

SECTION 1
PERSONAL DETAILS (Confidential)

Surname: MBOKANE
Name(s): NKOSANA ABSALOM
Residential Address:
Telephone Numbers:
E-mail address:
Date of Birth:
Identity Number:
Gender: Male
Driver's License: Code 8
Marital Status:
Language: Swazi (Home Language),
Other Languages: English, Afrikaans, Tsonga, Zulu, Xhosa, N. Sotho, S. Sotho, Venda, Ndebele, and Swazi

LEADERSHIP POSITIONS / PROFESSIONAL MEMBERSHIP (S) / ACHIEVEMENTS:

2014 – Current Member of the Institute of Information Technology Professionals South Africa (**IITPSA**)
 Member of the Progressive Black Information & Communications Technology Forum (**PBICT**)
 2014 - Current Agricultural Produce Agents Council (**APAC**), APAC is one of the SOEs under the Department of
 Agriculture, Forestry, and Fisheries
 Member of the Institute of Directors of South Africa (**IoDSA**),
 Member of the Black Management Forum (**BMF**)
 2014 – Current Non-Executive Director of the Telecommunications & Broadcasting Business Performance and
 Innovation (**BPI**) Network,
 2012 - 2015 Non-Executive Director of Modutlare Investment Holdings Pty Ltd,
 Guest Speaker at the CIO Africa Summits, IT Leaders Africa Summit, and at Digital Broadcasting
 Africa Forum 2016
 Board Member of the PPECB Board of Director as part of the EXCO
 2010 - 2013 Member of the CIO Forum Group

SECTION 2
EDUCATIONAL QUALIFICATIONS:

- **Master's Degree in Business Administration (MBA),**
 MANCOSA Graduate School of Business, 2013
- **Post-graduate Diploma in Leadership and Project Management,**
 Faculty Training Institute, 2007
- **Project Management Certificate (PMI),**
 Expert Professional Training Institute, 2002
- **3-Year National ICT Diploma,**
 Tshwane University of Technology (TUT), 1994
- **Other Certificates:**

Change Management Certificate, Labour Relations Training, IT Governance, Corporate Strategy and Planning, PFMA Training, Life Skills,
 Presentation Skills, ITSM and Customer Service Excellence

- **Senior National Certificate (Matric with University Entrance),**
 Buhlebuzile Secondary, 1990

SECTION 3

WORK EXPERIENCE

DATES: Start: December, 2015 → End: Current

TechnoChange Solutions Pty Ltd.

Chief Executive Officer

KEY RESPONSIBILITIES AND ROLE:

❖ **My responsibilities involves the following areas:**

- Reporting to the Chairperson of the Board, and working as part of the Executive Committee to make the company profitable and carry the mandate of the shareholder(s).
- Ensure the company is able to meet its business plan targets, through effective market strategy, and ensuring achievements of performance management measures based on the board targets.
- Driving business developments and transformational programmes.
- Defining overall execution of the company strategy, including action plans to achieve overall targets.
- Leading staff in achieving business objectives with integrity, fairness, transparency and rigorous planning.
- Reporting to the Board on all relevant information on the company strategy.
- Ensuring that the company growth strategy into Africa is implemented successfully.
- Preparing annual capital and operational expenditure budgets to be approved by the board annually.
- I am responsible for providing strategic direction, planning and operational leadership including the growth strategy into the rest of Africa.
- Developing and maintaining an effective and innovative organizational structure based on achieving the agreed performance objectives reflecting our industry and market ambitions.
- Ensuring the use of an effective performance management systems, proper internal controls, financial management and proper systems of administration.
- Responsible for the management of the company's compensation strategy, business growth strategy and ensure TechnoChange becomes the employer of choice.

Chief Technology Officer (previous role at TechnoChange for 11 months till November 2015)

- Develop and design IT strategy in line with business objectives.
- Develop and manage IT governance and compliance framework.
- Develop and manage internal relationship and internal service level agreement (SLAs).
- Manage the IT team in order to ensure the smooth operation, installation, support and maintenance of the LANs/WAN.
- Train and manage staff to ensure that they have the skills required by the organisation and are able to achieve their performance objectives.
- Manage network security to ensure prevention of unauthorised access.
- Manage 3rd party suppliers and service level agreements to ensure cost effective delivery of services.

