

INFORMATION AND COMMUNICATIONS TECHNOLOGY REPORT

The Information and Communications Technology (ICT) division remains a key strategic pillar of the Perishable Products Export Control Board (PPECB). Its role is to develop and transform the business, in line with the PPECB's objectives, and propel it into the digital age. It drives the acceleration of new processes, technologies and ecosystems to improve organisational effectiveness and agility in the face of the fourth industrial revolution.

Governance: Thoroughly committed to best-practice methodologies and monitoring

ICT within the PPECB is governed by the PPECB Board, which oversees all strategic ICT issues. There is also an internal committee for executive-level governance over the strategic projects within the PPECB, the ERP-TITAN 2.0® Steering Committee (Steercom), which provides oversight for the TITAN 2.0® and Enterprise Resource Planning (ERP) projects. This committee meets on a monthly basis to ensure that the strategic goals of the project are achieved.

To maintain appropriate ICT governance, the PPECB is embracing and utilising the international COBIT (Control Objectives for Information and Related Technologies) governance framework, which provides guidelines for best practices, standards and methodologies. This is being monitored, managed and achieved with the support of a service provider who specialises in this field. The PPECB is also a member of the Information Technology Infrastructure Library (ITIL).

ICT objectives and highlights for the year under review

The ICT division's objectives are to promote, collaborate and maintain strategic relationships between ICT and our stakeholders, offering superior customer service delivery and providing innovative technologies that support the business and its client base.

Key achievements during the year under review included:

- **The implementation of TITAN 2.0®, the PPECB's electronic quality inspection tool:** TITAN 2.0® was deployed during the previous grape and deciduous season. The orchard inspection and quality inspection modules have already been rolled out. Once fully executed, TITAN 2.0® will provide comprehensive orchard inspection, cold chain monitoring and overall quality control functionality.

- **The ERP project roll-out:** This is in the procurement phase, whose objective is to select a service provider to implement the Microsoft Dynamics 365 solution.
- **The PPECB's infrastructure estate management:** This is being outsourced to T-Systems South Africa to create stability and reliability in the foundational ICT elements required to support the strategic business imperatives. The transition phase is being concluded while transformation initiatives have also commenced to ensure greater stability and optimised working platforms.
- **Cyber security:** This is a key focus area, together with ensuring compliance with the Protection of Personal Information Act (Act 4 of 2013) (POPIA) and the Promotion of Access to Information Act (Act 2 of 2000) (PAIA). We continue to strive to proactively address vulnerabilities and provide a service which meets client expectations.
- **The agile development approach:** The PPECB's adoption of this approach has gained momentum, with plans to migrate our administrative and management tool, which governs the agile practice, to the cloud. The agile development approach will be monitored and reviewed regularly for process improvements. Furthermore, we continue to implement ICT best practices and methodologies.
- **Data accuracy and accessibility:** This is also a key focus area. The PPECB depends on accurate information for measuring success and season planning. This is an important stepping stone towards meeting the strategic objective of integrating data analytics and business intelligence.

Monitoring the effectiveness of technology and information management

ICT provides various reporting mechanisms to its different stakeholders. Quarterly reports are produced for the Board, highlighting key projects and strategic issues, as well as investments and ICT expenditure. The monthly meetings of

the ERP-TITAN 2.0® Steering Committee (Steercom), which includes external advisors, have been created to discuss strategic projects. Moreover, suppliers are closely monitored to ensure that contractual obligations are timeously and comprehensively fulfilled.

Outlook: Key focus areas for 2020/21

Some key imperatives ICT will be focusing on in the coming year include:

- Continuing to stabilise and optimise the PPECB's infrastructure to provide a high level of service delivery to support the entity's business strategy
- Continuing with the deployment of further modules on our mobile technology application, i.e. TITAN 2.0®, to roll out further digital services and other functionality to the industry, including cold chain monitoring
- Commencing the initial modules of the ERP system to consolidate back-office processes into a single, integrated system
- Completing the COBIT 2019 implementation and strengthening cyber security governance
- Continuing with the clean-up of the PPECB's master data
- Seeking technologies to reduce costs and create further efficiencies in the business
- Assessing and establishing a data analytics platform to enable reporting and insights to be further developed.

