UBUHLEBUZILE E-LEARNING PROGRAMME 2026 ACADEMIC YEAR

Gert Sibande District: Incident Management – Communication Channel

Network And Connectivity Services

START

Teacher Laptop

Learner Tablet

Network And Connectivity Services

- Data Queries
- Connectivity Queries
- SIM Card Errors

School Appointed ICT Coordinator

District	Network Service Provider	Support Contact Information
Gert Sibande	Telkom	TM.SD.CASIM@telkom.co.za

School Support

START

Learner Tablet

Fault Classification

- OEM Faulty Device
- Software & Application
- Theft / Lost Device/ User Negligence
- e-Content

School Appointed ICT Coordinator

Email

MPELTSM@Rainmaker.co.za

School Support Ticket Logging Check List

Ticket Logging Process

Required Information:

SCHOOL CONSOLIDATED LIST PER ISSUE CATEGORY	THEFT	LOST	USER NEGLIGENCE	OEM FAULTY DEVICE	SOFTWARE & APPLICATION	NETWORK AND CONNECTIVITY
District Name	X	X	X	X	X	X
Circuit Name	X	X	X	X	X	X
School EMIS Number	X	X	X	X	X	X
School Name	X	X	X	X	X	X
Learner Full Names and Surname	X	X	X	X	X	X
Teacher Full Names and Surname	X	X	X	X	X	X
Device Type	X	X	X	X	X	X
Asset Tag Number	X	X	X	X	X	X
Allocated Telkom SIM Card ICCID Number						X
SAPS Case Number	X					
Affidavit	X	X	X	X		
Fault Device Images			X	X	X	
Application Name					X	
School Letter of Reported Issue	X	X	X	X	X	X
ICT Coordinator Full Names and Surname	X	X	X	X	X	X
ICT Coordinator Contact Cell Phone Number	X	X	X	X	X	X
ICT Coordinator Email Address	X	X	X	X	X	X
Email Subject Line: District – EMIS Number School Name -THEFT DEVICE	X					
Email Subject Line: District – EMIS Number School Name -LOST DEVICE		X				
Email Subject Line: District – EMIS Number School Name -USER NEGLIGENCE			X			
Email Subject Line: District – EMIS Number School Name -OEM FAULT DEVICE				X		
Email Subject Line: District – EMIS Number School Name -SOFTWARE AND APPLICATION					X	
Email Subject Line: District – EMIS Number School Name -NETWORK AND CONNECTIVITY						X

ICT Coordinators are encouraged to report ICT device issues only from 08h00 AM to 17h00 PM once they have consolidated the school issues according to the above categories.

Main Email Address: MPELTSM@Rainmaker.co.za

Client Feedback

Reports to be submitted to Mpumalanga Department of Education (MDoE) every fortnight (Fridays)

End