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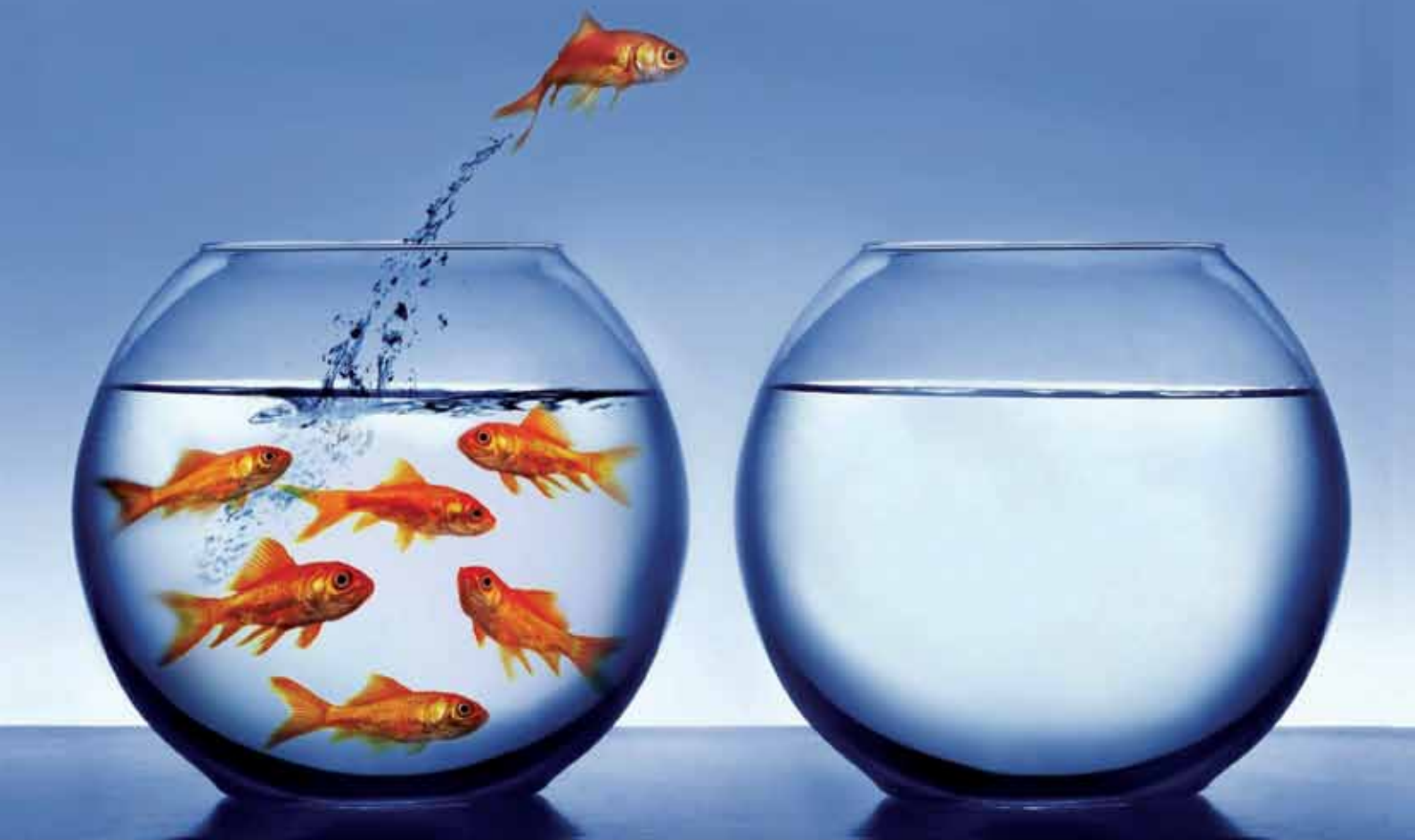
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## WOMEN IN IT



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# EDITOR'S NOTE

Audra Mahlong .....



**Nationalisation.** A word that has gripped national conversation over the past few months. Courtesy of Julius Malema - many have been quick to dismiss his calls for the nationalisation of the country's mines as just another ploy for attention and as grand illusions of an uneducated man.


While Malema's unrefined statements have either been dismissed or ignored by business and major companies operating the country's mines – many have missed the true point of his unwelcome statements...

Transformation. Changing the form, appearance and character of mining. Radical change.

A change that needs to hit the ICT space. With the lingering pace of decisions on the ICT charter and studies which show the ownership and gender participation of the industry continue to lag, something has to be done.

Government's decision to dedicate a month entirely to women, to their stories, struggles, achievements and journeys - serves as a reminder that the process of change is far from over. While talking of the role women play in the sector only over August might bore and alienate some people, the reality is that the industry still has a long way to go.

We can only stop creating platforms to celebrate and highlight women in the ICT space, when change and the impact thereof, nullifies any objections to the state of the industry. For now, conversations on change need to be at the forefront. Only then, can transformation follow.

Let's engage! 

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# WHO'S WHO - GOIS FOUCHE

Enterprise Business Strategy and  
Transformation Manager, Hewlett-  
Packard



**“Excellent people skills and an ability to formulate effective solutions make this born leader”**

Gois Fouche is currently the Enterprise Business (EB) Strategy and Transformation Manager for HP South Africa.


She began her career in 1986 as the Senior Audit Manager at Meintjes, Putter & Koch and has held various senior management positions in finance and accounting over the years. In 1995 Gois undertook the role of chief financial and operations officer at Compaq South Africa.

Following the world-wide merger between HP and Compaq in 2002, Gois' responsibilities included finance, human resources, payroll, administration, operations, system implementation and

integration, logistics and procurement. Gois has also held a series of leadership positions during her 15 year HP career, including acting Managing Director and head of the Technology Systems Group in 2004.

More recently, as the Financial Controller for HP South Africa, her involvement in business included planning and executing strategic initiatives such as local components of mergers (HP/Compaq), acquisitions (Tandem, Digital, Scitex, Mercury, EDS) and BB-BEE mandates.

Gois has a thorough knowledge of business management and has succeeded in a series of complex matrix organisations, especially multi-nationals. A combination of excellent people skills and an ability to formulate effective solutions completes the dimensions of this born leader.

Gois is a graduate of the Rand Afrikaans University (now the University of Johannesburg) and holds a B Com Hons (Accountancy Professional) and a series of accounting qualifications from the Institute of Chartered Accountants. 

A combination of excellent people skills and an ability to formulate effective solutions completes the dimensions of this born leader.

# WHO'S WHO - LEISEL RAMJOO

Telkom executive for Managed Customer Networks at the National Network Operations Centre (NNOC)

Words by Eugene Morokolo .....



## **Developing an understanding and passion for telecoms led this Telkom executive to the top.**

Starting in an administrative position and ending up in an acting managing executive role may seem like a fairytale for many, but for Leisel Ramjoo, it was more of a passage marked by hard work than a journey through an enchanted world.

As Telkom's acting managing executive for Network Core Operations at the National Network Operations Centre (NNOC), Ramjoo notes that it's been a long journey to her current destination.

Her role involves providing strategic leadership at operations and management level; ensuring network performance; reliability and sustainability, managing customer IP/VPNS networks and services(WAN and LAN); managing

South African field operations; enabling activation and assurance of complex services, managing submarine, satellite and maritime operations and maintaining International points of presence.

Ramjoo's path to success was not an easy one as she had to adapt to conditions she was not equipped to deal with. While most women might find it tough to succeed in the male-dominated ICT industry, for Ramjoo the journey has been about taking accountability and rejecting victim-orientated thinking.

"I never once felt that anyone was prejudiced against me because I am a woman. There are women who do have serious challenges in the workplace and I don't want to underplay that, but personally, I have never experienced that at all."

Armed with a MBA from UNISA, a Business Management Development qualification through the University of Pretoria as well as a Bachelor of Social Science degree from the University of Kwazulu-Natal - she took the route that would open her eyes to the world of telecommunications.

Ramjoo started at the bottom at Telkom and worked her way up the ranks.

"I started my job in an administration position and knew that was not my destination, as I did not have passion for it but had to do it. I then moved into the Human Resource department where I realised I was on the right track," she says.

It was during her time doing HR that she gained a lot of insight as to how things are done at Telkom and waited for a

chance to get into the technical aspect of the business.

“An opportunity arose in the NNOC - although not in management - but it gave me the right tools. It was during this time that I began doing network performance management. I never looked back and it gave me insight into networks and technology at Telkom.”

Before taking on her current acting managing executive position, Ramjoo was an executive for Managed Customer Networks.. During this time she was in charge of various portfolios within the NNOC and the Field Operations.

In both positions she was responsible for the control, maintenance and management of Telkom's core network. This, she says, ranged from gaining insights into switching equipment, transmission equipment to non-voice solutions as well as the company's IP network.

