

DIGITALISATION AND DIGITISATION EXPERIENCE IN GOVERNMENT AND THE STRIDES MADE THUS FAR

The Voice of the Citizen....

Presented by:

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ABRIDGED FOUNDATION

- Active citizenry and social activism is necessary for democracy and development to flourish. The state cannot merely act on behalf of the people – it has to act with the people, working together with other institutions to provide opportunities for the advancement of all communities.
- Enabling citizens to participate in spatial visioning and planning processes.
- Efficient information infrastructure that promotes economic growth and greater inclusion requires a stronger broadband and telecommunications network, and lower prices.

National Development Plan (NDP), 2030

(7-year journey!)

DISCUSSION POINTS

Take off....the voice

- The need to digitise | (why?) conversion and storage of critical information | historical referencing | advancement and alignment to local and global environmental requirements.
- The need for digitalisation | use of digital technologies | creation of value for citizens | introduce and improve business processes.
- *Integration, automation, cost, language, speed, reliability, trust, availability, easy to use, inclusivity (persons with disability, friendly....)*

Responding to the voice of the Citizen..

- Type of leadership on-boarded to lead the process | *subject matter specialist supported by a competent team*
- Development of a clear (agile) governance framework | addressing among others, classification of documents, storage and an integrated strategies.
- Streamlining and optimisation of business processes.
- Implementation of agile, secured, open standard digital platforms.
- Implementation of an integrated change management program.

Key elements for change..

- Human science
 - Culture
 - Attitude
 - Trust
 - Involvement and engagement

DISCUSSION POINTS, cont...

Staying connected..

- Require reliable electricity provisioning.
- Digitally transformed and competence citizen.
- Reliable and secured platforms (Cybersecurity)

Is Government responding...

- Positive strides in some institutions, however,
- Require acceleration of policy review and regulatory reform
- Require Political WILL
- Acceleration of infrastructure expansion to underserved and under privileged areas.
- Human capital development and recruitment of certified professionals within Government.
- Expanding a partnership model with industry | skills transfer and sharing
- Integration of enterprise platforms with third parties
- Require an improved information and cybersecurity alerts, detection, and corrections
- Tie down multinationals to consider reducing licensing fees

Above all support, trust and promote local developed technologies.

DISCUSSION POINTS, *cont...*

Staying connected:

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Who has made it among others...citizen facing portals (supported by internal business processes)

- SARS | *tax returns and related*
- Department of Home Affairs | *Smart ID and related*
- CIPC | *Companies registration and related*
- National Department of Transport | *e-Natis and related*
- Western Cape Provincial Government | *e-services*
- Kwa Zulu natal Provincial Government | *e-services*
- Gauteng Provincial Government | *e-services*
- SITA | *e-services*
- Department of Communications and Digital Technologies | *e-services*
- NEMISA, MICT SETA, etc...

ENABLING LEGISLATIVE FRAMEWORKS AND STRATEGIES (*to name a few*)

- Electronic Communications Act (*currently being amended*)
- Digital and Future Skills Strategy
- Electronic Communications and Transaction Act
- National e-Services Strategy and Roadmap
- South African Connect (Broadband connectivity initiative)
- National Data and Cloud Policy
- POPIA Act
- National Cybersecurity Policy Framework

Note: Fast track the development of the South African Artificial Intelligent Policy



THANK YOU