

Our Ref: 0140-06564
 Enquiries: Z Orrie
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 Date: 2013-03-20

The Accounting Officer
 City of Cape Town Metropolitan Municipality
 Private Bag X9181
CAPE TOWN
 8000

Attention: Mrs L Mtwazi

Dear Mrs Mtwazi

ADDENDUM TO SERVICE LEVEL AGREEMENTS BETWEEN SITA AND CITY OF CAPE TOWN METROPOLITAN MUNICIPALITY

It is hereby recorded between City of Cape Town Metropolitan Municipality and SITA that the current services were mapped to the new standardised service packaging with defined service level metrics to allow for service differentiation through Service Tiering.

The attached Annexes to this addendum letter mapped your current service components and service metrics of the SLAs between the Department and SITA.

It should be noted that the pricing of the current Service Level Agreements is not impacted and it will remain unchanged for the remainder of the current SLA period as mapped to the current service category. The option to choose a different grade will only be considered with the new SLA renewal cycle.

This addendum will be effective from 1 December 2012 until the expiry date(s) as defined and agreed to in the current Service Level Agreement(s).

Attached Annex A is the latest Call Logging and Escalation procedures based on the agreed upon services rendered by SITA.

The table below summarises the current services mapped to the new services, as defined in the replacement Annexes attached to this addendum.

Current SLA detail	Annex	Map to
0140-03873 Rev. 1: City of Cape Town Perimeter Network	B.1	CAP
eWCCS-300 Rev. 1: City of Cape Town SITA Library Information Management System (SLIMS) Hosting and Functional Support	C.1	Application Maintenance
	C.2	Application Support
	C.3	Hosting

State Information Technology Agency (Pty) Ltd

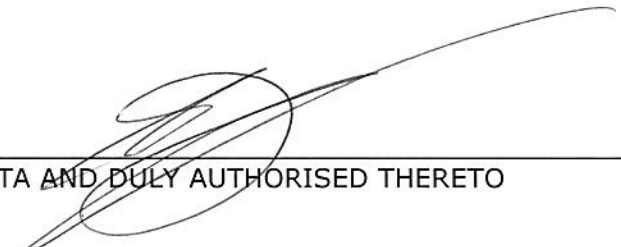
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 Tel: +27 12 482 3000 • Fax +27 12 482 2100 • www.sita.co.za • Reg no 1999/001899/07

Directors: Mr J Vilakazi (Chairperson), Ms F Potgieter-Gqubule (Deputy Chairperson), Mr B Mosley-Lefatola (Managing),
 Ms SV Bvuma, Mr PR Kgame, Mr WS Mabena, Ms K Mdlulwa, Ms NM Mhlakaza, Mr S Mngomezulu,
 Ms T Moloko, Prof MI Mphahlele, Ms KR Mthimunya, Ms N Ntsinde, and Mr G Pillay

Alternates: Mr K Dlamini, Ms BM Malongete, Adv MB Matlejoane, Dr A Mokgokong, Mr DC Niddrie, Mr Z Nomvete,
Company Secretary: Ms T Zide

SIGNATURES AND EXECUTION

THUS DONE AND SIGNED AT OBSERVATORY ON THIS 20
DAY OF MARCH 2013.



FOR SITA AND DULY AUTHORISED THERETO



AS WITNESS

AS WITNESS

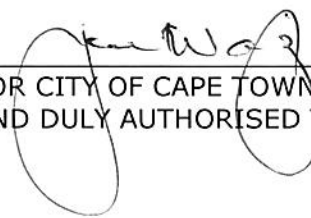
THUS DONE AND SIGNED AT Clare Centre ON THIS 26th
DAY OF March 2013.



AS WITNESS



AS WITNESS



FOR CITY OF CAPE TOWN METROPOLITAN MUNICIPALITY
AND DULY AUTHORISED THERETO

Annex A : Service Request Logging Procedure

A.1 Service Request logging supporting this SLA

A.1.1 Service Desk

Operational hours: 07:30 – 16:00

A.1.2 Incident and request logging via telephone

During normal business hours all incidents and requests should be reported to the SITA IT Service Desk on the toll-free number 0800 11 55 75. A unique reference number shall be provided to the caller to be used during an enquiry.

