MODERNIZATION OF INFRASTRUCTURE AND SERVICES

SITA
State Information Technology Agency SOC Ltd

MAY 2017

SITA continues to deliver on its strategic priorities..

Value-added procurement	▪ Procure goods and services at a **lower cost** than any single department could on their own, within similar time frames ▪ An efficient and **service-oriented procurement process**
Core IT Services	▪ Guide the **enterprise architecture, standards and overall IT vision for the Government** ▪ Own and deliver **cross-cutting solutions** across the government through targeted multi-department projects ▪ A **world-class provider of core network, hosting, and data infrastructure services**
Electronic Government	▪ Driving force behind the **continued digitization of public sector** ▪ Set and drive the **e-Government agenda for the country** and drive the **modernization of the public sector**
Cyber-security	▪ An effective and robust **Information Security environment** ▪ A leading Agency in **defending South African Government information Assets** (Securing South African Cyber Space)
Healthy organisation	▪ A **customer centric** SITA, with **motivated employees**, ▪ An open and **trusting culture** that fully utilises **employee capabilities**
Business Enablers	▪ Integrate and automate finance and procurement process ▪ Develop and implement new customer engagement model ▪ Develop transparency on costs of services provided by SITA ▪ Identify cost reduction areas, develop and implement savings

E-Government and Infrastructure Modernization

Our evolving approach to the modernization of our infrastructure and services enables us to identify the roles and responsibilities of different members of a context ecosystem, allowing us to build incremental integrated value at different levels of the business and technology stacks, towards a completely new paradigm in public service delivery through ICT.

1. Understands the contextual relations of G2X objects
2. Automate and e-enable front end procedures
3. Modernize and integrate applications
4. Modernize and integrate public data
5. Modernize and integrate servers
6. Modernize and consolidates physical space
7. Broadband Network Infrastructure

Our infrastructure modernization program is driven by the following considerations in respect of the technical operating environment:

- **Focus on specific value-added services ;**
- **Fundamental changes in the cost structure;**
- **Fundamental changes in agility and flexibility to meet demands of the e-Government paradigm.;**
- **Fundamental changes in the resilience and integrity;**
- **Ability to exploit and employ modern ICT skills to drive the changes.**

E-Government and Infrastructure Modernisation

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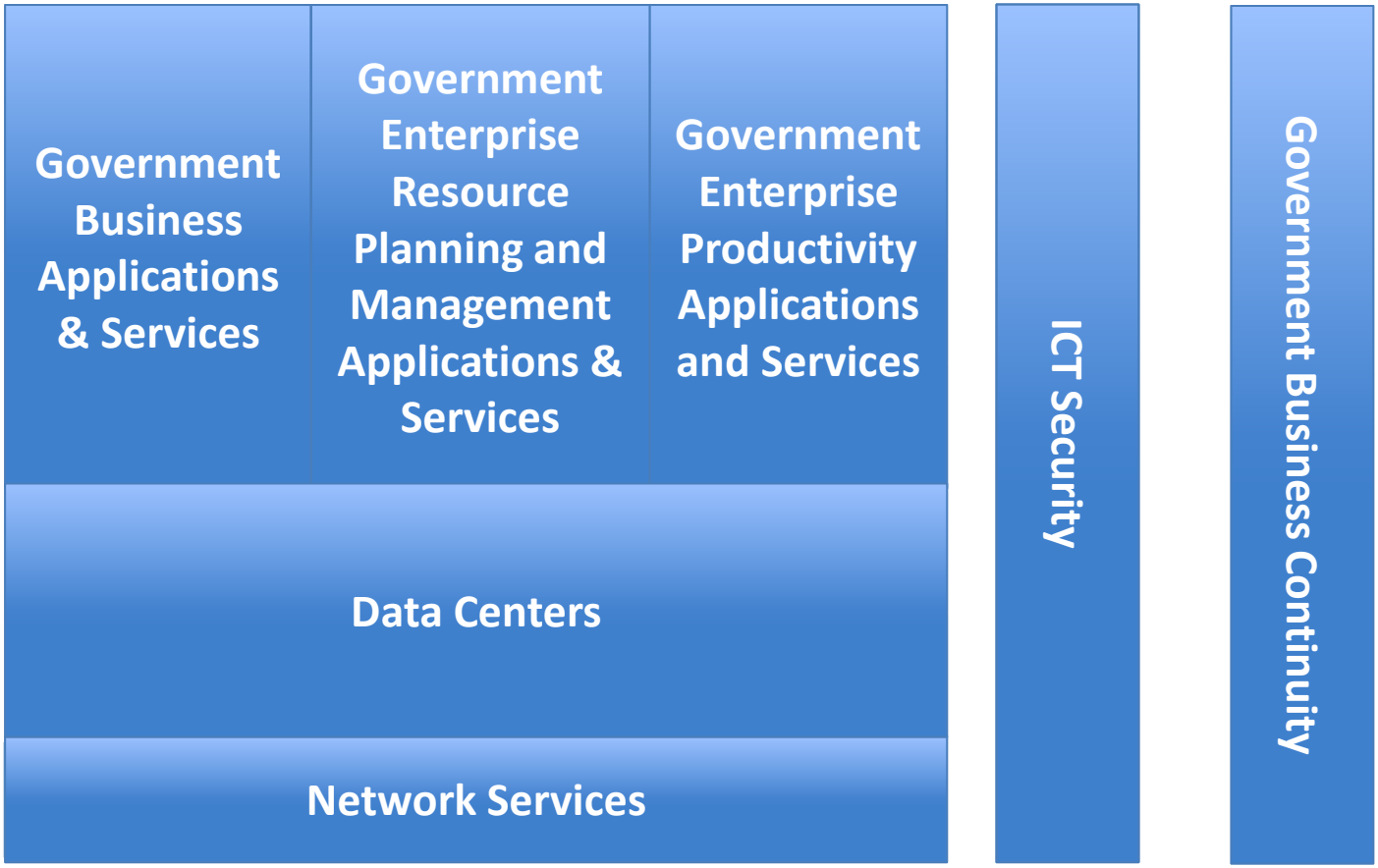

This new approach informs our new key modernization programs

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eGov Strategy

Cloud Strategy

Network Transformation Strategy

Founded on the following purposes statements

Vision

Empower SITA to create and operate a future-proof, profitable, agile and secure network which can provide innovative customer services and be able to meet current as well as future initiatives.

Mission

- Redesign the current network in order to have a secure and future-proof network architecture that can support scale and enable high availability and performance
- Select technologies to use in the network that enable agility and scalability
- Create additional revenue by providing new services in order to operate a profitable and sustainable network
- Develop the right skills to be able to plan, build and operate the SITA network effectively and efficiently

Founded on the following purposes statements

Vision

Empower SITA to create and operate a secure common cloud platform that consolidates government department systems and acts as a mediator for existing cloud providers

Mission

Position SITA as the national Government Cloud Provider for South African Governmental departments:

- Serving as a mediator for government departments cloud solutions; and
- Setting standards for Government Departments cloud solutions to be interoperable with the SITA provided Government Cloud
- Having the capability to manage and operate the Government Cloud for SA Government departments

Underpinned by the following strategic pillars and migration context

Support the legacy migration programme

- Decrease license costs

Create a SITA capability to run and maintain a secure government cloud

- Enable digital innovation throughout all national institutions

Consolidate and mediate multiple cloud service providers

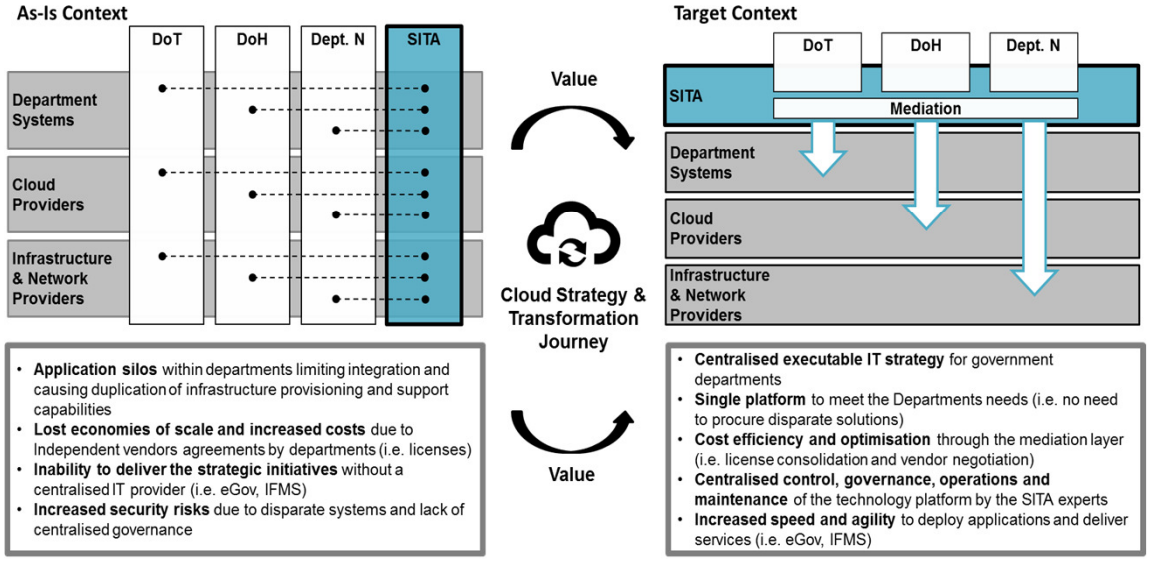
- Decrease license costs
- Capitalise on SITA investments in ICT, infrastructure and skills by consolidating all infrastructure service in cloud

