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The Department of Communications and Digital Technologies Report | August 2021



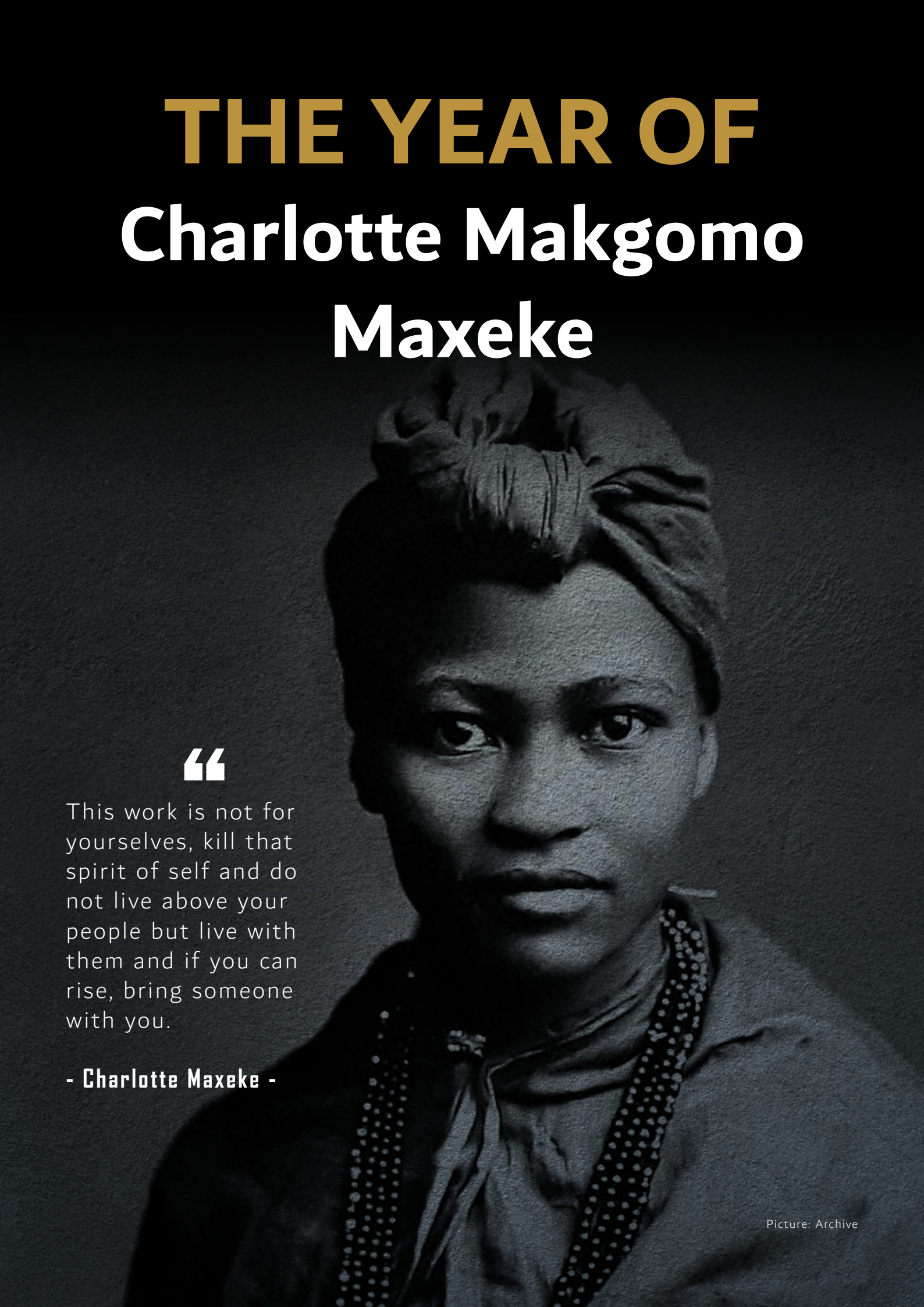
"Investing in women is smart economics, and investing in girls, catching them upstream is even smarter economics."

Dr. Ngozi Okonjo-Lweala

communications & digital technologies
Department:
Communications & Digital Technologies
REPUBLIC OF SOUTH AFRICA

VOLUME 1 ISSUE 3

THE YEAR OF
Charlotte Makgomo Maxeke



“

This work is not for yourselves, kill that spirit of self and do not live above your people but live with them and if you can rise, bring someone with you.

- Charlotte Maxeke -

Picture: Archive



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MINISTRY
COMMUNICATIONS AND DIGITAL TECHNOLOGIES
REPUBLIC OF SOUTH AFRICA

WORKING TOGETHER TO UPLIFT SOUTH AFRICA



In the days preceding and during the mass looting and riots which unfolded in the country last month, we witnessed the proliferation of fake news, manipulated images and incorrect information, which made it difficult to separate fact from fiction.

This served to remind us once again about the dangers of fake news. It was also around this time last year when network towers were destroyed because of conspiracy theories and fake news that were doing the rounds, alleging that the 5G is responsible for the spread of COVID-19.

In an effort to address issues pertaining to fakes news COVID-19, I have approved the terms of reference for the department to establish a multistakeholder committee that will be headed by a retired Judge.

This committee will consist of law enforcement agencies, academics, non-profit organisations and relevant government entities as well as platform owners including news organisations.

The purpose of this multistakeholder is to come up with strategies and models on how to address the issue of fake news.

It is critically important that we work together to fight the scourge of fake news, otherwise, the phenomenon poses significant risks to our hard-fought-for freedom.

SECTOR RESPONSE TO VANDALISM AND LOOTING OF BUSINESSES.

The events that unfolded in the last month required a coordinated response, it is in that spirit that my office coordinated the inaugural meeting with the sector to explore how best to respond to the crisis and thus assist with the rebuilding of our country.

Renowned scientist Albert Einstein once said: "In the middle of difficulty lies opportunity."

There is an opportunity for the sector to work as a collective to make a meaningful contribution towards rebuilding our country and bridging the digital divide.

The meeting resolved to establish a national sector steering committee to coordinate all the work and develop a collective response from the sector.

EMPOWERING WOMEN IN THE ICT SECTOR.

The coronavirus pandemic has had a devastating effect on labour markets globally, with dire consequences, particularly for women. They have been at the receiving end of job losses and falling incomes as a result of COVID-19.

Studies have shown that women have suffered more job losses than men during the pandemic, even here on our shores. If not addressed urgently, the effects of the pandemic have the potential to wipe all gains that have been made thus far, to advance the empowerment of women, their participation in the economy and the attainment of gender equality in the workplace.

It is therefore critically important that as government and other social partners, we strive harder to ensure that women will be at the forefront of the reconstruction and recovery of our economy.

In an effort to advance the empowerment of black female-owned SMMEs in the telecommunications sector, the Department of Communications and Digital Technologies, together with the Department of Trade and Industry and Competition, are working together to implement the Broad-Based Black Economic Empowerment Information and Communications Technology Sector Code (B-BBEE ICT Sector Code).

This sector code is aimed at elevating priority elements including among others ownership, skills development as well as enterprise and supplier development.

These elements are very crucial for transformation in that they affirm the notion that real transformation is realisable through changing the patterns of ownership in the economy, ensuring a skilled population can participate in the economy at all levels and the development of small enterprises through access to funding and procurement support.

Achieving gender diversity is central to the policies that we develop as a department; it is not about ticking boxes or only relevant in August when it is Women's month. So let us not relegate gender diversity to a compliance matter.

Let us all contribute to building the South Africa we want!!

Hon. Stella Ndabeni-Abrahams

MINISTRY
COMMUNICATIONS AND DIGITAL TECHNOLOGIES
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MORE WOMEN TO THE ICT FOREFRONT





Welcome to August, the month in which we as South Africans celebrate Women.

The past year and a half has been one of the most catastrophic periods in history simply due to the impact of the global pandemic.

According to the World Economic Forum Global Gender Gap Report 2021, globally, the average distance completed to parity is at 68%, a disheartening step back compared to 2020. It would also now take 135.6 years to close the gender gap worldwide and 121.7 years in Sub-Saharan Africa. Over and above the obvious effects of the pandemic on health systems, employment and education, these remains a challenge of gender parity.

Statistics show that South African women only make up about 23% of the ICT sector's workforce, with only 56000 of the 236 000 ICT roles, being occupied by women. Research has also indicated that Gender gaps are prominent in sectors that require disruptive technical skills, such as Cloud Computing, Engineering, Data and AI. Furthermore research has indicated a decline of women's hiring into leadership roles, all the while industries such as Software and IT Services, Financial Services, Health and Healthcare, and Manufacturing have continuously counterdeed this trend.

So alas, not all is lost and there exists a silver lining.

We have now reached a stage in our country, where the tide is turning, this tide will focus more on skills, knowledge, and capacity, and no longer so much on gender, unconscious bias, societal norms, or even stereotyping. This means young women and girls will be able to enter spaces that were historically inaccessible to them. As a former teacher, I am of the firm belief that education remains fundamental to the maturity evolution of any industry and so STEM education should continue to be a focus area. STEM education for girls, and young women, has been a proactive campaign for a few years.

With the dependency on technology over the last few months, becoming a permanent fixture in our lives, the drive for young women and girls to study STEM subjects should be kicked into high gear, and we should be at the forefront of this campaign. We should advocate for STEM subjects as organic choices for all learners, and more specifically for young women and girls.

The pandemic has highlighted the available opportunities that exist in the ICT and Technology sector. An example of this is seen through the government's vaccine rollout programme.

Additionally, we have also seen an increase in the number of women leaders that have taken over the reins of ICT companies in South Africa in just the last 24 months. This indeed changes the game and brings us closer to closing issues such as the gender pay gap in South Africa.

In conclusion, perhaps, now more than ever, in the history of our industry, women are FINALLY in the driver's seat – the journey and the road ahead might not be the smoothest as is evident in the report, but it will be fulfilling in dealing with every struggle.

Malibongwe!

