



Annex G to SLA: 1064_001 LAN & Desktop Support Services (Bronze)

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Annex G: Service Category Service Management

G1. Service Classification

This Service is classified as LAN & Desktop in terms of the SITA Services Catalogue and as a non-mandatory service in terms of the SITA Act.

G2. Reference(s)

1064_G rev 3.0

G3. Benefit Statement

The value contribution of Managed LAN & Desktop to the customer as it addresses the business challenges to be addressed are discussed in the table below:

#	Aspect of business challenge	Value statement	
		Area	Statement
1	Economies of scale	Pricing	- By sharing resources across services provided to different clients, will expedite problem resolution, maximized end user uptime and helpdesk productivity without extra cost to the client. - Sharing vendors to service LAN & Desktop infrastructure and technologies across government sectors will reduce vendor costs.
2	Reduced duplication	Cost reduction	- Negates the need for clients to have a multitude of different call and/or incident monitoring centres relating to LAN & Desktop infrastructure. - By encouraging reduced duplication of LAN & Desktop infrastructure, resources and services in the client's production environment.
3	Interoperability	Preventing duplication	- Encourage call centres across different services to merge to reduce running costs for the client. - Negates the need for clients to have a multitude of different call and/or incident monitoring centres relating to LAN & Desktop infrastructure to promote common platforms and services across government.
4	Standardisation of services	Standards	Defining minimum LAN & Desktop standards for the client to improve service delivery and reduce cost to the client.

G4. Service Category Service Management

G4.1 Service Metric: Managed LAN & Desktop: LAN & Desktop Support Services (Bronze)

Service Offering	Service Description	Grades of Service	Workload		Service Components	Measurement	
			Contracted	Cap		Metric	Unit of measure
LAN & Desktop Support Services	1. LAN & Desktop Support Services provides an end-to-end service for LAN and Desktop Infrastructure	Bronze	1. Call volumes	1. N/A	1. Service Desk: Call Answering	1. 80% of calls answered in 20 seconds.	1. Responsiveness and quality of Service Desk
			1. Escalations handled 2. Report availability	1. N/A	1. Incident and Request Management: Monitoring and escalation	1. 90% escalations as per agreed escalation procedure	1. Incident / Request Escalations
			1. Call volumes 2. Report availability	1. N/A	1. Server Support Services	1. Minimum of 80% average availability of Servers. 80% of calls will be resolved within resolution times rolled up across all priorities as follows: a. Critical: 4 Hrs (Normal Business Hours) b. High: 8 Hrs (Normal Business Hours) c. Medium: 10 Hrs (Normal Business Hours) d. Low: 24 Hrs (Normal Business Hours)	1. Availability of server infrastructure Resolution of incidents within server infrastructure
			1. Call volumes 2. Report availability	1. N/A	1. Desktop Support Services	1. 80% of calls will be resolved within resolution times rolled up across all priorities as follows: a. Critical: 4 Hrs (Normal Business Hours) b. High: 8 Hrs (Normal Business Hours) c. Medium: 10 Hrs (Normal Business Hours) d. Low: 24 Hrs (Normal Business Hours)	1. Incident/Requests on all contracted infrastructure

G4.2 Services Detail

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
1. LAN & Desktop Support Services	1. LAN & Desktop Support Services	1. Service Desk: Call Answering	1. The handling of agreed inbound communication channels within acceptable response times and quality levels.	1. Responsiveness and quality of Service Desk	1. Number of calls handled that have breached 20 seconds before being answered / Total number of calls received for the calendar month (within stipulated service hours.)	1. 80% of calls handled in 20 seconds over a period of one calendar. Statistics Reports	1. Users logging calls with SITA Service Desk