Build services for speed, agility and economies of scale

- Capitalise on SITA investments in ICT, infrastructure and skills by consolidating all infrastructure service in cloud

Develop cloud policy for government

- Develop policy for data sharing between government departments
- Develop standards for governments systems to be interoperable and promote collaboration



- **Application silos** within departments limiting integration and causing duplication of infrastructure provisioning and support capabilities
- **Lost economies of scale and increased costs** due to Independent vendors agreements by departments (i.e. licenses)
- **Inability to deliver the strategic initiatives** without a centralised IT provider (i.e. eGov, IFMS)
- **Increased security risks** due to disparate systems and lack of centralised governance

- **Centralised executable IT strategy** for government departments
- **Single platform** to meet the Departments needs (i.e. no need to procure disparate solutions)
- **Cost efficiency and optimisation** through the mediation layer (i.e. license consolidation and vendor negotiation)
- **Centralised control, governance, operations and maintenance** of the technology platform by the SITA experts
- **Increased speed and agility** to deploy applications and deliver services (i.e. eGov, IFMS)

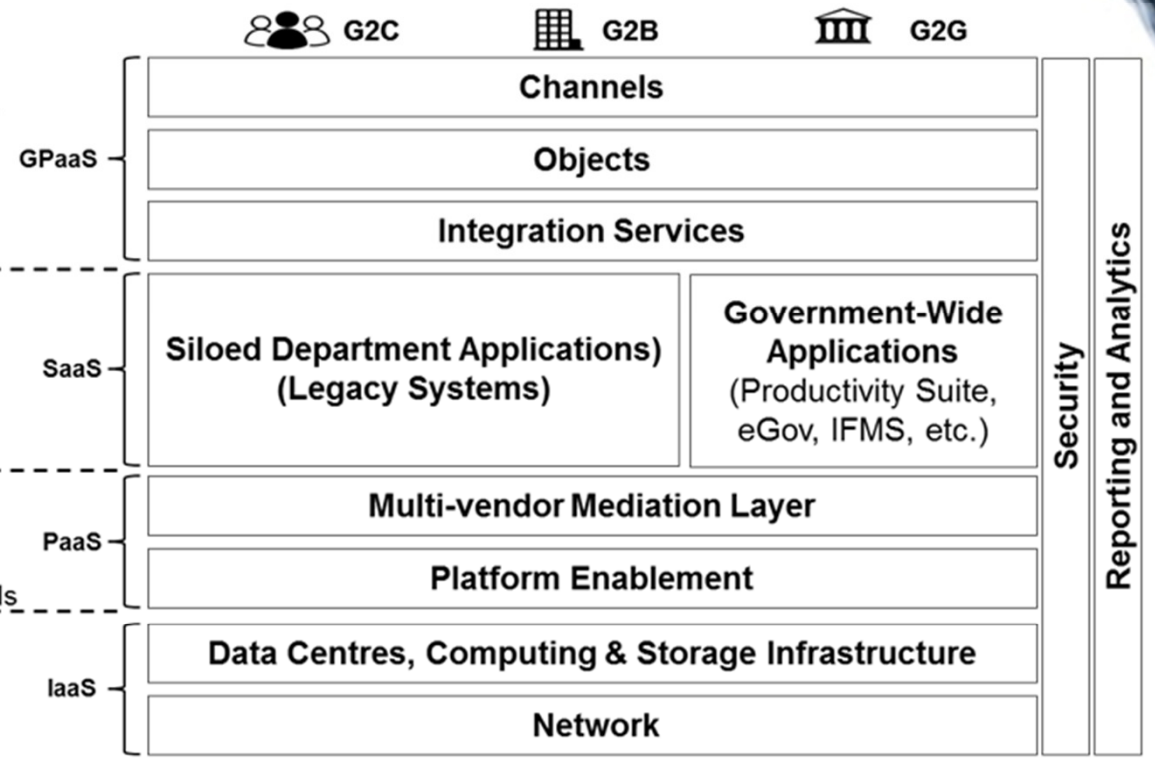
And a consolidated technical architecture

- **Channels** – Providing the ability for stakeholders to interact and provision services
- **Objects** – Enabling a common data model
- **Integration Services** - Tools for integrations and includes APIs, Workflow Engines & Data

- **Siloed Legacy System** - Core systems for Government Institutions
- **Future initiates** – Future initiatives aimed at consolidating the applications and providing common services

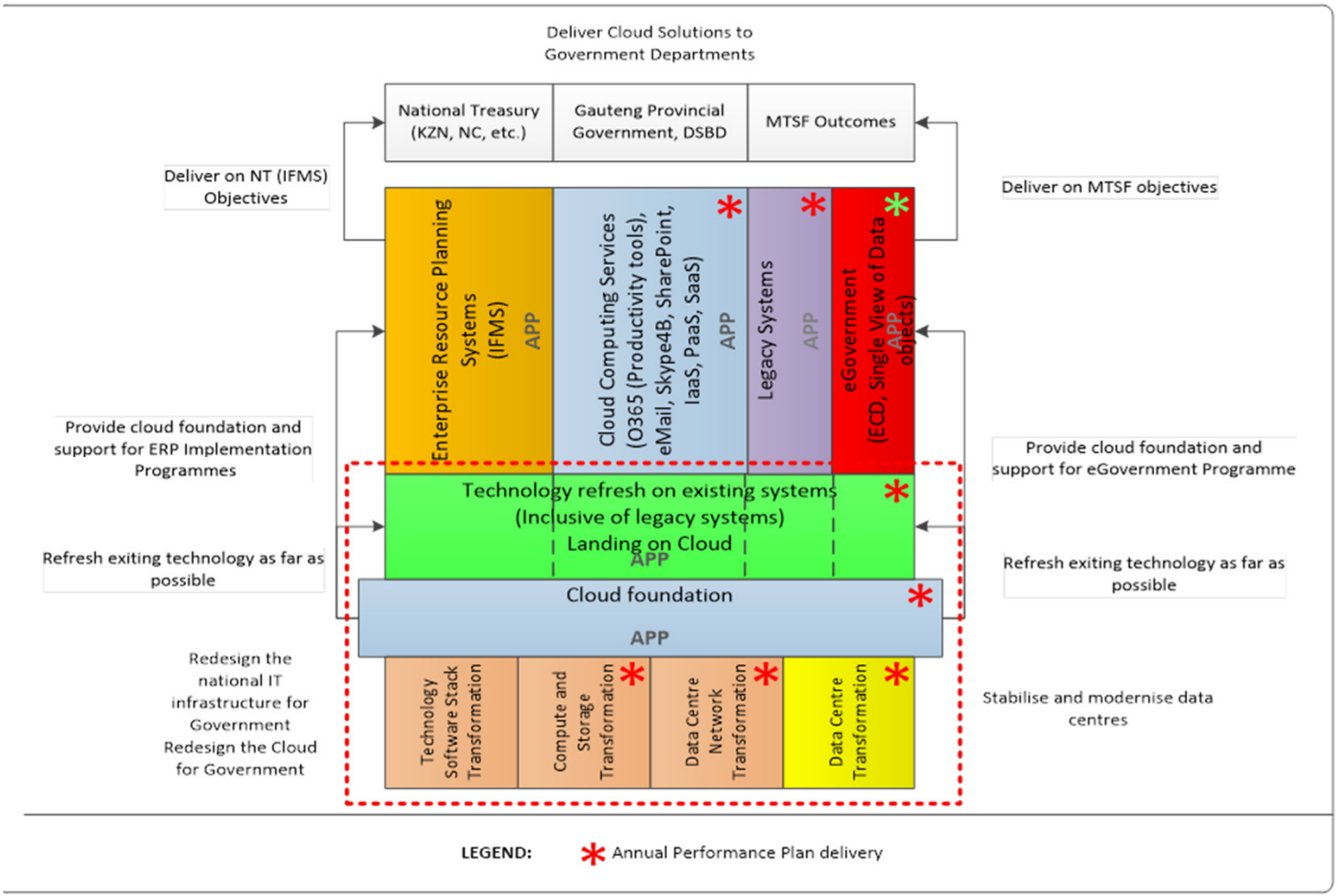
- **Multi-vendor Mediation Layer** – Providing the integration platform for multi vendor clouds
- **Platform Enablement** - Providing the database, or other integration platforms, tools or data models

- **Data Centers, Computing & Storage Infrastructure**- Housing the computing servers, storage
- **Network**- Providing the supporting network (routers, LAN/WAN, etc.)

