



Western Cape
Government

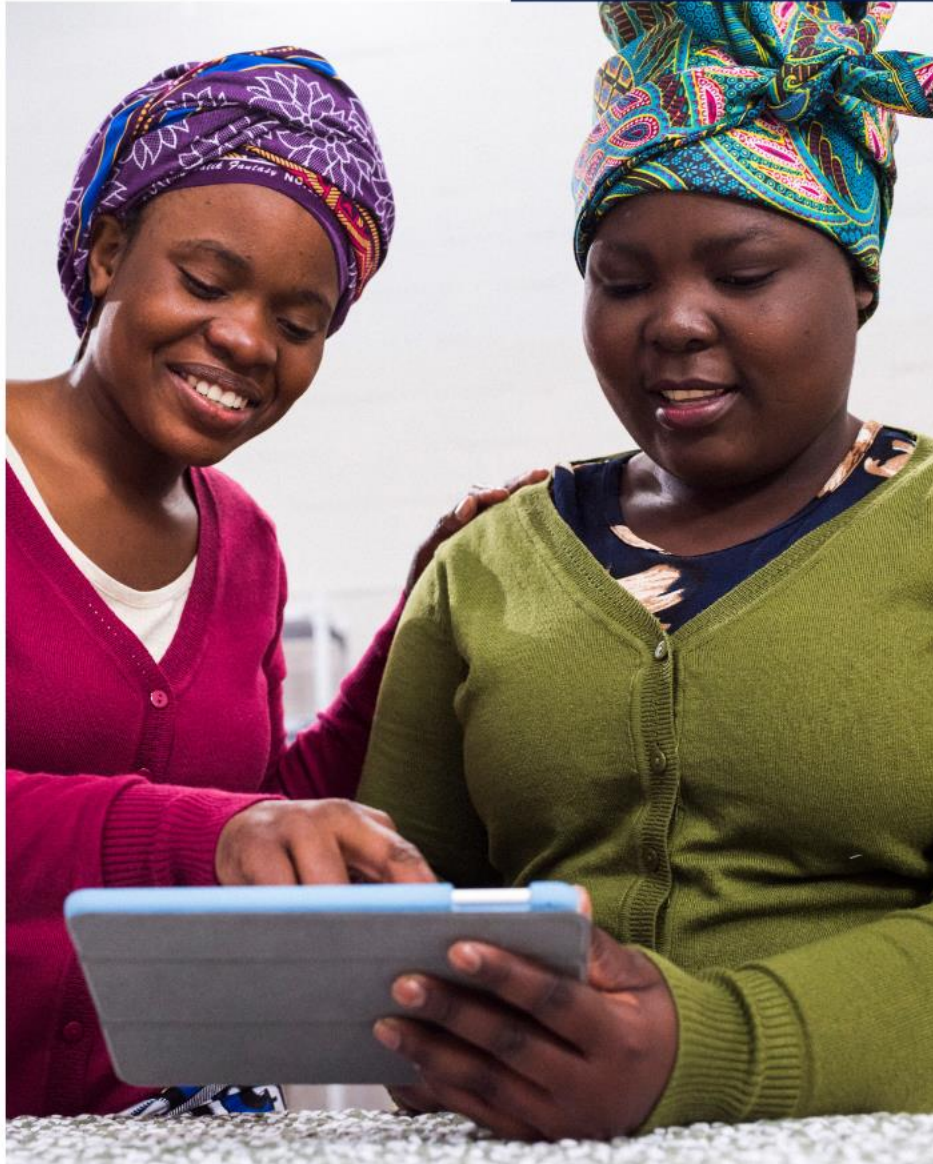
FOR YOU

WCG DIGITAL GOVERNMENT PROGRAMME

BUDGET COMMITTEE

2 June 2023

HR Arendse and A Mazomba



WCG DIGITAL GOVERNMENT PROGRAMME

The future of *Citizens' Services* is changing

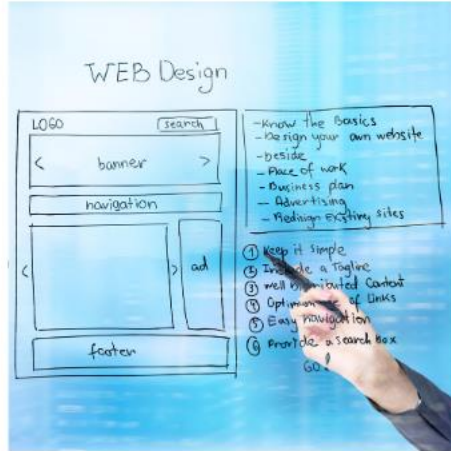
- Citizens demand that public sector meets the level of innovation in private sector services that enables convenience, speed and smartness
 - Employees need tools and systems that will improve their efficiencies and effectiveness
 - Political principals and departmental decision-makers need immediate, valid and accurate information to inform their decision-making and planning
-

OUR DIGITAL GOVERNMENT GOALS

To optimise and transform existing public services and to create new public services by maximising the value of our data assets, digital technologies and people.



Digitally empowered citizens



Optimised and integrated services



Connected Government and Sound ICT Governance



Digitally empowered Employees



Data for better planning and decision-making

APPROACH TO DIGITALISING SERVICES



THROUGH DIGITAL TRANSFORMATION WE MUST:

Adopt an enterprise view to developing solutions

Develop Digital Service Chains by considering citizen service journeys and high value digital opportunities

Explore “Invisible Services” – those services that citizens are not even aware of

Digitalise services identified by our citizens/users

Digitalise service through applying co-design principles

Build public trust and confidence which will promote reuse of and sharing of information and data

Maximise value from technology investments.

Our Design Principles

DESIGN FOR ONE

One Touch

We will design for the least number of touch point by citizens/ businesses

We will integrate as many of the service chains as possible across local, provincial and national governmental spheres

One Citizen

Tell us once: we will request citizens/ businesses to provide their information once and we will reuse across all services

All government departments will treat citizens/business as one and the same citizen/businesses

One Government

Our citizens/businesses will interact with one government, irrespective of the service or the sphere of government rendering it

Our citizens/businesses will access all digital services from one platform using multiple channels

Single Citizen Form linked to Life Course Approach

1st Thousand days

Birth
Birth Registration
Immunisation
Social Grant
Health Care

0-5 years old

ECD
Immunisations
School Admission
Social Grant
Health Care
Library Membership

6-10 Years

School Admission
Schooling
Social Grant
Health Care

11-18 Years

Schooling
School Bursary
High School Admission
Social Grant
Health Care
Tertiary Educ. Admission
Tertiary Educ. Bursary
Learners' License
Identity Registration
Passport
Internship Application

19+ Years Old

Tertiary Education
Bursary
Drivers' License
Drivers' License renewal
Internship
Employment
Social Grant
Marriage Registration
Home Ownership
Title Deed Registration
Building Plans Registr.
Municipal Home Rental
Municipal Utilities Pmnt
Fine Payment
Vehicle Registration
Vehicle License Renewal
Voter Registration
Pay Taxes
Claim UIF

19+ Years Old

Pension
Old age care
Accommodation

Business

Business Registration
Liquor License
Start-up Capital
SMME Support
Export/Import
Halaal certification
Events Permit
Abnormal Load Permit
Submit Bids
Tour Guide Registration





SINGLE CITIZEN ID

- A critical enabler of modernising public services
- Provides reliable authentication and enables a range of services via web or mobile applications
- Has the potential to generate significant economic and social benefits, including increased financial, social and political inclusion
- Fosters integration between systems/ services
- Enhances administrative efficiency
- Streamlines registration and authentication on the part of the citizen
- Streamlines relations between government and private sector

Citizen Master Data

Name
Surname
Maiden Name
Gender
Identity Number
Citizen Digital ID
Nationality
Date of Birth
Marital Status
Employment Status
Address
City
Municipality
Province
e-mail Address
Telephone Number
Cell Phone Number



STRATEGIC PARTNERSHIPS

WCG must collaborate with government, private sector and NPO entities to realise true integrated services to our citizens

Local and national government integration of systems

WCG playing a more prominent role at national level
WCG to develop apps for adoption at national level

Master Data sharing at national (central) level – to create the single instance of the citizens

Collaborating with DCDT and SITA on 4IR Initiatives

Exploring use cases for AI projects
Developing policy on Crypto Currency
Guardrails for ChatCPT

Partnering with Provincial Departments on initiatives of mutual interest

Meeting between Eastern Cape, Northern Cape and SITA
Scheduled for June 2023

Engaging NPOs, Businesses and Educational Institutions to collaborate on WCG initiatives

Partnering with Tertiary Institutions, training academies and IT Industry to develop strong local pool of young Cybersecurity and Cloud Technologies experts

Phase 1: Optimise

Phase 2: Integrate

Phase 3: Transform

Intent

Year 1

Leveraging and integrating

Year 2 - 3

Expanding digital Services, extend capabilities and implement new platforms/ capabilities

Year 4-5

Mature Capabilities and platforms and ensure value realisation

Approach

Integrate required solutions with existing platforms and Capabilities

Optimise and expand solutions and transition to new platforms and capabilities

Transform key citizen-focused solutions (digital first)

Digital Deliverables

Integrate Provincial CRM
Rationalise WCG Contact Numbers
Modernise WCG Digital Experience Platform
Expand portfolio of Services accessible via WCG mobile app
Unified Communication
Toolset for WCG employees

Single Citizen ID
Entrench use of self-service solutions and online booking
Application Portfolio Optimisation
Comprehensive consolidated WCG Citizen and Stakeholder database

