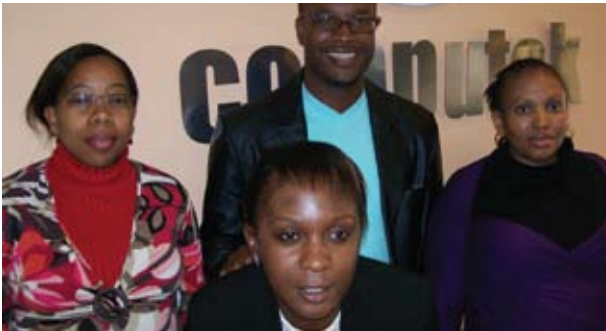


Performance Management System for Limpopo DLGH

Comutek has completed development of the Performance Management System (PMS) for the Limpopo Department of Local Government and Housing (DLGH). The project valued at R2.4m was awarded to Comutek by SITA and involves use of SAS SPM Software that delivers a Monitoring and Evaluations system which was designed, developed and customised by Comutek for the DLGH.

Project Scope

The project was designed in two phases. Phase 1 is the design of the PMS solution for DLGH centrally monitoring of the district and local municipalities, whilst Phase 2 is expanding the solution into an automated system allowing district and local municipalities' integration of various data sources into the PMS using SAS Enterprise Intelligence Platform.



The comutek team working on the project are from left - right: Dr. Lethlare Mokitimi; Josiah Senoa; Polesane Tembo and Olivia Matjila.

Project Status

The scope of the project was to deliver an automated PMS which will allow decision makers at the Provincial level to monitor and evaluate performance of district and local municipalities' key initiatives and programmes based on a set performance indicators. These indicators are defined in the Municipal Systems Act 32 of 2000 (MSA) and other applicable legislation frameworks including the Provincial Five Year Local Government Agenda that is based on measuring the following five

key performance areas (KPA):

- KPA 1: Municipal Transformation and Organizational Development;
- KPA 2: Basic Service Delivery;
- KPA 3: Local Economic Development;
- KPA 4: Municipal Financial Viability and Management; and
- KPA 5: Good Governance and Public Participation.

Current Successes

The system was successfully designed and developed with the following functionality:

- Scorecards were built in a hierarchical structure that depicted the Department's organizational structure (i.e. provincial government, district municipalities and local municipalities);
- Each scorecard indicates each level of KPA's made up of key performance indicators (KPI) and their corresponding measures;
- The performance of each measure / KPI /KPA is depicted in a table view and dashboard view; and
- Web portal for data input and data entry includes the measures' targets, weights and actuals.

The Project Team

The project team consisted of Comutek expertise and international resources from Business Intelligence Alliance which included Jorg Salomo as the lead project manager and Lysandro Trotta as SPM Specialist from DNMCA Brazil.

Future Product Development Prospects

The success of this project has provided Computek and SAS an opportunity to collaborate in developing of SPM Monitoring and Evaluation Products earmarked for the Provincial, District and Local Governments. The products will lower the current high cost of solutions offered in the market and simultaneously enhance deployment with ease whilst requiring minimum customization.

Currently final approval of the project is expected from Provincial level before deployment at District and Local Municipalities commences as phase two of the project. •