A.1.3 Incident and request logging via e-mail

Incident and requests should be e-mailed to the IT Service Desk at sitasc@sitaco.co.za. A unique reference number shall be e-mailed to the originator, which shall be used during an enquiry.

A.1.4 Incident and Request logging via Fax

Incident and requests should be logged by means of a fax to 012 367 5000.

A.1.5 Information required when logging an Incident or Request

When reporting an incident or a request (by telephone, e-mail or fax), the following information must be provided:

- a) department;
- b) caller surname;
- c) caller name;
- d) caller telephone number;
- e) cell number [if available];
- f) contact surname;
- g) contact name;
- h) contact telephone number (if out of office cell number is requested);
- i) employee number (e.g. PERSAL number);
- j) building name;
- k) physical address;
- l) floor and room number;
- m) type of call (incident or request);
- n) description of the incident/request; and
- o) e-mail address [if available].

This information shall be recorded and verified by the Service Desk agent.

A.2 Pending, resolved and closed Incidents and Requests

A.2.1 Pending (suspending) an Incident and Requests

SITA may suspend an incident or request which is a status that indicates that SITA is dependent on the client's intervention. Time in this status is excluded from service level performance calculations. The following suspending categories refer:

a) Client Hold

Client not available/client requesting technician to attend to call at a later time

- b) **Client Action Required**
Client has to test/ the client has to approve a quotation
- c) **Local Site Action Required**
Technician on site has to give assistance (this would specifically be used on Wide Area Networks for e.g. resetting of a router)
- d) **Purchase Order Approval**
Client has to provide a purchase order number
- e) **Registration Approval**
Client has to provide approved registration form
- f) **Supplier Delivery**
Awaiting delivery of equipment from a supplier
- g) **Third Party Vendor Action Required**
Hardware support required
- h) **Infrastructure Change**
Awaiting planned/unplanned change implementation
- i) **Request**
Call is a request and has to follow quotation procedure
- j) **Monitoring Incident**
Work-around has been implemented and/or waiting for the incident to re-occur
- k) **Future Enhancement**
Feature requested not available at the moment, requires upgrade and/or patch

A.2.2 Resolving an Incident or Request

An incident shall be resolved when the service is restored.

A.2.3 Closed Incident or Request

An incident or request will be closed 14 days after resolution provided that the client has not indicated dissatisfaction with the resolution.

A.3 Escalations

A.3.1 First Line Support Feedback to Clients

When a client contacts the SITA IT Service Desk to report a service request, feedback will be provided confirming the request with supporting details and reference number via e-mail.

A.3.2 Resolution Feedback to Clients

When the client's service request for support is resolved a feedback notification will be sent via e-mail.

A.3.3 Client Dissatisfaction

Upon receipt of resolution feedback, if the client is not satisfied with the service after resolution and contacts the IT Service Desk within 14 days from resolution the service request shall be re-opened and referred back to the support group to follow up and address the concerns of the client.

A.3.4 Client Follow Up

After the service request for support has been logged and the Client requires feedback and/or wants to provides additional information the client can contact the SITA IT Service Desk on the toll-free number 0800 11 55 75 and select the option to follow up on a previously logged service request.

A.4 Service Request logging for New Services / Changes to Existing Services

A.4.1 Customer Contact Centre

Operational hours: 07:30 – 16:30

A.4.2 Service Request logging via telephone

During normal business hours all service request should be reported to the Customer Contact Centre on the toll-free number 0800 748 222. A unique reference number shall be provided to the caller to be used during an enquiry.

A.4.3 Service Request logging via e-mail

Service Requests should be e-mailed to the Customer Contact Centre at contact.centre@sita.co.za. A unique reference number shall be e-mailed to the originator, which shall be used during an enquiry.

A.5 Client Complaints / Compliments / Suggestions / Enquiries

A.5.1 Customer Contact Centre

Operational hours: 07:30 – 16:30

A.5.2 Complaints/Compliments/Suggestions/Enquiries logging via telephone

During normal business hours all communication should be reported to the Customer Contact Centre on the toll-free number 0800 748 222. A unique reference number shall be provided to the caller to be used during a follow up.

