###### National Assembly

###### Question Number: 1700

**1700. Mr A M Figlan (DA) to ask the Minister of Transport:**

Whether regular maintenance is being undertaken on information technology facilities and systems within the *Air Traffic and Navigation Services* SOC Limited; if not, (a) why not (b) what steps have been taken to change this (c) why have no officials been (i) charged and/or (ii) suspended for not ensuring that these systems and facilities are maintained; if so, what are the relevant details? NW1906E

**ATNS Information Technology Response**

1. Information Technology (IT) facilities and systems are maintained on a regular basis. Annually, an IT budget is compiled for the maintenance of all IT facilities and systems.
2. Maintenance plans are documented and aligned to documented procedures. The plans include ***Daily***, ***Weekly*** and ***Monthly*** schedules. Maintenance activities are outlined below:
   1. Patching the IT system for software upgrades, for example, Anti-Virus patches;
   2. Proactive monitoring and maintenance of our Database environment as well as conducting daily backups;
   3. Manage disaster recovery on critical data;
   4. Continuous monitoring of overall (IT) facilities and systems health checks for resolution of urgent issues;
   5. Proactive monitoring and maintenance of the Wide Area Network and Equipment by External Service Provider;
   6. Manage software updates and migration data to the Production environment.
3. Service Level Agreements are signed with External Service Providers for maintenance of specialist services and equipment.