

# Service Delivery assisted by the use of ICT



# The IT Association of SA

- Trace origin back to 1934
- The ITA represents various companies concerned with the supply of information technology equipment, systems, software and services in the South African ICT industry
- One of its many functions and objective is to represent, promote and protect the interests of its members
- Also to understand and define the role of the ICT Industry in terms of contributing towards the economic and social growth of the country
- Provide thought leadership
- Promote best practices and standards

# Introduction



Information Technology must be viewed as an investment in creating new opportunities for Service Delivery and Productivity



Over the last decade government have become increasingly reliant on technology to deliver *essential* governmental services to citizens

- To do so more *efficiently*, and upping the ante on the *quality* of service delivery



Information Technology has changed the way the world does business and are changing the way the government does business

- Citizen's expectations have risen as to how technology can help them gain access to governmental services
- Government therefore needs to respond to this expectation accordingly

# Context

In providing goods & services to their electorate, governments make use of...

state revenues

their direct employees

physical infrastructure

various associated processes

information systems

Government's intention should be to free managers of excessive control and should require them to manage their organisations according to a budget cap

The consequence is that they will have to manage a new and complex environment where performance indicators reign supreme

Under these circumstances excellent resource and information management will become an imperative

# Context (cont.)

ICT can be used to a great extent in realising the programme as outlined by the President

The President also alluded to the fact that the programme is being introduced under difficult economic conditions, but should not alter the focus and direction

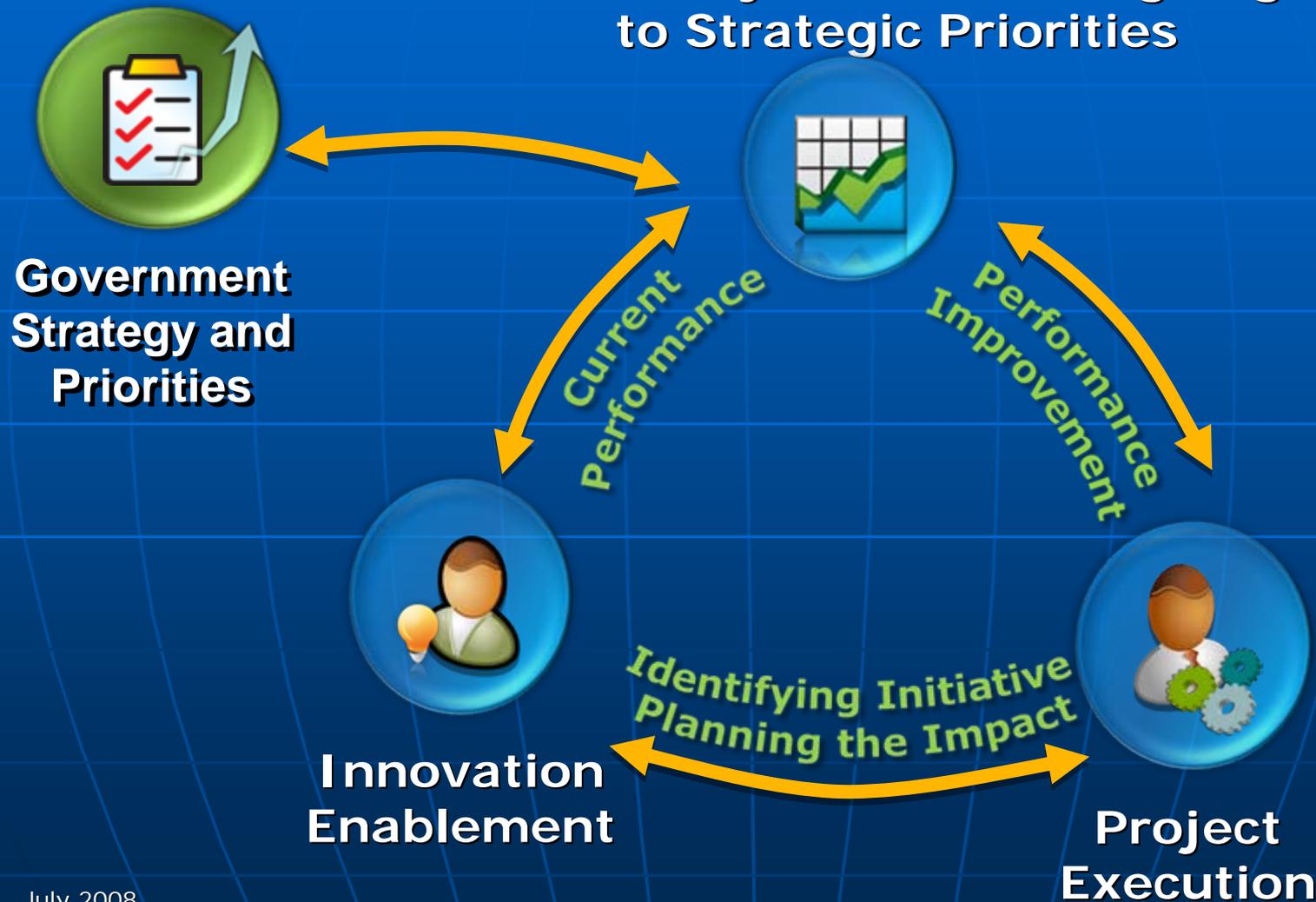
The President tabled the 10 priority focus areas identified by the government