While some might consider the fast evolving nature of the industry an obstacle, Ramjoo says it's one of the advantages of her job, as the learning never stops.

“In operations things are always changing. As much as I plan my day there are things that cannot be planned for - like a huge network failure.”

Her greatest challenge throughout her career, she says, has always been about shifting the mindsets of technical and network orientated people into becoming customer-focused in their operations.

With over 11 years at Telkom she points to the success of the World Cup as one of the highlights of her career, but does not take credit alone, saying hard work from all spheres made things possible.

“When the final whistle of the World Cup blew, I thanked the Lord for what we had achieved. The heart in Telkom, the people in Telkom and the pride of the company pulled it off. Never again will the world think that South Africa has no capabilities.” ☺

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“When the final whistle of the World Cup blew, I thanked the Lord for what we had achieved. The heart in Telkom, the people in Telkom and the pride of the company pulled it off. Never again will the world think that South Africa has no capabilities.”

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# WHO'S WHO - JULLIAN KHALA

Senior Manager for Field  
Marketing and Informal Markets  
for Telkom's 8ta brand

Words by Eugene Morokolo .....



**Jullian Khala is driven by her passion to make the 8ta brand more accessible.**

ICT is a fast evolving industry and requires passion, determination and an abundance of people skills.

For Jullian Khala, senior manager for Field Marketing and Informal Markets for Telkom's 8ta brand, having an IT qualification is only an add-on to more important attributes that will help one get ahead in the industry.

Khala points out that her first few years in the industry were difficult - but that with a strong belief in her abilities and a lot of hard work, she found it easier to get ahead.

"I found the industry to be very challenging as I had to adapt to the nature of the business and the pressure was very high, at times."

While her job is very demanding, Khala notes that with patience, a focus on mastering the fundamental basics and embracing the daily challenges she faces – the stress of any situation ceases to be permanent.

Her responsibilities include the management of a range of in-store activities such as communicating the strength of 8ta brand; providing training on products and services and building relationships which will result in an increased share in the retail space in various channels through a dedicated field marketing team.

She is also tasked with the standardisation of visual merchandising, as well as tracking the performance of the brand through sales in retail outlets such as the Edcon group stores, Pick & Pay, Telkom Direct Stores and 8ta flagship stores as well as in the informal markets.

"I found the industry to be very challenging as I had to adapt to the nature of the business and the pressure was very high, at times."



While taking on the challenges head-on, Khala notes that as a woman and a black person in the industry, the challenges were even harder as she faced people who thought she was incapable.

“As a female and a black person the challenges were overwhelming. Given the historical position that men occupied in IT sector, as a woman, I must admit it was tough and had a lot of catching up to do,” she explains.

Khala says such barriers can, in most cases, be broken by surrounding yourself with the right people. She rates the contributions of her mentors very highly, saying they helped open a lot of doors for her.

“No matter how gifted one is, without the correct guidance, it becomes difficult to adapt. I was fortunate though to have a mentor and that’s when I really started to appreciate the industry.”

Khala holds various qualifications ranging from finance to chemistry. In 1982 she obtained a National Diploma in Analytical Chemistry, from the Tshwane University of Technology, previously known as Setlogelo Technikon. She went on to graduate with a National Higher Diploma in Chemistry from the same institution. She also holds a Masters in Business Administration from DeMontfort University (UK). Khala is also a fellow of the Aspen Global Leadership Network (AGLN) and Africa Leadership Initiative (ALI) and has completed programmes at the Gordon Institute of Business Science.

Khala’s was first publicly celebrated when she worked for Cell C receiving acknowledgement for making the company more accessible. It was during her time at the operator as executive head for Community Based Services that she helped the company increase its presence in informal and under-served communities.

“I will always cherish the achievements because back then it was not easy to get business, but we took it to the inaccessible areas. We even surpassed

ICASA’s expectation regarding our licence conditions for being accessible.” She was also National Sales and Training Manager for Community Service Telephony, and was tasked with ensuring that Cell C delivered on its license obligations regarding increasing telephony access to underserved areas of the country.


Since moving to 8ta, Khala says a lot has changed as she now has to deal with a lot more.

“What is more challenging is the introduction of Consumer Protection Act (CPA), which I have to adapt to in how I conduct business,” she explains. Though she admits her job is now more challenging, she maintains that her passion for the job will keep her going.

“My ambitions at the moment are to ensure that the brand is out there - and I am results driven, so until then, I will not rest”.

Khala believes that as 8ta is associated with Telkom, things are a bit easier -

but adds that there is no room for complacency.

“Being female adds to the challenges that are already there, but for me it’s about how you push yourself. It’s about being determined to make it in the industry.” 

“No matter how gifted one is, without the correct guidance, it becomes difficult to adapt. I was fortunate though to have a mentor and that’s when I really started to appreciate the industry.”



powered by Telkom

# WHO'S WHO - MALEBO PHAHLAMOHLAKA

Head of Business Operations, FNB Cellphone Banking



“Run your own race and only compete with yourself”

Lesotho, IPP Zambia, IPP Tanzania are among some of the innovations she was involved in developing and driving.

A graduate from the University of Pretoria and a PhD student, Malebo has over 10 years of experience in IT. She spent over three years working in mobile banking as an MIS analyst, systems analyst and development manager. She also worked as a Business Intelligence consultant and in property development for six years, where she held the role of Business Analyst for the BI segment within Gensec.

In 2008, she was part of a two member team that assisted RMB's Reference Data team with the implementation of the first phase of their Reference Data Management Project.

Her role involved guiding the team in terms of best practice, templates and the formulation of standards.

Malebo was also part of a two member team which did a Proof Of Concept for SARS, where she was involved in testing the possibilities of displaying data using maps on Cognos 8.2 to display maps showing all of the SARS' regions.

Malebo strongly believes that education is the key to success. A motivated and dynamic woman who is compassionate about women empowerment, she believes there is a great need for female mentors and education for young girls. For her, studying provides a solid foundation for a career - thereafter, hard work, perseverance and patience will play its roles. ☺



**FNB**  
First National Bank

**“Run your own race and only compete with yourself.”**

Malebo Phahlamohlaka heads up Business Operations within FNB Cellphone Banking Solutions.

She has been involved in the development and delivery of some of the country's most innovative banking

solutions including the creation of Send Someone Money (SSM), the development of Pay Wallet.

Pay Wallet collaborated internet banking, ATM, cellphone banking, Customer Information System, Payments Engine, Account Holding, Base24 and debit cards. MXit Moola, eBucks, LOTTO Powerball, International Prepaid Portal (IPP)

# WHO'S WHO - MANDISA NTLOKO

Executive Director For  
Marketing at Dimension Data  
Middle East & Africa


## **“Understand the technology arena and align it with your passion”**

As executive director for marketing, Mandisa is the vision and the voice behind the Dimension Data Middle East & Africa brand. She is responsible for articulating the company's value proposition in a clear and compelling way that resonates with clients and communicates the values of excellence, professionalism, client commitment and entrepreneurship that lie at the heart of the organisation.

Mandisa joined Dimension Data in January 2008 and has since immersed herself in the culture, technology and vision of the company. She heads a team of marketing professionals who communicate the essentials of the company's solutions and services offerings to the market and help shape the client experience. More recently Mandisa has been instrumental in launching the global brand refresh initiative in MEA.

Before entering the private sector, Mandisa spent six years working for youth-oriented NGOs - primarily running youth leadership and entrepreneurial skills development programmes. She has a BA in international relations and industrial sociology from Wits University, and was awarded the Nelson Mandela Scholarship to study for an MBA at the Warwick Business School in the United Kingdom on a full-time basis, followed by three months MBA-exchange programme at ESADE Business School in Spain.

Entering the private sector as an account executive with IT-focused communications consultancy Text 100 and then leaving the company as a senior account manager after a four years stint, Mandisa discovered her passion for technology which deepened in her subsequent position as marketing and communications manager for Nokia Networks (now Nokia Siemens Networks).

She has worked all over the world, including three years with Nokia Mobile Phones in Finland, and also had a successful tenure as senior manager for media liaison and corporate affairs with MTN South Africa. She has over 16 years of experience in marketing communications. 



“Understand the technology arena and align it with your passion.”

dimension  
data 



# WHO'S WHO - MELANIE BOTHA

Business Leader at Microsoft



**“Seek new business opportunities and love a good challenge.”**

Melanie Botha is a business leader at Microsoft South Africa with a seemingly insatiable appetite for starting new businesses. She has a particular interest in coaching women, communities and entrepreneurs in the use of technology, sales, marketing and leadership skills.

She operated as a professional coach in Europe on technology sales management and ran a software business, which developed business partners in Asia Pacific. Melanie has always ventured into predominantly male-dominated technology positions and

welcomes each opportunity as a personal and professional challenge.

