

INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

REFERENCE NUMBER: ITPS_EXXARO
 NAME OF BU: the conneXXion
 DESCRIPTION OF ENQUIRY: Provision of information technology professional services to Exxaro business units (Lephalale, Delmas, Kriel, Belfast and Centurion)

SCOPE OF WORK:

Services	Scope of Service
IT Management Services (Networking, Database Management, Server Management)	
IT management services	<ul style="list-style-type: none"> • Responsible for the design, procurement, installation, upgrading, operation, control, maintenance (including storage, modification and communication of data, voice, text, audio and images) and effective use of IT infrastructure components and monitors their performance. • Provides technical management of an IT operation, ensuring that agreed service levels are met and all relevant policies and procedures are adhered to. • Scheduling and supervising all IT maintenance and installation work. • Ensures that operational problems are identified, recorded, monitored and resolved. Provides appropriate status and other reports to specialists, users and managers. • Ensures that operational procedures and working practices are fit for purpose and current. • Investigate and manages the adoption of appropriate tools, techniques and processes (including automation) for the management of systems and services.
Service level management services	<ul style="list-style-type: none"> • Ensure that service delivery meets agreed service levels. • Creates and maintains a catalogue of available services. In consultation with the customer negotiates service level requirements and agrees service levels. • Diagnoses service delivery problems and initiates actions to maintain or improve levels of service. • Establishes and maintains operational methods, procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency.
Continuity, availability and capacity management services	<ul style="list-style-type: none"> • Leads the development and implementation of a continuity management plan. • Identifies information and communication systems that support the critical business processes and manages the relationship with specialists with authority for those systems.

	<ul style="list-style-type: none">• Evaluates the critical risks associated with systems operation and identifies priority areas for improvement.• Designs and implements a testing strategy to ensure that continuity plans and procedures address exposure to risk and that agreed levels of continuity are maintained.• Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities.• Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.• Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities.• Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.• Manages capacity modelling and forecasting activities.• Pro-actively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes.• Provides advice to support the design of service components including designing in flexible and scalable capacity.• Works with business representatives to agree and implement short- and medium-term modifications to capacity.• Drafts and maintains standards and procedures for service component capacity management.• Ensures the correct implementation of standards and procedures.
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IT, network,
infrastructure
and first line
desktop
support
services

- Responsible for installation projects, providing effective team leadership, including information flow to and from the customer during project work.
- Develops and implements quality plans and method statements. Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made.
- Provides technical expertise to enable the correct application of operational procedures. Uses infrastructure management tools to determine load and performance statistics.
- Contributes to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components in virtualised environments.
- Implements agreed infrastructure changes and maintenance routines. Configures tools to automate the provisioning, testing and deployment of new and changed infrastructure.
- Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures.
- Provides reports and proposals for improvement, to specialists, users and managers.
- Maintains the network support process and checks that all requests for support are dealt with according to agreed procedures.
- Uses network management software and tools to investigate and diagnose network problems, collect performance statistics and create reports, working with users, other staff and suppliers as appropriate.
- Drafts and maintains procedures and documentation for network support.
- Makes a significant contribution to the investigation, diagnosis and resolution of network problems.
- Ensures that all requests for support are dealt with according to set standards and procedures.

<p>Asset and configuration management services</p>	<ul style="list-style-type: none"> • Responsible for scope finalization of configuration management processes and the configuration items (CIs) and related information to be controlled. • Identifies, evaluates and manages the adoption of appropriate tools, techniques and processes (including automation) for configuration management to ensure information is complete, current and accurate. Plans the capture and management of CIs and related information. Contributes to development of configuration management strategies, policies, standards, and guidelines. • Manages and maintains the service compliance of all IT and service assets in line with business and regulatory requirements involving knowledge of financial and technical processes, tools and techniques. Identifies, assesses and communicates associated risks. • Ensures asset controllers, infrastructure teams and the business co-ordinate and optimise value, maintain control and maintain appropriate legal compliance.
<p>Change, release and deployment management services</p>	<ul style="list-style-type: none"> • Develop implementation plans for complex requests for change. • Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). • Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management. • Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change. • Leads the assessment, analysis, planning and design of release packages, including assessment of risk. • Liaises with business and IT partners on release scheduling and communication of progress. • Conducts post release reviews. • Ensures release processes and procedures are applied and that releases can be rolled back as needed. • Identifies, evaluates and manages the adoption of appropriate release and deployment tools, techniques and processes (including automation).

