

Steve Vosloo

Design and Usability Team Leader, Cape Gateway

Personal details

South African. Male. Born: 4-Sep-1973. No disability. Email: stevevosloo@gmail.com

Tertiary Education

- **National Diploma** in Information Technology (Nelson Mandela Metropolitan University) ('93-'95)
- **Postgrad. Diploma** in Distributed Commercial Information Systems (University of Cape Town) ('03)
- **B.Com (Information Systems) (Honours)** (UCT) ('04). Thesis: *E-Government and the E-Readiness of Non-Profit Organisations in the Western Cape*
- Currently undertaking a **Master in Information Systems** degree at University of Cape Town. Thesis: *A Critical Discourse Analysis of the ICT Policies of the Centre for e-Innovation*. Estimated completion date: June 2006.

Profile

- **Web development** and **ICT for Development (ICT4D) professional** with 10 years' experience in various roles.
- Consulted for **many sectors** (in SA and UK): government, oil, banking, telecommunications, transportation, automobile, non-profit.
- Excellent **writing and communication skills** (commercial and academic research, freelance writing, technical writing).
- Passion: effective use of **ICT for socio-economic upliftment** (in developing country settings).

Core Competencies

- **Web usability**, web accessibility (for disabled users), information architecture, website and software requirements analysis and specification drafting, project leadership.
- Specialised context of work: **e-government** and **non-profit sector**.

Career Roles

- **Web developer**: involved in every stage of site development including user requirements analysis, conceptual brainstorming, specification writing, development, testing, implementation and on-site user training.
 - **Project leader / Team manager**: grew and managed numerous web production teams (hiring, scheduling, training, etc.) and lead numerous website projects, often involving international teams (project planning, reporting, etc.)
 - **Trainer**: provided software training to Government employees, web production teams and end-users.
 - **Usability specialist**: key tasks included conducting information needs analysis, creating information architectures and wireframes, usability testing and improving content usability.
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Current Job: Design and Usability Team Leader

- Employer: Centre for e-Innovation, Provincial Government of the Western Cape, Cape Town, South Africa (since 2003)
- Usability expert for Cape Gateway: 30,000 page portal for citizens to access government information (www.capecgateway.gov.za)
- Responsibilities include:
 - Design and usability of the site
 - Management of usability development and rollout
 - Training and change management
 - Researching, planning and strategising future versions of Cape Gateway
- Also play an ICT4D advisory role within the Centre for e-Innovation, including:
 - Advisory member of provincial rural ICT-access project
 - Inform the work of the Presidential National Commission on Information Society and Development by, e.g. attending and organising workshops with them in Pretoria, reviewing Draft e-strategy documents, writing papers on their work, etc.

Publications

Refereed Conference Proceedings

Van Belle, J. P. & Vosloo, S. E. (2005). E-Government and the E-readiness of Non-Profit Organisations in the Western Cape, South Africa. In G. Erwin, W. Taylor, A. Bytheway & C. Strümpfer (Eds.), *Proceedings of the 2nd Annual Conference of the Community Informatics Research Network*, Cape Town, 24-26 August 2005, pp. 398-407. Cape Town: CIRN2005 Conference Committee.

Vosloo, S. E. (2005). Multilingualism in a South African e-Government Portal. In *Proceedings of the 5th Conference on Human Computer Interaction in Southern Africa*, Cape Town, 25-27 January 2006. (Status: accepted, in press)

Vosloo, S. E. & Roode, D. (2006). *Who's Best Practice? A Critical Analysis of the World Summit Awards*, Presented at the 14th European Conference on Information Systems, June 2006, Sweden. (Status: accepted, in press)

Theses

Vosloo, S. E. (2004). E-Government and the E-Readiness of Non-Profit Organisations in the Western Cape. Honours Thesis, Department of Information Systems, University of Cape Town, South Africa.

Books

Vosloo, S.E. (2003). Interview with Steve Vosloo. In P. Bertini, *Accessibilità e Tecnologia* (p. 55-56). Milan, Italy: Pearson Education Italia.

Vosloo, S.E. (2005). Towards a Sustainable Development View of Local Content using ICTs in South Africa. In T. Willard & M. Andjelkovic (Eds.), *A Developing Connection: Bridging the Policy Gap between the Information Society and Sustainable Development*. Winnipeg, Canada: International Institute for Sustainable Development.

Articles

Vosloo, S.E. (2002). *Introduction to Web Accessibility*. Retrieved October 1, 2005, from <http://cooltech.iafrica.com/features/183928.htm>.

Vosloo, S.E. (2002). *The Web of Benevolence*. Retrieved October 1, 2005, from <http://cooltech.iafrica.com/features/174032.htm>.

Interests

Founder and Director of Molotech, an ICT4D non-profit organisation (molotech.org.za)