ICT will further reduce duplications, improve controls and ultimately result in cost savings – in difficult economic conditions this is key and will ensure funds become available for other programmes



# IT Challenge: Align with Government Priorities

## Master Systems Plan aligning to Strategic Priorities



# First things First

Get the basics right and start with planning, Master Systems Plan (MSP) / IT Strategy



The purpose the MSP is to..

communicate the Municipal strategies and action plans required

to achieve its *service delivery* and *efficiency* objectives for key programs and services

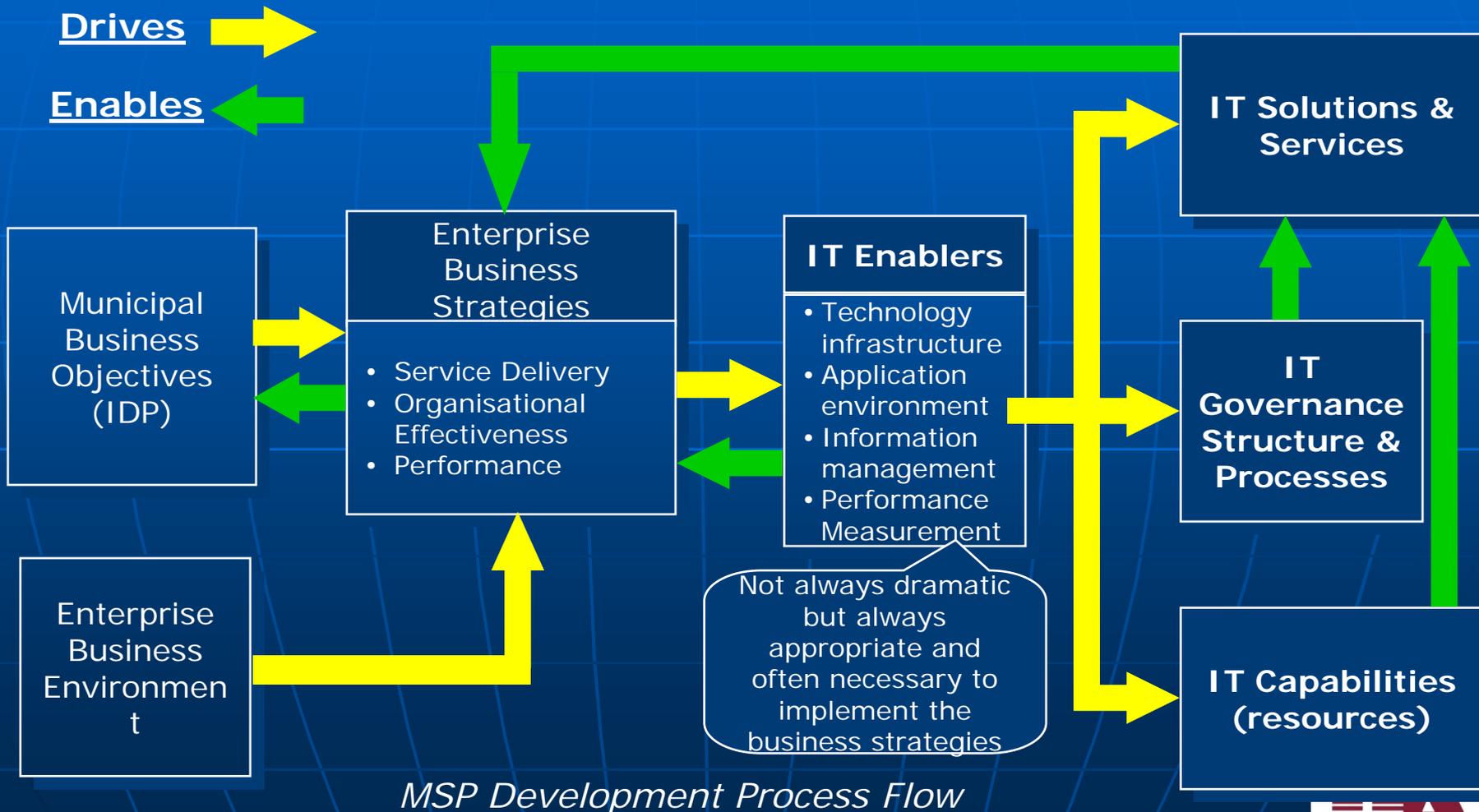


It should be understood that this plan does not represent an end state,

But is rather the first iteration of a living strategy

Which will be adjusted and enhanced to reflect the experience and lessons learned as projects move forward