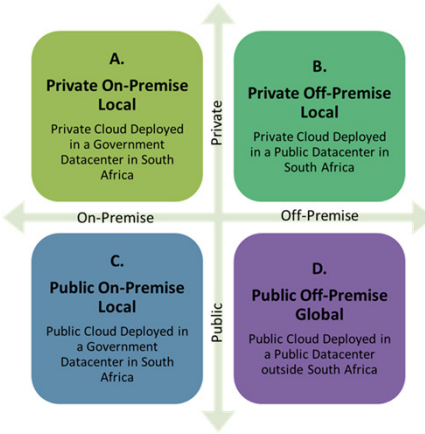


- **Security** - To cater for data network security, data privacy, authentication and auditing requirements
- **Reporting and Analytics** - Collecting data, monitoring and reporting performance

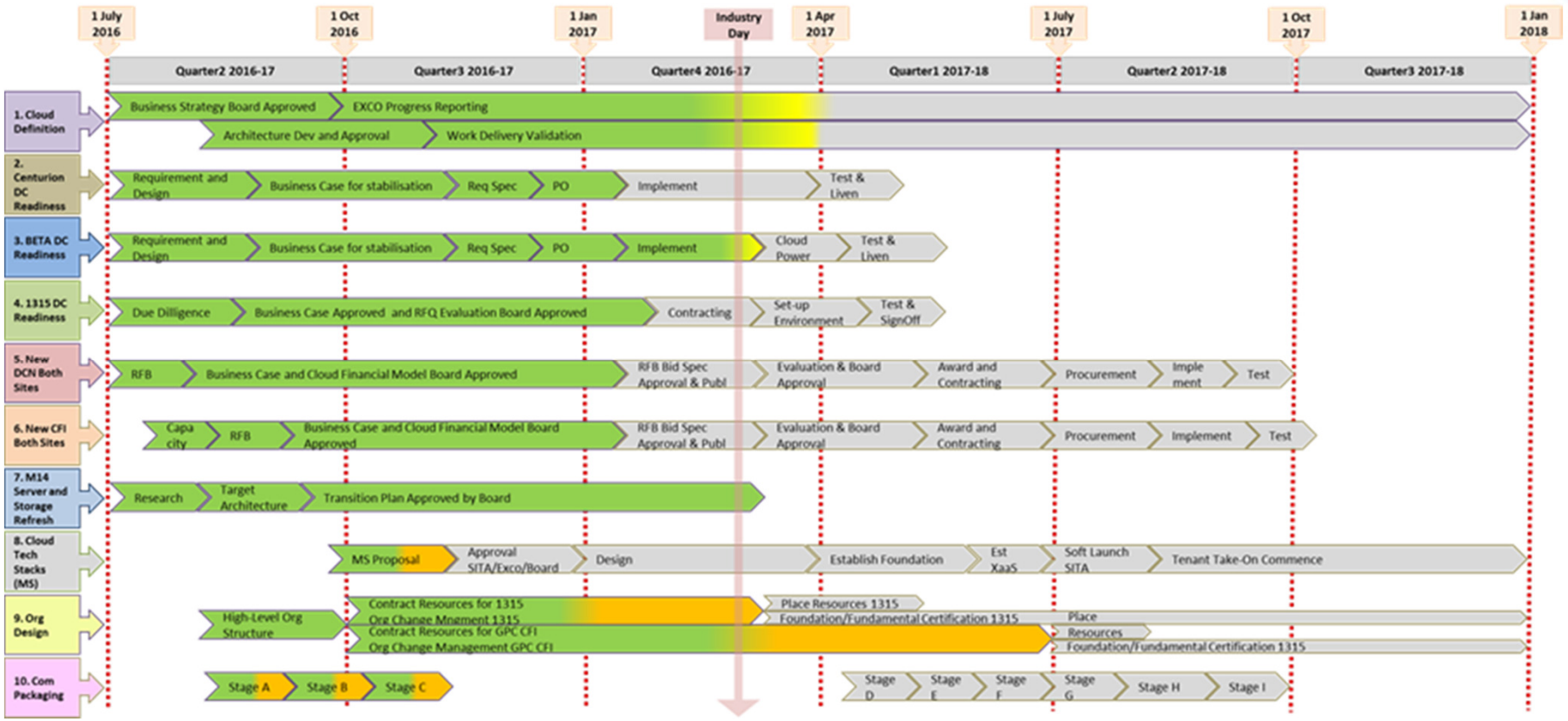
That drives the modernization of the legacy application environment and supports much faster introduction of new services



Clear models of deployment



And execution plan managed through a single implementation program



And immediate benefits in the current financial year

Client Name	No of Virtual Servers	vCPU	RAM (GB)	Disk (GB)	Platforms
Department of Labour	326	2099	8000	260000	Windows/ Linux
Gauteng Provincial Government	508	3732	11005	406449	Windows
Department of Basic Education	30	164	1024	70000	Windows
Department of Home Affairs	8	224	256	20000	Windows
COGTA CWP	3	48	96	12000	Linux
Department of Presidency	11	32	400	21000	Windows
Department of Telecommunications and Postal Services (DOA and WEBSITES)	7	28	256	2000	Linux
Diamond and Precious metal Regulator	14	96	1024	20000	Windows
Public Protector	10	48	512	15000	Windows
SITA Current Web Servers and Internal Systems	50	128	512	40000	Windows
Department of Social development	9	48	512	6000	Windows
SANSA				250000	

