



IONITY GLOBAL

(Pty) Ltd

SHOUT-IT-NOW

Implementation Roadmap — IR

From Audit to Execution — Pathways, DOME Backbone & SOP

Five Pathways · DOME-Network · SOP · IA-MCP · AI Governance · ERP · AI Data Platform

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1. Executive Summary

This Implementation Roadmap (IR) is the single combined execution document for SHOUT-IT-NOW following completion of Phase 1 — IT Systems Audit, Assessment and Advisory Services (engagement Q021-SN01-AD1-26D · QTE-2026-002). It merges the Statement of Work deliverables — the prioritised remedial action plan (SOW 4.1.3) and the forward look to Phases 2 and 3 — into one decision pack for the 23 July Parktown handover, distilled from a month of team fieldwork and a 160-file audit repository (TOPEND index DOC-2026-07-021).

The audited baseline, from SHOUT-IT-NOW's own workbook (System_Assessment_Updated_Apr2026), is R1 244 000 per year across the 21-system estate — with roughly half addressable. The IA·MCP forensic baseline scored the estate 33.7 and 49.1 (Grade F — "Initial") against CIS v8, ISO 27001, SOC 2, NIST 800-53 and POPIA, and the AWS commitment expiry (~September) moves the database line from ±R9 000 to R60 000–70 000 per month if nothing is done. That is the burning platform.

Phase 1's mandate was explicit: list the options, price them honestly, and leave the direction with the client (§2.4). Section 5 therefore presents five engineered pathways for the AWS workloads — with Pathway A (Ionity Private Intranet micro-computing cluster) recommended and Pathway E (Sovereign Hybrid) as the natural Phase-2 end-state in which DOME-Network becomes the backbone of the estate once the SOP loop is embedded. The SOP (Section 12), the IA·MCP weekly evidence engine (Section 13) and the client's own AI Governance Pack (Section 14) align into one governed operating rhythm regardless of the pathway chosen.

COMMERCIAL NOTE — This document intentionally contains NO forward-looking investment pricing. All investment figures are indicative only and are superseded by the formal Ionity commercial pack (incl. the DOME cost models held in the audit repository), issued separately. Nothing in this IR constitutes a quotation. The cost baseline shown is SHOUT-IT-NOW's own recorded spend.

2. Purpose, Scope & SOW Alignment — 10 Pillars + 5 Foundations

The Statement of Work defines the engagement as a comprehensive, advisory evaluation of SHOUT-IT-NOW's IT systems, processes and infrastructure. The official scope reference (POL 986 AED, v1.0) fixes ten specific pillars over five general foundations; every finding and every action in this IR traces to one of them.

Specific pillars (10)	General foundations (5)
1 Integrations & data flows · 2 Vendor & source-code custody	1 Complete asset inventory (hardware + software)
3 Cloud configuration posture · 4 Logging, monitoring & IR readiness	2 Security & access controls
5 Identity lifecycle · 6 Patch & change management as processes	3 Backup & disaster recovery
7 Data classification, retention & destruction (POPIA §§26–35)	4 Network performance & capacity
8 AI & model governance · 9 Architectural single points of failure	5 Compliance & policy enforcement
10 Cost & licence rationalisation	(POPIA / GDPR / HIPAA / PCI-DSS lenses)

SOW deliverable	Delivered as	Status
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4.1.1 Internal systems assessment	Finance & HR audit (A1C, 20 Jul); internal deep-dives; System Assessment workbook	Delivered
4.1.2 Client-facing assessment	Website audit SIN-WEB-2026-R01 v1.4; SMART 2, SNowl 2, Chomi, iShout, MojaMind profiles (14 system profiles)	Delivered
4.1.3 Prioritised remedial action plan	THIS DOCUMENT — ION-IR-2026-001	This document
Cross-stack risk register	TOPEND findings register (27 items) consolidated to F-01...F-09 (SPINE v0.2)	Draft with final report
Forward-look — Phases 2 & 3	Sections 4, 5, 6 (pathways & DOME backbone)	This document
Weekly milestone plan	Five sprints delivered progressively; tracker & sign-off sheet	Complete

3. Engagement Record — Sprints, Tracker & the 160-File Repository

Phase 1 ran as five weekly agile sprints from kick-off on 15 June 2026, Monday to Saturday, delivered by the Ionity team (Johan van Antwerp — lead; Ian Raven; Dennis Grobler; Mike Kandolo; Robin du Toit in support) against the project tracker's fourteen deliverables. The complete evidence trail — reports, 14 system profiles, forensic IA-MCP scans, signed Mutual NDA v1.2, SLA v1.0, SOW, compliance questionnaire, meeting reports ION-MMR-2026-01 → 21 — is indexed in the TOPEND repository (DOC-2026-07-021, 50 pages, 160 companion files).

Sprint	Focus	Key outputs
Week 1	Initiation & data gathering	Kick-off (15 Jun); access provisioning; info-request list (org chart, inventories, hosting diagrams, SaaS costs, access matrix, POPIA docs)
Week 2	Internal systems deep-dive	Finance & HR fieldwork; Sage 300 People demo (22 Jun); finance stack mapping (5 parallel systems)
Week 3	Client-facing & SMART 2.0 hub; AI governance	Website audit; SMART 2 / SNowl 2 review; Chomi & AI-tooling lens; FLOW scoping (18 Jun)
Week 4	Consolidation & action planning	Cross-stack findings; POPIA roll-up; QTE-2026-002 compliance interviews; AI dashboard scoping (29 Jun — NACOSA first)
Week 5	Finalisation & delivery	Consolidated report (1 Jul); A1C hand-in (20 Jul); TOPEND final presentation; audit review (22 Jul, ION-MR-2026-004)

4. Programme Phasing per SOP — Phase 1 → 2 → 3

Phase	Objective	Standing
Phase 1	Audit, Assess, Advise — agile discovery across the 21 systems and the SMART 2.0 hub	COMPLETE — this IR is the contracted action plan

Phase 2	DOME-Network — the AI-native backbone (Section 6); Sovereign Hybrid end-state; AEDI capability matrix	Pathway decision now; scoping Oct–Nov; priced in the commercial pack
Phase 3	Rationalise & Cut — consolidation, cloud right-sizing, MojaMind cost evaluation, decommissioning	Time-critical elements brought forward (Workstreams A & B) — September cliff

