

File no.: 24/2/3/P Schools IT Service desk SOP

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Circular: 0020/2025

Expiry date: None

To: Deputy Directors-General, Chief Directors, Directors (Head Office and district offices), Heads: Curriculum Support, Circuit Managers, Deputy Chief Education Specialists, FET Coordinators, Subject Advisers and Principals of ordinary public schools

Short summary: Standard Operating Procedure for logging calls.

Subject: Standard Operating Procedure for logging calls with the Schools IT Service Desk

1. The function of the Schools Information Technology (IT) Service Desk is to provide technical support to all Western Cape Education Department (WCED) schools.
2. The Schools IT Service Desk is the single point of contact for the WCED Schools IT end user. All incidents must be logged by the user responsible for the respective Information and Communication Technology equipment or system.
3. The information needed beforehand as well as the procedure for logging a call, is attached to this circular. (see attached **Annexure A1**).
4. The technical support contact details are as follows:

Name	Telephone	Email address	WhatsApp
Schools IT Service Desk	021 834 4690	SchoolsIT.ServiceDesk@westerncape.gov.za	021 900 7123

5. Should you require additional information, please navigate to the following website using the URL link provided in the table below:

Website	URL Link
WCED ePortal	https://wcedportal.co.za/the-enabling-environment

- 6 Principals are requested to bring the content of this circular to the attention of all educators.

SIGNED: B WALTERS

HEAD: EDUCATION

DATE: 2025-08-05