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2.LAN & Desktop Support Services	1. LAN & Desktop Support Services	4. Incident and Request Management: Monitoring and escalation	1. Incident / Request Escalations	1. % of automated escalations carried out as per agreed escalation procedure.	1.90% escalations as per agreed escalation procedure	1. As per agreed scope of the escalation procedure enabled by the Customer and/or 3rd Parties.
3.LAN & Desktop Support Services	1. LAN & Desktop Support Services	1. On-site Maintain, Support and Monitor of the server infrastructure inter alia: OS, NOS, Terminal Services Virtualisation, Storage, File & Print Sharing, Management tool infrastructure on monthly basis exclude IBM Domino server.	1. Availability of server infrastructure Resolution of incidents within server infrastructure on monthly basis encouraging preventative maintenance excluding IBM Domino server.	1. The availability of the Server Infrastructure will be monitored and reported. Reporting will be average percentage availability on servers per calendar month.	1. Minimum of 80% average availability of Servers. 80% of calls will be resolved within resolution times rolled up across all priorities as follows: a. Critical: 4 Hrs (Normal Business Hours) b. High: 8 Hrs (Normal Business Hours) c. Medium: 10 Hrs (Normal Business Hours) d. Low: 24 Hrs (Normal Business Hours)	1. Device accessibility 2. 3rd party connectivity: WAN availability and reliability, Telkom, etc. 3. Relevant technology to be available 4. Availability of required infrastructure to provide support 5. Relevant policies
4.LAN & Desktop Support Services	1. LAN & Desktop Support Services	1. On-site Manage, Maintain, Support and Monitor of Desktop platform ensuring compliance to the approved baseline on monthly basis.	1. Incident/Requests on all contracted infrastructure on monthly basis.	1. MTR (Mean time taken to resolve) calls logged for support per calendar month. 2. Time & Material: 30 working days to obtain approved quotation during which a call will be put in pending status.	1.80% of calls will be resolved within resolution times rolled up across all priorities as follows: a. Critical: 4 Hrs (Normal Business Hours) b. High: 8 Hrs (Normal Business Hours) c. Medium: 10 Hrs (Normal Business Hours) d. Low: 24 Hrs (Normal Business Hours)	1. User and Device accessibility 2. 3rd party connectivity: WAN availability and reliability, Telkom, etc. 3. Relevant technology to be available 4. Availability of required infrastructure to provide support 5. Relevant policies

G5. Roles and responsibilities

Service Category / Service Sub-Category		Responsibilities		Client
1. LAN & Desktop Services: Service Desk		1. Log the call (incident/request) on the call logging system and provide user with a reference number 2. First line support will be attempted and if not resolved, while user still online the call will be routed via Aspect telephony system to Remote support agent 3. Assign the call to an agent 4. Provide MOV to clients 5. Provide ARS reports with recommendations on trends on monthly basis	SITA	1. Subject to contracting 2. User logs outages/requests to the SITA service desk using the toll free number (0800 11 55 75) 3. Alternatively the user can log a call via e-mail to the following e-mail address sitasc@sita.co.za
	2. LAN & Desktop Services: Incident and Request Management - Monitoring and escalation	1. Incident detection and recording 2. Classification and initial support 3. Escalate and manage Critical and High Impact incidents 4. Investigate and Diagnose		1. Reporting all incidents which affect the operational running of Services as described in the service catalogue/SIA

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Service Category / Service Sub-Category	Responsibilities	
	SITA	Client
	- Report recommendations - Escalate if further expertise are required. - Deal with escalated calls. - Regular notification and updates (keeping customers informed) - Provide MOV to clients - Provide ARS reports with recommendations on trends on monthly basis	- Providing accurate and concise details about the incident - Take down the correct incident reference number for tracking purposes - Escalating to the SITA IT manager if incidents are not resolved within the agreed time frames as described in the SLA
3. LAN & Desktop Services: Server Support Services	- Weekly routine maintenance and monitoring of servers - Assign server specialist to attend to server calls logged with SITA Service Desk. Provides recommendations to address the findings and assist the client to implement those recommendations - Provide MOV to clients - Provide ARS reports with recommendations on trends on monthly basis	- Daily monitoring and configurations of servers and communication with SITA - Implementation of recommendations in conjunction with SITA. - Log all server related calls. - Provide SITA with a list of all servers.
4. LAN & Desktop Services: Desktop Support Services	- SITA must notify the Department in writing of user desktop that is beyond economical repair - Update the baseline on a yearly basis - Out of warranty user desktop shall be included as part of hardware maintenance by replacing the equipment which has been written off the current baseline when notified by the Department - SITA will assist the Department to acquire new user desktop by on the request from the Department - SITA shall provide the Department with a quotation for repair or replacement of damage user desktop due to conditions unforeseen (user neglecting) - Record all incidents log by the Department and keep proper records for reporting - SITA will update user desktop baseline inventory as per agreed timeframes	- Replacing user desktop that is beyond economical repair - Department maintains user desktop inventory and notifies SITA when warranty is due to expire. - Department will notify (on quarterly basis) SITA when buying new user desktop and indicate which user desktop will be replaced. - Department will be responsible for new hardware purchase. - Repair of faulty user desktop on a time and material basis, if the following condition occurs: - Damage to user desktop by the user, abuse, vandalism, strike action etc. - Damage to user desktop by power surges. - Damage to user desktop by lightning - Damage to user desktop by acts of God - User desktop not specified in the Baseline - Log all incidents to SITA service management

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G6. Pricing

The Table below gives the breakdown of the costs for the Services included in this Service Annex; these costs exclude monthly telephone billing.

