NORTHERN CAPE

DEPARTMENT OF TRANSPORT, SAFETY AND LIAISON

ICT Operational Plan

(2021 – 2022)

DOCUMENT CONTROL

Document Details	
Province	Northern Cape
Document	ICT Implementation Plan
Document Name	ICT Implementation Plan for the Department of Transport, Safety and Liaison
Document Number:	Version 2
Document Status:	Draft Revision
Customer Contact	**083 283 8328**
Customer Reference:	**Mr. Thembekile Aaron**
File Location:	**Department of Transport, Safety & Liaison**
Author(s):	**Mr. Thembekile Aaron**

Revision information		
Revision Number	**Revision Date**	**Change Reference**

Document Approval				
Name	**Designation**	**Signature**	**Date**	**Approval (Y/N)**
Mr. M. P. Dichaba	**Head of Department**		27/07/2022	Yes

LIST OF ABBREVIATIONS

- AD Active Directory
- AV Antivirus
- BAS Basic Accounting System
- CCR Cluster Continuous Replication
- CD Compact Disc
- COMSEC Communications Security
- COTS Commercial of The Shelf
- CSIRT Computer Incident Response Team
- DC Data Centre
- DHCP Dynamic Host Configuration Protocol
- DNS Domain Name System
- EA Enterprise Architecture
- EIA Enterprise Information Architecture
- GITO Government Information Technology Officer
- PGITO Provincial Government Information Technology Officer
- DGITO Departmental Government Information Technology Officer
- GWEA Government Wide Enterprise Architecture
- IDS Intrusion Detection System
- IP Intellectual Property
- IP Internet Protocol
- IPS Intrusion Prevention System
- ISA Internet Security Acceleration
- iSCSI Internet Small Computer Interface
- ICT Information Communication Technology
- IT Information Technology
- ITIL Information Technology Information Library
- ITSM IT Service Management
- KPI Key Performance Indicator
- LAN Local Area Network
- MOM Microsoft Operations Manager
- NDS Novell Directory Services
- NIC Network Interface Controller
- NLB Network Load Balancing
- OS Operating System
- OU Organisation Unit
- PAIA Promotion of Access to Information Act
- PERSAL Personnel Salaries System
- POP Point Of Presence
- PST Personal Storage Table
- RAM Random Access Memory
- SAN Storage area Network
- SARS South African Revenue Services
- SITA State Information Technology Agency
- SLA Service Level Agreement

- SMS System Management Server
- SQL Structured Query Language
- TOGAF The Open Group Architecture Framework
- TRM Technical Reference model
- USB Universal Serial Bus
- VLAN Virtual Local Area Network
- VM Virtual Machine
- VPN Virtual Private Network
- WAN Wide Area Network
- WSUS Windows Server Update Services

INDEX

1. STATEMENT OF INTENT

Department of Transport, Safety and Liaison

The ICT Annual Operational Plan (ICTAOP) reflects the financial year implementation of the cascaded ICT Plan into the ICT Implementation Plan, which in turn inform this plan. In this regard, institutions differ in complexity; thus, it is not possible to have a one size fit all ICTAOP template.

The ICTAOP should only include initiatives that are fully resourced (funds, human resources, systems and infrastructure) during the financial year.

1. ICT landscape

1.1 Existing ICT initiatives

Institutions should, for each existing ICT initiative (including line and staff function systems and infrastructure), provide the information as per **Table** below. It indicates how each relates to the business of the institution, taking into account Annexure A.

Existing ICT initiatives

Institutional objective linked to	Name of ICT initiative	Related business service linked to	Purpose	Value criteria (Annexure A Paragraph 2)	Business service owner	Related budget
Related objective as reflected in the institutional strategic plan;	*The general name that the user community uses to refer to the business enabling technology either as an individual ICT element (i.e. e-mail) or a collective name (i.e. IFMS);*	*The name of the service that the institution provides as per the institutional catalogue of services;*	*Purpose of the initiative;*		*The official that ultimately owns and is responsible for the service being delivered; and*	*The budget that the institution will spend on the ICT initiative in the current year.*
To provide professional Information Technology services as an enabler to the Office of the Premier and other provincial departments to	**Distributed Computing**	– Laptops and Notebooks – Standard Office Suites – Web Browsers – e-Mail and Calendaring	Distributed Computing Services includes the provision and support of workstation hardware (i.e. PCs and notebooks) and the set of capabilities that support office productivity suites, email and calendaring, browsers, anti-virus and common utilities, etc.		Transport, Safety and Liaison IT	R