DATES: Start: August, 2008 → End: December, 2014

Perishables Products Export Control Board

General Manager: ICT (Chief Information Officer)

KEY RESPONSIBILITIES AND ROLE:

❖ **My responsibilities involved the following areas:**

- Ensuring compliance with the PFMA Act, and any other treasury regulations, transforming the company to be representative.
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- Reporting to the CEO, I was responsible for developing long-term and short-term management information systems plans and budgets for IT.
- Managing the relationship with key ICT suppliers to maximise the value of the business.
- Ensuring that all IT assets are appropriately recorded and managed.
- Ensuring formulation and update of policies, standards, procedures taking into account technology's global best practices.
- Manage the SITA relationship and the relevant SLA and business agreements that relates to technology acquisitions.
- Monitoring and controlling the budget and action plans for the IT organization, never exceeded the budget for the past 4 years.
- Building sustainable ICT capabilities and managing the team to deliver the agreed ICT support to the organisation.
- Developing, and maintaining the Service Level Agreements and ensure they are aligned to the service-oriented architecture best practice.
- Aligning the information technology strategy with the strategic direction, management plans, and business processes of PPECB. Lead the implementation of one of its kind Mobile Tablet application systems, driving the strategic direction of PPECB in terms of technology innovations.
- Managing and controlling the Innovation Technology Research hub for information technology projects and programmes at PPECB. New Innovation Hub website has been implemented in 2014.
- Fostering and maintaining collegiate working relationships with peer groups and key regional ICT managers.
- Developing, and maintaining an ITIL compliant ICT Service Desk. Ensure that the company complies with the Kings III recommendation for IT governance, based on the CoBiT compliance in terms of the DPSA IT Governance Framework.
- Demonstrating as part of the executive committee that ICT investment is generating value for PPECB business.
- Providing input to PPECB's corporate strategy to ensure that the business makes full use of new and improved technology in delivering our vision.
- Ensuring compliance with all the relevant public sector regulations including and not limited to the Public Finance Management Act, Treasury Regulations, State Information Technology Agency Act, PPECB Act, APS Act, POPI Act, ECT Act and Preferential Procurement Policies.
- Ensuring that staff members are trained and they understand the importance of compliance to these regulations.
- Monitoring and maintaining the ICT governance framework and promoting best practice.

DATES: Start: August, 2005 → End: July, 2008

Chevron Corporation

Regional Manager: ICT & PMO (Senior Management/ Director)

KEY RESPONSIBILITIES AND ROLE:

❖ **My responsibilities involved the following areas:**

- Reporting to the Global CIO based in the USA, with dotted line reporting to the South African CEO, I was responsible for providing leadership and direction through management of all the PMO and IT staff members in the AEP region (South Africa, Malawi, Zambia, Zimbabwe, London, Singapore, Manila, Concorde (USA), Belgium, Pakistan, and Egypt).
 - Drive standardized project management methodologies, IT governances, methods, and tools.
 - Travel to all the countries within the AEP region and ensure that all the IT Country Managers action plans are achieved and are aligned to the regional as well as the global plans.
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- Ensuring that projects and programmes conducted to enhance and develop new ICT solutions are managed correctly.
- Two major projects proposed saved Chevron AEP region \$2M dollars through efficiency created.
- Ensuring that the current project management office standards and principles are followed throughout the Africa Europe and Pakistan region.
- Ensuring that ICT strategic framework and goals for project management improvement, ICT project delivery and IT governance are adopted by the PMO and IT team members in the region.
- Evaluating strategic projects for feasibility, establish priorities for the team, oversee projects by staff, monitor progress, improve project transparency and evaluate project status and resource utilization.
- Driving and monitoring process for innovation in service delivery including ITIL and Six Sigma deployment, portfolio management, and creation and sustaining of high SLA performance levels and reduction of costs both in the PMO and IT department.
- Ensuring that all Strategic and operational aspects of the information technology infrastructure within the region are measured and succeed.
- Setting guidelines and develop standards for the project management office and the IT office.
- Ensuring that any installations, maintenance and support of systems are efficient, and supports service excellence in improving daily procedures, and systems documentation for all projects by the PMO team members and the IT staff members within the AEP region.
- Performing the role of team manager and technical advisor on some of the major projects.
- Define a strategy to enhance existing or create new support, delivery and governance processes.
- Ensuring change requests standards are complied with.
- Act as the sponsor for corporate and project-level initiatives in my region.
- Ensuring that staff members of the PMO adhere to a common project management methodology (CPDEP) to ensure standardization across the organization.
- Working with the Global CIO and South African CEO to improve Operational Excellence and identify IT and PMO process deficiencies.