Table 1: (2025 - 2026 Financial Year)

Costing for Year 1			
Services	Rate/hr	Total Hours	Total Amount
LAN & Desktop Support Technician X3	R381,14	5976	R2 277 692,64
Incidence Management	R102,13	800	R81 704,00
Server Support Services	R343,79	1992	R684 829,68
Service Desk Services	R597,13	384	R229 297,92
Overtime			R68 758,03
Subsistence and Travel Allowance			R180 000,24
Sub-Total			R3 522 282,51
15% VAT			R528 342,38
Total per Annum (VAT incl.)			R4 050 624,89

Table 2: Cash flow summary

Description	Monthly Subtotal	VAT	Total
Month 1	R293 523,54	R44 028,53	R337 552,07
Month 2	R293 523,54	R44 028,53	R337 552,07
Month 3	R293 523,54	R44 028,53	R337 552,07
Month 4	R293 523,54	R44 028,53	R337 552,07
Month 5	R293 523,54	R44 028,53	R337 552,07
Month 6	R293 523,54	R44 028,53	R337 552,07
Month 7	R293 523,54	R44 028,53	R337 552,07
Month 8	R293 523,54	R44 028,53	R337 552,07
Month 9	R293 523,54	R44 028,53	R337 552,07
Month 10	R293 523,54	R44 028,53	R337 552,07
Month 11	R293 523,54	R44 028,53	R337 552,07
Month 12	R293 523,54	R44 028,53	R337 552,07

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Table 3: (2026 - 2027 Financial Year)

Costing for Year 2			
Services	Rate/hr	Total Hours	Total Amount
LAN & Desktop Support Technician X3	R398,29	5976	R2 380 188,81
Incidence Management	R106,73	800	R85 380,68
Server Support Services	R359,26	1992	R715 647,02
Service Desk Services	R624,00	384	R239 616,33
Overtime			R71 852,14
Subsistence and Travel Allowance			R188 100,25
Sub-Total			R3 680 785,22
15% VAT			R552 117,78
Total per Annum (VAT incl.)			R4 232 903,01

Table 4: Cash flow summary

Description	Monthly Subtotal	VAT	Total
Month 1	R306 732,10	R46 009,81	R352 741,91
Month 2	R306 732,10	R46 009,81	R352 903,50
Month 3	R306 732,10	R46 009,81	R352 903,50
Month 4	R306 732,10	R46 009,81	R352 903,50
Month 5	R306 732,10	R46 009,81	R352 903,50
Month 6	R306 732,10	R46 009,81	R352 903,50
Month 7	R306 732,10	R46 009,81	R352 903,50
Month 8	R306 732,10	R46 009,81	R352 903,50
Month 9	R306 732,10	R46 009,81	R352 903,50
Month 10	R306 732,10	R46 009,81	R352 903,50
Month 11	R306 732,10	R46 009,81	R352 903,50
Month 12	R306 732,10	R46 009,81	R352 903,50

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Table 5: (2027-2028 Financial Year)

Costing for Year 3			
Services	Rate/hr	Total Hours	Total Amount
LAN & Desktop Support Technician X3	R416,21	5976	R2 487 297,31
Incidence Management	R111,53	800	R89 222,81
Server Support Services	R375,43	1992	R747 851,13
Service Desk Services	R652,08	384	R250 399,06
Overtime			R75 085,49
Subsistence and Travel Allowance			R196 564,76
Sub-Total			R3 846 420,56
15% VAT			R576 963,08
Total per Annum (VAT incl.)			R4 423 383,64

Table 6: Cash flow summary

Description	Monthly Subtotal	VAT	Total
Month 1	R320 535,04	R48 080,25	R368 615,30
Month 2	R320 535,04	R48 080,25	R368 615,30
Month 3	R320 535,04	R48 080,25	R368 615,30
Month 4	R320 535,04	R48 080,25	R368 615,30
Month 5	R320 535,04	R48 080,25	R368 615,30
Month 6	R320 535,04	R48 080,25	R368 615,30
Month 7	R320 535,04	R48 080,25	R368 615,30
Month 8	R320 535,04	R48 080,25	R368 615,30
Month 9	R320 535,04	R48 080,25	R368 615,30
Month 10	R320 535,04	R48 080,25	R368 615,30
Month 11	R320 535,04	R48 080,25	R368 615,30
Month 12	R320 535,04	R48 080,25	R368 615,30

G8.2 Constraints:

- (a) The client is responsible for procurement of IP Phones. SITA will assist with such procurement if requested.
- (b) Only hardware maintenance list which will be on the agreement between SITA and OTP will be supported. Additional hardware maintenance will be supported on time and material bases and the client will be billed separately. The MTTR in this SLA excludes time and material response time.
- (c) This SLA excludes installation of new/additional cabling. SITA will procure such requests on behalf of the client, but a separate quotation will be provided for all new cabling requests.