Hon. Pinky Kekana

WOMEN IN ICT



-See them -Hear them -Know them



Ms. Lulekwa Mcwabeni
Data & Information Architect at the JSE

"When you empower a woman, you empower herself, her children, her community and her nation."
-Unknown.



Prof. Tembisa Ngqondi
Dean of the Faculty of Informatics & Design at CPUT

"Courage is the most important of all virtues because without courage, you can't practice any other virtue..." -Marry Ann.



Ms. Lerato Keele
Management Consultant & Women's Network Lead for Strategy & Consulting

"A woman is the full circle. Within her is the ability to create, nature & transform."
-Diane Mariechild.



Ms. Tiisetso Teekay Koatane
IT System Support Analyst at Eskom Holdings

"Women belong in all places where decisions are being made... It shoudn't be that women are the exception."
-Ruth Bader Ginsburg



Karen Smit
Departmental Head: Specific Needs Products at Vodacom

"Women should feel okey with who they are, go out and face the world and say to yourself... today, I'm going to make things happen."



Ms. Vuyokazi Mdingi
IT Manager at the Eastern Cape Liquor Board

"Love what you do and do what you love."
-Ray Bradbury



Ms. Janice Scheepers
Founder & Director of 051 Multimedia Pty Ltd

"Failure isn't in trying, Failure is when you didn't try at all."



Ms. Stefani Lockman
Attorney & Businesswomen at Webber Cooper Lockman Inc. Attorneys

"The only way South Africa can thrive and dismantle the impact of colonialism in a post-apartheid era is through the deliberate inclusion of black professionals and black youth and women owned SMMEs into mainstream economy where their material conditions are changed for the better - the time is now. "



Ms. Tumediso Lobelo
Crystal Partners Managing Director

"Women from birth are destined for greatness. History demonstrates that even in continuous oppression, they thrive."

YOUTH CAPACITATION–CRITICAL LOOK AT ICT SKILLS DEVELOPMENT



Ms. Zine Nkukwana
Deputy President: Progresive Blacks in Information Communication Technology (PBICT)

It is now widely recognised that information and communication technologies are critical for economic growth and poverty reduction.

Furthermore, there is evidence to support the fact that the ICT revolution has effectively increased the demand for skilled workers, enabling those better skilled to reap better benefits of economic opportunities to the exclusion of the rest.

The high rate of unemployment in South Africa which affects particularly the youth, whilst there are a number of jobs that remain unfilled due to a shortage of skilled employees, is evidence of the disjuncture between the skills produced by the country's institutions of education and the needs of the marketplace.

Many government interventions have been put in place to deal with the issues of skills and ICT. In particular, a process of ICT Policy Review has been initiated to ensure an integrated approach to ICT implementation in the country. The National Integrated ICT Policy Review Report calls upon the MICT SETA and LGSETA to "develop training interventions to capacitate officials to effectively deal with applications relating to infrastructure investment" (2015: p11).

In releasing its report on "The Social Profile of Youth, 2009-2014" on 18 April 2016 the Statistician-General highlighted not only the low levels of skills for today's youth but also the fact that, compared with the previous generation, the youth skills have regressed. This situation necessitates that South Africa should engage in deliberate and concerted efforts to address the skills of its youth.

Furthermore, in its Technical Report, the Joint Research Centre of the European Commission identifies "weak IT literacy" as one of the contributors to "suboptimal" overall growth in South Africa (2013: p15).

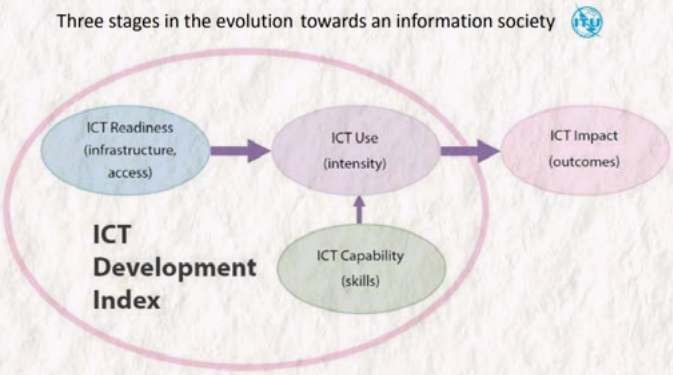
It is incumbent upon all stakeholders in the South African economy to play their part in the resolution of the challenges facing the country. Youth unemployment, as complex and difficult a challenge as it is, contrasted with the shortage of skills in many areas, particularly in the ICT space, provides an opportunity for the South African youth.

FOR MORE INFO
PLEASE CLICK BELOW



A MOVE TOWARDS AN INFORMATION SOCIETY.

Studies by the International Telecommunications Union (ITU) have demonstrated a positive relationship between broadband penetration and economic growth. Furthermore, on ICT skills, the ITU states that "ICT skills are fundamental for participation in today's information society and correlate positively with social well-being and economic productivity." This is one of the chief reasons why the country has embarked on various initiatives to increase the levels of connectivity for its citizenry. However, this is only the first of many steps to ensure positive ICT impact on society. Key among such steps, as shown in the following figure is creating the necessary capabilities through providing the necessary skills.



1.1 The Criticality of ICT Skills

In its "Measuring the Information Society Report 2018 – Volume 1", the ITU asserts that "Lack of ICT skills is an important impediment for people to access the Internet. … More importantly, computer users in developed countries seem to possess more ICT skills than users in developing countries, pointing to a serious constraint on the development potential of developing countries and LDCs."

Furthermore, in its Report on "The State of Broadband 2018: Broadband Catalyzing Sustainable Development", the Broadband Commission for Sustainable Development of the ITU identifies, among others, the following as key issues for the advancement of broadband connectivity:
2. Promote training and measures to stimulate demand
5. Strengthen digital skills and digital literacy

1.2 The Fourth Industrial Revolution and its impact
The World Economic Forum, in its Strategic Alliance series summarises the impact of the Fourth Industrial Revolution as follows:

"The Fourth Industrial Revolution represents a fundamental change in the way we live, work, and relate to one another. It is a new chapter in human development, enabled by technology advances … which are merging the physical, digital, and biological worlds in ways that create both promise and peril. It is an opportunity to help everyone, including leaders, policy-makers and people from all income groups and nations, to harness technologies in order to create an inclusive, human-centred future."

Bearing in mind the current wave of the Fourth Industrial Revolution and its impact on the skills required by the markets across the globe, as well as its impact on the current work practices across all fields, it is imperative that any skilling endeavours are augmented with appropriate ICT skills.

The World Economic Forum (WEF) estimates that by 2030 more than 1 billion people (almost one-third of all jobs worldwide) will need to be reskilled. Furthermore, the WEF suggests that 42% of core skills required to perform existing jobs are expected to change by 2022 (that's in less than two years). On top of that, the WEF estimates that "133 million new jobs in major economies will be created to meet the demands of the Fourth Industrial Revolution."

2. Defining the challenge

On 18 April 2016 the Statistician General released Report-03-19-01 - Vulnerable Groups Series I: The Social Profile of Youth, 2009-2014 which looks at the conditions surrounding the South African youth and covers the socio-economic and demographic trends.

This report presents a very bleak situation for the country which South Africa cannot afford to take lightly. Despite the attempts to present a balanced view of the situation, by pointing to some positive developments in the period reported (2009 – 2014), the threat of a "demographic time bomb" posed by the deteriorating socio-economic conditions of the youth is a serious reality.

This report alone should be sufficient to get the whole country in an uproar about the state of the youth. Intensification of programmes aimed at alleviating youth unemployment becomes necessary, critical and, more importantly, very urgent. There is not much visible change many years later to date. Infact, the unemployment rate has plummeted over the years.

The 2013 Technical Report by the Joint Research Centre of the European Commission on The ICT Landscape in BRICs Countries: Lessons from Emerging Economies (R&D, Innovation and Trade) states that "Overall, growth in South Africa appears to be suboptimal. The ICT sector is plagued by high access and usage costs, low PC ownership and weak IT literacy. Internet use is very low for a country of this size and GDP per capita."

This view presents an opportunity that South Africa can take advantage of in stimulating its economic development.

2.1.1 `ANC Resolutions – 53rd Conference

Going as far back to the 53rd Conference, the African National Congress resolved on several issues that affect the utilisation of Information and Communication Technologies both within the organisational structures and beyond.

These Chapter 7: Communications and Battle of Ideas resolutions can only be implementable in an environment that boasts a strong institutionalisation of ICT skills at both end user and professional levels – both of which are addressed by this proposal. The same sentiments were repeated in the 54th Conference.

Of note is the fact that some resolutions from previous conferences pertaining to ICT still remain unsatisfied. Furthermore, a number of resolutions have action dates that have already passed, though little is evident with regards to their implementation. This is in spite of Resolution 52 which recognises that "ICT is a critical enabler of economic activity in an increasingly networked world. It is critical for South Africa to remain globally competitive."

In summary, the Chapter 7 resolutions call for a deepening of the utilisation of ICT both within the ANC and the government at large in order to empower the citizenry in an attempt to ensure effective dissemination of government information so as to limit the impact of the disinformation that is currently pervasive within the country, driven by the extremities of the political landscape.

In order to achieve this deepening, there is a clear recognition of the need to provide the appropriate skills to the nation. These skills are needed at both the basic literacy and advanced levels.

Between 2009 and 2014 the youth population in South Africa grew by 1.1 million to 19.6 million thereby constituting 36% of the total population. The rate has been persistently high over the years with youth aged between 15 to 34 being the most affected by unemployment and joblessness.
In the first quarter of 2020 there were 20,4 million young people in the aforementioned category. Youth population growth can indeed be a positive phenomenon for a country.

The youth of the country not only "represent the future, but also the demographic dividend, as a well-educated and healthy youth population could potentially propel the economy and the country onto a new growth trajectory." (StatsSA 2016: viii). With the current economic conditions and stagnating economic growth, South Africa is in dire need of a new growth trajectory.

2.2 The challenge of youth unemployment

The high rate of unemployment, however, has created a potentially problematic situation for the future of the country. Of the 5 million unemployed South Africans, a whooping three quarters (3.4 million) are young people aged 15 to 34. To make matters worse, the labour market participation rates among the youth have shown a decline in the period between 2009 and 2014 in contrast to an albeit a slight increase for the adults, clearly showing not only a continuing but also an increasing alienation of the youth.