A.5.3 Complaints/Compliments/Suggestions/Enquiries logging via e-mail

Communication should be e-mailed to the Customer Contact Centre at contact.centre@sita.co.za. A unique reference number shall be e-mailed to the originator, which shall be used during a follow up.

Annex B : Current SLA: 0140-03873 Rev. 1

1. Service Metric: CAP

Service Offering	Service Description	Basic features	Additional features required	Service Components	Measurement	
					Metric	Unit of measure
Managed Infrastructure Common Access Point (CAP)	Provision of IP connectivity between any external network and the NGN perimeter network. It is effectively a private peering point for the entire Next Generation Network (NGN), with access only configured to authorised services within specific VPNs.	1. Connectivity between any external network and the SITA perimeter.	None available	1. NGN Access (external connectivity)	98% Availability during business hours	% Availability
		2. Connections terminating on SITA's CAP routers need to be either G.703 or X.21 interfaces, depending on availability. This must be confirmed with SITA prior to the client applying for the Telco connection.				
		3. The client will need to provide their own public IP addresses for peering.		2. Service Support	MTTr (Mean Time to Respond): 95% of calls responded to within 4 hours during business hours	Hours
		4. CAP routers are deployed in Centurion in Gauteng, Cape Town in the Western Cape, Pietermaritzburg in KZN and Bloemfontein in the Free State.				
		5. 24x7 service		3. Service Desk: Call Answering	1. 80% of calls handled in 20 seconds. 2. 80% Satisfaction Levels	%
		6. Responsiveness and quality of Service Desk.				
		7. Incident / Request Escalations.		4. Incident and Request Management: Monitoring and escalation	90% escalations as per agreed escalation procedure	%
		8. Availability of Incident/ Request Management Performance Reports.		5. Incident Management: Reporting on performance against all Incidents and Request	90% Availability of Service Management Reporting Platform	%

Annex C : Current SLA: eWCCS-300 Rev. 1

C.1. Service Metric: Application Maintenance

Managed applications-as-a-Service										
Service Offering	Service Description	Grades of Service				Workload		Service Components	Measurement	
		Bronze	Silver	Gold	Platinum	Contracted	Cap		Metric	Unit of measure
Application Maintenance	SITAs approach to the maintenance service of the application systems is underpinned by the following principles: Provide the service in a way that is least disruptive to the business. Provide the maintenance within a formal framework of governance (SLA). The financial risk (to both the Departments and SITA) inherent to maintenance should be contained. Maintain application disaster recovery plan(s).	Corrective Maintenance	Corrective Maintenance	Corrective Maintenance	Corrective Maintenance		N/A	Corrective Maintenance	95% of calls to be resolved within the resolution times • Critical: (4) Hrs • High: (6) Hrs • Medium: (8) Hrs • Low: (16) Hrs	% Resolution on time
		Routine maintenance	Routine maintenance	Routine maintenance	Routine maintenance			Routine maintenance	95% of calls to be resolved within the resolution times • Critical: (4) Hrs • High: (6) Hrs • Medium: (8) Hrs • Low: (16) Hrs	% Resolution on time
		SLA Reporting	SLA Reporting	SLA Reporting	SLA Reporting			SLA Reporting	Report on performance against SLA within (5) working days of the new month.	Report
		Data Corrections	Data Corrections	Data Corrections	Data Corrections			Data Corrections	95% of calls to be resolved within the	% Resolution on time

