5.4 Strategic Initiatives

After taking into account the foregoing, the following initiatives were identified to be included as key projects in Local Municipalities master systems planning.

Workstream	Project
IT strategy and architecture	• Investigate enablement of business services through digital channels • Technology innovation • Establish enterprise architecture practices • Implement IT SSC model • IT sustainability • IT security strategy
IT governance	• Review and integrate all municipality IT governance framework and committees • Refine policies, standards and procedures • Deploy tools and techniques to support IT governance • Measure IT governance and IT performance • Implement Programme / Project Management Practices • Formulate data management practices
IT management	• IT staff improvement programme • Conduct IT awareness sessions • Develop appropriate IT budgets
Business applications (led by business and supported by IT)	• Develop and optimise processes • Develop business requirements • Business application implementation
IT operations	• Improve IT operations and support services • Develop IT service catalogue • Define IT disaster recovery plan • Develop internal SLAs
IT infrastructure	• Develop and implement co-sourcing strategy • Establish Service Level Agreements (SLAs) with service providers • Implement communications solution • Implement equipment refresh initiative

Table 37: Strategic Initiatives

- The IT strategy and architecture initiatives provide the direction for the future of IT, how it aligns and enables business.

5.4 Strategic Initiatives

After taking into account the foregoing, the following initiatives were identified to be included as key projects in Local Municipalities master systems planning.

Workstream	Project
IT strategy and architecture	• Investigate enablement of business services through digital channels • Technology innovation • Establish enterprise architecture practices • Implement IT SSC model • IT sustainability • IT security strategy
IT governance	• Review and integrate all municipality IT governance framework and committees • Refine policies, standards and procedures • Deploy tools and techniques to support IT governance • Measure IT governance and IT performance • Implement Programme / Project Management Practices • Formulate data management practices
IT management	• IT staff improvement programme • Conduct IT awareness sessions • Develop appropriate IT budgets
Business applications (led by business and supported by IT)	• Develop and optimise processes • Develop business requirements • Business application implementation
IT operations	• Improve IT operations and support services • Develop IT service catalogue • Define IT disaster recovery plan • Develop internal SLAs
IT infrastructure	• Develop and implement co-sourcing strategy • Establish Service Level Agreements (SLAs) with service providers • Implement communications solution • Implement equipment refresh initiative

Table 37: Strategic Initiatives

• The IT strategy and architecture initiatives provide the direction for the future of IT, how it aligns and enables business.