She has led business units in international companies like IBM Europe, Africa and Epi-Use. Some of her external business ventures include start-ups such as Caff Arom and Truly Ethiopia.

Her interest in technology, art and design is splashed across everything from mouth-painters to illustrations in books published by Hodder & Stoughton. She is also actively involved in the development of entrepreneurs at the Branson centre for Entrepreneurship.

Melanie is continuously seeking new business opportunities and loves a good challenge, especially when she enters a market that is dominated by a few major players.

Melanie Botha was born on 12 September 1973 and been married for 13 years. Her entrepreneurial drive began early and she has been active in professional arenas since the age of 16. Melanie studied International Politics and Zulu at the University of Pretoria where she lectured Zulu for a number of years. She also completed a client executive certification at Insead Business School, France.

Melanie's work experience stretches across countries such as Korea, Australia, Europe, England, Canada and Africa. She has lived in Switzerland and UK for a number of years and is now based in South Africa. ☺

“Seek new business opportunities and love a good challenge.”

# Willing to travel – or not



## Remote capabilities work both ways

management software. It is an integrated set of interdependent technologies that, when implemented intelligently, create the agility needed to be effective from any location,” elaborates D’Aguilar-Jackson. “The challenges faced by most businesses will be the skills and depth of experience required to achieve this level of integration. This is the value that system integrators like Dimension Data are bringing to the table, as well as the ability to assist in the management and maintenance of these solutions going forward.”

### A room with a view

The drive to increase productivity and enable remote communications tends to focus primarily on enabling those who are away from the office to stay connected. What many overlook is that ‘anywhere’ can actually be your own boardroom. Video communication is a distant relation of mobility solutions, and many businesses are starting to appreciate its effectiveness when it comes to closing the gap between A and B.

“South Africa is definitely an important economic hub and a stepping stone into the rest of Africa. As our ‘village’ expands to include the rest of the world, the need to connect individuals from geographically distant locations is growing. Extensive travel is both expensive and time-consuming, particularly on an ongoing basis. Organisations are seeking viable alternatives capable of providing the quality of a face-to-face engagement, without the hefty price tag,” says Dion Bruyns, Business Development Manager for Visual Communications at Dimension Data Middle East and Africa. “While many may be discouraged by the expense of setting up and maintaining a quality visual communications solution in-house, advances in technology and the evolution of new delivery models make other options available.”

Dimension Data has always been driven by the need to enable business and accelerate the ambitions of its clients. In collaboration with strategic partners Internet Solutions, a Hosted Video Service is now on offer in South Africa, designed to make high-end video-conferencing available on demand, on a subscription basis.

“Our Hosted Video Service is a perfect blend of expertise and technology, pack-

aged as an easy-to-consume model.

“Subscribers have access to carrier-grade functionality at a fraction of the cost. As a hosted solution, delivered as a cloud service, it offers all the benefits of video, but eliminates the need for a huge capital outlay. Engineered to really bring the power of visual communications into just about any business, its connectivity is not just for the boardroom. The option of a handy desktop client means that any laptop can become a conferencing endpoint.

### Destination: Anywhere

“More and more people want to work from home or remotely in order to accommodate increasingly busy schedules and enable a better quality of life. Recent surveys\* show that 66 percent of employees would consider taking a job that pays up to ten percent less if they could work from anywhere. A further 45 percent would be willing to put in an additional two to three hours a day if they were allowed to do so remotely. There is definitely value in that. We are consistently working with our clients to help them get to the point where work becomes something you get to do, not somewhere you have to go to,” concludes D’Aguilar-Jackson.

*\*Source: Cisco Connect Technology World Report 2010*

For more information on our Enterprise Mobility Solutions contact

[lisa.daguiarjackson@dimensiondata.com](mailto:lisa.daguiarjackson@dimensiondata.com)

For more information on our Hosted

Video Service please contact

[dion.bruyns@dimensiondata.com](mailto:dion.bruyns@dimensiondata.com),

or you can visit [www.dimensiondata.com](http://www.dimensiondata.com)

### ABOUT DIMENSION DATA

Founded in 1983, Dimension Data plc is an ICT services and solutions provider that uses its technology expertise, global service delivery capability, and entrepreneurial spirit to accelerate the business ambitions of its clients. Dimension Data is a member of the NTT Group.

**dimension data** 

**MOBILITY** has become one of the key business enablers of this decade and looks to gain further momentum in years to come. The telephone and desktop have quite literally ‘grown legs’ and have evolved into multi-purpose devices capable of supporting not only business objectives, but our own personal need for community and responsiveness to our peers.

### Road trip

“The modern workforce is definitely on the move and enabling mobility is no longer optional, but a critical step towards improving productivity, collaboration and service levels,” says Lisa D’Aguilar-Jackson, Business Development Manager for Unified Communications at Dimension Data Middle East and Africa. This is where enterprise mobility – the ability of an enterprise to connect to people and control assets from any location – is coming into its own.

“The device is just a single facet of the mobility platform,” says D’Aguilar-Jackson. “In fact, as more and more organisations enable employee-owned devices as part of their network, the actual end point becomes irrelevant. It’s the underlying infrastructure and its ability that becomes the differentiating factor.

“Enterprise mobility encompasses all the diverse technologies required to support it, including wireless networks, mobile applications, middleware, security and

# WHO'S WHO - POPPY TSHABALALA

Chief Information Officer, DTI

Words by Eugene Morokolo .....

## **The department will focus on ensuring that technology solutions improve service delivery**

As one of the most strategically important departments in government, the Department of Trade and Industry (DTI) has to ensure its ICT infrastructure and solutions allow it to optimally provide services.

For Poppy Tshabalala, the DTI's Chief Information Officer, ensuring the department is one step ahead in the information provision process is key when handling the high levels of information for citizens and companies.

"The DTI in large is dealing with economic information. Information is very key in our organisations - be it for trade, incentives or investments. We constantly need to make changes to align ourselves with the needs of the citizen," she says.

Being in charge of agencies like the Companies and Intellectual Property Commission (formerly CIPRO), the department also has to ensure that its IT infrastructure and services are aligned to effectively handle any concerns.

## **Security**

In recent years, the department's key agency fell victim to a series of security breaches. Companies got hijacked under its nose and directorships were illegally changed on the problematic Cipro system.

For Tshabalala, it does not matter whether you have the most expensive systems in place – if they are not secure, they will be rendered useless.

"We take IT security very serious and would not want to see mistakes of the past happening, going forward. As a result we have have got a big project that deals specifically in overhauling our IT security solutions".

"We have partnered with Comsec from previous years. They are doing 24 hours network surveillance and on top of that we are also buying solutions to further improve security," she explains.

Comsec's main task is to secure South African government communications against any unauthorised access and also from technical, electronic or any other related threats. The company also provides verification services for electronic



...it does not matter whether you have the most expensive systems in place – if they are not secure, they will be rendered useless.



communications security systems, products and services used by the South African government.

### Legacy systems

Tshabalala says legacy systems should be replaced in a systematic and calculated way, otherwise they add to already existing problems.

“I believe in a delayed approach. As you move with the technology, you should not move too fast or you leave your clients behind. If you chase technology you will never implement anything because by the time you implement one system, another one is available. What’s the use of using best technology solutions when you’re supporting departments that do not use it them?”

Tshabalala adds that though the legacy systems must be replaced systematically, it should not be too slow as this eventually makes new systems irrelevant and is a waste of resources.

An example is the Integrated Financial Management System (IFMS) which is being piloted at the Department of Public Service and Administration. Ten systems were piloted earlier this year with hopes to change the way departments do their HR, supply chain and other administrative functions.

“The approach of IFMS is so slow that by the time it sees the light of day it will be overtaken by events. The specification of IFMS 10 years ago cannot be relevant now. Because of the slow movement of this project, it has already lost clients. By the time IFMS is fully implemented, client departments would already have something new or more effective.”

“For example, we had requested to be among the first to pilot IFMS 3 years ago and received no response. By the time they give us the IFMS solution, we would already be having our own data warehouse and moved our agencies – IFMS would become useless to us. It will only be useful to departments that have not introduced new systems.”

### Future projects

The DTI says it has projects in the pipeline that will drastically change the way it handles its operations. Tshabalala says that as part of future projects, they will also prioritise systems that are urgently needed to ensure overall efficiency within the department.

“We have a project in the pipeline called data warehouse which we plan to complete in this current financial year. That project is aimed at making sure that all DTI information comes from one source. We will be piloting it with the trade and investment division and are will also follow with another project on incentives schemes and bring it onto the same databases,” she explains. The DTI also aims to have a single user system which will practically link the department with other strategic departments within government. This she says will save a lot of time and help improve on service delivery.

“In the next three years we will be having a single user system for the DTI. This system will be able to give accurate information about whether an individual using an ID number or a company is using a company registration number.”



