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Minutes



A: MEETING INFORMATION

Meeting title:	Limpopo Economic Development, Environment and Tourism - Quarterly Service Level Agreement Meeting
Date:	23 April 2023
Venue:	Teleconferencing Facility (MS TEAMS)
Ref:	Meeting no: 04
Time:	09:30 a.m. – 11:30 a.m.

B: ATTENDANCE AND APOLOGIES

Present Members <ol style="list-style-type: none">1. Metene Promise (Chairperson)2. Sechocho Keke (Secretary)3. Ramoroka Pauline4. Ghoor Ebrahim5. Mashau Rudzani6. Masilana Nkateko7. Mudogwa Mbavhalelo8. Rikhotso Mackson9. Muthaki Lavhelesani10. Matlopela Matome11. Maila Mpho12. Jabulani Mukhari	Apologies
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C: PROCEEDINGS AND RESOLUTIONS

NO	PROCEEDING AND RESOLUTIONS	RESPONSIBLE
1.	Welcome The meeting was opened at 09:30 a.m. with members from both LEDET and SITA.	Chairperson

NO	PROCEEDING AND RESOLUTIONS	RESPONSIBLE
1.2	<p>Attendance and Apologies</p> <p>The attendance register appears above under Section B. (Heading: Attendance and apologies).</p> <p>The meeting will address the January, February, and March reporting periods.</p>	SITA and LEDET
1.3	Introduction of new members	
1.4	<p>Adoption of agenda</p> <p>The agenda was adopted by the chairperson Ms Promise Metene with no additional items seconded by the secretary Ms Keke Sechocho.</p>	SITA and LEDET
	<p>1.5. Correction and approval of minutes of the previous meeting</p> <p>Minutes of the previous meeting were moved for adoption by the secretary Ms Sechocho Keke seconded by Ms Promise Metene with no corrections and as a true reflection of what was discussed in the 3rd quarterly SLA Meeting.</p>	SITA and LEDET
	<p>1.6. Matters arising from previous minutes.</p> <p>Matters arising from the previous meeting will be dealt with concurrently with the Agenda Items presented on the service presentation report, as the items are addressing similar issues.</p> <p>2. Services rendered for April; May and June 2024</p> <p>2.1. Shared VPN and Shared Internet Services (WAN SERVICES)</p> <p>SITA took the committee members through the presentation report for WAN Services as from slide 24 to 31 of the presentation report. The last slide was on the data lines requests received from the Department; two applications are still outstanding as SITA is still waiting for the Department</p>	SITA and LEDET

	<p>to approve the quotations. The Department will provide the SITA CRM will the status updates of the applications.</p> <p>TRANSVERSAL SYSTEMS</p> <p>2.2. Mainframe Hosting Services</p> <p>SITA took the committee members through the Mainframe Hosting Services as on slide 2 to page 15 of the presentation report. Two DR Tests were conducted this financial year.</p> <p>2.3. Hosted Batch Printing and EDD</p> <p>SITA took the committee members through Hosted Batch Printing Services for Jan, Feb and March 2024 as on slide 14 to 19 of the presentation report.</p> <p>The Departmental GITO E. Ghoor requested that other relevant stakeholders i.e., the Persal system administrator, (System owners) should also be invited to the quarterly SLA Meetings. Ms Metene Promise will extend the invite to them for inclusion into future SLA Meetings.</p> <p>3. FINANCES</p> <p>The department is receiving all invoices from SITA and is paying. The only outstanding invoices not paid are being given attention and will be paid.</p> <p>4. SERVICE REQUESTS</p> <p>4.1. NETWORK SWITCHES AND LAN ASSESSMENT</p> <p>The Department will advise SITA when the budget has been allocated to this request so that SITA can proceed with the procurement of the products.</p> <p>4.2. WEBSITE CERTIFICATE (SSL CERTIFICATE)</p> <p>The Department has sent a service request letter to SITA regarding the SSL certificate on the 16th of October 2023, but no response was given to the Department yet. The service owner to run with the request is now Jabulani Mukhari (SITA) who will engage directly with Rudzani Mashau (LEDET) regarding this matter. The issue of the SSL certificate still stands. There is no progress regarding the item.</p> <p>4.3. Annexures</p> <p>The primary SLA and the transversal systems service annexures have all been signed by both the department and SITA. The only outstanding SLAs to be signed are the ADM SLAs (Applications support and maintenance – Wildlife Permit System, Liquor License Management System and the LWR System) which still need to be finalised by both SITA and the DDG’s office.</p>	
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NO	PROCEEDING AND RESOLUTIONS	RESPONSIBLE
	<p>Regarding the Wildlife permit system, the department requested a meeting with SITA to discuss the SLA before sign-off. The second discussion concerns the challenges of the developed liquor system (Phase 1) that requires SITA's attention to operate without setbacks.</p> <p>New Items</p> <p>None</p> <p>5. General/Complaints</p> <p>None</p> <p>6. Date of the next meeting</p> <p>The secretary mentioned that as per the signed Primary SLA, the chairperson (department) is the one responsible to call SLA meetings and the drafting of the agenda items and SITA (account manager / secretary) is responsible for secretarial duties i.e. minute taking and making sure that minutes of the meetings are available during the time of the meeting. In our case it will be meeting and minutes and service presentation reports. So, in this current financial year, things should be done as per the signed contract.</p> <p>7. Closure</p> <p>The meeting was adjourned at 10:44 a.m.</p>	

D: APPROVAL

I, the undersigned, hereby confirm that the meeting minutes are a fair reflection of the proceedings:

Metene Promise
Chairperson

Date