Furthermore, in spite of the many government efforts to encourage entrepreneurial development, particularly among the youth, the number of youth entrepreneurs declined from 609 000 in 2009 to 543 000 in 2014. According to Stats SA Quarterly Labour Force Survey of the first quarter of 2021 young people are still struggling to find employment. Of the total percentage of unemployment rate, young people from ages 15 to 34 amount to 46,3%. Within the youth, those aged 15 to 24 are more vulnerable in the labour market with an unemployment rate of over 63%, an absorption rate of 7,6% and a labour force participation of 20,6%.

This means the burden of unemployment is concentrated among youth as they account for 59,5% of the total number of unemployed people. Of concern is that the unemployment rate among youth is high irrespective of education level. In the period under review, the graduate unemployment rate was 40.3% for those aged 15-24 and 15.5% among those 15 -34 and only 5.4% amongst ages from 35 – 64 years of age.

2.3 The failed promise of migration

It is common and expected for young people to move from one area to the next for the purposes of seeking new growth opportunities. Migration is often driven by "a path to participate in higher education, a better and decent job, a chance to gain professional experience or to pursue personal development". By and large the youth tend to migrate out of the mainly rural provinces to the more urban ones. Studies show that Gauteng and the Western Cape are the biggest beneficiaries of youth migration from other provinces.

"Young people living in rural areas continue to bear the brunt of unemployment. In 2014, the youth unemployment rate in rural areas was almost two percentage points higher than that recorded for youth residing in urban areas (37,2% vs. 35,5%). However, the youth unemployment rate in rural areas declined by 1,7 percentage points between 2009 and 2014, while that of their urban counterparts increased by around three percentage points (2,8 pp) over the same period of reporting." (StatsSA 2016: p32).

The declining levels of employment in urban areas and the increasing migration from rural areas indicates that the better opportunities that the youth seek when they migrate to the urban areas may not be realised.

The true end result will be the creation and concentration of large masses of disillusioned youth in urban areas who are at a higher risk of falling into poverty, crime, illness and drug abuse.

"Unless ameliorated through effective policy implementation, the current youth situation may lead to long-term detrimental impacts on the general economic, social and physiological well-being amongst our young members of society." (StatsSA 2016: p1).

South Africa will only eradicate poverty if rural youth participate equally in the economy. Therefore, government policies that bring rural young people into the economic mainstream are essential for South Africa's sustainable development.

2.4 Skills regression

In introducing the results of the Statistics South Africa study entitled Vulnerable Groups Series I: The Social Profile of Youth, 2009□2014, the Statistician-General spoke of the declining skills levels of the youth when compared to those of their parents.

With such results, the youth of the country, and the country with them, are doomed to a life of servitude and continued dependence on others and on the goodwill of other countries.

Such a fate would indeed be a major setback for the country, and indeed the continent.

There is a large demand for qualified IT System Integration and Infrastructure Management professionals in South Africa and the world at large. This creates a world-wide competition for these skills.

If the South African economy is to thrive, supported by the requisite skills, it will have to either create sufficient skills or attract them from other parts of the world. Good, imported skills are, by their very nature, expensive and that situation is not sustainable. A desired approach is for South Africa to have sufficient skills as well as to be an exporter of the said skills to the African continent and the world.

In a nutshell:

□ Animation industry requires large number of experts across the world and US Companies are outsourcing animation and multimedia related jobs to India and other countries which can deliver quality services.

□ Software Development and Application development always have opportunities for qualified candidates who can develop and implement solutions for Southern African clients.

□ Cloud computing and virtualization are already helping organizations world over to save huge expenses and the skills are in demand.

□ System Integration, Enterprise Network Management, Desktop technical support are always among the Top 10 hot jobs in IT industry.

South African IT industry, and the economy at large, cannot achieve its growth objectives unless there are appropriate local human resources to harness technologies and to offer adequate services.

Hence there is necessity and an enormous business opportunity in delivering skills courses which are customised to the requirements of South African youth and the recruiting companies. In reality the biggest problem in South Africa is not simply unemployment, but 'unemployability' as evidenced by the high number of unfilled jobs on one hand and the high number of qualified but unemployed persons on the other.

PLEASE CLICK FOR MORE INFO

Strategic Intelligence

5 things to know about the future of jobs

Statics South Africa

EMPOWER A WOMAN, EMPOWER A NATION

Journey from rural humble setting to ICT boffin



Ms. Sonke Ngidi
Senior Engineer: Customer Solutions

A mighty young lady by the name of Sonke Ngidi who hails from the Kwa-Zulu Natal province recalls of her journey into the field of ICT as one that chose her.

She recalls completing matric and telling her friends that she wanted to become a Psychologist because she had never imagined herself heading into the engineering field let alone being in the same sector for over 13 years. Sonke's career started when she was identified as one of the best performing students in Mathematics in high school.

She expressed that she honestly loved Mathematics as a subject and therefore pushed myself to reach that "excellent" status. As a result of her performance in Mathematics, her teacher encouraged her to apply for a bursary which was funded by Telkom.

The bursary sought to offer learners who obtained outstanding results in Mathematics and Physical Sciences an opportunity to study STEM and ICT related courses, she recalled that as someone who had come from humble beginnings, this was her biggest blessing. She went further and studied Electrical Engineering (L/C) at the Durban Institute of Technology, which is now known as the Durban University of Technology (DUT).

As a dedicated and hardworking individual she obtained her qualification in record time, after which she was appointed at Telkom as a Transmission Technician. She shared how she remembers this position being situated in Gauteng, so she had to leave home in KZN and come to Johannesburg, whereby she said that it was a scary experience especially for someone who had never been far from home but setting the fear aside, she was determined to take on the challenges that came with the new job.

Telkom afforded her an opportunity to further her studies and organised a mentor for her who gave me career support, motivation, and role modelling. One of the challenges that she faced was being looked down upon by some members of society because she was a young, black woman entering a field that is still dominated by men.

There was once an incident where she was busy on site with a fault when a client made an unpleasant comment by asking **''ufunani umfazi la?''** which loosely translated means what does this woman want here? She then responded and said, "this woman is here to fix whatever is wrong with your line."

Deep down she was really hurt by someone dismissing her abilities solely based on her gender but that did not discourage her from achieving her goals. She spent a total of four (4) years at Telkom, and was then ready to take on more challenging roles. Thereafter she was appointed at Broadband Infraco.

Broadband Infraco has given her a lot of opportunities as a woman and she has held several positions as a Technician, Specialist, Engineer, and currently as a Senior Engineer: Customer Solutions in the Engineering

Department. She has also been able to further her studies, travel to China for a month-long symposium and represented Broadband Infraco at the Women in Engineering Forums.

She has also been mentored by the former Broadband Infraco CEO, Mrs Puleng Kwele who instilled the spirit of not giving up and going for what she wants in life and her career.

Ms Ngidi has received enourmous support from senior executives at CTO level and from her current Manager who has been very supportive in her career and continues to exposing her to more opportunities to showcase her skills, seeing that she is currently the only woman in her department.

This journey has taught her that there are many allies that women can find who will advocate for women to take up space within the STEM and ICT world.

Learning that 1 in 5 engineers in South Africa it is woman, proves that there is still a lot that needs to be done to increase this number. This means investing in the next generation of hopefuls and offering mentorship to young girls as early as primary school.

Matured mindset should also be one of the strategies adopted to encourage young women to take Mathematics and Science, in building their abilities to innovators in future.

Another component of fostering a growth mindset is to frame failure as a learning opportunity instead of something to be avoided.

This can be done by focusing on the learning process, for example, discovering where the mistakes come from and troubleshooting new strategies for next time.

When children see how their efforts have paid off, they will be more likely to view STEM ability from a growth perspective.

She really encourages young women to take up Mathematics and Science subjects as they present a lot of career opportunities from Aerospace and Transport, Telecomms and IT to Finance and Accountancy not to mention the nice fat pay check.

She also encouraged girls to find mentors, people who have been in the same field and made it. Sonke has extensive experience in the Telecommunication Industry, which is roughly more than 13 years.

She emphasized that having a mentor has really played a role in being where I am today.

Lastly, this is the quote for women to ponder, it is by the prolific author and poet Rupi Kaur who writes, **“since day one the woman has already had everything; she needs within herself. It is the world that convinced her she did not.”**

In closing she highlighted that as women we need to know that we are more than capable of achieving what we want and even if we make it, we need to remember that we stand on the sacrifices of many women who came before us and that we need to also think about what more women can do to make this mountain taller so the women after our generation can see further.



HACK ME TO SAFETY

The ICT sector is one of the fastest growing industries in the world. Several technical and software companies have sprung up in the past decade or so leading to change in how things are done in the world.

Women have become part of the new world order in recent years, however only a few play a significant role in this sector.

It should be highlighted that very few women are registered as company owners in the ICT sector and a minimal number also exists in the role of Chief Executive Officer (CEO) and other senior executive positions.

With over 7 years of experience in the Internet industry, Doreen Mokoena is an accomplished Internet and Cybersecurity expert. To challenge the status quo in the tech industry, Doreen launched the company Cybersec Clinique in 2020 due to the male dominance of the industry to curb gender misrepresentation.

As someone who advocates for the adoption of the fourth industrial revolution, venturing into the world of digital transformation within the mining industry was surely a career-defining moment for a woman who advocated the adoption of the fourth industrial revolution. Emerging technologies speak life into a revolutionized world of integrating technology into our daily lives and automating the business sector by sticking to the principle of security by design.

She served as the Internet Governance Specialist for the South African Domain Name Authority (ZADNA), a state-owned entity under the leadership of the Telecommunications and Postal Services Ministry.

The authority regulates the administration of the .za namespace, particularly the Country Code Top Level Domain name, and the Top Level Domain which feather sees ZADNA as the custodian of the South African Internet Governance space as set out in chapter 8 of the National Integrated ICT Policy White Paper.

