT plan and oversee its implementation.
4. Approve, on recommendation of the Business Continuity Committee, a risk-based Municipal ICT Management Framework²³ and oversee its implementation.
5. Ensure adequate financial and human resources for business enablement.
6. Oversee data governance to ensure compliance and accurate data-driven decisions.
7. Foster stakeholder collaboration to align the use of technology with municipal and citizen needs.
8. Coordinate monitoring and reporting to the Council:
 - i. The effectiveness of the governance system.
 - ii. That IDP includes business enablement and that value is realised.
 - iii. That municipality can recover from disruptive incidents and disasters (including cyber).
 - iv. That sufficient business technology savvy and ICT skills are provided.
 - v. The sufficiency of information systems architecture.

²³ Framework of business rules and implementation practices that applies to the business and the ICT function

16.3 Strategic and Senior Management²⁴

Strategic and senior management are responsible for:

1. Guide and oversee technology alignment with business requirements and citizen-centric service delivery.
2. Ensure robust governance structures for, and management of, planning, operations, audit, risk management, and regulatory compliance.
3. Leverage technology to enhance sustainability and performance levels while managing risks within municipal tolerances.
4. Lead development of an IDP-informed, prioritised Business Enabling ICT Plan.
5. Advise executive leadership and the municipal manager on the use of technology and innovative strategies.
6. Coordinate and effect data governance to ensure compliance and support accurate data-driven decisions.

Establish collaboration between the business and ICT functions to plan integrated business-enabling solutions that address business requirements. This is reflected in a business enabling roadmap, of which the following is an example:

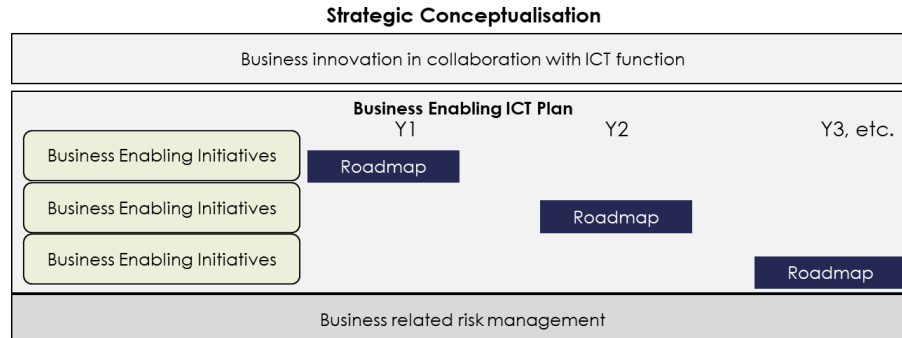


Figure 2: View of the Business Enabling Roadmap

By de Wit Coetsee

This roadmap is implemented through the leadership of business solution owners in collaboration with the ICT Manager under the oversight of strategic and senior management. This process is depicted in the following Figure:

²⁴ Includes the ICT Manager

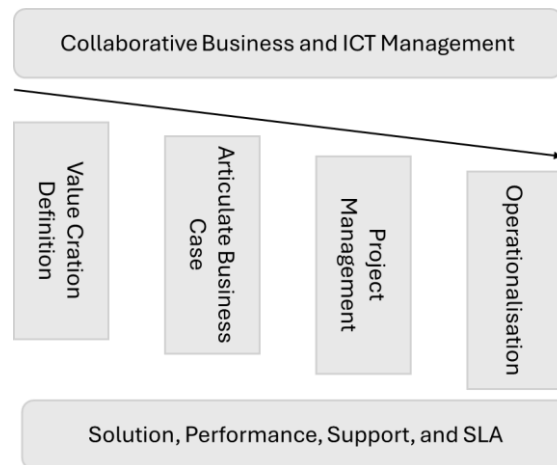


Figure 3: Implementation of the Business Enabling Initiatives

By de Wit Coetsee

These functions include, but are not limited to:

1. Develop business cases to inform the IDP and budget.
2. Develop the business enabling ICT plan derived from the initiatives on the IDP²⁵.
3. Oversee and guide the implementation, monitoring, and deployment of solutions, as reflected in the implementation roadmap²⁶.
4. Advise the municipal manager and strategic leadership on business-related ICT strategies, risks, and performance.
5. Ensure data governance to support compliance and accurate data-driven decisions.

