SAHPRA Head Office
Building A
Loftus Park
2nd Floor
Kirkness Road
Arcadia
0083

COMMUNICATION TO STAKEHOLDERS

Issue No.: ICT01-2022/23

12 August 2022

SAHPRA Digital Transformation – Deployment of a Stakeholder portal

Document History

First Publication – Version 1	August 2022

1. INTRODUCTION

In keeping with SAHPRA's strategic objectives – Digital Transformation has been a key focus are for SAHPRA ICT.

There are 5 main strategic drivers for SAHPRA ICT:

Driver 1 – Meet Industry and Stakeholder Expectation – SAHPRA strives to be an innovative organisation that can consistently and reliably respond to the needs and expectations of its stakeholders through the implementation of user-centric solutions that service those user needs.

Driver 2 –Digitally Transform and Automate Business Processes – Here the development of an Integrated Regulatory Information Management System will be a flagship project for the digital transformation of SAHPRA, bringing all regulatory processes onto one platform with built-in automation, intelligence, and robust reporting capabilities.

SAHPRA Head Office
Building A
Loftus Park
2nd Floor
Kirkness Road
Arcadia
0083

Driver 3 – Establishment of Reliable Enterprise IT Infrastructure - As a new entity, SAHPRA requires significant investment into the design and deployment of IT infrastructure that meets the performance and capacity standards to reach its operational requirements
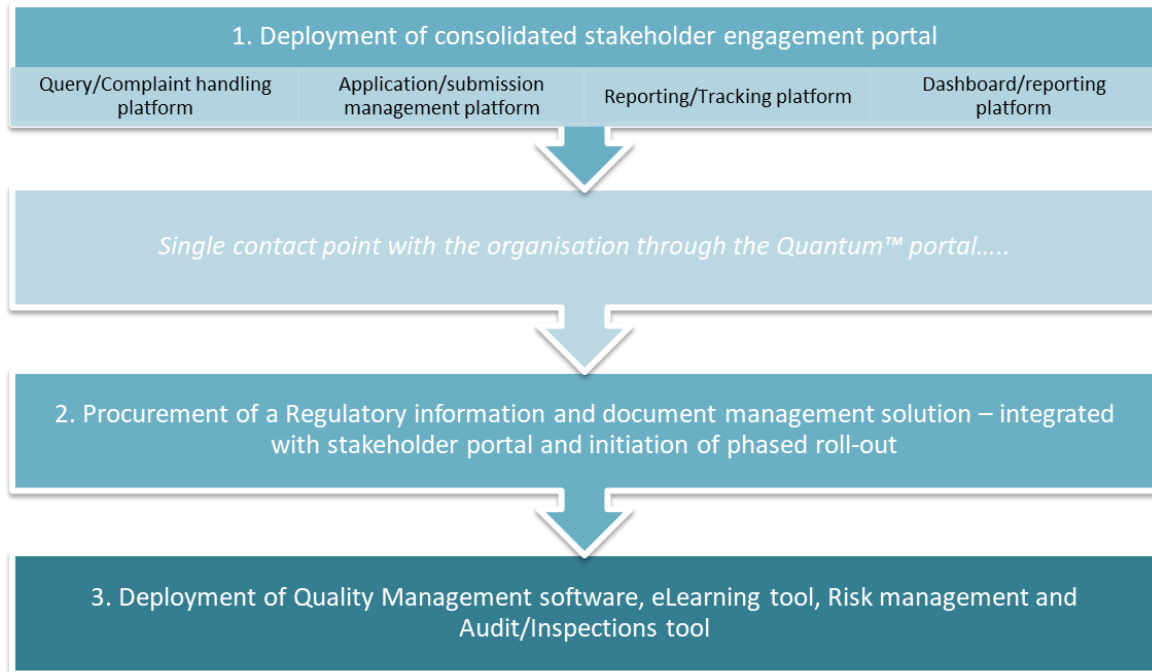
Driver 4 - Enhance Data and Information Security - Cybersecurity is an ever-evolving aspect of any information technology strategy. While bringing important opportunities, the consolidation of systems does leads to a greater attack surface that requires enhanced security measures to minimize risks.

For a regulator such as SAHPRA, ensuring confidentiality, integrity and availability of internal and stakeholder information is critical in maintaining regulatory and reputational integrity.

Driver 5 – Deliver value through proper Corporate Governance of ICT

Strong and effective corporate governance of ICT will cultivate a culture of strategic ownership and control over IT direction and investment, thereby ensuring that there is alignment between IT priorities and expenditure and the organization.