# Master Systems Plan (IT Strategy) Development - Linkages



# Government Service Delivery Challenges

## Access to basic services

*Housing  
Electricity  
Water and Sanitation*



## Economic Opportunities

*High Unemployment*



## Governance & Monitoring

*Performance Management  
Fraud and Corruption*



## Management of Services

*Operational efficiency  
Cost Management*



# Government Technology Challenges



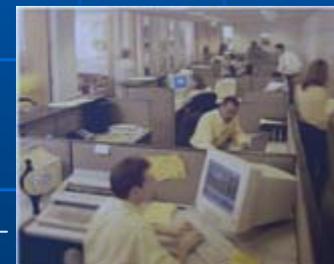
Interoperability

Productivity



Information Access

Agency Integration



Digital Divide

Security



# Press Release

05/15/2008 GAAS:253:08 FOR IMMEDIATE RELEASE [Print Version](#) | [Email / Share](#)

## Gov. Schwarzenegger Highlights Need to Upgrade Technology Infrastructure at Conference on California's Future



said. "The people joined me in 2006 to approve \$42 billion for new transit and schools. But building for our future takes more than just cranes and bulldozers. We must not only expand the concrete highways that connect Eureka to San Diego, but the digital ones that connect San Diego to Shanghai.

"We are in a new age where technology is everywhere around us and drives everything that we do. It is also our greatest partner and asset as we work to conquer the challenges that threaten our future."

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- ▶ Speech
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"We are in an age where technology is all around us and drives everything that we do. It is also our greatest partner and asset as we work to conquer the challenges that threaten our future"



**Teri Takai**  
Upgrading California's  
Technology  
Infrastructure

 PLAY VIDEO

# The role of ICT in public service delivery

- ICT can enable government transformation through customized and interoperable technology solutions

Build  
Connections

Drive  
Performance

Improved  
Service

Efficiently  
address  
critical  
needs

# Responsibility of government to citizens

The responsibilities outlined here refer to the government of SA as a whole

The responsibility for public service delivery goes beyond the local level & covers all spheres of government