With clearer purpose statements

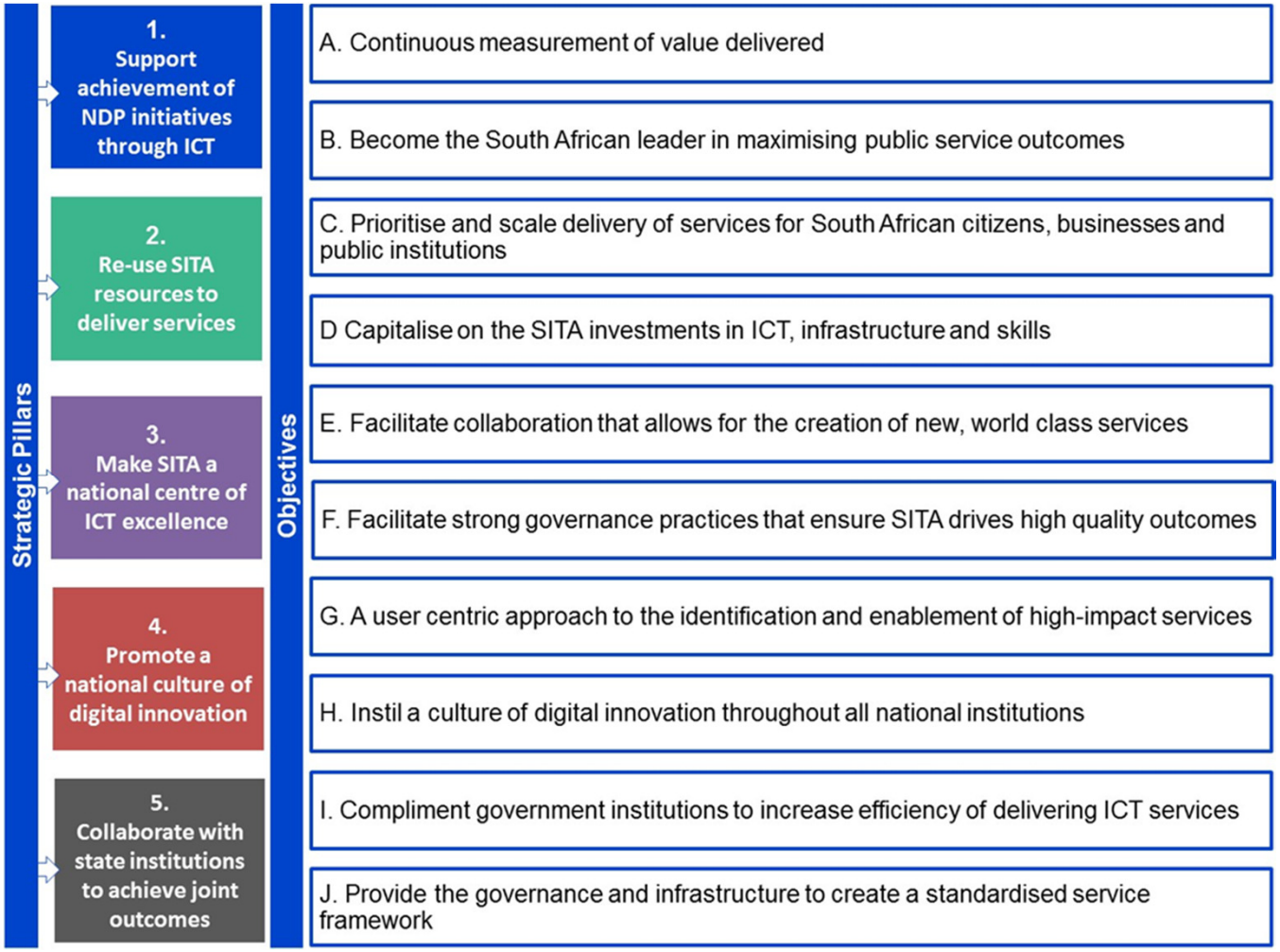
VISION

Advance SITA's national role in executing on the mandate of the NDP through the enablement of eGov services.

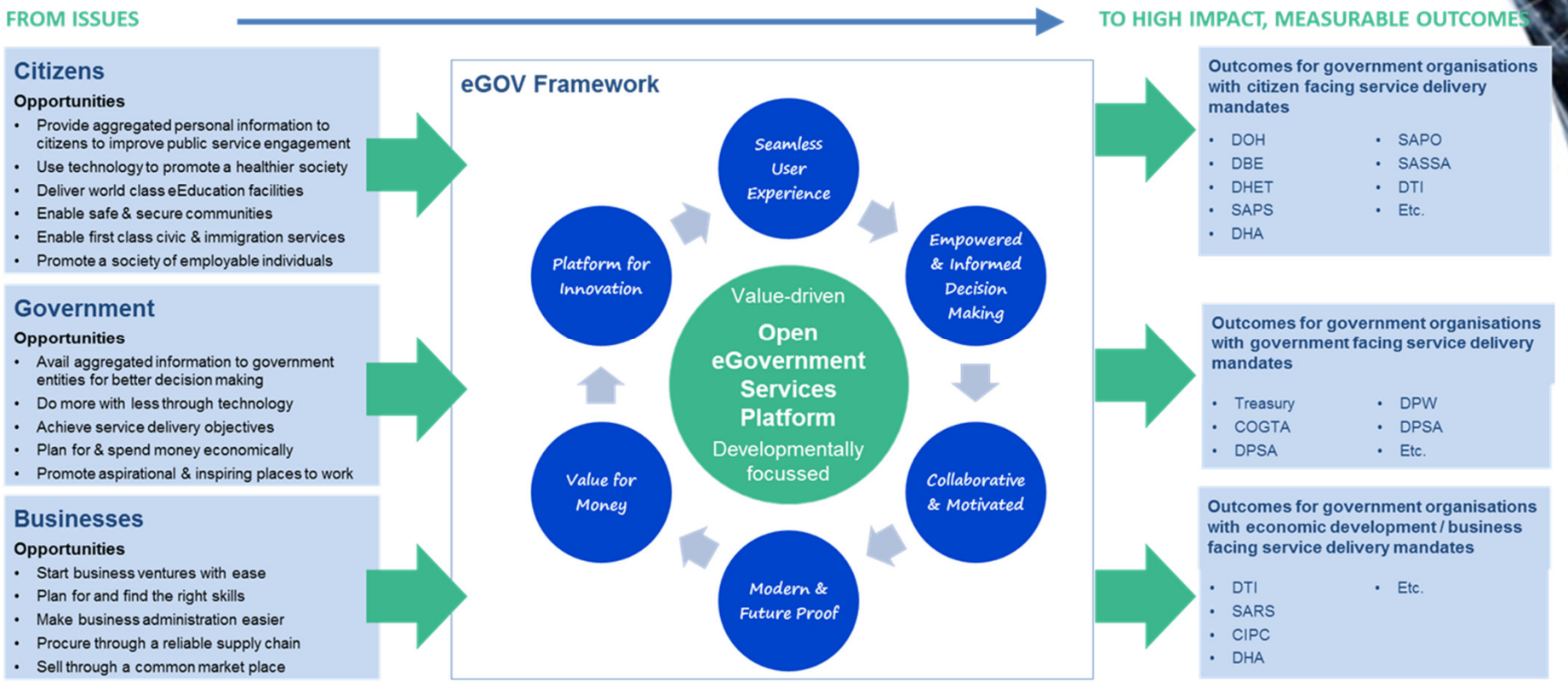
MISSION

Implement a common platform between government agencies that facilitates the delivery of digital services for South African citizens, business and public institutions.

