



**health**

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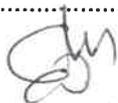
**CORPORATE GOVERNANCE OF INFORMATION AND COMMUNICATION  
TECHNOLOGY CHARTER**

**SEPTEMBER 2022**

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<b>Review Date</b>	September 2025
<b>Description</b>	This document defines North West Department of Health' corporate governance of ICT Charter and how it should be implemented. It defines the roles and responsibilities of all structures that should be established to implement CGICT successfully.
<b>Coverage</b>	This document is applicable to all North West Department of Health Facilities, partners, service providers and everybody or organisation that operates in the Department's environment or have a relationship with the Department that includes ICT operations.
<b>Charter Number</b>	<b>ICT22/CHRT01/R25</b>

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## ACRONYMS

<b>APP</b>	-	<b>Annual Performance Plan</b>
<b>CFO</b>	-	<b>Chief Finance Officer</b>
<b>CGICT</b>	-	<b>Corporate Governance of Information and Communication Technology</b>
<b>CGICTF</b>	-	<b>Corporate Governance of ICT Framework</b>
<b>DDG</b>	-	<b>Deputy Director General</b>
<b>DEC</b>	-	<b>Departmental Executive Committee</b>
<b>DHISC</b>	-	<b>District Health Information Systems Committee</b>
<b>DHMIS</b>	-	<b>District Health Management Information Systems</b>
<b>DMC</b>	-	<b>Departmental Management Committee</b>
<b>DPSA</b>	-	<b>Department of Public Service and Administration</b>
<b>EA</b>	-	<b>Executive Authority</b>
<b>GITO</b>	-	<b>Government Information Technology Officer</b>
<b>HAST</b>	-	<b>HIV and AIDS, STI and TB</b>
<b>HIS</b>	-	<b>Health Information System</b>
<b>HISP</b>	-	<b>Health Information System Programme</b>
<b>HoD</b>	-	<b>Head of Department</b>
<b>ICT</b>	-	<b>Information and Communication Technology</b>
<b>IM</b>	-	<b>Information Management</b>
<b>IS</b>	-	<b>Information System</b>
<b>MCWH</b>	-	<b>Mother, Child and Woman's Health</b>
<b>MEC</b>	-	<b>Member of Executive Council</b>
<b>MTEF</b>	-	<b>Medium Term Expenditure Framework</b>
<b>MIOS</b>	-	<b>Minimum Interoperability Standards</b>
<b>MISS</b>	-	<b>Minimum Information Security Standards</b>
<b>PHISC</b>	-	<b>Provincial Health Information Systems Committee</b>
<b>SMS</b>	-	<b>Senior Management Service</b>



## 1. INTRODUCTION

The Governance of Information Communication Technology (CGICT) Charter establishes a governance system for ICT and defines key organizational elements of the North West Department of Health in relation to ICT. This Charter describes how CGICT will be implemented in order to ensure strategic alignment, value delivery, integrity, accountability, relevance, effectiveness, sustainability, and impact of Information and Communication Technology (ICT).

## 2. PURPOSE

The purpose of this Charter is to depict how the CGICT policy will be implemented and to describe the related structures, processes, functions, accountability, roles and responsibilities and delegations.

## 3. OBJECTIVES OF THE CHARTER

The objectives of this CGICT Charter are to:

- a) Align with the objectives of the Public Service Corporate governance of ICT policy Framework;
- b) Embed the CGICT as a subset of corporate governance in the Department;
- c) Explain the decision making processes, their structures and responsibilities to enforce clean Corporate governance on ICT matters;
- d) Create business value through ICT enablement by ensuring business and ICT strategic alignment;
- e) Provide relevant ICT organisational structure, resources, capacity and capability to enable ICT service delivery;
- f) Achieve and monitor ICT service delivery performance and conformance to relevant internal and external policies, frameworks, laws, regulations, standards and practices;
- g) Ensure that ICT functions within acceptable levels of risk within the risk tolerance of the department; and
- h) Ensure that ICT projects are prioritised, aligned and monitored.

## **4. DEPARTMENTAL EXECUTIVE COMMITTEE (DEC) CHARTER**

The DEC becomes the final decision making structure in respect of ICT.

