



PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI

ICT E- GOVERNANCE, STRATEGY AND CHALLENGES

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Introduction...

- Governments around the world are embracing electronic government. Every region of the globe from developing countries to industrialized ones, national and local governments are putting critical information online, automating once cumbersome processes and interacting electronically with their citizens. All this is being done through **CONNECTED GOVERNMENT AND CONNECTED CITIZEN.**
- Defined broadly, ***“e-government is the use of ICT to promote more efficient and effective government, facilitate more accessible government services, allow greater public access to information, and make government more accountable to citizens”***



Global Competitiveness

- ICT is a strategic & critical enabler for **Global Competitiveness** (10% uptake in broadband = 1% to GDP, KZN approx. 6% uptake presently)
 - With ICT we can enhance quality, speed & transparency in Government administration
 - With ICT we can invest in education & training of work force, do R&D and create a knowledge economy to fuel the traditional economies of the region
 - We can become globally competitive with a strategic vision for ICT



CONNECTED GOVERNMENT

- **CONNECTED GOVERNMENT** might involve delivering services via the Internet, telephone, community centres (self-service or facilitated by others), wireless devices or other communications systems. Its success requires changing how government works, how it deals with information and how officials view their jobs and interact with the public. (*multichannel approach*)
- Achieving **CONNECTED GOVERNMENT** success also requires **active partnerships** between government, citizens and the private sector.
- The **CONNECTED GOVERNMENT** process needs continuous input and feedback from the “customers” the public, businesses and officials who use government services. Their voices and ideas are essential to making **CONNECTED GOVERNMENT** work.
- One must note that **CONNECTED GOVERNMENT** when implemented well, is a **participatory** process.



GOAL & BENEFITS OF CONNECTED GOVERNMENT ENT

What then are the Goals of **CONNECTED GOVERNMENT** ?

- ✓ improving services to citizens; “*Cradle to Grave Catalogue of services*”;
- ✓ improving the productivity (and efficiency) of government agencies;
- ✓ strengthening the legal system and law enforcement;
- ✓ promoting priority economic sectors;
- ✓ improving the quality of life for disadvantaged communities; and
- ✓ strengthening good governance and broadening public participation



BENEFITS OF CONNECTED GOVERNMENT

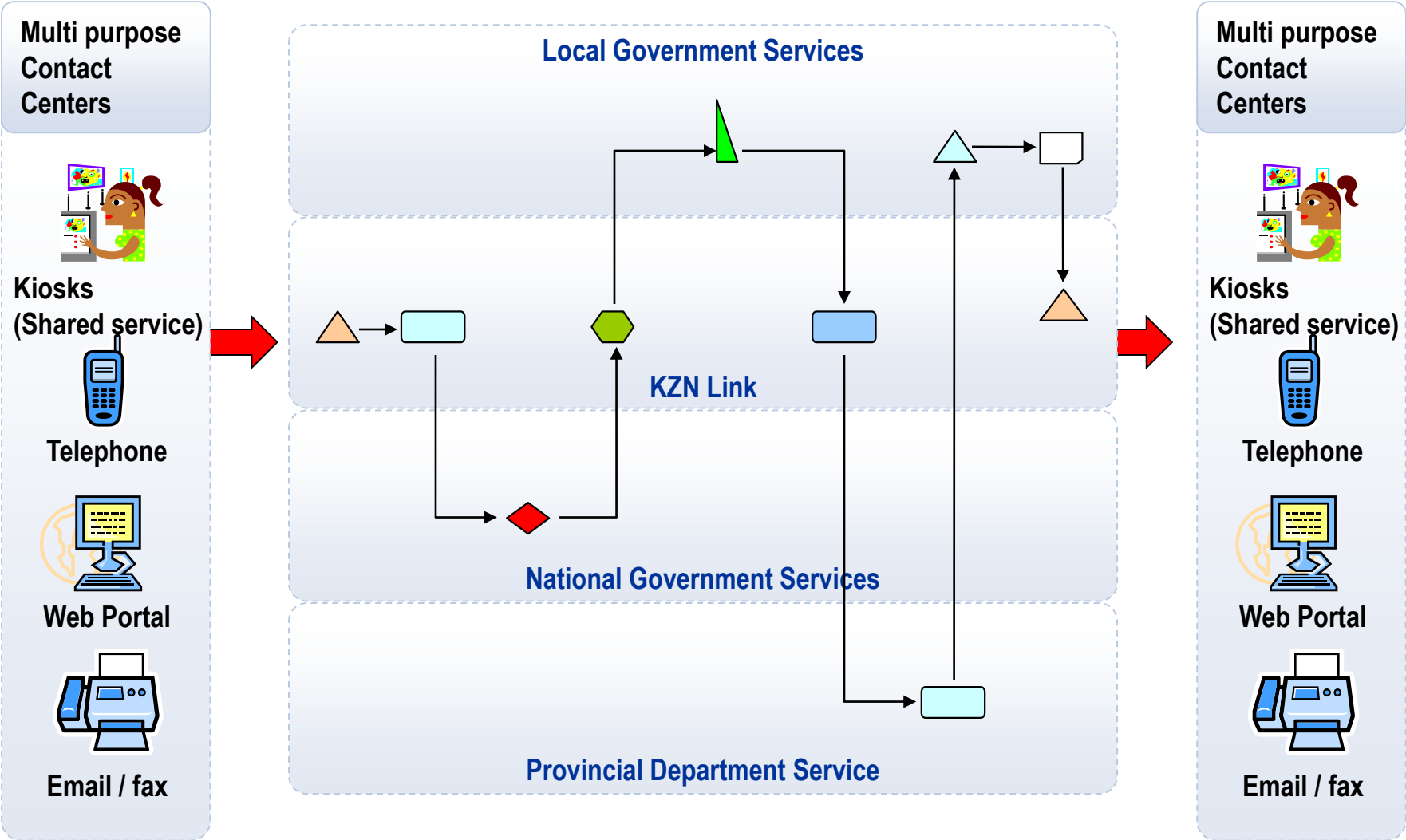
The following are some of the benefits of **CONNECTED GOVERNMENT**