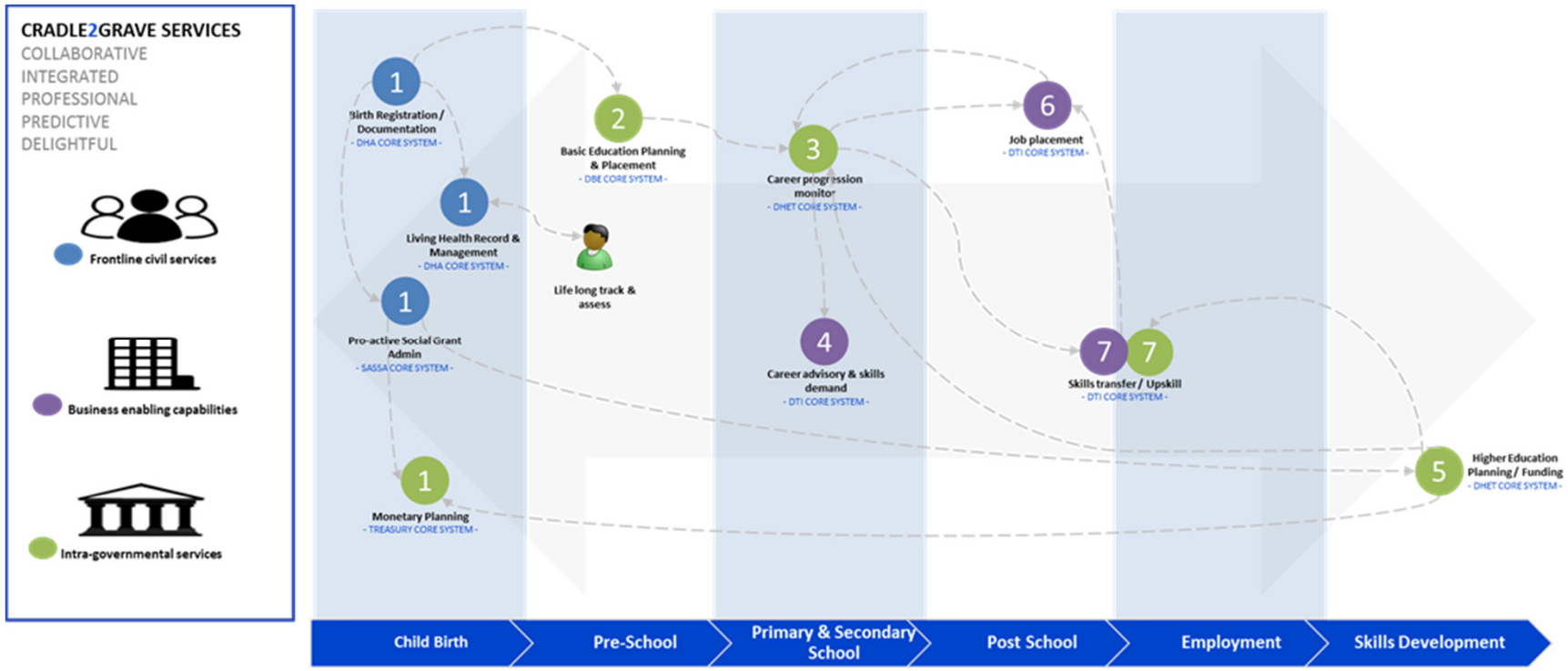
And strategic pillars



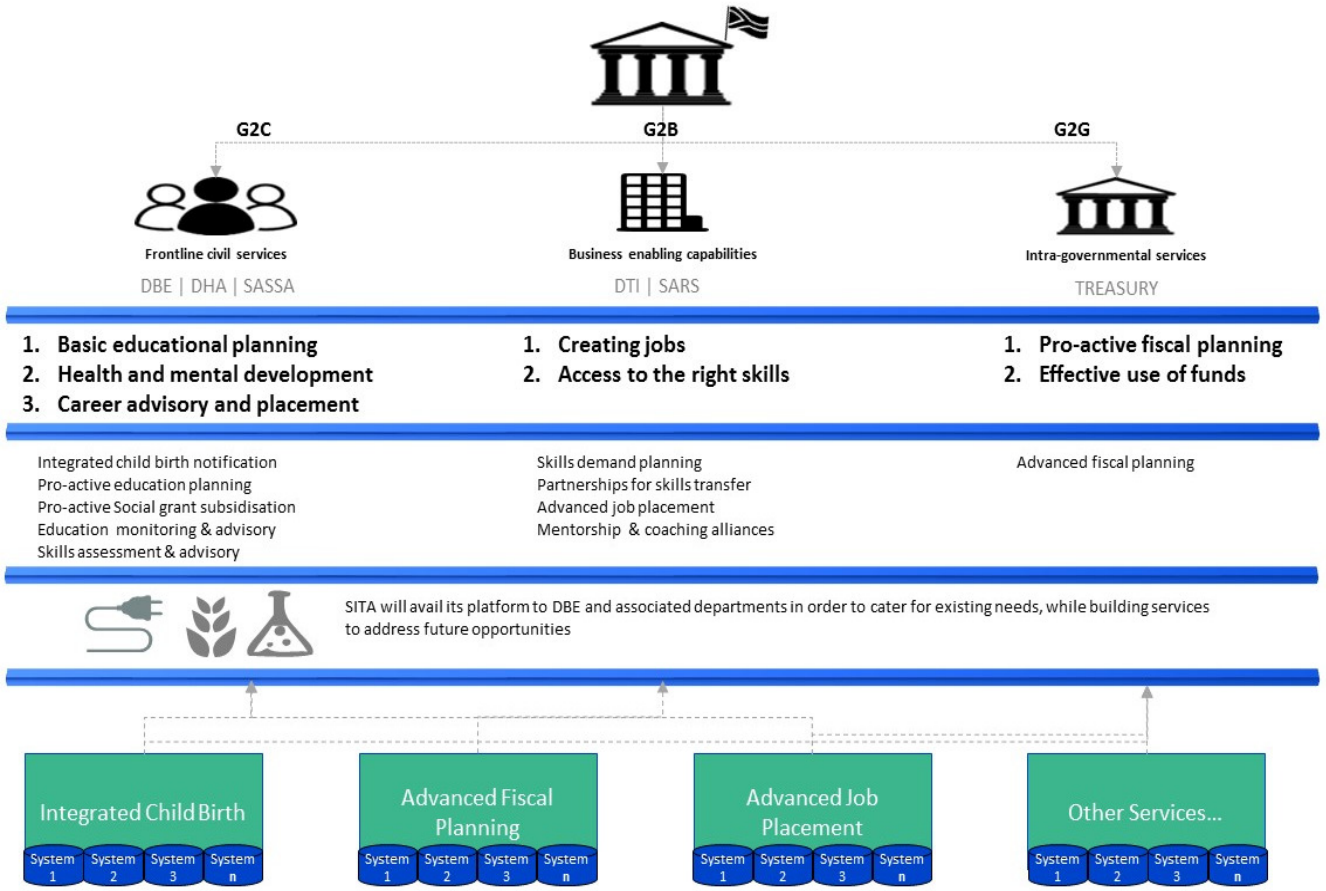
Delivering value to citizens, business and Government through measurable outcomes



Our new approach forces us to view systems in the context of various public service value chains…



Enabling us to identify the roles and responsibilities of different members of a context ecosystem…



Using Early Childhood Development (ECD) as example

DBE will raise the need and inform the requirements for an ECD programme

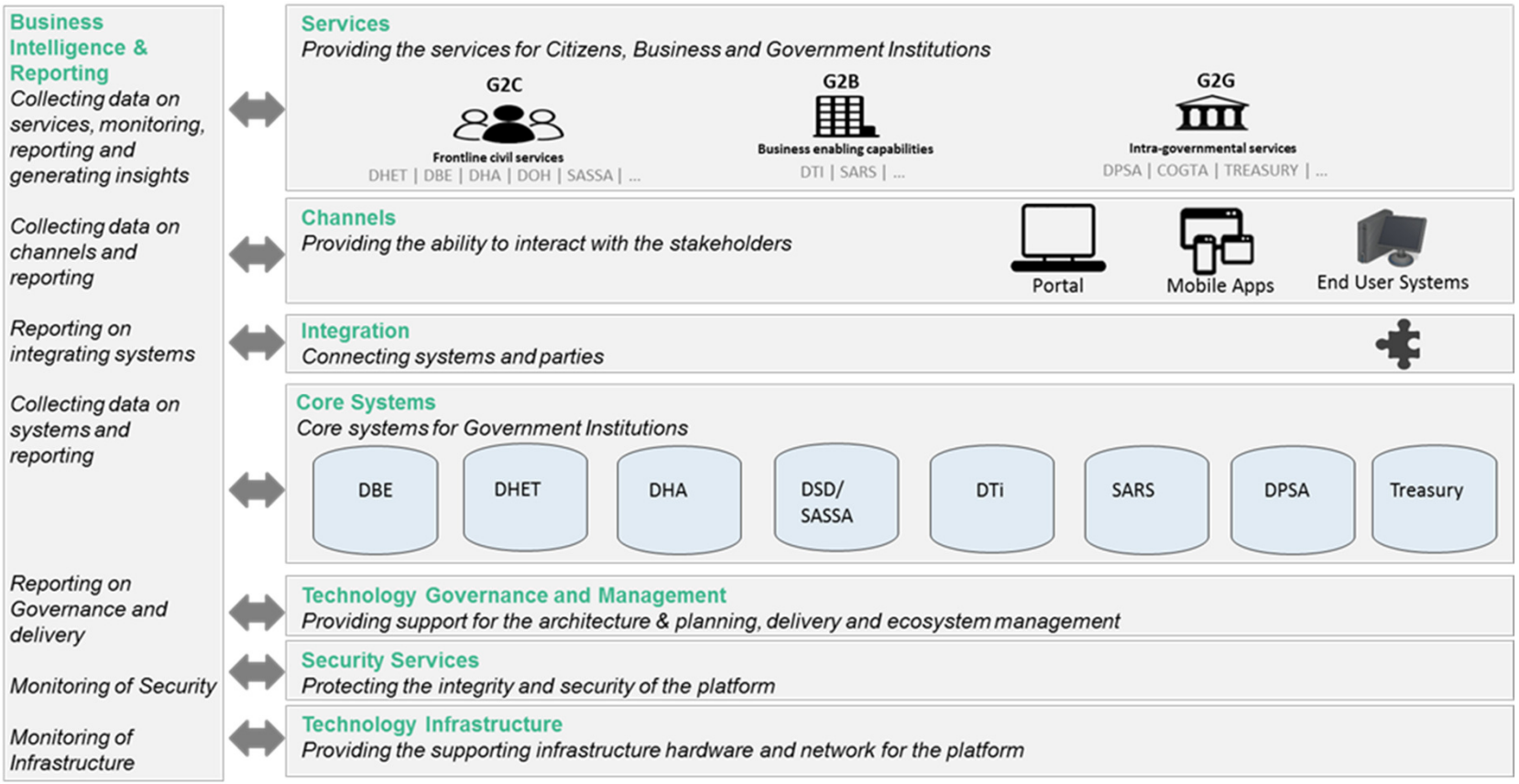
SITA, in collaboration with DBE, will identify, understand and state the opportunities that prevail

A mutual working environment will be established to identify the right services to address the stated opportunity

SITA will co-ordinate and provision the right technical and business skills and facilities

SITA will couple the necessary data needs across departments such as: Child Birth (DHA), Child Grant (SASSA), Child School (DBE), and other relevant data needs (e.g DTI), to create seamless service offerings

Allowing us to build incremental integrated value at different levels of the business and technology stacks…



Whilst recognizing that we will need to redefine our relationships with the supplier market.

