# Chapter 1

## List of People

1. Senior Accountants
   1. Financial reporting and account management
2. Financial Controllers
   1. Process invoices and do collections.
3. IT Managers
   1. Manage IT systems
4. Directors
   1. Direct and Manage divisions/organizations
5. Customer Service Directors
   1. Manage customer relations
6. Senior Consultants
   1. Assist business with different expertise, it can be with business processes or IT solutions
7. Infrastructure Support Group PG 3
   1. Support IT infrastructure
8. Executive Management
   1. Responsible for strategy and to set organizations goals
9. End Users
   1. Users of the IT infrastructure to support administrative or core operations within the organization
10. Application Software Developers
    1. Develop applications within an organization
11. IT supervisors
    1. Provide IT supervision to IT staff
12. Chief Operating Officer
    1. Oversees core operations within the organization
13. Department heads (HOD’s)
    1. Heads of the divisions within a organization
14. Chief Information Officer
15. IT professionals
    1. Includes all IT personnel including database administrators, systems analysts, developers, infrastructure and network support e.t.c
16. Customers
    1. Customers may be business or individuals who buy your products or make use of your services as an organization

## Categories of People in my organization

1. Financial Controllers
   1. Book Keeper
   2. Creditors and creditors controller
2. IT Manager/Gito
3. Customer Service Directors
   1. Compliance/Licensing Officers
   2. Transformation Officers
   3. Diamond and PM Registers
   4. Diamond and PM Inspectors
4. Consultants
   1. Application Developers
   2. Network Operators
5. IT professionals
   1. Infrastructure, Desktop Support Group and Service Desk
      1. Systems Administrator
      2. Service Desk Operator
      3. Information Security Officer
   2. Application Software Developers
      1. Systems Analyst/DBA
      2. Business Analyst
      3. Jnr.Developer
6. Executive Management
   1. Security and Risk Management GM
   2. Compliance GM
   3. Corporate Services GM
   4. CFO
   5. CEO
7. Department heads (HOD’s)
   1. Licensing Manager
   2. Diamonds Manager
   3. GDV Manager
   4. PM Manager
   5. DEEC Dep Manager
   6. IT Manager
   7. Finance Manager
   8. HR Manager
8. Customers
   1. Diamond Dealers
   2. Diamond Beneficiators
   3. Producers
   4. Polished Diamond Clients

## Organogram

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## Core Business Functions Supported by ICT

* Creation of new Clients (License Holders).
* Printing of Licenses
* Billing of Clients
* Register Precious Metals and Diamonds movement
* Conducting diamond Tenders
* Diamonds Imports and Exports

# Chapter 2

## Structure of IT organization

* Help Desk – it’s located in the ICT division, reporting to the Systems Administrator
* Database Administration – This is the Systems Analyst who also works as a Database Administrator and It’s located in the ICT department under the Applications development and support team.
* Network Operations – it’s located within the ICT division, outsourced
* Systems Management – It’s located within the ICT division under the ICT Manager who is reporting to the Corporate Services Manager.
* Project Administrator – located in the ICT division and reports to the ICT Manager
* Business Analyst - located in the ICT division and reports to the ICT Manager
* Systems Analyst - located in the ICT division and reports to the ICT Manager
* Information Security Officer - located in the ICT division and reports to the ICT Manager
* Systems Administrator - located in the ICT division and reports to the ICT Manager
* Service Desk Administrator- reporting to the Systems Administrator
* ICT Manager – Reports to the Corporate services General Manager

## Diagram for the above structure

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## Rationale for IT Organization

Help Desk

The help desk has been positioned in the ICT team because my organization is very small and there is no other formal help desk within the organization that it can be merged with. The personnel under service desk are expected to assist other sub divisions within IT due to the small team we have as ICT, we are only 8.

Database Administration

The systems Analyst serves as the Database Administrator with Assistance from the Systems Administrator. This is because there is no budget for the Database Administrator work and there work is not yet enough for such a role.

Network Operations

The Systems Administrator oversees this, but network operations are outsourced because we do not have budget for the role, and the work is not enough in this particular area.

Systems Management

The ICT manager oversees systems management with the assistance of the Project administrator, it’s because of the size of the organization that the manager oversees this area.

# Chapter 3

1. Database Management Systems
2. MS SQL Server and MS Access
3. The Systems Analyst and Business Analyst
4. The organization does use consultants for Applications Development, this is because the organization does not have enough capacity to develop all required applications. On-board staff only do Maintenance and Support.

# Chapter 4

1. Key Customers to ICT, Internal Staff and External Clients
2. Internal Staff

|  |  |  |
| --- | --- | --- |
| **Key Service** | **Process Supporting the key service** | **Supplier supporting the key process** |
| Emails | Maintaining the Exchange Server, Setup and Backup emails for the customers | ICT systems Administrator |
| Telephone | Maintain the telephone line | Telkom Engineers |
| License Printing | Provide printers for license printing and configure them properly | ICT Service Deck Administrator |
| Audit Reports/historic data | Write scripts to retrieve the data, and present them in readable format for the user. | ICT Systems Analyst/Business Analyst |
| Conducting Diamond Tenders | Develop and constantly maintain the module used for tenders | ICT Business Analyst, Systems Analyst and Consultants |
| Capturing of Clients | Develop and constantly maintain the module used for the creation of new clients | ICT Business Analyst, Systems Analyst and Consultants |
| Retrieving Statistical Data | Write scripts to retrieve the data, and present them in readable format for the user. | ICT Systems Analyst/Business Analyst |
| Printing of Payroll | Maintain the VIP server, Backup VIP Data | ICT systems Administrator |
| Billing | Constantly update the billing script and retrieve billing reports for business | ICT Systems Analysts |
| Financial Reporting | Retrieve and Correct age analysis data | Pastel Consultans |