<p>Security administration and penetration testing services</p>	<ul style="list-style-type: none"> • Monitor the application and compliance of security administration procedures and reviews information systems for actual or potential breaches in security. • Ensures that all identified breaches in security are promptly and thoroughly investigated and that any system changes required to maintain security are implemented. • Ensures that security records are accurate and complete and that request for support are dealt with according to set standards and procedures. • Contributes to the creation and maintenance of policy, standards, procedures and documentation for security. • Coordinates and manages planning of penetration tests, within a defined area of business activity. • Delivers objective insights into the existence of vulnerabilities, the effectiveness of defences and mitigating controls - both those already in place and those planned for future implementation. • Takes responsibility for integrity of testing activities and coordinates the execution of these activities. • Provides authoritative advice and guidance on the planning and execution of vulnerability tests. Defines and communicates the test strategy. • Manages all test processes and contributes to corporate security testing standards.
<p>Database administration services</p>	<ul style="list-style-type: none"> • Use database management system software and tools, and knowledge of logical database schemata, to investigate problems and collect performance statistics and create reports. • Carries out routine configuration, installation, and reconfiguration of database and related products. • Develops and configures tools to enable automation of database administration tasks. Identify problems and issues and recommend corrective actions.
<p>Storage management services</p>	<ul style="list-style-type: none"> • Manage the storage and backup systems to provide agreed service levels. • Responsible for creating, improving, and supporting quality IT services with optimal utilisation of storage resources, ensuring data security, availability and integrity of business data. • Develops standards, procedures and guidelines for implementing data protection and disaster recovery functionality for all business applications and business data using different online and offline storage devices.
<p>Problem and incident management services</p>	<ul style="list-style-type: none"> • Services that initiate and monitors actions to investigate and resolve problems in systems, processes and services. • Determines problem fixes/remedies. • Assists with the implementation of agreed remedies and preventative measures.

	<ul style="list-style-type: none"> • Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. • Ensures that such problems are fully documented within the relevant reporting system(s). • Enables development of problem solutions. • Coordinates the implementation of agreed remedies and preventative measures. • Analyses patterns and trends. • Prioritises and diagnoses incidents according to agreed procedures. • Investigates causes of incidents and seeks resolution. • Escalates unresolved incidents. • Facilitates recovery, following resolution of incidents. • Documents and closes resolved incidents according to agreed procedures. • Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. • Facilitates recovery, following resolution of incidents. • Ensures that resolved incidents are properly documented and closed. • Analyses causes of incidents and informs service owners to minimise probability of recurrence and contribute to service improvement. • Analyses metrics and reports on performance of incident management process.
<u>Project, Program and Portfolio Management (Agile & Dev Ops) Services</u>	
Project Admin/Doc Controller Services	<ul style="list-style-type: none"> • Responsible for administration of all documentation and maintenance of project management tool(s). • Liaise and collaborate with IT Leads to ensure that the activities, issues and risks are tracked and escalated. • Identify existing resources and allocate them to right activities. • Re-phase demand over time based on view of supply pools and category and priority of demand. • Compile, coordinate and manage all project related documentation. • Ensure relevant resources are available when needed and are allocated to right activities. • Manage all documentation and provide enough control of knowledge/outputs for projects (i.e. Document control).