Account for some of protests are targeted at municipal government

Local government is the sphere of government closest to the people

# Responsibility of government to citizens

## Key Responsibilities

Infrastructure Services

Social Services

Public Safety

Administration & Governance

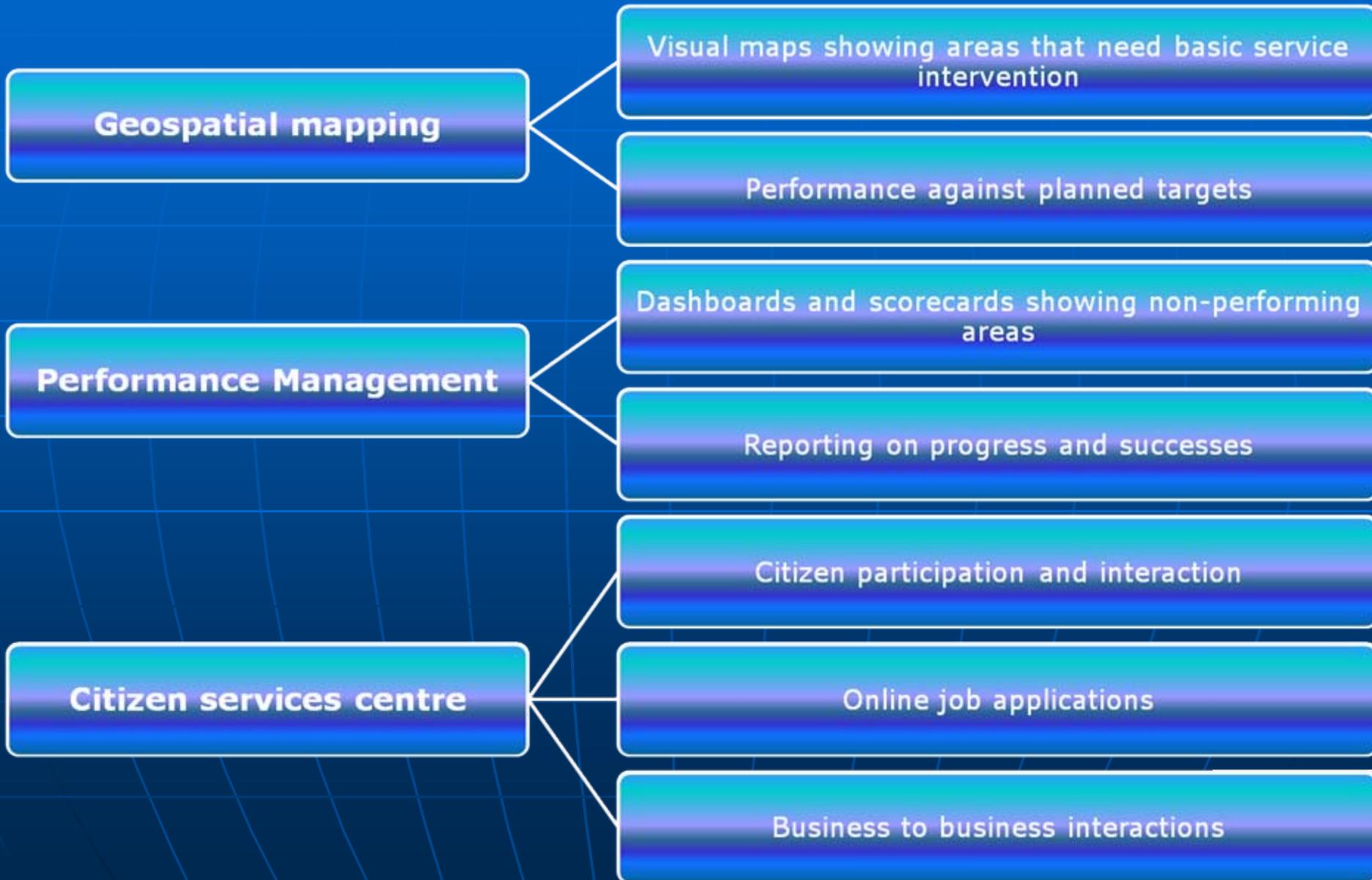
Planning

Performance Monitoring

Financial Management

Economic Planning

# Transformative Enablers



# Transformative Enablers

## Intelligent Self Service Kiosks

Providing various government services to the citizen "on their doorstep" in ATM fashion

NB this is not internet café's on steroids

## Business Process Management

Maximizes effectiveness of key business processes and enterprise assets

Results in lower costs, improved efficiency, enhanced employee productivity, and greater control