Institutional objective linked to	Name of ICT initiative	Related business service linked to	Purpose	Value criteria (Annexure A Paragraph 2)	Business service owner	Related budget
Related objective as reflected in the institutional strategic plan;	*The general name that the user community uses to refer to the business enabling technology either as an individual ICT element (i.e. e-mail) or a collective name (i.e. IFMS);*	*The name of the service that the institution provides as per the institutional catalogue of services;*	*Purpose of the initiative;*		*The official that ultimately owns and is responsible for the service being delivered; and*	*The budget that the institution will spend on the ICT initiative in the current year.*
ultimately improve service delivery through e-Government initiatives.	**Application Development and Maintenance**	– Applications development and maintenance services – Application delivery – Software engines – Integration services – Database management system	Application Development and Maintenance Services include the provision and support for application development services that create new or enhanced functionality in support of programme-specific and corporate/administrative services (e.g. finance, material, human resources).			
	Production and Operations Computing	– Operating systems – Data centres – Server hardware – Storage management	**The Production and Operations Computing Services** includes the provision and support for the enterprise's day-to-day operations, production application system and database computing			

Institutional objective linked to	Name of ICT initiative	Related business service linked to	Purpose	Value criteria (Annexure A Paragraph 2)	Business service owner	Related budget
Related objective as reflected in the institutional strategic plan;	*The general name that the user community uses to refer to the business enabling technology either as an individual ICT element (i.e. e-mail) or a collective name (i.e. IFMS);*	*The name of the service that the institution provides as per the institutional catalogue of services;*	*Purpose of the initiative;*		*The official that ultimately owns and is responsible for the service being delivered; and*	*The budget that the institution will spend on the ICT initiative in the current year.*
			environments, including web application hosting environments, regardless of where they reside in the enterprise (centralised or within departments). In addition, this service group enables web-hosting environments within the intranet, Internet, and extranet environments.			
	Telecommunications (Data and Voice)	– Network Systems Management – Network Management and Operations – Intra and Inter Networks – Other Network Devices	**The Telecommunications Network services** group includes both data and voice services. Data network services include the provision and ongoing support of multi-platform, multi-protocol electronic data and communications networks, which includes all software as well as wiring, switches, hubs,			

Institutional objective linked to	Name of ICT initiative	Related business service linked to	Purpose	Value criteria (Annexure A Paragraph 2)	Business service owner	Related budget
Related objective as reflected in the institutional strategic plan;	*The general name that the user community uses to refer to the business enabling technology either as an individual ICT element (i.e. e-mail) or a collective name (i.e. IFMS);*	*The name of the service that the institution provides as per the institutional catalogue of services;*	*Purpose of the initiative;*		*The official that ultimately owns and is responsible for the service being delivered; and*	*The budget that the institution will spend on the ICT initiative in the current year.*
			routers and all other hardware required to support data communications between computing devices.			
	IT Security	– Antivirus and Malware – Directory Services – Physical environment services – Identification, authentication, authorisation services – Detection, response, recovery, audit services – Perimeter defence services – GSOC	**IT Security Services** is concerned with applying "safeguards to preserve the confidentiality, integrity, availability, intended use and value of electronically stored, processed or transmitted information".			R 250 000 per month

Institutional objective linked to	Name of ICT initiative	Related business service linked to	Purpose	Value criteria (Annexure A Paragraph 2)	Business service owner	Related budget
Related objective as reflected in the institutional strategic plan;	*The general name that the user community uses to refer to the business enabling technology either as an individual ICT element (i.e. e-mail) or a collective name (i.e. IFMS);*	*The name of the service that the institution provides as per the institutional catalogue of services;*	*Purpose of the initiative;*		*The official that ultimately owns and is responsible for the service being delivered; and*	*The budget that the institution will spend on the ICT initiative in the current year.*
	System Management	- Patch Management - Software Licence Management - Software Install and Distribution	**Systems Management Services** is the enterprise-wide management of IT systems. This discipline includes Patch Management, Service Level Management, Availability Management, Capacity Management, Business Continuity Management and IT Security Management.			
	Service Management	- IT Service Desk - WSUS server	**Service Management Services** is the discipline of transforming resources into valuable services. It is an approach to effectively and efficiently deliver Managed IT Services which meet business and user expectations. Services include IT Service Desk, Incident Management, Problem Management, Change Management,			

