

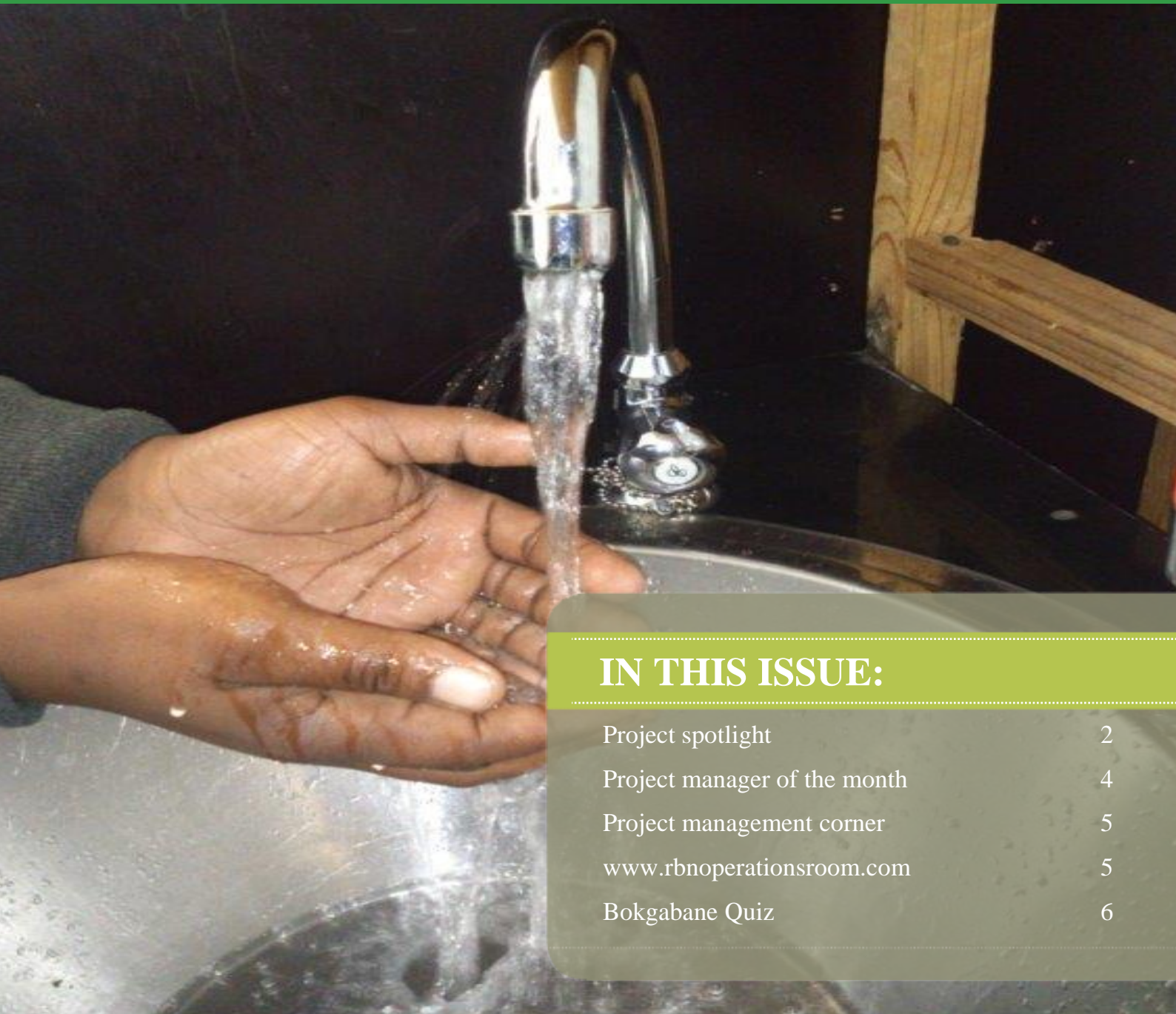
# bokgabane

*botoka le botoka – better and better*

From the Royal Bafokeng Operations Room

July 2014

Issue 5 • Volume 7



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## PROJECT SPOTLIGHT

### FEATURED PROGRAMME

#### ICT operations programme

**Programme Manager:** Dawn Phetoane

In an article on 'The Importance of Information Technology (IT) in business', Martin Posse made mention of a study that revealed how critical IT is to business growth as it provides scalability, the ability to successfully manage the increase in complexity of the organisation, its processes and business model.

With respect to the aforementioned, and given the complexity of the Royal Bafokeng Nation model, it is important to have a suitable IT solution that will effectively and efficiently cater to all business functions' needs. The ICT Operations programme attempts to provide such a solution.

The objectives of the ICT operations programme is to ensure uninterrupted availability of ICT systems and services, to ensure timely delivery of effective ICT services in the RBN, and to ensure that the RBN business systems are in line with the industry's best practices and the laws of the republic. This is to be achieved by providing technical support to the organisation, offering continuous maintenance of systems, implementing system updates, stabilising network availability, ensuring that the network is fully capacitated, catering to all business requirements, and keeping up with ICT trends and developments.

A programme of this nature has several stakeholders that need to be managed effectively to ensure the overall success of the programme. The stakeholders that have been indentified for this programme are; the internal ICT staff members, other RBN staff and service providers. One would think that only the needs of RBN staff need to be prioritised as the end users of the network. However all stakeholders need to be managed as they either have a need that should be satisfied or perform a certain function within the programme that needs to be managed. In this case, ICT staff has to provide support to employees, tend to queries and continuously develop their skills to meet the business' needs. While service providers need to provide their services on specialised projects or system implementations. If all these stakeholders are not managed, the programme objectives will not be realised.