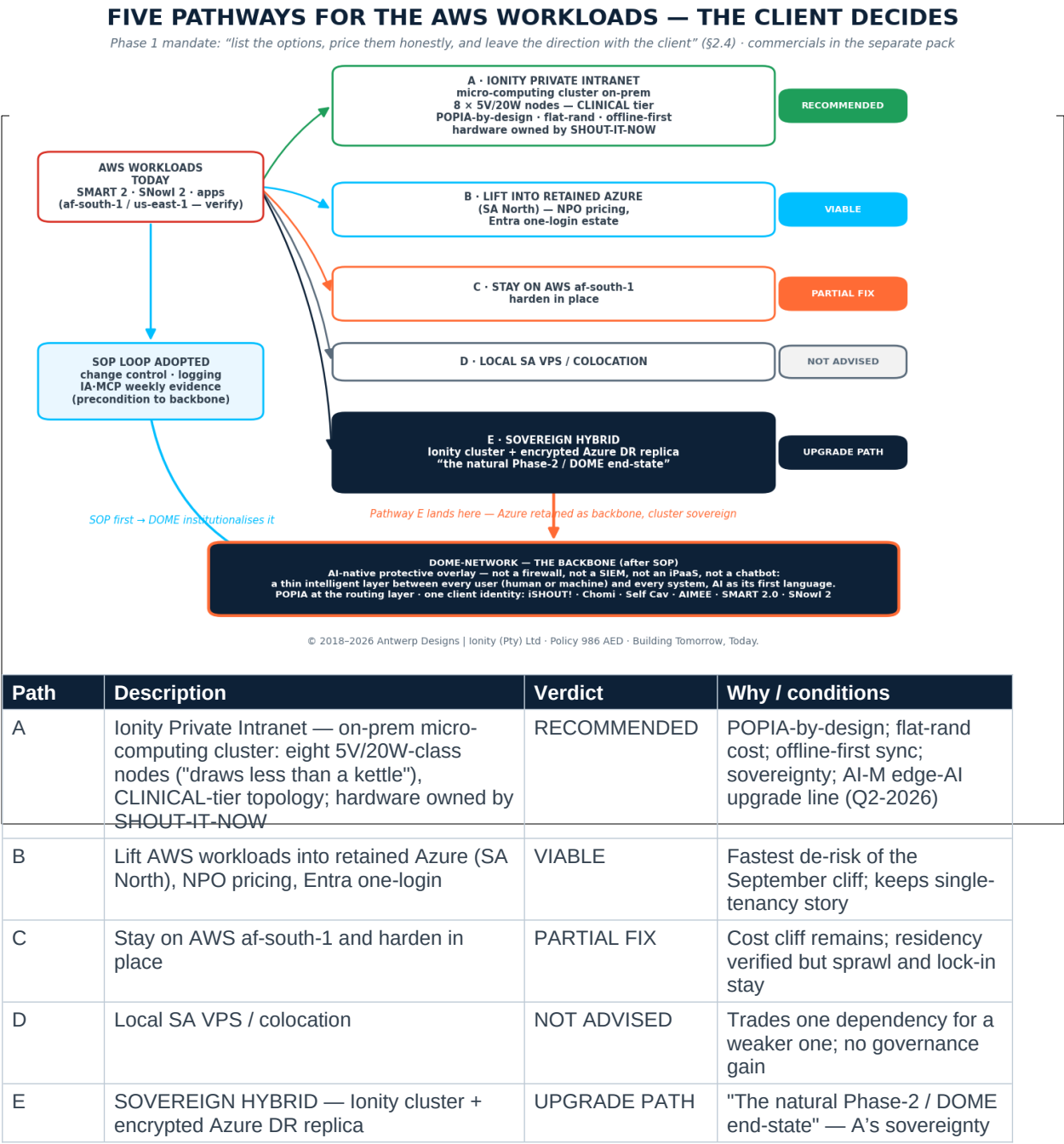
Operating philosophy, agreed 2 June and unchanged: optimise first, DOME later — but "later" is now a defined, engineered path, not a vague ambition. The SOP loop is the precondition; DOME is what the SOP grows into.



5. Pathways — Five Options for the AWS Workloads, the Client Decides

“Phase 1 mandate: list the options, price them honestly, and leave the direction with the client (§2.4).” — TOPEND final presentation, DOC-2026-07-021

The engineered exit from AWS is the pivot of this roadmap. Five paths were tabled — one recommendation, no blinkers. Headline position: exit AWS onto Ionity Private Intranet hosting, with Azure retained as the backbone. Whichever path Exco chooses, the SOP loop, IA-MCP evidence cadence and AI-governance alignment stay identical.



		with Azure resilience; the backbone configuration
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How to read this with Section 6: Paths A and B are both honest destinations for the workloads. Path E is where they converge once the SOP is embedded: the cluster carries sovereign clinical workloads, Azure carries DR and the M365/Fabric estate, and DOME-Network becomes the intelligent backbone that routes, protects and audits everything between them.

6. DOME-Network — The Backbone Path

“Not a firewall, not a SIEM, not an iPaaS, not a chatbot — a thin, intelligent layer between the user (human or machine) and the systems, speaking AI as its first language.” — ION-QUO-SHOUT-2026-001, Forward Look

DOME-Network is Phase 2 — and if Exco selects it, it is the backbone of the estate after the SOP: every request, human or machine, passes through one governed layer. POPIA is enforced at the routing layer rather than per-application, and one client identity is unified across iSHOUT!, Chomi, Self Cav, AIMEE, SMART 2.0 and SNow! 2 — the six systems confirmed to carry special personal information. The single console replaces “20 000 tabs”: the DOME-principle ERP demo of 2 June was received well precisely because it made the whole stack conversational.

6.1 What DOME institutionalises (AEDI capability matrix)

Capability	What it gives SHOUT-IT-NOW
Predictive mindset	Failure-zone detection and anticipation across integrations, not after-the-fact alerts
Real-time logs & notifications	Every routed request evidenced — the SOP’s “log” step becomes automatic
Staff alignment	Role-scoped access through one identity; JML (F-03) enforced at the layer
ISO alerts & checklists	Control drift surfaced against ISO 27001 / CIS v8 baselines continuously
POPIA at the routing layer	Residency, minimisation and special-PI rules applied before data moves
Edge-AI hardware path	AI-M intelligent motherboard (5V/20W, Q2-2026 line) extends DOME to clinics offline-first

SOP → DOME (the alignment Exco should see): the SOP loop in Section 12 is run by people and evidenced weekly by IA-MCP. DOME is the same loop institutionalised in the architecture — intake, assessment, approval, logging and audit executed at the routing layer. SOP first proves the discipline; DOME then makes it structural. That is why Pathway E is labelled the natural end-state, and why choosing DOME is choosing the backbone, not an add-on.

If DOME is chosen: Workstream E graduates from scoping to build; the Fabric lakehouse and NACOSA dashboards remain unchanged underneath; the cluster (Path A hardware) becomes DOME’s sovereign footing; commercials follow the pack.

7. Systems Inventory & Disposition — the 21 Systems

The authoritative inventory is SHOUT-IT-NOW's System Assessment workbook (April 2026 update; 19–21 systems across versions — the 21-system view is used here). Six systems carry special personal information: SMART 2, SNowI 2, Chomi, MojaMind, iShout and ShoutLink.

7.1 Internal systems (8)

System	Role	Status	Disposition
DataWareHouse	central reporting store	Being disabled	Retire → Fabric lakehouse (Dome path)
Sage Evolution	finance/accounting	Active	Consolidate into single ERP route (F-05)
Fusion (Neurasoft)	finance/operations	Active	Consolidate into ERP route (F-05)
CaseWare	financial reporting	Active	Consolidate or integrate with ERP route
BioSyn Time & Attendance	T&A capture	In development	Keep; API integration to ERP to confirm
S-Cube	payroll & T&A (critical)	Active	Consolidate → Sage X3 People path
SSRS	reporting services	Active	Migrate reporting to Power BI over Gold layer
Salesforce	CRM	Active	Keep; native Fabric connector / mirroring

7.2 External / client-facing systems (13)

System	Role	Status	Disposition
SMART 2	clinical hub — HIV/STI/TB/PrEP/GBV	Active — special PI	Keep — refresh .NET (F-06); host per chosen pathway; access logging per HPCSA
SNowI 2	biomedical referrals	Active — special PI	Keep — decouple direct SMART 2 DB read (F-07)
Chomi	GBV chatbot	Active — special PI	Evolve — Option C hybrid (WhatsApp + PWA); re-classify PII under POPIA §26
WhatsApp Platform	client messaging	Active	Keep — real-time Eventstream source
iShout	youth engagement app	Active (DataFree disabled) — special PI	Keep — central support takeover
eLearning Platform	youth learning	Active	Keep — relocate UK-hosted test server
MojaMind	mental-health e-art app (YGLWHIV)	Active — special PI	Protect during migration; Phase 3 cost evaluation
Microsoft 365	productivity (~250 users)	Active	Keep — foundation of target estate

