CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

REPORT TO: CITY MANAGER
TO BE REFERRED BY THE OFFICIAL TO MAYCO VIA CORPORATE SERVICES PORTFOLIO COMMITTEE [AFTER CONSIDERATION BY CITY MANAGER]

1. ITEM NUMBER

2. SUBJECT

FEEDBACK ON THE INTERNATIONAL/OUTSIDE THE BORDERS OF THE RSA TRIP UNDERTAKEN FROM 4 TO 7 NOVEMBER 2024 TO ATTEND THE GARTNER GLOBAL IT SYMPOSIUM TAKING PLACE IN BARCELONA, SPAIN

ONDERWERP

TERUGVOERING OOR DIE INTERNASIONALE REIS (BUITE DIE GRENSE VAN DIE RSA) ONDERNEEM VANAF 4 TOT 7 NOVEMBER 2024 OM DIE “GARTNER GLOBAL IT”-SIMPOSIUM IN BARCELONA, SPANJE, BY TE WOON

ISIHLOKO

INGXELO ENGEMVA KOHAMBO OLUYA PHESHEYA/ NGAPHAYA KWEEBHODA ZOMZANTSI OLUTHATYATHWE UKUSUSELA NGOWE4 UKUYA KOWE7 KWEYENKANGA 2024 LOKUZIMASA IGARTNER GLOBAL IT SYMPOSIUM EBARCELONA ESPAIN

LSU: R1814

3. EVENT SUMMARY

EVENT DETAILS	
CONFERENCE/SEMINAR	The Gartner IT Symposium/Xpo™ 2024 Global Conference
OTHER	
DATE	04 November 2024 – 07 November 2024
VENUE	International Barcelona Convention Centre
TOTAL COST TO CITY	**R100 711.98**
CITY	**Barcelona**
COUNTRY	**SPAIN**

ATTENDEE DETAILS	
NAME AND SURNAME	**DESIGNATION**
Basil Chinasamy	Director: Digital Transformation & Governance
PROVIDE SUMMARY OF HOST ORGANISATION / CITY	
Gartner, Inc. is an American technological research and consulting firm that conducts research on technology and shares this research both through private consulting as well as executive programs and conferences. Its clients include large corporations, government agencies, technology companies, and investment firms.	

4. OBJECTIVE

Gartner annually hosts their global symposium to bring Technology pioneers, industry leaders, technology experts, visionaries and CIOs together to explore, network, learn and share amongst one another, the latest trends and advancements in the field of technology. This year, the Gartner Symposium was hosted in Barcelona, Spain from 4-7 November 2024.

Gartner is the City of Cape Town's preferred research provider, and as part of the contract with the City, IS&T department holds one Executive seat, which was allocated to the Director for Digital Transformation & Governance, Mr Basil Chinasamy, as the official leading the City's digital transformation journey. The seat entitled him to attend this global event, at no conference cost.

The objective for attending the Gartner Symposium was to meet and engage with world leaders across global organisations and obtain learnings from their digital transformation journeys, and also learn from other technology pioneers and leaders across the globe. It was also an opportinuty to explore the future of technology and business, innovative and transformational opportunities informed by emerging trends and challenges facing CIOs and IT executives.

5. OUTCOMES

The exhibition provided easy access to many different international technology and service providers who lead in the field of technology. There were also several CIO roundtables that were extremely valuable, in sharing notes with both public-sector and private-sector CIOs from around the globe. The insights gained there were very relevant to the CAR Programme at the City of Cape Town, and these learnings can be applied to ensure success.

The key takeaways from the Gartner Symposium were on several key themes which included the following:

- Artificial Intelligence
- Cloud computing and strategies
- Cybersecurity and risk
- Leadership transformation
- Innovation
- Sustainability-driven growth with technology
- Predictions to shape digital workplace strategy
- Board priorities for 2025 and what they mean

For detailed takeaways, insights and highlights refer to Appendix 2.

There were no resolutions or any other form of commitments made on this trip on behalf of the City of Cape Town.

6. ACTIONS REQUIRED

The insights and learnings from the Gartner Symposium will be applied within the CAR Programme. Many follow-up discussions will be scheduled for peer-to-peer discussions with CIOs from other Cities, and/or the private sector, for further learning and sharing to benefit the CAR Programme.

