CIO Alliances

Johannesburg Chapter

8th November 2018

Results

ALLIANCE Media Group

Alliance - 'A union formed for mutual benefit'

ALLIANCE Media Group

CIO Alliances

CISO Alliances

CXO Alliances

CMO Alliances

CDO Alliances

Foreword

Leigh Thomas is an ambitious and passionate executive with a desire for achieving the ideal.

With experience in numerous industries and working within C-level communities across the globe in Oil & Gas, Mining, Power & Enterprise IT across multiple divisions across the business.

Following his experience with his previous employer and working with leading CIOs & CISO's across EMEA, his understanding of B2B events grew. With his passion for achieving the ideal scenario a plan was founded to strip back what the industry is about. This is where the core values of the Alliance Chapter were born along with Alliance Media Group.

Alliance - 'A union formed for mutual benefit'.

Whilst understanding that every business will need to drive commercials to become sustainable in the modern world. Leigh believed that commercials must not be the driver but, a solution to a 'why'.

The Event Managed Services industry is spiralling into a dark tunnel of an industry where money is the leader and not the value of time. The industry was born off the back of 'Everybody wants to learn' and Leigh Thomas has created the Alliances to ensure that the end user driven meets, are purely focused around the educational needs of everyone involved and around their business objectives. Zoning in on the best practices in overcoming the common business objectives that motivate activity within each of the end user firms and not simply global trends and themes to generate revenue.

Leigh Thomas
Director & Founder

08:00 – 08:30
Registration

08:30 – 08:45
Housekeeping, purpose driver and format reminder
Jay Meyer –Director - CIO Alliances

Session 1
8:45 - 9:00 - Use Case Overview 9:00 - 9:30 - Open Forum
Digital Transformation - Where is the ROI?
Justin Gregory - CTO Sales & Channels - FNB: Business Banking

Session 2
9:30 - 9:45 - Use Case Overview 9:45 - 10:15 - Open Forum
Exploring the SOC Journey.
Justin Williams - Executive: Group Information Security - MTN
Grant Thompson - General Manager of Cyber Defence - MTN

10:15 – 10:30
Networking Break

Session 3
10:30 - 10:45 - Use Case Overview 10:45 - 11:15 - Open Forum
AI - Machine Learning
Microsoft South Africa

Session 4
11:15 - 11:30 - Use Case Overview 11:30 - 12:00 - Open Forum
Robotics Process Automation (RPA) - The Bots
Peter Premji - Sales Manager - Ui Path

12:10 - 13:00
Networking Lunch

Session 5
13:00 - 13:15 - Use Case Overview 13:15 - 13:45 - Open Forum
DevOps Principles & Framework
Jay Meyer - Director - CIO Alliances South Africa
Marius Khetsi - Director - Digital Solutions Foundry

Session 6
13:45 - 13:55 - Use Case Overview 13:55 - 14:45 - Workshop
Drivers Transforming the C-Suite - Case of Change
Sjeanne Cawdry - Senior Strategic Change Manager and Client Experience Lead - Rand Merchant Bank
Jay Meyer - Director - CIO Alliances

CIO Alliances

Johanessburg Chapter November 2018

User Case Study Partners

Microsoft

Networking Partners

DIGITAL
SOLUT10N
FOUNDRY
Software Smiths

iNNOVO
NETWORKS
THINK. SOLVE. CONNECT.
WWW.INNOVONET.CO.ZA

Louis Blom
CIO: MVNO
Standard Bank

Chris Botha
Group IT Executive
Famous Brands

Stephen Brookstein
Head of Technology
Nando's

Sjeanne Cawdry
Senior Strategic Change
Manager and Client
Experience Lead
**Rand Merchant Bank
(RMB)**