### **4.1. Purpose of DEC**

The purpose of the DEC is to set up and maintain a corporate governance of ICT in the Department. The DEC must ensure that a designed corporate governance of ICT is implemented and monitor its implementation.

### **4.2. Roles of the DEC**

- 1.1.1 Ensure that ICT plans and interventions are aligned to the Departmental strategy and political mandate of the Department.
- 1.1.2 Ensure integration of CGICT into the agenda of the Executive Committee.
- 1.1.3 Approve CGICT policy and Charter, ICT Plan, ICT Implementation Plan (MTEF), ICT Operational Plan (APP) and all other related plans and policies.
- 1.1.4 Approve portfolio of ICT projects and its related expenditure.
- 1.1.5 Provide direction for the change management requirements for the implementation of CGICT
- 1.1.6 Guide implementation of the Framework and related policies and strategies.
- 1.1.7 Ensure that an ICT risk management system is developed and implemented.

### **4.3. Authority of the DEC**

The DEC is the highest internal decision making structure in North West Department of Health. It is a structure that approves all ICT policies, projects and investments. The DEC must set up and maintain the corporate governance of ICT environment and monitor all ICT investments and implementation of CGICT policy.

The DEC must work in partnership with other Departmental committees and management to provide input to, review and amend the aligned corporate and ICT strategies. Possible partnerships are with:

- a) Audit Committee, on major ICT risks and performance measurement;



- b) Departmental Management Team (DMC), on value delivery and alignment; and
- c) Departmental Risk Management Committee, on management of ICT related risks.

#### **4.4. Membership of the DEC**

Membership of the DEC is determined by its charter or Terms of Reference. The DEC is chaired by the Executive Authority (EA).

#### **4.5. Meetings of the DEC**

The meetings will take place as per DEC schedule and terms of reference or charter (whichever is applicable).

### **5. DEPARTMENTAL MANAGEMENT COMMITTEE (DMC) – ICT STRATEGIC COMMITTEE**

The DMC will assume the responsibilities of the ICT Strategic Committee. This committee is chaired by the HoD and includes all members of Senior Management Service. This charter assigns the DMC the roles and responsibilities of an ICT Strategic Committee. This charter will therefore limit itself to ICT governance issues only. It is not an overall charter of the DMC.

#### **5.1. Purpose of the ICT Strategic Committee**

The purpose of the DMC in relation to corporate governance of ICT is to assume the functions of the ICT Strategic Committee as stipulated in the Public Service Corporate governance of ICT policy Framework.

#### **5.2. Roles of the ICT Strategic Committee**

- 5.2.1. Identify stakeholder needs and how it should be realised.
- 5.2.2. Determine value ICT is expected to create through its enablement of the business.



- 5.2.3. Define the benefits ICT is expected to realise in its enablement of business.
- 5.2.4. Articulating ICT risk appetite and how it should be managed within the risk management regime of the Department.
- 5.2.5. Facilitate the establishment of sufficient ICT organisational structure, resources, capacity and capability.
- 5.2.6. Evaluate and monitor significant ICT expenditure.
- 5.2.7. Determine the monitoring criteria and reporting requirements.
- 5.2.8. Broadly understand the implications of the ICT prescriptive environment.
- 5.2.9. Evaluate the change management requirements for the implementation of CGICT.
- 5.2.10. Conformance, performance and assurance oversight and monitoring.
- 5.2.11. Ensure that risk is managed and that ICT is audited internally and independently.

### **5.3. Authority of the ICT Strategic Committee**

The ICT Strategic Committee must ensure that ICT strategic goals are aligned with the Department's business impact statement and support strategic business processes; and that business-related ICT strategic goals are cascaded throughout the Department for implementation and are reported on.

The DMC must work in partnership with other Departmental committees and management in order to realise its role. Possible partnerships are with:

- a) Audit Committee, on major ICT risks and performance measurement;
- b) Departmental Management Team (DMC), on value delivery and alignment;
- c) Departmental Risk Management Committee, on management of ICT related risks;
- d) Provincial Health Information Systems Committee (PHISC); and
- e) ICT Operational Committee.



#### **5.4. Membership of the ICT Strategic Committee**

Membership of the DMC is determined by its charter or Terms of Reference. The DMC is chaired by the Accounting Officer (AO).