16.4 Municipal Risk Committee (Fraud and Risk Management Committee)

Advises the municipal manager and strategic leadership on digital ecosystem risks (e.g., strategic, management, and operational) and informs effective management thereof to ensure service delivery resilience, while monitoring mitigation strategies.

16.5 Municipal Audit Committee (Audit and Performance Committee)

Advises on a risk-based ICT control environment, oversees compliance, and

²⁵ The plan includes a roadmap of business enabling ICT initiatives

²⁶ Business Continuity Committee list of active and new projects.

reviews audit findings to enhance accountability.

16.6 ICT Manager

The ICT Manager is responsible for advising all governance structures, line functions, and staff on the business-enabling use of technology as an innovation, implementation, and support partner. This includes participating in the development of business cases, enabling solutions, and technological provisioning. The functions of the ICT Manager are as follows:

1. Collaborate with business solution owners and subject matter experts to design, develop, and implement digital ecosystem solutions.
2. Collaborate with business solution owners to deliver secure and resilient application systems and a digital infrastructure architecture that support municipal operations.
3. Develop and manage a risk-based ICT control environment in collaboration with business units, and, with business solution owners, ensure compliance²⁷.
4. Manage the ICT function to ensure it meets service-level agreements and aligns with municipal requirements.
5. Support data governance to ensure secure, compliance, and effective use of municipal data.

The functional composition of the office of the ICT Manager is as follows:

Function	Name	Purpose	Functions
Overarching Function	Municipal Information and Communication Technology Solutions	To collaborate with municipal departments to integrate innovative business and ICT solutions for efficient service delivery and citizen engagement.	1. Support departments in conceptualising innovative ICT use for service delivery, operational, and citizen needs. 2. Assist in acquiring and managing ICT solutions. 3. Oversee ICT service and technology provisioning for municipal operations.
Articulation	Business optimisation and structured strategy for the	To develop a strategic ICT framework with departments to optimise service	1. Advise departments on ICT strategies to improve service delivery and operations. 2. Optimise municipal processes using ICT.

²⁷ Municipal ICT Management Framework

Function	Name	Purpose	Functions
	use of ICT in service delivery	delivery and operations.	3. Manage business and ICT integration architecture. 4. Ensure compliance with prescripts. 5. Foster collaboration between departments and ICT function.
Digital Transformation	With the business solution owners, drive digital innovation, data-driven decision-making, and transformation	To establish a digital adoption and transformation roadmap.	1. Promote the use of emerging methods and technologies for improved service delivery. 2. With business solution owners facilitate smart city initiatives and partnerships.
Managed Solutions	Provide and manage ICT solutions for business	To assist with the provisioning and management of innovative ICT solutions tailored to municipal needs.	1. With business solution owners facilitate business solution information systems architecture provisioning and management. 2. Support analysis and development of business enabling solutions. 3. Manage change with departments for solution implementation, change management, and support.
Operations	Manage the operational ICT service, performance, and technology provisioning	To manage ICT service delivery, performance, and technology support for municipal operations. ²⁸	1. Provide and support end devices and platforms. 2. Provide business solution functional support architecture, resilience, and continuity. 3. Provide and support back-end technology and networks.
			4.

Table 3 Functions of the Office of the ICT Manager

²⁸ This is sometimes provided by service providers, in this case ICT has an advisory role.