Single Citizen Form (Life Course Approach)
Omni-channel Service Delivery
Proactive service provision based on credible data
Real-time data and evidence-based decision-making
Pervasive connectivity that includes access to digital content by learners outside of school

DOTP Ombudsman (Complaints System)

DOA - Land Use Management System (Electronic Filing)

DOA - Inventory Asset Database

DOCS - Safety and Security Resilience Scorecard (SSRS)

DEA&DP Site Inspection

DEA&DP S24G Online System

DOI - Digitisation of the Individual Subsidy Process

DOI - Enquiry Logging System

DOI - Digital Application for Pre-emptive Rights

DCAS - Cultural Initiation process digital information service

DCAS- Provincial Sport Online Funding Application

KEY NEW/ ENHANCED DIGITAL SERVICES

DEDAT-Online Funding : Tourism Export Competitive Enhancement Programme

DEDAT-Online Funding Application System - Booster Fund

DSD - NPO: Maintain Enhance and Support

DOTP- Foundation Digital Experience Platform (FDXP)

DOH - Comprehensive Utilisation of Theatres (CUT)

DOH - Virtual Healthcare Services: Telemedicine NSH & WFH

DOH - eCCR

DSD - Complaints Register

DCAS - Archives Virtual Tours

PT Customer Relationship Management (CRM)

KEY PIPELINE PROJECTS

- Broadband 2.0
- New Digital Experience Platform (DXP)
- New Mobile Application Platform for WCG
- Install digital access facilities at WCG service points
- Establish Cape Access Mobile Service Delivery facilities
- Strengthen the Telehealth services within the Department of Health
- Expand connectivity access to other departments housed in Thusong Centres



WCG Digital Government Programmes

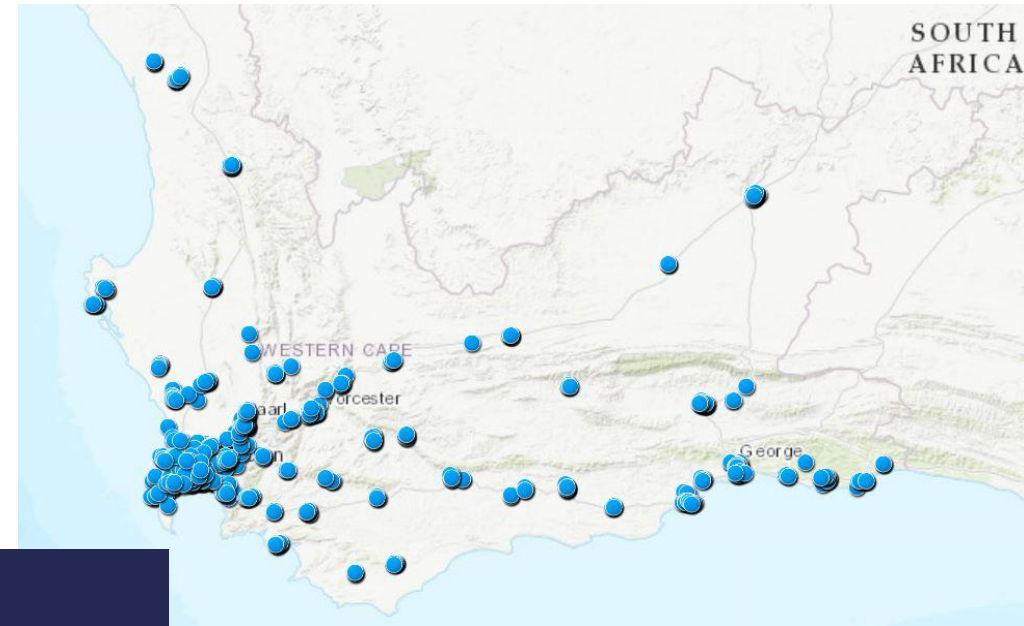
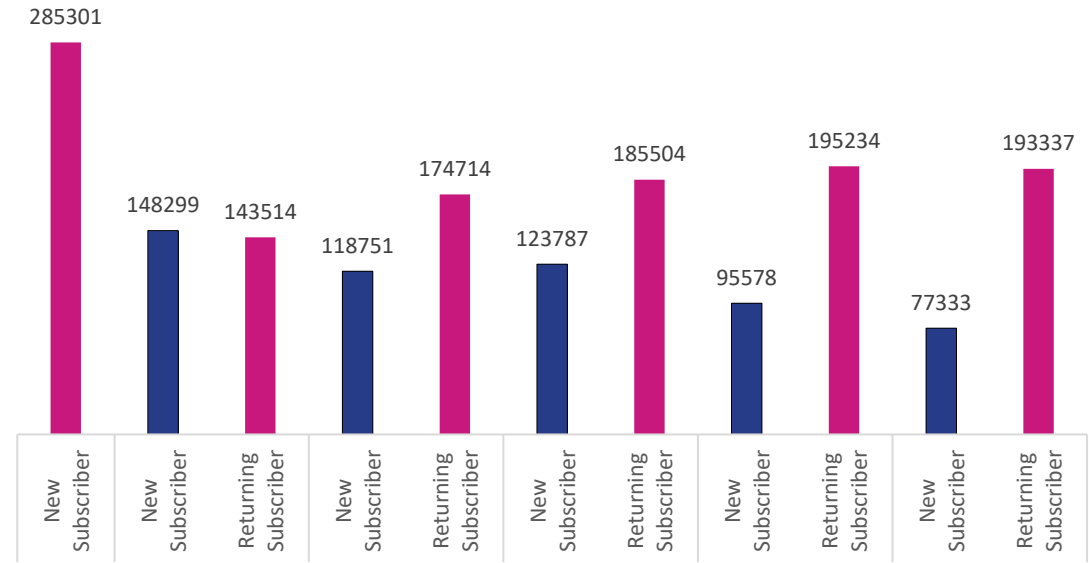
OBJECTIVES

- Citizens have easy access to information and services
- High level of awareness of services and standards amongst citizens
- Access to services is affordable
- Citizens are digitally skilled to access services
- Digital services are accessible to the disabled

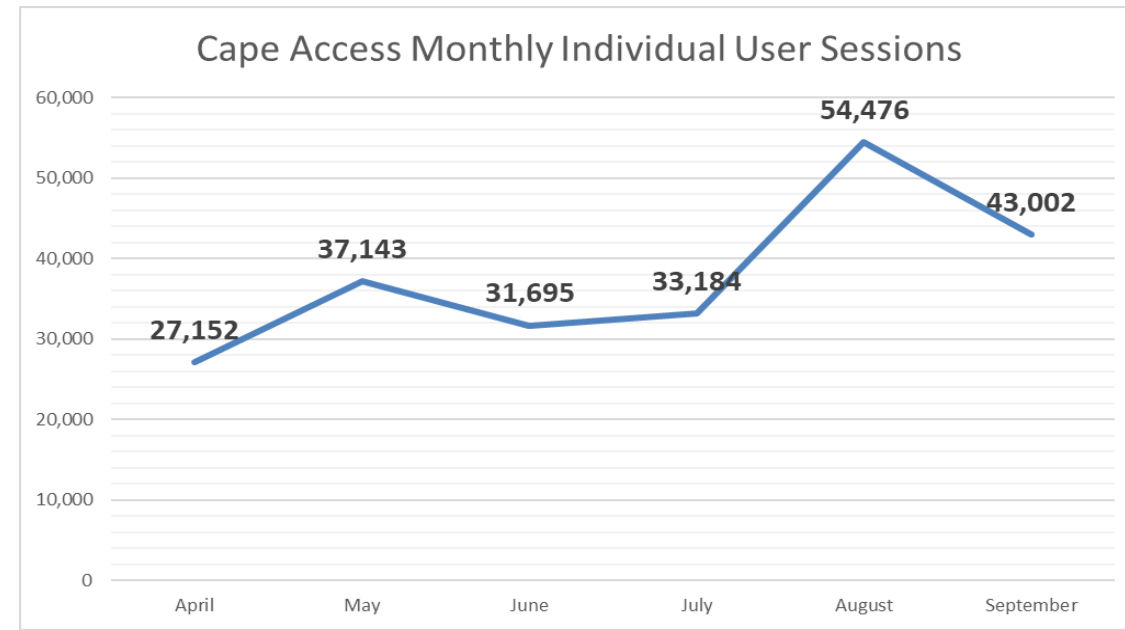
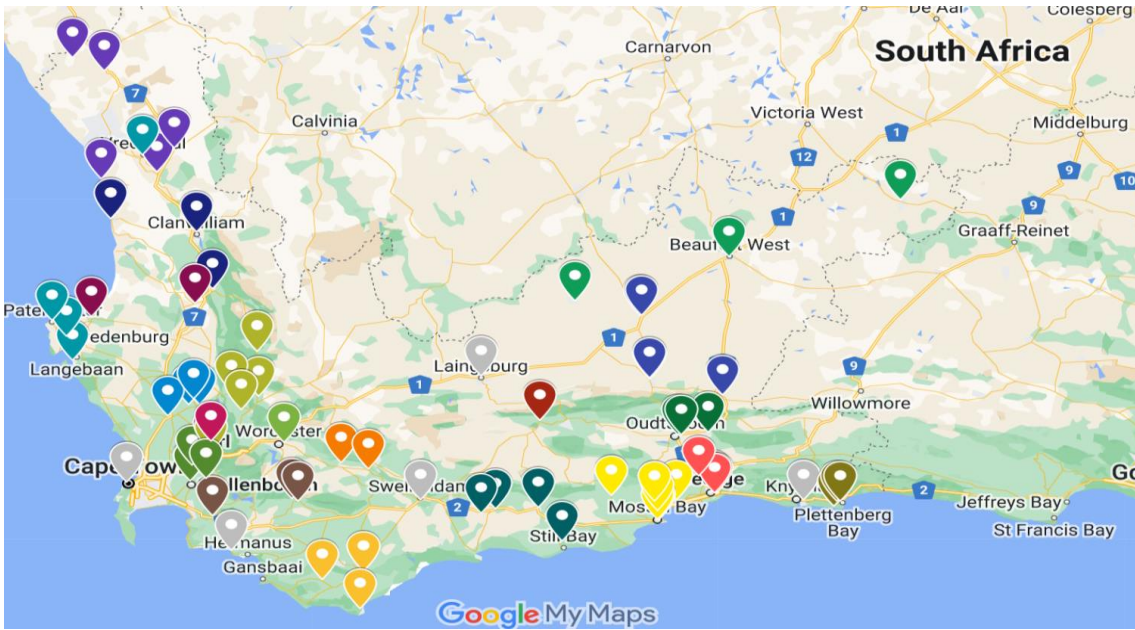
Digitally Empowered Citizens



