


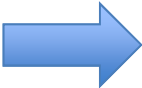
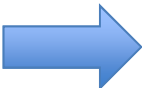








State Information Technology Agency SOC Ltd

## MODERNIZATION OF INFRASTRUCTURE AND SERVICES

**MAY 2017**

# SITA continues to deliver on its strategic priorities..

  		<b>Value-added procurement</b>	<ul style="list-style-type: none"> <li>Procure goods and services at a <b>lower cost</b> than any single department could on their own, within similar time frames</li> <li>An efficient and <b>service-oriented procurement process</b></li> </ul>
		<b>Core IT Services</b>	<ul style="list-style-type: none"> <li>Guide the <b>enterprise architecture, standards and overall IT vision for the Government</b></li> <li>Own and deliver <b>cross-cutting solutions</b> across the government through targeted multi-department projects</li> <li>A <b>world-class provider of core network, hosting, and data infrastructure services</b></li> </ul>
		<b>Electronic Government</b>	<ul style="list-style-type: none"> <li>Driving force behind the <b>continued digitization of public sector</b></li> <li>Set and drive the <b>e-Government agenda for the country</b> and drive the <b>modernization of the public sector</b></li> </ul>
		<b>Cyber-security</b>	<ul style="list-style-type: none"> <li>An effective and robust <b>Information Security environment</b></li> <li>A leading Agency in <b>defending South African Government information Assets</b> (Securing South African Cyber Space)</li> </ul>
		<b>Healthy organisation</b>	<ul style="list-style-type: none"> <li>A <b>customer centric SITA</b>, with <b>motivated employees</b>,</li> <li>An open and <b>trusting culture</b> that fully utilises <b>employee capabilities</b></li> </ul>
		<b>Business Enablers</b>	<ul style="list-style-type: none"> <li>Integrate and automate finance and procurement process</li> <li>Develop and implement new customer engagement model</li> <li>Develop transparency on costs of services provided by SITA</li> <li>Identify cost reduction areas, develop and implement savings</li> </ul>

# 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

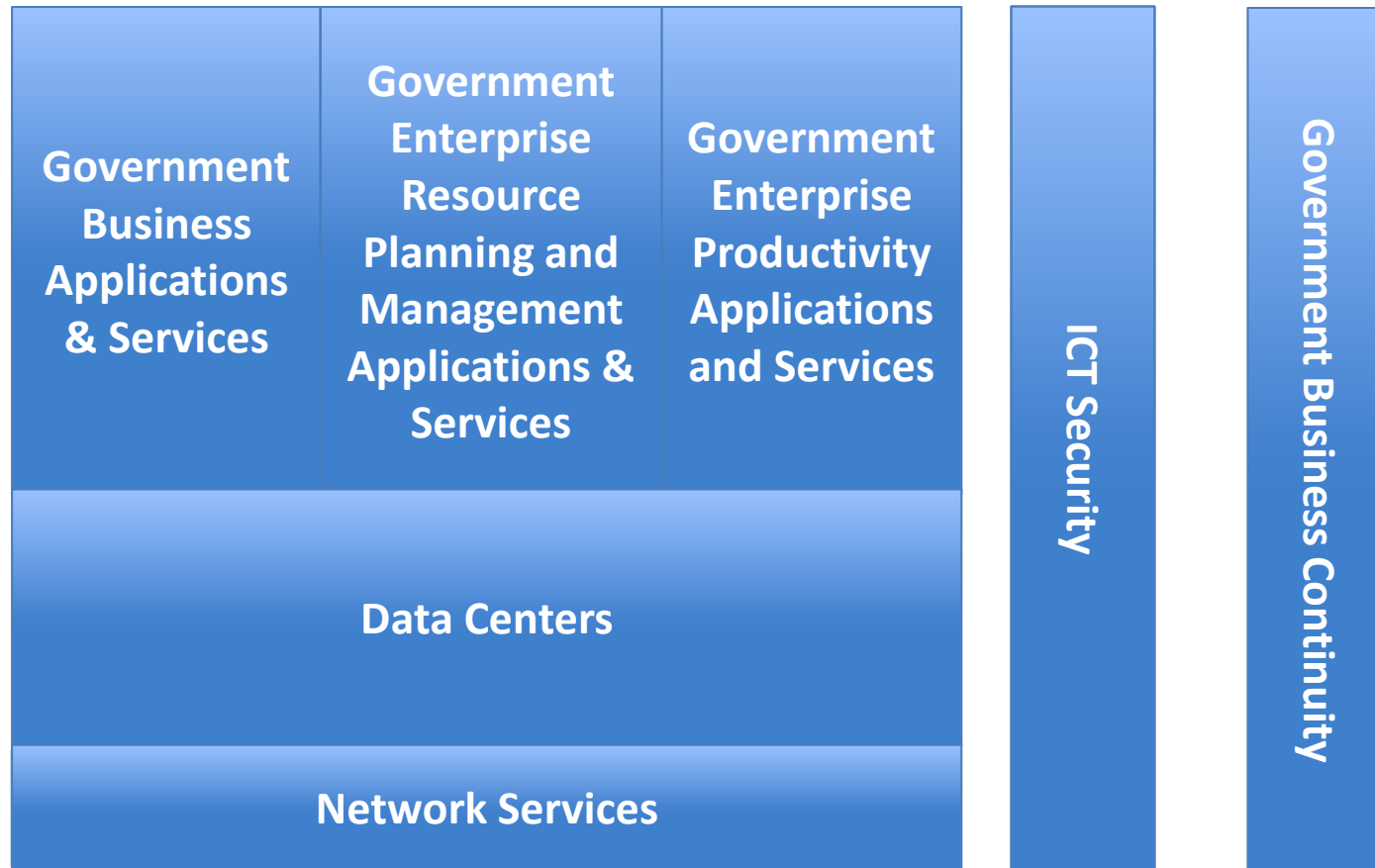


Our infrastructure modernization program is driven by the following considerations in respect of the technical operating environment:

- 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



# 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

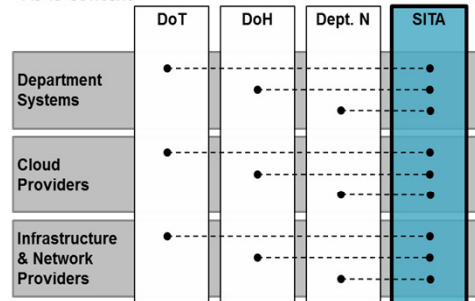
- Capitalise on SITA investments in ICT, infrastructure and skills by consolidating all infrastructure service in cloud