17 Governance and Management Structures

This Policy is implemented in the municipality via the Business Continuity Committee, which is established at a strategic management level and is designated to:

1. Guide, oversee, and coordinate the value of creative strategic management of the use of technology in operations and service delivery.
2. Strategic articulation and planning.
3. Ensuring that related risks are managed.
4. Advising executive and strategic leadership on related matters.
5. Coordinate and oversee the implementation of the IDP-derived business-enabling ICT Plan.
6. Coordinate the implementation, use, and performance of application systems, as well as the performance of service providers.
7. Addressing digital ecosystem operational matters²⁹.
8. Oversee operational business-related technology risk.

17.1 Composition of the Business Continuity Committee

1. Municipal Manager.
2. Executive Directors.
3. ICT Manager.
4. Risk Champions - Manager: Expenditure, Manager: IDP, Performance Management, and communications, Manager: Electrical Services, Manager: Community Facilities, and Manager: Law Enforcement.
5. Chief Audit Executive.
6. Business Solution Owners (at the senior manager level).

The SLA assessment function of the BCC is managed through a Special Business Continuity Committee meeting to formulate a report. The Special BCC is recommended to comprise of the following persons or representatives:

- Director: Economic, Social and Integrated Development Services – Chairperson
- Director: Financial Services (CFO)
- Chief Audit Executive
- Manager: ICT

²⁹ Operational priorities, enabling technology needs and considerations, innovative business solutions, cross silo coordination,

7. ICT-related Service Providers

18 Delegations for Governance Means and Mechanisms

The speed at which business requirements, technology, and the related uncertainty and threat landscape develop requires the institutionalisation of a flexible governance system. This can appropriately respond to changing circumstances as enabled through a delegated decision-making authority. This positions the municipality to contextually address governance change requirements through the following delegations:

Means and Mechanism	Purpose	Adoption / Approval Delegation
Municipal Governance of ICT Policy	Determines the governance system that applies in the municipality	Informed by the Business Continuity Committee, recommended by the Municipal Manager, and approved by Council
Municipal Governance of ICT Charter	Determines the institutionalisation of governance structures, and allocation of roles and responsibilities.	
Municipal ICT Management Framework	Directs the business owners' and ICT function's conceptualisation and management of the use of technology in service delivery	Recommended by the Business Continuity Committee and approved by the Municipal Manager.
Business Enabling ICT Plan	3 to 5-year business enabling ICT plan with related budget	Recommended by the Business Continuity Committee and approved by the Municipal Manager.
Business enabling ICT initiative business cases	Business case for each business enabling initiative on the ICT Plan	Recommended by the Business Continuity Committee and approved by the Municipal Manager.
Municipal ICT Management Pillars	Determination of the management Pillars, the managed elements, rules, practices, controls, control owner, and changes to these	Recommended by the Business Continuity Committee and approved by the Municipal Manager.
Standard Operating Procedures	Standard definition applies	ICT Manager

19 Addressing Deviations

A documented governance and management system requires agility to adapt to changing risks and circumstances. It provides for circumstantial resilient changes. To enable business and ICT function to effect threat-appropriate changes to controls, a process for notifying the Chairperson of the Business Continuity Committee of deviations is established. This allows for necessary adjustments to governance and management practices and controls to be implemented instantly. This ensures that the governance system remains both flexible and compliant. This notification³⁰ includes:

1. Which governance Framework or Management Pillar document is impacted?
2. Details of the change.
3. Reason for the change.
4. Responsible party.
5. When will related documents be amended?

20 Implementation of the Policy

The implementation of this Policy is effected through the Municipal Governance of ICT Charter.

20.1 Implementation Roadmap

There are determinations and managed elements in this Policy, its implementation Charter, the ICT Management Framework, and the five ICT Management Pillars that will, due to practical and budgetary reasons, be phased in. This Policy provides for the creation and annual revision of, such a phased road map.

21 Revision of the Policy

This policy is in effect for a minimum of 5 years from the date of approval. The municipality reserves the right to revise this document only as strategic circumstances change.

³⁰ Could be a memorandum or an email