- 1,508 Wi Fi Hotspots across the Province
- 6Gb Per person per month free data
- An average of 250,000 users per months
- An average aver 2Gb of data per person per month
- Total volumes of data downloaded in last month: 1Tb



Public Wi Fi



- 74 Cape Access e-centres across the province equipped with 12 – 24 computers for public use
- Citizens have 45 minutes per day free access
- Informal and Accredited ICT training
- Average of 37,500 user sessions per month
- Utilised by learners, tertiary students and businesses



Cape Access Programme



- Dept of Cultural affairs and Sport equipped 260 libraries with 4 – 8 computers
- A total of 685,525 users registered across the province
- Provides unassisted access to ICTs in almost all our rural communities
- In some communities there will be both RLCP and Cape Access facilities

Rural Libraries Connectivity Project

Western Cape Government FOR YOU

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COVID-19 Vaccine Information and Dashboard [View Vaccine Information](#)

TB Information and Dashboard [View TB Information](#)

Find the answer to all your vehicle-related questions
The FAQ page of the Department of Transport and Public Works has information about motor vehicle licensing and more.

Can't find what you're looking for?
Call: 0860 142 142 (8am to 8pm)
SMS: Send HELP to 679 769 1267 (standard rates)
Visit: 9 Wale Street, Cape Town
Email: services@westerncape.gov.za
Follow Us: [Twitter](#) [Facebook](#)

Premier Alan Winde
Meet Alan Winde, the Premier of the Western Cape. Find out more about the Premier's background.
Contact:
Tel: 021 483 4630
Email: Premier.Winde@westerncape.gov.za
Follow on: Facebook and Twitter

eServices
You can sign up and access our eServices, as well as get help by logging a query and find a facility.
[View our eServices](#)

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• DSD Presents 2021/22 Annual Report to Standing Committee
• Media alert: World's Best School Prizes - Announcement of the top school
• End to Transnet strike by UNTU is good news for economy
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Tenders
Find out how to tender for government contracts and keep informed about new contracts.

Jobs
Search and apply for jobs in the Western Cape Government.

Featured Pages
• Do you need production support on your farm?
• Write your matric exam with confidence
• Do you qualify for a housing subsidy?
• Does your child have special educational needs?
• Become more deaf aware
• Elder abuse is a crime. Report it!
• How to apply for an old age pension

Documents
• Provincial Gazettes
• Western Cape alcohol-related harms reduction policy: White Paper
[More Documents](#)

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This project is an initiative of the Western Cape Government.

WCG Website

Avg Monthly pageviews: 4.14m

- Home
- Explore
- Shorts
- Subscriptions
- Library
- History
- Your videos
- Watch Later
- Liked videos
- Show more

SUBSCRIPTIONS

- Bud Small Motor Car...
- Jimthecarguy
- batykhan2990
- Browse channels

EXPLORE

- Gaming
- Sport

westerncapegov
2.27K subscribers

HOME VIDEOS PLAYLISTS COMMUNITY CHANNELS ABOUT

Welcome to the Western Cape
5,472 views · 8 years ago

The Western Cape is rich in agriculture and fisheries, offering a rich floral kingdom, pristine beaches, a globally renowned wine industry and a unique history and heritage.

YouTube

Average monthly video views: 13,687

- WCG operates 14 citizen contact channels
 - 15th channel – WCED Chatbot in POC
- This include our WCG Portal, Social Media channels such as Facebook, YouTube and Twitter as well as the traditional channels e-mail, telephone and SMS
- On average we experience 30 million contacts per month, with the WCG Portal and our Facebook page attracting the most pageviews/impressions



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1 The official Western Cape Government Facebook page, offering easy access to public information and services. For more about us, please visit: <https://...> See more

2 The Western Cape Government (WCG) encourages freedom of speech but it expects members of this Facebook page to treat each other with respect and court... See more

102,421 people like this

152,687 people follow this

1,909 people checked in here

<http://www.westerncape.gov.za/>

0860 142 142

service@westerncape.gov.za

Closed now
07:30 - 16:00

Government organisation

Western Cape Government 12 h

The Department of Cultural Affairs and Sport is seeking to acquire the services of a creative and innovative individual to transform, develop and promote school sport, recreation, and the MOD Programme in the province.
For more information, visit: <https://bit.ly/3F6XmE3>

Vacancy: Department of Cultural Affairs and Sport
Director: Sport Development

Western Cape Government

3 likes 3 shares

Like Comment Share

Western Cape Government 13 h

Does your household income amount to R1 850 - R22 000 per month? You could qualify for a social housing programme. Read more on our website <https://bit.ly/3D3yxHy>

Facebook

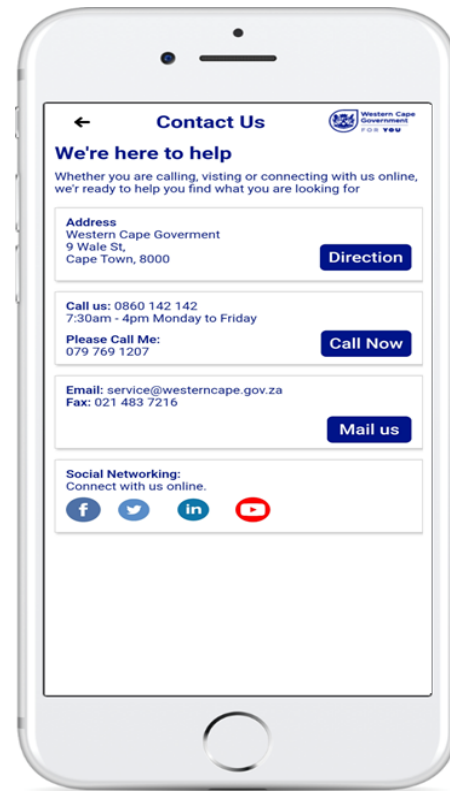
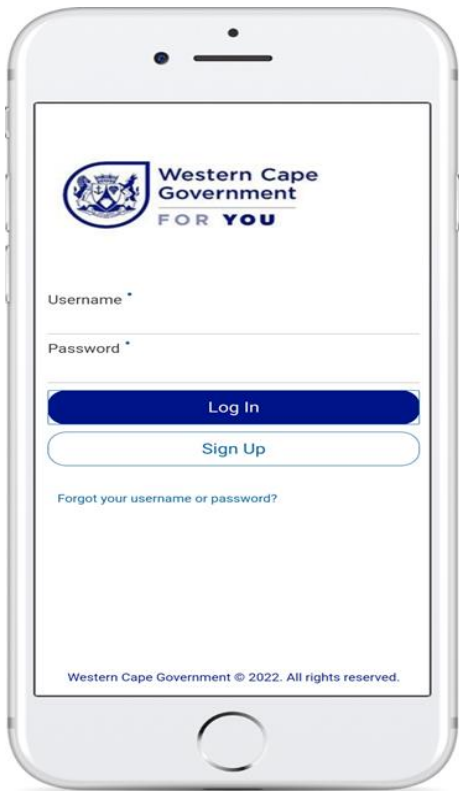
Average monthly impressions: 26,45m

Contact Channels

OBJECTIVES

- Digitalisation/ automation of citizen-facing services
- Back-end processes are mapped and roles and responsibilities between front-office and back-office clearly defined
- Digital transformation of prioritised citizen-facing information and services

Optimised and Integrated Services



- WCG App with scalable menu architecture
- Enables cross departmental services
- Single Authentication
- Single set of Master Data
- Auto-populates applications for any new service
- Integrates with CRM Solution accessible via WCG Portal



Housing app is a 'success'



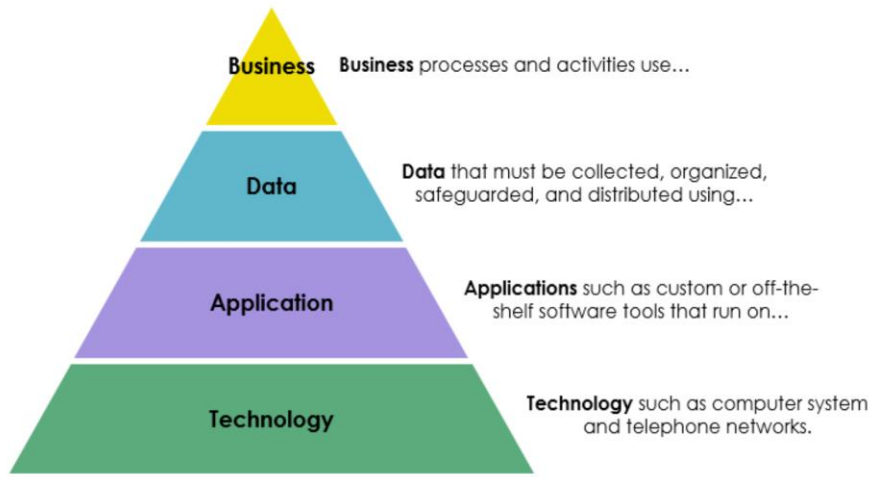
AID: For home buyers

Voice Reporter | October 13, 2022

The Western Cape Department of Human Settlements' mobile housing app has seen great success in bringing residents closer to housing opportunities.

