

Information and technology

I&T are essential for effective business management and timely decision-making. With rapid technological advancements, businesses have new opportunities for optimisation and transformation across all operations. As these innovations become integrated into business solutions, we remain committed to ensuring strategic alignment and robust governance.

The I&T strategy is adaptable, ensuring ongoing alignment with the SARB's strategy and objectives. Performance is evaluated through the I&T scorecard, focusing on:

- successfully delivering large-scale transformational programmes that support the SARB's strategic and enablement focus areas, along with executing tactical projects and enhancement initiatives;
- enhancing the maturity of I&T processes while maintaining sound governance, risk and compliance (GRC) management; and
- implementing robust measures for system security, stability, performance, availability and continuity.



Looking *ahead*

The 2025–30 I&T strategy aims to enhance the use of innovative, strategic and trusted data and technology, while delivering robust and resilient business solutions.

Key goals of the 2030 I&T strategy are to:

- successfully deliver digital transformation;
- promote the use of data through improved information and data management technology and practices;
- enable, support, govern and secure business and technology solutions and AI; and
- cultivate innovation, supported by a future-fit digital workforce.

2024/25 Performance highlights

01

Co-own and successfully deliver the SARB's digital transformation strategy

Execution of strategic projects

Achieving a 75% or higher execution rate for the portfolio of programmes is evident in the core department sections of this report.

02

Secure, enable, sustain and support business systems and processes

Availability of mission-critical business applications

- Proactive maintenance and monitoring have improved the stability of mission-critical business applications, achieving an uptime of 99.9%, surpassing the target of 99%.
- The Data Centre Project was successfully delivered, enabling two primary sites and a third disaster recovery site.
- The network perimeter security Distributed Denial of Service (DDOS) solution was successfully upgraded, resulting in heightened security and improved performance.

03

Develop the SARB's data assets through the effective integration of information management

- Information management and governance continue to improve within core departments, maintaining a focus on streamlining the collection and storage of information.
- A data-sharing platform has been implemented to reduce the duplication of data collection.
- Significant progress has been made in digitising prioritised departmental records centres, with 90% of the targeted records at Corporate Archives now completed.

04

Enforce I&T governance and controls

- Established an AI policy to oversee the use of AI technologies, ensuring their responsible and ethical development and application.
- A review of the effectiveness of I&T governance structures recommended the creation of an integrated I&T GRC strategy, which is now being implemented.
- The overall I&T control environment remains adequate and effective and is further enhanced through periodic control self-assessments conducted in prioritised areas.
- There is a continued focus on maturing I&T governance processes, using the COBIT framework.

05

Continuously futureproof the technology and business workforce to use innovative solutions

- The security posture of the SARB Group continues to mature, building the capability, capacity and services to monitor and respond effectively to cyberthreats.
- There is a continuous effort to create resilient business solutions that meet stakeholder demands.
- Strategic workforce planning is ongoing.