REPORT ON 2023 ITSI UG EXECUTIVE COMMITTEE

1. Introduction

Another year since our last conference and as the Chairperson of the ITSI User Group, it is a pleasure to report on the activities, highlights, and challenges of the year 2023. I am pleased to report that as the executive team we always came together as a strong unit, and all worked passionately at our respective portfolios to ensure that we deliver the best conference.

2. Overview of Executive Committee Activities

Just to give a highlight on some of the activities which took place in 2023. The Executive Committee (EXCO) met several times in 2023 to discuss and identify strategic priorities and focus areas of the conference. We also had a meeting with Adapt IT to discuss matters relating to the SWTs (**Specialist Working Team workshops)**, which I will unpack later on the report.

3. ITSI UG Administration / Coordination and Governance

The ITSI User Group office maintains full operational capacity to ensure governance and accountability standards are upheld.

"**for the users, by the users**"

This motto reflects our commitment to representing users across higher learning institutions utilizing the ITS system. I would like to extend our gratitude to all our delegates, guest speakers, presenters, facilitators, moderator, panelists, chairpersons and scribes who are always willing to accept these roles and responsibilities during conference. To the "**EXHIBITORS"** your continued support to the User Group is invaluable. Without all of you this conference will not be possible. On behalf of EXCO, I just want to say "Thank you".

ITSIUG Executive Committee & Administration - **https://itsiug.org.za**

Chairperson	Tebogo Makhambeni	tebogo.makhambeni@univen.ac.za	+27 73 439 5656
Vice-Chairperson	Vacant		
Member	Vacant		
Member (Vacant)	Karen Cupido	karen.cupido@spu.ac.za	+27 73 810 3337
Adapt IT Representative	Pravie Govender	pravie.govender@adaptit.com	+27 71 579 4844.
Treasurer & Webmaster	Bobby Bezuidenhout	treasurer@itsiug.org.za	+27 71 402 0973
Administrator & Events Co-Ordinator	Bella Lamprecht	bella@itsiug.org.za	+27 83 286 3206

As you might have noticed, this year we took a different approach to unpacking the conference theme. For the first time we hosted panel discussion, the idea behind this was to gain more insight into the topic from different experts. We received positive feedback from our delegates regarding panel discussions. One delegate from the University of Ghana said, "I used to think we are the only ones with challenges in our university but after the panel discussion I realized that we are all facing the same challenges".

Additionally, we have introduced an incentive system related to the completion of the conference survey. The purpose behind this is to gather feedback from you, which will help us improve and better serve your needs.

4.   Finance

The financial status of ITSIUG remains healthy, due to diligent financial management and the continuous growth in membership and attendance at the Annual Conference, which serves as our primary revenue stream. We have received the auditor's report, which has been disseminated to everyone via the ITS User Group website. The auditors have thoroughly examined our Financial Statements for the period ending on December 31, 2023, and have expressed their satisfaction with our financial records. On behalf of the ITS User Group EXCO and the wider community, I extend our sincere appreciation to our treasurer, Mr. Bobby Bezuidenhout, for his exceptional service and invaluable contributions to ITSIUG. Bobby, your unwavering dedication and expert management of ITSI User Group finances are truly commendable and greatly appreciated.

5.   Report back on SWT (Specialist Working Team)

EXCO had a meeting with Adapt IT in September 2023 to discuss the way forward for the SWT workshops. In that meeting, Adapt IT shared with us the concept of design thinking workshops. The idea behind the design thinking workshops is to meet with the users of the ITS system at the institutions, including students. Discussions in these workshops are related to challenges and frustrations being faced by the users. From these workshops also came innovative ideas, especially from the students. The outcome of these workshops is what Adapt IT will use to pave their roadmap and build the system according to the needs of the users.

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One of the questions we raised was, will design thinking workshops replace SWTs, and we were assured we that these workshops complement, rather than replace, SWTs, by offering a comprehensive roadmap for system development. Institutions are still welcome to submit SWT requests; the submissions will be evaluated by Adapt and see if they cannot be incorporated into the Design Thinking workshops and be discussed further.

There were two SWTs requests submitted last year.

5.1   ITS Integrator Asset and Vehicle Booking on iEnabler and Back Office.

Adapt IT has agreed to first have a discovery engagement with the respective institutions on 10 April 2024 9am – 10am and then plan the next steps accordingly with User Group Exco. The invitations for this meeting will be sent out early next week.

5.2   New generation application self-service.

This SWT included some of the previous submissions and detailed feedback was provided to the User Group representatives via email on 02 Nov 2023.

6. **Conference 2025 Venue**

2025 conference will be held at Emperors Palace in Gauteng province, South Africa. Further information will be provided in due course. EXCO will continue to explore more conference venues for the coming year.

7.   **Executive Committee (EXCO) 2025/2026**

The following colleagues served on the Executive Committee for the 2023 / 2024 term and their portfolios were as follows:

(EXCO) 2023/2024

General Members

Mr Derrick Gordan (Port Elizabeth TVET College) as General Member – resigned.

Ms Karen Cupido (Sol Plaatjie University) as General Member -

Vice Chairperson-

Ms Tebogo Makhambeni (University of Venda)

Chairperson

Lebogang Letlhake as Chairperson – resigned.

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(EXCO) 2025/2026

As per constitutions, EXCO members are allowed to serve for two year term, thereafter there must be some elections. We had elections yesterday at the User Group representatives meeting for the coming two years and the newly elected EXCO members are as follows:

General Members

Karen Cupido – Sol Plaatjie University

Tshililo Ramovha – University of Limpopo

Vice Chairperson-

Sulaiman Maeresera - West Coast TVET College

Chairperson

Tebogo Makhambeni – University of Venda

Standing appointed members:

- Pravie Govender (Adapt IT – Company Represented)
- Bobby Bezuidenhout (Treasurer, VAT Administrator and Webmaster)
- Bella Lamprecht (Administrator and Events Coordinator)

8.   Conclusion

As I conclude this AGM, I would like to extend my appreciation to the Adapt IT Directorate, the Executive Management, and staff members, for their valued support and collaboration with the Executive Committee of the User Group. A special word of appreciation to the marketing team for the teamwork that we have established in the planning and preparation of the conference.

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Once again, to the great EXCO team – thank you for your diligent work and your contributions which have always exceeded expectations. Thank you for your support, especially when I had to hit the ground running as the chairperson after the resignation of Lebogang Letlhake. Your support made taking over the relay baton easier. On behalf of EXCO, I wish each delegate a thought-provoking and rewarding conference experience.

Continue to enjoy the conference and don't forget to network with your colleagues from other institutions.

Tebogo Makhambeni
Chairperson of the ITSI User Group Executive Committee

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