- ✓ better delivery of government services to citizens
- ✓ improved interactions with business and industry
- ✓ citizen empowerment through access to information
- ✓ more efficient government management
- ✓ less corruption
- ✓ increased transparency
- ✓ greater convenience
- ✓ revenue growth
- ✓ cost reduction



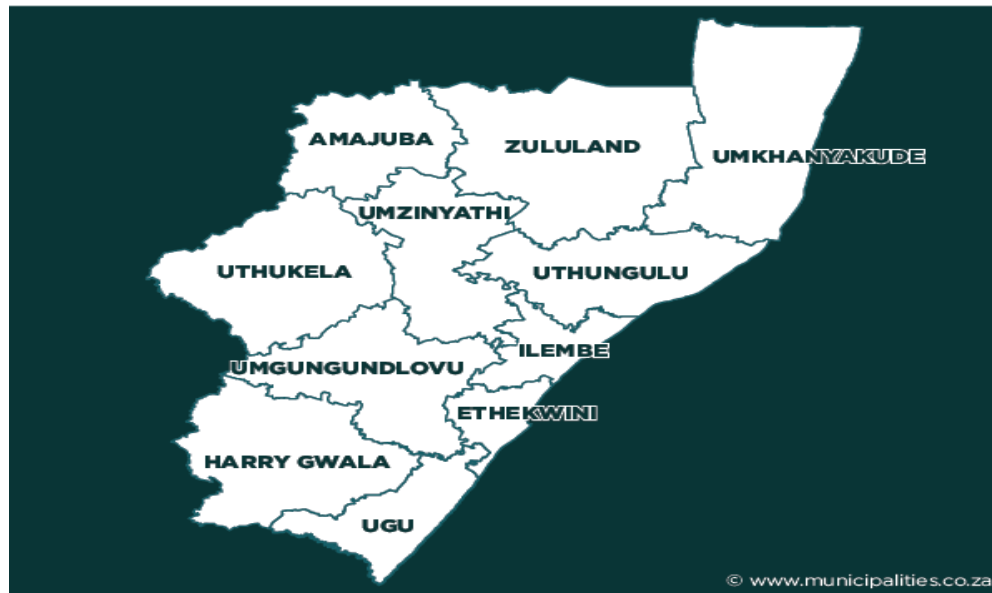
Service Delivery Improvement

A multi channel approach



KZN GOVERNMENT LANDSCAPE

- The KwaZulu-Natal Government has 16 Provincial government departments. The province has eleven (10) districts, sixty one (43) local municipalities and one (1) Metro, being eThekweni. Most government departments and municipalities have government initiated agencies that serve as implementing vehicles for government policies and strategies.



SOUTH AFRICA CONNECT (BROADBAND ROLL-OUT)

- During President Jacob Zuma's 2015 State of the Nation Address he stated that this will mark the beginning of broadband rollout.
- During the 2017 SONA debate the Minister of DTPS announced that due to technical procurement delays and a failed SITA tender process for Phase 1 of broadband rollout, DTPS have decided to utilise the capacity of ICT State-Owned Companies (SOC's) to expedite the implementation in line with the provisions of the law.

PGDP strategy strategic objective 4.4:

- Development of information and communication technology.
- Ensure that there is sufficient ICT infrastructure available for the growth and development.

PGDP Workgroup 13 (ICT)

- TO DEVELOP ICT INFRASTRUCTURE
 - ✓ Workgroup 13 Chaired by Mr S Emslie and represents the province on National Broadband workgroups at National level.
 - ✓ The committee engaged on the issues confronting ICT in the province and report the progress against the PGDP actions for the strategic objectives.