## Identity management and customer relationship management

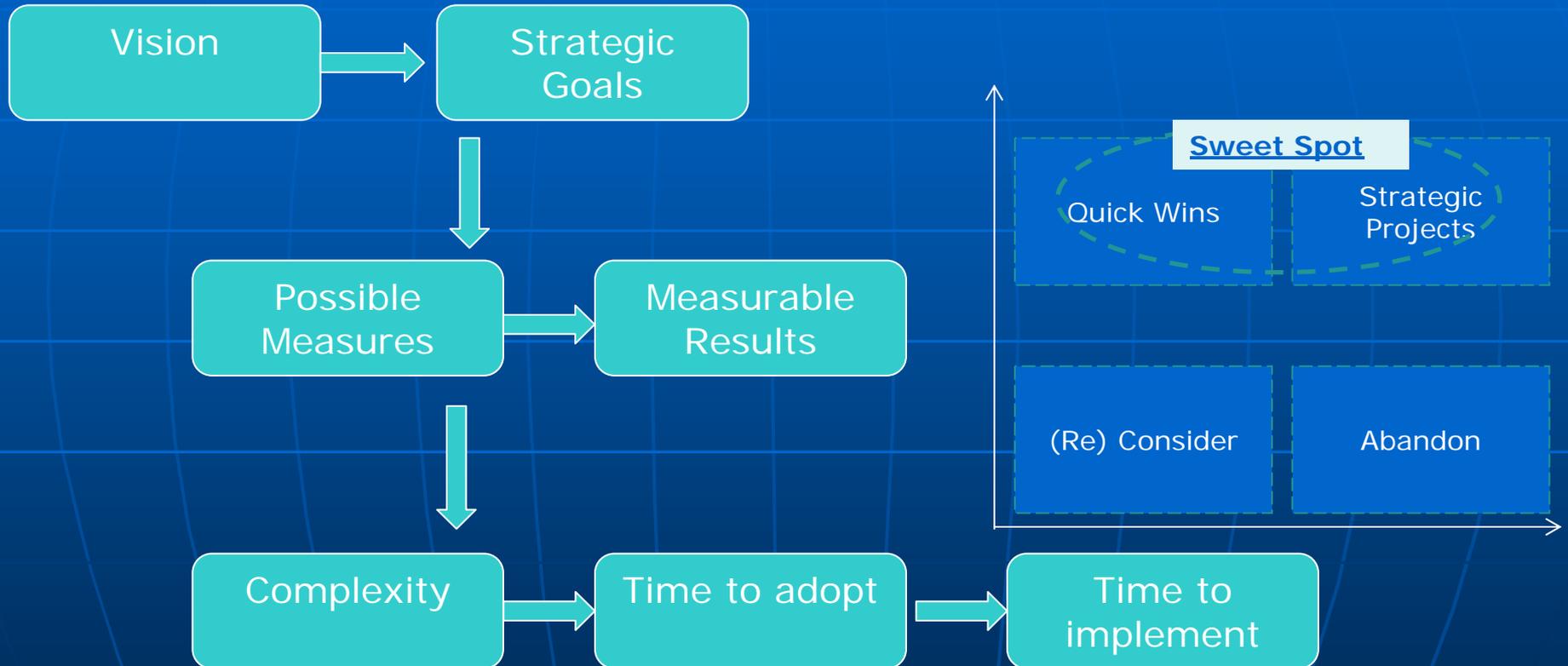
Citizen profiling

Mapping citizen services to requirements

# Transformative Enablers (cont.)

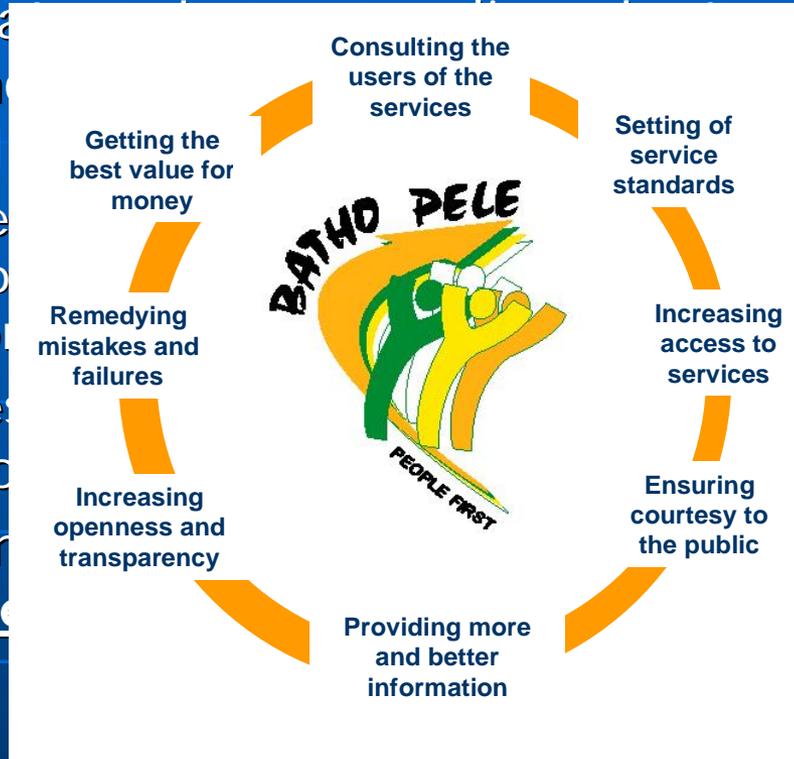


# Defining a way forward



# In Conclusion

- Major corporate marketing concepts have been and are being replaced by contemporary (Batho Pele),
- Consequence amongst of rationalization
- These changes conservative role
- The modern and new and more



contemporary (Batho Pele),  
ment  
issues entail  
organization,  
, altered the  
Government  
ment require a  
CT

# In Conclusion (cont.)

- Therefore, when Government begins to deliver those systems that will enable it to function more effectively, characterizes the well being of Government in the information age
  - This however, places greater emphasis on Government to accommodate the rapid technological surge
- Corollary, we find ICT also as a major catalyst for creating change in the environment and we witness every day, the emergence of new challenges and advantages that it brings to the business environment, both Public and Private sector
- It is through the Batho Pele principles and transformation priorities that ICT is articulated as being an enabling tool that can leapfrog service delivery initiatives within South Africa



“In a global economy, the government cannot give anybody a guaranteed success story, but you can give people the tools to make the most of their own lives.”

— Philip Bobbitt, *The Shield of Achilles*