It is important to note that no follow-up discussions will be arranged with any companies that may be potential technology providers and/or systems implementers, who may want to bid for any of the CAR technology tenders, as this would be non-compliant, in terms of the City's SCM policies and procedures.

In order to create greater awareness and knowledge Citywide, in terms of the impact of the digital transformation, the insights and lessons learnt will be presented at the various CAR forums which include the CAR Programme Steering Committee, EMT, MANCOMS and the Corporate Services Portfolio Committee.

7. IMPLICATIONS

7.1	**Constitutional and Policy Implications**	No ☒	Yes ☐
7.2	**Environmental implications**	No ☒	Yes ☐
7.3	**Financial Implications**	No ☒	Yes ☐
7.4	**Legal Implications**	No ☒	Yes ☐
7.5	**Staff Implications**	No ☒	Yes ☐
7.6	**Risk Implications**	No ☒	Yes ☐

7.7 POPIA Compliance

☒ It is confirmed that this report has been checked and considered for POPIA Compliance.

8. RECOMMENDATION

It is recommended that the feedback report on the trip to attend the Gartner Symposium 2024 undertaken by Mr. Basil Chinasamy, from 4 November 2024 to 7 November 2024, **be considered and noted**.

AANBEVELING

Daar word aanbeveel dat die terugvoeringsverslag oor die reis onderneem deur Basil Chinasamy van 4 tot 7 November 2024 om die Gartner-simposium 2024 by te woon, oorweeg en daarvan kennis geneem word.

IZINDULULO

Kundululwe ukuba makuthathelwe ingqalelo kwaye kuqwalaselwe ingxelo engemva kohambo lokuzimasa iGartner Symposium 2024 oluthatyathwe nguMnu Basil Chinasamy, ukususela ngowe4 ukuya kowe7 kweyeNkanga 2024.

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9. ANNEXURES

APPENDIX 1 – Abbreviations

APPENDIX 2 – Key takeaways identified

FOR FURTHER DETAILS, CONTACT:

DATE			
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CHIEF DIGITAL OFFICER (CDO): IS&T

ANDRE STELZNER

COMMENT:

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NAME

DATE

EXECUTIVE DIRECTOR: CORPORATE SERVICES

ERNEST SASS

COMMENT:

The ED's signature represents support for report content and confirms POPIA compliance.

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DATE

MANAGER: INTERNATIONAL RELATIONS

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DR. DENVER VAN SCHALKWYK

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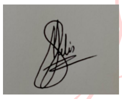

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☐ REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND <u>ALL</u> LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.

LEGAL COMPLIANCE

☐ NON-COMPLIANT

COMMENT:

NAME

TEL

DATE

Certified as legally compliant based on the contents of the report.

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CITY MANAGER

☑ NOTED

☑ REFER TO THE MAYORAL COMMITTEE VIA THE RELEVANT SECTION 79 COMMITTEE.

DATE

COMMENT:

APPENDIX 1 – Abbreviations

No.	Acronym	Definition
1	CIO	Chief Information Officer
2	CAR	Core Application Refresh
3	SCM	Supply Chain Management
4	MANCOM	Management Committee
5	EMT	Executive Management Team
6	POPIA	Protection of Personal Information Act
7	IS&T	Information Systems & Technology

APPENDIX 2 – Key Takeaways

Gartner arranged for exceptional Keynote speakers to commence the day. These included the following:

1. **Gartner Opening Keynote: Pacing Yourself in the AI Races** - Alicia Mullery, Daryl Plummer
2. **Guest Keynote: A Gartner Interview with Arnold Schwarzenegger: Lessons from a Master of Transformation**
3. **Guest Keynote: Creativity for Breakfast** – Breeding a Creative Culture - Mick Ebeling
4. **Guest Keynote: Revenge of the Tipping Point** - Malcolm Gladwell
5. **Guest Keynote: Digital Zen:** Mastering Well-Being in a Constantly Connected World - Rahaf Harfoush

Key take-aways of the opening keynote included:

1. "Because of the relentless innovation happening in the tech vendor race, CIOs feel like they are always living the hype, while the reality of their AI outcomes race - how tough it is to get value - makes it feel like they are also in the trough."
2. "CIOs can set the pace in their AI outcomes race."
3. "If CIOs have modest AI ambitions, in an industry that isn't being remastered by AI yet, they can afford to go at a more measured pace."
4. "This is an AI-steady pace. For those organizations with bigger AI ambitions, or in an industry that's being reinvented by AI, the pace will be faster. This is an AI-accelerated pace."
5. "Whether CIOs are moving at an AI-steady or AI-accelerated pace, they have to deliver value and outcomes."
6. "Productivity gains from GenAI are not equally distributed. Gains vary by employee, not just because of their personal interest and levels of adoptions, but according to complexity of job and level of experience."
7. "CIOs should manage AI benefits like a portfolio. Determine the size of your bet in each benefit area, and manage risks and rewards across this portfolio."

