



FOR PSA MEMBERS: **MUNICIPAL INFRASTRUCTURE SUPPORT AGENT (MISA)**

26-08-2025

Feedback: MISA DBC

Performance Management and Development System (PMDS) update

The employer has reported that the assessment cycle for employees on salary levels 1 to 13 for the 2024/25-financial year has been finalised. The moderation process for these levels is scheduled to take place in September 2025. For employees on salary level 14, the assessment and moderation cycle will be conducted on 23 September 2025. The PSA will continue to monitor the process to ensure that it is implemented fairly, consistently, and transparently in line with agreed principles.

MISA Organisational Development (OD)

The PSA previously reported that parties agreed to convene a task team meeting to deliberate on the organisational structure. Following this agreement, parties scheduled the meeting for 3 September 2025, where discussions on the structure will take place.

Reviewed policies

The employer reported that the following twelve policies were discussed at the Policy Task Team meeting on different dates: Assets Management Policy, Loss Control Policy, Communication Policy, MISA Young Graduates/Candidacy Policy, Policy on Acting Appointments, Funeral and Bereavement Policy, Training Education and Development Policy, Internship Policy, Employment Equity Policy, Bursary Policy, ICT Security Policy, and MISA Physical Security Policy.

The employer requested that the policies be adopted for approval. The PSA confirmed that the Union was sufficiently consulted and noted the policies. The PSA further requested that policies should be workshopped, and the Union must be notified of the dates for the workshop.

New policies

The employer has tabled three new policies for review, which are *attached* for members' convenience.

ICT Service Management Policy

The objective of this policy is to establish ICT problem-management services in MISA. It aims to clearly define the roles of individuals and stakeholders responsible for managing information and

communications technology (ICT) problems. The policy applies to all MISA employees, customers, and service providers.

Use and standardisation of ICT Hardware and Software Policy

This policy provides guidelines for the provision and allocation of computer equipment and peripherals to employees for the execution of their duties. It further regulates the use of ICT equipment and services provided to MISA employees. The policy applies to all employees, contractors, consultants, and third-party personnel using the MISA's ICT equipment.

E-mail and Internet Acceptable Use Policy

The purpose of this policy is to govern the utilisation of internet and e-mail facilities at MISA to prevent reputational risks that may arise from the misuse of MISA email addresses. The policy applies to all employees, contractors, and other authorised third-party entities making use of MISA's e-mail and internet facilities.

Members are requested to review the *attached* policies and submit inputs via e-mail to velucia.maluleke@psa.co.za on or **before 1 September 2025**.

Employees who want to join the PSA can visit the PSA's website, send an email to ask@psa.co.za, or contact PSA Provincial Offices.

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GENERAL MANAGER