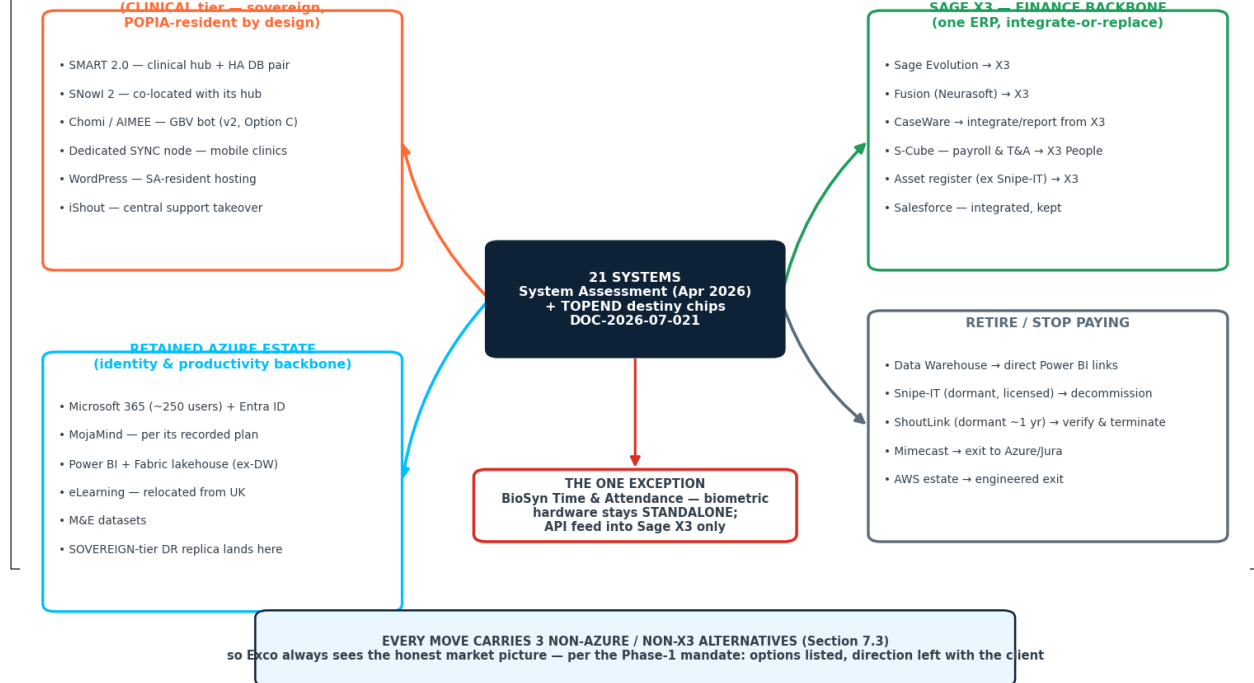
Azure SnipeIT	asset tracking	Active	Integrate asset register with ERP route
FreshService	ITSM/ticketing	Active	Keep — real-time connector to lakehouse
Mimecast	email security (±40 of ~200 covered)	Active	Exit (F-02) → Azure/Jura; serve ±90-day notice
ShoutLink	legacy link platform — special PI	Under review	Retirement pending; data disposition per POPIA §14
Public web (WordPress)	public site	Active	Remediate residency (F-01); consolidate hosting

7.3 Consolidation matrix — primary target + three market alternatives per system

Direction per Exco steer: every system except BioSyn consolidates onto Azure, Sage X3 and the Ionity Intranet hosting. BioSyn — the biometric hardware layer — stays standalone with an API feed only. Honouring the Phase-1 mandate, each move lists three market alternatives that are deliberately NOT Azure and NOT Sage X3, so the client always sees the honest market picture before committing.

CONSOLIDATION DESTINY MAP — 21 SYSTEMS → AZURE · SAGE X3 · IONITY INTRANET

Every chip consolidates onto IONITY INTRANET · Ionity private hosting · AZURE → retained Microsoft estate · CONSOLIDATE → Sage X3 finance backbone · RETIRE → stops costing money



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System	Primary target	Alt 1 (non-Azure/X3)	Alt 2	Alt 3
SMART 2.0	Ionity Intranet (CLINICAL) + .NET refresh	OpenMRS	Bahmni	DHIS2 Tracker
SNowl 2	Ionity Intranet — co-located with hub	CommCare	REDCap	KoboToolbox

Chomi / AIMEE	BotPress on hybrid Option C (v2)	Rasa	Turn.io	RapidPro
WhatsApp Platform	Keep (Meta WABA) — Eventstream feed	Twilio	360dialog	Infobip
iShout	Ionity Intranet — central takeover	Flutter rebuild	Progressive Web App	Glide/AppSheet
eLearning	Azure — relocated from UK	Moodle Cloud	TalentLMS	LearnDash
MojaMind	Azure — per its recorded plan	Keep af-south-1 (interim)	Ionity Intranet	Store-published PWA
Microsoft 365	Retained Azure backbone	Google Workspace	Zoho Workplace	Nextcloud
Snipe-IT (dormant)	RETIRE — register into Sage X3	Self-host Snipe-IT on cluster	GLPI	AssetTiger
FreshService	Keep — lakehouse connector	Jira Service Mgmt	Zoho Desk	GLPI
Mimecast	EXIT — Azure Defender / Jura	Proofpoint	Barracuda	Mailcow + rspamd
ShoutLink (dormant)	RETIRE — verify, evidence, terminate	Archive to lakehouse	Static export	—
Public web (WordPress)	Ionity Intranet — SA-resident	Azure App Service*	Afrihost (SA)	Static site (Hugo)
Sage Evolution	Sage X3	Dynamics 365 BC	Odoo	Xero
Fusion (Neurasoft)	Sage X3	Odoo	ERPNext	Zoho Books
CaseWare	Integrate / report from Sage X3	Draftworx	Workiva	Caseware Cloud (keep)
S-Cube (payroll & T&A)	Sage X3 People path	PaySpace	SimplePay	PayDay
SSRS	Power BI over Gold layer	Grafana	Metabase	Apache Superset
Salesforce	Keep — integrated via mirroring	HubSpot	Zoho CRM	Odoo CRM
DataWareHouse	RETIRE → Fabric lakehouse	Direct Power BI source links	PostgreSQL DW on cluster	ClickHouse
BioSyn T&A	STANDALONE — API feed to X3 only	(stays as-is by design)	—	—

* Azure App Service listed for WordPress only as the retained-estate fallback where SA residency is verified. Alternatives are directional candidates for due diligence, not endorsements; selection follows SOP-01 and the vendor checklist in the AI Governance Pack where AI-enabled.

8. Audit Outcome — Findings Register & IA-MCP Baseline

The full register runs F-01 → F-27 in the TOPEND final presentation (its own numbering); the Final Report SPINE consolidates the estate picture into the nine headline findings below (SPINE v0.2 numbering, used throughout this IR). The forensic baseline scored 33.7 and 49.1 — Grade F ("Initial") — against CIS v8, ISO 27001, SOC 2, NIST 800-53 and POPIA. The register is the backbone of Workstream B and of every weekly IA-MCP re-score; the cross-walk between numbering schemes sits in the audit pack.

ID	Finding	Rating	Priority	Owner
F-01	Cloud/POPIA — special PI processed outside SA (SMART 2.0 / SNowl 2 AWS region; af-south-1 vs us-east-1 to be confirmed on record)	RED	P1	Ionity + Neetin

F-02	Email security — Mimecast covers ±40 of ~200 mailboxes; phishing exposure	HIGH	P1	Neetin + Lillian
F-03	Identity — HR → IT joiner/mover/leaver gap; ±1 000 accounts vs ±260 active people	YELLOW	P2	Neetin + HR
F-04	Cost/licence — AWS commitment expiring Sep-26; ±R9k → R60–70k/month	YELLOW	P2 (gates baseline)	Neetin + Ionity
F-05	Finance — fragmented finance stack (5 parallel systems)	YELLOW	P2	Pierre + Angela
F-06	Patch/change — SMART 2.0 on end-of-life .NET runtime, no maintenance cadence	RED (L×S 16)	P1	Ionity
F-07	Integrations — Symmetric DS offline sync fragile, unsupported (SMART 2 ↔ SNowl 2)	12	P2	Ionity
F-08	Vendor custody — single-vendor code & knowledge custody, active loss	12	P2	Ionity + Neetin
F-09	Data integrity — duplicate client records on special PI	12	P2	Ionity + Neetin

