DIGITISATION AND DIGITALISATION
EVOLVING GOVERNMENT SERVICES

SITA WORKING TOWARDS REALISING TECHNOLOGY-ADVANCED CITIZEN-CENTRIC ERA

Urging GovTech delegates to lead the way in discussions on transforming not only industries, business and public service and aspects of life activities so that Africa should not be left behind, Molatlhegi Kgauwe, the Acting Managing Director of the State Information Technology Agency (SITA) said the state-owned enterprise was working towards realising a technology-advanced citizen-centric era.

Addressing the 2500 delegates from across the continent, including sponsors, Kgauwe said SITA's vision for the future was transforming government into as a secure, integrated, transparent and trusted digital entity.

SITA STRATEGIC INITIATIVES 2020 – 2025

Molatlhegi Kgauwe, the Acting Managing Director of the State Information Technology Agency (SITA)

"We are pushing on with our SITA Strategic Initiatives 2020 – 2025. Through Digital Services, we intend to deploy innovative transversal and sector specific solutions and applications with the view of end-to-end public service value chains to derive impact, citizen convenience and improved experience of public services," he said.

Kgauwe said the critical success factors by 2025 include:
- Citizens with affordable access to broadband connectivity;
- Established government-wide data governance capability;
- Availability of sound infrastructure to meet technology demands and opportunities;
- Investment into training and upskilling of information communication professionals;
- The empowerment of less digitally literate communities and
- Ensuring that transformative initiatives are supported by change management initiatives.

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TRANSFORMING GOVERNMENT INTO A DIGITAL ORGANISATION

"The provision of digital infrastructure such as broadband, software defined network, unified communication is crucial. At the same time, driving the adoption of government cloud, accelerating modernisation of data centres and ensuring the implementation of the security operational centre," said Kgauwe.

"So, amongst all of these imperatives, people may ask: what are the strategic enablers, driving this thinking? They are, investing in building internal capabilities i.e. skills, technologies, information communication technology governance structure required for digital transformation; fast racking the digitisation of the SITA internal environment and implementing financial models and strategies aimed at funding capital investment for digitisation while ensuring financial sustainability," he said.

He said the benefits of SITA strategy include transforming government into a digital organisation; reducing costs in providing and accessing/consuming government services and improve citizen experience while bringing government services to the convenience of its citizenry.

"The GovTech conference presents a unique opportunity not only to discuss the economies and potential of African countries, but also to share solutions on how to provide smart digitalisation capabilities to deliver services, efficiency and reliability now and in the future, he said. The three-day event, the brainchild of SITA, features plenary sessions and presentations on the theme "Digitisation and digitalisation evolving government services", heard that the broadband connectivity programme will be implemented through emerging and Small and Medium Enterprises (SMMEs) such as internet service providers, wireless access providers and mobile virtual network operators.

The Government and ICT experts are meeting at the Durban Exhibition Centre until Thursday September 15th to collaborate and share experiences, challenges and solutions that can demonstrate the power of technology, improve service delivery and boost economic growth.

" **The provision of digital infrastructure such as broadband, software defined network, unified communication is crucial.**"

Kgauwe

THERE IS A STRATEGY FOR ALL TO BENEFIT FROM ENHANCED DIGITAL SKILLS

South Africa has a strategy which envisages all its people being able to benefit from enhanced digital skills, thereby contributing to a significantly enhanced quality of life, improved education and higher economic growth, Deputy Minister of Communications and Digital Technologies (DCDT), Philly Mapulane told delegates attending GovTech, a premiere conference for government and industry leaders on the latest developments in the world of information technology.

 "Digital skills are one of the key skills sets required for the creation of new kinds of 21st century jobs. Originality, agility, critical thinking and problem-solving are important 21st century skills that must be interwoven with digital skills,' said Deputy Minister Mapulane.

THREE STRATEGIC IMPLICATIONS

 As a panellist in a roundtable discussion on "**Upskilling Digital Skills and the Future of Work in Africa,** moderated by Molebogeng Leshabane, chairperson of the National Electronic Media Institute of South Africa, featuring MICT- SETA's Simphiwe Thobela and Dr Craig van Rooyen from Liquid Telecom, the deputy minister said the Digital and Future Skills Strategy highlights three Strategic implications for the success of its implementation. They are: implication for economy on society and education, cybersecurity skills and monitoring and evaluation as a mechanism to build strong resilience for the successful implementation of the strategy.

Philly Mapulane
Deputy Minister of Communications and Digital Technologies

ADOPTION OF DIGITAL TECHNOLOGIES

GovTech delegates heard that the strategy, prepared by the DCDT has set out a structured series of initiatives intended to meet the challenges arising from the increasing deployment and adoption of digital technologies in the economy and society, understanding that the digital revolution - - using cloud technologies that enable big data; bringing virtual and augmented reality into a real world environment; introducing autonomous vehicles and drones; making Internet of Things, artificial intelligence, robotics and 3D printing part of everyday life - - occurs within the context of the broader Fourth Industrial Revolution.

A Round Table discussion on Artificial Intelligence: Are African Governments Ready? Opportunities and Gaps heard how artificial intelligence (AI) was getting a lot of attention these days and is also becoming prevalent in consumers everyday lives
 With everybody increasingly affected by AI, there's a need for a big conversation that reaches beyond technologists.

In a panel Discussion on Industrial Development and ICT in Africa, Opportunities, Challenges and Way Forward, panellists urged African countries to leverage digitalisation and information communication technologies to further their goal of industrialisation.

It was agreed that a combination of education and ICT can be a powerful driver for growth on the African continent.

TRACK SESSIONS

Two separate Track Sessions, one on **Sustainable Smart Villages and Cities in Africa** and the other on **Improving Africa's Digital and Innovation Ecosystems & Collaboration among SMMEs as a mechanism for Innovation** ended Day 2 of GovTech 2022.

There were discussions on Leveraging the Potential of Digitalisation & Disruptive, Technologies for Improving Governments' Services, Delivering Security for Government in a Zero Trust Digital World, Capital Market Solutions That Help Mobilise Financing for SMME's, and An Enabling Policy Environment for Sustainable Small, Medium and Micro Enterprises.

Delegates heard how smart villages offer a locally led, integrated, and holistic approach to provide e-services to all citizens of rural communities.

There was agreement that innovation in small and medium- sized enterprises (SMEs) is at the core of inclusive growth strategies.

“ Digital skills are one of the key skills sets required for the creation of new kinds of 21st century jobs.**”** Minister Mapulane

Molatlhegi Kgauwe, front second from right and chairperson, Makano Mosidi, third from right at the state-owned enterprise's exhibition stand at the GovTech conference.

2022 GovTech Quotable Quotes

" Across Africa only 30% of potential digital technology users are online. Therefore, a huge number of people are not served with digital access and providing universal internet access is far too big for a single player." - **Tinyiko Ngobeni**

" There is an urgent need to accelerate digital transformation in Africa with collaboration as the best solution to overcome logistical challenges. This can be via private public partnerships (PPP) or memorandums of understanding (MOUs) between different service providers."- **Sudipto Moitra**

" The South African Minister for Communication and Digital Technology has mandated Sentech to lead the investment and implementation of satellite technology and this will require collaboration across the continent to amortise the investment by localising the technology and exporting it to the rest of Africa."- **Dumisa Ngwenya**

" It is vitally important that customers, be they ordinary citizens, companies, organisations or government departments, are educated and empowered to choose the most appropriate platforms and technologies." - **Poppy Tshabalala**

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