Her role at ZADNA was to spearhead the multistakeholder model with the goal of facilitating policy advocacy to meet the needs of equitable inclusion, transparency, and governance frameworks for all the stakeholders in the South African Internet Governance Ecosystem.



Ms. Doreen Mokoena
CEO & Founder of Cybersec Clinique

At the 2019 Global Internet Governance annual conference in Berlin, Germany, Doreen was part of the South African delegation where She represented the country at the Internet Corporation for Assigned Names and Numbers (ICANN) session on Domain Name Abuse and Alternative Dispute Resolution, which is the regulatory process used to resolve domain name disputes, with a delegation led by deputy minister Pinky Kekana.

A passionate expert in the fields of digital forensics, ethical hacking, policy and regulations, data privacy, and cybersecurity, Doreen leads a critical role in the enforcement of regulations in the South African tech industry and advocates for the participation of women in STEM fields and cybersecurity to break the glass ceiling.

Rather than simply pointing out the fact that women are more effective leaders, Doreen says companies should begin to acknowledge women's superior leadership capabilities. While it may be unprecedented for women to be CEO of giant corporations like Google, Microsoft, and Uber, the growth and revenues generated by such leadership suggest that the era of male dominance may be coming to an end.





While South Africa is still playing catch up when it comes to advocating for women's leadership, it is noteworthy that such delays in adapting to a new culture discourage young girls from studying STEM fields.

While the stereotypes in tech are prevalent, especially as women hold 20% of leadership positions in tech companies while men occupy the rest of the cake, female empowerment for diversity purposes shouldn't be seen as breaking the glass ceiling; companies must encourage women to shape policies from consultations to adoptions to monitoring. We need to extend the ethos to equality so that being a woman does not automatically absolve women of leadership by merit for the role.

Within the National Development Plan 2030, we have mandated expanding leadership and making training available across the board, particularly for women at the end of the hiring pipeline.

By addressing the gender disparity in tech sooner rather than later, a revolution of new young female leaders will emerge. This generation will prove that women's leadership should not be shared by a small minority.

Her background as a seasoned ethical hacker and Cybersecurity specialist has seen her participate in some of the nation's biggest hackathons, such as the IT Web Security Summit, IBM Legal Hackathon, and MTN Global Hackathon. Her judging skills and mentorship have helped the most successful team of innovators to win the biggest prizes and incubate their solutions.

She was very proud when she assisted Honourable Minister Stella Ndabaeni-Abrahams with writing a few lines of code and running the code as an official opening to a hackathon organized by ZADNA and DTPS and attended by Vaal University students, Huawei executives, and officials.

Doreen Notes that Cybercrime has become common in South Africa as the country welcomed the advent of new technologies, but these technologies also opened the door for a new wave of threats, such as ransomware, phishing, and exploiting networks, infrastructure, and systems (hacking). Fraudsters fall into three categories, which Doren identifies as follows:

- WHITE HAT HACKER:

The term white hat hacker refers to professionals authorized to breach defence mechanisms and conduct security research.

- BLACK HAT HACKER:

they are extremely skilled and talented, but they use their skills to break into systems to cause harm to their victims. Often, they seize data to sell on the black market or dark web and install ransomware to hold governments and businesses at ransom.

- GREY HAT HACKERS:

Hackers with grey hats are a mixture of black and white hat hackers with both good and bad intentions.

Anyone is subject to hacking, the intrusion is not made by hierarchy, but rather by weakened internet infrastructure. To mitigate cybercrime, organizations are advised to strengthen their IT departments. Information security policies can be used to govern infrastructure usage, remote work, access, and email policies.

In order to innovate, it is essential to hold annual hackathons. Hackers are more likely to target individuals, so internet users should practice digital hygiene.

reusing passwords too frequently, sharing details of personal information, and leaving identifiable information lying around are categorized as the modus operandi attackers employ to penetrate individuals.

Doreen is a member of the National Cyber Security Task Team, a WomenThinkCode ambassador, winner of the Inspiring fifty women in tech, Geekulcha's top 15 young geeks of 2019, and Mail and Guardian Women changing South Africa in STEM, Mail, and Guardian 200 young South Africans as well as being featured in a book that celebrates women in Cybersecurity in Africa.

A member of the Institute of Commercial Forensic Practitioners and certified fraud examiners association, Doreen holds numerous qualifications in Policing, Forensic Law, Policy, and Digital Forensics.

We do not doubt that the future of tech in South Africa is in safe hands and The glass ceiling is slowly being shuttered.





Influential Female Leaders in ICT.

Ms. Mpume Ncube-Daka
MultiChoice Executive Head: Product & Innovation

Mpume's ICT career started when she found herself part of the MTN team that was involved in assessing conditions on the ground in preparation for mobile telecommunications license applications in markets across Africa, as a Market Analyst after years in FMCG – quite by accident.

Since then, she has carved out a career including starting her own marketing consultancy and arrived at MultiChoice as Head of Mass Segment in 2013, via a stint at another telecommunications tech company. She moved into her current role in 2018 and has overseen a 100% + growth in the MultiChoice subscriber base and launched a number of products for the group that have helped it gain a foothold in the mass market. "I'm fascinated by how technology can change people's lives by giving them access to information, education and a world of unexpected opportunities they never had the opportunity to access before," says MultiChoice Executive Head: Product & Innovation, Mpume Ncube-Daka.

It was her start in telecomms that showed her what the power of technology – specifically telephony and access to communication – could do for previously-disadvantaged people. "The dynamic that the arrival of internet connectivity on mobile handsets created, was fascinating when we saw access to information making drastic changes in people's lives daily, "she added.

When she left the telecoms space, Mpume decided that the power of technology and the communication avenues it opened still held her interest, so she sought out opportunities to satisfy that curiosity – and continue making a difference in people's lives. She brought to MultiChoice a passion for wanting to give people access to technology that had previously never been available to the mass market. She says that while the 'nuts and bolts' technology side of the ICT world – network and broadcast engineers – is still male-dominated, there's much broader representation in middle management and support functions. Upper management remains male-dominated, but as more women enter and grow in the space, more opportunities will open up.

"It's women's responsibility to claim our space in the industry and have the difficult conversations with teams and leaders about giving more women the opportunity to grow in this world," she says. "It's important for younger women to have more experienced senior level women to look up to, who are helping drive the agenda. Mentoring is vital, as is showing women the opportunities that are out there".

MultiChoice runs several initiatives within the group to advance and upskill women. The 'Advancing Women Mentorship Programme' pairs top female senior managers in digital teams with executive-level mentors across the business, focusing on enhancing their management skills, connecting them with female role models in the digital industry and exposing them to broader aspects of the business. In 2020, the company gave over 200 women in technology-based careers a platform to accelerate their succession plans and career paths by providing relevant development opportunities and motivating individuals to own their development paths. They extended support to these women through mentorship programmes, roundtable discussions, stretch assignments, training courses and webinars.

The 'Technology Head of Department Associate Programme' for select women provides executive exposure to female employees in the Technology business by pairing them with the Chief Technology Officer and departmental executives. Mpume helped establish the group's Women's Forum, which ensures that women across the business get access to mentoring and grooms them for leadership positions. "There's always more work to be done around examining issues like pay parity, representation and inclusivity, but we've made tremendous strides – and the company has accepted both changes and challenges with open arms," she says.

Her advice to young women looking at careers in the ICT space is to focus on the key subjects like mathematics and science which will get them into relevant programmes, but to also have a goal in mind. "We're changing the world with technology and helping more and more people access information that affects and improves their lives on a daily basis – the foundational learning is important, but it's the passion for creating change that will drive them on to greatness".

YOUTH ICT COUNCIL

We cannot build a capable Fourth Industrial Revolution army if women are not prioritised.



Ms. Aluwani Chokoe, Spokesperson: National Youth ICT Council

Digital literacy has become mandatory in the global landscape, however, a widening digital divide remains. The digital divide, or technological gap, speaks to the different groups with access to technology and the internet and those without. The gap continues to impact countries' potential for economic growth and development negatively.

While the technological gap is a burden in developing countries, women and the girl-child bear the greatest brunt of exclusion in all advancements from time immemorial. South Africa being a point of reference, where Interpol premised is the World's Rape Capital, with women in the country more likely to be raped, than educated.

In the era of the Fourth Industrial Revolution, information and Communications Technology, if tapped into correctly, would be apex in addressing South Africa's triple challenges of unemployment, poverty and inequality. It is one of the leading enablers of potential social and economic advancement, in a country where the price of a smart device is at primary reason for people not being connected. Enabling technology governance to disrupt inequality speaks to tackling challenges emanating from the historical digital divide to interrogating emerging technology governance and gender disparities in the sector, particularly the underrepresentation of women. The South African Women in ICT Forum has found that women occupy 23% of the total job roles in South Africa's ICT sector.

The number is further endorsed by the World Economic Forum's Global Gender Gap Report stating that only 21,4% of women sit on Boards in South Africa, reconciled with the World bank's report of South Africa being the most economically unequal society in the world, 26 years into our democracy. Addressing a digital gender gap deeply rooted in inequalities remains the country's most urgent task, with women in the ICT sector reportedly earning 20% to 25% less than their male counterparts.

Furthermore, the proportion of females to males who graduate with STEM-related (science, technology, engineering and mathematics) degrees leaves less to be desired, because of the prevalence of the gender imbalance. For a previously greatly marginalized group, women have for generations been deemed the face of the triple oppression: being born black, woman and poor, therefore breaking the glass ceiling is non-negotiable.

The use of technology can be a powerful tool for women and the girl-child to become activists and lead the change and concerted efforts on issues that affect them. A gender-sensitive digital inclusion is not abstract in the sense that it should be championed by the marginalized women of our society, but beckons all spheres of society to lend a helping hand; civil society, academia and the private sector.

The inevitable rise of advanced technologies in artificial intelligence, blockchain and drones will disrupt economies and societies, and we stand a chance of being left behind. Factors such as education, income and locational inequalities are mirrored daily online as the economic and social value of being digitally networked increases exponentially. A more equitable inclusion of the populace into the modern day, digital economy should be of prime concern in the NDP2030.