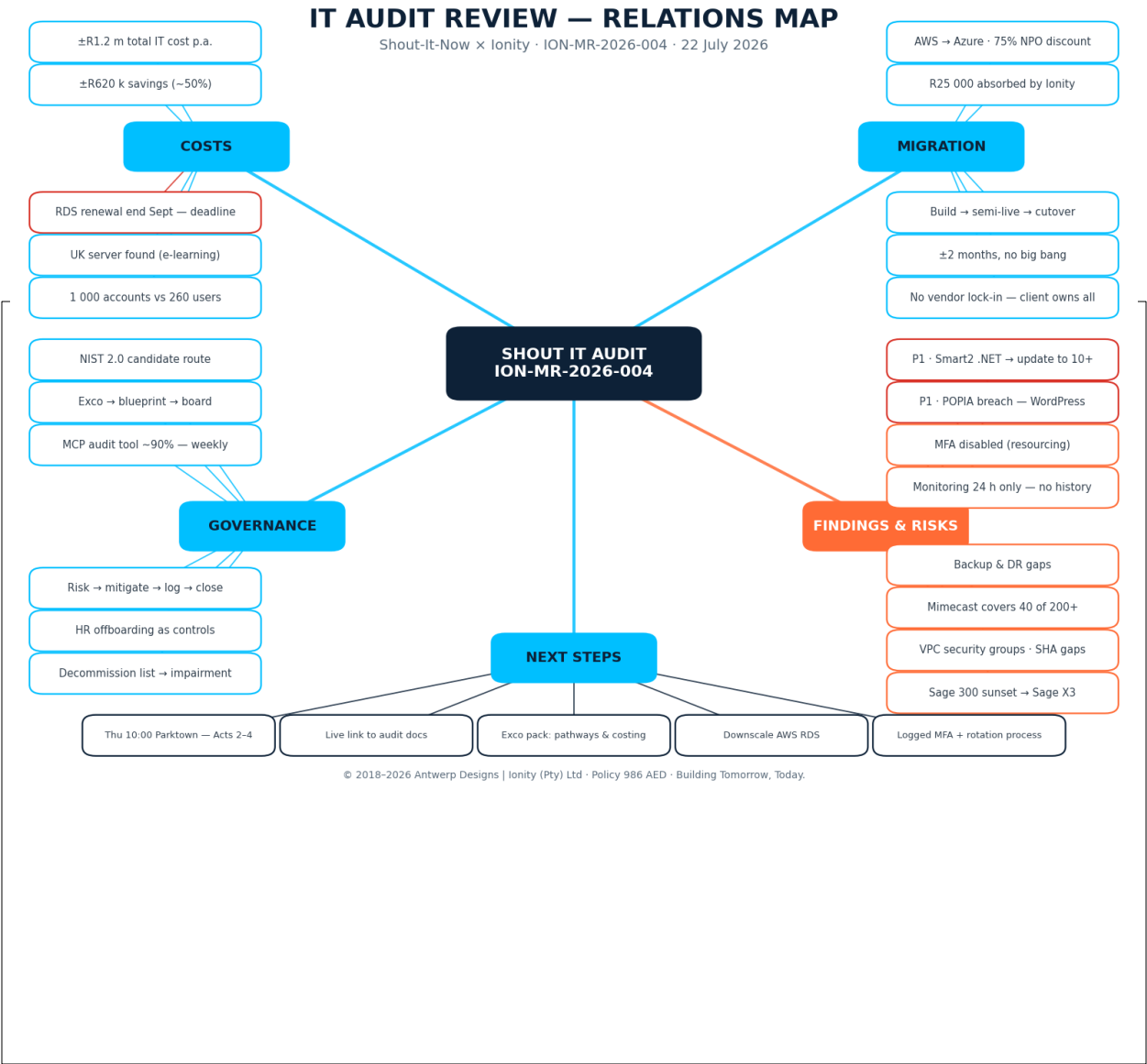
8.1 Cloud forensics highlights (TOPEND numbering) — the quick-win week

TOPEND ID	Finding	Immediate action (§7.1 quick wins)
F-23	No multi-region CloudTrail / Config / GuardDuty — no record of API activity (RED · P1)	Enable multi-region CloudTrail + Config + GuardDuty
F-24	Root access key in use — no MFA, keys unrotated (RED · P1)	Retire the root key; enforce MFA (0/6 on AWS today)
F-25	Security groups open to 0.0.0.0/0 on sync & enrolment tiers (RED · P1)	Close the groups to known ranges
F-26	S3 bucket "shoutitnow-hosted-content" publicly accessible (AMBER · P2)	Fix bucket policy; verify contents
F-27	Clinical RDS Single-AZ — no failover	HA DB pair designed into the Ionity cluster
F-01 (TOPEND)	Mobile-clinic SYNC layer maintained reactively by two people, no SLA — the artery of the estate	Dedicated, monitored SYNC node with health-checks (cluster design)
F-02 (TOPEND)	Supplier concentration — clinical core on one external developer; knowledge loss active	Code custody consolidation; escrow; central takeover

8.2 Gains ledger — every line traceable to a finding

Gain	Action (source findings)	Annual effect
G-1	Exit AWS → Ionity Private Intranet, CLINICAL tier — all AWS workloads (F-06 · F-07 · F-23–F-27)	+ R117 600 recurring; removes an AWS cliff exposure of up to R630 000/yr from Sep 2026
G-2	Decommission dormant Snipe-IT; asset register into the finance backbone (F-11)	+ R72 000 — licensed, recorded "Active", not used
G-3	Retire the Data Warehouse; direct Power BI source links (F-12)	+ R60 000

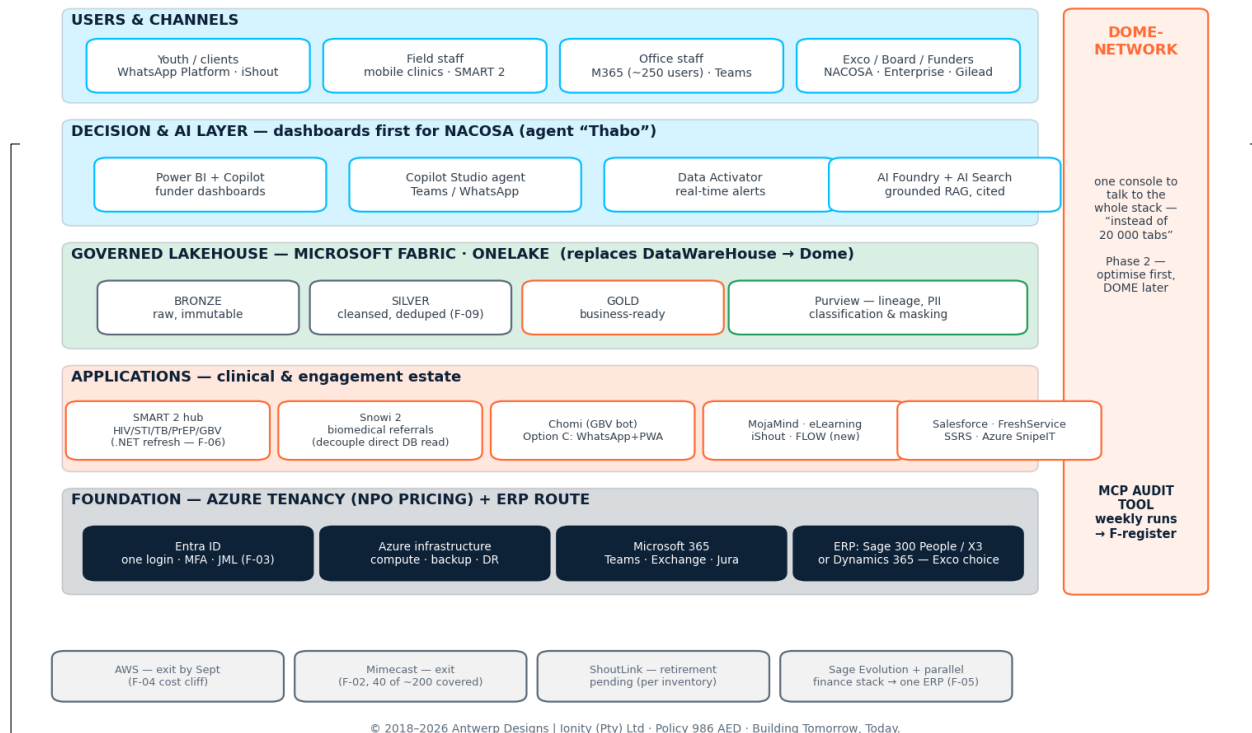
G-4	Finance consolidation onto the single ERP route (F-05)	Per commercial pack
—	Target estate run-rate after the moves (TOPEND forecast)	± R285 000–320 000 / yr, rand-denominated



9. Target Architecture

The layered view below shows the Azure-retained backbone common to Pathways B and E — Entra identity, M365, the Fabric lakehouse replacing the DataWareHouse, and the decision layer delivering NACOSA-first dashboards with the grounded agent ("Thabo"). Under Pathway A/E the sovereign cluster carries the clinical workloads with offline-first sync, and DOME-Network wraps the whole estate as the routing backbone (Section 6). Exits: AWS, Mimecast, ShoutLink, parallel finance stack.

