
BUSINESS-LED USE OF ICT IN SERVICE DELIVERY

Presentation to the Open Group EA Forum

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Agenda

- **Prescriptive Mandates**
- **History**
- **Prescriptive environment**
- **Value Derived from the use of ICT**
- **Creating an enabling environment**
- **Planning for the use of ICT's in service delivery**
- **EA Link to PS Business Practice**
- **Closure**

Prescriptive Mandates

- National Development Plan
- Public Service Act and Regulations 1994 as amended
- Medium Term Strategic Framework (Dept Strategic Plan)
- Cabinet Lekgotla Decisions
- NT Framework for Strategic Planning & Annual Performance Planning
- NT Medium Term Expenditure Framework
- NT Risk Management Framework
- DPSA Guide and Toolkit for Organisational Design
- DPSA Operations Management Framework
- DPSA Corporate Governance of ICT Policy Framework based on:
 - King III and ISO 38500

History

- **Corporate environment's role of the board – not apply in Public Service**
- **Board role was mapped into structure practice:**
 - Role of Executive Authority (Minister or Member of Executive Council)
 - Role of Head of Department (Director General or Accounting Officer)
 - Executive Management (Executive Committee of the Head of the Department)
- **Corporate Governance of ICT Policy Framework – published 2013**
 - Based on King III and IOS 38500 Principles
- **Prescribes:**
 - Establishment of internal prescriptive environment and structures
 - E-Enablement of the business of the department

Value of the use of ICT in service delivery

- **Improved operational integrity** – ICT enables business operation whilst enhancing confidentiality, integrity and availability of information (right time, place, format and context)
- **Improved service delivery** – ICT contributes to the continuous improvement of service delivery in terms of economy, efficiency, effectiveness, equity and business and environmental sustainability
- **Improved state and citizen security** – ICT ensures that unlawful access to information and systems is prevented, detected and responded to
- **Improved reporting** – enables the business to measure the achievement of its objectives

Creating Enabling Environment ...1

Policy Environment:

- **CGICT Policy/Framework:**
 - Departmental CGICT Policy
- **CGICT Charter:**
 - How policy will be implemented:
 - ICT Strategic Committee
 - ICT Steering Committee
 - ICT Operational Committee
 - Role of Business
 - Role of GITO

Foundation of the Framework:

- Principles
 - Accountability at EA & HoD & Executive Management – level
- Practices
 - Cascade for implementation of principles

Creating Enabling Environment ...2

Dept Executive Management:

- Determine prioritised strategy
- Consider major ICT expenditure and risks
- Monitor achievements of ICT versus departmental requirements

ICT Operational Committee:

- Monitor day-to-day management
- Monitor operational ICT and service levels
- Monitor roll out of projects

Dept Business Management:

- Conceptualise strategy for approval
- Oversee/monitor implementation
- Report on major ICT expenditure, risk protection of information
- Consider availability/reliability of information systems and infrastructure

Creating Enabling Environment ...3

Support and line function management:

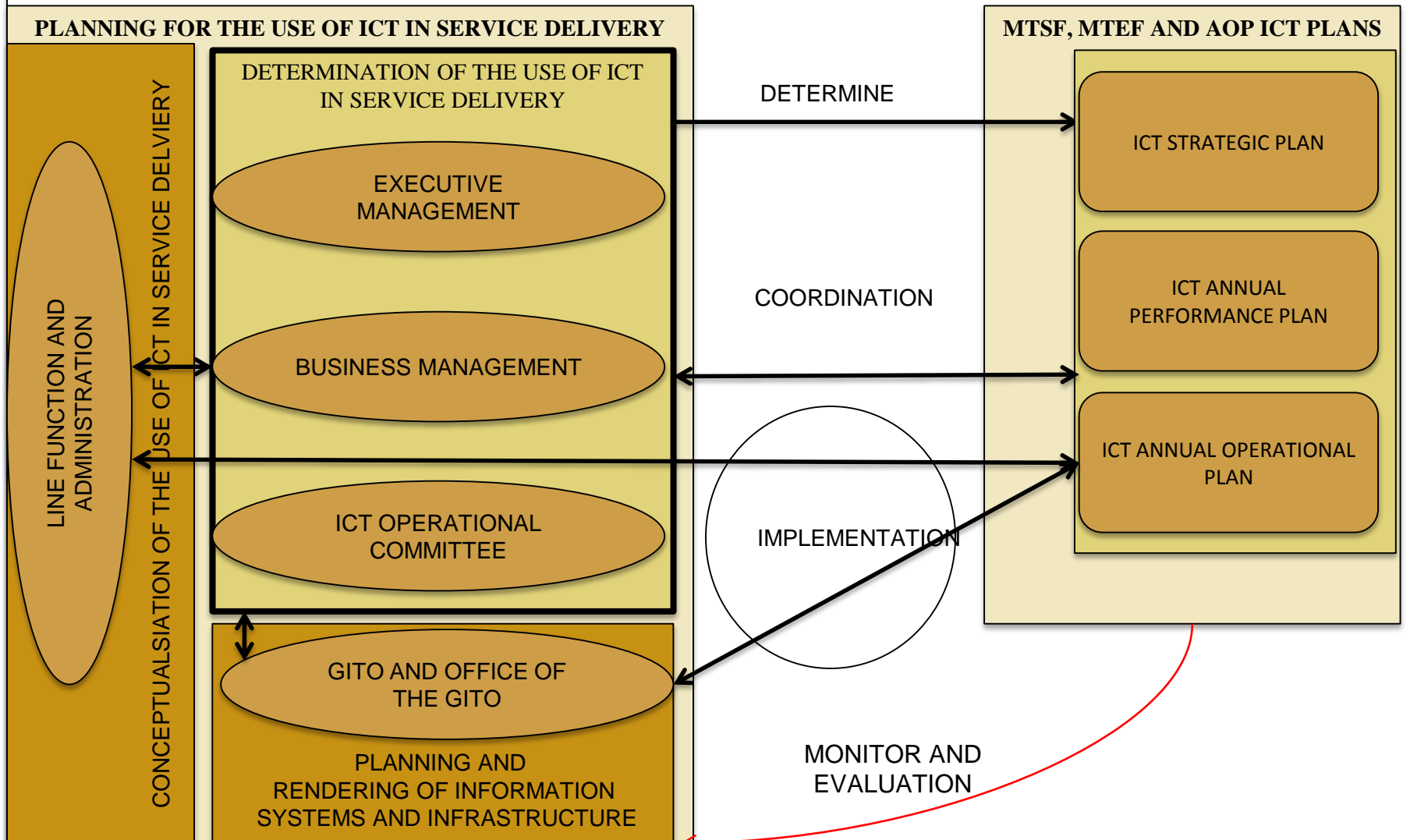
- Conceptualise use of ICT in service delivery and its requirements/service levels
- Determine information protection requirements
- Lead business change in implementation of information systems
- Monitor whether value is realised

GITO and office of the GITO:

- Research technology and advise business
- Lead technical change of implementation of information systems and infrastructure
- Provide information systems technology, infrastructure and operations
- Conceptualise plan for information systems and infrastructure renewal, modernisation, updates, replacements and operations

