



TECHNOLOGY & INNOVATION



IN SERVICE DELIVERY

KEY CHALLENGES AND LESSONS LEARNT

26 – 28 November 2018

Moses Mabhida Stadium

Transformation
Virtual Reality
CobiT
4IR
Education
Spear Phishing
Mobility
Data Integration
Automation
Benchmarking
Jobs
Data Costs
Partnerships
Students
Security
Ethical Hacking
Big Data
Entrepreneurship
Smartcity
Speed
Technology
Risk
Robotics
Youth
ICT
Optimisation
Research
Machine Learning
ICT Governance
Technology Disruption
Skills development
Artificial Intelligence
Digitisation of processes
Policy
Communities
Change management
IDP
Cyber Security
eGovernance
CIO
Compliance
Corruption
Innovation
Decision Makers
King IV
Cloud Computing
Funding
Digital Divide
Data Classification



KEY CHALLENGES

4IR Readiness

Transformation

Skills

Silo Mentality?

Outdated Curriculum

Funding for Innovation ?

Technology Phobia

Change

Corruption

Knowledge Management

Culture

Data Integration



THINGS TO DO!



INNOVATION

COLLABORATION

PARTNERSHIPS

ICT GOVERNANCE IMPLEMENTATION (Digital)

Do and Don'ts of Social Media

Change

Compliance

Knowledge Management Strategy

Smart City Strategy

Eradication of Silo Mentality

Performance Management/Scorecard

Benchmarking

SERVICE DELIVERY THROUGH ICT