The app, which was developed during the 2020/21 financial period, was used by as many as 2 100 individuals.

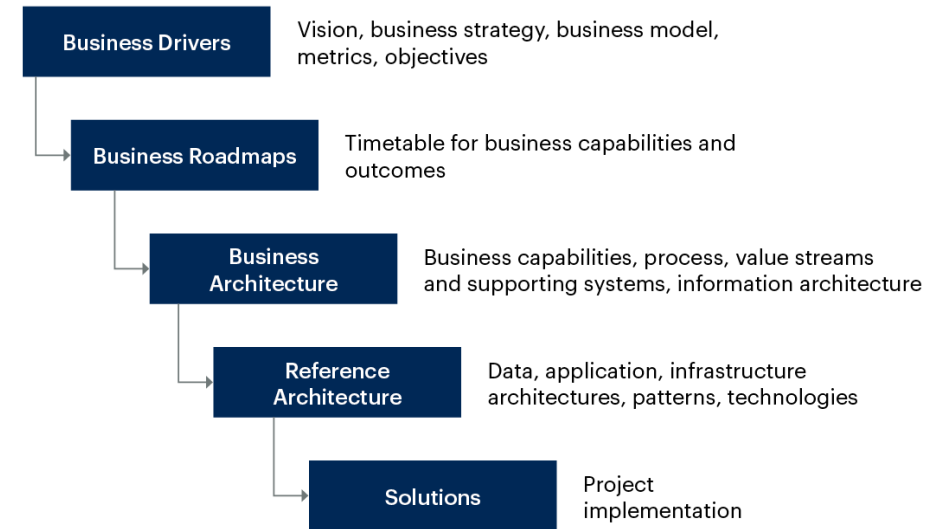
Mobile App Platform



| SITA Profile | Desktops | | | Notebooks | | | | | Tablets |
|---------------|-------------------------------|-------------------------------|-------------------------------|---|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| | PC3 | PC4 | PC_AIO2 | Note1 | Note3 | Note4 | Note5 | Note_WS | Note_Tab |
| Item Name | Midrange PC | Advanced PC | Midrange AIO PC | Chromebook / Mobile thin client / Netbook | Thin and light notebook | Midrange business notebook | Advanced business laptop | Mobile technical workstation | Convertible / 2-in-1 laptop |
| Platform | X64 8-core | X64 8-core | X64 8-core | Entry-level 2-core | X64 4-core | X64 4-core | X64 4-core | X64 8-core | X64 4-core |
| CPU | 10g i3 | 10g i5 | 10g i3 | AMD / ARM / Intel 1GHz | 10g i5 | 10g i3 | 10g i3 | 10g i7 | 10g i5 |
| Memory | 8GB DDR-4 | 8GB DDR-4 | 8GB DDR-4 | 4GB | 8GB DDR-4 | 8GB DDR-4 | 16GB DDR-4 | 16GB DDR-4 | 8GB DDR-4 |
| Disk | 240GB SSD | 240GB SSD | 240GB SSD | 32GB | 240GB SSD | 240GB SSD | 240GB SSD | 480GB NVMe, RAID support | 240GB SSD |
| Video adaptor | Integrated | Integrated | Integrated | Integrated | Integrated | Integrated | Discrete Pro, OpenGL | Discrete Pro, OpenGL | Integrated |
| Connectivity | GigE | GigE | GigE | WiFi 5, 100BaseT pref, BT 4 | WiFi 6, Gigabit, BT 5, WWAN upgr. | WiFi 6, Gigabit, BT 5, WWAN upgr. | WiFi 6, Gigabit, BT 5, WWAN upgr. | WiFi 6, Gigabit, BT 5, WWAN upgr. | WiFi 6, Gigabit, BT 5, WWAN upgr. |
| Screen Size | 21"+ LCD, 90+ ppi, anti-glare | 23"+ LCD, 90+ ppi, anti-glare | 23"+ LCD, 90+ ppi, anti-glare | 10"+ LCD, 100+ ppi | 12-14" LCD, 110+ ppi, anti-glare | 14"+ LCD, 120+ ppi, anti-glare | 14"+ LCD, 130+ ppi, anti-glare | 11"+ multi-touch LCD, 110+ ppi | 14"+ LCD, 130+ ppi, anti-glare |

- Architecture services responsible for enterprise, systems, security and technology designs
- Ensures strategic alignment, integration and interoperability of solutions
- EAB approves ICT standards for the WCG
 - Ensures the compliance to the relevant prescripts (i.to. legislation, policies, principles, best practice and standards).
 - Ensuring optimal Total Cost of Ownership and efficient utilisation of WCG financial resources