Creating Enabling Environment...4

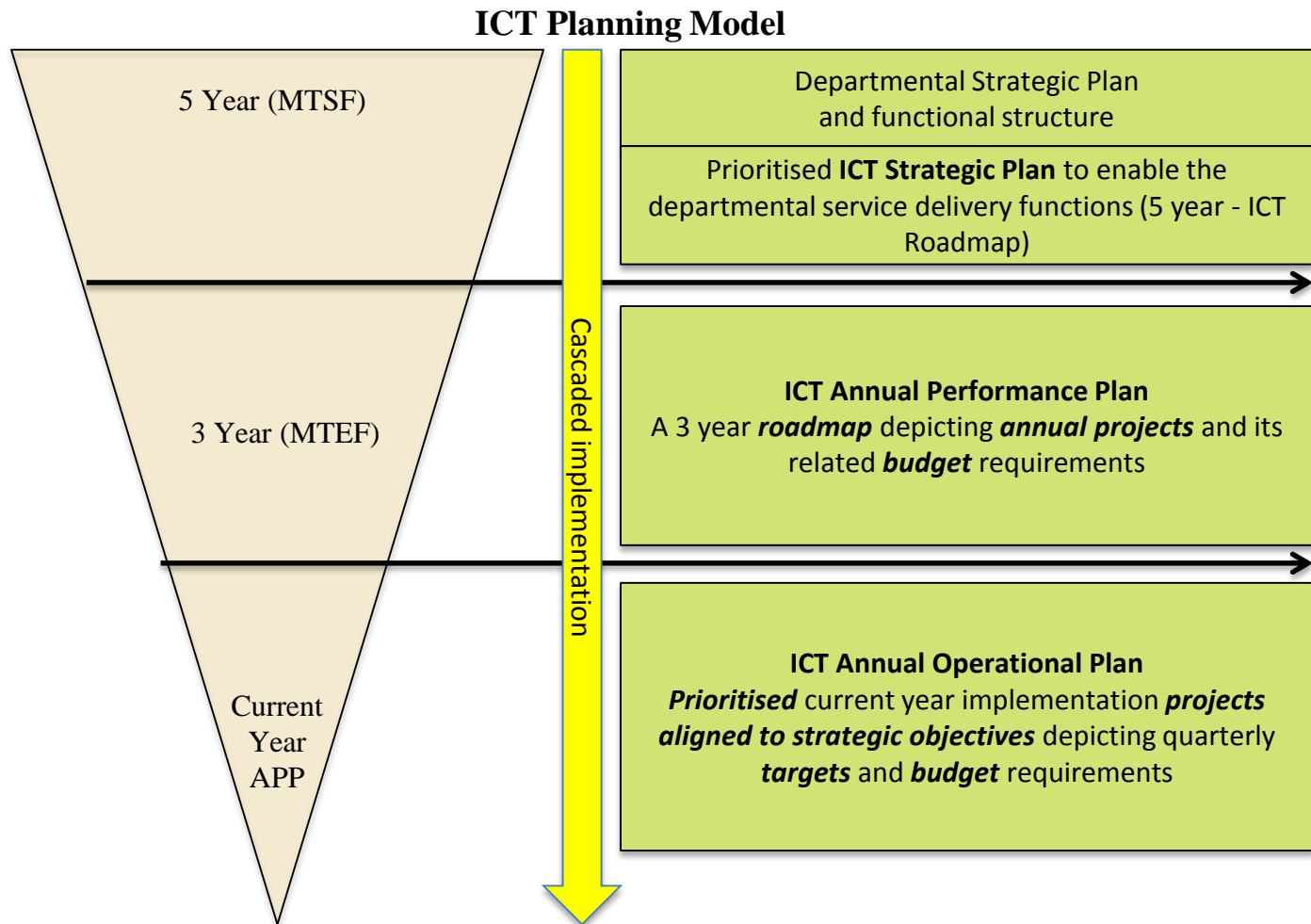
INSTITUTIONALISATION MODEL FOR THE BUSINESS USE OF ICT



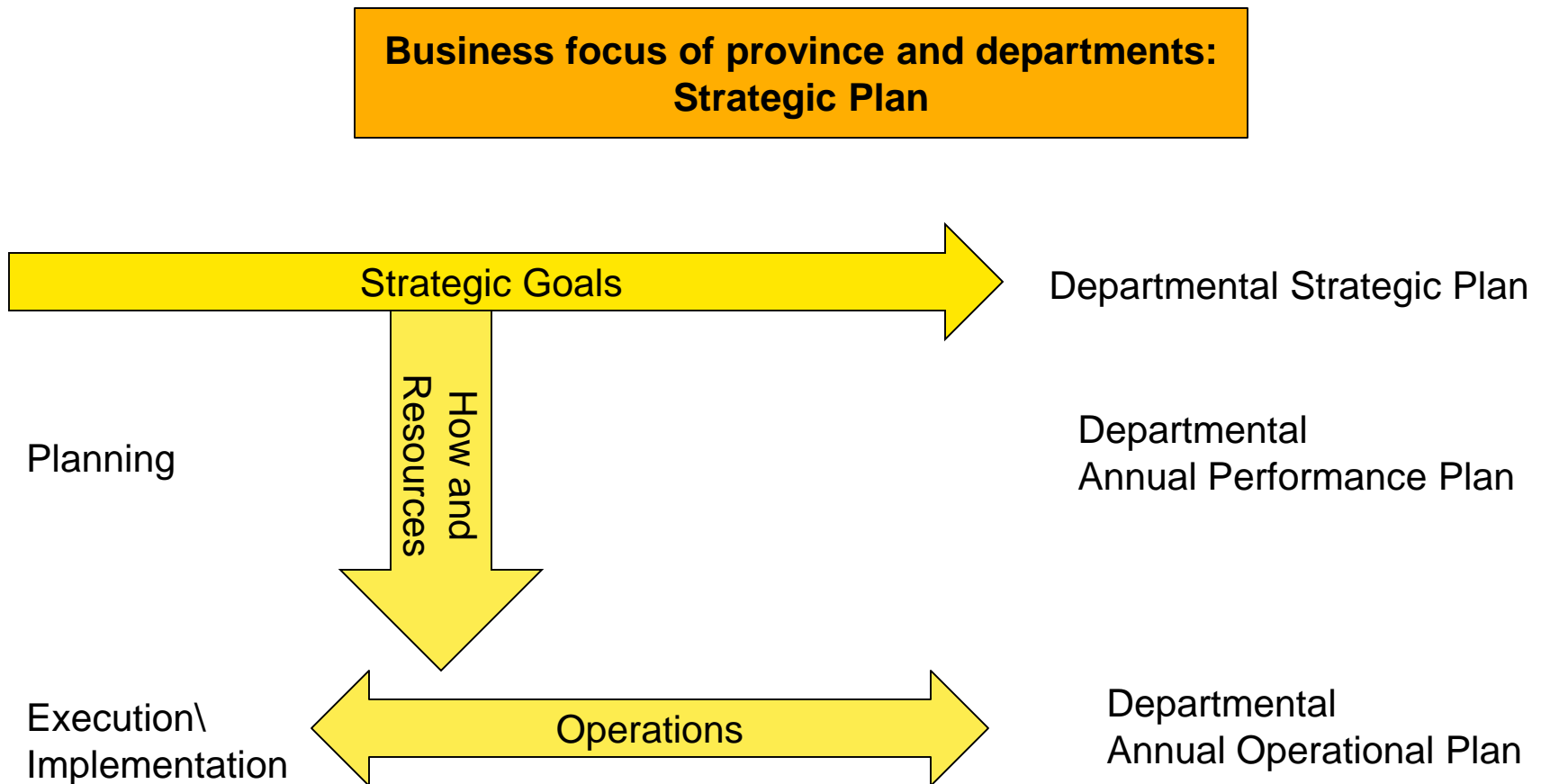
