2014

## **Telkom**

# GROUP IT

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#### **Our Vision**

Enabling Telkom Business Units through cost effective, value adding and reliable IT solutions



## **Our Approach**

## **Telkom Group IT Principles**

**Standardise** 

- Technology Solutions & Architectures
- Telkom Technology footprints

Rationalise

- Applications & Systems
- Networks & Technology Suppliers

**Optimise** 

- Resources & Skills
- Data centres & Operations
- Eliminate duplicated systems

**Consolidate** 

- IT Functions across Telkom
- Centre of Excellence

Simplify

- Architecture
- Landscapes
- Roadmaps



## TGIT Strategic Programmes Focus

- 9 key programmes focus on overhauling IT and building cost-effective capabilities to drive the technology direction for Telkom's future
- B 5 key programmes invest in key Telkom systems and processes to enable the business to meet their growth objectives
- C Consolidate the data warehouses and create a single version of the truth for advanced data analysis
- TGIT will build internal competencies to transform itself into the future



### Telkom Group IT Current State Analysis

## Telkom Group IT (TGIT) Overview

Review & Validate Current State

1

Propose future IT Target End State

2

Develop Draft Future Roadmap

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Execute the Plan

4

- Describe what IT architecture & capabilities are required to support the Telkom Group Strategy:
- Identify the technology Infrastructure investments required to support the delivery & operations of these business capabilities.
- Develop a draft 5 year roadmap of initiatives including high level estimates of duration, costs and quantitative benefit
- Undertake an assessment of Telkom Group IT's current ability to deliver the agenda & develop a programme to uplift capabilities to meet the challenge of 2014 to 2018.

#### **Telkom Group IT - Current State**

Business & IT Strategies are not aligned across Telkom

Enterprise architecture processes to ensure alignment are not in place

There are aspects of the solution development process that are not a best practice levels, incl. project management, performance metrics & the availability & depth of key skills

There are known security risks and concerns that need to be addressed

Funding & investment processes have resulted in behaviours & decisions that are not aligned to the business strategic objectives

A lack of architecture alignments, skills & blueprints has resulted in technology duplication & fragmentation

> Governance & decision making processes are ineffective & slow

Service management processes do not allow for predictable service delivery at levels acceptable to the business

Strategic IT Alignment
IT Governance
Architecture & Information Mgmt
Solutions Delivery
Service Management & Operations
Information & Technology Security
Workforce & Resource
Management

Telkom image results in an inability to attract, develop & retain key skills to elevate IT to the role of a strategic partner

The workforce of TGIT is understaffed and under-skilled on key areas, & is struggling to ensure ongoing support for critical systems

The ageing infrastructure will not support the business requirements for growth & stability into the future without significant investment



#### TGIT Prioritised Strategic Programmes

B

C

D

Centre of the digital home Strategy Pillars Lead in business, enterprise and government Pre-eminent in wholesale People & organisational capabilities An invincible network The right technologies Enablers and solutions A competitive cost base and efficiency A sustainable regulatory stance Partnerships to build our converged proposition

9 key programmes focus on overhauling IT and building cost-effective capabilities to drive the technology direction for Telkom's future

5 key programmes invest in key Telkom systems and processes to enable the business to meet their growth objectives

Consolidate the data warehouses and create a single version of the truth for advanced data analysis

TGIT will build internal competencies to transform itself into the future

Investments in key Telkom systems and processes to enable the business to meet their growth objectives

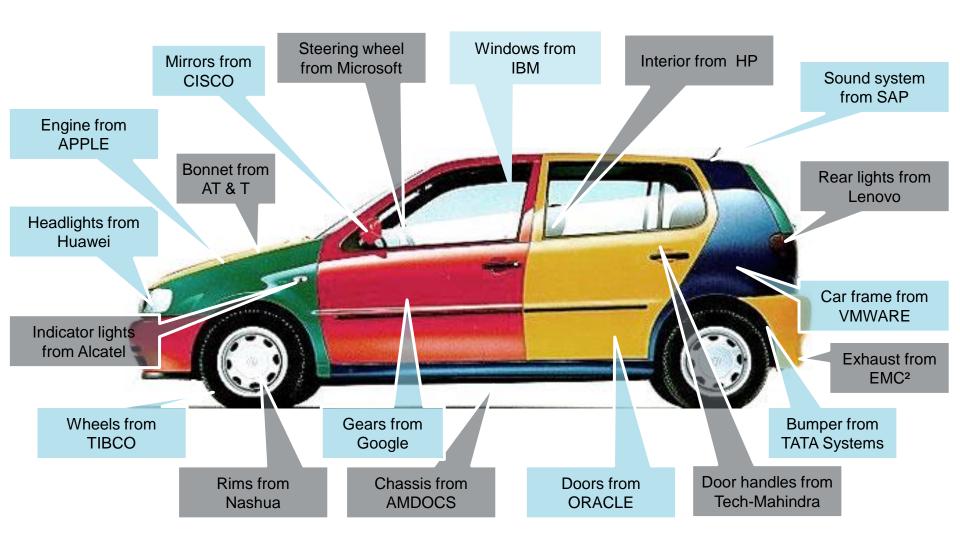
Focus on overhauling IT and building cost-effective capabilities to drive the technology direction for Telkom's future

Increase business alignment and ownership of all TGIT

projects and programmes



**Optimise Shareholder Value** 



Trust / reliability / support / experience



**Telkom** 

END