Institutional objective linked to	Name of ICT initiative	Related business service linked to	Purpose	Value criteria (Annexure A Paragraph 2)	Business service owner	Related budget
Related objective as reflected in the institutional strategic plan;	*The general name that the user community uses to refer to the business enabling technology either as an individual ICT element (i.e. e-mail) or a collective name (i.e. IFMS);*	*The name of the service that the institution provides as per the institutional catalogue of services;*	*Purpose of the initiative;*		*The official that ultimately owns and is responsible for the service being delivered; and*	*The budget that the institution will spend on the ICT initiative in the current year.*
			Release Management and Configuration Management.			

1.2 New ICT initiatives

Institutions develop and commission new ICT systems/infrastructure in support of its service delivery improvement as per the SDIP. These new ICT initiatives, for the year of the ICTAOP, should be reflected per **Table 13** below. Also see Annexure A.

New ICT initiatives

Institutional objective linked to	Name of ICT initiative	Related business service linked to	Purpose	Value criteria (Annexure A Paragraph 2)	Business service owner	Related budget
Related objective as reflected in the institutional strategic plan;	*The general name that the user community uses to refer to the business enabling technology either as an individual ICT element (i.e. e-mail) or a collective name (i.e. IFMS);*	*The name of the service that the institution provides as per the institutional catalogue of services;*	*Purpose of the initiative;*		*The official that ultimately owns and is responsible for the service being delivered; and*	*The budget that the institution will spend on the ICT initiative in the current year.*
To provide professional Information Technology services as an enabler to the Transport, Safety and Liaison and its Districts to ultimately improve service delivery through e-Government initiatives.	Events Management System.	Applications development and maintenance services	Provide a centralized system that will manage departmental events.	– Streamline operations – Improve management practice	HR & Head Office	None
	Skills Data Electronic Reporting System.	Applications development and maintenance services	Provide an integrated platform for the management of skills data.	– Streamline operations – Improve management practice	HR & Head Office	None
	Upgrading of Data Lines.	Telecommunications (Data and Voice)	Improve the data line speed within the Department of Transport, Safety and Liaison	– Improve economies of scale – Interoperability	IT & District Offices	None

Institutional objective linked to	Name of ICT initiative	Related business service linked to	Purpose	Value criteria (Annexure A Paragraph 2)	Business service owner	Related budget
Related objective as reflected in the institutional strategic plan;	*The general name that the user community uses to refer to the business enabling technology either as an individual ICT element (i.e. e-mail) or a collective name (i.e. IFMS);*	*The name of the service that the institution provides as per the institutional catalogue of services;*	*Purpose of the initiative;*		*The official that ultimately owns and is responsible for the service being delivered; and*	*The budget that the institution will spend on the ICT initiative in the current year.*
	Provincial Virtual Private Network (VPN)	Telecommunications (Data and Voice)	Implement a Virtual Private To address to challenges of old and absolute Network and server infrastructure are within the Department	- Improve economies of scale - Interoperability	Head Office and Districts	None

2. ICT projects

2.1 ICT business enabling projects

The ICT business enabling projects flow directly from the initiatives identified **Table 12** and **13** above. It reflects the projects undertaken by both the ICT component, staff and line functions to ICT enable business service delivery in the current financial year. It is portrayed according to the following **Table:**

ICT BUSINESS ENABLING PROJECTS

Project Name	Short description	Business service(s) linked to	Annual target	Budget		
				Operational / implementation expenditure	Internal human resources	Outsourced / contracted human resources
				All ICT related software, hardware and operational cost for the current financial year;	*Cost of internal ICT human resources involved in the realization of the project for the financial year; and*	*Cost of external ICT human resources (consultants/contractors /service providers) involved in the realization of the project for the financial year.*
Events Management System.	Provide a centralized system that will manage departmental events.	Applications development and maintenance services	Developed and Implemented Events Management System	None	None	None
Skills Data Electronic Reporting System.	Provide an integrated platform for the management of skills data.	Applications development and maintenance services	Developed and Implemented Skills Data Electronic Reporting System.	None	None	None

2.2 ICT component projects

This reflects the projects, internal to the ICT component, for the provisioning of and sustainability of an agile, reliable, scalable, available and appropriate ICT systems and infrastructure during the current financial year. It can be depicted as per the following **Table**:

ICT SYSTEM AND INFRASTRUCTURE PROJECTS

Project Name	Short description	ICT service(s) linked to	Annual target	Budget		
				Operational / implementation expenditure	Internal human resources	Outsourced / contracted human resources
				All ICT related software, hardware and operational cost for the current financial year;	*Cost of internal ICT human resources involved in the realization of the project for the financial year; and*	*Cost of external ICT human resources (consultants/contractors /service providers) involved in the realization of the project for the financial year.*
Data Line Upgrade	Improve the data line speed within Office of the Premier.	Telecommunications (Data and Voice)	Upgraded Data Lines	None	None	None
Provincial Virtual Private Network	Implement a Virtual Private To address to challenges of old and absolute Network and server infrastructure are within the Province	Telecommunications (Data and Voice)	Implementation of a Provincial VPN	None	None	None

3. ICT component operations and administration

This shows operational and administrative initiatives of the ICT component for the financial year. It can be depicted as per the following **Table**:

ICT COMPONENT ANNUAL OPERATIONS AND ADMINISTRATION INITIATIVES

Initiative	Short description	Operational / administrative element	Initiative annual target	Initiative budget
Name by which the operational initiative is known;	*Describe what the initiative will achieve at the end of the financial year; and*	*Examples*		
IT Security Policy Review	Annual Review of the IT Security Policy	**Policy** development, implementation and monitoring	Reviewed IT Security Policy	None
Password Policy Review	Annual Review of the Password Policy		Reviewed Password Policy	None
IT Plan review	Review and align to DPSA MPAT 1.7 standards	**Governance** of ICT development, implementation and monitoring	Reviewed IT Plan.	None
IT Operational Plan Review	Review and align to DPSA MPAT 1.7 standards		Reviewed IT Operational Plan.	None
IT Implementation Plan review	Review and align to DPSA MPAT 1.7 standards		Reviewed IT Implementation Plan.	None
CGICT Policy review	Review and align to DPSA MPAT 1.7 standards		Reviewed CGICT Policy.	None
CGICT Charter review	Review and align to DPSA MPAT 1.7 standards		Reviewed CGICT Charter.	None

4. ICT life cycle maintenance and upgrade management

ICT life cycle, maintenance and upgrade management ensure that ICT systems and infrastructure stay relevant with the needs of the institution. In this regard institutions should perform a regular assessment and evaluation of the relevance of its service delivery enabling ICT systems/infrastructure. This should be performed at least every 3 years.

In terms of life cycle management, Annexure B informs the following **Table:**

ICT LIFE CYCLE, MAINTENANCE AND UPGRADE MANAGEMENT

ICT Elements	Purpose	Current age	Life expectancy	Indicate: retirement, maintenance, upgrade	Budget
	Describe the purpose of the element with regards to the business services it enables.	*The age of the ICT element from its delivery date.*	*Informed by the decisions the institution makes with regards to Annexure B.*		*The budget that the institution plan to spend on these ICT elements.*
Applications	Spiceworks	Years	According to the related risk profile and/or the business service delivery requirements	**maintenance**	None
	Novell Email	X Years	According to the related risk profile and/or the business service delivery requirements	**maintenance**	None
	Recruitment and Selection System	1 Year	According to the related risk profile and/or the business service delivery requirements	**maintenance**	None
	EHW Client Management System	0 Years	According to the related risk profile and/or the business service delivery requirements	**maintenance**	None
	Alfresco Content Management System	3 Years	According to the related risk profile and/or the business service delivery requirements	**maintenance**	None

Database systems	MySQL	3 Year	According to the related risk profile and/or the business service delivery requirements	**maintenance**	None
	MSSQL Express	1 Year	According to the related risk profile and/or the business service delivery requirements	**maintenance**	None
Mainframes / servers / others	WSUS update server Patch Management	3 years	According to the related risk profile and/or the business service delivery requirements	**maintenance**	None
LAN switches	Connectivity	4 years	According to the related risk profile and/or the business service delivery requirements	**maintenance**	None
WAN switches	Connectivity	4 years	According to the related risk profile and/or the business service delivery requirements	**maintenance**	None
Routers	Connectivity	4 years	According to the related risk profile and/or the business service delivery requirements	**maintenance**	None
Other					

NOTE: different elements can be depicted in different tables for each and every element

5. Human resource costs

It is important for an institution to understand its ICT human resource requirements and related expenditure within the context of its business and service delivery requirements. These are reflected in terms of internal (government officials) and external (consultants /contractors/service providers) resources. The following paragraphs provide templates that distinguish between these two.