Each of the keynotes were very relevant and inspiring for our digital journey at the City.

Key themes of the Gartner Symposium included:

1. Artificial Intelligence
2. Cloud computing and strategies
3. Cybersecurity and risk
4. Leadership transformation
5. Innovation
6. Sustainability-driven growth with technology
7. Predictions to shape your digital workplace strategy
8. Board priorities for 2025 and what they mean for you

1. ARTIFICIAL INTELLIGENCE (AI):

AI emerged as a central theme at the Gartner Symposium, with discussions and key insight around setting the pace in the AI innovation races.

"Whether you’re moving at an AI-steady or AI- accelerated pace, you have to deliver three types of AI outcomes: business outcomes, technology outcomes, and behavioral outcomes." Daryl Plummer, Distinguished VP Analyst, Gartner

Key takeaways include:

- AI is being actively explored by 41% of CEOs as it is recognized as the future; a transformative force driving competitive advantage and efficiency
- AI will be embedded in ERP systems, driving business outcomes and technology advancements.
- Impact on employee productivity; 72% of employees are expected to integrate AI into their work
- Impact on employee productivity; 72% of employees are expected to integrate AI into their work, potentially saving 2-3 hours weekly.
- Generative AI adoption poses risks like resource intensity and security challenges requiring extensive access rights to sensitive and unstructured data. Noting 29% of AI-related incidents stem from security breaches, with 62% occurring internally.
- Key risks include malfunction, fraud, and insufficient access controls. Emphasis on adopting flexible architecture and robust security funding.
- Real-time data management is crucial for relevance and accuracy

2. CLOUD COMPUTING AND STRATEGIES:

Key takeaways on cloud computing and strategies include the following:

- Cloud Computing is the future; as its backbone for innovation, enabling faster growth, seamless collaboration, and the integration of emerging technologies.

- Cloud migration presents risks, including staying on-premises, migrating inadequately, or doing nothing.
- Migration approaches include lift-and-shift, scalable modernization, and leveraging SAP RISE for clean core principles and standardized platforms. SAP Rise needs to be assessed rigorously as most companies are still deciding on whether to upgrade to SAP Rise.
- Cost management strategies like FinOps and tagging elements by business owner, environment, or project are key to reduce high cloud costs by human mismanagement.
- Cloud contracting and cloud costs must be understood as there are different costing models and cloud providers. Cloud has its technical complexity and risks that must be understood.
- Cloud Computing reduces infrastructure costs by only paying for resources used and allowing organisations to easily adjusts or scale down on resources based on demand ensuring flexibility.

3. CYBERSECURITY:

Cybersecurity was a critical linked and follow-on topic from the main AI theme, with discussions focusing on the evolving threat landscape and the importance of robust cybersecurity measures. A highlight was also on considering the future attack surface when strategizing our cybersecurity response.

There is need to redefine the CISO role by clarifying responsibilities and consistently raising awareness while battling malinformation, digital interference, manipulation, and access control. Develop communities of practice for application security and apply the basics of a zero-trust philosophy tailored to non-IT environments. Identify data and identity risks as the primary driver for data security, leveraging threat detection and response practices to build improved capability. Focus on internal GenAI use cases that support users while piloting capabilities with a cross-functional team.

Key takeaways were on the following:

- Essential for AI trust and risk management.
- Robust strategies needed for evolving threat landscapes.

4. LEADERSHIP TRANSFORMATION:

Key takeaways were on the following:

- Vision, resilience and effective communication drive success.
- Align digital ambitions with measurable outcomes for impactful results.
- Enhance IT's value proposition by shifting IT's perception from a cost centre to a value generator.
- Measuring impact through value-driven metrics and stakeholder alignment.