Another key factor in ensuring the success of this programme is risk management. Power failures, damage, theft and lack of adherence to ICT policies by staff members are some of the risks that have been identified in this programme. Even though risk management plans have been identified and implemented, it does not guarantee that the risk will be eradicated completely. Some risks have to be managed throughout the duration of the programme as they might pose a threat to the programme even though a mitigation plan has been implemented.

In the past six months, ICT achieved an average up-time percentage of 99% on their servers, the internet and telephone services. Getting to this point of reliable systems did not come without complication. Some of the issues that arose were delays in the procurement of equipment and power failures resulting in servers shutting



down completely. Resolution plans have been identified for these issues, and are well on their way to being resolved.

The programme is running successfully, and other projects have been identified and implemented, that will continue to improve the quality of services rendered by this programme and ensure that business operations are carried out efficiently.

## ➤ PROJECT SPOTLIGHT

### FEATURED PROJECT

#### Installation of internal water reticulation systems in RBN villages 2013

**Project manager:** Sandra Kekae

As part of infrastructure development and providing the community with easy access to basic needs; water reticulation on new stands was identified and prioritised in the RBN by the Central Administration's Infrastructure Company.

The need arose as more and more new stands that did not previously have access to water, were allocated to community members. A project called the Installation of internal water reticulation systems in RBN villages 2013 was initiated on the 13<sup>th</sup> of September 2013 and was scheduled to end on the 8<sup>th</sup> of November of the same year in order to cater to the aforementioned need.



The project manager had initially predicted that there might be a risk that the alignment of the current town planning layout might not suit the new internal water reticulation designs, but the decision was taken to align the village town layout to suit the approved new internal water reticulation to eliminate that risk.

311 stands were identified in Mogono Extension, Rathibedi, Mafenya 1 & 2, Rooikraal, Mfidikwe and Maile Extension. The purpose of the project was to install water pipes, water meters, gate valves and fire hydrants to newly allocated stands. The local contractor that was also used for general plumbing maintenance in the RBN programme was contracted, as well as an engineer appointed to manage and monitor the project.

Internal water reticulation system in Roodekraal, Luka, Mafenya 1&2, Mfidikwe and Maile Extension were installed successfully. However, there was an issue which delayed excavation at Mfidikwe Village as rocks were discovered where the excavations needed to take place. The removal of these rocks was not budgeted for in the initial costing of the project. It was proposed that the rocks be measured and a variation order be approved for the additional costs. The funds were to be sourced from the General plumbing maintenance programme. Construction recommenced on the 4<sup>th</sup> of March 2014.

The project was successfully completed in June 2014. In addition to providing, in part, to the basic needs of the community, the local economy was also boosted when 42 local labourers and 3 local SMME's were contracted to implement the project. The project contributed to the attainment of the RBN's vision to see the Bafokeng become a self-sufficient community by the end of the second decade of the 21st century.

# EVENTS CALENDAR CHAMPION OF THE MONTH: Borejane Masimong



- **When did you join RBA?**
  - *I joined RBA on the 6<sup>th</sup> of September 2008 as an HR intern and thereafter I was officially employed within the department of Land Affairs as a personal assistant to the Land Affairs Executive.*
- **How important is quality assurance and time management in the line of work you do?**
  - *Time management is very crucial because through proper time management one's work is effectively and efficiently improved due to strict time lines that need to be adhered to. Time is vital because every second that passes by in my line of work without being utilized negatively affects stakeholders and other parties involved.*
- **How often do you log in the RBN OPS System?**
  - *Daily in order to view the status of the Land Affairs Department events status on a daily basis and assist in sending supporting documents.*
- **What are the challenges you face in terms of compliance and cooperation from other staff members about events and meetings?**
  - *Poor time management, poor planning and poor communication.*
- **Has the RBN OPS System assisted you in improving your planning and time management?**
  - *Yes because I am able to plan and coordinate my events and meetings accordingly without them conflicting each other.*
- **How has the Organisational Performance and Project Management Office assisted you in managing the Events calendar?**
  - *By sharing their skills of expertise when I was experiencing challenges in areas I was not familiar with.*
- **What advice can you give to other administrators about the Events calendar and managing programmes or projects on the RBN OPS System?**
  - *It is a good tool that makes your job easier.*

# ➤ PROJECT MANAGEMENT CORNER:

## Desirable Attributes of a Project Manager – “Leadership” (2 of 10)

Project leadership is an ability to get things done well through others.

It requires:

- A vision of the destination
- A compelling reason to get there
- A realistic timetable, and
- A capacity to attract a willing team

# ➤ [www.rbnoperationsroom.com](http://www.rbnoperationsroom.com)

Web traffic on the Operations Room website:

Month	Site visits	% New visits	Average time on site	Average pages per visit
<b>June 2014</b>	2163 visits from 52 countries (1609 – SA; 271 – Netherlands; 104 – US) 1165 unique visitors	46.32%	00:03:34	2.45
<b>May 2014</b>	2180 visits from 52 countries (1482 – SA; 338 – Netherlands; 133 – US) 1365 unique visitors	55.09%	00:02:31	2.07
<b>April 2014</b>	2256 visits from 68 countries (1572 – SA; 371 – Netherlands; 77 – US) 1324 unique visitors	50.31%	00:03:04	2.20

## BokgabaneQuiz:

**Have a go at the Bokgabane Quiz! Three winners will be randomly selected from the correct responses.**

1. What is the importance of the ICT programme in an organization such as the RBN organization?
2. In which villages were stands identified to install water reticulation system.
3. What challenges did Borejane mention that she faces in terms of compliance from other staff members about events and meetings?

**BOKGABANE:**

Publication of the RBN OPMO

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**Please send your answers, queries and/or comments on Bokgabane to the OPMO at [pmo@bafokeng.com](mailto:pmo@bafokeng.com)**