Managed Application	Service Offering	Service Description	Grades of Service				Workload		Service Components	Measurement		Service Manage
			Bronze	Silver	Gold	Platinum	Contracted	Cap		Metric	Unit of measure	
										resolution times • Critical: (4) Hrs • High: (6) Hrs • Medium: (8) Hrs • Low: (16) Hrs		
			Service Desk	Service Desk	Service Desk	Service Desk			Service Desk	80% of calls handled in 20 seconds 80% Satisfaction Levels	Responsive / Quality	
			Incident and Request Monitoring and escalation	Incident and Request Monitoring and escalation	Incident and Request Monitoring and escalation	Incident and Request Monitoring and escalation			Incident and Request Monitoring and escalation	90% Escalation Compliance	% Escalation Compliance	
			Incident and Request Reporting	Incident and Request Reporting	Incident and Request Reporting	Incident and Request Reporting			Incident and Request Reporting	90% Availability of Service Management Reporting Platform	% Availability	
				Adaptive maintenance	Adaptive maintenance	Adaptive maintenance			Adaptive maintenance	95% of calls to be resolved within the resolution times	Percentage Resolution on time	
					Perfective Maintenance	Perfective Maintenance			Perfective Maintenance	95% of calls to be resolved within the resolution times • Critical: (4) Hrs • High: (6) Hrs • Medium: (8) Hrs • Low: (16) Hrs	% Resolution on time	
						Archiving			Archiving	Report on	Report	

Service Offering		Service Description	Grades of Service				Workload		Service Components	Measurement		Service Management
			Bronze	Silver	Gold	Platinum	Contracted	Cap		Metric	Unit of measure	
											performance related to the amount of data archived	
						24/7 availability			24/7 availability	95% Application availability	% Availability	
						System Optimization			System Optimization	95% of calls to be resolved within the resolution times	Resolution on time	
			X								• Critical: (4) Hrs	
											• High: (6) Hrs	
											• Medium: (8) Hrs	
											• Low: (16) Hrs	
Selected grade of service												

C.2. Service Metric: Application Support

Service Offering	Service Description	Configured Service			Workload		Service Components	Measurement	
		Basic features	Additional features required		Contracted	Cap		Metric	Unit of measure
Managed Applications - Application Support	Application Support Services exist of a number of integrated services, focused on service delivery and an end-to-end application support: 1. Business Advisory	System functionality assessment			Scope of business	Unlimited	Business Advisory Services	95% of calls to be resolved within the resolution times rolled up across all priorities for Malfunctions follows: • Critical: (4) Hrs • High: (6) Hrs • Medium: (8) Hrs	1. % 2. Contracted timeframes
		Requirement development							
		Requirement management	As per customer policy or statutory						

Service Offering	Service Description	Configured Service		Workload		Service Components	Measurement	
		Basic features	Additional features required	Contracted	Cap		Metric	Unit of measure
	services Specialised business advisory services in terms of functional and product knowledge to ensure compliance to approved process, regulatory and statutory requirements.		requirements change requests and approved by CCB				• Low: (16) Hrs	
		Interface management						
		Advisory services						
		Data analysis						
		Business process management						
	Quality management							
	Product process assurance and quality		Scope of business	Unlimited	Functional Application Support	95% of calls to be resolved within the resolution times rolled up across all priorities for Program as follows:	1. % 2. Contracted timeframes	
	3. Operational Data Management							

Service Offering	Service Description	Configured Service		Workload		Service Components	Measurement	
		Basic features	Additional features required	Contracted	Cap		Metric	Unit of measure
		Work monitoring and control					• Critical: (4) Hrs • High: (6) Hrs • Medium: (8) Hrs • Low: (16) Hrs	
		Implementation support						
		Information management						
		Skills development						
		Cataloguing		Scope of business	Unlimited	Operational Data Management	95% of calls to be resolved within the resolution times rolled up across all priorities for Malfunctions as follows: • Critical: (4) Hrs • High: (6) Hrs • Medium: (8) Hrs • Low: (16) Hrs	1. % 2. Contracted timeframes
		Data Capturing						

Service Offering	Service Description	Configured Service			Workload		Service Components	Measurement	
		Basic features	Additional features required		Contracted	Cap		Metric	Unit of measure
Service Desk		Master Management							
		Access (request management)	Control						
		Responsiveness and quality of Service Desk				Unlimited		80% of calls handled in 20 seconds. 80% Satisfaction Levels	%
		Incident / Request Escalations				Unlimited		90% escalations as per agreed escalation procedure	%
		Availability of Incident/ Request Management Performance Reports				Unlimited		90% Availability of Service Management Reporting Platform	%

C.3. Service Metric: Hosting

Service Annex to follow in due course.