Project Scheduler Services	<ul style="list-style-type: none"> • Assist relevant stakeholders in identifying new initiatives within the Portfolio and/or Programme, to improve systems and processes at the business unit area. • Utilize Agile project management techniques to improve efficiency and assist project teams to operate in an agile manner. • Assist with appropriate performance feedback for project team members. • Create and update project reporting and communication. • Assist with the portfolio management decision process through the support of the creation of project charters, scopes, risk assessments and budgets.
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Project Cost Controller Services	<ul style="list-style-type: none"> • Assist with appropriate performance feedback of project financial matters. • Coordinate and action all project financial matters such as payment of invoices, cost reporting and journaling. • On a day-to-day basis, own the enterprise Information Technology (IT) reporting / dashboarding process to ensure that information is accurate and timely for executive decisioning. <p>Cost Controls</p> <ul style="list-style-type: none"> • Contract financials • Contract Management • Project Financial Budget • Projects Forecasts • Invoice tracking • Reporting on Financials • Payments management of Projects Requests and Orders • Staff payment processing and tracking • Proforma invoices of PMO
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Jnr Project Manager Services	<ul style="list-style-type: none"> • Assist relevant stakeholders in identifying new initiatives within the Portfolio and/or Programme, to improve systems and processes at the business unit area. • Utilize Agile project management techniques to improve efficiency and assist project teams to operate in an agile manner. • Coordinate activities to enable relevant stakeholders to complete vendor and resource management. • Assure proper quality standards are maintained for project tools and templates. • Lead meetings with guidance or in the absence of relevant stakeholders, as needed. • Assist relevant stakeholders with project risk and change management aspects for projects. • Liaise and collaborate with relevant stakeholders to ensure that the activities, issues and risks are tracked and escalated.
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<p>Project Manager Services</p>	<ul style="list-style-type: none"> • Ensure alignment of projects with the business unit’s strategy and objectives. • Ensure leading practices in developing a project plan and initiate project mobilization by confirming project scope, estimate, resources, roles and responsibilities. • Support the portfolio management decision process through the creation of project charters, scope documents, risk assessments and budgets. • Manage project risk and change management for small- to medium-scale IM projects. • Lead the assessment of inter-project dependencies and gauge the financial impact and risk of the project. • Weekly reporting on project status, risks, issues and key decisions to relevant stakeholders. • Identify and anticipate risks and issues. Facilitate resolution, mitigation, and appropriate escalation.
<p>Snr Project Management Services</p>	<ul style="list-style-type: none"> • Ensure alignment of projects with the business unit’s strategy and objectives. • Ensure leading practices in developing a project plan and initiate project mobilization by confirming project scope, estimate, resources, roles and responsibilities. • Support the portfolio management decision process through the creation of project charters, scope documents, risk assessments and budgets. • Manage project risk and change management for small- to medium-scale IM projects. • Lead the assessment of inter-project dependencies and gauge the financial impact and risk of the project. • Weekly reporting on project status, risks, issues and key decisions to relevant stakeholders. • Identify and anticipate risks and issues. Facilitate resolution, mitigation, and appropriate escalation.
<p>Programme Management Services</p>	<ul style="list-style-type: none"> • Manage stakeholder’s expectations from a customer and IM perspective in translating the BU strategy and business plans into the IM Portfolio. • Ensure alignment between the IM portfolio (Customer demand) and that of the BU, IM IT and OT strategy. • Manage and execute an active and balanced IM portfolio within a cost and resources constrained environment. • Manage the Portfolio and Programme scope to ensure the programme objectives/business value is achieved, and delivery within time, quality and cost. • Manage seamless handover of IM Programme(s) and Projects into operations. • Alignment with the EPMO.

<p>Jnr Analyst Services</p>	<ul style="list-style-type: none"> • To ensure smooth integration of all Application service provision so that there is no avoidance of service delivery responsibility by any service provider to the BU. • To ensure that the 'buck stops here' within the BU wrt Application Management and control. • Analyse and refine functional and non-functional requirements for delivering the necessary technology service to business. • To provide guidance in strategic solutions relating to core business processes while ensuring leadership in architecture and to exploit information in the business. • Provide first line application support to area of responsibility.
<p>Developer Analyst Services</p>	<ul style="list-style-type: none"> • Develop, build, configure and unit test solutions from low level designs • Ensure that solutions meet requirements outlined in the design documentation • Ensure solutions are justified in terms of value to the business • Ensure that developed solutions are peer reviewed and formally documented • Unit test solutions to ensure they meet quality standards • Collaborate with service transition and operations team for continuous service delivery • Solution build is as per business requirements and as per enterprise IT standards and with minimum & agreed variance • from functional & technical specifications • Design solutions and ensure they are technically viable