**the dti**

Department:  
Trade and Industry  
**REPUBLIC OF SOUTH AFRICA**

...for the department to impact directly on citizens, it needs to be able to collaborate with other departments...

### Architectural solutions

Though Tshabalala admits a lot has been done already, she feels there are still a lot of architectural solutions that need to be implemented. This, she says, will ensure systems can communicate with each other, without architectural clashes.

Collaboration will be key. Tshabalala concedes that for the department to impact directly on citizens, it needs to be able to collaborate with other departments – a task made more difficult with the use of disparate systems within government departments.

“For example you go to the Department of Social Development or Labour and you find that they have their own internal systems, so they can’t communicate. When that’s the case, how can they be integrated with the DTI and other departments?”



“...If you chase technology you will never implement anything because by the time you implement one system, another one is available....”

# WHO'S WHO - PALESA MAPETLA

Public Sector Business Unit  
Manager at EMC Southern  
Africa

Words by Eugene Morokolo .....



**Despite the challenges, women in this sector should grab the opportunities available.**

Twelve years in any industry is regarded as a milestone for many, but for someone whose first love was not IT, it's an even greater achievement.

While the journey to the top for Public Sector Business Unit Manager at EMC Southern Africa, Palesa Mapetla, has just begun - she says she doesn't think about quitting just yet.

As part of a global company that employs over 48 000 people worldwide and handles clients from the banking, financial, retail and healthcare sectors, Mapetla says the job on its own is very challenging – but that being a woman in the industry increases the already heavy burden.

“As a woman and a mother it is extremely challenging. I am not going to claim to be superwoman and say it's easy. The challenges that come with the responsibilities are huge, but not impossible, and I like working under pressure as it brings out the best in me,” she says.

One of the challenges that she points to is the traditional male dominated view. This, however, she says is not as bad as some might make it out to be.

“I have been in the industry for a while now and I can say that while it's male dominated, it's not that bad. The industry is slowly accommodating more and more women, which can only be good for business,” she says.

Mapetla holds a Diploma in Business Information Systems from the Oxford College of Education in Rosebank. As well as an Advanced Business

Management Certificate from Wits Technikon and an MBA from the University of Johannesburg.

Despite her qualifications, Mapetla warns of the dangers of relying heavily on education, without developing a passion for the industry.

“Without passion, vision and the determination, the industry will continue to be a challenge for you. Without that extra energy, you will be at a great disadvantage.”

She has worked for many big multinationals like Hewlett Packard, (HP) International Business Machines (IBM) and DELL.

For Mapetla, it's discouraging to see women being comfortable with junior positions in the industry – mindsets, she says, will only make the already male dominated industry even difficult for women.

“We should start pushing ourselves out of the comfort zone and work extra hard. It's demoralising when women find it ok to be a junior forever and are scared of challenges,” she explains. Mapetla says she would like to see her division within EMC grow and realise her own personal aspirations.

“Firstly I would love to grow the unit, make strong inroads in the sector. In the long run I would like to grow as a person, take on more challenging and get more leaderships roles.”

While aspirations are good, she notes that taking on leadership roles without the necessary foundations, is a recipe for disaster for any manager or CEO. For sustainable growth, she notes the importance of mentoring, saying it is a key element in creating better leaders.

This, she says, was especially evident in her first few years in the industry. Mapetla notes that had she not been mentored at that early stage in her career, she would have cracked under the immense pressure she was subjected to.

“Mentoring is very important as it prepares you for future challenges and

stress levels. It also helps you to be grounded at all terms irrespective of the situation. My first few years in the industry were challenging. I realised I had to do more if I wanted to survive in this fast paced industry.”

Despite the early challenges, Mapetla says she cherishes the bigger challenges presented to her.

Her greatest desire is to see more women take on senior position in the industry and believe in themselves. This, she says, will be a catalyst in ensuring that the male dominated tag attached to the industry is removed permanently.

“There are a lot of possibilities in this industry and fantastic opportunities are available. All that women should do is grab them with both hands and never look back.” ☺

“Without passion, vision and the determination, the industry will continue to be a challenge for you. Without that extra energy, you will be at a great disadvantage.”

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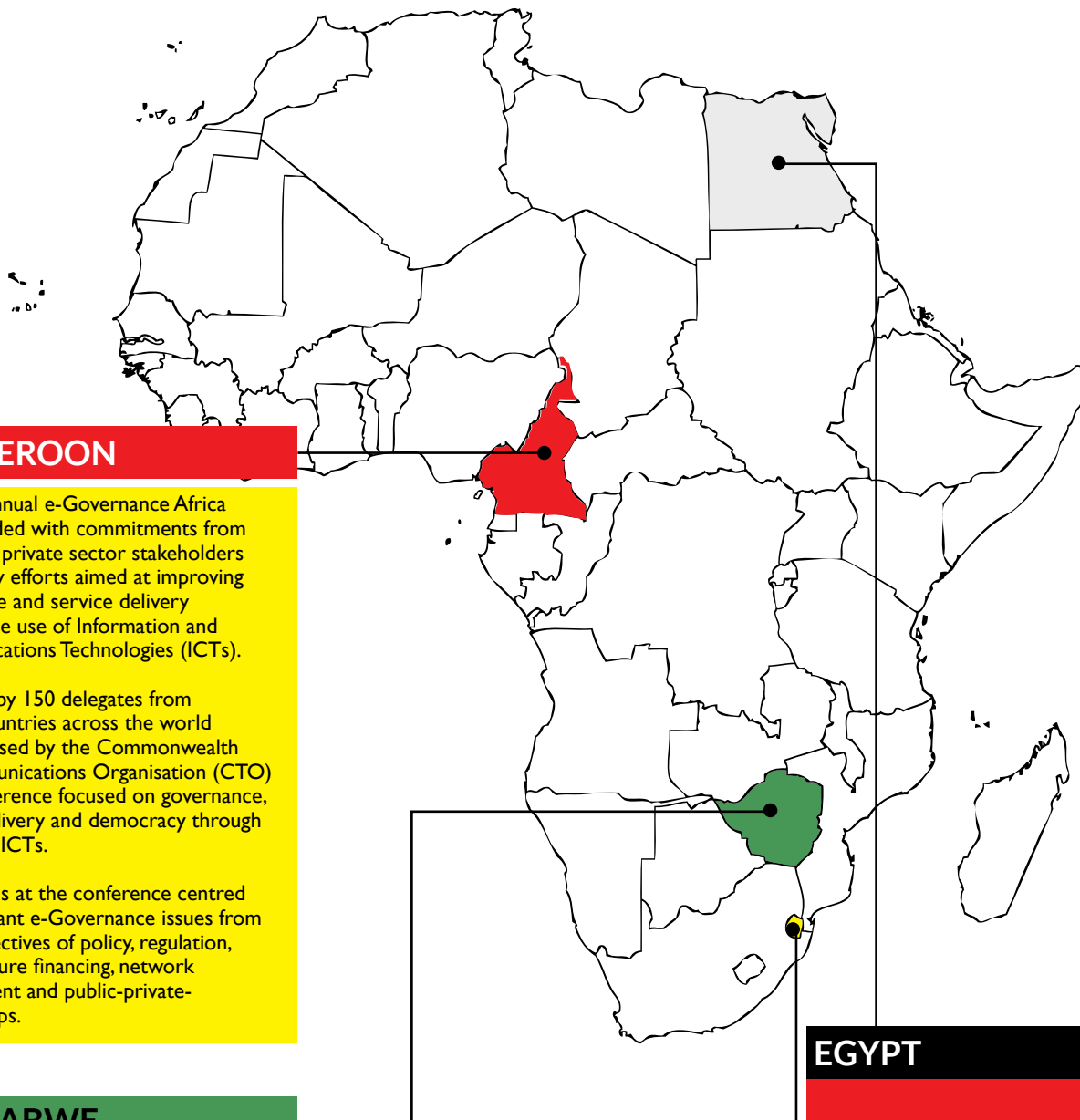


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# AFRICA ROUNDUP



## CAMEROON

The 5th annual e-Governance Africa Forum ended with commitments from public and private sector stakeholders to intensify efforts aimed at improving governance and service delivery through the use of Information and Communications Technologies (ICTs).

Attended by 150 delegates from twenty countries across the world and organised by the Commonwealth Telecommunications Organisation (CTO) - the conference focused on governance, service delivery and democracy through the use of ICTs.

Discussions at the conference centred on important e-Governance issues from the perspectives of policy, regulation, infrastructure financing, network development and public-private-partnerships.

## EGYPT

Sudan and Egypt have agreed to increase mutual cooperation in ICT projects and initiatives.

Communications ministers from the two countries agreed to make use of Egyptian expertise in the fields of e-Government; the establishment and management of smart villages; and the spread of Internet and ICT initiatives.

The possibility of transferring Egyptian expertise in the establishment of the corporeal land registry to Sudan was also discussed - particularly as Egyptian-Sudanese relations in agriculture were expected to grow.