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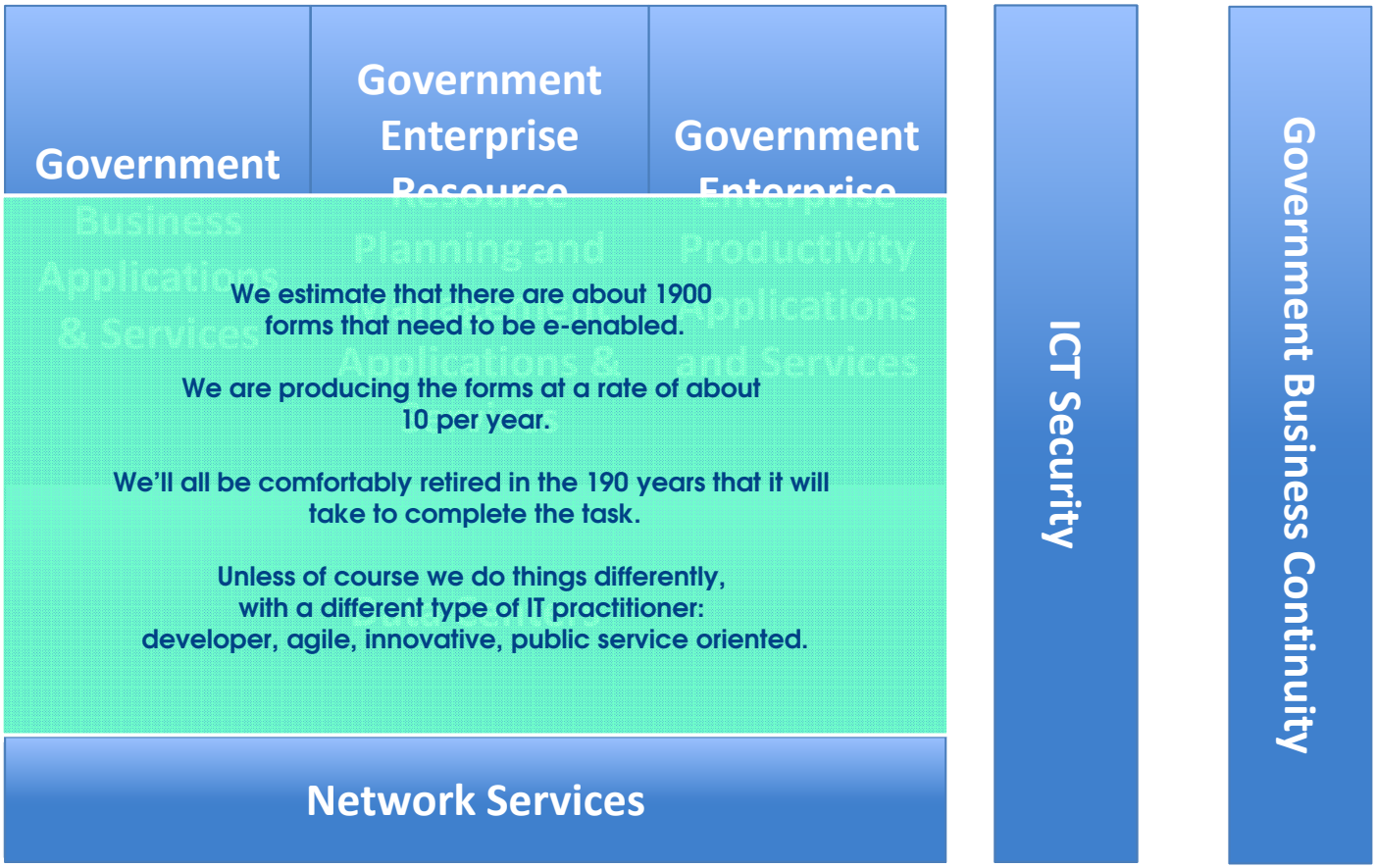
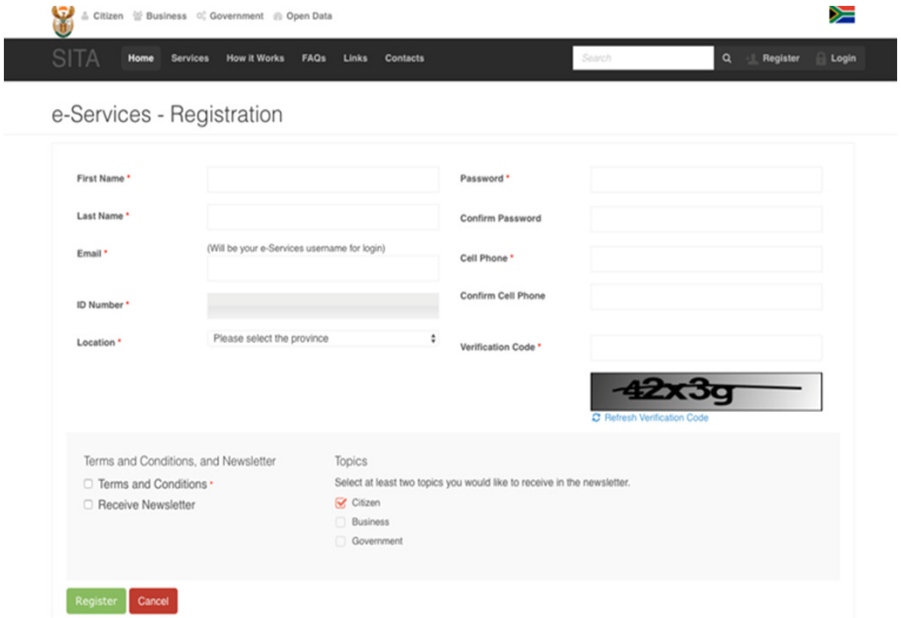
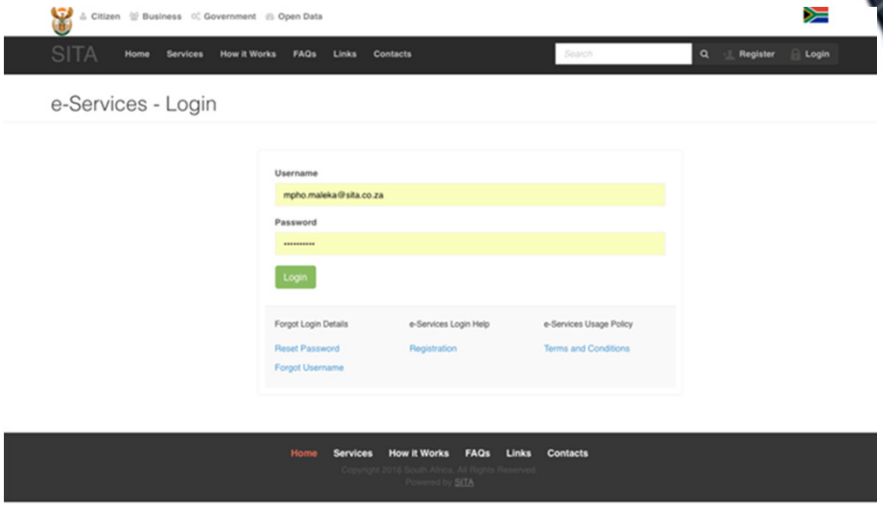
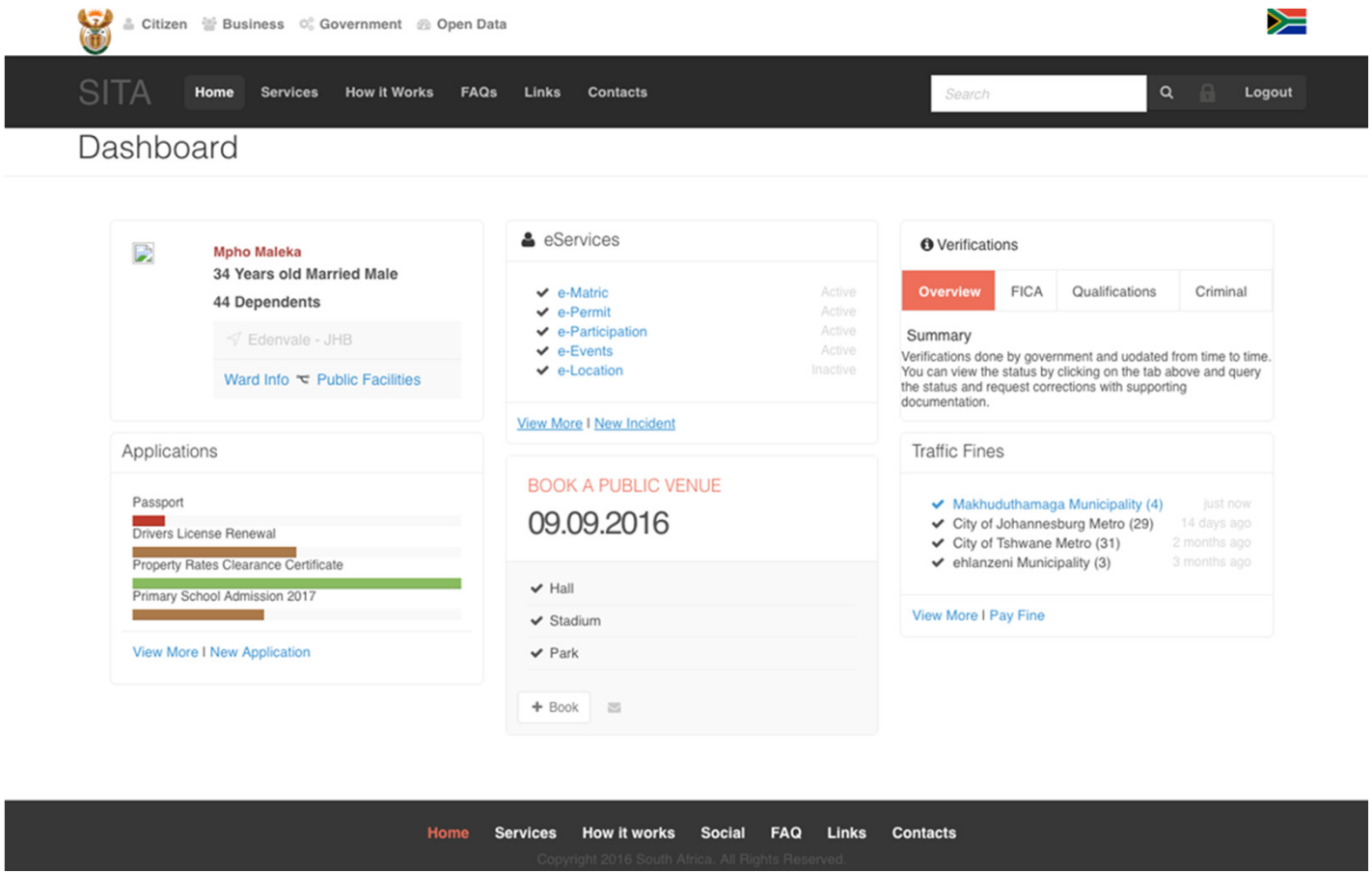


