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Enquiries: Z Jones

Knowledge and Information Management Minute: 0005/2021

To: Superintendent-General, Deputy Directors-General, Chief Directors, Directors (Head Office), Deputy Directors (Head Office), Chief Education Specialists, Deputy Chief Education Specialists and Chief Registry Clerks (Head Office)

Subject: Utilisation of the jTRACK file tracking system

1. Introduction

- 1.1 The jTRACK file tracking system was introduced to the Western Cape Education Department (WCED) in March 2007 and replaced the previous electronic file tracking system referred to in Minute DLS/0014/2007, dated 15 August 2007.
- 1.2 The jTRACK system is an electronic file register for the physical files created and utilised within all registries of the WCED. The system provides an easy-to-use set of monitoring and reporting tools, which enables WCED users to track both the physical movement of files as well as locate files within a defined user environment.
- 1.3 The jTRACK system is configured with parameters unique to the various registry environments and each transaction is time and date stamped. This carries information pertaining to the originator and the location of the physical file and as such the jTRACK system is an auditable management tool within the WCED.
- 1.4 The jTRACK system enables officials to determine immediately where a file is and provides an efficient audit trail to manage the way in which WCED records are created and managed. This ensures that reliable records are maintained over time as evidence of official business for the purpose of accountability, operational continuity, disaster recovery and institutional memory.

1.5 All officials working at the WCED's Head Office **must utilise the jTRACK system** when requesting, receiving and sending files to the various registries as well as sending files to colleagues and other officials to enable the WCED to create a history on the movement of all its official files.

2. **Using the jTRACK system**

2.1 New users must complete the registration form attached as **Annexure A**.

2.2 The following link can be used to log onto the jTRACK system http://jtrack.pgwc.gov.za/test_edutrack/. The jTRACK system also has a presence on the MyGov Systems Page via <https://mygov.westerncape.gov.za/systems>.

2.3 Users must keep their passwords safe as they will be held accountable for any actions carried out when logged into the jTRACK system.

2.4 A file can be requested electronically via the request/pend option on the jTRACK system to allow for limited contact and to ensure registries and their clients adhere to COVID-19 guidelines.

2.5 The jTRACK system user manual, attached as Annexure B, has been revised by the Subdirector: Records Management in consultation with the various registry offices to ensure departmental compliance with its electronic register of open files.

2.6 Should any difficulties be experienced with the jTRACK system, the following officials can be contacted:

Directorate	Officials & contact details
All directorates and executive offices of the WCED except: <ul style="list-style-type: none"> • People Management Practices directorates; • Financial Management directorates; and • the Internal Control Directorate. 	Ms Estelle Vos Tel no.: 021 467 2756 Email address: Estelle.Vos@westerncape.gov.za Ms Myrna Dirks Tel no.: 021 467 2756 Email address: Myrna.Dirks@westerncape.gov.za Ms Zandile Ntombela Tel no.: 021 830 7704 Email address: Zandile.Ntombela@westerncape.gov.za
Main Registry (6 th floor Grand Central)	Ms Nolitha Habe Tel no.: 021 467 2496 Email address: Nolitha.Habe@westerncape.gov.za

Financial Management Internal Control (Finance Registry) (7 th floor Grand Central)	Ms Chantelle van Heerden Tel no.: 021 467 2283 Email address: Chantelle.Vanheerden@westerncape.gov.za
People Management Practices (HR Registry) (11 th and 10 th floors Grand Central)	Ms Bukeka Mahashe Tel no.: 021 467 2398 Email address: Bukeka.Mahashe@westerncape.gov.za Ms Thalia Warner Tel no.: 021 467 2406 Email address: Thalia.Warner@westerncape.gov.za Ms Yolanda Onverwacht Tel no.: 021 467 2398 Email address: Yolanda.Onverwacht@westerncape.gov.za
Employee Relations Registry (17 th floor Golden Acre)	Ms Yolanda Peregrino Tel no.: 021 467 2425 Email address: Yolanda.Peregrino@westerncape.gov.za

3. Return of files before relocation to the new WCED building

- 3.1 All official barcoded files must be returned to the various registries between 15–31 March 2021, as officials vacate their offices to relocate to the new WCED building (formerly known as the ENS building).
- 3.2 Requests for vital administrative files to be kept with staff at the new building will be limited to eight files per official to be booked in/out at the new building registries. Any deviations to this file limit must be emailed to the WCED Records Manager, Ms Zaytoen Jones at zaytoen.jones@westerncape.gov.za.
4. Officials' assistance in ensuring that all official barcoded files are returned and that the effective utilisation of the jTRACK system continues at the new building will be highly appreciated.

5. Managers/supervisors are requested to bring the contents of this minute to the attention of all officials.

SIGNED: MS ABRAHAMS

DEPUTY DIRECTOR-GENERAL: EDUCATION PLANNING

DATE: 2021-04-06