NEW PARTNERSHIP

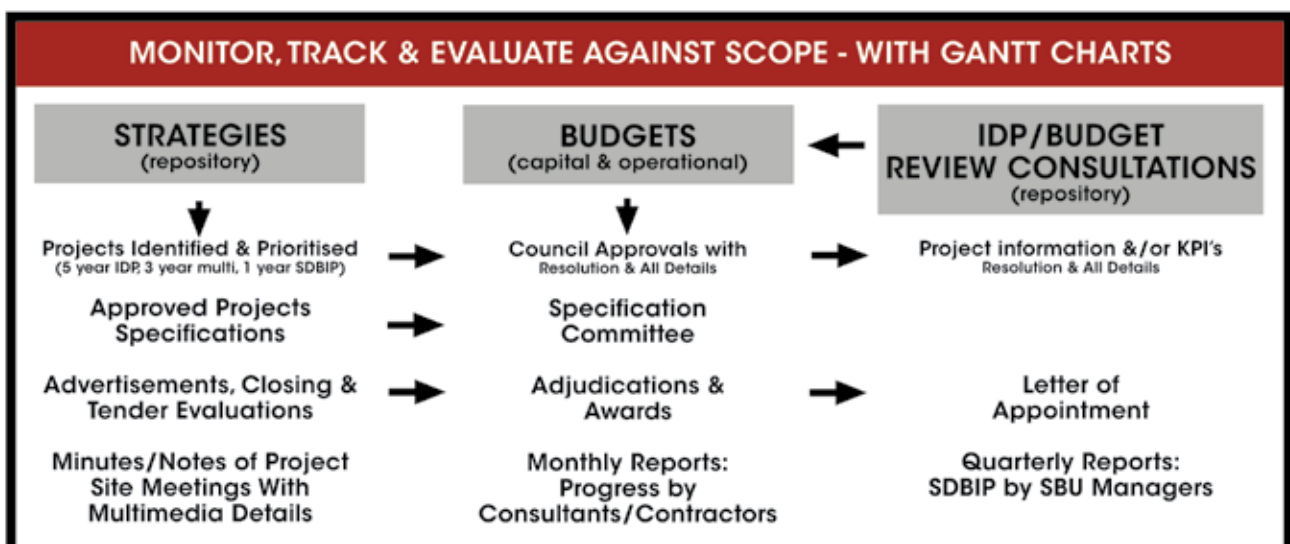


Computek to assist Municipalities in SA

The Municipality Performance and Project Management System is a solution designed to assist Municipalities in managing operational services and projects to the communities. It is also aimed at improving the efficiency and effectiveness of municipal operations and services.

Pool of expertise

“It is with this goal in mind that Computek partnered with AZEUS, a leading IT services provider in the Asia Pacific region, to enable an even greater and more comprehensive ICT solutions offering to Computek’s stakeholders. Through this partnership, a synergy between AZEUS’ off shore expertise and Computek’s strategic knowledge of the South African business front creates a significant pool of ICT services. The solution can be of great benefit to South African Municipalities,” said Gareth Warner, Computek’s Executive: Business Solutions.





Benefits of the solution

The benefits of the Municipality Performance and Project Management system include:

- Management of multiple service operations, including waste and water;
- Integrated Comprehensive Municipal Project Management and Performance Management System;
- Providing optimal implementation of the Integrated Development Plan (IDP) and Service Delivery Budget Implementation Plan (SDBIP);
- A highly customised, tailor-made system;
- End to end project management of the municipality services and programmes;
- Efficient document management and electronic record keeping system
- Improved / integrated project workflow; and
- Accurate budget implementation across all spheres, linked with the National Treasury Framework aligned with IDP and SDBIP.

Computek is currently assisting Municipalities in South Africa in managing services and projects to ultimately improve the overall performance of municipal systems. Further projects incorporating these solutions will be implemented during 2009.

For more information on this solution, e-mail gareth@computek.co.za or log onto www.computek.co.za



GROUNDBREAKING TECHNOLOGY FOR SOUTH AFRICA AND AFRICA

Mobile phone based solutions for chronic disease management

Computek has extended its services to the public health sector by introducing a health management system which can

expand medical services including support to remote areas at a minimal cost. South African public health services could shortly see the "Mobile Phone Based Solutions for Chronic Disease Management" being implemented in rural areas. As part of the initial phase (Phase 1), diabetes, a chronic disease which may cause multi-organ failure if uncontrolled could be managed more effectively utilising this system, without causing the patient major inconvenience and cost.