Justin Gregory
CTO: National Sales
and Channels
**FNB: Business
Banking**

Natalie Jantjies
Head of IT
Heineken

Gavin Kandier
Chief Information
Officer
**Constantia
Insurance Group**

Marius Khetsi
Director
**Digital Solution
Foundry**

Nigel Mangwanda
Head of Technology
Silica

Jay Meyer
Director
**CIO Alliances South
Africa**

Damian Michael
Managing Director
Innovo Networks

Sihle Mthiyane
Director
**Nonsobo Business
Technologies**

Shalin Naidoo
Group CIO
Lenmed

Jon Hamlet
Senior Country
Manager
Symantec

Sbu Nkabinde
CIO
Edcon

Fundile Ntuli
CIO
ubank

Chris Nursey
IT Delivery Executive
Clicks Group UPD

Michael Preston
CIO Foreign
Exchange
First Rand: FNB

Vanessa Ruch
Director: IT Strategy
Silica

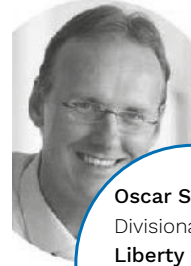**Ayanda Saki**
CIO
Imperial Motus

Ebrahim Samodien
CIO: Enterprise
Functions
Absa

Moses Segaetsho
CTO & Deputy CIO
**Auditor General
South Africa**

Yolisa Skwintshi
Head of Technology :
Insurance
Absa Group Limited

Oscar Stark
Divisional Director
Liberty Holdings

Carol Thomas
CIO
**Air Traffic
Navigation Services
(ATNS)**

**Cobus Van den
Berg**
Chief Data Architect
Absa

**Louise van der
Bank**
CIO
AfriSam

**Eugene van der
Merwe**
Executive: IT Shared
Services/ CIO
AVI

**Gerhard van
Rensburg**
Head of IT
Macquarie Group SA

Berdine Viljoen
CIO
JD Group

Dido Wa-Kalonji
Head of IT: South
Africa
UBS

Justin Williams
Executive: Group
Information Security
MTN

Mike Wright
Chief Digital Officer
**Ashburton
Investments**

Grant Thompson
GM: Cyber Defence
MTN

Bobby Thoolsi
Head Data
Standards and
Governance: Chief
Data Office
Absa

Hanli Wood
Alliances Manager
UiPath

Ui Path

Peter Premji
Sales Manager
Ui Path

Open Forum

Session 1

Justin Gregory
CTO: National Sales
and Channels
**FNB: Business
Banking**

8:45 - 9:00 - Use Case Overview

9:00 - 9:30 - Open Forum

Session Title: Digital Transformation - Where is the ROI?

Description:
Differing Case studies. Digital & Fiduciary. Understanding the different drivers.
Community challenge - How to offset a smaller ROI with less quantifiable gains, but better customer entrenchment?

No need to leave a session early a break will follow at 10:15

Alliance - *'A union formed for mutual benefit'*

Questions Raised – Food for thought

Slido – Poll

According to a Microsoft study, 48% of South African organisations have already begun a digital transformation journey, and 44% are planning to do so within the next 12 months.

HOW ARE YOU TRACKING?

DIGITAL TRANSFORMATION % PROGRESS
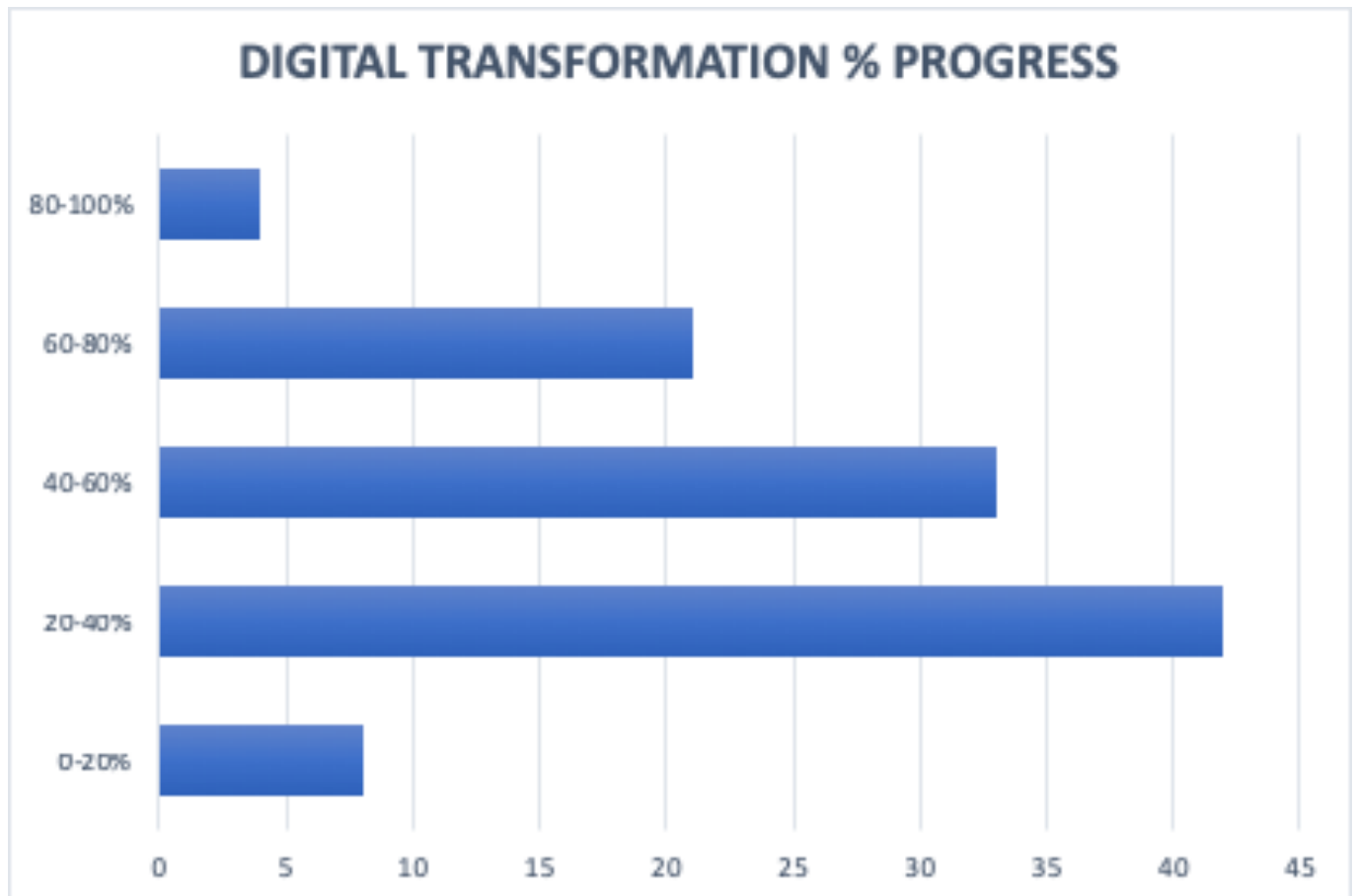
The graph indicates the estimated progress of those organisations represented at the CIO Alliances who is on a digital transformation journey. It shows that most of the organisations represented are tracking between 20-40 %, however there are visibility of those tracking above 60% , indicative of reaching levels of maturity