## Develop cloud policy for government

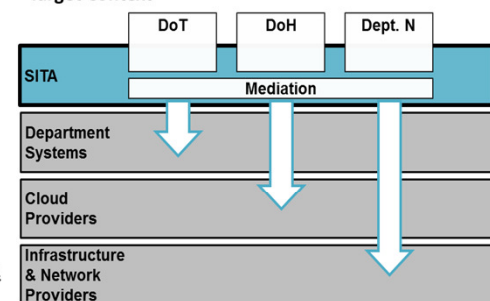
- Develop policy for data sharing between government departments
- Develop standards for governments systems to be interoperable and promote collaboration

### As-Is Context



- **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

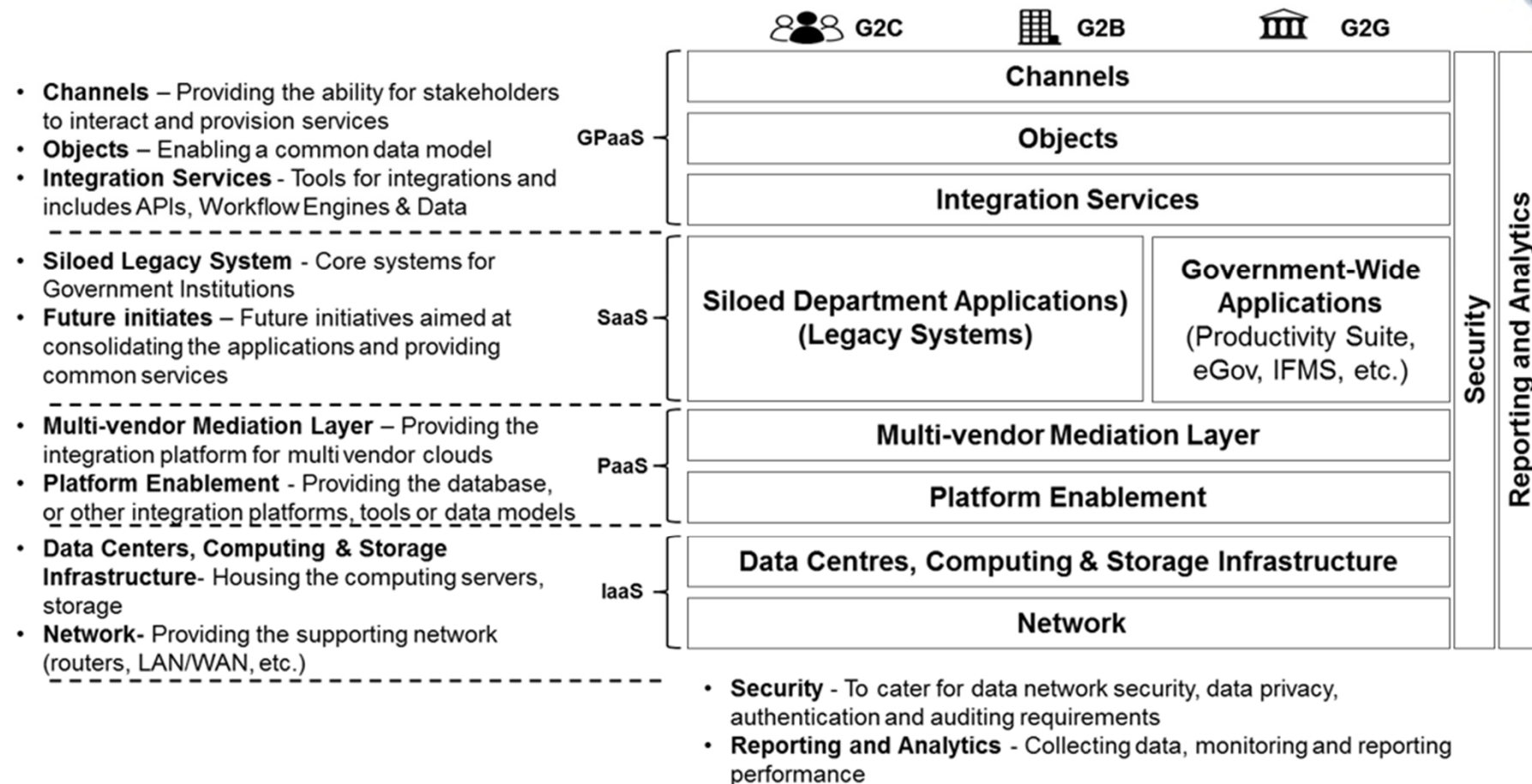
### Target Context



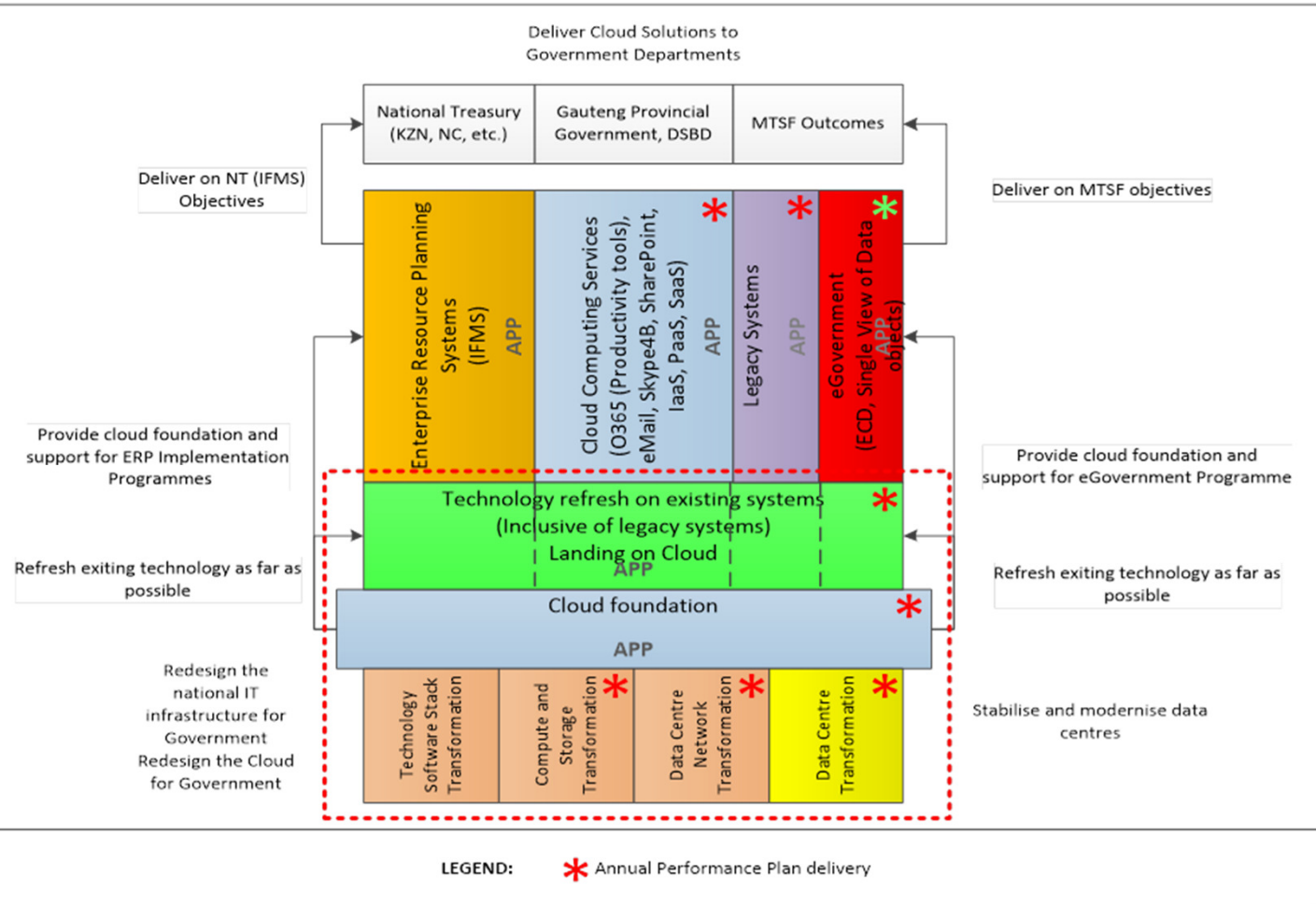
- **Centralised executable IT strategy** for government departments