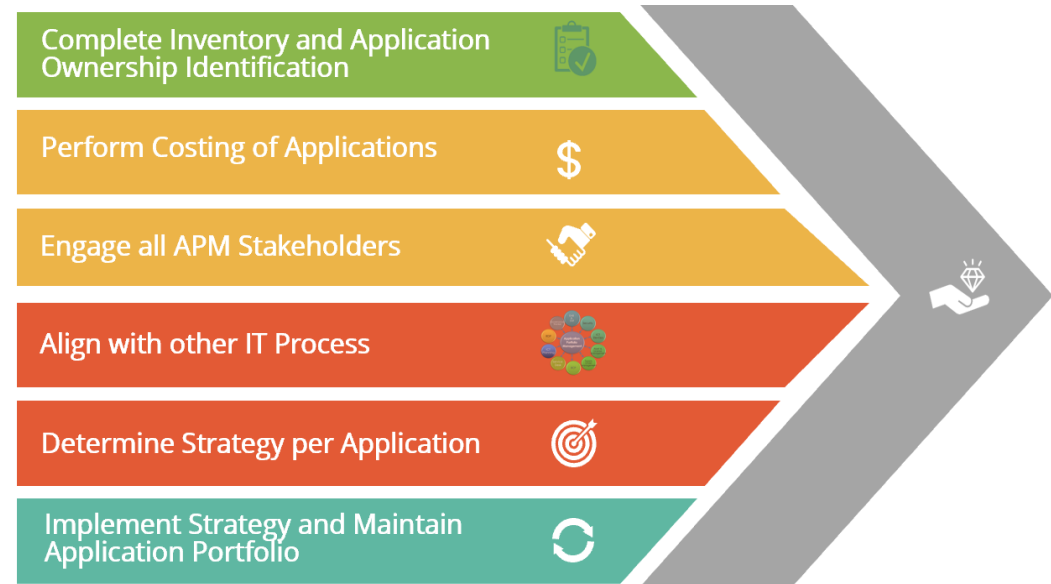
Enterprise and Reference Architectures



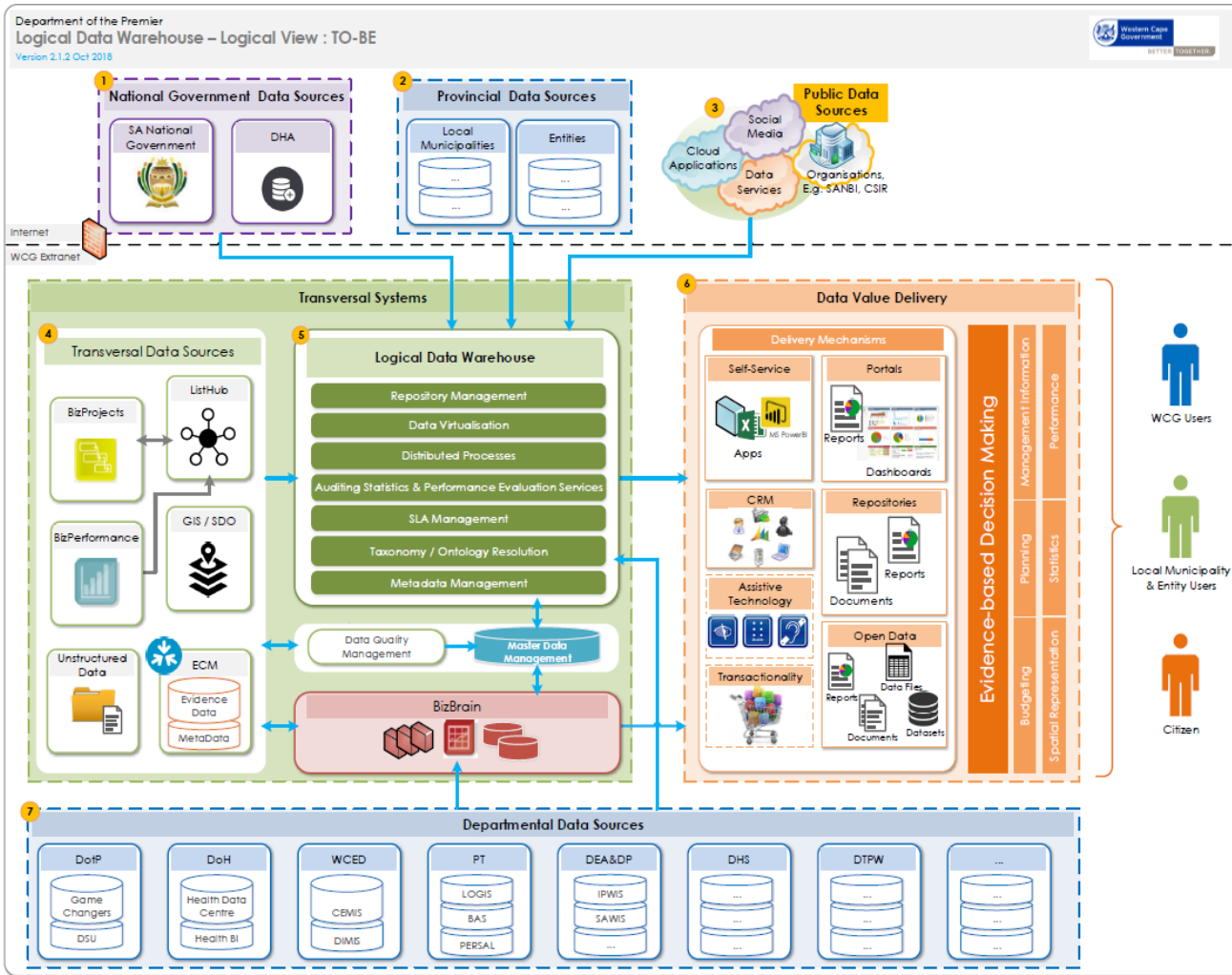
Source: Gartner

| Impact | Strategy | 2022 | | 2023 | | 2024 | |
|-------------------|--------------------|------------|-----|-----------|-----|----------|-----|
| | | Count | % | Count | % | Count | % |
| Add | Planned/In Dev | 21 | 5% | 16 | 4% | 0 | 0% |
| | Maintain | 98 | 22% | 103 | 22% | 77 | 17% |
| Keep | Retain | 4 | 1% | 4 | 1% | 0 | 0% |
| | Sustain / Tolerate | 13 | 3% | 4 | 1% | 1 | 0% |
| Change | Enhance / Invest | 30 | 7% | 24 | 5% | 9 | 2% |
| | Replace/Modernise | 2 | 0% | 0 | 0% | 0 | 0% |
| | Replatform | 2 | 0% | 1 | 0% | 0 | 0% |
| Assess | Evaluate | 4 | 1% | 3 | 1% | 0 | 0% |
| Reduce | Retire/Discontinue | 7 | 2% | 6 | 1% | 0 | 0% |
| | Consolidate | 0 | 0% | 2 | 0% | 0 | 0% |
| | Blank | 269 | 60% | 287 | 66% | 363 | 81% |
| Net Result | | +13 | | +8 | | 0 | |

- 450+ solutions in our applications inventory
- Assessing for duplications
- Roadmap being developed for applications to determine which to keep, enhance, reduce or to migrate
- New applications assessed for duplication of functionality prior to Enterprise Architecture approval



Application Portfolio Management



- Data governance and specifically security thereof is critical to WCG and our citizens
- We have established significant data management capacity in the WCG
- Capabilities in place to integrate national and municipal data sources
- Technologies are in place to enable self services
- Data is shared across selected applications
- Open data Policy at final draft phase



OBJECTIVES

- Stable high speed broadband connectivity to all WCG government sites
- Sound level of ICT Governance maturity
- Robust and secure ICT infrastructure

Connected Government and Sound ICT Governance

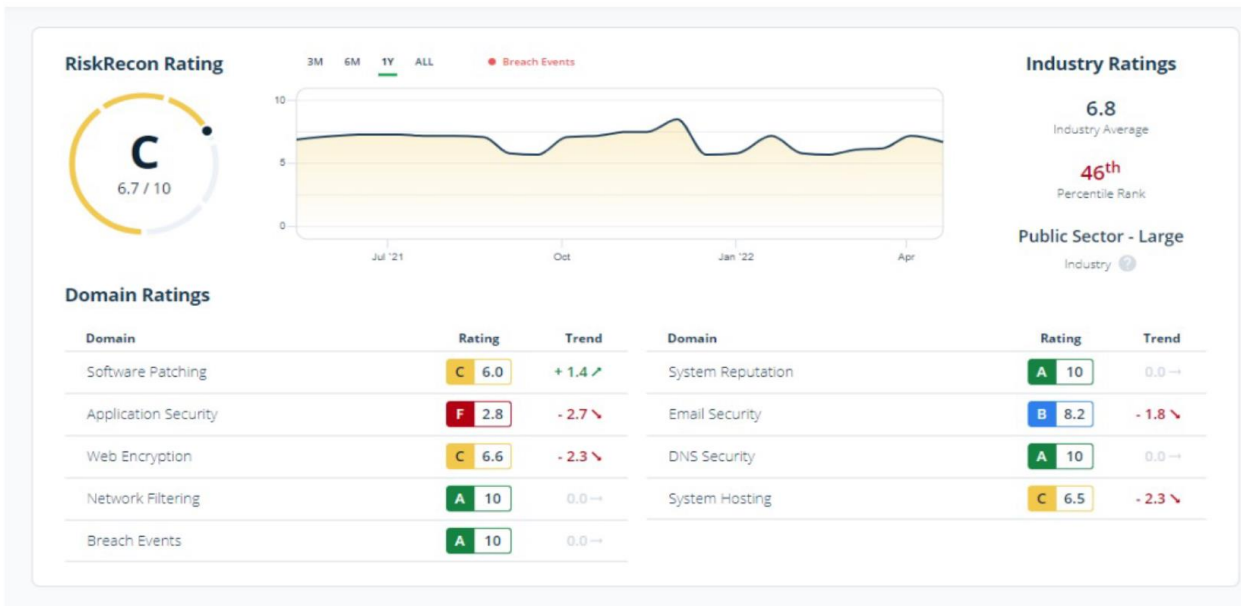


- The WCG Broadband provides services to just over 1900 sites which include all WCG facilities and to certain municipal buildings such as libraries (RLCP); Thusong Centres and Cape Access Centres
- Province connects and provides ICT services to more than 28,000 Corporate and Health users as well as connectivity to close to R1.2m learners in schools

| | 10mbps | 100mbps | 1Gbps | 10Gbps | Total |
|---------------------|-----------|------------|-------------|----------|-------------|
| Corporate Sites | - | 6 | 138 | 3 | 147 |
| Health Facilities | 11 | 29 | 245 | - | 285 |
| Schools | 10 | 82 | 1159 | - | 1251 |
| Libraries | 17 | 38 | 147 | - | 202 |
| Cape Access Centres | - | 5 | 24 | - | 29 |
| Total | 38 | 160 | 1713 | 3 | 1914 |

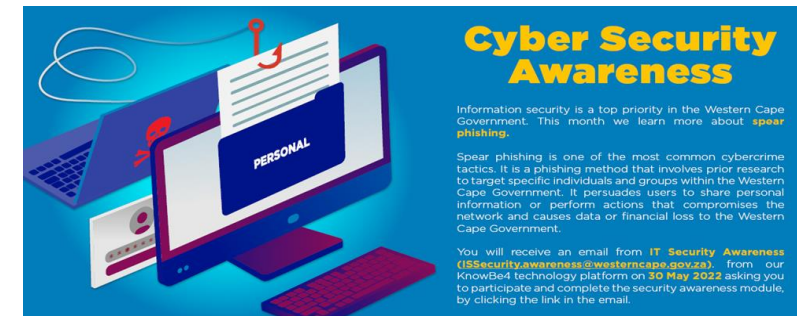
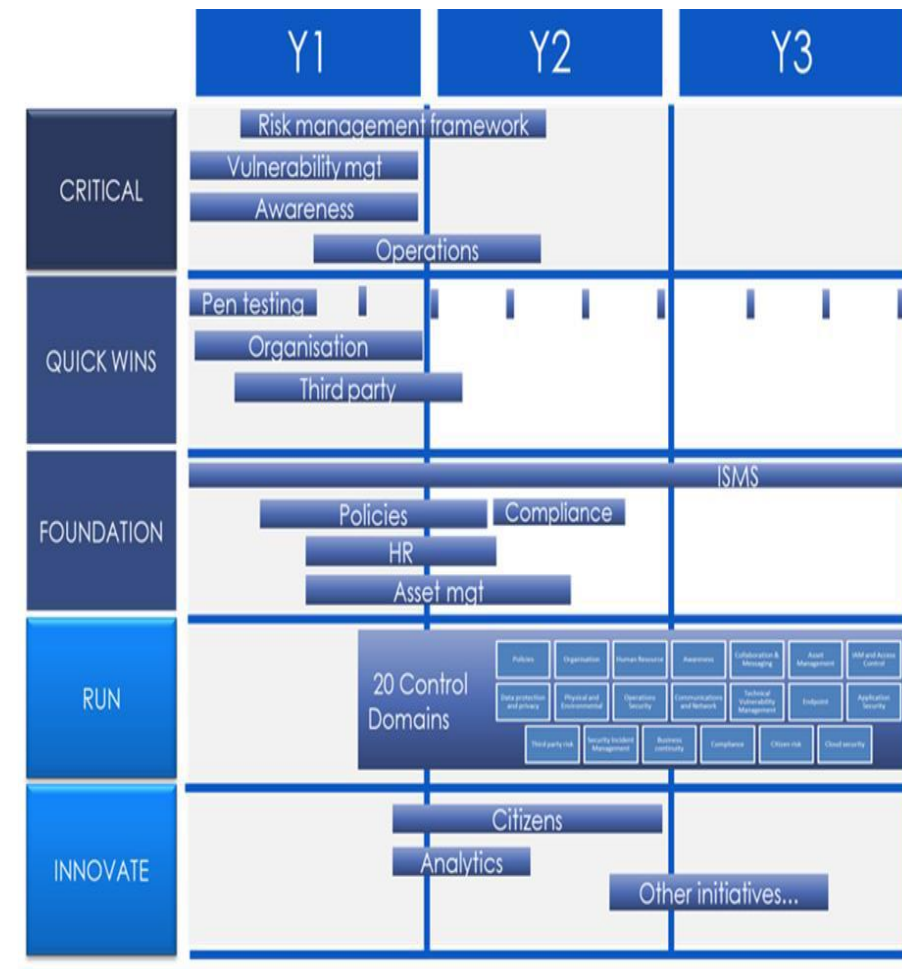