Health management at low cost

"The Mobile Phone Solutions for Chronic Disease Management allows patients to manage their health, in conjunction with

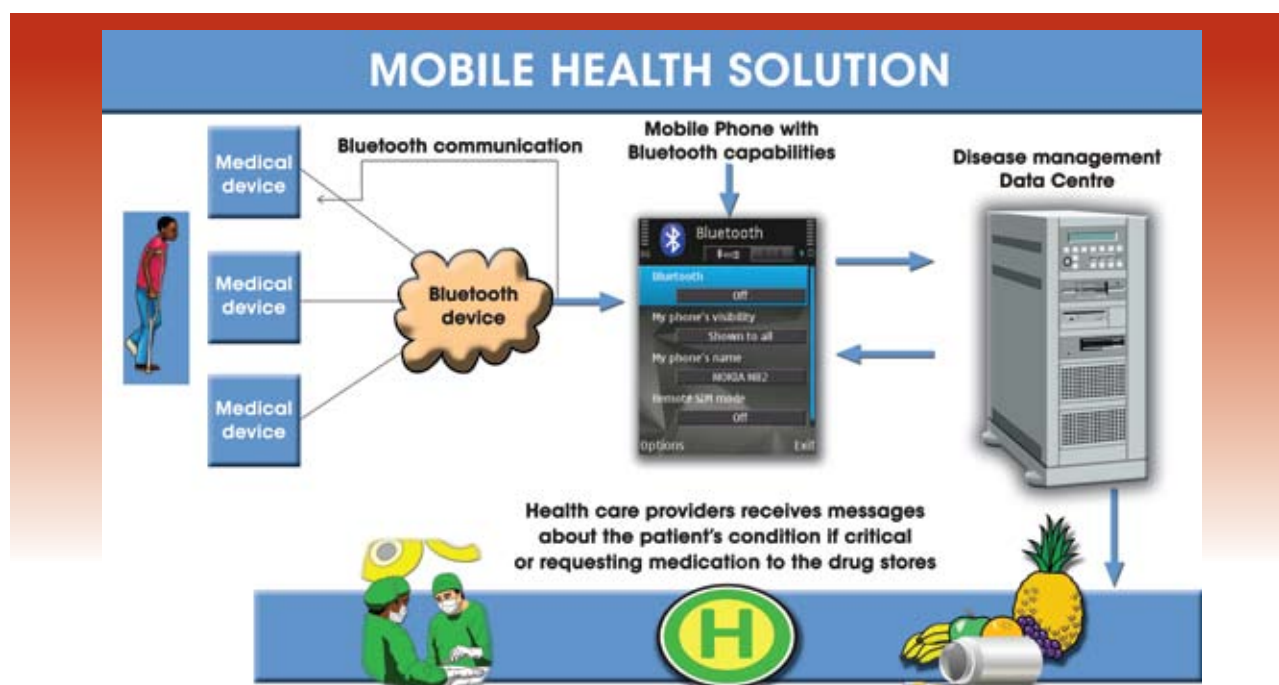
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a medical team, more optimally”, said Harry Chakhala, CEO of Computek. “This mobile technology enables a diabetic patient for example, to monitor his sugar levels every day, and to then transmit these results via a Bluetooth data converter to a central clinical database. Feedback is then given to the patient based on the results of daily monitoring. Thus, diabetes would be the first chronic disease addressed by this solution. The aim of the project is to reduce costs of managed healthcare in the public sector by providing mobile technology as a tool to assist patients with dreaded and chronic diseases.

Computek + Confidant

Chakhala said that Computek started looking at a business model for mobile 'phone solutions, and found a similar concept which was already implemented by Confidant, an American company established in 2003. The two companies have collaborated and signed a Memorandum of Understanding. The product has been approved by the FDA in the United States of America.



Focus on public health sector

“Computek is already partnering with the Medical Research Council of South Africa on the project. Our main aim is to provide an affordable, value add solution to all health care sectors globally, focussing particularly on less affluent people who are suffering dreaded and chronic diseases. Mobile phones in South Africa are a common tool, and even individuals earning minimum wages use this form of communication technology. It just makes sense to utilise this technology to maintain and improve the health of our society”, Chakhala said.