- **Single platform** to meet the Departments needs (i.e. no need to procure disparate solutions)
- **Cost efficiency and optimisation** through the mediation layer (i.e. license consolidation and vendor negotiation)
- **Centralised 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)



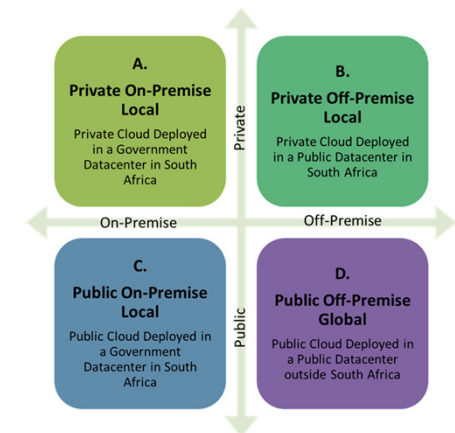
# And a consolidated technical architecture



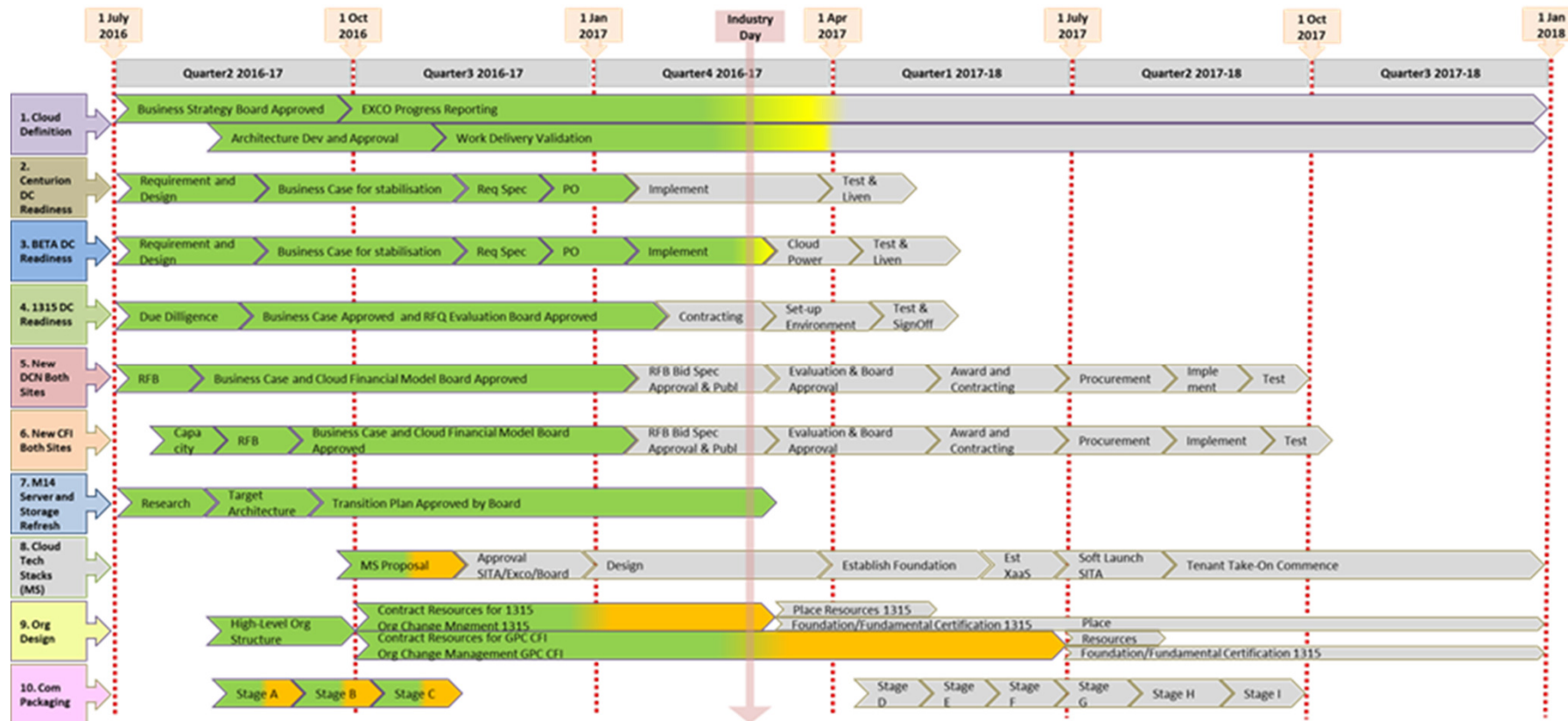
# That drives the modernization of the legacy application environment and supports much faster introduction of new services