Planning for the use of ICT in Service Delivery

Planning for the use of ICT in service delivery...1

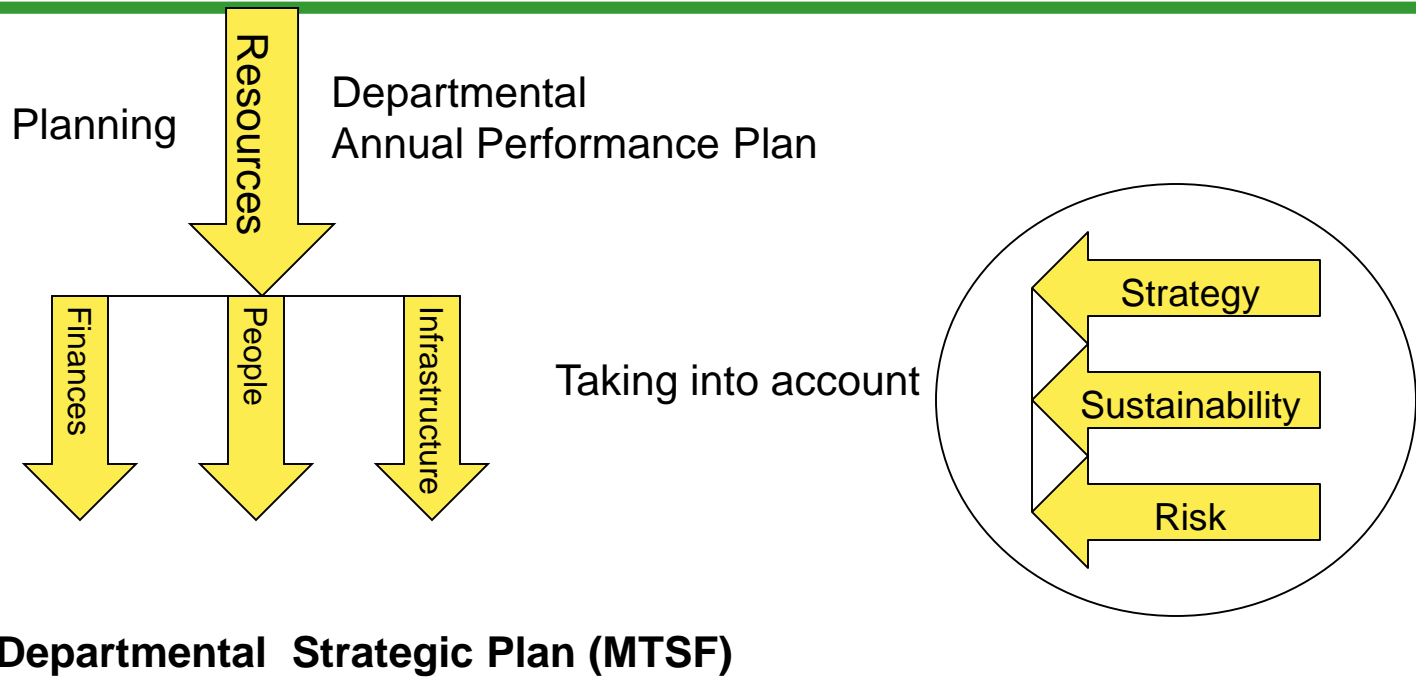
Strategic Alignment:



Planning for the use of ICT in service delivery...1

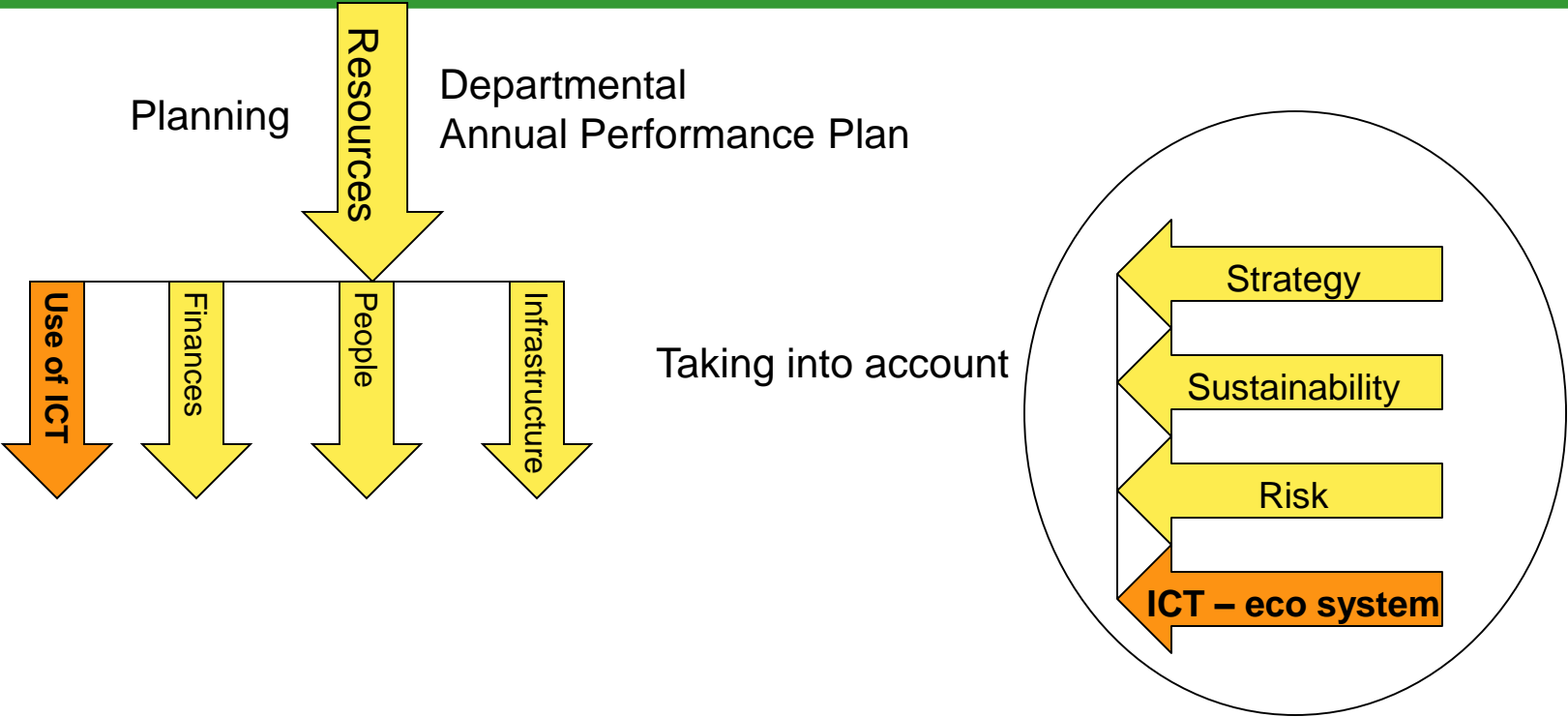


Planning for the use of ICT in service delivery...2