Key Take-out

1)   **Difficult to track benefits due to scope changes**
2)   **Lack of maturity in PMO to track project benefit realization**
3)   **Digital transformation might only realized soft benefits during the early adoption stages.**

Open Forum

Session 2

Grant Thompson
GM: Cyber Defence
MTN

Justin Williams
Executive: Group
Information Security
MTN

9:30 - 9:45 - Use Case Overview

9:45 - 10:15 - Open Forum

Session Title: Exploring the SOC Journey

No need to leave a session early a break will follow at 10:15

Alliance - *'A union formed for mutual benefit'*

Questions Raised – Food for thought

Exploring the SOC Journey
South Africa has seen a steady rise in cyber crime, jumping to rank as the 31st most cyber attacked country in the world out of 117 countries. – business tech

There's no such thing as perfect security. An agile and commercially pragmatic approach is essential for the growth and innovation required to thrive in the new world.
The cyber ecosystem is complex and fast. While it's necessary to invest in protection, incidents will occur. Rapid response is key to minimising brand damage and financial loss.

Key Take-outs

Difficult to manage distributed environment , even more if it resides in other countries
Extent – security to customers
Increased difficulty to manage security in a B2B environment.
Targeting code more and more.
User behaviour – Security awareness , key to mature in the organisation

Open Forum

10:30 - 10:45 - Use Case Overview

10:45 - 11:15 - Open Forum

Session Title: AI - Machine Learning

No need to leave a session early a break will follow at 12:10

Alliance - *'A union formed for mutual benefit'*

Questions Raised – Food for thought

Key-Take outs

Organisations to be sure of the Use case
A complex, ambiguous use case could impact the success of an AI/ML implementation.

Open Forum

Session 4

Peter Premji
Sales Manager
Ui Path

UiPath

11:15 - 11:30 - Use Case Overview

11:30 - 12:00 - Open Forum

Session Title: Robotics Process Automation (RPA) - The Bots

No need to leave a session early a break will follow at 10:15

Alliance - *'A union formed for mutual benefit'*

Questions Raised – Food for thought

Key Take-outs

Touched on various uses cases .
However the key questions focused around the impact on the workforce.

Will the business case stand-up against the SA labour cost vs the cost of the solution?

Open Forum

Session 5

Jay Meyer
Director
CIO Alliances South Africa

Marius Khetsi
Director
Digital Solution Foundry

13:00 - 13:15 - Use Case Overview

13:15 - 13:45 - Open Forum

Session Title: DevOps Principles & Framework

Description:

Many definitions of DevOps exist, and many of them adequately explain one or more aspects that are important to find flow in the delivery of IT services. In this session, we would like to explorer the following principles.

