



WHEN THE SUN RISES  
WE WORK HARD TO DELIVER

# PRESENTATION TO THE THE MPUMALANGA PROVINCIAL CONSULTATION ON E-STRATEGY, E-GOVERNMENT AND ICT SMME SUPPORT: LINKAGES BETWEEN MPUMALANGA AND THE NATIONAL STRATEGIES

VENUE: Promonade Hotel

DATE : 09 June 2017



MPUMALANGA  
PROVINCIAL  
GOVERNMENT

# PRESENTATION OUTLINE

- Purpose
- Summary
- Discussion
- Recommendations

# PURPOSE

- To inform the meeting of current e- Government linkages and ICT Projects in Mpumalanga:
  - **Proposal on the creation of a Provincial Information and Communication Technology (ICT) Hub**
  - **Expansion of broadband infrastructure and services**
  - **Citizen Services**

# SUMMARY

In February 2015 the appointment of a Transaction Adviser was approved and Rubo Management Services was appointed for a three year period to strengthen and develop ICT in Mpumalanga.

Part of the mandate of the Transactional Adviser was:

- to promote the expansion of Broadband infrastructure and services,
- establishment of an ICT innovation hub,
- the implementation of shared resources system for cost curtailment and
- the rollout of a Provincial ICT incubation programme.

# DISCUSSION

## Proposal on the creation of a Provincial Information and Communication Technology (ICT) Hub

- In broad terms a centralised ICT hub is considered to be a service delivery entity from which all ICT technical, support, training and innovation services will be delivered to all departments in the Province.
- As part of the discussion and reason for considering a centralized ICT Hub it is important to have an understanding of the current status quo in departments.
- At present the Province has a total of 10 departments, from these departments 8 have ICT sections. These ICT sections range in size from 1 person unit to large ICT sections especially in Finance, Health and Education.
- Further to these 8 departmental ICT Sections, the Province has a total of twenty one (21) municipalities, each with an Information Technology (IT) manager responsible for the ICT unit.
- The number of ICT sections created by departments has increased over a period of twelve (12) years due to a number of factors and demands of service delivery, as well as ICT Governance requirements and the subsequent ICT audits and their findings across all departments.

- Based on the SWOT Analysis it has become evident that the following issues regarding ICT Sections need to be addressed across departments
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- Clarity on the vision for ICT
- ICT audit findings
- Insufficient ICT planning
- Negative view of ICT support
- Lack of proactive projects
- Diverse approach across departments
- Protecting turf hampers ICT
- No innovation
- Duplication of efforts and costs
- Lack of skills both management and technical

# DISCUSSION.....

The number of departmental ICT Sections has resulted in the Province being required to produce ICT policies and ICT governance for each department. The departments are then encumbered with developing and adhering to policies and governance for that department. A centralised hub would create a position whereby the province would only be required to have one set of policies for the Province.

Departments are currently utilising similar software and applications that are being procured separately. This duplication of effort and licences does not meet the State Information Technology Agencies ICT Pillars requirement of reducing duplication and saving cost.

Support services to some departments are provided by the IT Bureau in Finance and in other departments support is provided by the department itself. This duplication of services has a number of shortcomings that include not utilising available support staff efficiently, and slower response times. Sharing of resources would improve the response turnaround time and increase service delivery.

# DISCUSSION.....

Departments are currently at different ICT Maturity levels and some departments are advanced in projects such as the development of a Virtual Private Network, RFID and Cloud technologies. This has the effect that smaller departments are being left behind and the ever increasing gap is going to be difficult to recover.

There are number of other areas such as innovation and collaboration that need to be pushed in the ICT environment to allow the Province to stay abreast of the latest technologies and developments. ICT personnel can be utilised in matrix teams across departmental lines to assist/develop and support new innovations or projects. Skill development and skills transfer will benefit all personnel.

ICT sections in departments are all individually responsible to the Head of Department and as a result there is limited sharing of resources, skills and innovation on a daily basis. A centralised hub will allow for the sharing of skills and resources across departments.

There are a number of easy to achieve short term results that could be gained in order to positively re-enforce the need for a Centralised ICT Hub.

The current *modus operandi* of ICT in Mpumalanga needs to be reviewed and reconsidered, if ICT is going to be allowed to make the impact and service delivery changes required in the fast changing ICT world



# DISCUSSION.....

It is envisioned that the technical ICT division of the proposed hub will be separate from the policy development, governance and Oversight role. The Technical ICT Hub will be placed in a suitable department and the policy development, governance and oversight role will be required to be placed in the Office of the Premier. This separation of roles is required for audit and control purposes.

# DISCUSSION

## Expansion of Broadband Infrastructure and Services

- The project is proceeding in line with guidelines from the Department of Telecommunications and Postal Services.
- A Provincial Broadband Co-ordinator and Provincial Broadband Steering Committee have been appointed.
- This Committee includes Provincial Departments, the Transaction Adviser and representatives from the municipalities.
- Meetings with the lead department, namely, Department of Telecommunications and Postal Services (DTPS), have been held regarding that department's rollout of Broadband in the Gert Sibande District.

# DISCUSSION

In order to fulfil the intended purpose of the steering committee, i.e. to coordinate and facilitate Broadband implementation across all the role players in the Province and to ensure that the benefits of Broadband are achieved, the composition of the Provincial Broadband Steering Committee is representative of the Broadband Stakeholders within the Province

# DISCUSSION

## Citizen Involvement:

Currently the Province is busy with finalising a Citizen Engagement Model and Solution

Citizens will be able to interact directly with Government  
The Solution is at an advanced stage and will be rolled out soon.

The Premier will launch the solution as soon as possible.  
This is a very exciting project and will assist citizens and Government to resolve issues ranging from water, electricity, potholes and poor service delivery.



THANK YOU  
DANKIE  
REA LEBOHA



HI NKHENSILE  
SIYATHOKOZA  
SIYABONGA

NDOLIVHUAA  
ENKOSI



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