## ZIMBABWE

Zimbabwe's largest mobile phone operator – Econet Wireless – has revealed that it has invested over \$400 million in network infrastructure over the past two years.

In a statement accompanying its financial results for the full year to February 2011, the operator said the investment in network infrastructure helped grow subscriber numbers by 55% - reaching 5.5 million customers by February.

Econet's capital investment contributed greatly to the growth in the country's mobile penetration rate, which rose from 40% in 2010 to 66% in February this year.

## SWAZILAND

India has €20 million towards the development of science and technology in Swaziland.

Royal Science and Technology Park project manager Moses Zungu said the money would be used towards capacity building in the biotechnology park.

The country currently has a limited number of experts in science and technology with the University of Swaziland (UNISWA) dominating in areas of research.

# MESSAGE FROM BLAKE MOSLEY- LEFATOLA

CEO- State IT Agency



On behalf of the State IT Agency (SITA) and Government Information Technology Officers Council (GITOC), our co-host, I would like to welcome you to GovTech 2011, South Africa's premier public sector ICT conference that is second to none in the country.

This year, SITA will be hosting GovTech for the sixth time since its launch at Sun City in 2006. Over all those years, GovTech has grown into an unassailable brand and a highly prestigious ICT conference with a positive influence on ICT development and impact on public sector service delivery improvement.

GovTech attracts a cross-section of highly influential personalities from various sectors, including representatives and decision-makers from the ICT industry, government CIOs, academics and SMMEs.

This year, as SITA is on a course to transform and reengineer its business processes and systems to become a high-performing, customer-driven ICT service provider, we will leverage upon GovTech as a strategic launching pad to reposition the organisation as a government entity that, in terms of its turnaround strategy, is improving in many strategic areas. These include being a proficient lead agency in public sector ICT; Effective and integrated public sector ICT Supply Chain Management (SCM), Competitive pricing and financial sustainability; Effective ICT Regulator; Effective Governance and Monitoring; and Best Employer.





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“...SITA is on a course to transform and reengineer its business processes and systems to become a high-performing, customer-driven ICT service provider.”

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Of the numerous benefits associated with this conference, we as the IT agency for the State are particularly excited at the networking opportunities that GovTech can offer where we would be able to engage our stakeholders in government, the ICT industry as well as the civil society. Essentially, this will ensure that our value proposition in the form of goods and services that we offer is responsive and relevant to the diverse ICT needs of our customers and partners. Most importantly, it will ensure that we continue to make a positive impact in terms of our core-business of being an enabler and Integrator of ICT goods, systems, infrastructure and related services for the public sector.

GovTech has always proven to be an important ICT knowledge hub that offers world-class best practices and case-studies that stimulate innovation and research in the ICT field. As an

exclusive learning network, GovTech will continue to generate a wealth of information and knowledge essential to ensure ICT growth and development in our country, particularly in government where such skills are fundamental in making e-government a reality.

In addition, through exposure to ICT development trends and in-depth expertise from national and international experts at GovTech will add to SITA's ICT knowledge and expertise to improve ICT thought-leadership. SITA should lead in terms of enhancing effective information technology use in government, directly or through partnerships, and drive information security and information system convergence in government.

The theme for GovTech 2011 is Connected Government- working together to do more. Connected government is about working collaboratively – where public servants break through departmental boundaries and embrace ICT as a means to integrated and collaborative planning and implementation to achieve shared outcomes across portfolios and jurisdictional boundaries.

Our envisaged strategic outcomes for GovTech 2011 include furthering Government's ICT agenda through collaboration and information-sharing between government and industry; contributing to the development of the ICT profession and growth of the industry in South Africa; and promoting the potential of ICT as a transformation agent and enabler of service delivery.

I look forward to the vibrant and robust debates that have down the years grown to be an integral part of GovTech. Through the wealth of knowledge and expertise that you will generate at GovTech, you will undoubtedly contribute towards the modernisation of government for effective service provision to the citizens. We all owe it to the people of South Africa to ensure that the enormous investment in IT that government makes annually translates into IT infrastructure that will ensure improved, integrated delivery of tangible, life changing services to the people of South Africa.

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“GovTech has always proven to be an important ICT knowledge hub that offers world-class best practices and case-studies that stimulate innovation and research in the ICT field.”

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11-14 September | Durban

**Connected  
Government**

Working together to do more



**SITA TODAY.  
SITA TOMORROW.  
SITA TO THE FUTURE**



**A**fter extensive consultation with stakeholders during 2009, the Department of Public Services and Administration (DPSA) resolved that serious interventions were required to address the challenges faced by SITA.

Established in 1999, **SITA** was created to ensure that government reaps the benefits of bulk purchasing of ICT goods and services; deliver e-Government services as part of improving citizens' access to public services; facilitate public-private partnerships on risk and reward sharing in the acquisition of ICT goods and services and develop an ICT skills development plan

The challenges that required serious immediate attention spanned across areas of:

- poor service delivery
- the absence of an integrated Customer Relationship Management approach
- Procurement processes fraught with weaknesses, culminating in irregular expenditure and non-compliance with regulatory frameworks
- The perceived high cost and pricing models
- The high turnover of leadership at Executive level and lack of core skills
- Poor Governance Leadership

**The SITA Turn Around Strategy**

identified seven strategic outcomes for the period 2011 to 2014:

1. Quality service delivery to the public sector
2. Proficient lead agency in public sector ICT;
3. Effective and integrated public sector ICT supply chain management;
4. Competitive pricing and financial sustainability;
5. Effective ICT Regulator;
6. Effective Governance and Monitoring; and
7. Employer of Choice.

SITA has achieved the following deliverables to date as set out in the Turnaround Strategy:

- A fully constituted Board of Directors, was appointed during April 2010;
- The Chief Operations Officer was appointed during November 2010;
- The Chief Executive Officer, was appointed during January 2011;
- All outstanding Executive appointments will be finalised during the fourth quarter of this Calendar year.

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While there has been much talk on SITA challenges, which are being addressing by the strategy, SITA can still refer to a record of service delivery, such as the following highlights:

- A Telemedicine Project is currently underway at the Department of Health and Department of Social Development in Limpopo. This project entails the upgrading of infrastructure to ensure suitability for the utilisation of telemedicine equipment and facilities, thus ensuring that citizens in the rural communities receive adequate health consultations for effective health care. Of the 14 sites identified, 10 has successfully been upgraded;
- The National Network Upgrade Program for the South African Police Service has made some progress and the ICT teams deployed have ensured the high service delivery levels.
- The high level of service excellence on the Active Directory support at the Mpumalanga Department of Education, has raised the potential of the integration of IT support functions.
- SITA successfully hosted the Independent Electoral Commission's Call Centre during the Local Government Elections of 2011

- The development of a Master Systems Plan (MSP) for the Mpumalanga Department of Social Development is well underway and phase 1 of the project is nearing completion;

- The printing of the preliminary results for the Matric Class of 2010, was successfully completed by 30 December 2010. On 1 January 2011 the printing of the Grade 12 examination results as well as the ABET results started. The period 1 - 3 January was critical as the results had to be completed by 5 of January, ensuring that SITA met the expectation of the Department of Basic Education;

- The Poverty Index system that was implemented as a pilot for the City of Johannesburg, in collaboration with the Departments of Housing, Social Development and Health provides a composite view of indigent citizens, which enables the City to track human development in its constituencies and support government objectives on the war against poverty.

- In order to regain the lost confidence and to give space for the implementation of the turn-around strategy, we led consultation processes and we continue to do so with National and Provincial Government Departments. Through these engagements, SITA is expanding its client base

- Five out of the 9 Integrated Finance Management System modules have been built or acquired

- SITA provided Thusong Centre connectivity

- SITA Library Information Management System (SLIMS) has been implemented to replace legacy systems at Provincial & Public Libraries Nationally, in which case so far six Provincial Libraries, 1 Metro (City of Cape Town) and 85 Public Libraries have been migrated. SITA is on track to meet the deadline of Dec 2011 for full migration.

# BIG STRUGGLES FOR LOCAL TRAINING SECTOR

While there are major challenges facing training institutions, the role of these companies has become increasingly important.

words by Eugene Morokolo



The academy offers a wide variety of services that cover the entire skills development and learnership process - from training needs analysis to certification of learners and provides programmes that are outcomes-based and NQF aligned.

Xtensive ICT says the problem with skills in SA might be a result of lack of financial assistance and reluctance of private companies to partner with training institutions.

The good news is that their institution does not require any payment from learners who are on the learnership programme. Xtensive ICT academy also offers private training on Microsoft certifications for candidates who are not able to get on a learnership. However many youth simply lack the funds to pay for their own training and there are long waiting lists for learnerships.

“Our learnership programmes are funded by various sources including the NSF, the MICT SETA, the Gauteng Provincial Government and various private sector partners.”

