URhulumente weNtshona Koloni

ISebe leMfundo leNtshona Koloni
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Inombolo yefayili: 24/2/3/P Schools IT Service desk SOP
Isalathiso: 20250728-5427

ISetyhula: 0020/2025
Umhla wokuphelelwa: Awukho

Iya: KumaSekela Balawuli-Jikelele, kuBalawuli abaziiNtloko, kuBalawuli (kwaNdlunkulu nakwii-ofisi zezithili), kwiiNtloko zoKunika iNkxaso kwiKharityhulam, kuBaphathi beeSekethe, kumaSekela eeNgcali zeMfundo eziziiNtloko, kuBaququzeleli be-*FET*, kuBacebisi ngeZifundo nakwiiNqununu zezikolo zikarhulumente eziqhelekileyo

Isishwankathelo esifutshane: IMigaqo yokuSebenza eMiselweyo yokufonela/yokuthumela umyalezo ukucela uncedo *(logging calls) kwitekhinoloji*

Isihloko: IMigaqo yokuSebenza eMiselweyo yokufonela/yokuthumela umyalezo ukucela uncedo (*logging calls*) kwi-Ofisi yeeNkonzo ze-*IT* yeZikolo (*Schools IT Service Desk*)

1. Umsebenzi we-Ofisi yeeNkonzo zeTekhinoloji yeNgcaciso (*IT)* yeZikolo (*Schools Information Technology* (*IT*) *Service Desk*) kukunika inkxaso yokusetyenziswa kwezixhobo zetekhinoloji (*technical support*) kuzo zonke izikolo zeSebe leMfundo leNtshona Koloni (*WCED*).

2. I-Ofisi yeeNkonzo zeTekhinoloji yeNgcaciso yeZikolo yiyo yodwa indawo yoqhagamshelwano eyenzelwe abasebenzisi bezixhobo ze-*IT* (*end user IT)* zeZikolo zeSebe i*WCED*. Yonke imiba eyenzeke kwizixhobo zetekhinoloji makufonwe/makuthunyelwe imiyalezo ngayo ukucela uncedo ngabasebenzisi abajongene nezixhobo zeTekhinoloji okanye isistim yeTekhinoloji yeNgcaciso noNxibelelwano (*Information and Communication Technology)*.

3. Ingcaciso efuneka phambi kokuqalisa ukufowuna/ukuthumela umyalezo ukucela uncedo, iqhotyoshelwe kule setyhula. (**Makufundwe isiHlomelo A**)

4. Iinkcukacha zoqhagamshelwano ze-ofisi yokunika inkxaso yokusetyenziswa kwezixhobo zetekhinoloji (*technical support*) zezi zilandelayo:

Igama	**Inombolo yefoni**	**Idilesi ye-imeyili**	**U-*WhatsApp***
Schools IT Service Desk	021 834 4690	SchoolsIT.Servicedesk@westerncape.gov.za	021 900 7123

5. Ukuba nifuna ingcaciso eyongezelelweyo, kucelwa ukuba ningene kweli ziko lewebhu lilandelayo nisebenzisa le linki ye-*URL* kubonelelwe ngayo kule theyibhile ingezantsi:

Iziko lewebhu	Ilinki ye-*URL*
WCED ePortal	https://wcedeportal.co.za/the-enabling-environment

6. Kucelwa iinqununu ukuba zazise okuqulethwe yile setyhula bonke ootitshala ukuze bakuthathele ingqalelo.

ISAYINWE: NGU-B WALTERS
INTLOKO YESEBE LEMFUNDO
UMHLA: 2025-08-05