

INFORMASIE TECHNOLOGIE

INFORMATION TECHNOLOGY

INSTITUTIONAL SOFTWARE SOLUTIONS

MISSION STATEMENT / MANAGERS

MISSION STATEMENT

Information is crucial and strategic for a knowledge-intensive and knowledge-producing enterprise such as a university to thrive. Institutional software solutions [1] form the basis of all institutional information systems and are fundamental in the majority of institutional processes.

The ISS Section:

Builds, provides, maintains and supports reliable, innovative and sustainable institutional software solutions that meet the University's needs timeously and over the long term.

In order to fulfill the above mission, the ISS Section performs the following functions:

- **Manages relationships** with solution and system owners (clients), external and internal IT partners, stakeholders, communities, and vendors;
- Performs **business analysis** in order to understand and help refine institutional processes, and determine requirements;
- **Develops software**, which includes designing and coding solutions with the long-term in mind, and establishing and maintaining the necessary software development environment, skills and knowledge;
- **Maintains the software application portfolio** over the long term;
- **Integrates** (connects) software applications and systems in order to orchestrate institutional processes, enable integrated reporting and integrated views of institutional information;
- **Sources** software solutions by helping clients and partners to select solutions, and by brokering solutions i.e. facilitating the procurement of solutions;
- **Supports** software solutions by monitoring operations, configuring systems, managing incidents and problems, and helping clients and partners to train endusers;
- **Architects** data, software solutions, business processes (in collaboration with functional partners) and integrations in collaboration with the IT Architecture Function.
- **Manages** software solution development and implementation **projects**.

[1] University-owned or managed software applications (or solutions) that have a broad application across the institution, as opposed to specialised value for a single or few organisational entities within the university. The definition includes software such as web content management systems and mobile apps, amongst others. By way of example, a laboratory information system that has specialised value for only a single academic department or a single faculty would likely not be classed as an institutional software solution.

MANAGERS



DANEEL VAN WIJCK | Manager: IT Financial and Facilities Information Systems

Daneel is responsible for the management, procurement, development, and support of the portfolio of information systems and software solutions that meets the needs of, and enables, the Finance and Facilities Management functions. Included in the role is the maintenance of relationships with these functional partners and principal users. As such, Daneel is the single point of contact at IT for these divisions.



ANNA-MARI DU TOIT | Manager: IT Student Information Systems

Anna-Mari is responsible for the management, procurement, development and support of the portfolio of information systems and software solutions that meets the needs of, and enables, professional and service divisions that administer the student lifecycle from prospective students to alumni. Included in the role is the maintenance of relationships with these functional partners and principal users. As such, Anna-Mari is the single point of contact at IT for these divisions.



BENETTE BRINK | Manager: IT Business Analysis

Benette is responsible for managing and developing the Business Analysis practice and capability in ISS. Business Analysis promotes the application of information and communications technology (ICT) to solve the institution's business problems; facilitates transformation in operating, administrative and academic processes by applying ICT appropriately; interprets business needs for the technologists and technology for administrators, managers, and academics. Benette leads and maintains a team of skilled business analysts. She also manages relationships with selected partner and client divisions.



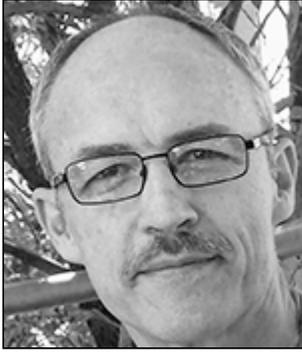
MARC-ALLEN JOHNSON | Manager: IT Software Development

Marc-Allen is responsible for managing and developing the Software Development practice and capability in ISS. He leads a team of programmers and designers that develop and integrate institutional software solutions. Marc-Allen is also responsible for providing and coordinating integration and software application architecture guidance and advice to the IT Architecture Function.



BERNARD HEESEN | Head: ISS Configuration and Support

Bernard is responsible for configuring generic software platforms, such as Sharepoint and other content management systems, Dynamix CRM and Office365 to create institutional solutions, and supporting them. He leads a team of software specialists who are trained to exploit these platforms. Bernard also manages relationships with selected partner and client divisions.



PAUL ROOS | Head: IT Management Information Systems

Paul is responsible for the management, procurement, development and support of the data warehouses and data analytics systems and services that underpin institutional analytics, management information and operational reporting systems such as SUN-i and SUNRep. As such he manages the IT relationship with the Institutional Research and Planning Division. Paul is also responsible for providing and coordinating data architecture guidance and advice to the IT Architecture Function.



MALANIE ORTMANN | Head: Human Resources Information Systems

Malanie is responsible for the management, procurement, development, and support of the portfolio of information systems and software solutions that meet the needs of and enables, the HR Division. Included in the role is the maintenance of relationships with this functional partner and its principal user. As such, Malanie is the single point of contact at IT for the HR Division. Malanie also coordinates the Incident and Problem Management process within ISS.

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