Though Engelbrecht says funding has been difficult at times, she says her institution is more than willing to change the dynamics though their offerings. Xtensive ICT academy also offers Microsoft IT Academy membership, Microsoft official curriculum training and prometric testing. The Prometric exam centre provides an additional option for learners and private candidates to obtain an internationally recognised IT certification.

While the local ICT industry has over the few years evolved into a popular IT paradise with global IT companies either acquiring or merging with South African based IT companies - one thing though that remains a problem is the skills shortage in this fast paced industry.

Despite the result of increased IT spending by the South Africa government and the private sector as a whole – the role of training academies has become particularly important.

Xtensive ICT academy is an ICT training provider that aims to deliver quality IT training using the right facilities and resources.

“Through our hard work and our proven track record in learnership provision, we feel we have the necessary resources and experience to handle projects we strive to be the best,” she says.

Engelbrecht adds that the academy has 5 campuses in 3 provinces and is well positioned to provide a variety of services in the IT training field.

She says one of their strong points has been the resources they have available including state of the art computer laboratories and a dedicated team of facilitators.





“All our facilitators are qualified and experienced. Xtensive ICT academy also offers training for private learners as well as corporate. We also has a proven track record in learnership provision and have the necessary resources and experience to handle projects.” ☺

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**Xtensive ICT Academy** is an ICT training provider that aims to deliver quality information technology training using the right facilities and resources.

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“Our learnership programmes are funded by various sources including the NSF, the MICT SETA, the Gauteng Provincial Government and various private sector partners.”

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# Public sector solutions

Driving service delivery for government

**Lubabalo Dyantyi (Luba)**

Senior General Manager – Public Sector

E-mail [Lubabalo.Dyantyi@dimensiondata.com](mailto:Lubabalo.Dyantyi@dimensiondata.com)

## What does Dimension Data do for Local Government?

The company's focus is on the areas of education, health, transportation, public safety and local government infrastructure development – using technology to build world-class digital cities. Dimension Data solutions enable municipalities in South Africa to become telecommunications service providers, from the building of the infrastructure, through developing the services, to marketing that capability.

## Where does South Africa stand with regards to implementing digital cities initiatives?

South Africa has entered an era where it has set itself targets to increase its global competitiveness against other developing economies in the BRICS community while reducing the challenges of unemployment and poverty. At a global level, cities are competing aggressively to attract greater business investment, human capital and improved revenue streams; and as such information infrastructure becomes a crucial lever to improve our global competitiveness.

In SA, the major Metros including Cape Town, Johannesburg, Tshwane and Ethekwini, have no doubt already embarked along the road of a digital cities journey whereby they are deploying city-wide fibre infrastructure and are looking to sell excess capacity to service providers with the idea to use the income derived to finance the deployment of broadband services to areas not attractive to private enterprise.

Theoretically this model/approach is set to broaden the reach of South Africa's Municipalities and improve service delivery, as services would be more accessible and available. Queries, account payments, statement generation and payment of deposits and many other routine functions

would be possible at more outlets, making ratepayers lives easier. The challenge SA faces now is how to balance national government's long-term

## What needs to be in place for something to be classified as a 'digital city'?

As a start, the foundation of a digital city is the connectivity of its citizens. Great digital infrastructure by way of broadband fibre and or a Wi-Fi access network is required for anything to be classified as a digital city. Having such a municipal network can for example help support the use of smart metres to monitor electricity usage and expedite revenue collection for the city, making administration more accurate. Such a network can also help extend the city's digital reach into the homes of its citizens, allowing them to access the City's Ethernet to pay for electricity, go online to pay water, rates and other bills in the convenience of their own homes.

There would also be need for a well-integrated set of online tools that provide information to the public via multiple digital channels such as a regularly updated website, social platforms such as Twitter and Facebook among other channels.

## How would the stakeholders benefit from digital cities?

### Residential Use

- Education and training and recreation, eCommerce and eGovernment services, Telework and Telemedicine; contact with family and friends

### Local Government Use

- Online services and public safety, remote monitoring of utilities and video conferencing, sharing information with other government units and communicate with residents

## accelerate your ambition

### Business Use

- eCommerce, telework and remote data back-up, receiving and submitting contracts, automating internal processes and procedures, out sourcing non-core activities and employee training

### Healthcare Use

- Remote diagnosis, access to specialists and remote patient monitoring, store and access patient records

## What are the key benefits for SA – why should we be aiming to develop digital cities?

1. To improve their economic and social well-being, support local businesses and the local economy. Prevent outward migration of both businesses and households.
2. Aid local government, health, education, and other public bodies to perform more effectively and efficiently. Provide a universal, high-quality utility service to local citizens. Increased civic and volunteer involvement
3. "Homesourcing" - outsourcing work to rural households, retain and attract knowledge economy jobs, young people and entrepreneurs

## And what does the future hold once we have reached such a point – what's the next level once we have digital cities?

Such a point would have created a solid foundation for innovation, enabled entrepreneurs to grow, created world class infrastructure and have provided an unparalleled quality of life for citizens.

# Security Operations Centre

The ICT Security Solutions division of Datacentrix has built a Security Operations Centre (SOC) which consists of modular components operating as a single entity. The components are unified by the primary purpose of centralised detection and decisive action against information security threats.

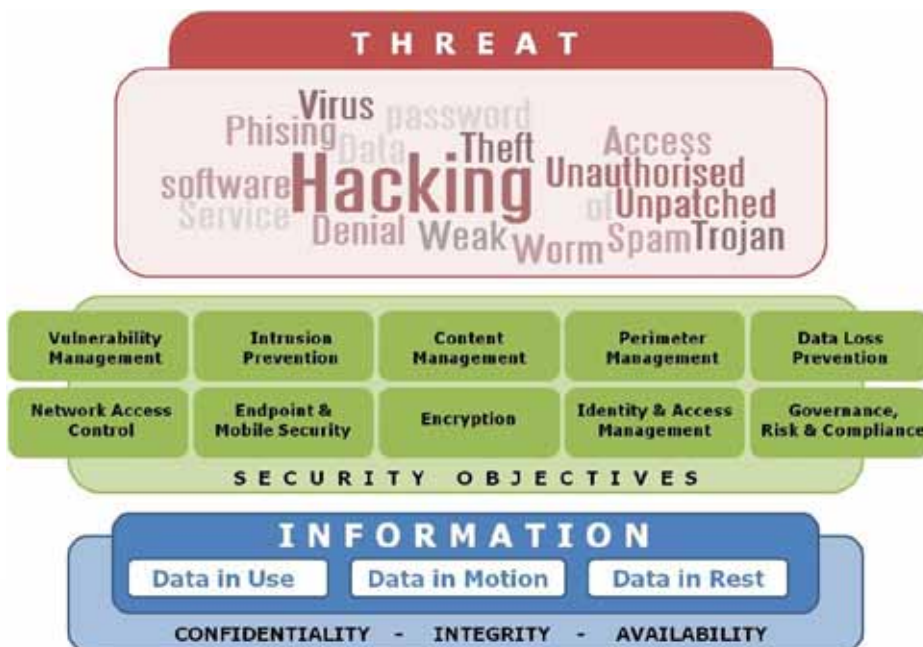
The SOC is offered as a diverse set of services that can be applied as building blocks to effectively manage the information security risks that increasingly threaten organisations.

ICT security is complex and expensive and is usually not the core competency or focus of most companies and therefore expensive mistakes can be made when investing in information security.

Even when appropriate investments are made, many organisations do not have the internal knowledge and skills to apply the solution effectively in order to maximise the value that can be derived from the investment.

One of the primary objectives of the ICT Security Solutions division is to assist customers in making astute investments in ICT security. To this end, the Datacentrix SOC offering is built in a way that allows clients to 'pick and choose' SOC modules, evaluate the benefits thereof and progressively add modules as and when required.

## THREAT MANAGEMENT APPROACH



Through our SOC, all aspects required within the security stack is addressed, streamlining the total security effort ensuring Confidentiality, Integrity and Availability.

Datacentrix employs best practice methodologies and a proven consultancy framework to ensure accurate resolution of our clients' security challenges, as well as the correct alignment between the security solution and the client's strategic and operational business objectives.



## SECURITY OPERATIONS CENTRE

- **Automated and human monitoring of information systems in real time**
- **Prevent, detect and manage cyber-attacks and IT security incidents**
- **Incident verification against world-wide baseline samples**
- **Security Information and Event Management (SIEM)**
- **Network discovery and vulnerability assessment**
- **Governance, Risk and Compliance (GRC)**
- **Website assessment and monitoring**
- **Application and database scanners**
- **Unified Threat Management (UTM)**
- **Log management systems**
- **Enterprise antivirus**
- **Penetration testing**
- **Intrusion systems**
- **Firewalls**



# NEW SPACES FOR OLD MARKETS

Tirisan Technologies is a small company with big dreams for the IT governance sector.

words by Eugene Morokolo .....