12.1.1 Internal ICT Human Resources

Internal ICT human resources could be reflected according to **Table below** and should **only** include posts that are filled in the applicable financial year.

Internal ICT human resources and budget

Category	Function	Sub-function	Post Level(s)	Number	Budget
According to the categories identified above;	*Functional area according to descriptors as per the approved institutional organizational structure;*	*Short description of the sub-function of the individual or group;*		*Total number of officials involved in the function (b); and*	*Collective budget for functions based on "total cost to institution" and should include any allowances.*
ICT leadership middle management	IT Deputy Director	DGITO	12	1	
ICT operational management	Assistant Manager	Control Network Controller	10	1	
ICT functionaries and specialists	IT Support	Principal Network Controllers	7	2	
ICT functionaries and specialists	IT Support	IT Technician	5	1	

12.1.2 External ICT Human Resources

External ICT human resources reflect the use of consultants/ contractors/service providers to provide ICT related services in the institution. It includes the use of SITA and any other external supplier (as contracted per business agreement and/or service level agreement on which once-off or recurring expenditure is involved) to render internal planning, specialist, solutions, operational, support and any other ICT functions and services that the institution could not provide for itself. This can be reflected in line with the following **Table 19**:

External ICT human resources and budget

Category	Function	Role	SLA	Name of ICT initiative	Budget
According to the categories identified above;	*Functional area as per the institution's functional structure;*	*Describe the role of the consultants/contractors/service providers;*	*Describe the purpose of the service level agreement (SLA) the resource(s) is/are linked to;*	*The general name that the user community uses to refer to the business enabling ICT initiatives.*	*Current year value of the SLA with regards to human resources.*
SITA –s	**WAN / Service**	**Management of WAN**	**Connectivity and WAN**	**SITA WAN SUPPORT**	
	Internet Provider	**Management of systems**	**Connectivity and WAN**	**SITA INTERNET**	
	BAS – ESSIE / CARLO _ SITA	**Management of Transversal systems**	**Connectivity and WAN**	**SITA INTERNET**	
	PERSAL	**Management of Transversal systems**	**Connectivity and WAN**	**SITA INTERNET**	
	LOGIS	**Management of Transversal systems**	**Connectivity and WAN**	**SITA INTERNET**	
	NLTIS	**Management of Transversal systems**	**Connectivity and WAN**	**SITA INTERNET**	

6. Institutional ICT budget for year of the plan

The annual budget guides an institution concerning available funds to fulfil its ICT system obligations with regards to service delivery. Institutions should provide their annual budget for ICT in the Standard Chart of Accounts-item format of the Basic Accounting System budget reflection. This budget reflection should include all service delivery enabling ICT work, ICT system and infrastructure projects and operational activities and operations for the institution. This should exclude the human resource component of the BAS budget structure.

7. Risk management

A risk analysis should be performed with regards to the impact and implementability of the institutional ICTAOP in line with the institutional risk management practice and appetite. The branch manager of the ICT component, in the approval of this ICTAOP, should be comfortable that all crucial risks were considered and are managed. The ICTAOP should reflect the risks management register related to its implementation.

Operational Risk Description	Risk Category	Root cause	Effect (Impact)	Existing controls	Treatment Options	Action plan		
					Treat	Actions to improve management of the risk	Action owner	Time scale
Inadequate protection against cyber related threats	Financial risk	Limited budget	Inadequate protection of the departmental and provincial IT infrastructure, information systems and data basis.	Provincial Information Security Policy reviewed, approved and signed by the DG as well as distributed to all other provincial departments for adoption.	X	Implement Virtual Private Network (VPN) proposal from SITA.	Unit head	2020- 2021
Departmental DGITO position filled.	Financial risk	Limited budget	Management, coordination, oversight and direction in respect of IT and information management in the Department.	Controls are in place	X	None	Unit head	2020 - 2021
Lack of back-up infrastructure at the Department.	Security risk	Limited budget	Non-standardisation of provincial IT environment that allows for duplication of services and increased IT spend	Current allocation of 200MB in home directories of individual employees to back up critical data	X	Investigate the possibility of utilising old equipment for back-up purposes.	Unit head	2020 - 2021