Phase Two to follow soon

Commercialisation of the Mobile Phone based Solution for Chronic Disease Management is expected before the end of 2008. The solution component has been approved by ICASA, whilst the actual system will be submitted to the SA Medical Ethics Committee for approval by the end of November 2008. Phase two, which will include management of chronic diseases such as HIV, tuberculosis, malaria and child malnutrition, will be implemented subsequent to the successful roll out of the first phase. •

TENDER UPDATE

Computek's engagement in Transversal Tenders with SITA

Computek has been awarded a number of Transversal Tenders which allows clients in the Public Sector to engage with the company directly or to liaise through SITA.

TENDER NUMBER	TENDER DESCRIPTION	SERVICE COVERAGE	VALIDITY
SITA Tender 433	Supply of hardware maintenance and support services on Wide Area Network (WAN) devices, Local Area Network (LAN) devices, computer and related peripheral equipment for a period of three years.	Public Sector Institutions in all spheres of Government in all Provinces	Valid until 2010
SITA Tender 569	Acquisition of IT skills	Public Sector Institutions in all spheres of Government in all Provinces	Valid until 2011
SITA Tender 570	Acquisition of IT services	Public Sector Institutions in all spheres of Government in all Provinces	Valid until 2011
SITA Tender 599	A panel of service providers to provide access transmission connectivity and value adds on the Government Common Core Network (GCCN) to SITA on an "as and when needed basis" for the period of five years.	PublicSectorInstitutionsin all spheres of Government in all Provinces	Valid until 2012
GT/GSSC/83/2007	Render services as and when required pertaining to computer related Human Resource skills to participate in system development and project support.	Gauteng Shared Service Centre Tender for provision of IT skills and services to all Gauteng Provincial Departments	Valid until 2011
SITA Tender 609	Functional ICT Solutions for Government	PublicSectorInstitutionsin all spheres of Government in all Provinces	Valid until end 2012

For more information on these and other Tenders awarded to Computek, contact Johannes Makgobane on 011 805 0229 or e-mail johannes@computek.co.za.

NETWORKING

Imbizo in Mpumalanga to highlight ICT service delivery for the Province

"The Imbizo was an opportunity to understand the Mpumalanga Provincial economic plan on ICT strategic initiatives which the Province intends to embark on to close the digital divide, foster economic development and prioritise for the benefits of its citizens," said Harry Chakhala, CEO of Computek.

Platinum sponsorship

The Mpumalanga Technology Breakfast Imbizo 2008, coordinated and organised by the Local Government Business Network (LGBN), was held on Friday, 22 August at the Emnotweni Arena in Nelspruit. Computek participated in the event as a Platinum sponsor. The event brought together a large number of key stakeholders from the Province and ICT sector.

ICT opportunities

"With key role players being involved in this forum, and showing such enthusiasm for the future of technology in the Province, it is possible for ICT companies to make a tremendous impact in the development of the Province," Chakhala said. The CEO of MEGA, Ms Nosizwe Nokwe, identified a number of opportunities where ICT solutions can make great strides in the expansion of service delivery in the Province. Adam Rabie, President of the Information Technology Association emphasised the need for Government and Municipalities to develop their ICT Master System Plan, engage private sector with concrete goals for support and invest in ICT skills development to ensure better delivery of IT projects in the Province.

Computek core technology

Chakhala concurred that the PPP policy adopted by the Province is a significant way forward as it will allow financing, promotion and fast track development of ICT solutions needed in departments, municipalities and rural communities. On the part of Computek it highlighted two key areas for the Mpumalanga Province:

1. Customised solution for Monitoring and Evaluation System (M&E) using SAS technology.

Computek highlighted that it has already implemented an M&E system in Limpopo and that Mpumalanga Province can leverage the same technology and fast track its implementation of the system at local, district and provincial levels.

2. Immediate provision of Broadband Satellite VSAT Connectivity for rural and remote sites.

"We have solved the issue of connectivity by implementing the VSAT wireless solution for Public Sector clients. The satellite technology provides a cost effective connectivity where there is no or limited coverage using traditional terrestrial or non-terrestrial services. These satellite connection solutions can be expanded into schools, hospitals, clinics, Thusong Service Centers/ municipalities, which due to their location, are cut off from current communication infrastructure."

