



Company Profile

COMPANY NAME:

- Africonnection

NAME AND STUDENT NUMBER OF THE LEADER:

- Katleho Mohotloane 13002273

NAME AND STUDENT NUMBERS OF TEAM MEMBERS:

- Tlhame Aphane 13004319
- Kagiso Mapulane 13003103
- Odirile Mhlari 12008102

ABOUT US:

Africonnection is an IT solution company our head office located in Pretoria CBD corner Pretorius and Andries. We are recognized as providing the highest quality of service by the international organization for standardization. Having also recently being accredited by best companies as having outstanding workforce engagement levels.

MISSION:

To provide a leading edge one stop solution for all business communication needs, backed up by a team which is passionately committed to providing an outstanding customer service.

VISION:

We strive to give our clients a competitive edge in their respective industries. Through one provision of market leading communication and network products, we are dedicated to enhancing their customer service levels, improving their work place efficiency and increasing their productivity levels.



SERVICES

Company specializes in:

- Computer Network Development
- Management.
- Design.
- Administration.
- Expandability.
- Maintenance.
- Implementation.
- Testing and anything that Computer communication can possibly include.

TEAM LEADER

Katleho Mohotloane

A team leader is someone who provides direction, instructions, and guidance to a group of individuals, who can also be known as a team, for the purpose of achieving a certain goal. An effective team leader will know his team members strengths, their weaknesses, and what motivates them.

As the team leader my job will be to manage the day-to-day activities that should be done by the members of the group doing the project and ensure that the product is delivered on time. I also have to keep the requirements and specifications of the project in mind.

To deliver expected results I need to carry out three successive processes, such as giving guidance to the team members, show them direction and resolve conflicts among members.

These processes can be further broken down into activities, such as planning, making decisions and monitoring team members.

My responsibilities include the tasks to analyze the project requirements, determine the scope of the project, allocate members to respective roles and monitor them that they carry out their given tasks.

These responsibilities can be considered in terms of the areas where management skills are required. The team leader areas that I need to concentrate on include:

- Planning and setting goals for future performance
- Listen to team members' feedback
- Monitor team members' participation to ensure the training they providing is being put into use and also to see if any additional training is needed
- Manage the flow of day-to-day operations
- Communicate clear instructions to team members



- Organizing and assigning tasks to different departments or individuals to achieve the goal
- Commanding which involves giving instructions to subordinates to carry out tasks
- Co-coordinating which involves bringing all departments together to achieve the goals
- The final key function is controlling, Leaders need to monitor progress against the goals

SECRETARY

Tlhame Aphane

A secretary provides both clerical and administrative support to professionals, either as part of a team or individually. The role plays a vital part in the administration and smooth-running of a project. A Secretary is also involved in the coordination and implementation of office procedures and frequently has responsibility for specific projects and tasks and, in some cases, oversees and supervises the work of junior staff.

Most work involves both written and oral communication, word processing and typing, and requires relevant skills such as IT, organizational and presentation skills, as well as the ability to multi-task and work well under pressure.

RESPONSIBILITIES

- Attending meetings, taking minutes and keeping notes
- managing and maintaining budgets
- printing various documents

PROJECT MANAGER ROLE

Kagiso Mapulane

As a project manager I will be responsible for the successful initiation, planning, design, execution, monitoring, controlling and closure of a project. I'm expected to have a combination of skills including an ability to ask penetrating questions, detect unstated assumptions and resolve conflicts, as well as more general management skills. My duties are the recognition that risk directly impacts the likelihood of success and that this risk must be both formally and informally measured throughout the lifetime of the project.

Risks arise from uncertainty, and I should focus on this as the main concern. Most of the issues that impact a project arise in one-way or another from risk. As project manager I have to lessen risk significantly, often by adhering to a policy of open communication, ensuring every significant participant has an opportunity to express opinions and concerns.



Responsible for making decisions both large and small, in such a way that risk is controlled and uncertainty minimised. Every decision taken by my role as a project manager should be taken in such a way that it directly benefits the project. Project managers use project management software, such as Microsoft Project, to organise their tasks and workforce. These software packages allow project managers to produce reports and charts in a few minutes, compared with the several hours it can take if they do it by hand.

Roles and Responsibilities

My roles as the project manager encompass many activities including:

- ❖ Planning and Defining Scope,
- ❖ Activity Planning and Sequencing,
- ❖ Resource Planning,
- ❖ Developing Schedules,
- ❖ Time Estimating,
- ❖ Cost Estimating,
- ❖ Developing a Budget,
- ❖ Documentation,
- ❖ Creating Charts and Schedules,
- ❖ Risk Analysis,
- ❖ Managing Risks and Issues,
- ❖ Monitoring and Reporting Progress,
- ❖ Team Leadership,
- ❖ Strategic Influencing,
- ❖ Business Partnering,
- ❖ Working with Vendors,
- ❖ Scalability, Interoperability and Portability Analysis,
- ❖ Controlling Quality,
- ❖ Benefits Realisation.

SUBJECT MATTER EXPERT

Odirile Mhlari

My key role is to make sure that IT becomes totally business aligned with the goals and business process of the organization and to Serve as the department's liaison to the IS Help Desk to facilitate IS involvement in basic troubleshooting, problem identification and escalation paths to technical experts or the vendor.

- ❖ Maintain availability as the primary contact to whom the IS Department can communicate outages or technology issues that may impact the area's productivity or ability to provide critical services.
- ❖ Identify, establish and maintain downtime procedures to deal with IT outages that may negatively impact the application's availability and potentially the department's productivity or ability to meet its mission or objectives.
- ❖ Facilitate departmental user training to ensure efficiency and optimal productivity by providing on-the-job training or working with the vendor to arrange for third-party training.
- ❖ Participate with IT staff and vendor representatives in discussions that involve the implementation of application (version) changes that may have an impact the department's workflow, productivity or the application's (end-user's) functionality.
- ❖ Maintain (working) knowledge of the application user interface; i.e., the ways in which the product is designed to interact with the user in terms of text menus, checkboxes, text or graphical information and keystrokes, mouse movements required to control the application; as well as, report creation/generation and other information about the use of the application that is essential to the day-to-day operation and productivity of the department.
- ❖ Create user-specific policies and/or procedures that may be required to address appropriate departmental use and functionality.
- ❖ Describe how critical the application is in meeting the mission and objectives of the department in providing services or in maintaining productivity.
- ❖ Work with IS to coordinate/facilitate required software upgrades/updates that may impact departmental/user productivity.
- ❖ Provide on-site first response for end-user issues related to end-user application performance or functionality issues.
- ❖ Budgeting and procurement of funds associated with the ongoing management and maintenance the Solution/Application throughout its lifecycle, which may include but may not be limited to: hardware, software, licensing, maintenance and support contracts, and other equipment and/or services/agreements that may be required.
- ❖ Budgeting and procurement of funds that may be required to secure the services of a third-party vendor(s) for any solution component (hardware or software) that is not supported by the IS Department. The sponsor/ owner are responsible for all expenses and liability associated with any agreement(s) or service(s) contracted between them and the vendor.
- ❖ Manage application licensing requirements (identify/forecast needs) and communicate expenses or requirements to the department's financial resource.



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