Confront the major challenges facing the successful implementation
and smooth running of e-Government in South Africa

1 & 2 August 2007
Indaba Hotel, Fourways, Johannesburg

Including Expert Presentations From:

> Anna Badimo
  Co-Founder, LinuxchixAfrica

> John Joslin
  CEO, FutureProof

> Dwayne Bailey
  Founder, Translater.org.za

> Bez Sangari
  Director, Mathhale Solutions

> Potlaki Maine
  National Technology Officer, Microsoft SA

> Vanessa Phala
  Deputy Director: ICT Oversight, Department of Public Service and Administration

> Kgabo Hlaele Hlahta
  Director: Business Development, Sourcecom Technology Solutions

> Jayson O’Reilley
  Strategic Account Executive, McAfee

> Andre February
  Managing Consultant, Fujitsu

> Pria Chetty
  Attorney, Chettylaw

> Dr Andrew Rens
  Fellow Intellectual, Shuttleworth Foundation

> Tebogo Makgatho
  Director: Business Development, Torque IT

> Ailsam Raffee
  Chief Information Officer: Information Technology Unit, Department of Science and Technology

> Carlos de Figueiredo
  Sales Director, Hewlett Packard

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Organised by
e-Government is a crucial and essential area for government, private, research and academic communities. These sectors share a common goal to ensuring that e-Government strategies are put to work and address challenges facing the South African population.

All these roles need information, knowledge, and insight that will enable them to strengthen their strategies and operations. There is as well as need for these players to share and learn from each other and strengthening ties in ways that will enhance e-government.

However despite significant efforts and initiatives made other Governments departments, such as Foresight, an initiative by the department of Science and Technology aimed at promoting research and development for innovation, Sars tax tracking system ensuring that all business pay their taxes and Hanis an initiative by Home Affairs department to issue a smart cart identification that will assist citizens to interact with Government’s information and services, there are still several challenges that still have to be addressed.

Through research Trade Conferences International has identified the most important emerging e-Government challenges facing South Africa today. The organisers of 1st and 2nd Open Source Software and 2005 e-Government Conferences, is inviting information technology officers involved in ICT projects in public and private sectors and decision makers responsible for improvement of e-government initiatives, to share their views on these challenges at this event.

**Objectives of this event**

**Objective one:** To address policy issues facing e-government in South Africa by discussing issues such as security, PPP’s and open source technology

**Objectives two:** To highlight management issues in a changing e-world by assessing the successful implementation and monitoring of ICT developments in government

**Objective three:** To discuss technological issues in an effort to overcome development constraints through highlighting:
- convergence
- technology and investment
- innovation

**Objective four:** To create a platform for networking between government and the private sector

**Background**

Over the last few years, e-government has increasingly become more important in South Africa as well as the rest the world. e-government has been acknowledged as offering significant opportunities for improving the operations and effectiveness of government, however, e-government strategy and operations are complex and dynamic experiencing rapid and constant change

A regulatory framework sets the basic rules and authority needed to implement e-government which should be understood by all stakeholders, implemented and enforced. Development of an effective regulatory framework for e-government also requires close coordination and communications among entities in the drafting and enforcement of policies and regulations

**Objective four:** To create a platform for networking between government and the private sector

**Regulatory issues facing e-government implementation**

A regulatory framework sets the basic rules and authority needed to implement e-government which should be understood by all stakeholders, implemented and enforced. Development of an effective regulatory framework for e-government also requires close coordination and communications among entities in the drafting and enforcement of policies and regulations

**Vanessa Phala, Deputy Director: ICT Oversight, Department of Public Service and Administration**

Vanessa Phala is the Deputy Director at the Department of Public Service and Administration (DPSA) in the Office of the Government Chief Information Officer (OGCIO), responsible for ICT regulatory compliance. She undertook two research consultations for the Open Society Initiative of Southern Africa and the Open Society Foundation of South Africa. Vanessa also has a chapter titled “Telecommunications Sector and Internet Access in Africa” in the Encyclopedia of Developing Regional Communities with Information and Communication Technologies, published in August, 2005. She is pursuing her PhD studies at the School of Public & Development Management, University of the Witwatersrand.

**Information security**

The realisation of e-government ideals is dependent on government information systems that are protected against illegal, disruptive and harmful access. Effective information security management requires a programme for compliance with information laws and the incorporation of best practice information management standards.