**IT** governance has been a hot topic with both public and private organisations trying their best to abide by and enforce regulations and policies. While small companies often regard the ICT industry as an uneven playing turf as opportunities often go to larger corporations – one company believes there is still space in the risk management space .

Tirisan Technologies, a custom software development company, with a focus on ICT governance has big dreams which some might consider too much to handle.

CEO of Tirisan Technologies, Rendani Sinthumule, says his company has a lot to offer the industry but challenges at times hinder their progress – adding that gaining market share in the already competitive market is a huge challenge.

*“Challenges facing us and other small and medium companies are penetrating the market. Everywhere we go, our bigger competitors are there, and competing*

*with such companies on limited resources becomes a huge obstacle,”* he explains.

While admitting his company faces a momentous task, he notes that concrete goals and focusing on acquiring talent and in-demand skills will help get it where it wants to be.

*“We see ourselves being an innovator and creator of value added applications within our client base,”* Sinthumule says.

Opportunities away from the private sector will also provide growth opportunities for the company. Government has maintained it will increase its fight against corruption and tender manipulation and Sinthumule says IT can play a crucial role in helping government monitor and keep track of their assets.

*“IT can be used as a set of tools to automate processes, eliminating human input (which is mostly prone to error or misuse). With properly implemented systems, corruption can be a thing of the past.”*

He adds that Business Intelligence is also a very important component of IT governance and cannot be left out.

*“Business Intelligence in all cases helps you count stock, see your problems and assess where you are - and this has helped government departments who have implemented it to deliver better and improve.”*

## THE HAPPY CLIENT

He says though innovation and providing value for money are their main weapon, a happy client will help ensure continued business. To achieve this, the focus will be on liaising with their clients and building personal relationships with every single client.

*“We are not box droppers, when we engage a client, we dedicate all our resources and efforts to understanding the client’s needs and deliver value to them. Small client or big client, all will get professional service.”*

But this will not mean that the small company will not look to tackle bigger clients. Government is the biggest IT spender in the country and all businesses whether big or small have acknowledged that. Tirisan also acknowledges the importance of doing business with government and has added that to their list of objectives.

*“Doing business with government is very important, because they are the biggest buyer of IT service, and once you crack that market as a small business you can have a stable revenue base.”*

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“We are not box droppers, when we engage a client, we dedicate all our resources and efforts to understanding the client’s needs and deliver value to them. Small client or big client, all will get professional service.”

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For this, the company says it has set its eyes on aggressively embarking on an IT governance and security awareness drive, while growing the calibre of those skills in their organisation. The aim, is to help clients achieve more through added service offerings. Sinthumule, however, is cautious, noting that too much reliance on government has negative effects that could actually cripple a company.

*“Government indeed is spending a lot of money on IT, however because of lengthy and tedious procurement processes, the private sector becomes equally important in unlocking those quick projects and continue cash flows.”*

### **RIDING OUT THE WAVES**

Many small companies closed shop when the recession hit world markets. How then was Tirisan able to survive the harsh economic devastation? The company

says keeping customers happy was one of the reasons that helped them stay afloat while others drowned.

*“Our level of trust and the relationships we maintain with our existing customers kept us going. It’s good to keep chasing new business, but continue to let it be the focus of business to look at ways of increasing revenue within their existing customers. You should know your customers well and increase business with them. And in rainy days your existing customers are your only shelter.”*

Sinthumule says South African companies still have a long way to go compared to global corporations in IT governance. However, he maintains the industry is doing well at keeping up with the rest of the world even though it’s not at the same pace.

With different economies and social standards, the country should look to IT as a solution, using local contexts as inspiration. An example he says, would be to turn unlikely rural places in a province like Limpopo, into an economic hub through the right investments.

*“We still have a long way to go as South African IT companies compared to our global counterparts. But having said that, there is a lot that industry is doing to keep us on the drive and government is also trying their level best. I believe we need to look at countries like India, China, and Russia and bite the bullet for example, go into a province such as Limpopo - rich in mining and agriculture. Create a little Silicon Valley house, and incubate small companies to create innovation.”* ☺

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SA companies still have a long way to... in IT governance. However...the industry is doing well at keeping up with the rest of the world

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## HARDWORK BEGETS SUCCESS



• **Dilshad Ameer (Director and Senior Consultant)**

During 2000, I took an interest in IT and enrolled as a student at the University of the Western Cape to study (B.COM) Computer Science. Financing my studies required part-time work which enabled me to pay for my registration fees as well as other necessities.

I completed a course in Information Systems and found that the interpersonal aspect of IT sparked a great interest in me. I was fortunate to receive a bursary which allowed me to complete my undergraduate as well as post-graduate degree in (B.COM) Information Systems.

In 2003 I finalised my degree and passed Cum Laude. Due to my hard work and willingness to achieve great heights regardless of my circumstances, I received the Computer Society of South Africa Western Cape IT Student of the year 2003 award.

In 2004 I joined project Ukuntinga at the City of Cape Town as an intern. Here I quickly learnt that hard work and the willingness to learn is what would get me ahead in my career.

In 2005 I joined Zimele Technologies as a junior IT consultant. I am now a senior consultant and a Specialist Billing Configurer for SAP Information Systems Utilities. I also mentor junior consultants and guide them towards their future career goals. Being passionate about our company's success, I involve myself

with in-house projects and was recently appointed as Project Manager of our Graduate Recruitment Drive.

During 2009 I was offered the position as a Trustee and Chairperson of the Zimele Technologies Staff Incentive Trust where I administer the expressed terms of the Trust in the best interest of the beneficiaries.

Due to my dedication, diligence and loyalty to Zimele Technologies, I was appointed as a member of the Board in August 2011 where I am proudly a representative of the Trust.

"People are Zimele's greatest asset as a result we strive to choose the best. At Zimele, employees are given the opportunity to shape their destiny. We are proud of Dilshad's achievements. She has shown that hard work and dedication yield tangible results. Dilshad represents everything that Zimele strives to achieve."

- **Thando Mjebeza, CEO of Zimele Technologies.**

**ZIMELE**  
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[www.zimeletechnologies.com](http://www.zimeletechnologies.com)  
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## WE ARE ZIMELE TECHNOLOGIES

A 100% black-owned Information Technology company established in 2004. Whilst headquartered in Cape Town, our far-reaching national footprint enables us to provide IT Consulting, Solutions and Services to clients that recognize the value potential of IT in business.

Zimele combines creative talent and expertise, with cutting-edge technology to deliver the various offerings to government, the private sector and the public

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- IT Training



**Thando Mjebeza, CEO**



**Sisa Rafuza, Chairman**

Since our establishment, we have experienced significant market success and growth; an expansion in our client base translating to over 30% increase in our human capital compliment, from year-to-year.

Some of our clients include: Gauteng Shared Services Centre, Pick n Pay, De Beers, City of Cape Town, Provincial Government of the Western Cape, DHL, and Accenture.

We proudly stand-out above the majority of our peers in the South African IT industry with our impeccably strong BBBEE credentials. Having undergone an external verification of our BBBEE Codes of Good Practice our company is rated as AAA+, a Level-1 BBBEE contributor by Empowerdex.

ACCREDITED BY



# FIGHTING DATA THEFT

There is no longer any excuse for companies to not have effective security policies and solutions in place.

words by Eugene Morokolo .....



• **DAVID FUNNELL** (RSA Sales Manager)

**N**ow, more than ever, Internet security been highlighted as key in every organisation - yet people still do not get the real worth and privilege of working within a secure organisation.

With a lot of decision makers failing to understand the real worth of their information and responding late to any security threats, a large number of companies are operating in environments characterised by the lack of knowledge and awareness of any vulnerabilities.

According to Dave Funnell, sales manager for Internet security company RSA, research has shown that it is not uncommon for over 80% of a company's assets to be at risk.

This, he says, is not realised by many companies at an early stage but only when the chips are really down.

*"Most companies do not realise how important their information is. They don't really pay too much attention to security but spend a lot of money on IT assets until they are attacked."*

Funnell does not understand how people can be so ignorant about implementing policies to secure their crucial data. This, he says is even more worrying in the context of government.

*"They (government) realise they are custodians of our nations assets, they know IT security is critical. But whether they are implementing it is another story. There are frameworks and policies though and I hope they are on the programme."*

Though Funnell says that at times and depending of solutions, IT security does not come cheap - he acknowledges that no matter how expensive your security model is, without covering the basics, the security solutions become worthless.