<p>Solution / Business Analyst Services</p>	<ul style="list-style-type: none"> • Translate requirements into Business Requirement document and Functional Design Specifications. • Assist in creating and validating business cases. • Ensure designs adhere to architectural standards and are practically implementable. • Validate solutions for quality, architectural and functional requirements. • Ensure all test efforts are planned, monitored and executed. • Perform first line application support for all applications in area of responsibility. • Develop and maintain project demand plan for area of responsibility.
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<p>Project & Ops Resource Coordinator Services</p>	<ul style="list-style-type: none"> • Will be appointed as SHEQ responsible person under the Mine Health and Safety Act and will be responsible to oversee the short, medium and long-term contractors performing ICT maintenance and installation tasks at Grootegeluk Complex. • Will be responsible to assist newly appointed contractors to obtain the necessary work permits to access different areas of the GGC as necessary. • Will be responsible to arrange the necessary access permission for visitors to the IM department from other BU's, corporate office or private companies, visiting the IM department to attend meetings or workshops. • Monitor and manage the integration of end-to-end service delivery processes between customers, users and multiple service providers.
<p>Project Change Management Services</p>	<ul style="list-style-type: none"> • Create actionable deliverables for the five change management levers: communications plan, sponsor roadmap, coaching plan, training plan, resistance management plan. • Complete change management assessments. • Identify, analyze and prepare risk mitigation tactics. • Integrate change management activities into project plan. • Evaluate and ensure user readiness. • Manage stakeholders.
<p>IM Infrastructure</p>	<ul style="list-style-type: none"> • Ensure smooth integration of all IT and OT operational service provision so that there is no avoidance of service delivery responsibility by any service provider within the BU.

<p>Coordinator Services</p>	<ul style="list-style-type: none"> • Manage inter-dependencies and multiple vendor relationships in terms of service performance across the BU. • Monitor and manage the integration of end-to-end service delivery processes and service levels between customers, users and service providers. • Drive resolution of incident and problem management within GGC. • Manage, monitor and measure overall quality of services and service levels, and trend thereof. • Coordinate and log change requests, prepare change schedules and documentation for CAB. • Coordinate problem investigations (recurring incidents) and remedial action implementation within the region.
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<p>Agile Scrum Master</p>	<ul style="list-style-type: none"> • Stakeholder Engagement • Project conflict management • Project risk assessment • Resource allocation to projects • Project cost assessment • ROI assessment • Assign Resources • High level Sprint planning • Manage sprint delivery • Manage communication between project team and Requestor • Consolidate activities statuses from project team • Produce weekly reports • Run daily scrum sessions • Support analytics initiatives • Request for required licenses • Manage business expectations • Close off completed Projects • Register new demand
<p><u>IT Governance and Assurance Services</u></p>	
<p>Junior IM Assurance Analyst services</p>	<ul style="list-style-type: none"> • Follow a Risk Based approach to all IM assessments • PMO Governance Reviews • Technical Reviews assessments and general controls, application controls etc. • Evaluate the effectiveness of controls over information systems and information security • Document work performed, and report feasible recommendations to management where deficiencies are found. • Identify risks and controls for business processes, technical infrastructure systems, networks, servers, databases and key • IM systems/applications development initiatives
<p>IM Assurance Analyst services</p>	<ul style="list-style-type: none"> • Follow a Risk Based approach to all IM assessments • PMO Governance Reviews • Technical Reviews assessments and general controls, application controls etc. • Evaluate the effectiveness of controls over information systems and information security • Document work performed, and report feasible recommendations to management where deficiencies are found. • Identify risks and controls for business processes, technical infrastructure systems, networks, servers, databases and key • IM systems/applications development initiatives

<u>IT Management Services (Application)</u>	
Azure Data Integration Developer services	<ul style="list-style-type: none"> • Test connections to source systems • Build integration patterns • Build Integration packages • Build analysis packages • Create automated schedules for data refresh • Build deltas • Monitor performance • Manage data lakes • Build reporting Data Marts • Provide activity status to scrum Master
Data Scientist services	<ul style="list-style-type: none"> • Cleaning and validating data to ensure accuracy, completeness and uniformity • Analyze data for actionable insights • Communicate findings to stakeholders • Produce data quality stats • Interpreting data to discover solutions and opportunities • Analyze data to identify patterns and trends • Provide activity status to scrum Master • Data Modelling • Data mining • Develop AI solutions <p>Train models</p>
Front End Developer services	<ul style="list-style-type: none"> • Build new dashboards • Optimize existing dashboards • Create dashboard manuals • Train users to navigate the dashboard • Prepare handover to support documents • Ensure dashboards adhere to corporate identity • Ensure correct data security levels are applied • Request for cloud infrastructure resources • Provide activity status to scrum Master
Support Specialist services	<p>Oversee handover process from developers</p> <p>Manage all job schedules</p> <p>Manage development environment</p> <p>Manage QA environment</p> <p>Manage production environment</p> <p>Manage user licenses</p> <p>Manage incubation hub</p> <p>Allocate infrastructure resources to projects</p> <p>Monitor cloud services billing to avoid going over budget</p>

