

# RESUME

## JOHN ANTHONY BAGGOTT

with over 50 years I.T. and Management Consulting experience he has developed expertise in the following key areas:

- Enabling Agile Strategy Implementation
- Strategic Role Accountability (ASCATS)
- Business Systems Architect (TOGAF OUA)
- Digital Transformation Strategy (ASCATS)
- IT Transformation Management (COBIT)
- Business Systems Analyst (IIBA UCT)
- Robotic Process Automation (RPA)
- Project Design and Management (Agile SDLC)
- Service Delivery Restructuring (RAM)
- Process Reengineering (ITIL)



### Ability to add value

John specializes in the practical use of technology and systems to affect Agile, organisation-wide implementation of the Strategic intent in large organisations.

He has developed a wide range of skills and practical knowledge during his 53 years in the Electronics, I.T. and Management Information Consulting Industry. His ability to add value to a project or business is not restricted to any one area as he has developed a broad base of expertise and experience encompassing Business Systems Architecture, Business Transformation Management, Digital Transformation and Agile Information Technology Management.

As a result of senior executive positions held, and his practical experience in many Business Improvement projects in both the Public as well as the Private Sectors, John has specialised in what could be termed as "Agile systems productivity consulting" - bringing about a collaborative, Service Delivery Focus within large organisations unlocking the Agile implementation of Strategy and he has developed highly effective, innovative methodologies in this regard.

He has an unusual ability to identify the key areas of focus that will bring about success in any project or business and, through his I.T. and Business Management experience, is able to design practical, implementable solutions incorporating a holistic, outcome-focused change management approach to Agile, digital transformation.

This, linked with his TOGAF knowledge from the Open University of Australia and IIBA Business Systems Analyst qualification from the University of Cape Town, together with Robotic Process Automation and Jira systems design, enables him to bring a unique, practical flavor to software development environments.

He has a high work ethic, is strategic, creative and innovative, has good people skills and a natural ability to lead, envision and motivate teams.

### Project Type Experience

- Digital Business Systems Strategy
- Effective implementation of Strategy
- Implementation of CobIT, ITIL, Agile
- Agile Jira Solution Architect
- TCF Customer-centric interventions
- CPA Compliance Monitoring
- ISO Compliance Monitoring
- Workflow-based performance Mgt
- Enterprise and Solutions Architecture
- Process reengineering and RPA
- Performance Management
- Govt Information Systems Design
- Systems impact analysis
- Web design and web-based systems
- Brand development and Marketing
- Service Delivery focused restructure

### Career Overview

#### Positions Held (1972-2026)

##### Senior IS Positions (43 years):

- CIO Rennie Grinaker Group intl. (8 years).
- Management Information Systems Consultant (10 years)
- CURRENT: Business Systems and Agile Solutions Architect (25 years)**

##### Junior Positions (11 years) :

- Electronics Technician.
- Microprocessor-based systems Developer.
- Electronics Research Laboratory Specialist
- DEC Mini and Mainframe computer Technical Manager.

### References:

RUMAS  
**Francois Stander**  
(CEO)  
+27 87 751 3811

Dark Fibre Africa  
**Dr Heydon Hall**  
(CIO)  
+27 82 787 3905

Consumer Goods & Services  
**Adv. Neville Melville**  
(Ombudsman)  
+27 82 4139 151

### Personal details:

**Date of Birth:** 2<sup>nd</sup> August 1954

**Marital Status:** Married

**Employer:** Cyber Work Force (Pty) Ltd

**Years with Firm:** 6

**Nationality:** South African

**email:** johnb@cyberworkforce.co.za

**Mobile:** +27 82 400 5225

# Curriculum Vitae

Name : BAGGOTT, JOHN ANTHONY  
Date of Birth : 02 August 1954  
Marital Status : Married  
Company : Cyber Work Force (Pty) LTD  
Profession/Specialisation : Strategic Business Systems and Solutions Architect  
Years with Firm : 7  
Nationality : South African  
Years experience : 53

