NaTIS Issue Logging Process

2020-10-10

PRO-RTIT-ITSC-001.001

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APPROVAL LIST

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DOCUMENT REVISION CONTROL

The table below provides the current and previous revisions of this document.

Revision	Date	Author	Summary of changes
.001	2021-10-11	Ndima Zinde	Created document
	2021-10-12	Bernadette van der Laan	Reviewed Document
	2021-10-12	Magdeline Mosako	Reviewed Document
	2021-10-13	Ndima Zinde	Finalised document

Abbreviations and Acronyms

Term	Definition
AARTO	Administrative Adjudication of Road Traffic Offences
DLTC	Driving License Testing Centre
IA	Issuing Authority
NaTIS	National Traffic Information System
RA	Registering Authority
RTIA	Road Traffic Infringement Agency
RTMC	Road Traffic Management Corporation
ITSSC	IT Service Support Centre
VTS	Vehicle Testing Station

References

Document Reference	Document Title
PROC-RTIT-ITSC-002.001	Issue Management Procedure (TBD/A)
PROC-RTIT-ITPM-001.001	IT Change Management Procedure (TBD/A)
PROC-RTIT-ITFS-001.001	IT Field Support Procedure (TBD/A)
PROC-RTIT-ITTS-001.001	IT Technical Support Procedure (TBD/A)
	Software Support Procedure (TBA)
	Critical Transaction Centre Support Procedure (TBA)

1. Purpose

The purpose of this document is to define the process of logging issues relating to NaTIS operation.

2. Scope

This document applies to NaTIS end users, service desks and call centers that render NaTIS services.

3. Responsible

The Manager: ITSC is the document owner and is responsible for maintaining this document.

4. Procedure to log NaTIS Issues

When users encounter NaTIS operational challenges a need arises for such issues to be addressed.

Members of the public will contact the relevant call centres while NaTIS End Users will alert line managers of the challenge which if not resolved a decision is taken to log a call.

4.1 Online Services

For online services the end users are members of the public who will contact the relevant call centre for advice and assistance relating to NaTIS and/or AARTO online service challenges. The call centre agents will assist to the best of their ability and escalate to RTMC Service desk where issues require other forms of technical interventions. Members of the public will use the following contact information:

a) AARTO online services

- ♦ Contact numbers: 086 122 7861
- ♦ Email: aartoenquiriesrtia.co.za@rtia.co.za
- ♦ Web: www.aarto.gov.za

b) All other NaTIS online services

- ♦ Contact numbers: 0861 400 800
- ♦ Email: onlinesupport@rtmc.co.za

4.2 NaTIS End Users at RAs, DLTCs, VTSs and IAs

For NaTIS end users at RAs, DLTCs, VTSs and IAs the first point of contact is the provincial help desks or recognized country service desk or call center. These help desks or call centers will log a call on the issue management system and facilitate for relevant information to be attached. The help desks will attempt to resolve the issues. If the call cannot be resolved it is assigned to the RTMC IT Service Desk. The following are contact details for the provincial or country help desks:

Province / Country	Contact Number	Email
Eastern Cape	043 6048000	Gopolong.Masike@ectransport.gov.za
Free State	051 4098667	BentleyM@freetrans.gov.za CM.Thamae@freetrans.co.za
Gauteng	011 8910001	Margaret.Mokoebo@gauteng.gov.za
KwaZulu Natal	033 3951800	Colette.Reddy@kzntransport.gov.za
Lesotho	092 6658911560	maseru044@gmail.com
Limpopo	015 2951074	grossk@dot.limpopo.gov.za
Mpumalanga	013 7538600	lvanderryst@mpg.gov.za
Namibia	064 612847212	HitiraukungaE@ra.org.na
Northern Cape	053 8025531	mrossouw@ncpg.gov.za
North West	018 3872268	aleachia.erasmus@gmail.com
Western Cape	021 4835995	rbarreiro@pgwc.gov.za

4.3 RTMC Service Desk

NaTIS end users that are unable to log calls with provincial help desk or in their country can log calls with the RTMC Service Desk. The RTMC Service Desk will attempt to resolve issues brought to their attention. If not successful the Service Desk will escalate the issues to the relevant technical teams for resolution. Users will be contacted with solutions and for confirmation that the solutions provided addresses the issue(s).

NB. The NaTIS Service Desk does not deal with members of the public. Members of the public must contact the relevant call centres.

The following are contact details for the NaTIS Service Desk:

- ♦ Contact number: 011 254 4500
- ♦ Email: eNatishelpdesk@rtmc.co.za

5. Required documentation

Various information and documentation will be required from the End User during call logging. Documentation required will vary depending on the Issue Type.

Compulsory information would be things like user contact information (direct phone and email) and problem description. Typical examples of documents would be screen shots of where the problem had been encountered, copy of ID of applicants, and various documentation depending on what the applicant needs help on or applied for.

6. Reference Procedure

NaTIS End Users from RAs, DLTCs, VTSs and IAs may be contacted by various technical teams to whom technical issues are escalated to, depending on the issue type.

The main issue type categories are:
- software (transactions, reports and/or queries on the NaTIS application)
- hardware (computer, printer, scanner, handheld device, etc) and
- networks (connectivity)

The reference procedures in the reference section go into detail how issues logged are escalated and handled by various technical teams.

7. Process Overview