Broadband Connectivity



5

- Cybersecurity is provincial strategic risk
- New cybersecurity strategy final draft in consultation phase
- Monthly cybersecurity awareness campaigns to educate users in cyber risks and potential impact
- Outdated computers (Windows 7 devices) on our network is major risk – project underway to eliminate
- Security of citizen-facing services is critical as compromised citizen data will negatively impact on uptake and usage of our digital services



Information Security

| Inherent Impact | Inherent Likelihood | Inherent Rating | Residual Impact | Residual Likelihood | Residual Rating |
|-----------------|---------------------|------------------|-----------------|---------------------|-----------------|
| 4 | 4 | 16 | 3 | 3 | 9 |
| Risk Owner | | Risk Subcategory | | Tolerance level | 4 |

Contributing Factors

H Attack by an external source (e.g., cyber attack)

H Ageing, unsupported, unmanaged technology (Hardware and software)

H Attack and or Data/ Information leakage by an internal source (staff or Contractor)

M Limited user adherence to ICT policies and procedures

M Lack of 3rd party accountability

M Lack of ICT and Domain specific policies, procedures and/or standards

M Limited capacity to effectively manage the cyber security environment

M Limitations of the ICT monitoring and reporting tools and response procedures

M Multiple entry and exit access points to the internet

Risk

(Information Security)

WCG ICT security is compromised

Impact

Loss of data and / or information

Financial Losses

Reputation Damage

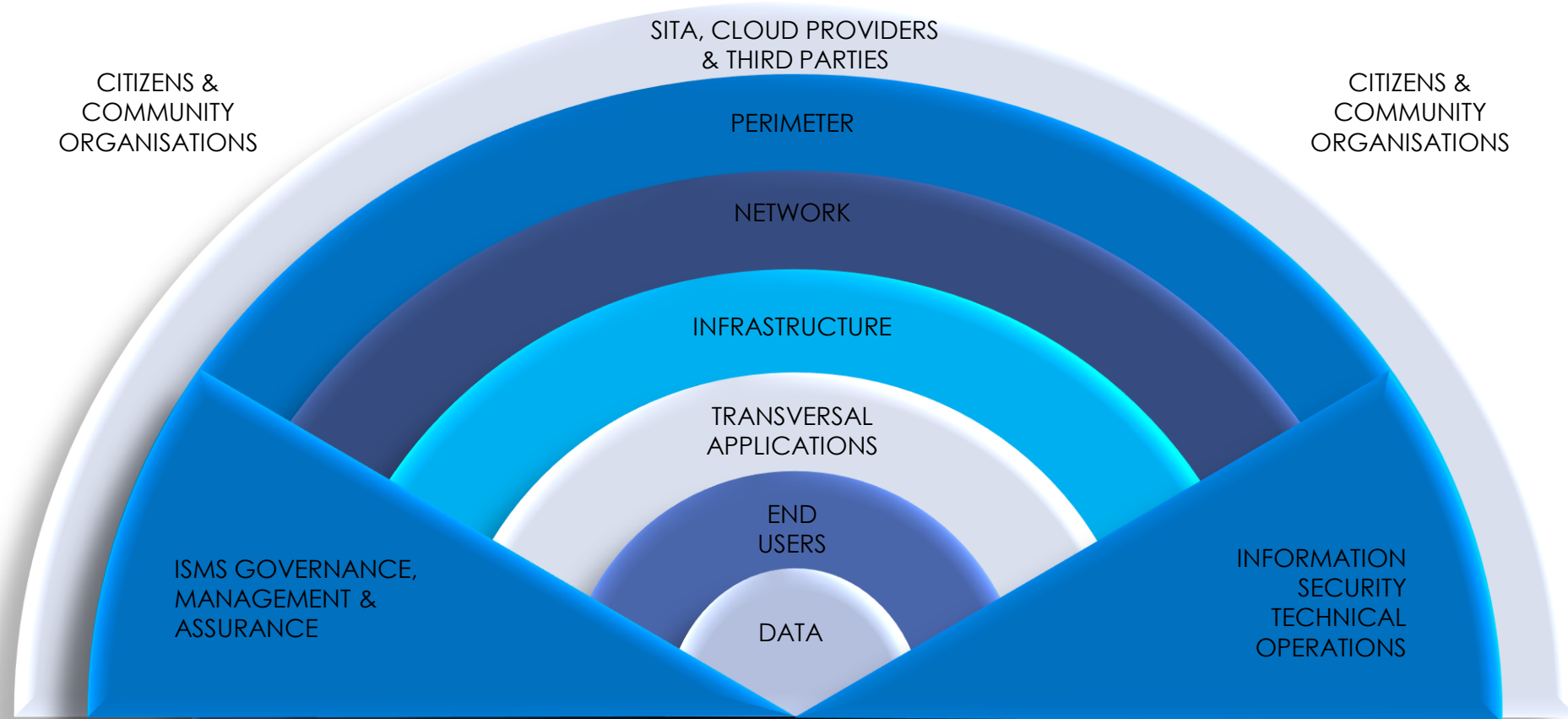
Potential loss of life due to successful cyber attack

Compromised service delivery

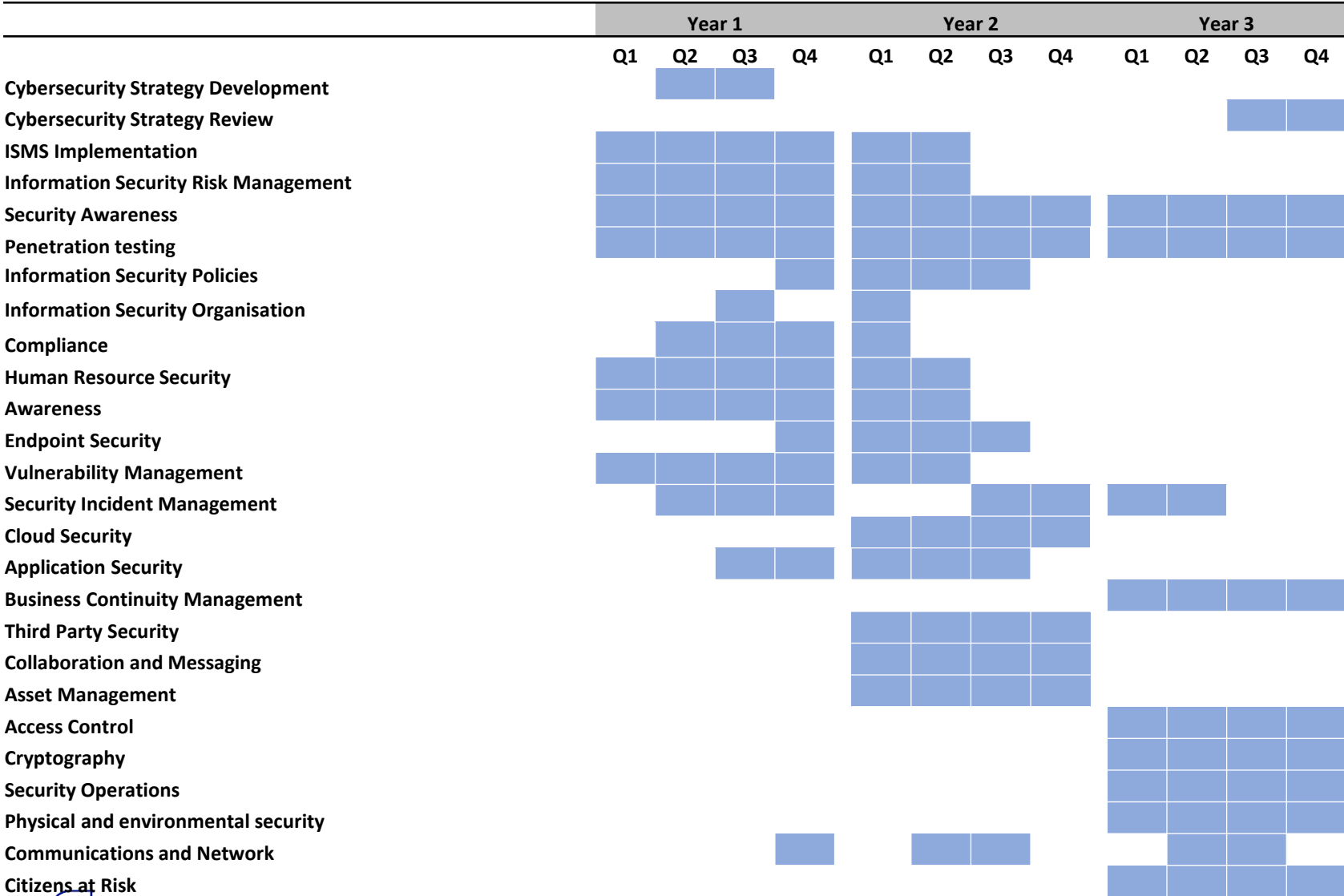
Potential Legal Liability due to digital security breach