Computek will open an office in Mpumalanga before the end of 2008. •



A number of stakeholders from the private and public sector attended the Technology Imbizo in Nelspruit. From l - r: Melanie Spencer from SAS and Josiah Senoa from Computek.

CONFERENCES

ICC, DURBAN, KWA-ZULU NATAL

GovTech 2008

With its main theme: “Collaborate, Innovate, Deliver”, GovTech 2008 has focused on bringing all ICT professionals up to date on the latest ICT developments in government. It also strived to inform delegates on how technology can be a change agent in improving performance and service delivery.

ComputeK was represented at the Conference attending the workshops and interacting with delegates. This was an excellent platform to network with specialists in the ICT industry. The team experienced the conference to be very informative.

The key benefit of GovTech 2008 was networking and the ability to meet with the various stakeholders in the public sector under one roof. It provided an opportunity to meet in a relaxed and informative environment with many decision makers, whom one does not get an opportunity to frequently interact with.



At Tech-Ed 2008, from left - right: Duncan McMurray; Gareth Warner; Etienne Basson; Lucas Molobya and Cobus Nigrini, all from ComputeK.

Tech-Ed 2008

The focus of Tech-Ed 2008 was primarily on Dynamic IT becoming a strategic asset to overcome information barriers, work more resourcefully and to adapt to the dynamic business world. Dynamic IT is based on three pillars, namely people, process and technology. The purpose of the Conference was to expand on these pillars, and to offer IT professionals and developers the opportunity to improve their technical knowledge.





The primary benefits of Tech-Ed were twofold:

1. It provided an excellent learning and information platform for Microsoft IT professionals across the country and from all business backgrounds. It enabled ComputeK's technical team to be updated with the latest developments, problems and methods presented by the world-class experts at the event, whilst interacting with colleagues in the field.
2. As a gold sponsor it provided ComputeK with a platform to interact with the primary Microsoft IT professionals in the country and the ability to demonstrate and showcase some of ComputeK's products and solutions, and the benefits these may hold to their organisations. •

Comutek Product Offerings

PRODUCTS AND SOLUTIONS	DESCRIPTION
 <p>QUEST SOFTWARE NETPRO Your IT infrastructure. Simplified. www.quest.com</p>	<p>Quest software offers unprecedented control over Microsoft Windows infrastructure. The company's product range is made up of software solutions focusing on security and compliance, identity and access and infrastructure management areas. NetPro, one of the key products of Quest software, is identified as the product addressing and solving all the above management areas.</p>
 <p>Centrify® www.centrify.com</p>	<p>Centrify's auditing, access control and identity management solutions enable a secure, connected computing environment by centrally securing heterogeneous systems, web applications, databases and storage systems using Microsoft Active Directory. It has two key products namely DirectControl and DirectAudit.</p>
 <p>sas THE POWER TO KNOW. www.sas.com</p>	<p>SAS business intelligence offers an integrated set of business intelligence software and services which include:</p> <ul style="list-style-type: none"> • The SAS® Enterprise Intelligence Platform <ul style="list-style-type: none"> ◦ A set of tools for integrating, managing and analyzing data and allow deployment of such data. • The SAS® Intelligence Solutions <ul style="list-style-type: none"> ◦ Applications developed specifically to solve the critical business issues unique to key line-of-business and functional areas. • SAS® Industry Solutions <ul style="list-style-type: none"> ◦ Industry-specific software, domain expertise and data models designed to assist business achieve objectives faster with less risk and at reduced cost.
 <p>LoriotPro www.loriotpro.com</p>	<p>The LoriotPro software is a professional and scalable snmp manager and network monitoring solution which enables availability and performance control of your networks, systems and smart infrastructures.</p>
 <p>ORACLE® www.oracle.com</p>	<p>Oracle has been a leader in the software industry for more than 30 years. Comutek is an Oracle partner and specializes in industry solutions, including:</p> <ul style="list-style-type: none"> • Accounting • Database Oracle Solutions • ERP • Finance • HRM • Payroll