## 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

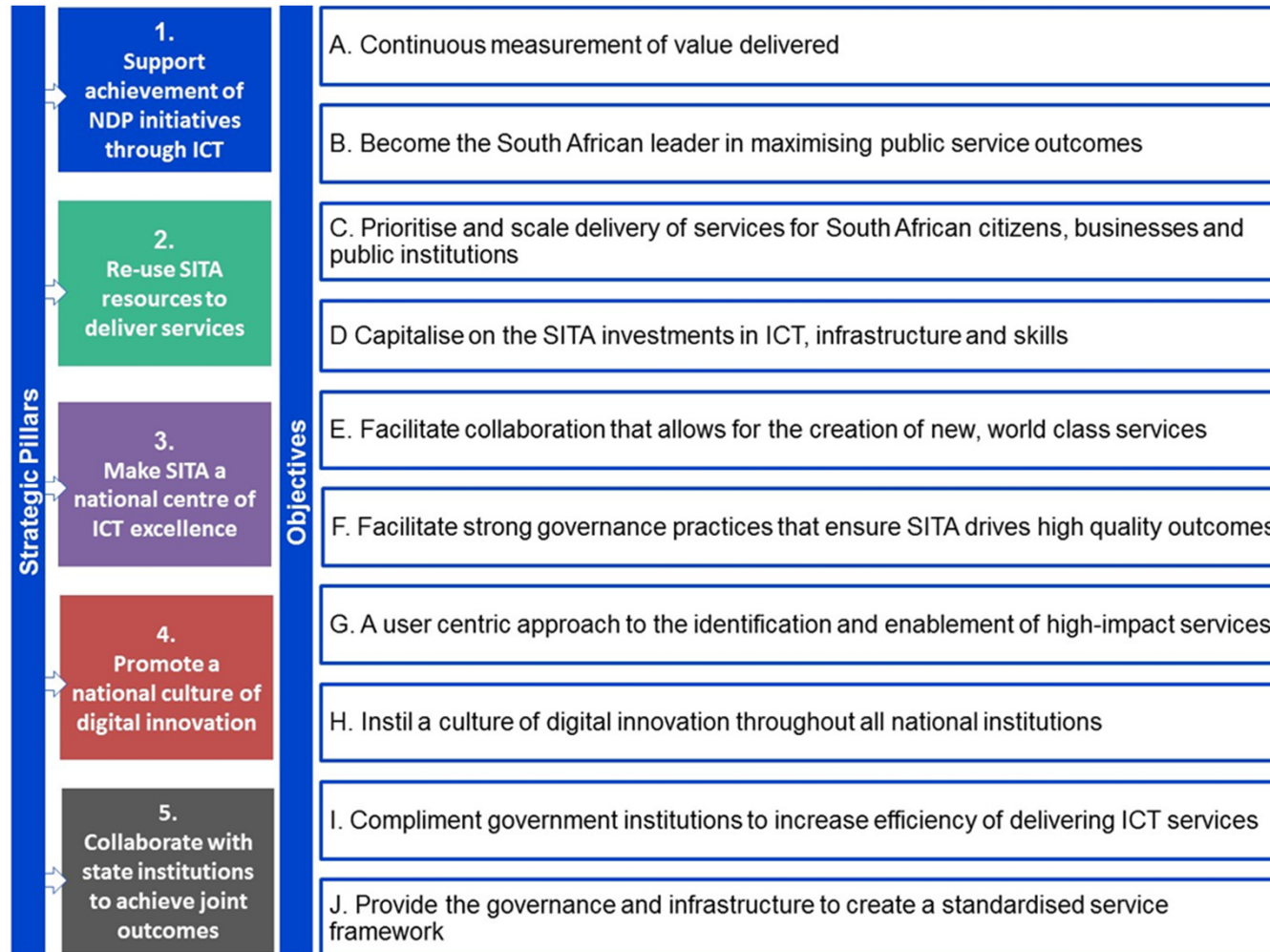
Advance SITA's national role in executing on the mandate of the NDP through the enablement of eGov services.



### 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

## FROM ISSUES

### Citizens

#### Opportunities

- Provide aggregated personal information to citizens to improve public service engagement
- Use technology to promote a healthier society
- Deliver world class eEducation facilities
- Enable safe & secure communities
- Enable first class civic & immigration services
- Promote a society of employable individuals

### Government

#### Opportunities

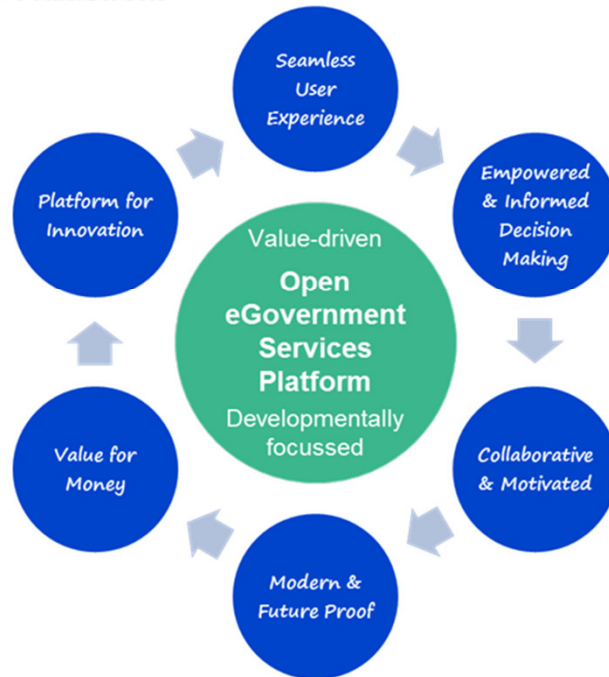
- Avail aggregated information to government entities for better decision making
- Do more with less through technology
- Achieve service delivery objectives
- Plan for & spend money economically
- Promote aspirational & inspiring places to work

### Businesses

#### Opportunities

- Start business ventures with ease
- Plan for and find the right skills
- Make business administration easier
- Procure through a reliable supply chain
- Sell through a common market place

## eGOV Framework



## TO HIGH IMPACT, MEASURABLE OUTCOMES

### Outcomes for government organisations with citizen facing service delivery mandates

- DOH
- DBE
- DHET
- SAPS
- DHA
- SAPO
- SASSA
- DTI
- Etc.