This, he says is a mistake that people normally make because they have paid a high price for security solutions and systems which, at the time, seemed very sophisticated likely to be effective. (Cont on pg 32)

"People need to understand the basics of securing data, like changing a password time and again, logging off when you done ... Such things are overlooked and that at times makes a lot of difference,"





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(Cont from pg 30)

*“People need to understand the basics of securing data, like changing a password time and again, logging off when you done and scanning all moveable drives. Such things are overlooked and that at times makes a lot of difference,” Funnell warns.*

## GLOBAL TRENDS

Recently, a lot of effort has been put into security awareness programmes and both public and private organisations have seen the need to educate their employees about data security. This is a result of companies realising that it's not only executives who are affected but all members of the organisation.

*“It has come to the fore that not only IT personnel in a company should know about the risks, everyone needs to come on board and really understand different methods of protecting their valuable information.”*

Globally there has been an increase in data theft and that's the only real alarm that companies listen to. South Africa,

like many developed and developing countries is not immune to trends affecting the rest of the world. Funnell says there has been an increase in the number of cases of company theft in South Africa recently and companies should be extra careful and vigilant about their data.

Though the problem of data theft is a global one, Funnell says South Africa has the capabilities to fight the crime and along with daily technology advancements - the means to win the war continue to grow.

Tailor made solutions are available, so companies need to find out where they are more vulnerable and apply such actions he recommends.

*“We have solutions like network forensics, real time threat detectors and early warning intrusion, so the onus is on individual companies to act on threats that are likely to affect their bottom line. Companies like RSA have different solutions to match the need of individual companies.”* ☾

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“It has come to the fore that not only IT personnel in a company should know about the risks, everyone needs to come on board and really understand different methods of protecting their valuable information.”

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## Harnessing local talent for service delivery initiatives

Why is it that with a massive local talent base waiting to be exposed to the workplace, South African companies are still relying heavily on international destinations to find those essential but elusive skills?

While those skills might not currently be available in the country, companies need to consider the long-term view. The projects remain in the country, but without the local talent to sustain the initiative, the key question then becomes – how, without local skills, will the project move forward?

“What we’re getting right is identifying youngsters with a lot of potential. Assessing their aptitude, personality, attitude towards work and taking the right people and providing them with training. Once you identify the right person and train them, getting those talented individuals into the workplace is the easy part. That’s how we get it right,” reveals Zaid Glennistor, CEO of Glennco Consulting.

Glennco Consulting is a platinum strategic partner for Oracle with a focus on providing the public sector with the best solutions. Specialising on all the financial modules including supply chain management, inventory, HR, human capital management and payroll – the consulting company is well positioned to provide solutions to some of the key concerns facing the ICT sector.

With a shared vision on the empowerment of black youth, Glennco Consulting notes that the emphasis on the public sector is perfectly aligned to its objectives as a company.



Zaid Glennistor, CEO  
(Glennco Consulting)

“There is a massive drive towards uplifting young black South Africans within all government departments and entities and that is one of the reasons why we continue to focus on the public sector.”

With a full staff complement of 80 consultants, the company has shown enviable growth since its inception in 2004. With clients such as the South African Social Security Agency (SASSA), the North-West provincial legislature, the Coega Development Corporation and South African Tourism – Glennco Consulting is set to take on bigger clients and provide smaller clients with quality service.

“We recently lost some of our consultants to some major corporations. For us, this is good, because it means we are producing world class consultants that are highly sought after,” he explains.

As government departments move away from traditional cash based accounting systems, Glennistor believes Glennco Consulting will be at the forefront of this transformation. With senior consultants who provide a diverse skills set, including knowledge of Oracle applications and the market – clients will receive the best.

Junior consultants don’t lag far behind. With extensive training and mentorship programmes, these consultants are set to facilitate changes in the public sector.

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# IFMS TO IMPROVE HR STANDARDS

The long-awaited system is off to a good start at the DPSA

words by Eugene Morokolo

Earlier this year, the Department of Public Service and Administration (DPSA) became the first department to go live with the Human Resource module of the long-awaited Integrated Financial Management System (IFMS).

Fast forward five months later and Cornel Uys, chief director responsible for the IFMS at the DPSA, is confident his department stands to benefit from the system which will be using the latest available technology.

Uys notes that while the implementation of IFMS at the DPSA was imminent and highly anticipated - not everyone was able to adjust to the changes brought on by its introduction.

“Change management is not easy. In some cases people understood it was easy, but others took a bit longer to adapt. Our consultants had to give extra training to users so that they could be brought up to speed.”

For Uys, a big project like the IFMS is not only about the input of the users - but it would also require the involvement of management to make it a success.

“You need the support of the top management. Without their support you won’t achieve anything. Secondly you have to put in place measures for change management. During the first round of implementation, people found the IFMS quite challenging. But now they are used to it - which was thanks to the patience of management their belief in the employees,” he explains.

The IFMS is currently only live at the DPSA and is expected to soon go live soon at the Department of Education in



the Free State province. Uys says that while it might be too early to celebrate the implementation of the IFMS at the DPSA - the initial goals have been achieved.

“We have only gone live in one department so it won’t be proper to say we have won, as we feel we need more implementation projects before we can say that. The success is that so far, we have achieved what we wanted to achieve at the department.”

The IFMS is a joint venture between the DPSA and National Treasury. The system will integrate and modernise IT systems to support human resource management and supply chain processes. The system will replace legacy systems such as Persal, Vulindlela and Logis along with any other dated systems.

One of the fundamental tasks that the IFMS (HR module) was tasked with was to remove duplication of systems and be effective.

“We want to make sure that a single system is used, for example payroll, to avoid difficulties associated with duplication. That will only happen once we have fully implemented the entire system - it’s still early days to talk about that. We want to make sure that the department uses one HR system.”

“We have Persal which was from the 80’s. Over time it evolved but it could only evolve so much. The IFMS system is Windows based while Persal was not. Persal also only had the capabilities to have a limited number of users, while IFMS is different. Everyone with a user ID and password can access the system,” he explains.

Though he explains that the system has already made improvements, only through a national roll-out can service delivery be drastically improved.

“We don’t have a set date at the moment, but we would like to have a full national roll-out within the next 4 years starting from the coming financial year,” he says.



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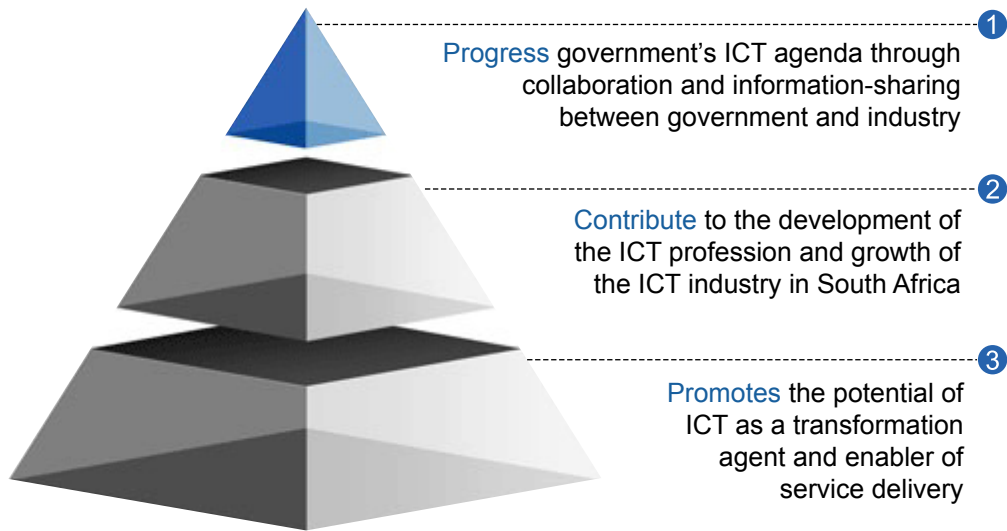


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# **GOVTECH** 2011

SITA's 6th annual GovTech Conference is now firmly established as South Africa's premier conference for all stakeholders involved in public sector ICT.

The theme for GovTech 2011 is Connected government: working together to do more.

The concept of connected government is derived from the whole-of-government approach, which is increasingly looking towards technology as a strategic tool and as an enabler for public service innovation and productivity growth.

The underlying principle is to improve the internal workings of the public sector by reducing financial costs and transaction time, to better manage the work flow and processes, to improve institutional linkages between different government departments and agencies across all spheres of government and enable a better flow of resources and allocation of responsibilities to promote the delivery of public services.

By bringing issues of connected government to the table, GovTech 2011 intends to stimulate thinking and debate around an important issue: that ICT has great potential for public sector transformation and, in doing so, contribute to a better understanding of the multifaceted challenges of e-government and connected governance by both public and private sector decision makers.

More importantly, the theme for GovTech 2011, which calls for a connected government, strategically combines with the core GovTech focus areas for the next three years, namely: Collaborate (2012), Innovate (2013) and Empower (2014).

This forms part of a new four year GovTech transformation model that will ensure GovTech's ongoing contribution to government's priorities and support for SITA's turnaround process.