G8. Penalties

- (a) If SITA fails to meet the agreed SLA metrics and such failure was not caused by a failure of the client to comply with its obligations and responsibilities in terms of this SLA, the office may institute a penalty according to the service level penalty of 2.5%.
- (b) Where penalties are imposed, the relevant monthly invoice will be reduced by the penalty amount or a credit note for the penalty amount will be passed within 3 months of the target not being met.
- (c) The client reserves the right to enforce these penalties, or not, depending on the merits of each case.

G9.1 Dependencies:

- (a) This Annexure is dependent on a valid and approved Purchase Order (PO) from the client.
- (b) The effective implementation of the responsibilities specified for SITA and the client.

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- (c) The procurement of services, hardware and software additional to this agreement, as requested by the client or recommended by SITA.
- (d) Guaranteed access to client sites, offices, etc., in order for SITA or third-party service providers to render the required services according to this SLA.
- (e) Availability of the ITSM7 for call management (not infrastructure) and accurate communication on the ITSM7 from the client to SITA (i.e. requests, problems, etc.).
- (f) The client only using standardised/approved software.
- (g) Client developed software source codes will be supplied to SITA for support.
- (h) Performance and availability of hardware, software, network management tools and data lines supplied by the client and subcontractors of the client.
- (i) Availability of skills in SITA.
- (j) Correct and approved information from the client to generate, change and cancel access to the mainframe or part thereof.
- (k) The client actions taken against environmental threats.
- (l) Supporting Contracts.
- (m) Availability of equipment for testing.
- (n) Network bandwidth availability for system management and software distribution.
- (o) Detailed, clear and formal communication between the client and SITA.
- (p) Availability of accurate information from the client that relates to hardware and software changes.
- (q) Performance and availability functioning of hardware, software and data lines supplied by subcontractors of the client (e.g. Telkom).
- (r) Communication that is timely submitted in order for SITA to respond.
- (s) Adherence to and compliance with the relevant security policy of the client by both parties.
- (t) The procurement of hardware, software and data lines as recommended by SITA.
- (u) Quality assurance (QA) and final acceptance by SITA of services delivered by contractors or the
- (v) client in terms of this SLA environment.
- (w) Services delivered by the client or their third-party service providers.
- (x) Availability of efficient management systems
- (y) All software and licensing to be supplied by the client or as specified otherwise.
- (z) Handover documentation to be supplied by the client i.e. (Applications, Software licence register,
- (aa) passwords and working procedures).
- (bb) Maintenance contracts or warranty agreements are in place.
- (cc) Full functional data centre with the relevant environmental systems in place.
- (dd) Ineffective and inefficient application systems design may compromise response time service levels
- (ee) to be achieved.
- (ff) The service level shall be revised in consultation with the Application Owner if an impact analysis of
- (gg) a newly required application indicates that adding the application may affect the response time.

G9.2 Constraints:

- (a) Client funding of supporting contracts and toolsets.
- (b) The Client supplied equipment that is not according to standard.
- (c) If the agreed to LAN and desktop support (LDS) & Firewall Support baseline grows more than 1% and is sustained for three consecutive months, the support ratio will need to change.
- (d) Guaranteed access to client sites, offices, etc., in order for SITA or third-party service providers to render the required services according to this SLA.
- (e) The availability of skills in SITA.
- (f) Provision by SITA of a suitably equipped portable network room in cases where the client is unable to do so. A project will be registered and extra funds requested from the client.
- (g) Non-adherence to total lifecycle principles (non-renewal/replacement of outdated equipment).
- (h) Client security requirements.
- (i) Non-adherence to administrative issues by SITA and the client.
- (j) Non-adherence to procedures and instructions by SITA and the client.
- (k) Incorrect, non-reporting or late reporting/logging of calls.
- (l) Unplanned increases in the number of users and data volumes.

G10. Assumptions

- (a) The client will be responsible for all End User or Desktop Maintenance Contracts when required;
- (b) The client will be responsible for provisioning of all Software Licensing;
- (c) All ITC policies and procedures are in place where applicable;
- (d) All software supported should fall under the OEM life cycle. If not best effort service will apply; and

G11. Additional Services LAN & Desktop Services on quotation or project basis

Major enhancements like version change and/or new projects.

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G9. Certification:

We hereby certify that this Annex covers the full extent of the LAN & Desktop Support Services (Bronze) & Firewall Support as required. We further accept the service and the price accordingly.

This Annex shall be effective from 1 April 2025 until 31 March 2028.

Thus, done and signed at ROCKWANE on this 14th day of MARCH 2025

Full names: RAJESH SINGH
On behalf of Limpopo: Office Of The Premier
And duly authorised thereto



Thus, done and signed at Rockwane on this 14 day of MARCH 2025

Full names: JACKIE SHIBANI
On behalf of State Information Technology Agency (SOC) Ltd
And duly authorised thereto