South Africa has already developed cutting-edge public and private sector Fourth Industrial Revolution technologies, for instance, the largest 3D printer (owned by the CSIR), and would be better positioned to lead the next generation of technologies on the African continent. The enablement of technology governance to disrupt inequality speaks to an equalizing platform for the historically disenfranchised womanfolk, inclusive policy frameworks, programmes that contribute to career acceleration, training and capacity building. We cannot build a capable Fourth Industrial Revolution army if women are not prioritised.

WOMEN EMPOWERMENT IS A MUST FOR NATION BUILDING

Ms. Matshidiso Manaka
Sales Manager Public Sector: Microsoft



The government of South Africa has made strides in making sure and empowering women to play a significant role in the ICT sector but still a lot needs to be done to level the playing field. Women face a multiple layer of challenges as they attempt to scale up the corporate ladder. These challenges are manmade and include both cultural as well as economical prejudices which must be set aside for women to take up their rightful positions and contribute meaningfully in society.

Women are faced with a multitude of issues and gender inequlities with their fair share of opportunities and challenges in the ICT sector. Women still lack role models as the sector is primarily male dominated. According to Women In Tech blog, only 23% of tech jobs are held by women in South Africa and of the 236 000 ICT roles, women occupy only 56 000 of them. Women are still treated differently from men resulting in more women quitting their jobs than men do. Another hard pill to swallow within the industry is that women in IT are still paid less than their male counterparts.

Mireille Umohoza, COO of Afri ride says that the technology sector is the third most sexist industry maintaining a gender pay gap where women earn about 23%-25% less than their male counterparts. It is very saddening that women are generally considered for promotions for compliance reasons, a typical example of this would be around the BBBEE integration programme.

There are increased levels of anxiety in women than there are with men as women have other responsibilities to take care of, such as the working from home (WFH) policy which has added more duties as most women have to do household chores coupled with the burden of online schooling for their children while working extra hours due this new work arrangement implemented by organisations primarily due to the recent pandemic we have experienced globally.

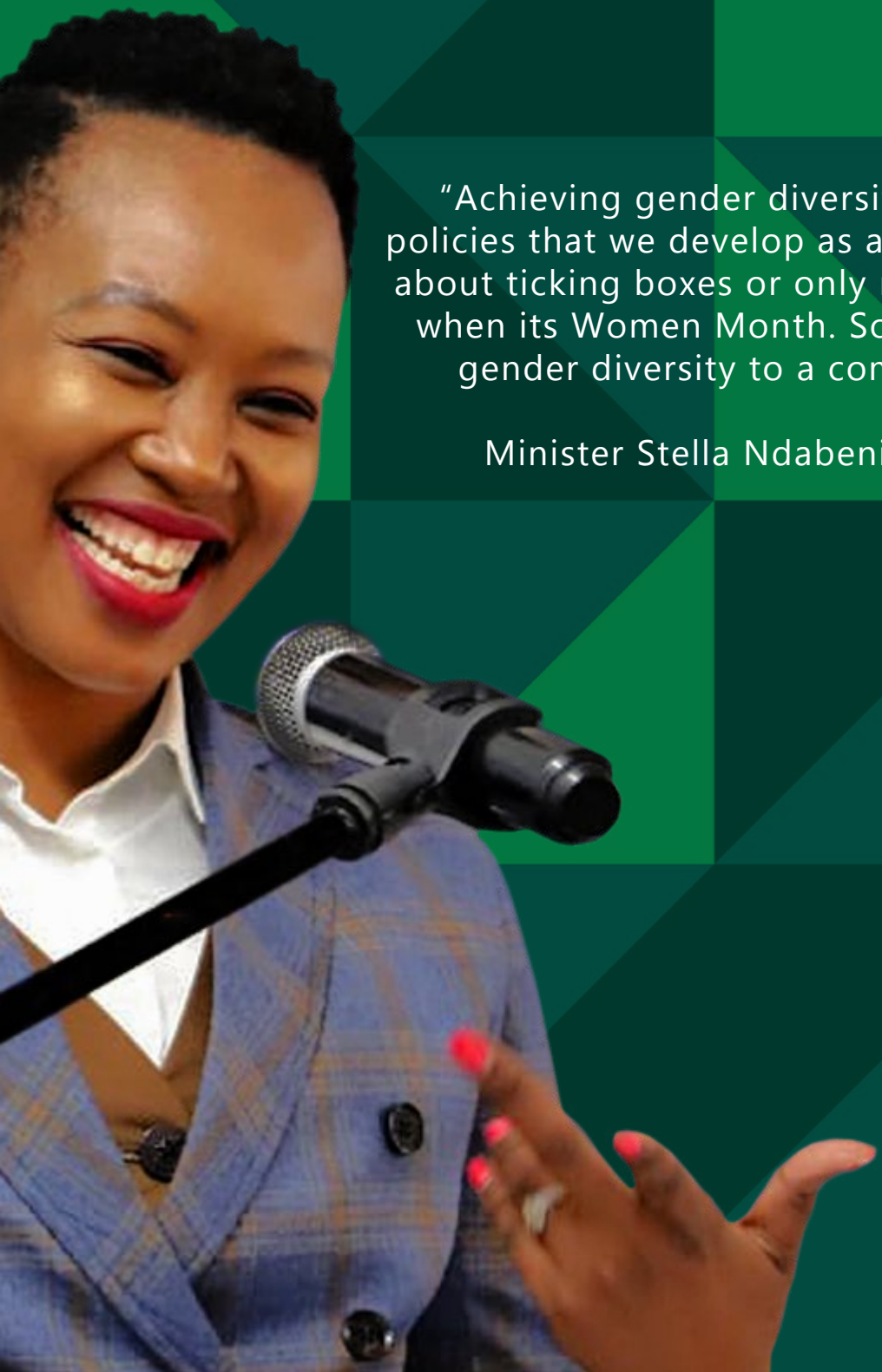
On the bright side, there has been a number of opportunities which have been made available for women in the sector. Most tech companies are now considering women for positions that were initially only occupied by their male counterparts. Government has actively started putting pressure on tech companies to deploy women or empower capable women entrepreneurs in the technology space. More women in IT are now involved in mentoring others to increase the rate of retention among driven and goal orientated female leaders. Technology is no longer just a business enabler for women but it is now a business imperative, which creates more tech related opportunities even in companies that were traditionally not considered tech savvy organisations. In recent times the higher demand for tech means more companies are coming up with flexible working hours giving women the opportunity to be at home with their kids while performing their duties. There are also more opportunities for free online courses which encourage the girl child to do those courses during holidays or after work, this has also created more exposure to global opportunities whereby you can start selling your services to anyone from anywhere in the world.

Like many areas that are constantly being improved in modern times, the government can assist by instilling penalties in place for tech companies that do not comply with the BBBEE requirements and those who are deceitful. Government should not give business to companies who do not comply with this integration programme. Women should be incentivised to mentor/coach upcoming women in the Tech industry and more women should tell their story and share their learnings and successes.

There should be equality in relation to remuneration of women and as such should be paid the same as their male counterparts. They should be hired for their competency and not for compliance purposes. The government should make it a priority to increase the number of bursaries for young girls pursuing STEM related subject and they must also incentivise those who are good in these subjects to follow the tech stream by exposing them to future jobs

In closing it should be stated that there is a serious need for a mindset change within our society. The very same way boychildren are allowed to follow their dreams and be expressive , girl children should be allowed to play with their electronic devices as well, so that they start using technology at the same time as the boys. If you empower a girl child, you empower the nation- This will minimise most of the challenges we see with girl children going out with older men so that they can just get a phone, which can lead to serious issues.

Technology will help a girl child think beyond being employed but to become creative and think about other ways of revenue generation like consulting, project management to name a few areas.



"Achieving gender diversity is central to the policies that we develop as a department, it is not about ticking boxes or only relevant in August or when its Women Month. So let us not relegate gender diversity to a compliance matter.''

Minister Stella Ndabeni-Abrahams. MP

Minister urges ICT sector to forge private-public-partnerships to bridge digital divide in Africa



Minister of Communications and Digital Technologies Stella Ndabeni-Abrahams has urged the ICT sector to collaborate and forge private and public partnerships to tackle the growing digital divide on the continent. Minister Ndabeni-Abrahams was speaking at the U.S. Trade and Development Agency Access virtual workshop held recently.

Among the delegates in virtual attendance was Rwanda's Minister of Information and Communications Technology and Innovation Paula Ingabire and Nigeria's Minister of Communications and Digital Economy Dr Isa Ali Ibrahim Pantami.

Several reports have shown that the emergence of COVID-19 rapidly reversed the economic, educational, health and other social gains made by countries over the past decade. In education, millions of children are at risk of falling behind during the pandemic period.

While more than 90 percent of countries adopted remote learning policies, 463 million schoolchildren, of which 158 million are from Africa, could not learn remotely as the adopted policies did not target them.

Three out of four children from rural areas could not access remote learning globally. Access to ICT such as personal computers and the internet was identified as the main challenge, especially in poorer households. This clearly demonstrates that access to broadband and connectivity is essential to achieve socio-economic inclusion.

Minister Ndabeni-Abrahams encouraged the spirit of collaboration between public and private to remove the barriers facing the most vulnerable children in society. **"As the continent we must be alive to this challenge, we must work as a collective, learn from one other in our efforts to connect millions of unconnected people,"** added Minister.

The U.S. Trade and Development Agency's primary role is to assist in providing access to internet connectivity for rural communities by using TV white space. In South Africa, the agency has assisted with the expansion of internet access to rural and semi-rural areas by funding pilot projects for the Wireless Access Providers Association that will utilise American TV white space technologies.

Minister Ndabeni-Abrahams also highlighted the need to understand the value of digital transformation in society. South Africa's digital transformation strategies are based on an understanding of this value creation by digital technologies across the various sectors of the economy. A study conducted by the World Economic Forum and Accenture to measure the economic impact of digital transformation in South Africa estimated that over 10 years (2017-2026), the country could unlock a total value of R5 trillion by implementing digital transformation initiatives.