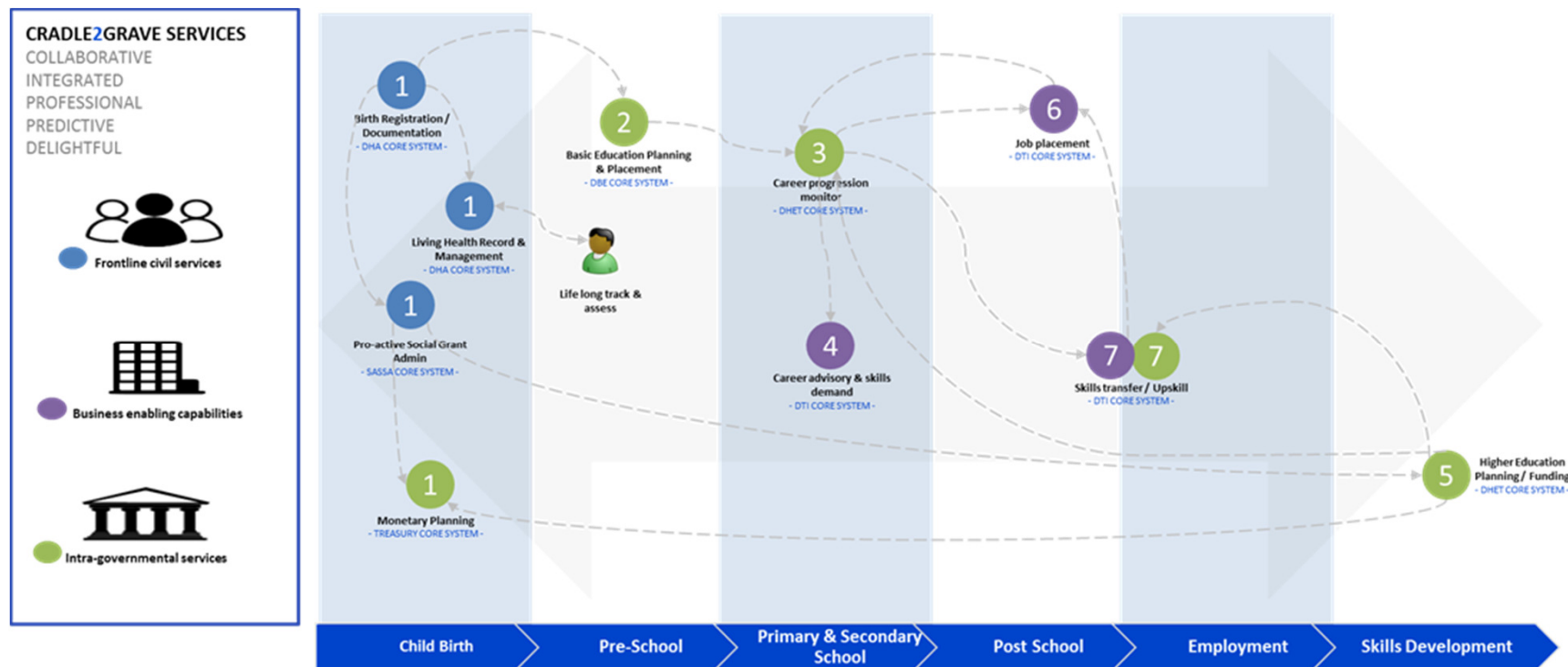
### Outcomes for government organisations with government facing service delivery mandates

- Treasury
- COGTA
- DPSA
- DPW
- DPSA
- Etc.

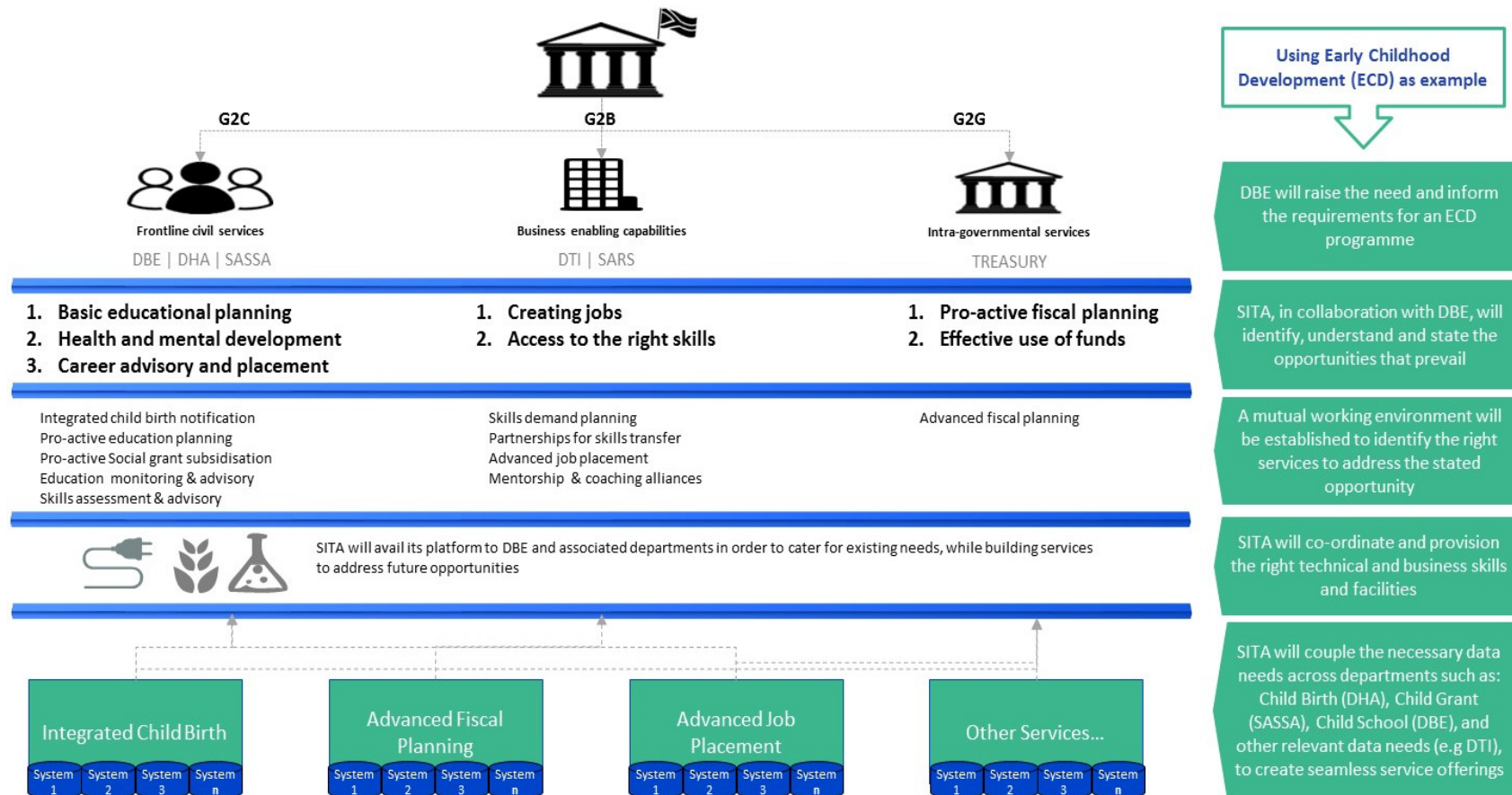
### Outcomes for government organisations with economic development / business facing service delivery mandates

