

Topic	Commercial / Academic Conference	Date
KEYNOTE: "Digital Transformation: The 4th Industrial Revolution"	Women in 4IR Technology Conference 2019, Sandton	November 2019
KEYNOTE: "Beyond Fintech – Edutech, Agritech and mHealth"	AfricaComm 2019, Cape Town	November 2019
KEYNOTE: "Digital Transformation and the Future-Ready Accountant"	SAIPA Accounting Indaba 2019, Cape Town	August 2019
"A knowledge-based service-learning framework for large-scale community projects in higher education"	SACLA 2019 Conference, Drakensberg	July 2019
"Digital Technologies and the 4 th Industrial Revolution"	AAUN Forum 2019, Mauritius	July 2019
KEYNOTE: "The FinTech future for Africa: the tech and the people"	AfricaComm 2018, Cape Town	November 2018
"A knowledge conversion model enabling programme design in higher education for shaping industry-ready graduates"	SACLA 2018 Conference, Gordons Bay	June 2018
"Design is not just what it looks like and feels like, it is how it works"	Guest lecture – final year Industrial Engineering students, University of Pretoria	August 2016
KEYNOTE: "Embracing Digital: An Operators Strategy to Deliver Attractive Digital Services and Monetise Them"	Africa Comm 2015, Cape Town	November 2015
"Threats and Opportunities for Information Systems Outsourcing"	3 rd International Conference on Enterprise Systems, University of Basel, Switzerland	October 2015
"Client-vendor knowledge transfer mechanisms in the context of Information Systems outsourcing"	10th Knowledge Management in Organisations, University of Maribor, Slovenia	August 2015
KEYNOTE: "Managing customer experience and organisational reputation online: successes and knock-outs"	4th Annual Enhancing Customer Experience Loyalty & Retention in Telecom, Johannesburg	August 2015
"Knowledge Asset Management Pertinent to Information Systems Outsourcing"	3rd World Conference on Information Systems and Technologies, University of Azores, Azores, Portugal	April 2015
"A customer success story: Dare to be Digital"	ORACLE Day 2014, Midrand	November 2014
"Managing, measuring and enriching the customer"	Africa Comm 2014, Cape Town	November 2014

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experience in an omni-channel world”		
“Managing organisational reputation online”	Highway Africa Conference 2014, Grahamstown	September 2014
Panelist: “Digital Disruption”	Social Media Week 2014, Johannesburg	September 2014
“Social media and CRM – does it foster loyalty?”	Enhancing Customer Experience, Loyalty and Retention in Telecom 2014, Johannesburg	August 2014
KEYNOTE: From Disruption to Opportunity: Dare to be Digital – a business perspective	ORACLE C-level Digital Disruption events, Johannesburg, Durban and Cape Town	August 2014
“To infinity and beyond... You are #makingadifference”	ITWeb Social Media Summit 2014, Johannesburg	June 2014
“Insight – look beyond the ordinary!”	Social and Mobile CRM, Gibbs Business School, Johannesburg	March 2014
“The role of the Business Analysts as Change Agent”	Business Analysis Summit Southern Africa 2013, Cape Town	September 2013
“Bonfire chats between the HR Director and Enterprise Architect – the emergence of a people architecture”	The Open Group Enterprise Architecture Practitioners Conference, Johannesburg	September 2013
“There’s no traffic jam along the extra mile: going big - and digital - on big data!”	TM Forum Africa Summit, Johannesburg	August 2013
“BI Centre of Excellence – Mission possible!”	ITWeb’s 8th annual Business Intelligence Summit & Awards, Bryanston, Johannesburg	February 2013
“Creating and delivering a positive, differentiated and sustainable Customer Experience”	TM Forum Customer Experience Management Summit 2012, Johannesburg	November 2012
“Critical Success Factors for Information Systems Outsourcing Management: A Software Development Lifecycle View”	South African Institute for Computer Scientists and Information Technologists (SAICSIT) 2009, Bela Bela	October 2010
KEYNOTE: “There’s no traffic jam along the extra mile”	EMEA eGain User Conference, Windsor, UK	<i>May 2010</i>
“A Framework and Methodology for Knowledge Management System Implementation”	South African Institute for Computer Scientists and Information Technologists (SAICSIT) 2009, Vanderbijlpark	<i>October 2009</i>

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"Customer Experience Management – mission possible?"	SA ORACLE User Group (SAOUG) User Conference 2009, Durban	<i>June 2009</i>
"Key characteristics in selecting software tools for knowledge management"	ICEIS 2009, Milan, Italy 11th International Conference on Enterprise Information Systems (ICEIS)	<i>May 2009</i>
"Impressive experiences everywhere you go"	MTN SA Leadership Conference 2009, Cape Town	<i>May 2009</i>
"Customer Experience – one of the BIG 6 in MTN SA"	MTN SA Leadership Conference 2008, Durban	June 2008
"e-HR: Mission Possible"	Primeserve HR Conference, Indaba Hotel	April 2003
"Human Capital and Sustained Competitive Advantage"	SA ORACLE Application User Group, Sun City	October 2002
"A practical guide to optimize the implementation or upgrade of your 11i ORACLE HRMS system"	ORACLE Application User Group, Rome, Italy	September 2002
"Employee Performance Management Model and ERP system enablers"	Performance Management Conference, Knowledge Resources, Gibbs Institute	March 2002
KEYNOTE: "ORACLE HRMS Implementation Successes"	ORACLE / Xayce roadshow – two sessions, Gallagher Estate, Johannesburg and Waterfront, Cape Town	February 2002