

# Speaker Presentation Profile

## 1. PRESENTER'S INFORMATION

FULL NAME	Tshepo Sechaba Motiki	
DESIGNATION	CIO / GITO	
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## 2. PRESENTER'S BACKGROUND

Tshepo Sechaba Motiki is currently Chief Information Officer/GITO of the Free State Provincial Government within the Department of the Premier. His ICT career started at Dimension Data in 1999 as a Network Support Engineer and became Project Manager in 2003, having taken up a number of roles such as Technical Network Engineer focusing on network design, audit and implementation. He joined Emzansi Energy Services as IT Manager in 2003, where he was responsible for running Data Management Centre within the Energy Sector. He joined Imaging Data Solutions in 2005 where he was responsible for sales, ICT projects and product development and joined Teba Bank in 2006 as IT Project Manager where he was part of a team that implemented the Project Management Office and also co-project managed the NCA implementation in the bank. In 2007 he joined GijimaAST as BI Project Manager on the De Beers outsource deal, although he only had a 5 month stay at GijimaAST he was given additional responsibilities to manage the BI component. He then joined the Free State Government in 2007. He is currently studying an MBA with the University of the Free State.

## 3. TITLE/TOPIC OF PRESENTATION

**IT Service Management in Government**

## 4. PRESENTATION SYNOPSIS/ABSTRACT

### *Brief summary of content and focus of the presentation:*

This session will highlight the value of IT Service Management (ITSM) within government IT operations and on how it delivers value to the internal customer with an inverse effect of service delivery (citizen value) benefiting at the end of the day.

### *Key points for discussion include:*

- Service centric organisation (SLA)
- People development in ITSM
- Process driven
- ITSM technology based on business drivers and requirements