



Inombolo yefayili: 24/1/P
Isalathiso: 20240521-3987

ISetyhula: 0017/2024

Umhla wokuphelelwa: Awukho

Iya: KumaSekela Balawuli-Jikelele, kuBalawuli abaziiNtloko, kuBalawuli (kwaNdlunkulu nakwii-ofisi zezithili), kwiiNtloko zoKunika iNkxaso kwiKharityhulam, kuBaphathi beeSekethe, kumaSekela eeNgcali zeMfundo eziziiNtloko, kuBaqquzeleli 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 kula maziko ewebhu alandelayo nisebenzisa le linki ye-URL kubonelelwe ngayo kule theyibhile ingezantsi:

| Iziko lewebhu | Ilinki ye-URL |
|----------------------|---|
| Schools IT website | https://schoolsit.wcaschools.gov.za/ |
| WCED ePortal | https://wcedportal.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: 2024-06-04