Operational Risk Description	Risk Category	Root cause	Effect (Impact)	Existing controls	Treatment Options	Action plan		
					Treat	Actions to improve management of the risk	Action owner	Time scale
Lack of disaster recovery/business continuity plan for the Department.	Security risk	Limited budget	Inability to resume business in the event of a disaster.	Reviewed DRP	X	Engagement with SITA to reduce costs of establishing a Provincial data centre. Review DRP and BCP	Unit head	2020 - 2021

ANNEXURE A

The PSR Chapter 6 Part 7 on electronic government enjoins institutions to use ICT for the enablement of service delivery and thus to realise business value for the institution in the delivery of its services. This is measured, amongst others, in terms of optimisation of cost, user, citizen, management and operational convenience and improved speed and reliability of services delivered. In terms of this ICT Plan, the business of the institution needs to reflect on the value that the use of ICT realises. Thus, in determining business enabling ICT initiatives institution should consider the following with regards to each existing and planned business enabling system.

The realisation of value can be determined by the following:

1.1. Providing a **more cost-efficient service** as compared to the manual or previous method of delivering the service;
1.2. Increasing productivity through, *inter alia*, the **speed of service delivery** when compared to the manual or previous method of delivering the same service; and
1.3. Bringing **conveniences to management and consumers of a service** and its processes to improve manual or previous methods of providing the same service.

One or more of these value criteria can be satisfied in the institutional use of ICT in service delivery.

Thus, ICT system initiatives must, in a measurable way, realise value for the business. It is therefore necessary that the business case for these projects/initiatives reflect at least one or more value elements as per **Table A** below. The measurement criteria for the value realisation should also be defined for monitoring and evaluation purposes.

The following **Table A** considers a number of value items that can be considered:

TABLE A. Value Items of ICT Service Enablement

Cost:

- Increase productivity
- Optimise value from expenditure
- Improve economies of scale
- Reduction of duplication
- Reduction of costs
- Improve value for money
- Improve information security

Speed:

- Increase productivity
- Improve management practices
- Streamline operations
- Improve turnaround times
- Improve ability to exchange information
- Improve information security

Convenience:

- Equal access to services
- Citizen convenience
- Improve ethics
- Improve accountability
- Improve responsibility
- Improve information security
- Improve management practices
- Increased agility, reliability, scalability and availability

The ICT Plan could reflect the value that will be realised from the use of ICT for existing and planned ICT systems as per the examples of the following **Table B**:

TABLE B. ICT Business Enablement Value Items Measurement Criteria

Value Item	Example Measurement Criteria
Equal access to services	Provide services in areas previously difficult to reach
Increased productivity	Was able to perform X% of work per month, it now increases to Y%
Citizen convenience	Reduce travel time for citizen
Optimise value from expenditure	Same service at lower cost or better service at same cost
Improve turnaround times	Turnaround time was X and now it decreases to Y
Improve information security	Additional protection mechanisms are provided and how
Improve ethics	All citizens receive exactly the same service, the same turnaround time and the same cost (where

	applicable)
Improve accountability	Employees are now individually assigned accountability to respond to citizens
Improve responsibility	Duties are now segregated as with allocated responsibilities
Improve management practice	Previously hand driven management processes are now automated as .....
Streamline operations	Previously hand driven process are now automated as .....
Improve ability to exchange information	Previously information was dispatched to citizens by hand, but now it is delivered electronically
Improve economies of scale	Existing employees are able to perform more tasks via the automation of .... and is now more productive More services can now be delivered through the use of ICT in .....
Reduction of duplication	Duplication of work effort between branches are now automated and delivered as .....
Interoperability	Information systems are now able to exchange information in a borderless fashion

Technology element	Scope of Life Cycle	Notes
Mainframes	5 to 30 Years	This should not go beyond the support cycle of the provider depending on the related risk profile.
Servers / Infrastructure	3 to 8 years	This should not go beyond the support cycle of the provider depending on the related risk profile.
Storage Systems / Infrastructure	3 to 8 years	This should not go beyond the support cycle of the provider depending on the related risk profile
LAN, WAN Switches and Routers / Infrastructure	5 to 11 years	This should not go beyond the support cycle of the provider depending on the related risk profile
Desktop computers / Infrastructure	Preferably 3 but up to 7 years	This should not go beyond the support cycle of the provider depending on the related risk profile
Notebook computers / Infrastructure	3 - 5 years	This should not go beyond the support cycle of the provider depending on the related risk profile