- DTI
- SARS
- CIPC
- DHA
- Etc.

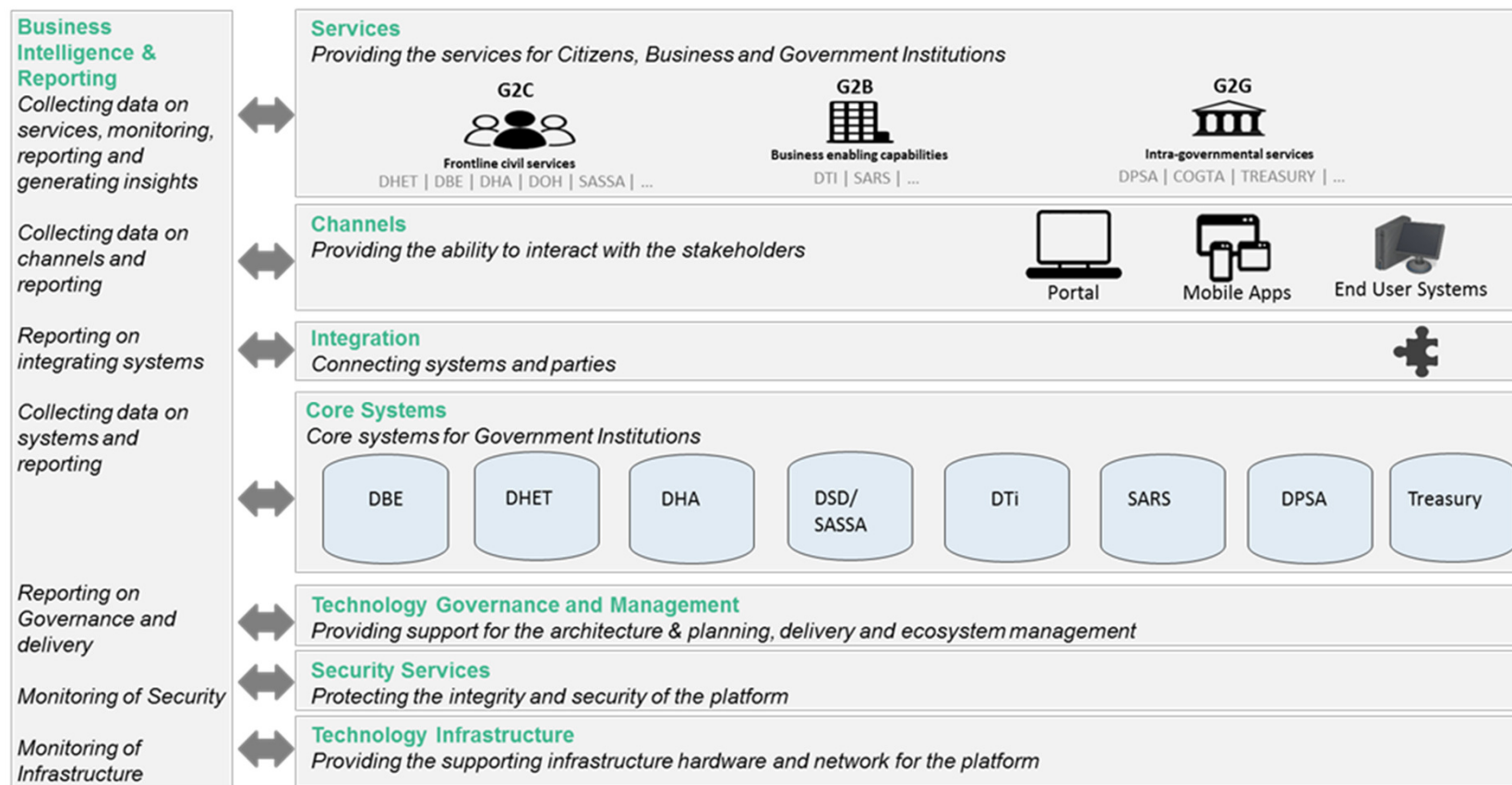
# Our new approach forces us to view systems in the context of various public service value chains...



