



SHARED SERVICES

INFORMATION COMMUNICATION TECHNOLOGY (ICT)

On 6 August 1991, the world changed. The World Wide Web (www) was launched, but there was still little impact to show, the effect it would have on business was an open question... While we'd like to think that businesses have always had to be innovative to succeed, all that was required then, was a proven business model to deploy, and all would be well. That was, until 6 August 1991, when the digital revolution began.

As the digital revolution began to take hold, a single fact became clear – innovation was now key to business success, and information and communication technology (ICT) was what drove innovation. It had the same impact on business that steam had during the industrial revolution. As a result, the formula for success in business changed: drive innovation with ICT.

Trustco itself opened its doors in 1992, being birthed at the start of the digital revolution, and as a result, innovation via ICT is hardcoded into its core. Trustco's ICT department has always played a crucial role in enabling the business to meet its strategic objectives and providing all stakeholders with the relevant and up-to-date information they must have to make well-informed decisions.

As such, the ICT department remains the premier solution provider to Trustco's myriad of business segments and remains one of the core support departments in the group of companies.

Hardware and infrastructure

Trustco 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 (standard database environment) is stored on clustered hardware RAID SAN storage between the primary and secondary (DR) data centres.

In addition, Trustco makes use of software RAID storage to manage unstructured data such as documents and videos, due to its ability to scale as storage needs grow. With constant growth a natural feature of Trustco, network infrastructure is constantly tested as to its efficiency to handle and ever growing load. A sustainable maintenance plan is also maintained to ensure regular upgrades of the backbone to manage the anticipated increases in capacity required.

Software development

Trustco's Software Development Life Cycle (SDLC) methodology underpins all the premier in house software solutions that power the business segments, remaining in use from the start of specific projects, through to the maintenance cycle, ensuring these solutions serve the needs of all stakeholders. Trustco's mature change control process promotes extensive business involvement and ensures that all projects, big and small, meet the needs of the specific business segment without compromising quality, security and integrity of the group's ICT resources.

ICT support management

For the ultimate in service delivery, the ICT department of the group maintains a ticket logging and tracking system within each country to support users and each deployed software solution. This ensures that no service requests are overlooked, and more importantly, that service levels can be maintained with an appropriate prioritisation process to escalate urgent items.

ICT security measures

As per industry standard, all users are required to authenticate themselves before gaining access to Trustco's network. As such, the group strives to maintain security by maintaining and enforcing password strength policies and conducting occasional password audits to ensure compliance and fair use of ICT resources. While this has been quite successful, there is some evidence of security fatigue setting in with users, and the ICT department has resolved to combat this by reviewing and adjusting its policies as recommended by global best practices to pre-emptively prevent any security fatigue from affecting the integrity of its systems.

ICT policies and procedures

The usage of ICT resources is governed by ICT policies that users must sign off and confirm as read and understood, before access is granted. All usage is monitored and random spot checks are regularly performed to ensure compliance. These policies are updated and revised regularly as required by the ICT governance charter and policies of the group.

IT corporate governance

With the release of King IV and its new requirements for ICT governance, Trustco decided to pre-emptively overhaul its ICT governance and subsequently started a process to align with both King IV and COBIT 5.

As a result of this process, the group adopted a new ICT governance charter that focuses its governance on key objectives:

- alignment – provide for strategic direction of ICT and the alignment of ICT and the business with respect to services and projects
- value delivery – confirm that the IT/business organisation is designed to drive maximum business value from IT.

As a result, the former IT steering committee was split into two new committees, the group ICT strategy committee and the group ICT steering committee.

The group ICT strategy committee is tasked with developing and maintaining a high level strategic vision for ICT in the group, which will result in the leveraging of information to sustain and enhance the organisation's intellectual capital. It will also ensure alignment of business and ICT goals by:

- creating, directing and approving group ICT policies and practices
- evaluating, prioritising and approving ICT proposals, projects and investment initiatives
- ensuring and enabling open communication between ICT and business segments to enable proper strategic planning and
- monitoring ICT performance and conformance.

As such, the new group ICT steering committee is tasked with steering the strategic vision of the group by providing management input to the ICT strategy committee, as well as overseeing and managing the implementation of ICT initiations in line with that strategic vision.

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, management and employees 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.

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, management and mitigation of litigation.

COMPANY SECRETARIAL

This department provides company secretarial services to the board, the board committees, exco and business segments. The company secretary advises the board and its committees on the Namibian and South African Companies Acts, King IV and the JSE and NSX Listings Requirements.

AUDIT, RISK AND COMPLIANCE

The audit, risk and compliance department, in conjunction with management, assists with 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. In compliance with the requirements of the King IV report, the board on the recommendation of the ARC, appointed a Chief Audit Executive (CAE). The internal audit function which was performed in house in the past, is now co-sourced with PwC for Trustco Bank and EY for the remainder of the group. This change will enhance independence and contribute to keeping current with best practice. The internal auditors are invitees to the ARC meetings and report to the ARC.

FINANCE AND TREASURY

The group finance and treasury function assists the board of directors with their oversight function as well as manage liquidity risk, capital reserves and forex risk. Finance is also responsible for the accounting of group results that are audited by the independent auditors of the group.