DATES: Start: October, 2002 → End: July, 2005

British American Tobacco South Africa (BATSA)

Senior ICT Project Manager (Middle Management)

My responsibilities involved the following areas:

- Reporting to the IT Executive I project managed and was the technical lead for various strategic projects including the BATSA's 125 million rand ICT project called V3 Project. The projects saved BATSA R17, 89M two years after successful go-live.
 - Documenting and communicating project scope and schedule.
 - Managing project activities against the scope and schedule.
 - Facilitating workshops with business and IT.
 - Identifying and managing project dependencies.
 - Identifying and communicating project risks.
 - Providing weekly project status reports to relevant stakeholders.
 - Managing appropriate resources to ensure project delivery.
 - Managed the day-to-day operational and tactical aspects of multiple large-scale strategic projects.
 - Oversaw other project managers working on client engagements within the company.
 - Reviewed high-level deliverables across projects.
 - Implemented engagement reviews and quality assurance procedures in accordance with our PMBOK methodology to ensure profitable and successful execution of consulting engagements as measured by regional goals and customer satisfaction.
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- Minimised our exposure and risk across multiple projects, and managed scope and mitigates risk across projects.
- Determined appropriate revenue recognition, ensured accurate invoicing, and monitored receivables for all projects under my direction.
- Integrated financial data for multiple projects, and addressed elevated billing issues when they arise.
- Analysed profitability, revenue, margins, bill rates and utilisation across projects.
- Managed and achieved revenue goals set for projects.
- Accurately forecasted revenue, profitability, margins, bill rates and utilisation across projects.
- Effectively communicated relevant project/practice information to superiors and peers in other departments.
- Tactfully communicated sensitive information.
- Handled difficult personnel situations directly, using appropriate discretion, HR advice, and respect for the individual.
- Develop, manage and strengthen relationships with customers, oversee the engagement and delivery of major projects between the business and IT project teams.

DATES: Start: May, 2001 → End: September, 2002

State Information Technology Agency (SITA)

Senior ICT Business Analyst (Junior Management) - Contracting

My responsibilities involved the following areas:

- Reporting to the IT Manager my main responsibility was to ensure that I interpret to the project teams what the business requirements were.
- Ensure that the IT project teams are aligned with the needs of the business and with the business stakeholders.
- I had to do analysis and code reviews for the modules that needed to be changed, and go and visits the user sites before the system can be implemented.
- Translating the business requirements into technical specification.
- Going to the user sites to monitor the setup of the whole Technology Infrastructure to ensure that it is in compliance with the business requirements as discussed with the IT team.
- Participate in the solution design process, do system configuration and prepare requirements specifications.
- Analyse and decompose relevant business processes, conduct systematic unit and integration testing.
- Develop test plans and test packs and document existing business processes and develop and document new business processes.
- Help develop and facilitate the implementation of Change Management strategy for SITA in relation with the Department of Justice projects.
- Ensure the management of the design, development and implementation of capacity building and knowledge transfer, based on the redesigned processes and systems.
- Ensure that Change Management issues arising from new systems or enhanced systems are adequately addressed and resolved.
- Used MATISE methodology and AGILE methodology for the analysis and modelling process and data requirements and development for the User Requirements Specification, Functional System Design specification, and Technical Design Specification.

DATES: Start: January, 1997 → End: April, 2001

Accenture South Africa (Formerly known as Andersen Consulting)
