



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

31-03-2025

Outcome of the SITA CCMA Essential Services Committee (ESC) Investigation (ES706)

The PSA participated in the CCMA Essential Services Committee (ESC) investigation following the employer's attempt to designate all services provided by SITA as essential. Several meetings were held where both parties presented arguments for and against the designation, including site inspections at key client locations such as the Department of Home Affairs and SASSA.

After considering the evidence presented during consultations, the ESC ruled that the following services will be designated as essential:

- **Hosting and Data Centre Services**
- **Wide Area Network Service Line**
- **End-User Computing Services**
- **Security Service Line Services**

However, the ESC dismissed the employer's application regarding the designation of the following services:

- Government ICT ecosystem and related SITA consulting services
- Training line service
- Architecture, research, and standards service lines
- Supply chain management services

The ESC has directed the parties to negotiate and conclude a Minimum Service Level Agreement (MSLA) for the above-mentioned services, along with previously designated services such as the persal system, social pension system, hospital system, and flood management systems. The deadline for finalising the MSLA is **30 July 2025**.

The PSA remains committed to protecting workers' rights, including the right to strike as a critical component of collective bargaining. The PSA will actively participate in the MSLA negotiations and seek further legal guidance to ensure that members' interests are safeguarded. Members will be kept informed of any developments.

Reuben Maleka
GENERAL MANAGER