5. **INNOVATION | EMERTECH:**

A key highlight was the concept of innovating for lasting impact.

"To rapidly progress, break big ideas into feasible steps and quickly select and build the best ones." Christian Stephan, Sr Director Analyst, Gartner

Develop a team that provides leadership and organization to drive real outcomes, setting an innovation ambition that covers business goals and executing all the way from idea to value while continuously optimizing. Think of AI not only as a target for innovation, but as a means. Map out your innovation execution to identify opportunities, set measurable impact goals, build the roadmap for the first Human+AI activities, then develop tools for those activities that gained most.

Key takeaways include the following:

- Focus on technologies with tangible value; avoid overinvestment.
- Emerging technologies are shaping the future, driving innovation, improving decision-making and enabling faster and more efficient processes across the organisation.
- Encourage creativity and innovation through strategic disconnection.

6. UNLOCK SUSTAINABILITY-DRIVEN GROWTH WITH TECHNOLOGY

Organizations increasingly use technology to drive sustainable growth. In this session, Sarah Watt, VP Analyst at Gartner, explained sustainability growth fundamentals, and shared actions to shift IT from a service function to a business growth driver.

Key Takeaways

a. “To get the benefits of sustainable growth by applying technology you need to support your organization in making four shifts.”
b. “The first shift is to relook at potential market opportunities. Sustainability is driving new and different consumer wants and needs.”
c. “The second shift is to look at how technology can enable improved design. Technology can help you streamline the design process and ask ‘what if’ types of questions.”
d. “The third shift is about how you think about the products you sell and the business models.”
e. “The consumption treadmill is also resulting in a lot of waste. You can use technology to help you defer the end of product life, or to manage raw materials at the end of product life more effectively.”

7. SIGNATURE SERIES: CEO CONCERNS 2025

CEOs are enacting new post-crisis strategies to deal with geopolitical risks and talent challenges; leveraging AI and sustainability. In this session, Kristin Moyer and Don

Scheibenreif, Distinguished VP Analysts at Gartner, shared Gartner's annual global CEO survey results which include some agenda shifts that CIOs should anticipate next.

Key Takeaways

a. "The human-only workforce is a thing of the past. 68% of organizations are working on a strategy that integrates human employees and machines including AI-agents and robots."
b. "CEOs expect that AI will increase the span of control of their people managers by 18%."
c. "In a quest to build dynamic leadership capacity, 56% of CEOs said they will use AI to de-layer most middle management roles within the next 5 years."
d. "97% of executives said they will use AI to augment their performance.
e. "AI augmented leadership is NOT about AI replacing you as a leader. It is about using AI to become even more human-centric."

8. PREDICTIONS TO SHAPE YOUR DIGITAL WORKPLACE STRATEGY

CIOs and their teams must deliver technologies and experiences daily to help employees drive the best outcomes. In this session, Tim Nelms, Sr Director Analyst at Gartner, explored Gartner's latest predictions about the workday to help CIOs rethink their digital workplace strategy.

Key Takeaways

a. By 2028, 25% of organizations with return-to-office mandates will shorten workdays.
b. By 2028, 40% of large enterprise warehouse operations will have deployed employee engagement tools to motivate their workforce.
c. By 2028, organizations with a digital employee experience (DEX) leader will have a 60% higher chance of benefiting from emerging technologies.
d. By 2027, 50% of people in advanced economies will have AI personal assistants working for them every day.
e. By 2028, over 50% of digital workers will offer their skills on an external talent marketplace.

9. BOARD PRIORITIES FOR 2025 AND WHAT THEY MEAN FOR YOU

CIOs and IT executives are presenting to non-executive directors more often than ever. In this session, Tina Nunno, Distinguished VP Analyst at Gartner, summarized key results of the Gartner Board of Directors Survey

Key Takeaways

a. "58% of Boards would like to see their organization take more technology risk to deliver stakeholder value."
b. "Boards anticipate AI (63%), technology generally (57%), and cyber risk (39%) will positively impact shareholder value."
c. "While 91% of Boards are feeling positive about AI as potential currency, they are not feeling positively about their ability to oversee AI."
d. "80% of Boards said their current Board practices and structures are inadequate."
e. "C-level executives should treat the Board as an active fund rather than an index fund to optimize their leadership currency."