<p>Head RPA services</p>	<ul style="list-style-type: none"> • Own the operating model for the delivery of high quality and consistent automated processes in line with operational requirements. • Drive greater understanding of the roles and services provided by the RPA capability through product demonstrations, operating model presentations and demand generation workshops. • Evaluating and validating candidate processes against the business strategy and suitability for automation. • Prioritising process pipeline to deliver automation in a cost-effective manner and against business requirements. • Operational accountability for the delivery of automated processes according to agreed timescales. • Accountability for service management in line with operational KPIs. • Responsible for tracking and reporting of performance and benefits to all stakeholders. • Managing resistance, including both business and technical challenges. • Accountable for delivering performance and continuous improvement. • Managing the relationship with IT to deliver a stable and scalable technology platform that is fit for purpose. • Engagement with business and IT change management teams to proactively manage operational and system changes to maintain service delivery. • Internal and external escalation point for operations, IT and third parties.
<p>RPA Process controller services</p>	<ul style="list-style-type: none"> • Daily administration of the Blue Prism live environment (running processes, maintaining resource PCs, viewing logs etc). • Case Management, managing and allocating process workloads. • Managing and investigating exceptions (Business and System Exceptions). • Basic Process Studio and Object Studio skills. • Solving issues that arise in the day to day running of Blue Prism processes and assisting in the provision of timely responses and solutions as required. • Communicating with Blue Prism on software related issues, suggesting improvements and participating with other users in the Blue Prism community.
<p>RPA Delivery Lead Role services</p>	<ul style="list-style-type: none"> • Manage the detailed tasks required to deliver high quality Blue Prism solutions in accordance with the agreed Blue Prism Delivery Methodology to achieve a consistent high standard of solution to Business Requirements. • Accurate planning and tracking of Define, Design, Configure and Test deliverables and ensuring stakeholders are regularly appraised of status and progress. • Ensuring the business needs are understood and delivered against in each step of the delivery cycle to ensure the Blue Prism solution meets the Business Customers need

	<ul style="list-style-type: none"> • Remove blockers to delivery and escalate issues when appropriate. • Identifying risks and dependencies within Process Delivery and effectively managing these across internal departments and Blue Prism as necessary to deliver. • Production of accurate cost and resource estimates and delivering against agreed budgets, maintaining transparent financials in adherence with Finance best practices.
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SAP Consultant services	<ul style="list-style-type: none"> • Determining business needs via consultation, business analysis, and targeted observations. • Assessing existing IT infrastructure and recommending improvements. • Developing and configuring customized SAP solutions. • Writing scripts and programs to create user-friendly interfaces and enhanced functionalities. • Deploying SAP solutions and ensuring smooth system integration. • Troubleshooting and resolving issues to optimize performance. • Providing SAP system support and end-user training. • Performing rigorous documentation of SAP processes and presenting progress reports. • Ensuring compliance with industry regulations. • Keeping abreast of the latest SAP offerings, updates, and developments. • Execute responsibilities that will ensure customer satisfaction, by adhering to Service Level Agreements (SLAs)
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Integration specialist services	<ul style="list-style-type: none"> • Devising and reporting on integration development plans and strategies. • Developing asynchronous messaging architectures, rule-based systems, and network architectures. • Coordinating activities with other developers to ensure that integration projects are completed on time. • Formulating strategies and designing architectures for systems integrations. • Ensuring that best practices in integration processes are followed by the organization. • Checking and correcting conflicts in data configurations and overlaps. • Maintaining the integrity and smooth functioning of the company's integration architecture. • Analyzing and improving current system integrations and migration strategies. • Identifying, debugging, and advising on system errors or architecture issues. <p>Assisting with the management of organizational databases and retrieval systems.</p>
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	<ul style="list-style-type: none"> • Execute responsibilities that will ensure customer satisfaction, by adhering to Service Level Agreements (SLAs)
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<p>Cross application specialist services</p>	<ul style="list-style-type: none"> • Manage and optimize all cross-application functionality • Impact assessment on user access requests • Provide access to Enterprise applications • SAP Profile management • Manage application licenses • Configuration and prototyping of application regarding workflow and substitution • System and operational, technical application support regarding EDI, ALE, Pi, Bank payments and Right fax • Align archiving activities to Technology architecture design • Comply with Authorizations and Access processes and procedures • Execute responsibilities in a manner that is in accordance to guidelines and standards associated with quality service delivery of SAP Cross Application Support services • Identify service performance improvement opportunities associated with area of responsibility • Execute responsibilities that will ensure customer satisfaction, by adhering to Service Level Agreements (SLAs)
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Architectural Services