Minister Ndabeni-Abrahams concluded her opening address by imploring participants to develop a plan that would outline how the continent can benefit from 5G opportunities and also bridge the digital divide.

Domain Name Abuse Beyond Intellectual Property (IP) Infringement Roundtable



On the 26th of July 2021, Deputy Minister Pinky Kekana delivered a keynote address during the .ZA multistakeholder roundtable discussion. The discussion was convened by the .ZA Domain Name Authority (ZADNA) in efforts to curb the abuse of the namespace.

This roundtable was a follow-up of the .za WHOIS engagement that took place in February 2021 and forms part of a series of dialogues that will bring together stakeholders to discuss issues that affect the .ZA namespace. In particular, the purpose of the virtual roundtable was to bring together, in conversation, multiple stakeholders from government; civil society; academia; security cluster, and the private sector.

Held under the theme, "Domain Name Abuse Beyond Intellectual Property (IP) Infringement.", the roundtable set out to "identify gaps in cybersecurity issues beyond IP infringement that impacted the domain namespace and as well as formulate resolutions that would respond to them accordingly".

With the Domain Name System (DNS) operating as the phonebook of the Internet, part of its core functions is its ability to translate domain names to Internet Protocol (IP) addresses. Each device connected to the Internet carries a unique IP address that allows other devices to find it. For this very reason, the DNS remains vulnerable to attack and manipulation and further emphasises the importance of discussions and policies centred around its security.

Understanding that malware and phishing tend to be campaign-driven, it is important that the industry be nimble and organised when it identifies any attacks. Improving the quality of abuse reporting will also enable Registries and Registrars to be more efficient with their time and efforts. More emphasis should be on educational materials and awareness campaigns that would lead to more standardised abuse reporting.

Rapid access to systems like that of the WHOIS is vital in the investigation of DNS abuse, as it would lead to the detection and takedown of any website distributing harmful or unlawful content or selling counterfeit goods. For this reason, the incorporation and optimisation of domain name system information into policy discussions on issues of copyright-infringing content, misinformation, and criminal or abusive uses of the Internet should be treated equally as similar transgressions found on Social Media platforms.

When addressing possible changes to how Cybercrimes could be approached, Deputy Minister Kekana said the following, "There are a few key trends that we need to observe and create referenced solutions for South Africa. Our solutions need to be dynamic, specific and create structures of coordination, cooperation, and partnerships.''.

''We know a lot more than we did a few years ago, about our national cyberspace, clarity on cooperation and partnership, and a detailed implementation plan by the state and working with the National Cybersecurity Hub,'' she added.

In conclusion, the roundtable agreed on the importance of the concept of "collaboration". Collaboration nationally and continentally to develop, harmonise, and propagate best practices that create a safer, and more responsible Internet usage.

DIGITAL TRANSFORMATION TOPS UNIDO 2021 AGENDA

Digital transformation agenda is becoming a regular feature in the agenda of many international global forums. It was no different at the virtual summit of the United Nations High-Level Political Forum on Sustainable Development that was held recently.

This year's theme was, Inclusive and Sustainable Industrial Recovery through Digital Transformation and the Circular Economy. Minister Ndabeni-Abrahams, who was an invited participant, placed emphasis on the importance of data driven technologies in fostering inclusivity and access services. "Technology and innovation are critical in improving service delivery," added the Minister.

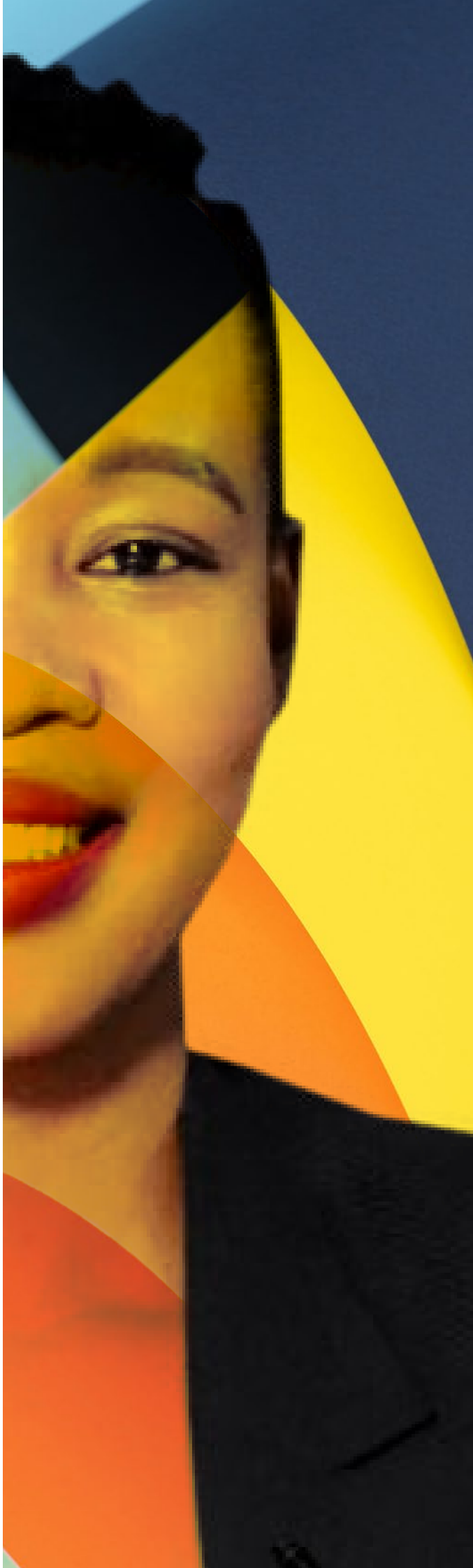
Meanwhile the department has developed a Digital Economy Masterplan as a response to the Digital Transformation agenda. The masterplan seeks to enable the country to realise its socio-economic priorities through leveraging opportunities associated with the digital economy across all sectors.

The Masterplan's vision is "for all South Africans to be digitally empowered to create and participate in tech-enabled opportunities that drive inclusiveness, employment and economic transformation across our cities, towns and provinces." The implementation plan for the Digital Economy Masterplan has been finalised and will be submitted to Cabinet for approval.

In 2016 the contribution of digital economy to the world's GDP was estimated at 15%, while anecdotal evidence suggested a range of between 2% and 19% as the contribution of the digital economy to the South African GDP.

The Digital Economy Masterplan, among others, provides for:

- Support of Digital SMME's through the establishment of incubation centres and digital hubs.
- Mapping of innovation funding process for digital innovations from R&D to commercialisation.
- Modernise South Africa's qualifications and credential ratification system to consider new ways of learning, which include micro-credentials.



"I am of the firm belief that education remains fundamental to the maturity evolution of any industry and so STEM education should to be a focus area. STEM education for girls, and young women, has been a proactive campaign for a few years."

Deputy Minister Pinky Kekana. MP



Entity News



Mapimpi documentary to feature NEMISA alumnus animation



NEMISA | ALUMNUS – JOEL MATLADI

When the long-anticipated sport documentary of the Eastern Cape-born rugby sensation, Makazole Mapimpi, hits the small screen – it will feature animation by NEMISA alumnus – Joel Matladi.

The documentary is one of the most awaited documentaries in the sport world this year and takes a deep dive into Mapimpi's journey from a seemingly hopeless situation to winning the 2019 Rugby World Cup. The documentary on Mapimpi, who is affectionately known as Drex, will feature snippets of animation created by Matladi who graduated from NEMISA in 2014.

Parts of the animation are already featured in the trailer for the documentary – depicting Mapimpi's famous try after getting an assist from fellow Eastern Cape-born star player Lukhanyo Am, against England. Talking about the gig of recreating the moment that is still fixed on South African's memories, Matladi said that the brief he was given by the documentary's producers was straightforward, they wanted to use animation to depict certain parts of Mapimpi's childhood, but also to give it a unique "flair".

"I was given a couple of references but ultimately it was up to me to craft something that would work for the project. The project was initially scheduled for two months. They wanted a trailer out in two weeks, a bit of a pickle because they hadn't started editing the project yet so they hadn't figured out what needed animating yet, we normally do pre-production for an entire project before we animate, not just a small portion but In this case we had to work on the trailer before we knew what the rest of the doccie was going to be like.

We had to recreate Mapimpi's amazing world cup try, we worked on that but developed a workflow, tone, and aesthetic we could use for what was to follow, this helped figure out how to tackle various story elements, emotional beats, and being time-efficient. We worked closely with the director but generally had all the creative freedom to execute everything how I saw fit," said Matladi.

He said that the processes of recreating Mapimpi's moments required a lot of self-discipline and time for the projected which ended up taking 4 months. "I was approached by a long-time collaborator/mentor Mike Sharman to work on the project. He's been a big supporter of my work for a long time and values what I bring to the table.

Great work ethic and great work build trust which leads to connections, and that's how I'd say I got the job. It's a principle I've learned over the years. The work does all the talking, especially because I'm not very good at articulating myself. 10th street (previous workplace) was also involved from a production standpoint, and they also understood the value of what I bring to the table," he said.

The date for the release of the documentary has not yet been announced.

The “Creator” who is originally from Tafelkop in Mpumalanga, but currently residing in Joburg, said that growing up he did not really know what animation was, however he started showing interest during career days and decided to enrol with NEMISA but he was unfortunately rejected at first, but he eventually got in. “Nemisa is a special place.

The offering was world-class even amongst international schools. My lecturer who went to go further his studies abroad told me that Nemisa’s students were exceptional in comparison to what he was experiencing. I think that speaks to how good the education Nemisa offers is.

Even now 7 years after I’ve left, what I learned at Nemisa is still the backbone of what my career has become, it gave me the edge in the workplace that most didn’t have. The course is hard, but it was so robust, that and the facilities and software we were exposed to were just excellent. Everything was given to you, all you had to do was just learn and apply yourself,” Matladi said.

After years of experience he decided to open his own company Black native (www.blacknative.co.za) through which he often collaborates with various creatives from the industry, along with fellow Nemisa alumni. He also works in his personal capacity as an animator, illustrator and video editor.

