Western Cape Education Department
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eLearning Minute: 0005/2024

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

Subject: Securing ICT equipment and devices at schools during the December school holiday

1.   The December school holiday has gained some notoriety for being the season when schools are most vulnerable to either burglary or vandalism. The Directorate: eLearning therefore advises schools to pay particular attention to ensuring that all ICT equipment and devices are sufficiently insured and to attend to security measures.

2.   This communication therefore serves to advise and remind schools that securing ICT equipment and devices at schools during the holiday period will help to ensure the continued use of ICT equipment and devices at schools.

3.   A few precautionary measures to consider before schools close for the December holiday:

•   Ensure that the school's insurance has not lapsed and that it offers sufficient cover for ICT equipment and technology, as it is the one safety net that schools can count on as a sustainable precautionary measure.

•   Make sure that you make a backup of the school's ICT system (if it does not sync automatically to the cloud).

•   Servers and switches are not to be shut down and electricity is to remain on as these are being monitored by centralised services.

•   All workstations should be shut down properly.

•   Protect ICT equipment and devices from direct sunlight and dust by using suitable dust covers or black bags.

- Draw blinds/curtains to protect all ICT equipment and devices from direct and harsh sunlight.

- Ensure that windows are properly closed or locked to prevent sand and dust from entering and damaging ICT equipment and devices.

- In high-risk areas schools should consider storing as much of their ICT equipment and devices as possible in the school safe or an area that has proper security infrastructure in place.

- Please ensure that the alarm system is switched on and in a working condition before leaving the school and that the alarm monitoring and armed response services are activated.

4. After the holiday period:

- Put all electrical plugs back into the wall sockets.
- Make sure that the network is fully operational.
- If not, log a call to one of the following:
- Schools IT Service Desk: **021 834 4690**
- WhatsApp (text messages): **021 900 7123**
- Email: SchoolsIT.ServiceDesk@westerncape.gov.za

5. Please bring the contents of this minute to the attention of all concerned.

SIGNED: BJ LORISTON
DEPUTY DIRECTOR-GENERAL: CURRICULUM AND ASSESSMENT MANAGEMENT
DATE: 2024-12-06