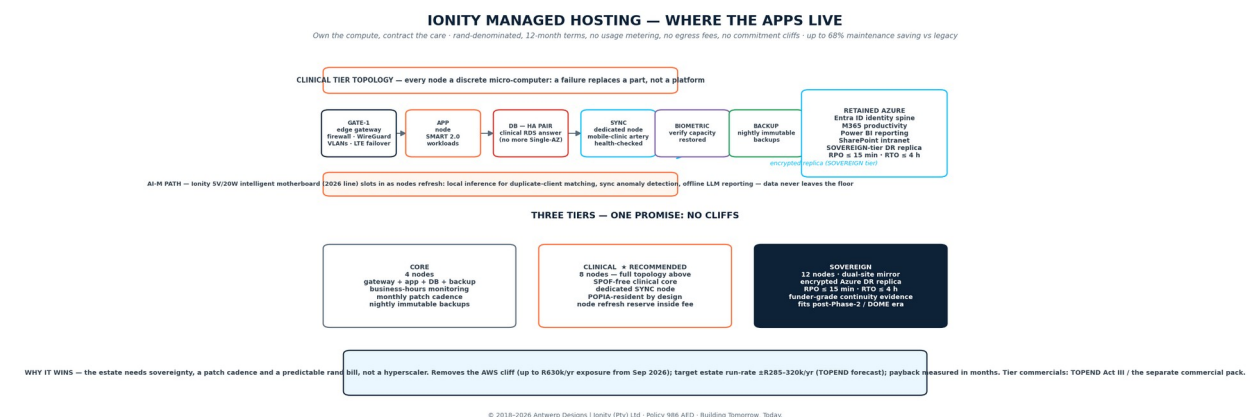
TARGET ARCHITECTURE — SHOUT-IT-NOW ON AZURE (21 SYSTEMS, CONSOLIDATED)



Design principles: build on the existing Microsoft estate; real-time by default; grounded-not-generative AI with cited answers; governed from day one (Purview lineage, PII masking before embedding); phased and reversible; sovereignty by design where special PI lives. Data sourcing is the known bottleneck — source-owner access provisioned in D1 (Vui sessions).

9.1 Hosting — the Ionity solution (where the apps live)

The clinical core leaves the hyperscaler and lands on the Ionity Private Intranet: sovereign micro-computing nodes on SHOUT-IT-NOW's own floor. Every node is a discrete micro-computer — a failure replaces a part, not a platform. The estate gets what it actually needs: sovereignty, a patch cadence, and a predictable rand-denominated bill. Own the compute, contract the care.



Tier	Nodes	Service level
CORE	4	Gateway + app + DB + backup · business-hours monitoring · monthly patch cadence · nightly immutable backups
CLINICAL ★	8	Full topology: GATE-1 edge gateway (firewall, WireGuard, VLANs, LTE failover) · app node · HA DB pair (answers the Single-AZ finding) · dedicated monitored SYNC node · biometric verify capacity restored · refresh reserve inside the managed fee
SOVEREIGN	12 · dual-site	Everything in CLINICAL mirrored across two premises · encrypted DR replica into retained Azure · RPO ≤ 15 min, RTO ≤ 4 h evidenced for funders · fits the post-Phase-2 / DOME era

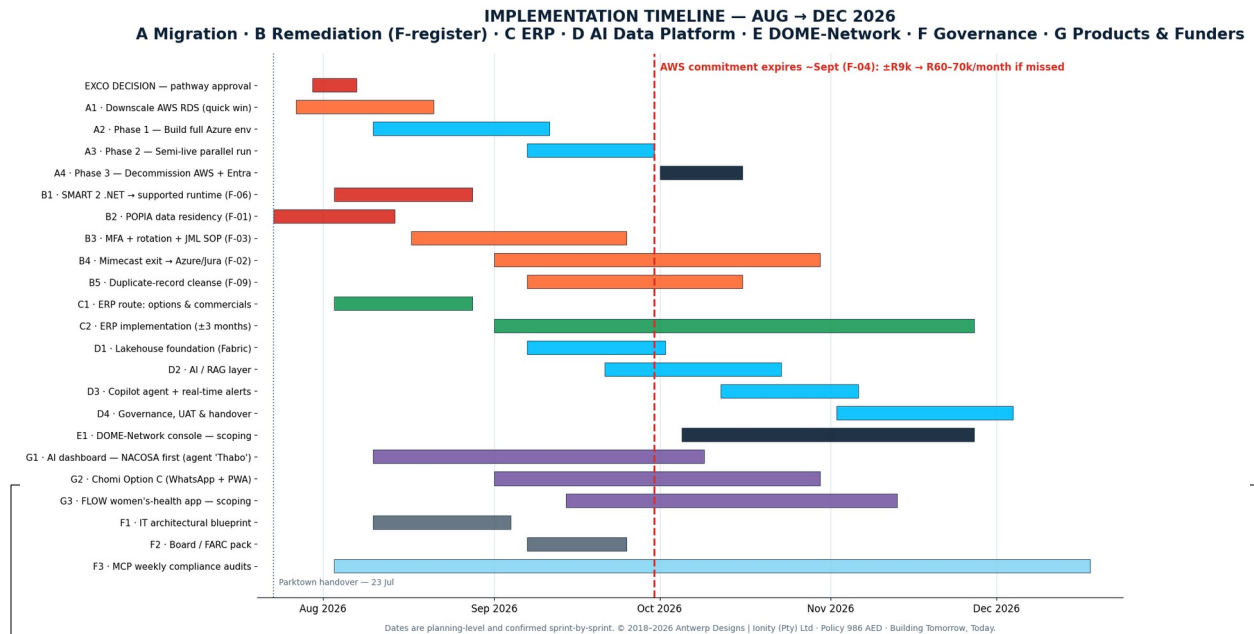
Terms that matter: rand-denominated, 12-month terms, no usage metering, no egress fees, no commitment cliffs; up to 68% maintenance saving vs legacy support models; node-by-node refresh from year 4 within the managed fee; AI-M intelligent motherboards (5V/20W True-Edge-AI, 2026 line) adopt as they ship — local inference for duplicate-client matching (F-09), sync anomaly detection, even an offline LLM assistant, all without data leaving the floor. Tier commercials: TOPEND Act III / the separate commercial pack.

9.2 What lands where

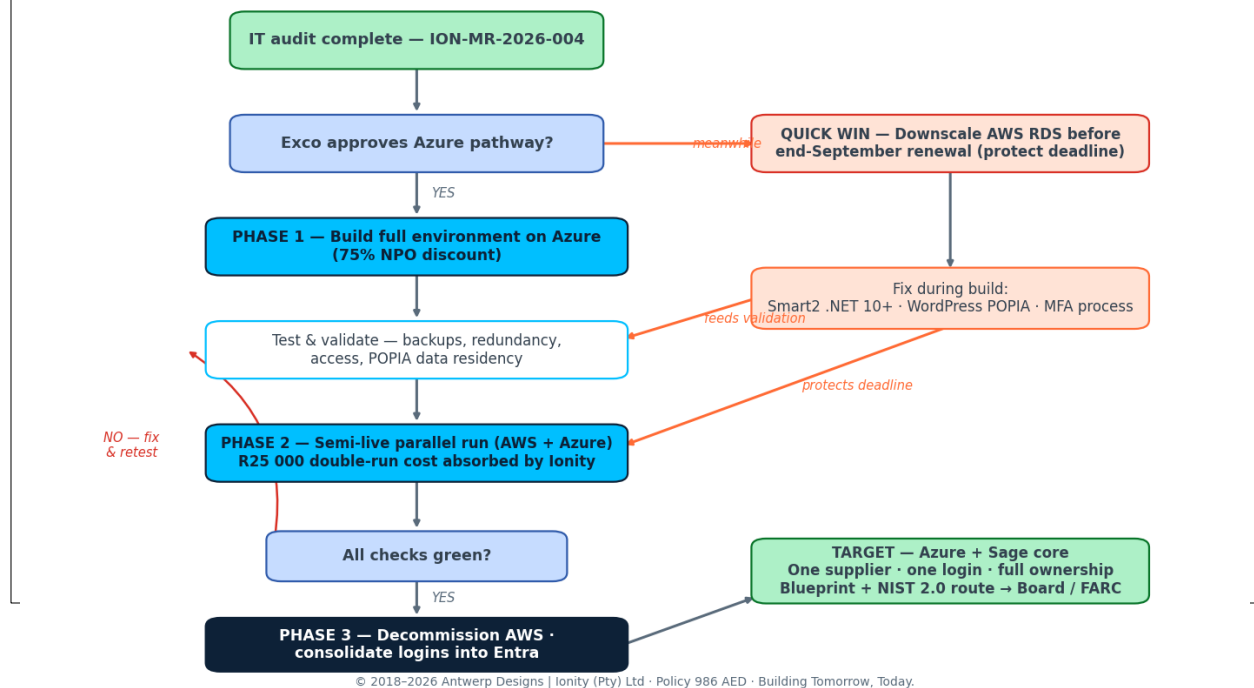
Ionty Intranet (CLINICAL): SMART 2.0 + HA DB pair · SNowl 2 co-located · Chomi/AIMEE (v2, Option C) · dedicated SYNC node for mobile clinics · WordPress SA-resident · iShout under central support.