#### **5.5. Meetings of the ICT Strategic Committee**

The meetings will take place as per DMC schedule and terms of reference or charter (whichever is applicable).

### **6. PROVINCIAL HEALTH INFORMATION SYSTEMS COMMITTEE (PHISC) – ICT STEERING COMMITTEE CHARTER**

The PHISC will assume the responsibilities of the ICT Steering Committee.

#### **6.1. Purpose of the PHISC**

This committee is chaired by the Chief Director responsible for Information Management (IM) and ICT, and includes selected members of SMS service, District Information Managers, the governance Champion and GITO. Shall be created as a sub structure of the DMC to perform the following functions:

The ICT Steering Committee is responsible for:

- a) Coordinating business related ICT activities;
- b) Developing and maintaining the CGICT policy Charter.

#### **6.2. Roles of the PHISC**

- 6.2.1. Advising the Executive Authority, Accounting Officer, Executive Management and the DMC on matters related to Information and Communications Technology (ICT), Information Systems (IS) and Information Management (IM).
- 6.2.2. Coordination of ICT, Information System and Information Management in the NWDoH domain.
- 6.2.3. Approve ICT Operational Plan (APP).



- 6.2.4. Coordinate development of CGICT policy, related policies and plans.
- 6.2.5. Determine, prioritise and recommend plans, policies, strategies, resource/capacity requirements, portfolios of ICT projects and risk management to ICT Strategic Committee and/or HoD.
- 6.2.6. Oversee the identification of the ICT prescriptive environment.
- 6.2.7. Oversee the implementation of approved plans, policies, strategies, resource/capacity requirements, risk management, benefits realisation, and portfolios of ICT projects, internal and external audits.
- 6.2.8. Determine the monitoring criteria and related reporting requirements and processes for conformance, performance and assurance.
- 6.2.9. Provide direction to all ICT related decisions that are escalated to the Committee that may have an impact on the business operations and culture of the Department.
- 6.2.10. Determine change management requirements for the implementation of CGICT and report to Strategic Committee.
- 6.2.11. Conformance, performance and assurance monitoring and reporting to ICT Strategic Committee.
- 6.2.12. Oversee and report on the change management implementation for the implementation of CGICT.
- 6.2.13. Develop a Health Information System that begins at local level and feeds into districts, provincial and National levels and include the private sector, NGOs and relevant Health institutions.
- 6.2.14. Design HIS that enables the NWDoH at Provincial, districts and sub-district level to monitor the implementation of strategic priorities and objectives in order to effectively manage the provision of health services.
- 6.2.15. Ensures that all HIS initiatives comply with National standards (terminology, codes, coding schemes and others).
- 6.2.16. Establish measures to ensure the security and confidentiality of information, whilst enabling access to the information by those who are authorized.



### **6.3. Authority of the PHISC**

The PHISC is established as a sub-committee of the DMC. It takes its mandate from the DMC and reports to the HoD as chairperson of the DMC and the DMC meeting. The PHISC has the authority to perform the following:

- a) Assist the executive in the delivery of the ICT strategy.
- b) Advise the executive on prioritisation of ICT projects and interventions.
- c) Assist the executive in the development, implementation and maintenance of the Health Information System which will support the planning, implementation, monitoring and evaluation of health services.
- d) Focus on ICT project implementation.
- e) Monitor key ICT investments.
- f) Monitor implementation of Corporate Governance of ICT.

### **6.4. Membership of the PHISC**

- 6.4.1. Members of the committee are appointed based on their job, therefore, by virtue of an official occupying a position mentioned as part of the committee, that official shall automatically become a member of this committee. Members of the committee shall be appointed in writing by the HOD or his/her delegated official.
- 6.4.2. Members are not allowed to transfer their membership.
- 6.4.3. The Accounting Officer may appoint extra members who are not mentioned in 6.4.6. Into the committee. These members may either be internal or external but should not exceed two.
- 6.4.4. External members' roles are mainly advisory. They have deliberating rights but do not have voting rights on any matter.
- 6.4.5. The committee may co-opt any official appointed by the NWDoH to assist in performing a specific task. Co-opted members will serve for the duration of the task/ project and will not have voting rights in the PHISC meetings.
- 6.4.6. The core membership shall be as follows:



- 6.4.6.1. Chief Director: Strategy and Systems (Chairperson)
- 6.4.6.2. Governance Champion;
- 6.4.6.3. Director: ICT;
- 6.4.6.4. Director: Information and Records Management;
- 6.4.6.5. Director: Risk and Ethics Management.
- 6.4.6.6. One SMS member from District Health Services (DHS) Branch (Head Office),
- 6.4.6.7. One SMS member per district,
- 6.4.6.8. One SMS member from hospital and clinical support services branch (Head Office),
- 6.4.6.9. Two hospital CEOs from Hospital and Clinical Support Services Branch,
- 6.4.6.10. One SMS member from Corporate Services chief directorate,
- 6.4.6.11. One SMS member from Financial Management branch, and
- 6.4.6.12. One SMS member from the IDTS chief directorate.

## **6.5. Meetings of the PHISC**

- 6.5.1. The PHISC should meet a minimum of four (4) times in a year (once, quarterly) or as needed to accomplish its duties.
- 6.5.2. The committee should report its findings and recommendations to the DMC.
- 6.5.3. A quorum shall be counted based on the voting members only. A quorum shall be formed by 50% +1 of voting members.
- 6.5.4. Decisions in meetings shall be taken by consensus or simple majority with the official presiding having both casting and deliberative vote.
- 6.5.5. A meeting shall not make any formal decision if a quorum is not achieved.

## **7. DISTRICT HEALTH INFORMATION SYSTEMS COMMITTEE (DHISC) CHARTER**

### **7.1. Purpose of the DHISC**

The purpose of the District Health Information Systems Committee (DHISC) is to coordinate the business related ICT, Information Systems (IS) and Information

*EDM*

Management (IM) activities in their respective districts. The formation of the DHISCs is optional and districts may elect to have such structures or not have them. The districts that elect to constitute the DHISC must follow the guide.

## **7.2. Roles of the DHISC**

- 7.2.1. Advising the District Chief Director and the District Management Team on matters related to Information and Communications Technology (ICT), Information Systems (IS) and Information Management (IM).
- 7.2.2. Coordination of ICT, IS and IM within the district.
- 7.2.3. Development and monitoring of plans to improve data management and quality in the district.
- 7.2.4. Ensure implementation of the National and Provincial policies on ICT, IS and IM.
- 7.2.5. Serve as feeder structure to the Provincial committee.
- 7.2.6. Ensures that all HIS initiatives comply with National standards (terminology, codes, coding schemes etc.).

## **7.3. Membership of the DHISC**

- 7.3.1. Members of the committee shall be appointed in writing by the District Chief Director.
- 7.3.2. Members are not allowed to transfer their membership.
- 7.3.3. Members of the committee are appointed based on their job; therefore by virtue of an official occupying a position mentioned as part of the committee, that official shall automatically become a member of this committee.
- 7.3.4. The District Chief Director may appoint extra members who are not mentioned in 6.3.7 into the committee. These members may either be internal or external but should not exceed two.
- 7.3.5. External members' roles are mainly advisory. They have deliberating rights but do not have voting rights on any matter.
- 7.3.6. The committee may co-opt any official appointed by the NWDoH to assist in performing a specific task. Co-opted members will serve for the duration of the task/ project and will not have voting rights in the PHISC meetings.



7.3.7. The core membership shall be as follows:

7.3.7.1. District PHC Director;

7.3.7.2. Director Hospital Services;

7.3.7.3. District Information Officer;

7.3.7.4. Information Officers of all sub-districts and hospitals within the district;

7.3.7.5. Corporate Services Manager (District);

7.3.7.6. All PHC managers within a specific district;

7.3.7.7. All Hospital CEOs within a specific district;

7.3.7.8. Not more than two partners supporting IT, IS and IM in the district; and

7.3.7.9. The District Chief Director may appoint two additional members

7.3.8. All members from 6.3.7.1 to 6.3.7.7 have both deliberating and voting rights, and all other members do not have voting rights.

7.3.9. The District Chief Director shall appoint a chairperson who is an SMS member. This SMS member will represent the district and the PHISC meetings.

