



SITA SOC Ltd, 459 Tsitsa Street, Erasmuskloof, Pretoria, South Africa • PO Box 26100, Monument Park, 0105, South Africa
Tel: +27 12 482 3000 • Fax +27 12 367 5151 • Reg. No 1999/001899/30 • www.sita.co.za

MEDIA STATEMENT

NOTIFICATION OF PLANNED DOWNTIME FOR ELECTRICAL INFRASTRUCTURE UPGRADE AT SITA CENTURION DATA CENTRE

Pretoria, 08 August 2024 – SITA will implement a three-day planned maintenance and upgrade of the electrical infrastructure at the Centurion Data Centre scheduled from Thursday, 08 August at 16:00 until Sunday, 11 August 2024. This planned intervention, targets the long weekend where disruption to services can be minimised and forms part of SITA's investment and commitment to enhance service delivery capability of government.

The upgrade will focus on the uninterrupted power supply (UPS) output which will enable continuous distribution of electricity directed especially at critical installations at the facility.

As a major player in the country's ICT sector, SITA is demonstrating its commitment to deliver improved services to all clients, and in this instance, by upgrading its electrical infrastructure to ensure service reliability.

The infrastructure upgrade forms part of the plans to build more redundancy and will remove the Single Point of Failure in our UPS power supply and establish an additional power supply path with physically separated electrical distribution boards. This will also help to maintain a high level of power supply reliability for critical computer environments.

To date, four (4) Electrical Distribution Boards have been delivered, and preparations are underway for the installation and commissioning during the upgrade period. The Agency's engineering support team is working hard to complete all activities that do not require downtime before August 8, 2024.

The full restoration of all services is expected on Sunday, 11 August 2024 at approximately 23:00.

The technical support teams will be on standby to assist with any issues that may arise during the service restoration process. The installation activities are designed to allow for a gradual restoration of power supply, ensuring that each distribution board is installed, tested, and all relevant electrical cables are reconnected.

The decision to conduct this planned shutdown during this period has been exercised with the utmost caution and planning, is to minimise impact on service delivery on SITA's clients, noting that the downtime period includes a public holiday and weekend.

Non-Executive Directors:

Mr K Pillay (Chairperson), Ms L Petelele (Deputy Chairperson), Ms N Pietersen, Ms K Sibanda,
Ms L Abrahams (Dr), Mr M Mnisi, Mr L Keyise, Ms L Mseme, Ms R Naidoo

Executive Directors:

Mr S Dzungwa (Managing Director: Acting) Mr MK Kgauwe (Chief Financial Officer),
Ms June Cornelius (Company Secretary)

RESTRICTED

Furthermore, SITA has consulted with all impacted client departments for concurrence and coordination as the work undertaken may result in temporary unavailability and/or delays in dispensing services.

The relevant client departments will communicate special arrangements put in place for the duration of the downtime.

During this time some clients who do not have alternative sites that serve as Data Recovery (DR) sites, which are key to ensure business continuity may be impacted. From a holistic service delivery perspective, it is necessary to invest in alternative sites, which cater for various routine operations, maintenance or even crisis prevention measures. In essence DR sites exist for many reasons and play a critical role when a primary site is offline or temporarily unavailable.

SITA has an approximated number of 37 clients using the SITA Centurion Data Centre as a site for white space. These clients must have the capability to activate DR sites for business continuity. However, this option has not been exercised by all clients.

The Agency has worked together with other government departments and entities to look at alternative solutions. A case in point is the Department of Home Affairs and the Border Management Agency, as examples.

Whilst data centres are facilities that house large numbers of computer servers and related equipment used to store, process, and distribute vast amounts of data - they are essential for the operation of most modern businesses and digital services. The Centurion Data Centre, which is undergoing this maintenance, hosts 16 key services that include, amongst others, key Applications (Logis, BAS, etc.) Hosting, Networks, End-user computing and Service Management.

SITA apologises to all stakeholders who are adversely impacted by the maintenance due to be undertaken.

The details of the planned downtime are listed below:

- **Start of Downtime:** 08 August 2024, 16:00

Shut down of applications and equipment in sequence.

- **Commencement of Electrical Work:** 09 August 2024, 00:00
- **Restoration of Power (phase 1):** 10 August 2024, 08:00
- **Restoration of Power (phase 2):** 11 August 2024, 06:00
- Gradual restoration of equipment and applications in sequence until 23:00.

Ends

Non-Executive Directors:

Mr K Pillay (Chairperson), Ms L Petlele (Deputy Chairperson), Ms N Pietersen, Ms K Sibanda,
Ms L Abrahams (Dr), Mr M Mnisi, Mr L Keyise, Ms L Mseme, Ms R Naidoo

Executive Directors:

Mr S Dzungwa (Managing Director: Acting) Mr MK Kgauwe (Chief Financial Officer),
Ms June Cornelius (Company Secretary)

RESTRICTED

MEDIA ENQUIRIES:

Head: Corporate Affairs: Tlali Tlali (Mr)

Cell: 082 3333 880

Email: Tlali.Tlali@sita.co.za

Non-Executive Directors:

Mr K Pillay (Chairperson), Ms L Petelele (Deputy Chairperson), Ms N Pietersen, Ms K Sibanda,
Ms L Abrahams (Dr), Mr M Mnisi, Mr L Keyise, Ms L Mseme, Ms R Naidoo

Executive Directors:

Mr S Dzungwa (Managing Director: Acting) Mr MK Kgauwe (Chief Financial Officer),
Ms June Cornelius (Company Secretary)