Retained Azure: Entra ID identity spine · M365 productivity (~250 users) · Power BI + Fabric lakehouse · SharePoint intranet · MojaMind (per its own recorded plan, Stellenbosch governance preserved) · M&E datasets — asset register into the finance system — SOVEREIGN-tier DR replica.

10. Implementation Timeline & Workstreams



MIGRATION ROADMAP — AWS → AZURE (±2 MONTHS)



WS	Scope	Window	Exit criterion
A	Engineered AWS exit per chosen pathway (A/B/E): RDS quick win, build, semi-live, decommission + Entra	27 Jul – 16 Oct	AWS bill R0; one login
B	Remediation of F-register: F-06 .NET, F-01 residency, F-03 JML, F-02 Mimecast, F-09 dedupe	23 Jul – 30 Oct	P1s closed & logged
C	ERP route: options & commercials, then ±3-	3 Aug – 27 Nov	Single ERP live;

	month implementation		F-05 closed
D	AI Data Platform: lakehouse → RAG → agent & alerts → UAT (12–14 weeks)	7 Sep – 4 Dec	UAT sign-off; NACOSA dashboard live
E	DOME-Network backbone: scoping → (on selection) build on cluster + Azure DR	5 Oct – 27 Nov (scope)	Scoped, sized; build gate passed
F	Governance: blueprint, Board/FARC pack, IA-MCP weekly audits	3 Aug – ongoing	Board approval; 4 green audits
G	Products & funders: NACOSA dashboard; Chomi Option C; FLOW app (SNPR002P10626IO)	10 Aug – 13 Nov	Funder demo; scoped backlogs

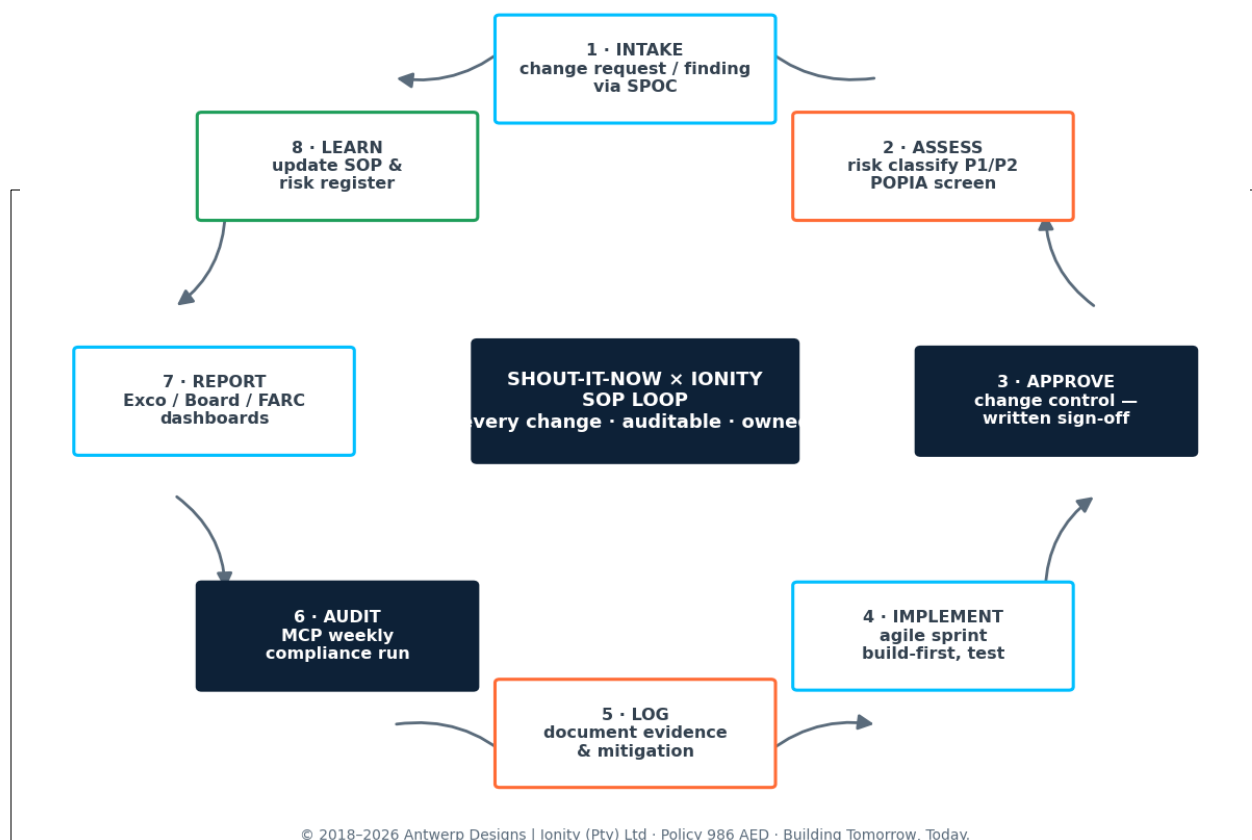
11. Workstream Detail & RACI

Activity	Ionity (Johan + team)	Neetin (IT Ops)	Lillian (Commercial/ Gov)	Pierre / Angela (Finance)	CEO / 3rd parties
Exco decision pack & pathway choice	R	C	A	C	Dr Mtshali — final approval
AWS exit build & cutover (path A/B/E)	R	C	I	I	Microsoft / AWS — C
AWS RDS downscale (F-04)	C	R	I	I	AWS — C
SMART 2 .NET refresh (F-06) / residency (F-01)	R	C	I	I	Garrett (Smart2) — C
MFA + rotation + JML SOP (F-03)	C	R	I	C (HR)	—
Mimecast notice & Jura consolidation (F-02)	C	C	R/A	I	Mimecast — I
ERP route & implementation (F-05)	C	C	A	R	Sage / Preferred Solutions / MS — R
AI Data Platform + NACOSA dashboard	R	C	I	I	Vui (data) — C
Chomi Option C / FLOW scoping	R	C	A (FLOW: Paul)	I	Botpress — I
DOME-Network scoping & build gate	R	C	A	I	Dr Mtshali — I
AI Governance Pack rollout (Section 14)	C	R (author)	Gov review	I	Daniel Botha (legal) — C
IA-MCP weekly audit review	C	R	I	I	—

12. SOP — Standard Operating Procedures

Every change runs through one loop — run by people now, institutionalised by DOME later (Section 6). The audit's core lesson stands: mitigations existed but were not documented. From now: if it is not logged, it did not happen.