To deliver against these drivers that there are key focus items that are remaining for the current financial year – the will focus primarily be on the following 3 interventions/initiatives:

SAHPRA Head Office
Building A
Loftus Park
2nd Floor
Kirkness Road
Arcadia
0083

1. Deployment of consolidated stakeholder engagement portal			
Query/Complaint handling platform	Application/submission management platform	Reporting/Tracking platform	Dashboard/reporting platform

Single contact point with the organisation through the Quantum™ portal…..

2. Procurement of a Regulatory information and document management solution – integrated with stakeholder portal and initiation of phased roll-out

3. Deployment of Quality Management software, eLearning tool, Risk management and Audit/Inspections tool

Chairperson: Prof Helen Rees • Vice-Chairperson: Dr Obakeng Khaole • Prof Joyce Tsoka-Gwegweni
Prof Patrick Demana • Dr Xolani Khayelihle Ngobese • Adv Hasina Cassim • Ms Ditaba Lucy Maraka
Mr Itani Elias Mashau • Ms Lerato Mothae • Mr Norman Baloyi • Dr Afred Kgasi • Prof Johanna Meyer
• Ms Mandisa Skhosana • Prof Yahya Choonara • Dr Zinhle Makatini
CEO: Dr Boitumelo Semete-Makokotlela

SAHPRA Head Office
Building A
Loftus Park
2nd Floor
Kirkness Road
Arcadia
0083

For the deployment of the Stakeholder portal – the next steps involving our external stakeholders then will involve the enrolment of the users on the portal, the training/demonstration sessions and the initiation of the applications via portal for handling and management by SAHPRA

| External Stakeholder enrollment (user application –> usage policy, establishment creation form, user creation form (responsible pharmacist/authorised representative and deputy) 15 Aug 2022 – 19 Aug 2022 | → | Training/demonstration session 17 and 24 August 2022 | → | Training Tutorial video and "how-to" document available on website – Service Desk Landing page via e-service | → | Phased go-live of submissions via Portal – sequence to be included in Industry communication that will be shared on 12 August 2022 |

With the deployment of the stakeholder portal – SAHPRA ICT and HPA would like to invite continuous engagement and communication from industry as we progress with the roll-out – to enable us to take in comments, feedback, input and bring suggestions on board and adjust the roll-out approach as we take the next step and the next step.

This will be critical to a successful implementation! For the input we kindly request that an email is logged on ict.helpdesk@sahpra.org.za .

We are appreciative of your support of this process.

As with any system deployments – we do anticipate that there may be some challenges that arise, we will endeavour to address those as quickly as possible and at all times keep industry appraised of challenges, actions taken and learnings derived – to ensure that the phased roll-out continuous to pick up momentum as we progress.

SAHPRA Head Office
Building A
Loftus Park
2nd Floor
Kirkness Road
Arcadia
0083

We have attached to this communication the enrolment forms that must be completed and returned to SAHPRA ICT – to create the user log-in accounts for the approved users/representatives.

We kindly request that the enrolment forms be completed and returned to SAHPRA ICT no later than Fri the 19th of August 2022 – so we can start creating user accounts and communicating log-on details as we receive the forms.

Please return the completed forms to ict.helpdesk@sahpra.org.za and kindly indicate in the email subject – QUANTUM ENROLLMENT FORM - so this can be actioned swiftly.

We trust we can use the opportunity on 17th and 24th August 2022 – to tackle any questions but am happy to receive any queries on the above mentioned email address.

We thank you in advance for your support and patience as we embark on this roll-out.

_____

Christelna Reynecke
CHIEF OPERATIONS OFFICER

Point of Presence Form

Page 1 of 1

General Details

Point of Presence name:	
Company:	
Switchboard:	
Primary Fax:	

Addresses

Physical address:	
Map URL:	
Postal address:	

Data Approval

Approved by:	
Signature:	
Job Title:	
Date:	

User Form

General Details

First name:	
Surname:	
Company:	
Point of Presence:	
Department:	
Job Title:	

Contact Details

Mobile number:	
Direct telephone number:	
Direct fax number:	
Email address:	

Management

First Line Manager:	
Second Line Manager:	

Client Approval

Approved by:	
Signature:	
Job Title:	
Date:	

Administrative Use Only

Password Created:	
Security Group:	

Company Enrollment Form

General Details

Company name:	
Web Address:	
External Coordinator:	

Trading Hours

Weekdays:	
Saturday:	
Sunday:	

Data Approval

Approved by:	
Signature:	
Job Title:	
Date:	

Attachments

1. Copy of CIPC Registration certificate
2. Copy of Responsible Pharmacist Registration Certificate (where applicable)
3. Copy of SAPC Pharmacy Registration (where applicable)
4. Copy of NDOH license (where applicable)
5. Copy of appointment letter as Responsible Pharmacist/Authorized Representative (where applicable)