## EMPLOYMENT RECORD

2019 - present Cyber Work Force (Pty) Ltd, Systems Director Agile and RPA  
1991 - 2019 MC<sup>3</sup> - (Senior Manager, Business Systems Analyst and Solutions Architect)  
1989 - 1990 Central African Software & Equipment (Pvt) Ltd., CEO  
1983 - 1989 Rennie / Grinaker Group, CIO  
1981 - 1983 Realtime Computers, Computer and Industrial Electronics Systems Manager  
1980 - 1981 Meteorological Department, Electronics Systems Design Consultant  
1980 - 1980 Gabe Electronics (Electronic Security), Technical Director  
1977 - 1980 B.S.A.P Electronics Research Laboratory.  
1975 - 1977 Meteorological Department, Radar & Electronics Technician  
1972 - 1975 Rhodesia Broadcasting Corporation, Electronics Technician

## QUALIFICATIONS & COURSES

City & Guilds of London – Electronics and Radio & Line Transmission (1974)  
Open University of Australia – TOGAF (2017)  
University of Cape Town – IIBA Business Systems Analysis (2018)  
MC<sup>3</sup> – Role Accountability Mapping and Robotic Process Automation (2019)  
Automation Anywhere University – Robotic Process Automation (2019)

## EXTRACTS FROM RECOMMENDATIONS

**Department of Transport, Roads and Public Works** - "John Baggott helped undertake the changes required in the Government Department to implement the Infrastructure Development Improvement Programme as required by National Treasury of the South African Government.

This involved the reengineering of the value chain and business model using a Role Accountability Modelling methodology which fed into the next stage of development of the Business Requirement Specification for the National Infrastructure Delivery Management System (IDMS). The progress made would not have been achieved if it was not for John's professional skills, knowledge and business applications. An exceptionally good methodology used by John. Highly recommended."  
*Kenneth Jacobs - Chief Director: (South Africa)*

**RUMAS** "Recently I once again worked with John where my company and John was engaged in the design and implementation of an Enterprise Resource Planning project in Ekurhuleni Metropolitan Municipality in South Africa. John was part of the TOGAF Solution Architecture team which had an enormous task of defining an ERP solution to bring together 32 different vendor systems (with overlapping functionality). He was also employed by my company during the final stages of refining business requirements and testing of an Indigent Management Planning System.

John is a dedicated professional service provider who understands business ethics and unlocking value for money for his clients. In the time I have known him, John has consistently been a strong individual - capable of taking control of big projects and executing to the fullest. John is always cheerful even in the face of daunting challenges. Rarely do you come across someone who is talented at both big picture ideas and executing the small details - John is such a person. John would be an asset to any organization." - *Francois Stander - CEO*

**National Department of Water and Sanitation** - "John has assisted the Department of Water and Sanitation with the successful development of eGovernance for the Water Services Sector in South Africa. His contribution to this important initiative was invaluable and his insight into the business was truly remarkable." - *Allestair Wensley, Senior Specialist Engineer Water and Sanitation.*

**Technology Software Solutions** - "Working together with John to build custom software solutions for him was an absolute pleasure. As a Business Systems Analyst, he was precise and the specifications he prepared for both bug fixing and for future development was to the point, exact and made my life easier as a developer. I would highly recommend John as a BSA" - *Owen Nel - Software Developer and manager TSS centurion office.*

**Dark Fiber Africa** - "He has been instrumental in developing a set of governance structures, processes, and tools to support a new way of work to support the migration from Waterfall to Agile. In essence, retaining governance and the familiar project management disciplines of planning then tracking progress - actual against the planned, (CPI and SPI) at a project or programme level whilst applying Agile and Sprint principles to the ways of working at a granular level using Jira and Confluence.

Without this approach and the ways of work developed in Jira along with managing documentation in Confluence, we would never have been able to deliver successfully on our Salesforce programme, which is the largest IT implementation that DFA has undertaken in the last 7 years. John comes with a wealth of solution architecture experience and combined with his knowledge of agile and the toolsets of Jira and Confluence is an asset to any large systems implementation, that requires a mixture of Waterfall and hands-on detailed Kanban type Agile delivery." - *Dr. Heydon Hall - CIO*

## **PRIVATE SECTOR EXPERIENCE**

### ***Singular Systems (most recent)***

- Reappointed as Technical Analyst in a SDLC AGILE web development team.