The Scope of the ISMS will align to the principle of defense in depth

The ISMS must cover a full range of ICT architectural layers

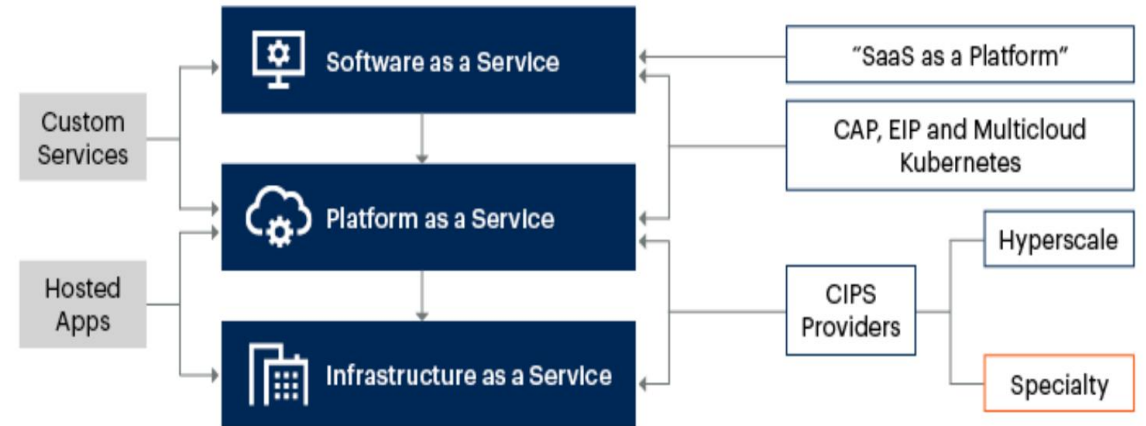


Cyber Security Implementation Plan



Interim Key Initiatives

- ISMS Implementation - ISO 27001 compliance
- Implementing information security capabilities across all security domains
- Review and update policies and controls catalogue
- Asset management (CMDB) implementation
- Technology Refresh
- Cryptography alignment to industry standards
- Security Operations Centre Enhancement
- Third Party Risk Management
- Data Loss Prevention Implementation
- Data Classification
- Application Security
- Identity and Access Management



- 95% of applications have been migrated to the cloud
- WCG solutions hosted with two major cloud service providers as well as SITA
- Cloud enables access to solutions from anywhere, thereby facilitating mobile workforce
- Key advantages are availability, enhanced security, scalability and reduced dependence on physical ICT equipment



Cloud Services



- Ageing infrastructure is a key contributor to cyber security risks
- WCG has a structured Infrastructure refresh programme for which earmarked funding is allocated
 - Focus on infrastructure equipment older than 8 years
 - New approach to focus on business impact, not on age
- Refresh enables VOIP technologies – leading to cost savings
- Significant procurement challenges being experienced when procuring through SITA



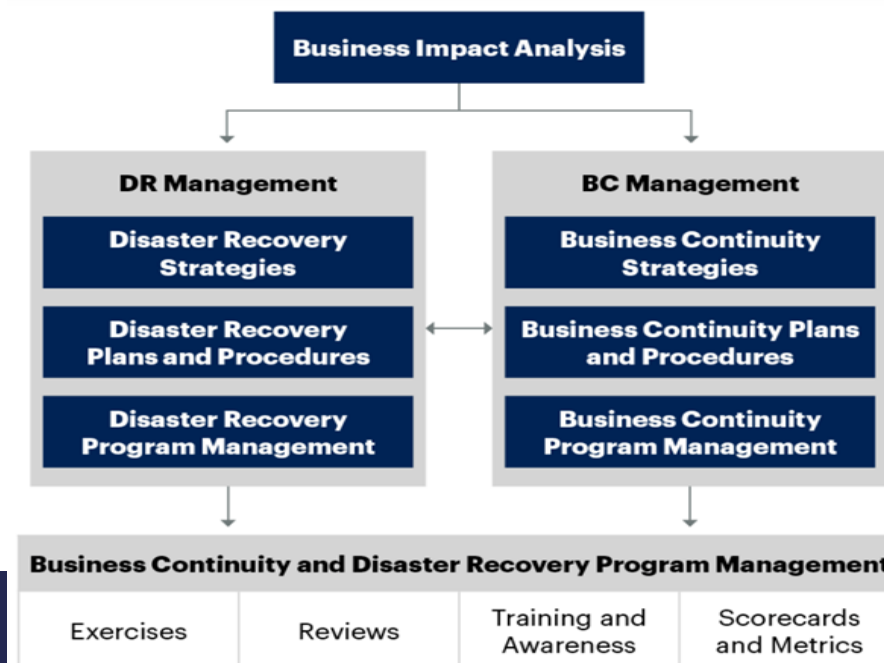
Infrastructure Refresh



- Continuous Network Monitoring at NIOC
- BCP/DRP based on Business Impact Assessment of key applications
- Infrastructure Refresh plan in progress
- Cloud Migration of 98% of workloads
- Awaiting SITA Tier 3 data centre relocation
- Electrical back-up generation capacity have been installed at almost all sites – not feasible for smaller sites
- UPS installations on all our infrastructure
- Close collaboration with Disaster Management Centre

External Factors

- Temporary loss of a third-party IT service provider
- Cloud service unavailability (public or private cloud)
- Energy supply outage
- Water supply scarcity
- Loss of Internet Service Provider (ISP) service

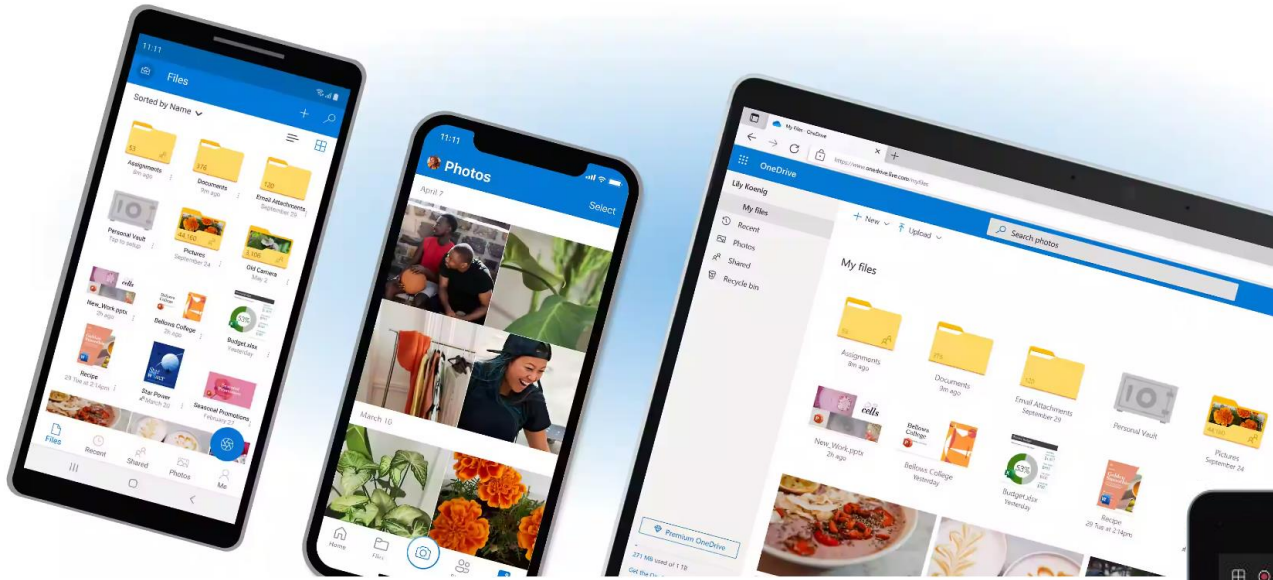


Business Continuity Management

OBJECTIVES

- A customer-focused innovation culture embedded in the organisation
- Trained and competent frontline and back-office staff
- Staff capacitated with the appropriate tool sets and information to execute their functions
- High performance ICT workforce

Digitally Empowered Employees



- Modernised Employee Experience
- Enables our digital workforce
- Provides Mobility, Automation, Security
- Consistency experience irrespective of Platform
- 25,550 Corporate users, 2,475 Education campus users, 300 Library Subscriptions and 820 DOA users (WCED and DOA; 738 Nursing College)



MS Office – Including MS Teams



- 1,855 Wi Fi Access points Devices deployed throughout the organisation
- Provides secure access to the corporate network
- Provides for guest Wi Fi access at certain spaces
- Promotes mobility within the corporate environment
- Promotes collaboration within boardrooms



Wi Fi in Boardrooms/communal spaces



Basic ICT Skills

Designed to assist the user to acquire the fundamental knowledge and skills to use a computer device.