Junior
solution's
architect
services

- Building and integrating information systems to meet the company's needs.
- Assessing the systems architecture currently in place and working with technical staff to recommend solutions to improve it.
- Continually researching current and emerging technologies and proposing changes where needed.
- Informing various stakeholders about any problems with the current technical solutions being implemented.
- Keeping up to date with all changes in applicable Processes and procedures.
- Conduct technical assessment of requirements to determine design impacts, high level solution approach, affected areas and cost estimates.
- Develop functional requirement specifications according to standard templates, applying best industry practices.
- Work closely with business units to identify opportunities for increased efficiencies and revenue.
- Proactively communicate and collaborate with external and internal customers to analyse business requirements and design solutions to deliver analysis and solution artefacts as needed,
- Ensure the application components align with the execution and operations architectures and meet application performance goals.
- Actively participate in ARB, present solutions, contribute to solution architecture improvement and solution designs.

Solution architect services

- Building and integrating information systems to meet the company's needs.
- Assessing the systems architecture currently in place and working with technical staff to recommend solutions to improve it.
- Providing supervision and guidance to development teams.
- Continually researching current and emerging technologies and proposing changes where needed.
- Informing various stakeholders about any problems with the current technical solutions being implemented.
- Providing updates to stakeholders on product development processes, costs, and budgets
- Keeping up to date with all changes in applicable Processes and procedures.
- Conduct technical assessment of requirements to determine design impacts, high level solution approach, affected areas and cost estimates.
- Develop functional requirement specifications according to standard templates, applying best industry practices.
- Work closely with business units to identify opportunities for increased efficiencies and revenue.
- Recommend, research and oversee implementation of new applications / software
- Proactively communicate and collaborate with external and internal customers to analyse business requirements and design solutions to deliver analysis and solution artefacts as needed,
- Define how the components of all the applications relate to each other, and how the facilities (new or existing) will support the capability or business area.
- Ensure the application components align with the execution and operations architectures and meet application performance goals.
- Actively participate in ARB, present solutions, contribute to solution architecture improvement and solution designs.
- Identify and address application and data issues that affect application performance and integrity.
- Identify cross-capability and cross-release issues that affect the business architecture integrity.

	<ul style="list-style-type: none"> • Work with other architects to ensure the application components align with a specific architecture component and meet performance goals. • Work with other architects to select the operating alternatives that form the overall operating strategy and business architecture. • Identify risks and assumptions associated with the applications. • Define the functional and technical specifications input for RFP/vendor selection processes • Manage projects according to agreed timelines and budget allocations; where required • Participate in continuous improvement activities that will improve design policies, standards and principles based on industry best practices and standards.
Senior solution architect services	<ul style="list-style-type: none"> • To provide and maintain business process architecture to align solution with business processes. • Drive a fit for purpose Solution Architecture and Design aligned with client wider architectural principles, policies and design • Work with engagement leads to manage design milestones, and ensure effective design governance around key design decisions • Responsible for design of the end-to-end solution template and functional architecture in alignment with • Business requirements, Digital Guidelines and Industry Leading practices; drives solution standardization. • Works closely with Solution and Product Management teams, Technical Product Owners, Functional Analysts and Architects to assist in definition of Solution. • Product vision and roadmap, as well as, in planning of the Program Increments. • Work closely with business and digital stakeholders to fully understand the requirements, pain points and areas of improvements, and to enable effective and suitable technology solutions. • Drives E2E Business Process modelling and gap analysis (Solution Confirmation) of the technology solutions to determine a need for customization and objects. • Suggests alternative solution to customizations to drive fit for purpose solution. • Assists with the identification of cross-functional and crossteam dependencies, drives critical design decisions to closure and helps develop cohesive integrated solution. • Assists with creation of the Solution backlog (Capabilities, Features). • Reviews and helps to address the impediments and resolve Risks.