AWG 13 reporting indicators as at March 2017

No	STRATEGIC OBJECTIVE	APEX Indicators	2015 Baseline	2020 Target	Current Situation	Likelihood of achieving 2020 Target	Comment or indication of support required
	To monitor ICT infrastructure	Number of kilometres of Fibre Optic cables rolled out.	11800km	35 000km	30104.05		Information is being collected from Industry on a continuous basis regarding the fibre that has been rolled out. Telkom, Dark fibre Africa, Neotel, PRASA, Vodacom, MTN, Link Africa, Broadband Infracore
		Percentage of users that access the Internet.	10%	20%	8%		This information was obtained from the latest STATS SA report
		Percentage of local municipalities with established access networks.	20%	70%	30%		2017 targets is to improve the Average and Poor users access to Networks
		Number of Schools Connected	300	3000	2900 (46%)		Continued rollout via the Compulsory Licensing Obligations ICASA Programme MTN - 224 Schools Vodacom – 200 Telkom - 230 DTPS phase 1 will see 700 schools connected over the next three financial years
		Number of Health Facilities Connected	45	600	262 (43%)		Health department reported that 268 health facilities have been connected 119 - Hospitals 23 – CHC 120 Clinics DTPS Phase 1 will see 102 health facilities connected over the next three financial years
		Minimum Broadband Speed in the Province	256	10	10		Reports for major role players in the industry
		Level of increase in mobile broadband coverage in the Province	20%	40 %	36%		MTN have increased their coverage to 4G
		Average cost of data per megabyte (mb)	12.5c	0.07c	0.06c		This is an average from the following suppliers Vodacom, MTN, Cell C and Telkom
		Average cost of data per 500 megabyte (mb)	R40.00	R35.00	R30.00		
		Number of public wi-fi hotspots	800	2000	1180		Information obtained from major role players Telkom, EThekweni, Airband

Current Fibre Optic Cables in KZN

Industry	<u>Neotel</u>	<u>Vodacom</u>	<u>DFA</u>	<u>Telkom</u>	<u>Africa Link</u>	<u>PRASA</u>	<u>Broadband Infracore</u>	<u>MTN</u>	<u>Ethekwini</u>	<u>Total KM per district</u>
Ethekwini	640.492	700	1010	3635	1117		481	204.911	1700	9488.403
Umgungundlovu	82.3217	200	115	1595	136		420	68.987		2617.309
Uthungulu	70.5157	200	425	1325	0		313	23.086		2356.602
Ilembe	12.5942	95	165	875	46		216	70.094		1479.688
Ugu	0	70	0	1145	90		101	40.013		1446.013
Umzinyathi	0	0	0	584	0		129	0		713
Sisonke	0	0	0	913	0		112	0		1025
Uthukela	7.3941	140	0	990	0		264	142.23		1543.624
Zululand	8.61773	335	370	1018	0		136	0.0437		1867.661
Umkhanyakhude	0	0	0	766	0		0	0.32		766.32
Amajuba	10.1116	130	0	572	22		244	0.32		978.4316
Total km per supplier	832.047	1870	2085	13418	1411	5822	2416	550.0047	1700	30104.05



DEPENDANCIES

- ✓ Dept of Post and Telecommunications/SITA/Telkom
- ✓ Topography of the Province
- ✓ Broadband and Internet Penetration
- ✓ Broadband Costs
- ✓ Financial/Budget constraints
- ✓ Reliance on Business to re-engineer itself to cater for e-gov (SITA)
- ✓ Resolution on the issue on the national e-gov tender
- ✓ IFMS debacle and moratorium on HR and financial Systems(National Treasury & SITA)



Way Forward/ Discussion Points/ Interventions

- Organisation Leadership – Provincial **CONNECTED GOVERNMENT** Advisory Panel,
- Stakeholder Forum
- Business needs to take ownership not Information Technology, possibly provincial **Service Delivery Improvement Units**
- Undertake an readiness assessment, including human capital, budgets and resources, e-business climate



Way Forward/ Discussion Points/ Interventions

- Broadband infrastructure required and current capacity
- provincial government Intranet
- One contact number for government (voice)
- Video conferencing (lync federation)
- Content Intervention
 - ✓ Available e-gov solutions
 - ✓ Portal development(G2C, G2G, G2B)



AWG13

- Significant strides in the delivery of ICT has been made in the Province, however, much more needs to be achieved. ICT broadband connectivity will have a huge impact on citizens access to information, including government services and access to employment opportunities.
- KZN Smart Exchange Incubator program have been established in Port Shepstone and Richards Bay respectively. The technology park for the Durban Dube Tradeport is currently underway and will consist of an Enterprise zone for both large and small companies, ICT Innovation Incubators and an ICT R&D Innovation Institute. In addition, 4 techno innovation hubs are being established in PMB, Newcastle, Port Shepstone (was launched in June 2016) and Richards Bay (was launched in July 2016).
- The above are substantial ICT infrastructure investment and; will stimulate economic growth in the area through science, research and technological innovations as well as assist greatly in improving ICT skills in the province.



Way Forward/ Discussion Points/ Interventions

- E-Gov Training Centre and centre for excellence
- Positioning the Provincial Nerve Centre at heart of e-government
- Public Access Centres, including mobile service centres
- Locally developed Apps in support of e-government and local SMME
- Provincial E-Gov Cloud including local government
- Hosting an E-Government Provincial Conference



Thank you

