
TheNIGERIA eGovernment SUMMIT: The state of eGovernment and critical success factors (South Africa)

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What's eGovernment?



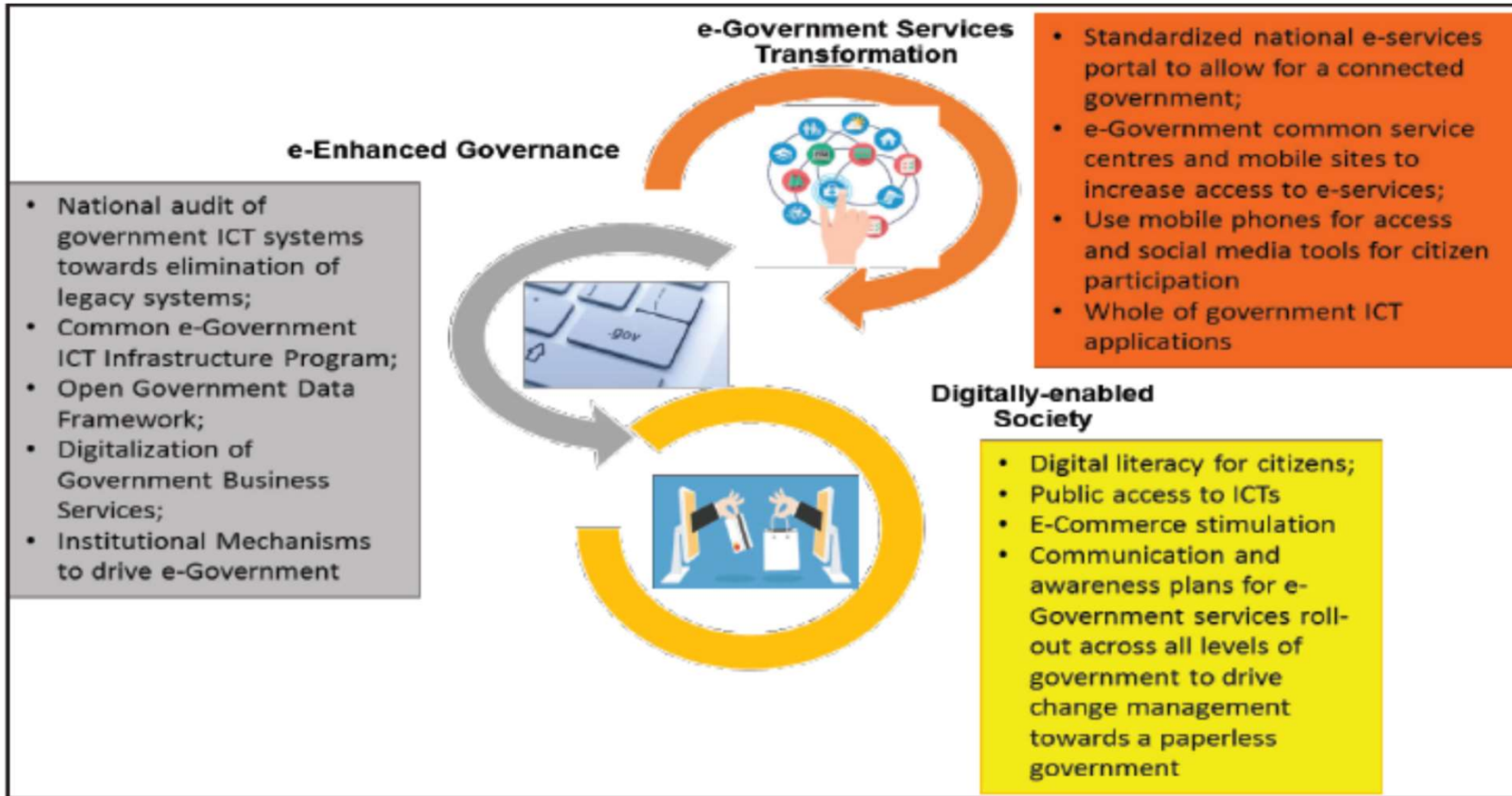
e-Government refers broadly to the **innovative use of communications technologies** (including mobile devices), websites, applications and other ICT services and platforms to **link citizens** and the **public sector** and facilitate collaborative and efficient governance.

A digital government uses ICTs and digital technologies to make government **processes more efficient, strengthen public service delivery** and **enhance participation** by citizens in governance matters.

The National ICT Integrated White Paper Policy was adopted by the South African Cabinet in September 2016 and aims to achieve a '**people-centred, development orientated** and **inclusive digital society**'. The National ICT Integrated White Paper Policy has a dedicated focus on the digital transformation of public service where ICT is used to enhance service delivery to the general public and directs for the development of the National e-Government Strategy and Roadmap.

Source: https://www.gov.za/sites/default/files/gcis_document/201711/41241gen886.pdf

National eGovernment Model



eGovernment Initiatives



Examples of Successful Implementations:

- SARS e-filing
- Smart Identification Card System (eHanis)
- eJustice for judicial processes
- eNatis (National Transport Information System)
- Dept of Labour U-filing
- CIPC Online System for registration of companies
- eHealth Strategy for electronic health records
- eSchool CyberLab update from EduNet
- National Automated Archival Information Retrieval System (NAAIRS)

Examples of Successful Implementations:

- Find and Fix by Joburg Road Agency
- Namola App for Tshwane City safety
- Cape Gateway Project
- Cape IT Initiative (CITI)
- Telecentres in rural areas
- SchoolNet – educators network
- Mindset Network Organisation – dedicated channel
- Khanya Project for school computer labs
- eGovernment Portal <https://www.eservices.gov.za/>

Guiding Principles



- **Interoperability**
- **ICT Security**
- **Economies of Scale**
- **Eliminate duplication**
- **Adopting indigenous languages in ICT applications**
- **Digital inclusion**

Challenges & Success Factors

- Lack of **synchronisation** in approaches to digital transformation adopted by different government departments
- **Duplication of processes**, databases, large-scale system incompatibilities and inefficiencies as major e-Government hindrances.
- **Fragmentation of e-Government initiatives** within government has been identified as one of major challenges.
- There is **no dedicated budget allocation** for the specific implementation of e-Government in South Africa. Initiatives are still run under separate budgets.
- Currently there are still a number of government departments who make use of diverse applications, platforms, software and databases. Most of existing ICT systems were not designed to share information across departments. Cross departmental information sharing is essential to the success of e-Government (G2G), thus there is a need for government to **standardise the interchange requirements** for the delivery and management of data.
- A major reason for the limited progress of e-Government in South Africa is that the e-Government programme has not been directed and managed in a **collaborative effort**.

Recommendations

- **Coordinate eGovernment as a programme to ensure alignment to the strategy and to accurately track progress.**
- **Successes in one local municipality to be replicated to other municipalities.**
- **Standardise on interchange requirements to enable interoperability.**
- **Run awareness initiative with citizens to use the eGovernment services.**
- **Take advantage of mobile penetration by ensuring the eGovernment services support mobile devices.**