To view the trailer of the documentary click here





THE SABC CELEBRATES 85 YEARS IN BROADCASTING

The SABC was established by an Act of Parliament in 1936 and went on- air on 01 August in the same year. Since then, the SABC has served the South African citizenry as a primary news and information provider. Established as an English and Afrikaans state radio service, the SABC gradually expanded its broadcast to African languages stations until the introduction of television in 1976.

Since then, it has continued to grow and strive to adapt to the ever-changing broadcasting environment. Currently, the public broadcaster boasts nineteen (19) radio stations and six (6) television channels and many digital platforms, providing access to SABC content anytime and anywhere.

The birth of our democracy marked a turning point for the public broadcaster following years of operating under a tumultuous apartheid era. From 1994 the SABC played an indispensable role in promoting democracy and social cohesion. In the same year, the Corporation appointed its first black Chief Executive Officer, the late Mr. Zwelakhe Sisulu. The Corporation transformed itself from a state to a public broadcaster, establishing SABC Editorial Policies that would promote a functional and modern public institution serving a vibrant diverse society.

This coming August, the Corporation will celebrate its 85th birthday - a key milestone and achievement for an organisation that has become entrenched in ordinary citizen's lives. Over the coming months, the SABC will embark on campaigns and projects that further improve the lives of citizens as it fulfils its mandate. Moreover, the public broadcaster will demonstrate how it intends to fulfil its mandate more efficiently as it provides universal access to all citizens. The SABC has proudly delivered its content to the South African citizens in their preferred languages.

One of its most significant highlights was establishing X-KFM radio station in 2000, broadcasting to the !Xun and Khwe communities of the Northern and Western Cape.

Over and above broadcasting in all 11 official languages, the SABC Broadcasts in English, French, Chinyanja, Portuguese, Silozi and Swahili through its Channel Africa platform and in Hindi, Tamil, Urdu, Gujurati and Telegu on its Lotus FM. With one of its radio stations, Ukhozi FM, one of the largest in the world, the SABC is cemented as an unrivalled leader in public broadcasting on the content and the globe.

The SABC has aggressively expanded its platforms to reflect the changing consumption patterns of audiences. In 2015, the Corporation launched its 24-hour SABC News Channel 404, which has become a market leader since its inception. The news service was further extended to online and digital platforms with the launch of the SABC News App during the 2019 national elections. The App provides access to daily breaking news and updates and live streaming of the SABC News Channel 404 and live listening to all the SABC radio stations.

Last year, the SABC launched the SABC Education television channel to provide curriculum support to learners amid the devastating effects of the pandemic that restricted movement and attendance. The channel was in line with the Corporation's public service obligation stipulated in Section (8) of the Broadcasting Act of 2000, stating that the Corporation should "provide in its public broadcasting service, radio and television programming that informs, educates and entertain". While the Act enjoins the Corporation to include significant educational content in its programming, this initiative went above and beyond the obligation. The SABC understood the impact of education on the development and social upliftment of the poor and disenfranchised.

In the age of digitisation, the SABC has to evolve and disrupt itself to continue to fulfil its mandate in a changing environment. To this extent, the SABC entered into a five-year partnership with Telkom, to launch TelkomOne, a first of its kind digital carriage agreement, which has extended South Africa's most-watched TV programmes and most listened to radio stations onto one online platform.

As a result, Telkom has been streaming live SABC's television channels 1, 2, 3, Sport and Education, and all 19 SABC radio stations. Furthermore, capitalising on mutually benefitting partnerships aimed at enhancing the SABC's reach, the public service broadcaster also entered into a ground-breaking new distribution agreement with eMedia Investments, the company behind free-to-air satellite service, Openview. This partnership allows the SABC to have its various channels, including the SABC Sports channel to reside on this platform, thus increasing its footprint.

In terms of dealing with the legislation governing public service broadcasting, the SABC fully participated in reviewing the current Broadcasting Act. This process is yet to be concluded but it is hoped to see the proposed SABC Bill repealing the Broadcasting Act. In addition, the SABC also launched its revised Editorial Policies in July 2020.

These policies are aimed at ensuring that the content delivered by the Corporation, in all its formats, continues to resonate with the prescripts of our set public service mandate, and more so in providing universal access to credible content, which tells the South African story.

Furthermore, the Corporation also welcomed and participated in the Audio and Audio-Visual content services policy review, which is set to create an enabling environment for providing inclusive audio and audio-visual content that promotes socio-economic development.

In its submission, the SABC addressed a range of broadcasting policy issues including, the new licensing framework for audio and audio-visual content services, the funding model for the SABC and mechanisms for funding the public broadcaster's unfunded public mandate; the proposed repeal of the controversial 'Must Carry' provisions, the proposed inquiry on the current share of advertising revenue for Pay-TV operators and whether it is appropriate for the viability of free-to-air services and the consolidation of government and institutional funding mechanisms for film and television productions.

The SABC believes that if addressed, the SABC will prosper further and serve the needs of the South African citizens accordingly in an ever-changing broadcasting environment. Group Chief Executive Officer, Mr. Madoda Mxakwe stated that "over the years the SABC has delivered on this mandate without fail and has kept its audiences informed, educated and entertained.

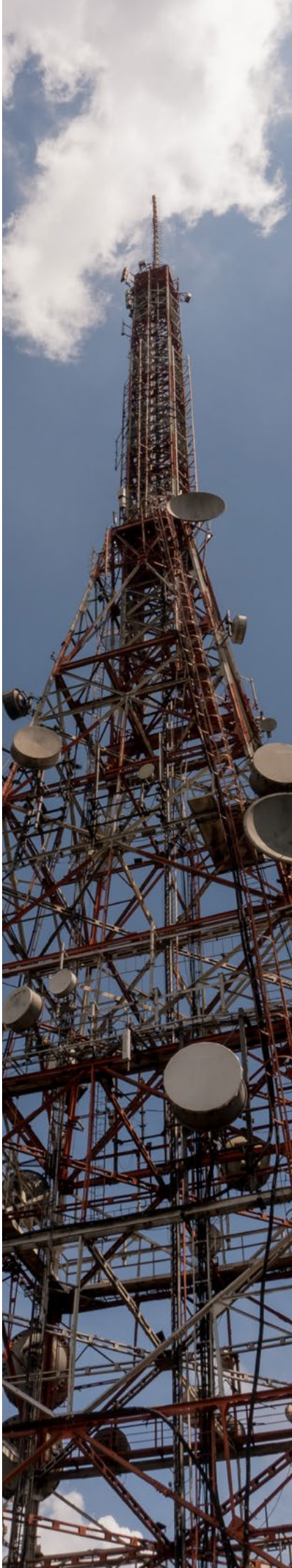
To this end, I would like to take this opportunity to thank all valuable stakeholders of the SABC, who also have a vested interest in ensuring that the Corporation fulfils its public mandate. We are working tirelessly to ensure that the public broadcaster continues to thrive and reach greater heights in the next decades to come.

We are focusing on the Corporation's profitability, but we are looking at the complete overhaul of the public service broadcaster, which is guided by the relevant legislation that aligns with the current broadcasting environment.

We have in this regard have been closely working with the relevant stakeholders including the Department of Communications and Digital Technologies as well as the regulator, ICASA on various amendments of policies".

Mxakwe added that "As we forge ahead, we will continue to play a critical role in ensuring that the SABC promotes nation-building and social cohesion by acquiring and scheduling content that reflects South African stories on our radio, television and digital platforms. ".

The SABC is committed to ensuring that the Corporation will continue to provide enriching, credible, relevant and compelling content that is positively contributing to the lives of all citizens, as mandated by the Broadcasting Act.



WISHES DO COME TRUE

In May 2021 the South African Post Office (SAPO) announced that they had signed a partnership agreement with Wish.com, which is one of the biggest eCommerce traders in the world. We spoke to Sekano Kgalanyane, head of Logistics in the SA Post Office about the partnership and its implications.

South African Post Office

The partnership effectively came into force on 9 May 2021. This partnership makes the import, processing and customs clearance procedure for Wish.com items much simpler and faster, which also reduced processing time by 50%.

The items receive a South African tracking number at the point of posting in the country of origin, which simplifies tracking in this country. There is no foreign tracking number that could cause complications.

The whole process ensures that customs clearance is simplified due to the customs declaration which are done online when the parcel is dispatched.

When the acceptance scan at a branch is done, the customer automatically receives a message alerting him or her that their parcel is ready for collection. Wish.com has access to the entire process and can see exactly what the progress is with processing of each parcel. This also ensures that we are always on our toes!



Post in bag_2008 317



Red letterbox



Mail ready for dispatch

SAPO was delighted when the South African based website Businesstech.co.za tested three online shopping sites – and described the result from Wish as "The biggest surprise… Wish had scheduled delivery at the end of August.

[Yet] Wish sent an email notifying that the parcel had been delivered at the local post office on 26 May – just two weeks after it was initially ordered."

The website attributed this remarkable performance to the agreement Wish has with the SA Post Office. This breakthrough on our very own shores has served as a great morale booster for our employees.

This collaboration came about when SAPO approached Wish.com with a proposal, and during subsequent negotiations the relationship was fine-tuned until both parties were happy with a workable, practical proposal that would give good service levels.

Because Wish.com can track the processing and delivery of the items, they know exactly if their customers are happy or not. This process will also ensure that the Post Office knows how many parcels to expect even before they land and can make sure we have enough staff members on the sorting floor to process the items immediately upon receiving them.

The benefit is clear for Wish as this will ensure faster delivery and package trackability which will boost the retailer's standing with customers.

This initiative will ensure that SAPO remains relevant, active in the eCommerce space, and that revenue increases. It should be noted that letter volumes are rapidly fading worldwide, however parcel volumes are growing, which than implies that a considerable focus must be placed on the parcel business. The mutual benefit between these organisations will also make the Post Office more top-of-mind to the customer. The fact that we made the Wish partnership works, paves the way for similar partnerships with other online stores.

Wish.com is the first partner of this nature and it will certainly not be the last. We have already signed an agreement with Mail Americas, and we have more agreements waiting in the wings.