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| | <ul style="list-style-type: none">• Provides guidance to the teams on end-to-end solution components. |
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<p>Enterprise architect services</p>	<ul style="list-style-type: none"> • To provide alignment between business strategy and IM strategy • Drive adoption of Architecture Framework. • Definition, implementation, and execution of the processes for the definition, maintenance, and conformance management of the Enterprise Architecture. • Update and maintenance of the key Enterprise Architecture deliverables. • Establishment and maintenance of contacts within business units and information system programs to understand business activities and business drivers, business requirements, solutions strategies and alternatives, etc., being considered and/or implemented. • Architectural leadership in the resolutions of inter-program and inter-project issues. • Drive ongoing adoption of the Enterprise Architecture both within the information community, and the business units. • Ongoing research and assessment of new analysis approaches for potential use within the Enterprise. • The consultant in business process analysis and design, and service delivery, particularly with respect to the use of <ul style="list-style-type: none"> • information, and trends and directions • Ensure conformance and compliance of projects and programs with Architect guidelines. Essentially the “voice of the customer” during development activities • Evaluating internal functions, business development strategies, and IT processes and suggesting improvements. • Creating business architecture models to reflect the organization's strategies and goals and creating and implementing business visions and goals. • Suggesting ideas to reduce costs in IT and business leadership. • Organizing training to improve employees' knowledge and skills for future organizational growth. • Create methods for compliance architecture, such as data storage, metadata management, and change control. • Determining and implementing build versus buy strategies, mentor personnel, and views of the overall business strategy.
<p>Network architect services</p>	<ul style="list-style-type: none"> • Manage technical network solutions and frameworks • Perform network troubleshooting to isolate and diagnose common network problems. • Recommend areas of upgrade for network hardware and software components as required.

	<ul style="list-style-type: none"> • Design and inspect network systems including their performance and readiness, take in consideration bandwidth requirements, infrastructure requirements and security. • Perform network planning, modelling, and analysis • Design and manage security countermeasures when network vulnerabilities arise. • Develop and deliver professional proposals and design documentation. • Provide support during Architecture Review Board on Network related solution. • Work with network operations team and Security team to ensure that the Exxaro network is properly segregated and it's fit for purpose.
<p>Security architect services</p>	<ul style="list-style-type: none"> • Provide leadership, consultancy, and guidance on the Information Security Management Strategy and Roadmap, including requirements for security controls within the organizations´ programs and projects. • Determines security requirements by evaluating business strategies and requirements; researching information security standards; conducting system security and vulnerability analyses and risk assessments; studying architecture/platform; identifying integration issues; preparing cost estimates. • Plans security systems by evaluating network and security technologies; developing requirements for local area networks (LANs), wide area networks (WANs), virtual private networks (VPNs), routers, firewalls, and related security and network devices; designs public key infrastructures (PKIs), including use of certification authorities (CAs) and digital signatures as well as hardware and software; adhering to industry standards. • Implements security systems by specifying intrusion detection methodologies and equipment; directing equipment and software installation and calibration; preparing preventive and reactive measures; creating, transmitting, and maintaining keys; providing technical support; completing documentation. • Verifies security systems by developing and implementing test scripts. • Maintains security by monitoring and ensuring compliance to standards, policies, and procedures; conducting incident response analyses; developing and conducting training programs. • Upgrades security systems by monitoring security environment; identifying security gaps; evaluating and implementing enhancements. • Updates job knowledge by tracking and understanding emerging security practices and standards; participating in

	<p>educational opportunities; reading professional publications; maintaining personal; participating in professional organizations.</p> <ul style="list-style-type: none"> • Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. • A thorough understanding of the organization's technology and IT systems. • Planning, researching, and designing security architectures. • Developing, reviewing, and approving the installation requirements for LANs, WANs, VPNs, routers, firewalls, and related network devices. • Researching and designing public key infrastructures, certification authorities, and digital signatures, and ensuring all personnel have IT access limited to their need and role in the organization. • Developing project timelines for system upgrades and preparing cost estimates. • Testing the final security system and updating and upgrading it as needed. • Establishing disaster recovery procedures and conducting security breach drills. • Responding quickly and effectively to all security incidents and providing post-event analyses. • Monitoring and guiding the security team, cultivating a sense of security awareness, and arranging for continuous education. • Remaining up to date with the latest security systems, standards, authentication protocols, and products.
<p>Analytics architect services</p>	<ul style="list-style-type: none"> • Design solution architecture • Design integration patterns • Present design to architecture forum • Identify and test suitable analytics tools • Motivate for solution architecture deviation • Investigate solutions to be migrated to approved architecture and tools • Research analytics initiatives • Support developers • Design data lakes