Objective	Year 1	Year 2	Year 3	Year 4	Year 5

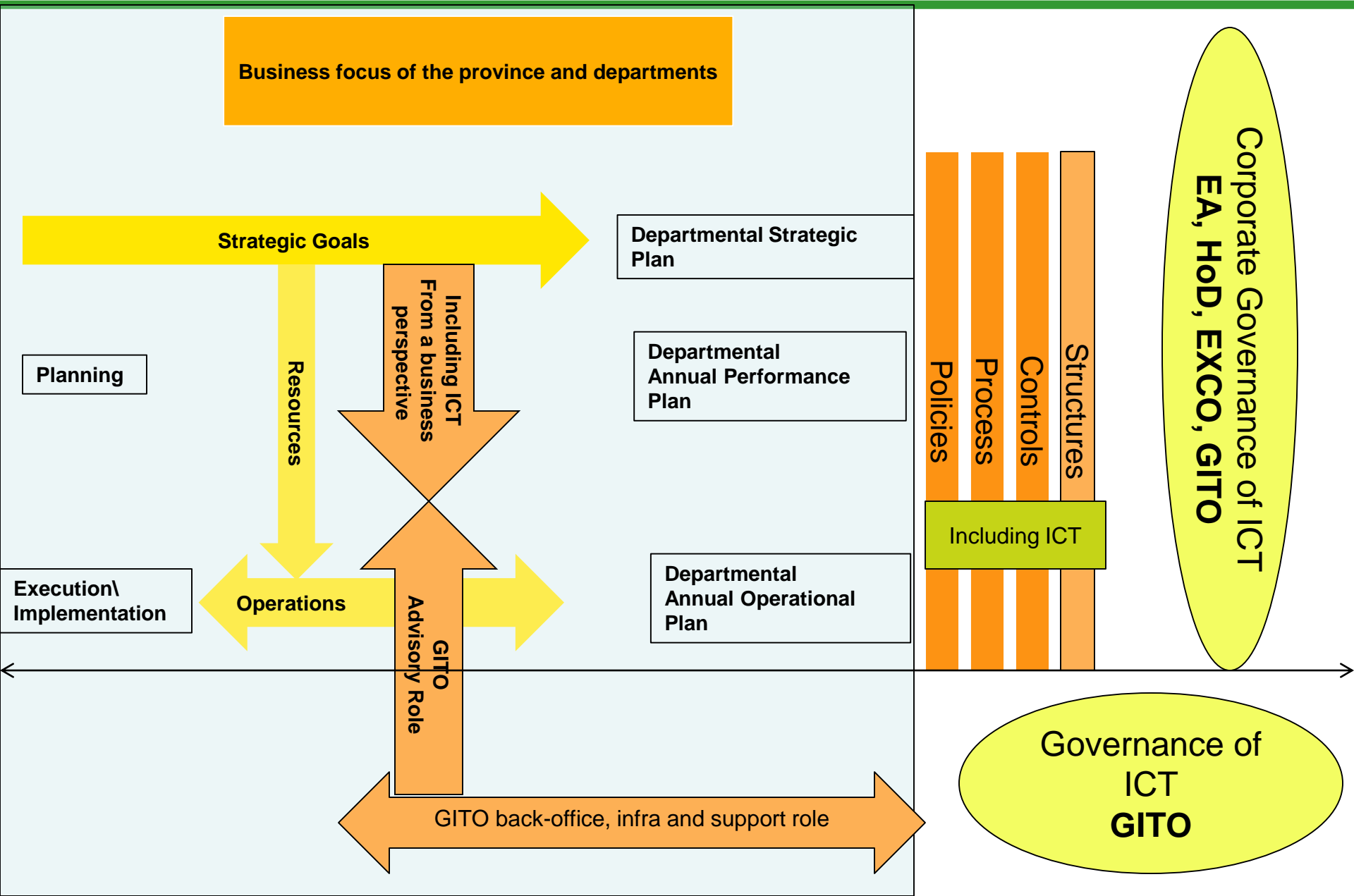
Planning for the use of ICT in service delivery...3