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

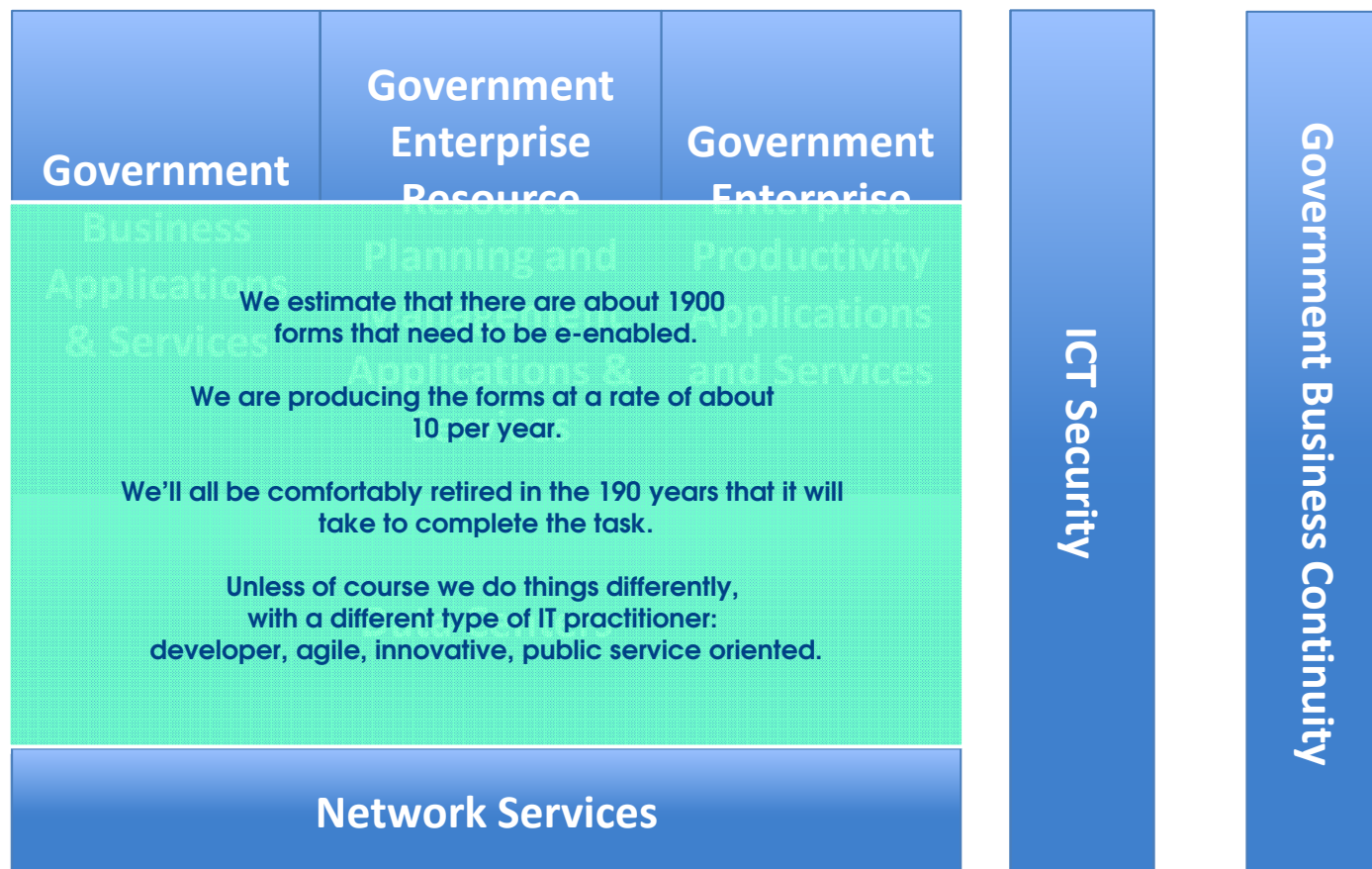


# Allowing us to build incremental integrated value at different levels of the business and technology stacks...



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

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# We've had some initial successes

SITA Citizen Business Government Open Data

Home Services How it Works FAQs Links Contacts Search Register Login

### e-Services - Registration

First Name \*  Password \*

Last Name \*  Confirm Password

Email \*  (Will be your e-Services username for login) Cell Phone \*

ID Number \*  Confirm Cell Phone

Location \* Please select the province  Verification Code \*

42x3g  
Refresh Verification Code

Terms and Conditions, and Newsletter  
☐ Terms and Conditions \*  
☐ Receive Newsletter

Topics  
Select at least two topics you would like to receive in the newsletter.  
☒ Citizen  
☐ Business  
☐ Government

Register Cancel

SITA Citizen Business Government Open Data

Home Services How it Works FAQs Links Contacts Search Register Login

### e-Services - Login

Username  
mpho.maleka@sita.co.za

Password  
\*\*\*\*\*

Login

Forgot Login Details e-Services Login Help e-Services Usage Policy  
Reset Password Registration Terms and Conditions  
Forgot Username

Home Services How it Works FAQs Links Contacts  
Copyright 2016 South African Airports Company Limited  
Powered by SITA

