

Challenges & The importance of ICTs in South African Government... The Role of Public Sector CIO

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Centre

IGNITING CHANGE

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AGENDA

Summary

Challenges Facing Public Sector CIO

Envisaged Trends and Direction

The Traditional role of Public Sector CIO

Basic Questions to be Answered

Conclusion

SUMMARY

- The creation and steady migration towards a truly improved service delivery programmes involves a common understanding by all stakeholders of our customers / citizens / the community / their different cultures, their information & socio-economic needs and use this understanding to create different strategies informed by a shared vision to become a customer / citizen centric industry with specific economic development goals...



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STATUS OF ICTs IN THE PUBLIC SECTOR

- Aligning ICT to Mandate
 - Cluster Activity
 - Good Governance
 - Compliance to 2010 FIFA World Cup requirements
- Integration
 - Business Processes
 - Systems
- Investment in hi-tech
 - Infrastructure (Networks, Applications, 2010 demands)



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CHALLENGES FACING PUBLIC SECTOR CIO

- The majority of our customers are in the rural areas;
- The population continues to grow in some of the poorest areas; This leads to a surge in urban migration;
- This results in unprecedented demands for jobs, housing, water, sewerage and the need for access to Information Communications Technologies (ICTs) keeps increasing;
- To some extent the scarcity of the above mentioned resources could increase urban crime and other ill forms;
- Gov through ICTs have to reach all citizens including those at the bottom of society:- Health, Education, Small business Development etc



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THE TRADITIONAL ROLE OF PUBLIC SECTOR CIO

- Provide leadership, process, governance, architecture, resources and expertise in developing modern ICTs to improve government efficiency and citizen access to information and services;
- Visionary leadership to build flexibility in the sector service delivery culture and ensure that the environment is conducive to maximise the efficiency of doing business;
- Ensure that ALL STAKEHOLDERS are able to respond to, learn from & fully exploit today's diverse and dynamic innovative service delivery environment in our Country;
- ICTs have increased the speed of development – email, instant messaging, mobile phones, e-commerce etc have to be an integral to our plans;



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WORK PROGRAMME / OBJECTIVES TOWARDS 2009

- Education, Skills Development & Training (e.g. e-Education)
- e-Health
- ICT and SMME Development
- Government Service Delivery (e.g. e-government)
- Local Content Development
- e-Documentation
- ICT Innovation and Research & Development (R&D)
- ICT Infrastructure



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OBJECTIVES TOWARDS 2009

- Integration
- Sustainability
- Standards
- Skills Development
- Citizen Focus



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BASIC QUESTIONS?

- Is Shared services the answer?
- How do we collectively respond to all other challenges facing Public Sector CIO?
- The money spent of infrastructure from fiber networks to wireless have become major engines of economic growth and obviously in creating wealth – How have we organized ourselves to assist Public Sector CIO to render the services?



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CONCLUSION



THANK YOU