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## PROFESSIONALISM IN ICT



### President's Podium

IITPSA's Code of Conduct and Code of Practice have, for over 60 years, been built on a commitment to ethical and professional behaviour. But in uncertain times, when the world as we know it appears to be changing irrevocably, we may find ourselves having to revisit the concepts of ethics and professionalism in ICT. We may need to ask: are they enough?

At a time when people's futures depend a great deal on ICT and the professionals who build, deploy and manage it, simply doing the job well enough could prove inadequate. As ICT professionals, we have the knowledge to identify the full potential or shortcomings of the solutions our customers order. We have the capacity to foresee possible problems emerging due to human error in using systems; we can predict ways in which systems might be misused; and we know how solutions might be improved on, to circumvent problems down the line.

But for many, the engagement with customers ends with signing the contract and 'dropping the box'. We may choose not to offer free advice, or to dissuade a customer from buying a solution that does not meet their needs. But in these difficult times, ICT professionals should be extending their engagement beyond professional and ethical service delivery, to become supportive, expert partners in customers' success. We should be contributing our knowledge more freely, helping our customers – and ultimately their end users – to identify and avoid future problems. We need to speak up more boldly at Board level, guiding our organisations to technologies that cut costs, grow profits and retain jobs. We should be stepping forward with solutions to overcome public sector challenges that impact millions.

The future depends on ICTs, and we can make them work for the world. Therefore, we need to take a vocal, visible role in guiding the world into the digital future.

**Thabo Mashegoane**



## CEO's Communiqué

Just two months into lockdown, we can already see the emerging face of the new normal. At IITPSA, we are running with these changes – adapting quickly to virtual engagement and managing our business online. We are pleased to say operations are running as professionally as ever – with the elimination of commutes adding even more time for meetings and engagement.

IITPSA will continue to work virtually until such time as we are able to have our office reopened at our new premises (please see the full notice below). All our email addresses remain in use, and we have set up a new contact number – 087 655 1679 – that will enable you to be connected to the appropriate staff member, during normal working hours.

We have been gratified to see how quickly our members have embraced these changes too, with the Kwazulu

Natal Chapter staging the Institute's first-ever virtual AGM at the end of April, and numbers picking up at our virtual events. So much so, in fact, that we have opened our knowledge-sharing forums to non-members through our new Tabling Tech webinars. IITPSA has already staged two successful Tabling Tech webinars, which are designed to share in-depth information on emerging technologies and their impact on business practices. We plan to bring many more Tabling Tech webinars of both technical and business interest to our members over the next few weeks, so, if any expert members are interested in sharing a topic with us, we invite you to contact me with topic proposals. We encourage all of our members to follow us on social media and spread the word when you see notices of upcoming events.

**Best regards**  
**Tony**



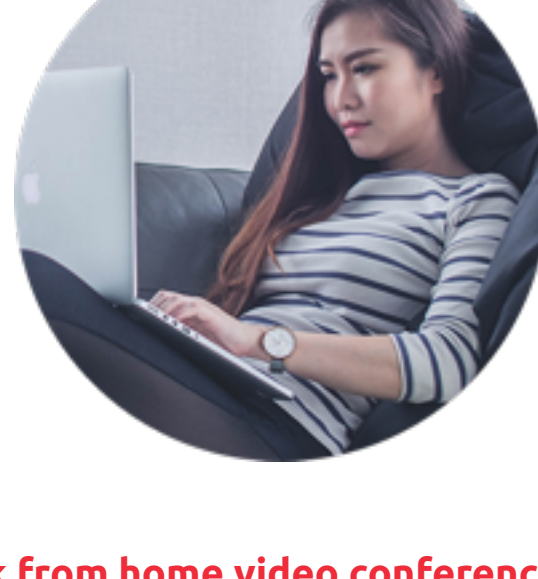
## In The News



### SA business must move to catch up with hyper-automation trends

RPA adoption is lagging in South Africa, and local organisations must move to organise their processes and start deploying RPA if they are to catch up with growing global progress towards hyperautomation, Johan Steyn, chair of IITPSA's AI and Robotics special interest group (SIG), told the Institute's second Tabling Tech webinar.

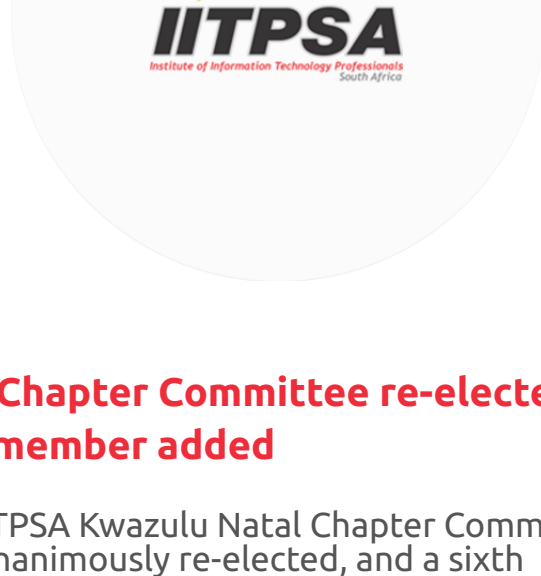
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### Work from home video conferencing demands increased cybersecurity

Cyber security concerns have increased as employees move to work from home, with video conferencing becoming a key new area of concern. This is according to Bryan Baxter, corporate IT business development manager and IITPSA KZN chapter committee member, who was addressing the first online IITPSA Kwazulu Natal AGM.