Computek Product Offerings

PRODUCTS AND SOLUTIONS	DESCRIPTION
 <p>www.microsoft.com</p>	<p>The world's no. 1 software company provides a variety of products and services, including its Windows operating systems and Office software suite. The company has expanded into markets such as video game consoles, servers and storage software, and digital music player</p>
 <p>www.eginnovations.com</p>	<p>The eG Suite monitors infrastructure at every level: from hardware, network, servers and databases, all the way up to applications. The Suite proactively signals an alert when applications are not running optimally and promptly isolates the source of the problem, before it is noticed by users. It indicates more than 50 pre-defined models of popular software applications.</p>
 <p>www.collis.nl</p>	<p>Collis' is your one-stop solution provider with its unique combination of Consulting Services, Testing Tools, Testing Services and Training Courses. Collis specialises in:</p> <ul style="list-style-type: none"> • Payment/EMV • e-Identification • Mobile • Testing Tools • Testing Services
<p>Municipality Performance and Project Management</p> <p>www.computek.co.za</p>	<p>The Municipality Performance and Project Management System is a solution designed to assist Municipalities in managing their services and projects and is aimed at improving the overall performance of such municipal systems.</p>
 <p>www.computek.co.za</p>	<p>The VSAT / VMesh solution provides a broadband connectivity solution for rural and urban areas. This wireless solution, specifically designed and operated for Government, offers satellite communications which allows for continual connectivity where physical communication lines are not available. Computek has a fully deployed Satellite VMesh network connected to the Government Common Core Network authorized by SITA. VMesh is the most secure form of VSAT configuration.</p>

PROJECT UPDATE

Legal Aid Board BMC SDE Implementation Project

Computek recently implemented a global helpdesk system at the Legal Aid Board, which has approximately 2000 users in over 100 branches. An ITIL-complaint helpdesk solution was adopted to support other business units and proposed BMC Service Desk Express (SDE) solution which went live on 1 September 2008.

Project performance

Based on the user requirements, the implementation of the new SDE helpdesk system has been rolled out successfully. This was as a result of the commitment and hard work from both Computek consultants and LAB Helpdesk project members.

Project benefits

The Lab/SDE global Helpdesk System provides the following benefits:

- LAB has a single point of contact for services provided by HR, Finance and IT departments;
- LAB Users log service and information request calls from SDE Self Service;
- LAB Helpdesk agents resolve requests quickly and efficiently;
- Easy tracking and management of complex requests;
- Improve client and departmental staff productivity;
- Provide a means for escalating very complex requests and monitor those that are slow to be resolved;

- Identify recurring problems, report trends to management;
- Helpdesk agents resolve as many requests as possible on the initial inquiry, thereby reducing the number of queries redirected to the next level of support;
- Provide standard management reports to evaluate service delivery.



For more information on the Helpdesk and similar solutions, contact Lucas Molobya on 011 805 0229 or e-mail lucas@computek.co.za

Microsoft Partner Summit 2008

Being the Microsoft Gold Partner in Africa, Computek attended the Microsoft Partner Summit which took place during August 2008. This conference is considered to be the largest Microsoft Partner community conference on the African continent.

The Summit was aimed at creating an understanding of Microsoft's business direction and to share learning and knowledge.

"The main benefit being that it enables Computek to stay abreast of the Microsoft developments within South Africa and abroad and to come on par with the activities of other Microsoft partners," said Gareth Warner, Executive: Business Solutions, at Computek.

"The Conference was very informative for all of us and we are confident that Computek would be nominated for a trophy at the 2009 Summit."