We've had some initial successes

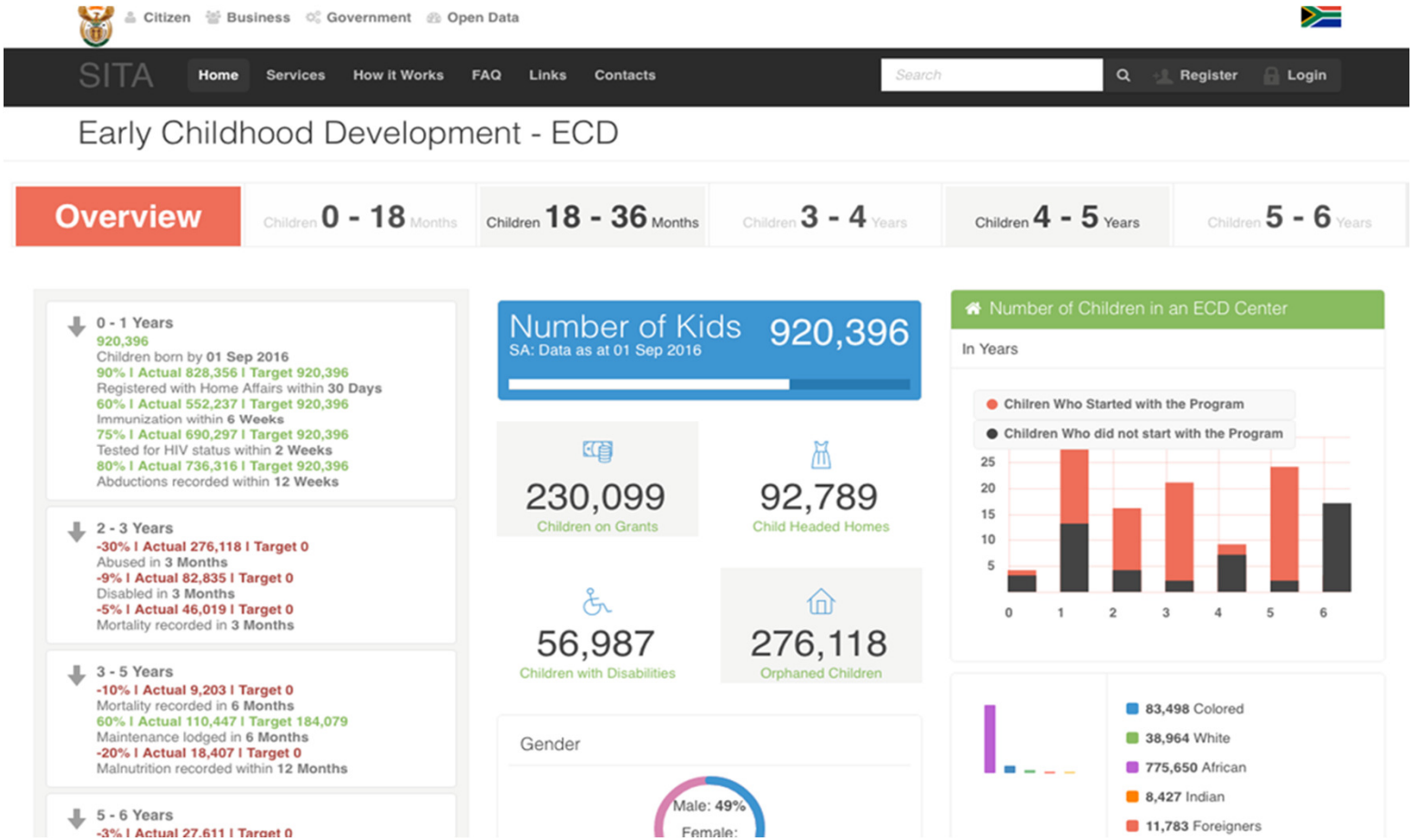




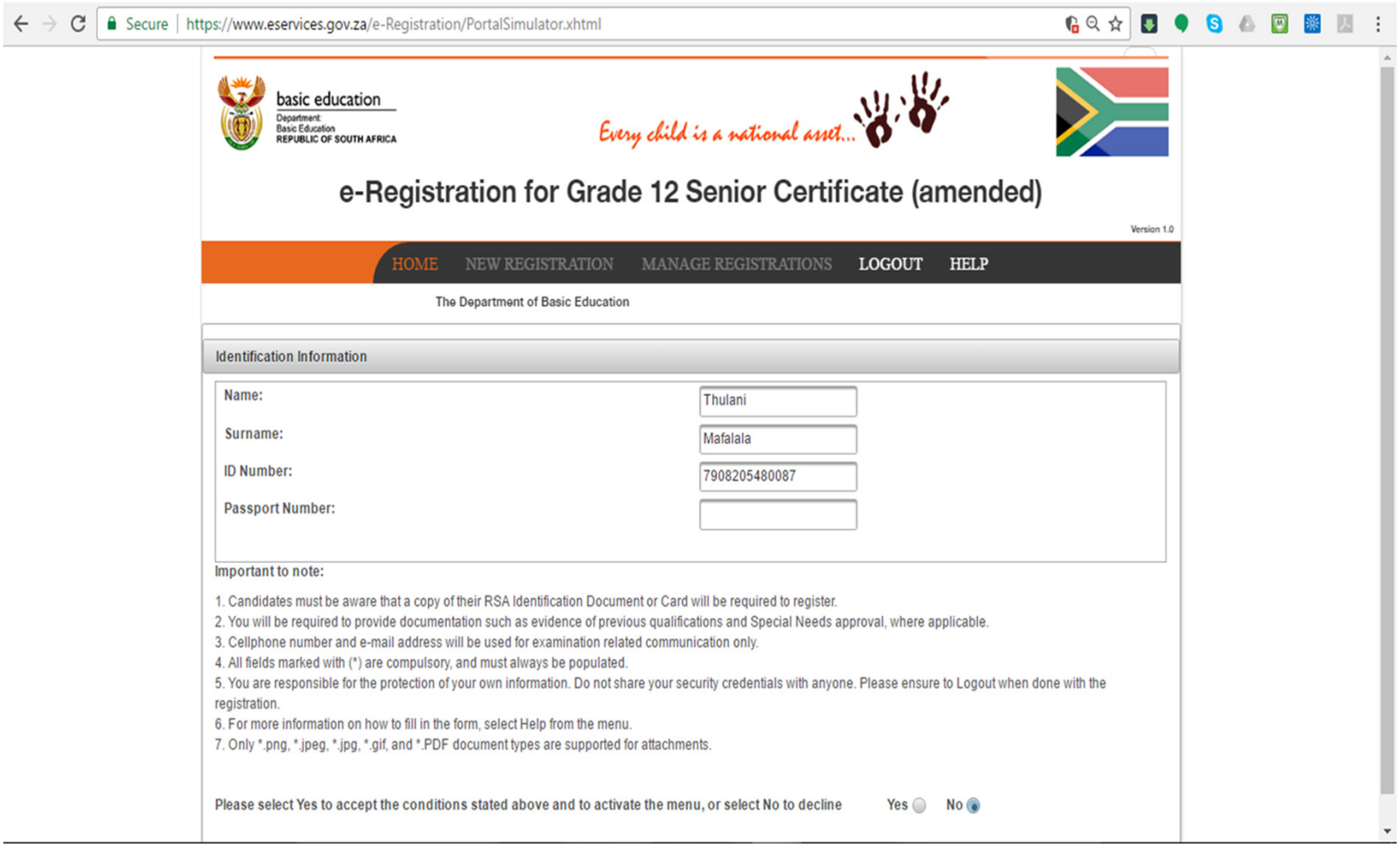
A personalized citizen dashboard



Early childhood development application for DSD and GPG



Matric learner dashboard for DBE