### ***Dark Fiber Africa (recent)***

- Senior Business Systems Analyst and Solution Architect role to design and implement an Agile way of working incorporating Planning and project governance in Jira and to upskill and manage the BSA team in the application of Agile Business Systems Analysis principles.
  - Designed and implemented an end to end Agile SDLC workflow using Jira and other complimentary Atlassian add-on products (Confluence, Worklogs, Tempo Structure)
  - Designed and introduced an Outcomes / Strategic Driver-based method for Value Proposition management and monitoring ROI and Project Benefits Realisation
  - Implemented Jira and Confluence to integrate the Enterprise Project Management Office with the Change Management Function, Data Management and DevOps sections
  - Used Jira Automation to ensure compliance and cross-functional coordination
  - Designed Project Management functionality within Jira to mimic MS Project
  - Developed an incremental Business Requirement Specification methodology to support the Agile environment and trained the Business Systems Analysts and Project Managers in its use and ongoing enrichment of a Strategic Capability and Data Alignment Model.
  - Developed Planning and Design Governance documents automatically generated in Confluence by the workflow
  - Created Automated monitoring of Project Governance requirements using Jira
  - Calculated and reported Project Schedule Performance Index (SPI) and Cost Performance Index (CPI) within Jira for EXCO reporting
  - Integrated ITIL-based Change Enablement into the ways of working, modified for Agile
  - Introduced a Digital Adoption Platform in the support of the design of software and changes
  - Developed and implemented a value-based Performance management system for Business Analysts and Project Managers incorporating scrum retrospectives.

### ***Singular Systems***

- BSA role of Technical Analyst in a SDLC AGILE web development team - Stanlib.

### ***Agilis Partners***

- develop a Strategy and Business Requirement Specification for an I.T. solution to manage the Agricultural Value Chain for Grain aggregation in Uganda.

### ***RUMAS - City of Ekurhuleni ERP project***

- design of the Business Requirements Specification, Functional Requirements Specification
- Mobile solution development and implementation of Indigent registration software solution.

### ***PTPi - City of Ekurhuleni ERP project***

- Solutions Architect to create a TOGAF Meta-model and mSCOA compliance framework.

### ***Mooiplaats Colliery***

- design, develop and implement a Robotic Process Automated (RPA) Procurement and Goods Received system for the mine utilising a Routemail Android SmartPhone input.

### ***Bantry Construction***

- design, develop and implement a Site Daily Diary and Monthly Financial Valuation and claim system with RPA using Samsung Android tablets as input devices on site.

### ***Trencon Construction***

- design, develop and implement a SHEQ management system with Robotic Process Automated (RPA) workflow management.

### ***Regent Insurance***

- develop approach to the implementation of CobiT and ValIT sound practice in their I.T. department to support TCF and other Customer-centric interventions.
- assist in the development and subsequent implementation of a Digital Business Strategy.

### **Waltons**

- strategic and operational system models to ensure organisation-wide customer-centric information management in compliance with the Consumer Protection Act.

### **NamPak Tissue**

- review systems and transform behavior to comply with the Consumer Protection Act

### **NACCA**

- The James 1:27 Trust appointed John to draw up an internal and external coordinating systems strategy for National Action Committee for Children Infected and Affected by HIV and AIDS (NACCA).

### **Madeasy Consulting**

- designed the information systems products to implement their Strategic CPA interventions.
- delivered training and behavioral change management models to over 40 of their clients to implement Strategy.

### **MC<sup>3</sup>**

- design, development and implementation of in-house consulting Tool Set incorporating a user needs analysis tool, Role Accountability modeling, workflow management and reporting system to implement Strategy.

### **Project to migrate Smart Center Retail Group to Retail Apparel Group systems.**

- Software and Hardware Systems change over for 400 stores in five countries running a fully integrated Point of sale, merchandising, inventory and debtors & creditors system.