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### KZN Chapter Committee re-elected, new member added

The IITPSA Kwazulu Natal Chapter Committee was unanimously re-elected, and a sixth committee member added, during the Chapter's first-ever virtual AGM.

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### AI in business – inevitable, but not for everyone right now

Artificial Intelligence (AI) can revolutionise business, but it should not be deployed unless there is a solid business case for it, participants heard at IITPSA's first Tabling Tech webinar.

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## IITPSA In The Media: Thought Leadership

South African financial organisations are exploring the potential use cases for blockchain in their operations, but are exercising caution in its adoption, said John Singh, a senior systems analyst and head of the IITPSA Blockchain Special Interest Group (SIG) in KwaZulu Natal.

[Channelwise](#)

[JoziGist](#)

In a webinar hosted by the Western Cape chapter of the IITPSA, UCT senior systems engineer Ghamza Jacobs urged employers to provide employees with sanctioned technology and applications while working from home during the lockdown.

[TimesLive](#)

[DispatchLive](#)

[JoziGist](#)

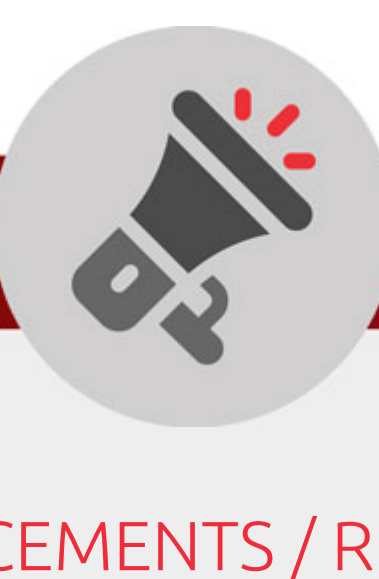
[Talk of the Town](#)

Artificial intelligence (AI) can revolutionise business, but it should not be deployed unless there is a solid business case for it, said Johan Steyn, chair of the Institute of IITPSA's AI and robotics special interest group (SIG), at the Institute's first Tabling Tech Webinar.

[ITWeb](#)

[JoziGist](#)

[Futurewave BusinessIT](#)



## ANNOUNCEMENTS / REMINDERS



### IITPSA Office Relocation

We are pleased to announce that, to cater for changing business conditions and the growth of the Institute, we will be moving to a new office location when SA lockdown conditions allow.

We will continue to provide the same Friendly membership services at our new address at Unit 4, Probuild Commercial Park, James Crescent, Midrand, which will also allow us to offer additional 'products' and services as we move forward and beyond the current worldwide crisis. Our phone number is **087 655 1679** (or **+27 87 655 1679** if calling from outside of South Africa).



### Get discounted subscriptions to Brainstorm magazine!

IITPSA has signed a new partnership with ITWeb to give IITPSA members significant discounts on subscriptions to ITWeb's Brainstorm magazine – the monthly magazine for decision-makers.

General members now qualify for a 40% discount on Brainstorm magazine subscriptions. For an upfront fee of R250, members will receive all 11 issues published over the next year, inclusive of VAT, postage and access to Brainstorm's premium online content. This special bundle for IITPSA members also includes a copy of ITWeb's The Margin quarterly publication and either the CISO or CIO annual directory. Members wanting copies of both directories can purchase the second, less 50% on the cover price.

Student members qualify for a year's subscription to Brainstorm at a discounted rate of only R150.

Professional Members, Professional CIOs and Fellows qualify for the full bundle for free.

Discounted and free access to informative publications and events are just some of the benefits IITPSA offers its members. To take advantage of these subscription benefits please email your name and membership number to Peter Calore: [peter@itweb.co.za](mailto:peter@itweb.co.za)

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## MEMBER BENEFITS



### Anti-Virus Products

AVG is a leading developer of Security Software with over 120 million home and business users around the world.

IITPSA is pleased to advise that we are again being sponsored by AVG South Africa, with the computers at the IITPSA National Office being protected by the AVG Internet Security Suite (Business Edition).

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### ITWeb Publications - Brainstorm

ITWeb Brainstorm is available free of charge to Fellows (FIITPSA) and paid-up Professional Members (PMIITPSA) and Professional CIOs (Pr.CIO) of the Institute.

To subscribe, please contact the IITPSA National Office.

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### Career Opportunities

IITPSA has partnered with CareerJunction, SA's #1 Quality Candidate provider, to offer a job search/advertising service on its site. Go to [www.iitpsa.org.za](http://www.iitpsa.org.za) and click on 'Careers' in the 'Activities' menu to see it in action, or simply click on the link below.

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### Online Backup and Storage

MyData Backup storage (online backup of your data to a secure storage vault) – see [www.mydata.co.za](http://www.mydata.co.za) – 50% discount on the 100Gb account online. 10% discount on all Virtual / Cloud or Server Co-location or Website servers stored in CipherVault for any represented business or member.

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### PI Insurance

Professional Indemnity Insurance (PI) at a special rate for IITPSA Members. In the interests of providing added value to Members, the IITPSA has negotiated a special PI Insurance Scheme for Members that provides very competitive premiums, wide coverage and also affords Legal Advice when required to protect your interests.

PIFRS is a juristic representative and division of FirstEquity Risk Management Services (Pty) Ltd, an Authorised Financial Services Provider.

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**Follow us on social media, and check our interactive events calendar [here](#) to stay up to date with new events and special delegate discounts!**