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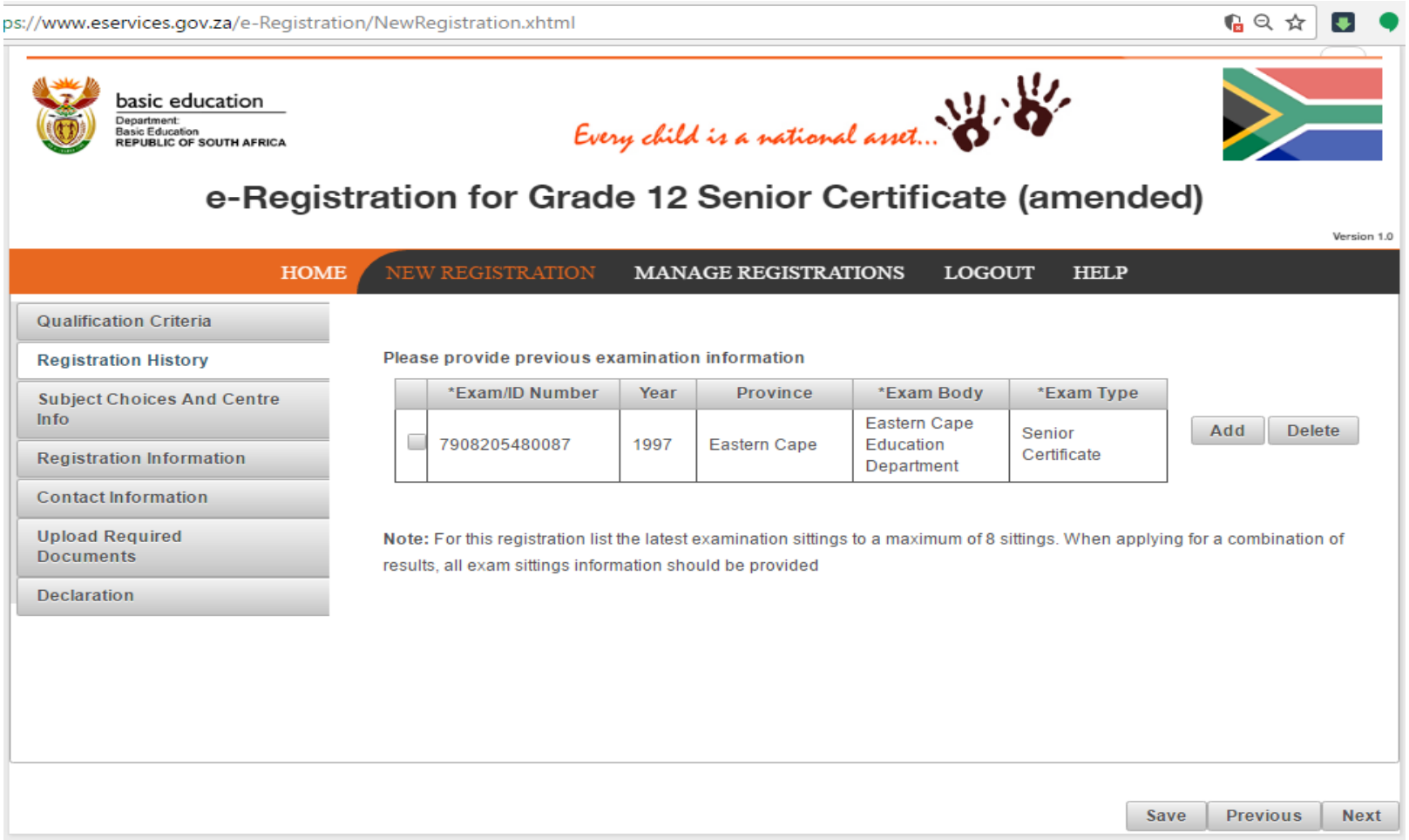
Matric learner dashboard for DBE



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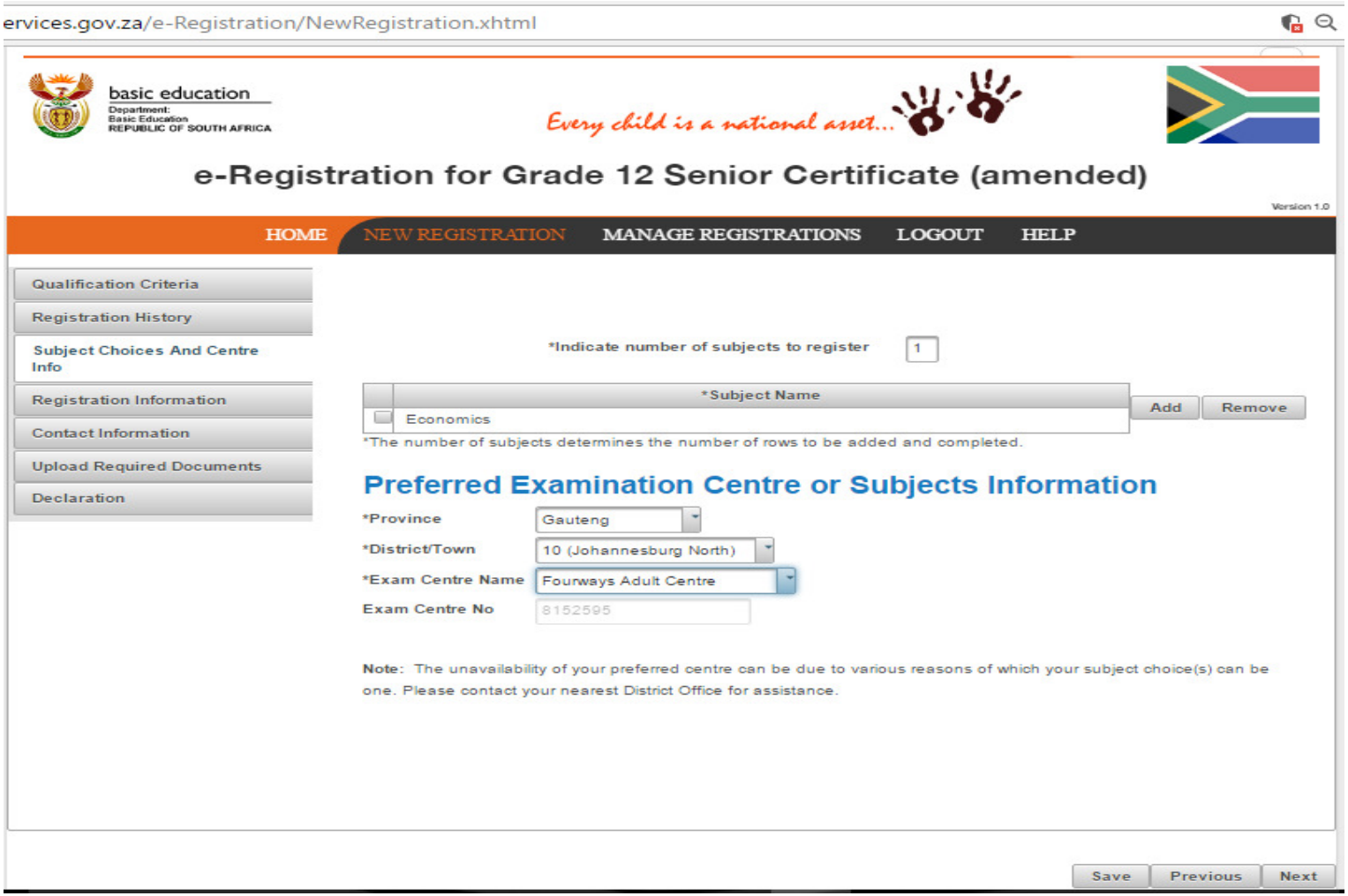

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THANK YOU

QUESTIONS