



## Office of the Deputy Vice-Chancellor: Operations

05 August 2024

### Reference Letter for Gubhuza Consultants (PTY) LTD

TO WHOM IT MAY CONCERN,

I am pleased to provide this reference letter for Gubhuza Consultants (PTY) LTD, who conducted a comprehensive skills audit for the Information Communication Technology (ICT) Department at Sefako Makgatho Health Sciences University (SMU). Gubhuza Consultants undertook a thorough assessment and excellently delivered several key outputs that have been very instrumental in optimising our ICT Department's operations. Their deliverables included:

- 1. Creation of a Job Profile and Job Description for a Senior Chief Information Officer (CIO) Position:** This involved detailed analysis and development of a role that aligns with the strategic goals of our university, ensuring that the leadership in ICT is both visionary and effective.
- 2. Capabilities and Skills Audit of the ICT Team:** Gubhuza Consultants meticulously evaluated the skills and capabilities of our existing ICT staff, identifying strengths and areas for development. This audit provided a clear understanding of our team's current capabilities and future needs.
- 3. Creation of a New Optimised Structure for ICT:** Their team designed an optimised organisational structure for the ICT department, aimed at enhancing efficiency, collaboration, and service delivery within the university.
- 4. Development of Job Profiles and Job Descriptions for ICT Staff:** Gubhuza Consultants developed detailed job profiles and descriptions for all ICT staff positions, ensuring clarity in roles and responsibilities, which is crucial for performance management and professional development.

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5. **Technology Roadmap for the University:** They provided a comprehensive technology roadmap, outlining the strategic direction for ICT infrastructure and services. This roadmap is a critical tool for our long-term planning and investment in technology.
6. **Process Templates:** To ensure consistency and efficiency, Gubhuza Consultants developed various process templates that are now integral to our ICT operations.

Throughout the project, Gubhuza Consultants demonstrated exceptional professionalism, expertise, and a deep understanding of our needs. Their work has significantly contributed to the strategic positioning of our ICT department and the overall technological advancement of Sefako Makgatho Health Sciences University.

We are highly satisfied with the quality of their services and the tangible improvements resulting from their audit. I have no hesitation whatsoever in recommending Gubhuza Consultants (PTY) LTD for any organisation seeking a thorough and insightful ICT skills audit and consultancy services.

Yours faithfully,



**Professor Patrick Demana**

DVC Operations (Acting)

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