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SERVICE EXCELLENCE

FOR PSA MEMBERS: **STATE INFORMATION TECHNOLOGY AGENCY (SITA)**

16-04-2024

## Update: SITA meeting - Essential Services Committee Centurion site visit

Members will recall that it was previously reported that SITA management requested the Essential Services Committee (ESC) to declare SITA as an essential service owing to the nature of the service it provides to its clients. As part of the investigation process by the ESC, a request was made to inspect SITA offices. The meeting was scheduled for 9 April 2024, so that the ESC can establish if SITA has a main network at its Centurion premises. Parties proceeded to inspect various segments of the workplace where SITA painted a picture that the servers and various network points belonged to it. The PSA dismissed the submission made by the employer and indicated that SITA offices in Centurion were mainly storing the networks and servers for its client. It maintained that the operations on those servers took place on the premises of its clients. The PSA further requested the ESC to conduct inspections at the premises of the client such as Home Affairs and Defence Department. The ESC agreed to inspect the premises of the clients and indicated that a comprehensive report would be shared with parties at the end of the inspections.

Employees who want to join the PSA can visit the PSA's website ([www.psa.co.za](http://www.psa.co.za)), send an email to [ask@psa.co.za](mailto:ask@psa.co.za), or contact PSA Provincial Offices.

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