7.3.10. The district information officer shall be the secretary of the committee.

#### **7.4. Authority of the DHISC**

The DHISC is established as a sub-committee of the DMT. It takes its mandate from the DMT and reports to the District Chief Director. The DHISC has the authority to perform the following:

- a) Assist the District in the delivery of the ICT initiatives;
- b) Advise the district on prioritization of ICT projects and interventions;
- c) Focus on ICT project implementation;
- d) Governance of ICT at districts;
- e) Monitor data quality;
- f) Provide support for Information Officers; and
- g) Implementation of the DHMIS and Information Management policies.



## **7.5. Meetings of the DHISC**

The DHISC should meet at least six times in a year or as needed to accomplish its duties. The committee should report its findings and recommendations to the DMT. In addition, the committee's meeting agenda, minutes and supporting documents should be provided to the District Chief Director.

A quorum shall be counted based on the voting members only. A meeting of a committee must be half the members present at the meeting plus one and decisions are taken by simple majority with the official presiding having both casting and deliberative vote. A meeting shall not make any formal decision if a quorum is not achieved.

## **8. ICT OPERATIONAL COMMITTEE CHARTER**

### **8.1. Purpose of the ICT Operational Committee**

The ICT Operational Committee is an operational committee that oversees the delivery of ICT services. The purpose of the committee is to support the ICT Director in managing the Department's technical ICT related matters. The committee monitors the implementation of the ICT operational Risk Register, ICT policies and ICT Operational plan.

### **8.2. Goals of the ICT Operational Committee**

The objectives of the ICT Operational Committee are as follows:

- a) To ensure that ICT Service management is defined and communicated to the stakeholders.
- b) Monitoring of ICT operations

### **8.3. Responsibilities of the ICT Operational Committee**

- i) Provide input into the development of ICT Plan, ICT Implementation Plan, ICT Operational Plan, governance and Management of ICT Framework and ICT Project Program.



- ii) Coordinate implementation of ICT Plan, ICT Implementation Plan, ICT Operational Plan and ICT Project Program.
- iii) Design and monitor a system for day-to-day ICT operations and ICT Service Management.
- iv) Develop an operational ICT risk management which includes operational risk identification, prioritisation and monitoring.
- v) Conformance and performance reporting to ICT Steering Committee.
- vi) To ensure compliance with policies and procedures.
- vii) To verify user compliance with technology standards and guidelines.

#### **8.4. Authority of the ICT Operational Committee**

The ICT Operational Committee is appointed by the ICT Director but neither assumes the ICT Director's governance accountability nor makes final decisions. The ICT operational committee has decision rights on operational ICT Technical Architecture, Infrastructure and Shared Services.

#### **8.5. Membership of the ICT and IM Operational Committee**

The ICT Operational Committee is an ICT focused committee. The committee is chaired by the ICT Director and consist mainly of ICT management and Department operational officials such as:

- a) ICT Director (Co-Chairperson);
- b) Director: Information and Records Management (Co-Chairperson)
- c) ICT Sub-Directorates Heads
- d) Information Management sub-directorate head.
- e) Sub-directorate.
- f) District Information officers.

#### **8.6. Meetings of the ICT Operational Committee**

The ICT Operational Committee should meet a minimum of once per month or as needed to accomplish its duties. The committee should report its findings and

recommendations to the ICT Steering Committee. In addition, the committee's meeting agenda, minutes and supporting documents should be provided to the chairperson of the PHISC and governance Champion for comments.

## 9. DATE OF IMPLEMENTATION AND REVIEW

- 9.1. This Charter shall be implemented in NWDoH a month after approval for implementation by the Accounting Officer and the Executive Authority.
- 9.2. The Charter shall be reviewed after three years of implementation or as and when there is a need to do so in order to comply with National directives, or Departmental policy directives, or Departmental corporate governance changes, Departmental Corporate governance of ICT policy changes or Law as shall be passed by Parliament.

## 10. APPROVAL



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**Mr. J. de Beer:**

**Chief Director: Strategy and Systems**

17/02/2023

**Date**

**Approved/ not approved**



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**Mr. O. E. Mongale**

**HOD: North West Department of Health**

07/08/2023

**Date**