STANDARD OPERATING PROCEDURE — CHANGE & COMPLIANCE CYCLE



12.1 SOP register

SOP	Purpose	Owner	Cadence	Evidence
SOP-01	Change management — intake via SPOC, written approval, rollback stated	Ionity + Neetin	Per change	Change record + sign-off
SOP-02	Access & identity — MFA enforced, 90-day rotation, usage reporting	Neetin	90 days	Entra reports
SOP-03	Joiner–mover–leaver — checklist, revocation, data removal (F-03)	HR + Neetin	Per event	JML checklist, logged
SOP-04	Backup & disaster recovery — schedule, restore tests, SPOF watch	Ionity	Monthly test	Restore test log
SOP-05	Security awareness — phishing	Neetin	Quarterly	Training log per

	training, tracked by system			staff
SOP-06	Weekly IA·MCP compliance audit — run, review, flag, assign	Neetin (review)	Weekly	IA·MCP report archive
SOP-07	Vendor & procurement — integrate-or-replace rule; contract/notice register	Angela	Per vendor	Vendor register
SOP-08	Data protection & POPIA — residency checks, special-PI handling, breach response	Ionity + Neetin	Continuous	Purview + register
SOP-09	AI use & tooling — per the AI Governance Pack (Parts A–J): approval, risk tiering, incident response	Neetin + Gov	Per use-case	Tool register + declarations

12.2 Worked procedure — change management (SOP-01)

- 1. Intake:** changes enter via the SPOCs (SHOUT-IT-NOW: Neetin Daya; Ionity: Johan van Antwerp). No side-channel work.
- 2. Assess:** classify against the F-register and AI risk tiers; screen POPIA/special-PI impact; scope/fee/timeline changes become written change requests.
- 3. Approve:** written sign-off by both parties before work — per the quotation change-control clause.
- 4. Implement:** agile sprint; build-first with rollback; live programmes (MojaMind) protected.
- 5. Log:** record what, who, when, why, evidence of mitigation.
- 6. Audit:** weekly IA·MCP run re-scores the estate against the register, frameworks and POPIA lens.
- 7. Report:** exceptions to Exco monthly; posture pack to Board/FARC per cycle (King IV accountability).
- 8. Learn:** update SOPs and the F-register; recurring exceptions become roadmap items — and, under DOME, routing rules.

13. IA·MCP v1.7.0 — Forensic Audit Engine

Ionity's IA·MCP forensic engine (v1.7.0, ~90% productised at the audit review) ran the Phase-1 scans and is provided as an included service at no subscription cost; only incremental version updates driven by changing compliance requirements may be charged. It exists so SHOUT-IT-NOW can audit itself — with or without Ionity.

Capabilities: 20 forensic tools; connects to AWS and Azure with read-only keys and pulls logs, configuration and account data in one run; scores posture against CIS v8, ISO 27001, SOC 2, NIST 800-53 and POPIA (baseline: 33.7 / 49.1 — Grade F "Initial"); maps results to the findings register with POPIA flags; weekly scheduled runs.

Requirements: read-only keys/scopes per environment; named reviewer (Neetin) on the SOP-06 cadence; report archive retained; escalation for red findings; re-baseline after each workstream gate — target is a visible climb out of Grade F, re-scored weekly.

Boundaries: IA·MCP evidences and flags — it does not change systems. Remediation flows through SOP-01 with human approval, consistent with the "no solely automated high-impact decisions" rule in the AI Governance Pack.

14. AI Governance & Compliance Alignment

SHOUT-IT-NOW already owns the policy backbone: the AI Governance Pack (2026 S^F1, drafted by Neetin Daya with Ionity regulatory context; legal review Daniel Botha; governance review Lilian Monji; final approval Dr Ntombifikile Mtshali, CEO). This IR adopts it wholesale as SOP-09 and aligns every AI element — Chomi, the "Thabo" agent, Self Cav/AIMEE, copilots, workflow automations and DOME itself — to its structure.

Pack element	Roadmap alignment
Part A — AI Governance Policy	Adopted as policy layer above SOP-09; review cycle mirrors board reporting
Part B — Acceptable Use Standard	Five core user rules + prompt hygiene → staff training (SOP-05)
Part C — Tool & Use-Case Approval	Every new AI tool/agent (incl. Thabo, Chomi v2) passes intake before build
Part D — Risk Classification Matrix	Four tiers (Low / Medium / High-Impact / Prohibited) applied at SOP-01 assessment
Part E — High-Impact Control Standard	No solely automated high-impact decisions — human-in-the-loop everywhere, incl. IA-MCP and DOME routing
Part F — Data Protection & Survivor-Safety	De-identification and survivor-safety standard bind Chomi/GBV flows; prompt retention rules
Part G — Incident Response	AI incidents join the SOP loop and the breach procedure (SOP-08)
Parts H–J + Annexures	Vendor checklist for AI suppliers; tool register; user declarations — feed SOP-07 register

14.1 Compliance interview threads (QTE-2026-002)

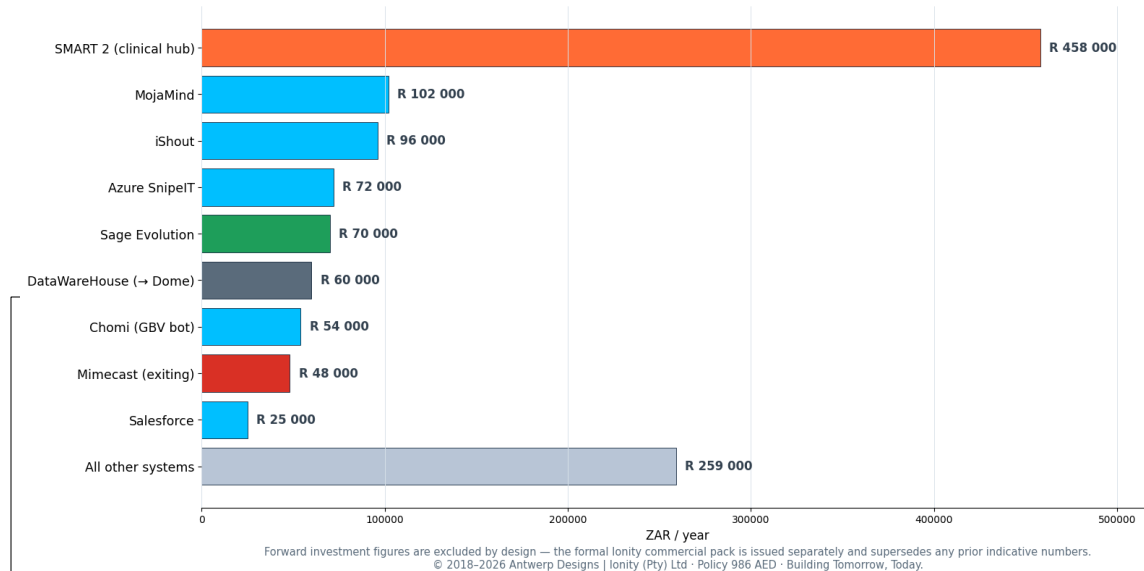
Thread	Legal basis	Roadmap hook
01 Information Officer registration (6 Qs)	PAIA	Confirm registration; governance pack Part I
02 Conditions for lawful processing (10 Qs)	POPIA §§8–25	Purview classification; SOP-08
03 Cross-border data transfer (6 Qs)	POPIA §72	F-01 — confirm af-south-1 vs us-east-1 on record; pathway choice
04 Clinical records (≈8 Qs)	HPCSA Booklets 10 & 14; NHA §13; ECTA	SMART 2 access logging (user, timestamp, action)
05 Donor & funder reporting (≈8 Qs)	PEPFAR SIMS/COP; Global Fund OIG; USAID ADS 508	NACOSA-first dashboards; auditable lineage
06 Special personal information (≈8 Qs)	POPIA §§26–35; Children's Act 38/2005; DV Act	Six special-PI systems governed; Chomi re-classification

Regulatory horizon: the pack also anchors the AU Continental AI Strategy (2024; implementation 2025–2030), the SA National AI Policy Framework (DCDT 2024), UNESCO AI Ethics and OECD AI Principles — with NIST AI RMF 1.0 and ISO/IEC 42001:2023 as the management-system frame for Chomi, Self Cav and AIMEE. DOME-Network is the architectural expression of this pack: the routing layer is where policy stops being paper.