**Priya Chetty, Attorney, Chetty Law**

Priya is the founder of the Technology and Innovation Law Firm, Chetty Law which comprises a multi-disciplinary, consultative approach to solving technology and innovation legal questions. She specialises in electronic and intellectual property. An active commentator on the ICT industry, Priya has been approached for numerous speaking engagements at international and local technology and innovation events.
11:45 Openness and transparency
The need to make information available in order to meet transparency requirements of corporate governance that will always collide with security to prevent unauthorised access to information.

Jayson O’Reilly, Director, McAfee
Jayson is responsible for managing and growing territory, maximising short term revenue, building future sales pipeline through a demonstrated account and territory planning. He is also responsible for maintaining effective relationships through indirect influence with the CSI Partner’s decision makers to influence the execution of McAfee products, programmes and corporate vision.

12:30 Lunch

13:30 Convergence
Convergence is essential for integrating information, transactional operations for national, provincial and local government services. As most governments are moving to service oriented architecture, incremental additions are experienced. Converged multi-media communications will make it possible for the rural communities’ access mobile government office malls.

John Joslin, CEO, FutureProof Consulting
John has a Science degree from University of Cape Town and Economics and Politics degrees from Wits. He worked on IT and networks for the Gauteng government where he was in charge of the WAN and chaired the software selection committee for the Gauteng Shared Service Centre. Currently he is working with Arthur Goldstuck on reports covering the Internet, VoIP and Next Generation Networks.

14:15 Change management
Assessing readiness for e-government needs evaluation of governments itself. Institutional frameworks, human resources, ICT managers, procurement officers, budgets, intergovernmental relations and private sector development are imperative for society’s readiness.

Carlos de Figueiredo, Sales Director, Hewlett Packard
Carlos De Figueiredo heads the Sales Organisation at Hewlett Packard as the Sales Director. Carlos joined HP after spending some time consulting and lecturing at the University of Stellenbosch. The subject matter was IT alignment, Business Strategy and Innovation. In his previous capacity Carlos was the GM for Sales and Solutions at T-Systems. Prior to that he spent some time at CCH/MGX as the e-Business Director.

15:00 Afternoon refreshments

15:15 Return on technology/investment
Implementing technology is costly, and as a result return on spend is imperative. Projects must be evaluated, measured to determine the return on spend. These initiatives will help in achieving financial equilibrium.

Andre February, Managing Consultant, Fujitsu
Andre has 15 years industry experience in the areas of technology strategy, business change delivery, sourcing, quality assurance and business and IT process improvement and consulting. He has worked with a wide range of organisations in the Telecommunications, Financial Services, Public Sector, Media and Technology industries. Andre is a certified information systems auditor (CISA), and his qualifications include a Master of Science in technology management and a BCom Honours in finance and investment management.

16:00 Closing remarks by chairperson

DAY 2 Thursday 2 August 2007

08:00 Early morning refreshments

08:50 Opening remarks by chairperson

09:00 Innovation as the key to successful e-government implementation
Successful e-government in South Africa requires innovative solutions at a number of levels: policy, legal, technological and organisational. This requires addressing the legal and economic constraints on innovation in South Africa, including the current patent system, access to capital, standards and creative cultures.

Dr Andrew Rens, Fellow, Shuttleworth Foundation
Andrew Rens is a Fellow at the Shuttleworth Foundation, Cape Town. He researches intellectual property and access to knowledge issues. After qualifying as an attorney he taught law and practiced human rights litigation at the Wits Law Clinic. He taught intellectual property, telecommunications, broadcasting, space and satellite, and media law and pioneered a course in information technology. He will be sharing his insight on how innovative solutions can be applied in e-government.

09:45 Improving productivity
The effective use of technology impacts strongly on the productivity and competitiveness of any economy as well as the ability of government to deliver on its social goals.

Tebogo Makgatho, Director: Business Development, Torque IT
Tebogo holds a Bachelor of Science in Genetics from Wits University. She also holds diplomas in Project Management, Sales and Marketing and a Higher Diploma in Business Management from Damelin Management School. Tebogo started her career in research at Forge Ahead. After her career as a Senior Research Consultant, she took up a position as Manager for Sector skills plan and research at information Systems, Electronics and Telecommunications Technologies (ISETT) Sector Education Training Authority (SETA).

10:30 Morning refreshments

11:00 Language and e-Governance
Understanding the needs of different language speaking communities and the implications of language and technology, is the difference between delivering an e-Government solution that works.

Dwayne Bailey, Founder, Translate.org
Dwayne Bailey is the founding director of Translate.org.za. Dwayne has a background in business and IT with a degree in Business Science from UCT. His contributions to language in South Africa include a free keyboard for all South African languages and a free font that can display Venda characters. His passion for language and exclusion embraces the area of e-Government as without translation, e-Government delivery remains a simple fantasy.