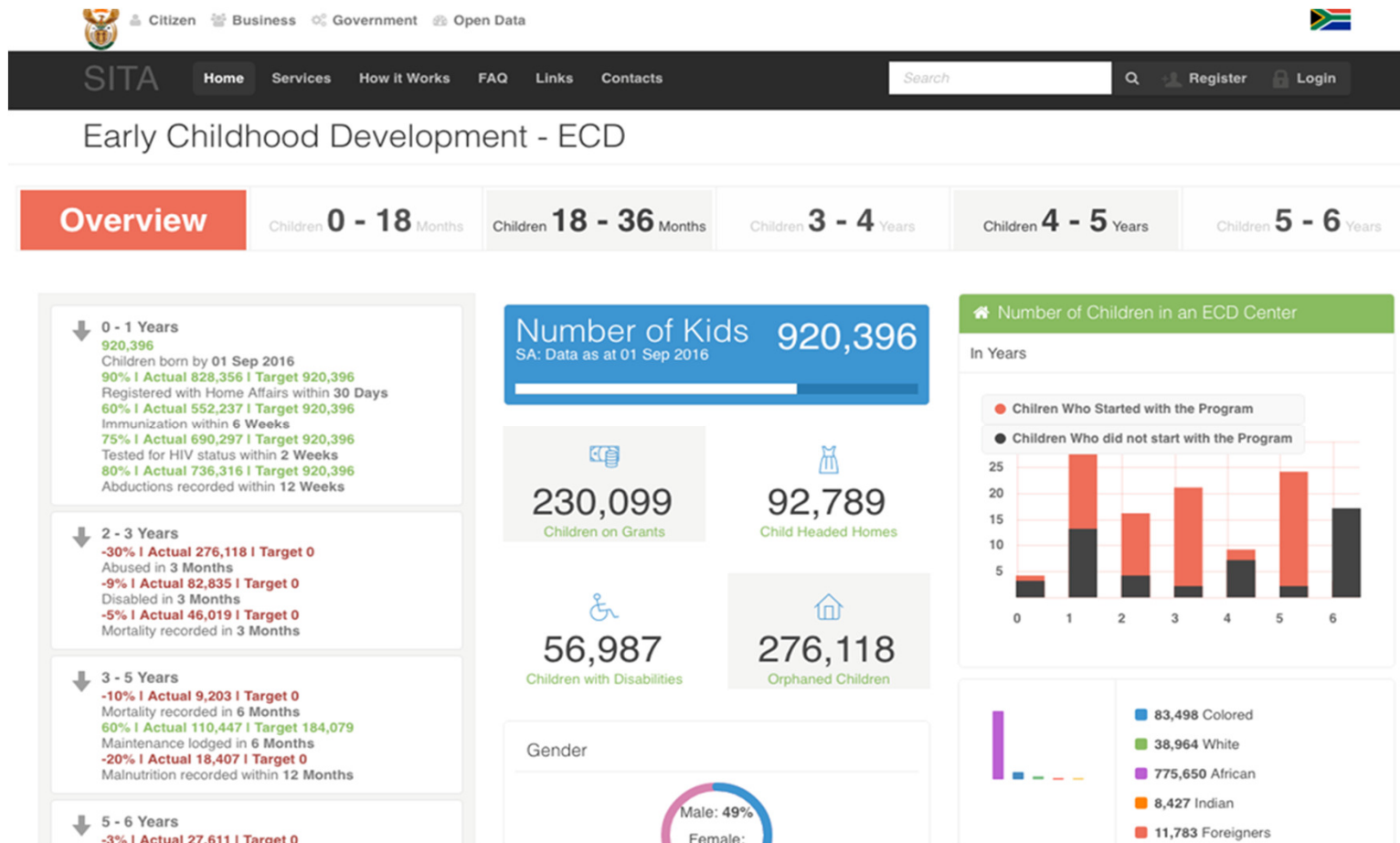
# A personalized citizen dashboard

The screenshot displays the SITA personalized citizen dashboard. At the top, there is a navigation bar with the SITA logo, user roles (Citizen, Business, Government, Open Data), and a South African flag. Below this is a dark navigation bar with links for Home, Services, How it Works, FAQs, Links, and Contacts, along with a search bar and a Logout button. The main content area is titled 'Dashboard' and is divided into several sections:

- User Profile:** Displays the user's name (Mpho Maleka), age (34 Years old), marital status (Married Male), and number of dependents (44). It also shows the user's location (Edenvale - JHB) and links to Ward Info and Public Facilities.
- Applications:** A list of applications with progress bars, including Passport, Drivers License Renewal, Property Rates Clearance Certificate, and Primary School Admission 2017. It includes links to View More and New Application.
- eServices:** A list of services with status indicators (Active, Inactive), including e-Matric, e-Permit, e-Participation, e-Events, and e-Location. It includes links to View More and New Incident.
- Verifications:** A section with tabs for Overview, FICA, Qualifications, and Criminal. It includes a Summary of verifications done by government and updated from time to time.
- Traffic Fines:** A list of traffic fines with details on the municipality, amount, and date. It includes links to View More and Pay Fine.

At the bottom, there is a dark footer bar with links for Home, Services, How it works, Social, FAQ, Links, and Contacts, and a copyright notice for 2016 South Africa.

# Early childhood development application for DSD and GPG



# Matric learner dashboard for DBE

basic education  
Department:  
Basic Education  
REPUBLIC OF SOUTH AFRICA

*Every child is a national asset...*

South African Flag

## e-Registration for Grade 12 Senior Certificate (amended)

Version 1.0

HOME NEW REGISTRATION MANAGE REGISTRATIONS LOGOUT HELP

The Department of Basic Education

### Identification Information

Name:

Surname:

ID Number:

Passport Number:

**Important to note:**

1. Candidates must be aware that a copy of their RSA Identification Document or Card will be required to register.
2. You will be required to provide documentation such as evidence of previous qualifications and Special Needs approval, where applicable.
3. Cellphone number and e-mail address will be used for examination related communication only.
4. All fields marked with (\*) are compulsory, and must always be populated.
5. You are responsible for the protection of your own information. Do not share your security credentials with anyone. Please ensure to Logout when done with the registration.
6. For more information on how to fill in the form, select Help from the menu.
7. Only \*.png, \*.jpeg, \*.jpg, \*.gif, and \*.PDF document types are supported for attachments.


Please select Yes to accept the conditions stated above and to activate the menu, or select No to decline

Yes ☐ No ☒


*“Well done Willie and team. This is our first major technology innovation. Let's make sure we get the advocacy going immediately”, Dr Poliah Rufus, DBE Chief Director: Examination and Assessment , 19 November 2016*


# Matric learner dashboard for DBE

ps://www.eservices.gov.za/e-Registration/NewRegistration.xhtml



**basic education**  
Department:  
Basic Education  
REPUBLIC OF SOUTH AFRICA

*Every child is a national asset...* 



## e-Registration for Grade 12 Senior Certificate (amended)

Version 1.0

**HOME** **NEW REGISTRATION** **MANAGE REGISTRATIONS** **LOGOUT** **HELP**

Qualification Criteria

Registration History

Subject Choices And Centre Info

Registration Information

Contact Information

Upload Required Documents

Declaration

Please provide previous examination information

	*Exam/ID Number	Year	Province	*Exam Body	*Exam Type	
<input type="checkbox"/>	7908205480087	1997	Eastern Cape	Eastern Cape Education Department	Senior Certificate	<div>AddDelete</div>


**Note:** For this registration list the latest examination sittings to a maximum of 8 sittings. When applying for a combination of results, all exam sittings information should be provided


SavePreviousNext


*“Well done Willie and team. This is our first major technology innovation. Let's make sure we get the advocacy going immediately”,* Dr Poliah Rufus, DBE Chief Director: Examination and Assessment , 19 November 2016

# Matric learner dashboard for DBE

ervices.gov.za/e-Registration/NewRegistration.xhtml

 **basic education**  
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*Every child is a national asset...* 



## e-Registration for Grade 12 Senior Certificate (amended)

Version 1.0

**HOME** **NEW REGISTRATION** **MANAGE REGISTRATIONS** **LOGOUT** **HELP**

Qualification Criteria  
Registration History  
**Subject Choices And Centre Info**  
Registration Information  
Contact Information  
Upload Required Documents  
Declaration

\*Indicate number of subjects to register

*Subject Name	Add	Remove
<input type="checkbox"/> Economics		

\*The number of subjects determines the number of rows to be added and completed.

### Preferred Examination Centre or Subjects Information

\*Province

\*District/Town

\*Exam Centre Name

Exam Centre No

**Note:** The unavailability of your preferred centre can be due to various reasons of which your subject choice(s) can be one. Please contact your nearest District Office for assistance.

*"Well done Willie and team. This is our first major technology innovation. Let's make sure we get the advocacy going immediately", Dr Poliah Rufus, DBE Chief Director: Examination and Assessment , 19 November 2016*



**THANK YOU**  
**QUESTIONS**