Customers have already noticed vastly improved delivery timelines, which will ensure that they regain confidence in the SAPO brand once again.

eCommerce is the future for postal services and our specialty is delivery.

It's great to be part of the worldwide wave of new business, which has grown even faster during the Covid pandemic. Customers were forced to remain at home, and they started to explore online shopping.

In conclusion Wish.com have been remarkable understanding and easy to work with. We are very thankful for the opportunity to bring items from all over the world to South Africans, even those in remote rural areas.

Together with Wish.com. the Post Office has just brought the rest of the world so much closer to the people in all parts of South Africa.



Collection Postboxes_Jhb

DISASTER PREPARATIONS & NETWORK CONNECTIVITY AWARENESS



Broadband Infraco

Disaster Recovery is a concept we have gotten used to as organisations, and every year policies are updated to pre-empt any possibility of a disaster unfolding. The truth of the matter is that none of us have ever been hit by the events that transpired in the past 3 weeks. It required that the disaster management policies be put in practice.

Added to this is the expectation from our employees and customers to recover fast and get back online as quickly as possible. It is critical to ensure that the foundational piece, which is the technology infrastructure, is resilient. Bad infrastructure architecture can defeat the best Disaster Recovery plans. Unfortunately, there is no such thing as being too prepared.

When the riots in KZN began, we were under pressure to assure that services would be kept up and what added to the pressure was that this was all happening amid South Africa's seasonal veld fires. The uprisings then increased the opportunity for cable theft and vandalism on various communication networks across the country.

Broadband Infraco was not spared this ongoing saga of theft and vandalism of its optical fibre and PoP infrastructure on various servitudes. The theft of the infrastructure placed the Broadband Infraco network reliability at risk in various hot spot areas and the personal security risks made it impossible for our technicians to resolve faults timeously/expediently, thereby placing the country/certain areas at risk of a network failure.

It was important to reach out to our customers as a matter of urgency, providing a level of comfort that we would do all possible to keep the services up. We also were open to discuss the gravity of the situation on the ground for certain routes, providing plans of how we would address failures in the affected routes. We had to ensure that all our mobile and permanent generator and vehicle fuel levels were between 80% and 100%. Where possible, we swapped generators and planned for the transportation of fuel between provinces that were not affected by any possible fuel shortages.

Special arrangements were made with private companies to assist with refuelling on an emergency basis and to increase the security escort manpower because of possible intimidation and looting of assets, especially in the more remote areas.

Some areas were declared high-risk hot spots even by security agents, thereby hampering 24-hour service restoration efforts. This led to some of our optical fibre cables being temporarily exposed, thereby increasing the risk of further vandalism and damage due to seasonal veld fires, said Gift Zowa, BBI Chief Technical Officer.

Over and above the immediate restoration efforts, in the medium term, the Company also implemented mitigation plans to protect the resiliency of the network. In all of this, the safety of our staff, and those of our service providers, remained our priority. This led to the maintenance team effecting repairs during the curfew timeslot. "Unfortunately, some areas, especially in KZN, had to be blocked off completely, rendering it impossible to perform repair duties", added Hamilton van Tonder, Senior Manager: Operations & Maintenance.

We survived the worst and the crucial element to this was our tailoring of our disaster management strategies to what was happening on the ground, as well as flexibility to respond to a dynamic situation without information.

MEET THE NEW CHAIRPERSON OF THE SOUTH AFRICAN INTERNET GOVERNANCE FORUM (ZAIGF) COMMITTEE



Adv. Zanyiwe Nthatisi Asare
Chairperson of the South African Internet Governance Forum (ZAIGF) committee.

We had the opportunity to have a conversation with Advocate Zanyiwe Nthatisi Asare, the new Chairperson of the South African Internet Governance Forum (ZAIGF) committee.

The ZAIGF is a multi-stakeholder platform, which facilitates dialogues on public policy issues relating to Internet Governance openly and transparently. The forum convenes annually in an event hosted by The Department of Communications and Digital Technologies together with the .ZA Domain Name Authority (ZADNA).

The event brings together various stakeholder groups as equals and facilitates a common understanding of maximising Internet opportunities and addressing related risks. Here is what Advocate Asare had to say about her new role and the South African Internet space.

.zadna
Domain Name Authority

What will your unique touch be as the new ZAIGF chairperson?

I am very excited and grateful to be elected to lead the South African Internet Governance Forum. Data protection and cybersecurity form part of my daily core responsibilities in my business life.

Opportunities are endless in the information security arena, and I see this as a chance to enhance ZAIGF functions and growth. I have a good understanding of the pillars of Internet Governance and intend on strengthening them within the organisation by focusing my time on implementing elements of the ICT White paper on Internet Governance, Cyber Security, Data Protection, Media Freedoms, Geopolitics, Access Internet of Things, Internet Service Providers, Domain Name Space and E-commerce.

Lack of representation and diversity in the Internet governance and broader ICT space is stark; how do we address this?

The politics around issues of representation are multi-faceted. One impactful way of addressing this issue is by creating hands-on education opportunities to produce global contenders in the Internet Governance space.

To achieve this, as a country, we need to provide young South Africans with an intentional combination of actual workplace experience, technical know-how and soft skills. As a young entrepreneur who has created youth employment opportunities, I know how vital this tri-factor is. The public and private sectors seek to employ individuals based on their competencies; therefore, developing internationally sought-out “all-rounders” should be our agenda. Let us go beyond bridging the digital divide and create global demand for South African youth in the ICT space. As the ZAIGF, we will be engaging in public policy issues that directly impact this abovementioned ambition.

We will also be working towards introducing new programs that will address this matter on a practical level by placing young people in training programs and embedding work opportunities throughout our network of partners and stakeholders. This forum is well-positioned to be a change maker as it has the power to contribute to, lead, and action representation within the ICT space.

Through ZAIGF and similar organisations, how do you see sustainable, long-lasting, and not reactionary change but a permanent industry paradigm shift?

As the ZAIGF, we need to shape the conversation and lead to issues relating to Internet policies, regulations and laws. We need to strengthen public policy participation, communication channels and pillars by increasing the frequency of publications on matters of the South African Internet Governance. We also need to enhance our communications platforms to ensure that we facilitate robust discussions and solutions for matters that may arise.

The ZAIGF should be positioned and seen as a forum where youth, industry, business, academia, and government gather to develop solutions and technology that the country needs collaboratively.

The current ZAIGF committee comprises mainly of women committee members who will rally for and benefit from sustainable, long-lasting shifts in the industry.
I believe that the ZAIGF is the perfect vehicle to facilitate these types of interactions and dialogues.

Government-linked entities have been said to have a friend only policy when opportunities and positions of this nature arise. What is your opinion on this?"

The ZAIGF invited other ICT practitioners and me to its most recent event to discuss "Privacy and the Protection of Personal Information", amongst other issues. Little did I know that the ZAIGF would be holding its new committee elections on the day of the event.

During the event, tough questions were posed to me. I addressed the questions in a manner that spoke to data protection knowledge, and I addressed the plight of the average South African.

I was nominated and voted in by a group composed of 90% of people I didn't know. This spoke volumes to me and showed me first-hand how neutral Government entities can be as content prevailed over everything.

Being a Public-Benefit-Organisation closely linked to the Department of Communications and Digital Technologies, what will you say your next steps are?

As a committee, we intend on forging a closer relationship with the DCDT by creating workgroups that will be in direct communication with the department to ensure step-by-step involvement.

We plan to execute programs and projects that will ensure domestic communications and ICT growth by providing support to budding entrepreneurs within this space.

We will start by hosting dialogues and virtual discussions with the department to align our efforts as a precursor to the work that awaits us. We are privileged to have this working relationship with DCDT, and we hope to grow it in the days to come.

"We don't have the budget" is a typical response from most businesses when funding is requested for initiatives such as the ZAIGF. How do you respond to this?

As a country, we find ourselves in very trying times; however, we need to understand that prolonging Internet Governance expenditure will be one of the costliest decisions any business could make. There are many factors at play at the domestic, regional and global levels. Therefore, the ZAIGF strongly encourages companies, civil society, and government to continue with their efforts towards building our Internet Governance Space as we are quickly pivoting to a largely digitally based economy.

Imparting digital skills, knowledge and elements of good governance to our citizens has never been this important. If we do not want to be left behind in this new digital dispensation, it is imperative that we all invest in Internet Governance.

We are currently in a position to either fix a small leak or wait for the water damage to ultimately erode our Internet Landscape's very foundations. This investment will positively influence the economy and broaden the scope of even the smallest business. The benefit of having an educated and aware online community is immeasurable.

About Advocate Asare

Advocate Zanyiwe Nthatisi Asare is the CEO of Digitally Legal, a leading digital law, regulation and technology consultancy flying the South African flag high on the continent. She believes we all have a role to play in Africa's success story.

She holds an LLB Degree from the University of the Witwatersrand, is an Admitted Advocate of the High Court of South Africa and focuses on ICT-related matters.
Her knowledge covers local and international data protection, invited globally to address leaders in private and public sectors.

Adv Asare firmly believes data protection is a basic human right in the digital age – something she lives and champions in her everyday life. She is not a stranger to Domain Name Administration; her involvement has seen her participate in international forums such as ICANN and the Non-commercial Users Constituency (NCUC).

In her experience as an executive and business advisor, she has held management positions in the SADC region, achieving success in optimising SME's efficiency by introducing alternative tech-based solutions and enabling effective digital transformation across each organisation.

She currently sits on the Consumer Advisory Panel (CAP) of the Independent Communications Authority of South Africa (ICASA) and firmly believes that 4IR presents a tremendous opportunity for actual empowerment. She lives by the adage "African Solutions By Africans."

NOTICE BOARD

Bereavements:

As the country (globe) navigates through the difficulty that has been brought by the COVID-19 pandemic, we also pay homage to members of our ICT and Broadcasting community, who have sadly departed in the past month. We will always remember and honour them for their sterling contribution and mark they have made. May they rest in everlasting peace.

MAY THE FOLLOWING SOLDIERS SOULS CONTINUE RESTING IN PEACE:



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