15. Cost Baseline & Commercial Note (Indicative)

ALL FORWARD-LOOKING INVESTMENT FIGURES ARE EXCLUDED BY DESIGN. The formal Ionity commercial pack — pathways A–E (incl. the DOME cost models in the audit repository), remediation, ERP, AI Data Platform — is issued separately and supersedes any earlier indicative numbers. Nothing here is a quotation.

BASELINE ANNUAL SYSTEM COST — SHOUT-IT-NOW OWN WORKBOOK
System_Assessment_Updated_Apr2026.xlsx · as at 27/03/2026 · GRAND TOTAL R 1 244 000 (internal R 320 000 + external R 924 000)



Baseline item	Amount (ZAR/yr)	Source
Internal systems subtotal	R 320 000	System Assessment workbook (27/03/2026)
External systems subtotal	R 924 000	System Assessment workbook (27/03/2026)
GRAND TOTAL — current estate	R 1 244 000	System Assessment workbook (27/03/2026)
Addressable through this roadmap	±half of total	Audit review, 22 Jul (ION-MR-2026-004)
AWS cliff if unaddressed (F-04)	±R9k → R60–70k / month	8-point synthesis; TOPEND
Pathway economics (A–E)	Commercial pack	DOME cost models — audit repository
ERP options (Sage routes vs Dynamics 365)	Commercial pack	Finance meetings; Sage demo 22 Jun

16. Risk & Mitigation

Risk	Rating	Mitigation	Owner
Miss the ~Sept AWS expiry (F-04)	HIGH	A1 downscale now; pathway build closes before deadline; weekly tracking	Neetin + Ionity
Pathway indecision stalls everything	HIGH	Section 5 pack to Exco first week of Aug; decision gate on the Gantt	Lillian / Dr Mtshali
POPIA exposure until F-01 lands	HIGH	B2 immediate; §72 confirmation on record;	Ionity + Neetin

		residency in every gate	
Single-person IT dependency	HIGH	SOPs + IA-MCP automation; Ionity backup under SLA v1.0; documentation-first	Lillian (resourcing)
Vendor custody loss continues (F-08)	MED	Code escrow / repo consolidation; central takeover of iShout support	Ionity + Neetin
Fragile SMART 2 ↔ SNowl 2 sync (F-07)	MED	Decouple via governed layer; offline-first design under Path A/E	Ionity
ERP decision stalls (F-05)	MED	Options + commercials in Aug; integrate-or-replace rule	Pierre + Angela
AI use outpaces governance	MED	SOP-09 intake mandatory; Part D tiering; no solely automated high-impact decisions	Neetin + Gov
Duplicate special-PI records persist (F-09)	MED	Silver-layer dedupe + data-steward review	Ionity + Neetin
Source-owner access delays (dashboards)	MED	Provision in D1; Vui sessions scheduled	Ionity
Scope creep	MED	SOP-01 — written, priced, signed before work	Both SPOCs

17. Governance, Reporting & Decision Path

Decision path: Johan presents this IR with the pathway pack and commercials to Exco; Exco selects the pathway; the IT architectural blueprint is drawn from that decision and taken to the Board and the Finance, Audit & Risk Committee, with final approvals at CEO level (Dr Ntombifikile Mtshali). Control frameworks: NIST CSF 2.0, ISO 27001:2022 and CIS v8 for the estate; NIST AI RMF 1.0 and ISO/IEC 42001:2023 for the AI layer; POPIA throughout; King IV accountability for board reporting.

Reporting cadence: weekly IA-MCP score (SOP-06) → monthly exception summary to Exco → per-cycle posture pack to Board/FARC. Acceptance and the final-payment trigger follow the signed closeout per the Progress Sign-Off Sheet V1.0 and SOW.

Ownership: SHOUT-IT-NOW retains tenancy, hardware (Path A/E), data and code throughout — no lock-in. CONFIDENTIAL under Policy 986 AED; mutual NDA v1.2 and SLA v1.0 on file.

18. Acceptance Criteria & Success Metrics

Criterion	Measure	Target
Pathway selected & gated	Exco minute; blueprint issued	Aug 2026
AWS decommissioned	AWS monthly bill = R 0	31 Oct 2026
Identity consolidated (F-03)	Active staff in Entra with MFA; accounts rationalised from ±1 000	30 Sep 2026
P1 findings closed (F-01, F-06)	Supported .NET; SA residency verified on record (\$72)	31 Aug 2026
IA-MCP maturity climb	From 33.7 / 49.1 (Grade F) —	Nov 2026

	4 consecutive green weekly reports	
Backup & DR proven	Documented restore test	30 Sep 2026, then monthly
Email security consolidated (F-02)	Mimecast exited; ~200 mailboxes covered	On notice expiry
ERP live (F-05)	Single ERP; first parallel payrun reconciled	Nov–Dec 2026
NACOSA dashboard live	Funder-ready, governed, cited answers	Oct 2026
AI governance operational	SOP-09 intake live; tool register populated; declarations signed	Sep 2026
DOME build gate	Scoped, sized, priced; Exco go/no-go	30 Nov 2026
Savings realised	Addressable share of R1 244 000 baseline captured (per commercial pack)	FY 2027

19. Linked Resources & References

[Miro board — audit mindmap, migration roadmap, action tracker](#)

[Canva infographic — audit mindmap one-pager](#)

[Notion meeting note — IT Audit Review \(22 July 2026\)](#)

[Google Drive — meeting note backup](#)

[Ionity Global — www.ionity.today](#)

Source record: SOW; IT Audit Scope Reference v1.0 (10 pillars + 5 foundations); quotations ION-QUO-SHOUT-2026-001 v3/v5 & MULTI and 002; QTE-2026-002 Compliance Interview Questionnaire; AI Governance Pack 2026 S^F1 (Parts A–J + annexures); TOPEND_INDEX V2 (DOC-2026-07-021, 160-file repository); System Assessment workbook (Apr 2026); Final Report SPINE v0.2; A1C Finance & HR Audit; Website Audit SIN-WEB-2026-R01 v1.4; Technical Architecture Report (Jul 2026); Datawarehouse Proposal v3.0 (GCT 2024); project tracker; meeting record ION-MMR-2026-01...21; ION-MR-2026-004 v1.2; Progress Sign-Off Sheet V1.0; Mutual NDA v1.2; SLA v1.0.

Appendix A — Document Control & Provenance

Field	Value
Document	Implementation Roadmap (IR) — SHOUT-IT-NOW
Reference	ION-IR-2026-001 · Version 3.0 · 22 July 2026 · Engagement Q021-SN01-AD1-26D / QTE-2026-002
Classification	CONFIDENTIAL — Policy 986 AED
Author	Johan Wilhelm van Antwerp — Ionity Global (Pty) Ltd (AEDi)
Team	Ian Raven · Dennis Grobler · Mike Kandolo · Robin du Toit
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Prepared for	SHOUT-IT-NOW — SPOC: Neetin Daya · CEO: Dr Ntombifikile Mtshali

Commercials	Issued separately (incl. DOME cost models); this IR contains none
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Appendix B — Meeting Record Index

Date (2026)	Record	Substance
02 Jun	Client feedback	DOME-principle ERP demo — well received; "optimise first, DOME later" agreed
15 Jun	Kick-off (Phase 1)	Engagement start; sprint plan; info-request list issued
18 Jun	FLOW scoping	Women's-health Android app; Project NR SNPR002P10626IO; decision-maker Paul
22 Jun	Sage 300 People demo	ESS, payroll/HR, GL; Preferred Solutions to scope; NPO quote requested
24 Jun	Progress / status	Sprint status; progress report & sign-off flow
29 Jun	AI dashboard scoping	NACOSA first, ahead of Enterprise and Gilead; agent "Thabo"; data-sourcing bottleneck; Vui
30 Jun	8-point synthesis	RDS cliff; Mimecast 40/~200; ~250 M365 users; Chomi Option C (~3 333 participants)
01 Jul	Consolidated report	Full record to date (ION-MMR series)
20 Jul	A1C Finance & HR hand-in + TOPEND final	50-page final presentation; five pathways tabled; IA-MCP baseline scores
22 Jul	IT Audit Review (Act 1)	ION-MR-2026-004 — findings presented; this IR commissioned
23 Jul	Parktown handover	Acts 2–4 + Act 1 recap; this document is the hand-over pack