1. Customer-Centric Action
2. Build with the end in mind
3. End-end Responsibility
4. Continuous improvement
5. Automation

Key Takeaways;

• A summary of how the above has been applied within the Alliances end-users and what worked and what didn't.

Alliance - *'A union formed for mutual benefit'*

Questions Raised – Food for thought

Key take-outs

Improves speed o market

Customer feedback loop – a more collaborative process

It's a position of courage – reputation   - Minimum Viable Product (fail-fast approach)

End-end responsibility - cradle to the grave

T-shape teams ; specialist - product and service. Teams now need to be able to understand the service and operations world.

Workshop

Session 6

Jay Meyer
Director
CIO Alliances South Africa

Sjeanne Cawdry
Senior Strategic Change Manager and Client Experience Lead
Rand Merchant Bank (RMB)

13:45 - 13:55 - Use Case Overview
13:55 - 14:45 - Workshop

Session Title: Drivers Transforming the C-Suite - Case of Change

Description:
Workshop where all attendees will have an input on developing a framework for the future C-suite

The need to transform is clear. As new, innovative companies crop up, and as traditional competitors go digital, the race for customers has never been higher. Organizational transformations arise due to digital, customer centricity, client experience, employee experience, agile, robotics and AI

Technological progress is changing the business landscape beyond recognition. Now, companies must mirror this transformation inside of their organizations. Those that resist this technology led "4thindustrial revolution" will find it difficult to satisfy consumer demands for instant, personalized service, finding it nearly impossible to survive.

Many have identified that a new breed of leadership is required, thereby transforming the C-suite to successfully take organizations into the future. New roles have been invented focusing on emerging challenges. Executive titles that didn't exist a few years ago (chief technology officer, chief transformation officer, chief of innovation, chief of information security, and chief data officer, Chief Customer Officer) are becoming commonplace.

Considerations
• Making sense of the key drivers necessitating C-suite transformation
• C-suite roles (existing, new or to be invented) that are necessary
• Identify enduring and important traits for leading in the digital age and through transformations
• Identify the biggest obstacles that can derail transforming the C-Suite
• Identify the biggest obstacles that can derail transforming organizations
• Important steps to consider in aligning a new C-Suite
• Learnings can be taken from C-suite teams that have successfully transformed their organizations

Alliance - *'A union formed for mutual benefit'*

Questions Raised – Food for thought

Slido -Poll

Question : In your view , what are the forces driving change in the - C- suite

Answer :

- Market change
- Client centricity
- Executives must evolve as we are going into the 5th Industrial Revolution. Without the change, organizations are left behind and will be disrupted.
- Transformation is creations opportunities for our organization and definitely our industry. We are more than ever delaying on a different type of skill such as Data Science,. We see roles such as customer experience officer surfacing. The biggest challenge is culture change and legacy systems.. but definitely culture is a big one
- More strategic involvement of CIOs at exco level
- Break the short term view and appreciate what supports sustainability Change in exco's knowledge to appreciate how the business model needs to operate and what enables it
- How do I get business to view IT as just a cost centre and the CIO/CTO as the someone who run the IT dept. and manages the IT budget.
- Digitization Automation Data Insights
- CIO reporting to the CEO not the CFO
- Disruption
- I would say they are getting comfortable with not having all the answers

Key take-out

Not all CIOs' will report to the board or CEO but a change in leadership style might be required.

Callouts : " Lead by influence " ; "CIO is the not just a IT leader but a Business Leader"

CISO Alliances
Boston Chapter

Planned Regions 2018:

◯ Scheduled Chapters

◯ Upcoming Chapters

CISO Alliances
COPENHAGEN CHAPTER

CIO Alliances
NAIROBI CHAPTER

CISO Alliances
NAIROBI CHAPTER

CIO Alliances
LAGOS CHAPTER

CISO Alliances
SYDNEY CHAPTER

CIO Alliances
SYDNEY CHAPTER

CISO Alliances
WINDHOEK CHAPTER

CISO Alliances
JOHANNESBURG CHAPTER

CISO Alliances
MELBOURNE CHAPTER

CISO Alliances
CAPE TOWN CHAPTER

CISO Alliances
DURBAN CHAPTER

CIO Alliances
MELBOURNE CHAPTER

CIO Alliances
CAPE TOWN CHAPTER

Alliance Chapters

Each taking place every six months

CIO Alliances

Johannesburg
Cape Town
Nairobi
Lagos
Sydney
Melbourne

CISO Alliances

Johannesburg
Cape Town
Durban
Windhoek
Nairobi
Copenhagen
Sydney
Melbourne
Boston

CMO Alliances

Johannesburg
Durban