### **I.S. Facilities outsourcing for Retail Apparel Group.**

- feasibility of outsourcing the I.S. facilities.
- design and successfully implement the outsource project using change management techniques.

### **Project to design and set up website environment for cBusNet I.S.P. (South Africa).**

- outsourcing of the technical aspects of the business and designed and set up the business systems and website.

### **Produce business plan, project plan and application for CF grant for Storm sms.**

- produced the project plan, the business plan and submitted a successful application to the World Bank for a grant of 50% of the development cost

### **FocusBi Internal development (South Africa).**

- Systems development, Branding, Marketing, Strategic planning and Management of FocusBi
- conceptual design and production of a number of methodologies and technology systems to implement Strategy.

### **Grinaker (Southern Africa).**

- Group Marketing and Research Manager, Group Systems Manager and finally Managing Director of Rennie Grinaker Computing Services,
- responsible for developing and implementing group Digital strategy.

## **PUBLIC SECTOR EXPERIENCE**

**Appointed to the National Treasury GTAC Board of technical experts** - This is a board of experts used by the Government Technical Assistance Centre to intervene in key areas of Government systems solutions development.

### **City of Ekurhuleni** (*mSCOA compliant ERP system*)

- Indigent Registration and Debtor payments management modules of the ERP system
- Business Requirements Specification, Functional Requirements Specification
- Mobile solution development and implementation.
- development of the User Acceptance Testing and Training.
- create a TOGAF Meta-model and mSCOA compliance framework

### **National Department of Agriculture**

- National Monitoring & Evaluation Framework to implement Strategy
- Strategic Planning process and implementation
- Workflow management
- Automate Quarterly reporting
- sms performance contracts and workplans.
- Performance management and Role Accountability Mapping
- Internal Support Service Standards
- Service Delivery Improvement Plan

### **National Department of Water Affairs**

- Monitoring & Evaluation Framework to implement Strategy in the 3 spheres of Government
- Water Services Role Accountability Model for Local Government
- I.T. Data Acquisition solution into Local Government
- Business Intelligence Data Acquisition Model for the Water Services Sector
- Service Delivery focused Capacity building plan for Local Government
- Knowledge Topic M&E Framework for the Water Services Sector
- National Regulatory KPI Framework
- Presidential Outcomes Alignment

### **National Department of Provincial and Local Government**

- National ISRDP/URP Strategy for Poverty eradication with Monitoring & Evaluation Framework
- Inter-Departmental Task Team for ISRDP and URP information systems design

### **National Treasury**

- Infrastructure Delivery Improvement Program Change Management to implement Strategy
- Inter-Departmental Task Team for Local Government Data Acquisition

### **Department of Land Affairs**

- Identify and decentralise the internal Support Services
- Identify and reengineer the Business Products and delivery processes.

### **Office of the Premier – North West Province**

- Service Delivery-based Organisational Design

### **Office of the Premier – Mpumalanga**

- Stakeholder Role Accountability Model for the Mpumalanga 2010 preparations

### **Department of Education – North West Province**

- Role Accountability Model for the Infrastructure Delivery Improvement Plan

### **Department of Education – Mpumalanga**

- Support and facilitate the Strategic Planning process

### **Department of Public Works – North West Province**

- Role Accountability Model for the Infrastructure Delivery Improvement Plan

### **City of Cape Town**

- Service Delivery Focused Organisational Design

## LANGUAGES

	<b>Reading</b>	<b>Writing</b>	<b>Speaking</b>
English	Excellent	Excellent	Excellent
Afrikaans	Poor	Poor	Poor

## REFEREES

<b>Company</b>	<b>Contact Person</b>	<b>Telephone</b>
RUMAS	Francois Stander	+27 82 781 3158
Dark Fibre Africa	Dr. Heydon Hall	+27 82 787 3905
National Department of Agriculture, Forestry & Fisheries Monitoring & Evaluation	Doctor Phuthi (Chief Director)	+27 79 891 7893
National Department of Water & Sanitation	Allestair Wensley	+27 82 808 5642
Consumer Goods & Services Ombudsman	Adv. Neville Melville	+27 82 4139 151

## CONTACT INFORMATION

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