



Western Cape  
Government  
FOR YOU

Education

## HOW DO I LOG A CALL?

NOTE: The Service Desk will be the Single Point of Contact for the WCG Schools IT end-user.

ALL incidents logged to the Service Desk must be logged by the User responsible for the respective ICT equipment or system.

- Please call the Service Desk at telephone number: 021 834 4690

Your call will be routed to the first available agent

OR

- You can WhatsApp the Service Desk on 021 900 7123

OR

- Email address: [SchoolsIT.ServiceDesk@westerncape.gov.za](mailto:SchoolsIT.ServiceDesk@westerncape.gov.za)

- Service Desk availability - weekdays:  
07h30 – 16h00

If you call after 16h00 your call will be routed to voicemail and your reference number will be sent via your school's wcgschools email address during the next working day.

### INFORMATION REQUIRED WHEN LOGGING A CALL

When logging a call, please supply the following information and have this at hand before calling the Service Desk:

- Principal/Admin: Name, Surname and Persal number
- Education District
- Name of School
- EMIS number
- Contact telephone number
- Alternate contact number
- Email address
- Category: e.g. Broadband, SLAN, EduLab, eAdmin, CAT/IT or EGD, etc.
- Problem Description: e.g. Edulab: Workstations cannot connect to Server

# ICT SCHOOLS SUPPORT IT SERVICE DESK

### PURPOSE

Schools IT Service Desk is in support of standardized LAN/WAN, hardware and software at public schools. Schools IT Service Desk resides within Centre of e-Innovation (CeI) which is Branch e-Innovation, CD: Connected Government and Infrastructure Services in the Department of the Premier (WCG).

### BACKGROUND

With the implementation of the e-Vision in WCED schools, the shift is to classroom-based technology. In order to execute this, WCG embarked on two large projects namely the Provincial Broadband and Schools LAN projects.

### GOING FORWARD

The Department of the Premier (WCG) has implemented a Centralised Service Desk to manage all Schools ICT-related incidents.

**SPECIAL NOTE:** Please ensure that you record the reference number for the issue that has been logged.  
\*This reference number should be used whenever you are following through on the reported incident.