CAT Lab Training

Designed for CAT lab facilitators, this course covers all you need to know about how to manage the CAT lab

Microsoft Partners in Learning



MSPIL

ICT Skills for Teachers



Data Analytics and BI

Learn how to extract valuable insights from your data

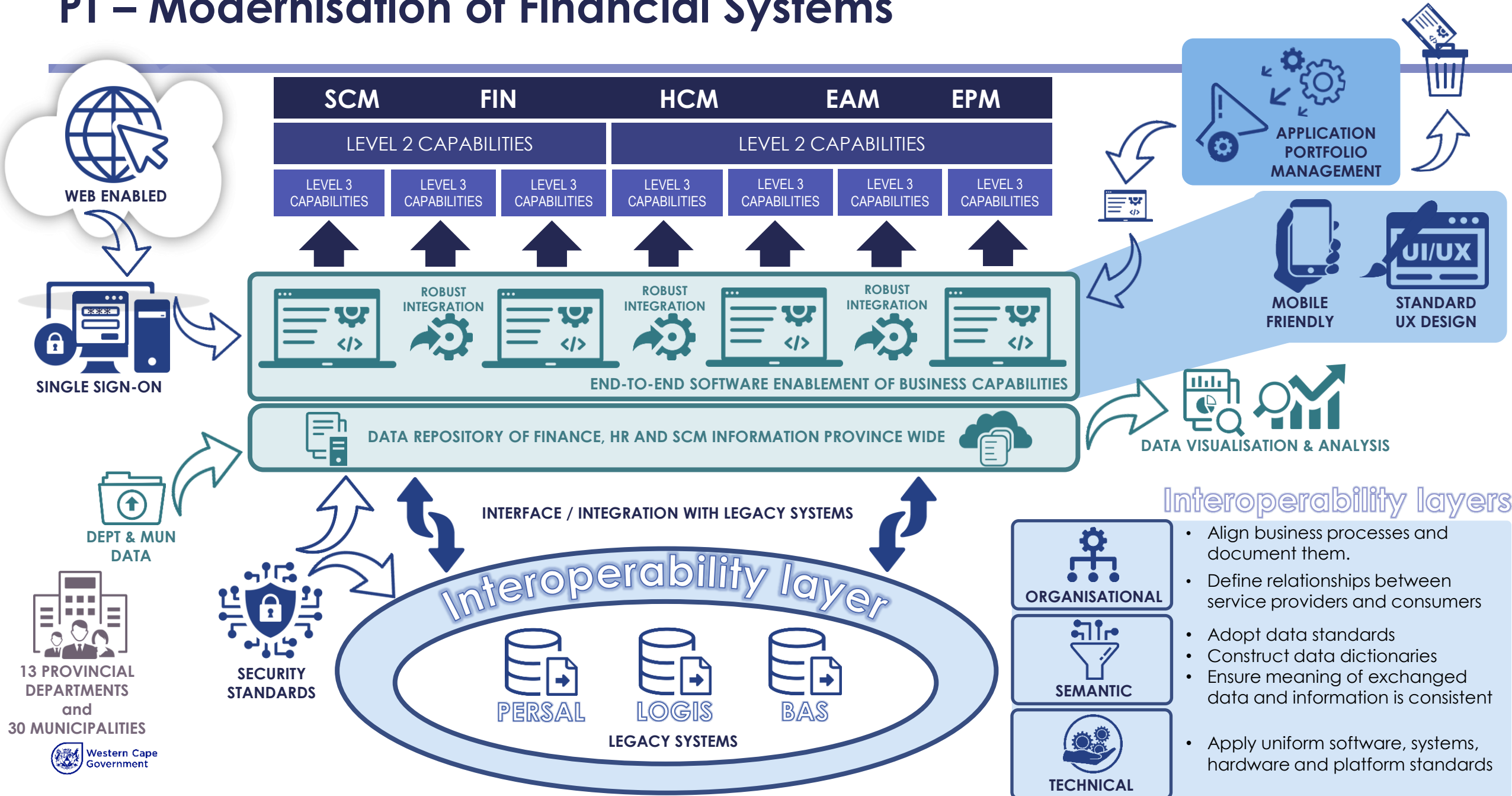
- ICT Training Unit offers end user training to all Government Employees.
- This training model, developed by the Unit, includes:
 - ICT Skills Assessments (to determine digital literacy skills)
 - Learners' placement on an ICT learning pathway
 - Facilitation Skills for Departmental Trainers
- Delivery modes include Online (Self-directed, self paced); webinars and Face-to-face (Limited to basic)
- Provides 2,000 training opportunities annually
- Recently trained 80 CDWs in basic ICTs on request of municipalities



PROVINCIAL TREASURY – DIGITAL TRANSFORMATION INITIATIVES

Aphiwe Mazomba

PT – Modernisation of Financial Systems



PT and NT Initiatives

WCG Initiatives (completed) █

WCG Initiatives (pipeline) █

NT Systems Landscape █

PT SEO

Supports all ICT initiatives
Strategic ICT Planning
Operational Planning
ICT Governance (Risk & Compliance)

B2B Procurement Planning Toolkit (PPTK)

- Procurement Planning



SA Govt Portal

- Tenders
- Procurement Planning
- Contract Management

Supplier Evidence Bank (SEB)

- Supplier documentation



Central Supplier Database (CSD)

Supplier Master

Sourcing

e-Commerce

IFMS

- B2C** Business to Citizens
- B2B** Internal Facing

PT Optimisation

- B2B** APM Roadmap
- B2C** Bursary system
- B2B** CMA-Loss Control System
- Municipal Dashboards
- B2B**

B2C e-Procurement System (ePS)

- Sourcing

B2C CRM Supplier Engagement

B2B Automated AFS/ IYM

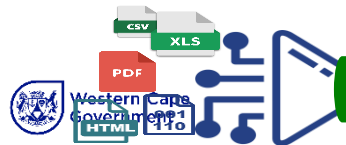
B2B Asset Management Dashboards

B2B E-Leave pilot

B2B GG Trip Authority

LEGACY SYSTEMS

- Basic Accounting System (BAS)
- Logistics System (LOGIS)
- Personnel and Salary System (PERSAL)

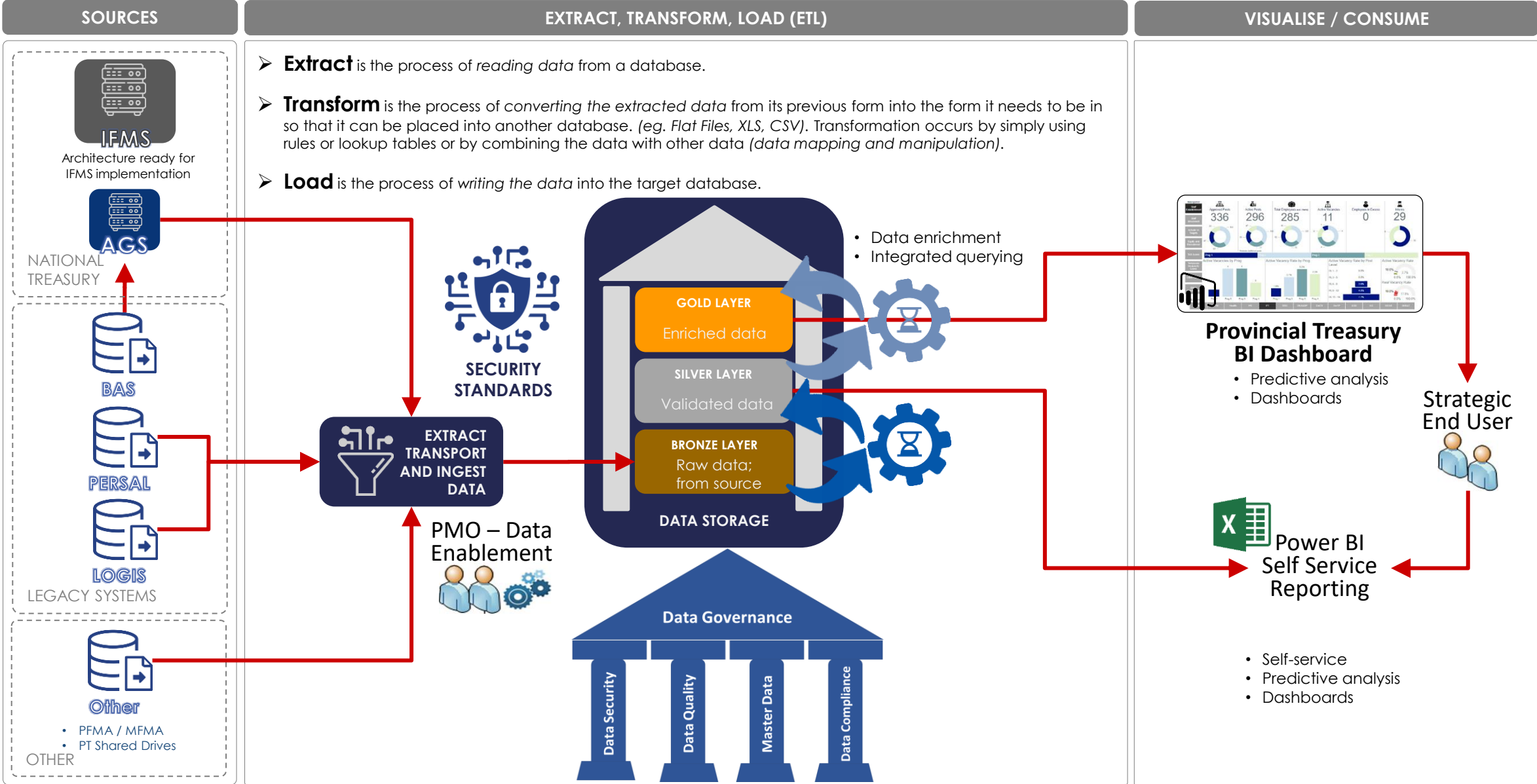


Build data pipelines from source to sink (consumption)



DATA VISUALISATION & ANALYSIS

PT Data Warehousing



WAY FORWARD

- Building strategic partnerships and driving national systems development and/or integration
- Explore opportunities and mitigate threats of 4IR technologies such as AI, ChatGPT and Crypto currency
- Expanding citizens' access to ICTs, connectivity and digital skills training
- Increasing the number of and quality of citizen services and information available via digital channels – especially the mobile app
- Optimising our portfolio of applications
- Modernising our Financial Systems
- Strengthening our ICT governance to ensure information security and high availability of citizen digital services
- Expanding connectivity through the WCG Broadband service



Thank you

Contact Us



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