SHARED SERVICES

INFORMATION TECHNOLOGY

With the dawn of the information age, investment in information technology has skyrocketed and businesses have to keep up or be marginalised. With a new generation of customers who have been digital natives all their lives entering the market, it becomes even more essential for any business to maintain and expand its information and communication technology backbone to service a growing digital customer base.

This new digital customer base requires 24/7 service from businesses with traditional conventions like fixed operational times, requiring a flexibility of thinking and a more tactical method of technical planning. All businesses are now 'on-demand' and without a strategic overview of what is required to achieve this, success will not be ensured.

At Trustco, the information technology (IT) department plays an integral role in enabling the business to meet the strategic vision of bringing stakeholders, existing or potential, closer to having company information readily available. This allows them to stay up-to-date and thus take well-informed decisions, as they look at the service offerings and available products.

The IT department facilitates this by building and implementing solutions which customers can access using familiar interfaces on their platform and devices of choice.

Hardware and infrastructure
IT makes use of Blade Server technology and virtualisation to take full advantage of building a green energy efficient data centre. The core services with structured data (typical database environment) is stored on clustered hardware RAID SAN storage between the Primary and Secondary (DR) Data Centres.

The group makes use of software RAID storage which is suitable to manage unstructured data such as documents and videos. The storage is anticipated to be scalable as needs grow. With the constant strain experienced on the network infrastructure, a sustainable maintenance plan is maintained to ensure regular upgrades of the backbone to manage the load and capacity requirements.

Software development
All bespoke software development and maintenance is done using Trustco's SDLC methodology, which the department employs for a specific project and requirement. A mature change control process includes business involvement and ensures a deliverable that meets the needs of the business without compromising quality, security and integrity of the group's resources.

IT support management
For users and system/software support in each country, a tracking/ticket logging system is used to manage service requests and to ensure that service levels are maintained with a prioritisation process to escalate urgent items.

IT security measures
All systems are centralised within each country and users have to authenticate themselves to be able to gain access to the network. Users have to subscribe to the password strength policy as enforced by the IT systems. Passwords are required to be changed regularly.

IT policies and procedures
All users must read and understand the IT policies that govern the network usage. All users must agree on this before access is granted to the network and resources. IT performs random checks on users to ensure compliance and that the fair usage of resources is observed. These policies are revised from time to time.

IT corporate governance
The IT steering committee (ITSC) oversees the IT investment priorities for the group and the purpose is to:
- provide strategic leadership to IT through the alignment of IT's strategic objectives and activities with the group's strategic objectives and processes;
- prioritise IT investment initiatives and deliver final approvals and recommendations on proceeding with proposed IT projects;
- ensure open communication between the IT department, segments and the other functional divisions of the group so as to promote integration and collaborative planning;
- offer acceptance and guidance of the regional IT budgets to ensure strategic direction; and
- acceptance on the allocations and usage thereof.

Employees
The CIO provides oversight and supervision to highly qualified and skilled software developers based in South Africa. This is augmented by specialised chief operating officers (COO's) in key roles in various strategic segments.

The chairman of the ITSC is not an independent director. The board and management believe that a Trustco executive appointed in this position is best placed to chair this committee given the internal and external experience and knowledge required in related internal systems, as well as the ability to engage with and provide challenge to internal management on this topic.

MARKETING

The mixed marketing department functions as an in-house marketing and advertising agency servicing the group and all its business segments. The department plays a vital part in achieving sustainable sales and branding objectives. Responsibilities include below and above the line marketing, events management, media liaison as well as executing social corporate investment and sponsorship projects. The group is known for its creative, innovative and unconventional way of communicating its message to stakeholders.

FLEET SERVICES

Trustco Fleet Management Services provides the business segments, employees and management with essential transport solutions and a well maintained, cost effective fleet of vehicles to ensure effective service to the group's customers across Namibia and South Africa.

SECURITY

The in-house security department provides quality, around the clock and cost effective security services. The handpicked, trained security personnel ensure that employees and assets are safeguarded.

HUMAN RESOURCES

The human resources department is a multifunctional department operating in Namibia and South Africa. The department provides and manages training, recruitment, payroll administration, orientation, skills development, discipline, employee assessments, occupational health and safety as well as a corporate wellness programme.

LEGAL

The group legal department provides in-house legal and advisory services including statutory and regulatory compliance services, IP portfolio management, management of external legal service providers and mitigation of litigation.

COMPANY SECRETARIAL

This department provides company secretarial services to the board, the board committees and exco, and advises the board and committee's on the Namibian and South African Companies Acts, King III and the JSE and NSX Listings Requirements.

RISK AND COMPLIANCE

The risk and compliance department, in conjunction with management, assists in implementing, maintaining and strengthening the system of internal controls to enable the ongoing identification, mitigation and monitoring of an effective and sustainable risk management framework.

INTERNAL AUDIT

The internal audit department provides independent assurance over the effectiveness of the internal controls of the company. This is done through continuous reviews and evaluation of the various internal control systems. The adequacy and effectiveness thereof is reported to the ARC, and the internal audit department has a direct line of communication to the ARC.