Computek Head Office and Regional Offices

NEW APPOINTMENTS

The following appointments have been made at Computek's Head Office in Midrand:



- *Yolanda Jozeph has been appointed as Executive Administrator to the CEO of Computek, Harry Chakhala.*



- *Martin Fryer has been appointed as Account Manager at Computek's Head Office.*



- *Frans Ntsowa has been appointed as Systems Architect of the Mobile Phone-based Solutions Project.*



- *Mothusi Masudubele has been appointed as SAS Data Specialist at Computek's Head Office.*

TRANSFERS / PROMOTIONS



- *Naomi Olifant has been appointed as Computek's Human Resources Manager.*



- *Keamogetswe Mabogoane has been promoted as Computek's Recruitment Specialist.*



- *Ernst Ledwaba has been transferred from DPLG to Computek's Head Office in Midrand as the Executive: Regional Business.*



- *Sicelo Magagula, a Web Developer, has been transferred from DPLG to Computek's Head Office in Midrand.*



- *Charles Kajese, GIS Operator, has been transferred from DPLG to Computek's Head Office.*

Welcome to all who are newly appointed!



NEW APPOINTMENTS (continued)

The following employees have been appointed at Computek clients:

	Position	Client
• Bongumusa Sokhulu –	GIS Operator:	IEC
• Busisiwe Dlamini –	Desktop Support:	SITA
• Dimakatso Makhasane –	Natural Adabas Programmer:	SITA (DHA)
• Jackson Legodi –	Senior Systems Engineer:	GPL
• Moeketsi Nonyana –	Programme Manager:	DLA
• Mthobisi Manzini –	GIS Operator:	IEC
• Nomboniselo Fumbata –	Desktop Support:	DTI
• Phakamani Chiliza –	GIS Operator:	IEC
• Sello Chabane –	Desktop Support Technician:	DTI
• Sicelo Magagula –	Web Developer:	DPLG
• Stanley Moshaba –	Analyst Programmer:	SITA (DHA)
• Vela Maleke –	Project Coordinator:	SASSA

OFFICE MOVE

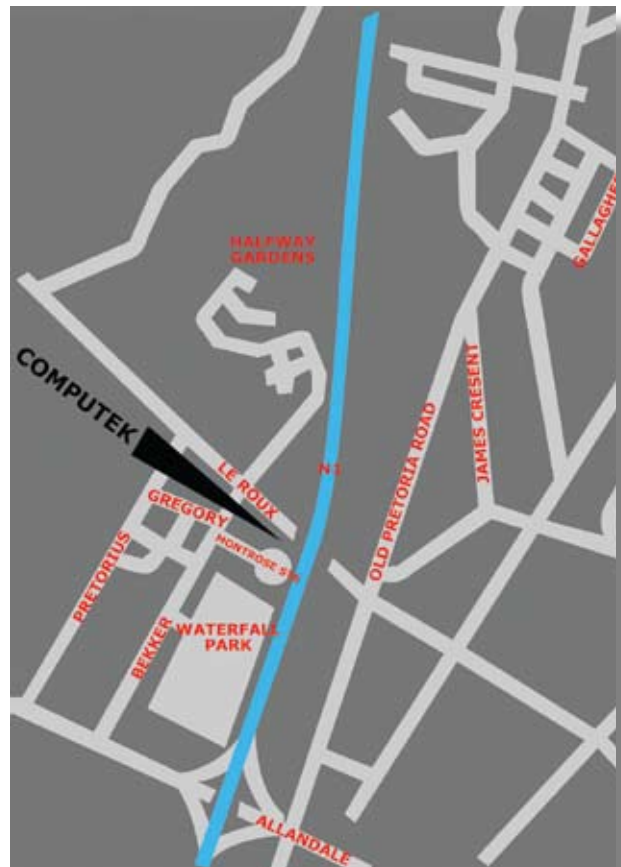
Computek Head Office at new premises

Due to the rapid growth of the company, and to ensure for future expansion, Computek's Head Office in Thornhill Office Park, Midrand, has relocated to a bigger premises. The new offices are just down the road from where the Head Office was based previously. All contact telephone numbers remain the same.

The new address for Computek Head Office is:

Birchwood Court
43 Montrose Road
Vorna Valley
MIDRAND

Tel 011 805 0229 • Fax 011 805 0124



COMMENTS/CONTACT /CONTRIBUTIONS

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