11:45 Balancing social and political needs
As government, business and private individuals become computer literate, the challenge will be to balance the few computer literate against the majority who will slowly move to the electronic world. Interfacing of citizens must be ensured so that delivery of channels is accessible and affordable.

Anna Badimo, Co-Founder, LinuxchixAfrica
Anna is currently studying her PhD in Computer Science at
12:30  Lunch

13:30  Instituting Public Private Partnerships
New ways of improving service delivery through the development of new relationships and arrangements with the private and community sectors.

**Potlaki Maine, National Technology Officer, Microsoft SA**

Potlaki has a Master of Science in Information Science from Syracuse University in the USA. He lectured and consulted for various public and private organisations in Botswana, Lesotho and Swaziland on ICT strategies. He worked as a Senior Project Manager in IT at ABSA. He also led the team on systems development and integration post the merger of four banks to form ABSA. He was an Executive Manager at SITA and Chief Enterprise Architect with SA Revenue Services. Potlaki is currently holding the position of a National Technology Officer with Microsoft SA

14:15  Effective use of technology as a critical tool in the learning environment
Effective use of technology as part of government delivery in the education context has a positive impact on the competence of the learners leading to socio-economic growth. When technology is used in the process of teaching and learning in schools, colleges or universities it has a major impact on the motivation and fun levels improving competence, socio-economic growth and appreciation for government delivery on its social goals.

**Bez Sangari, Director, Mathlale Solutions**

Bez has an MBA degree from Schiller University in the UK. He is a partner and director for Mathlale Solutions. He was responsible for the project management of North West Province FET Colleges Blue Print. This project utilised over 200 field researches as well as staff for compilation and contextualisation of the information into a coherent long term implementation plan.

15:00  Afternoon refreshments

15:15  Cross departmental integration/ knowledge exchange
Bringing together government, private and NGO's to build communication networks to confront issues of common interest. This will deepen involvement on creating multi-channel learning networks.

**Kgabo Hlalefi Hlahla, Director: Business Development, Sourcecom Technology Solutions**

Kgabo has worked for government departments among others, Home Affairs as the Deputy Director General, Chief Director for the Department of Land Affairs. He has a B.Sc in Computer Sciences and Physics from the University of Western Cape. He is currently studying MBA with the University of Cape Town. Kgabo has presented ICT papers at many conferences and workshops on topics such as Smart card technologies, biometric technologies and systems, Knowledge and information management, Electronic passport system, Public sector transformation, Wireless technologies and so forth

16:00  Closing by chairperson
DELEGATE REGISTRATION FORM

Emerging e-Government Challenges Dialogue
1 & 2 August 2007, Indaba Hotel, Fourways, Johannesburg

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**TC011**

1 Delegate: R5 200.00 + VAT = R5 928.00 per person
2 Delegates: R4 680.00 + VAT = R5 335.20 per person
3 Or more delegates: R4 420.00 + VAT = R5 038.80 per person

Registration cost does not include transport and accommodation

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**Please note:** Upon receiving the registration form, an invoice will be issued electronically. In order to guarantee your booking, payments must be made within 5 days of receiving the invoice.

When payments are made, please supply the bank with your company name as reference.

Fees include lunch, refreshments and conference documentation. The organisers reserve the right to make necessary changes to the programmes, speakers, venue or the dates should the need arise.

**CANCELLATIONS:** will only be permitted within 5 days of registration. Thereafter your organisation will be held liable for payment of the full amount with no exceptions.

**NB:** I hereby acknowledge that I have read and understood all the terms and conditions of registration, and have the authority to approve the registration

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**ACCOMMODATION**

The Indaba Hotel is TCI’s preferred accommodation venue. Reservations can be made directly to the Indaba Hotel by

**Tel:** 011 840 6600  **Fax:** 011 840 6614 or  **e-mail:** reservations@indabahotel.co.za  **Single rate:** R660.00 per person, room only, excluding Breakfast: R 85.00 and Dinner: R150.00

**NB:** All accommodation is subject to the availability status of the hotel at the time of the reservation.

**TRANSPORT**

Airport transfers per person R230.00 Code: TCI 100. This is subject to all conferences taking place at the Indaba Hotel.

Contact Chris Ndlovu from Boyang Gape Tours & Travels  
**Tel:** +27 (0)11 465 5053/9  **E-mail:** exceuraf@global.co.za

**Please note:** any booking without above code will automatically be charged full rate of R320.00 with no negotiations.