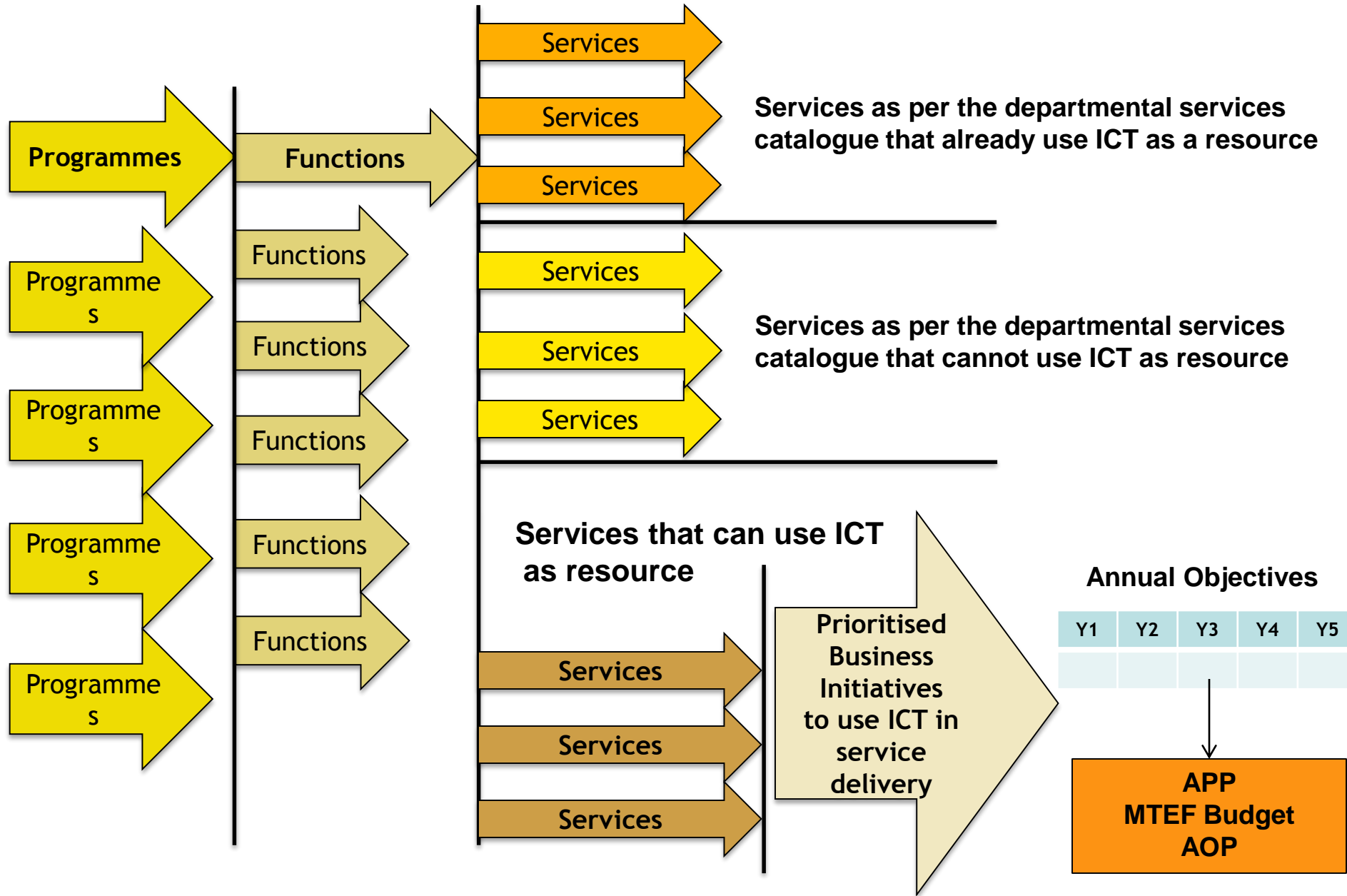
Departmental Strategic Plan (MTSF)

Objective	Year 1	Year 2	Year 3	Year 4	Year 5

Planning for the use of ICT in service delivery...4



Planning for the use of ICT in service delivery...5



EA Link to PS Business Practice

Enterprise Architecture and PS Frameworks Context ... 1

- Departmental Strategic Practice:

National Development Plan

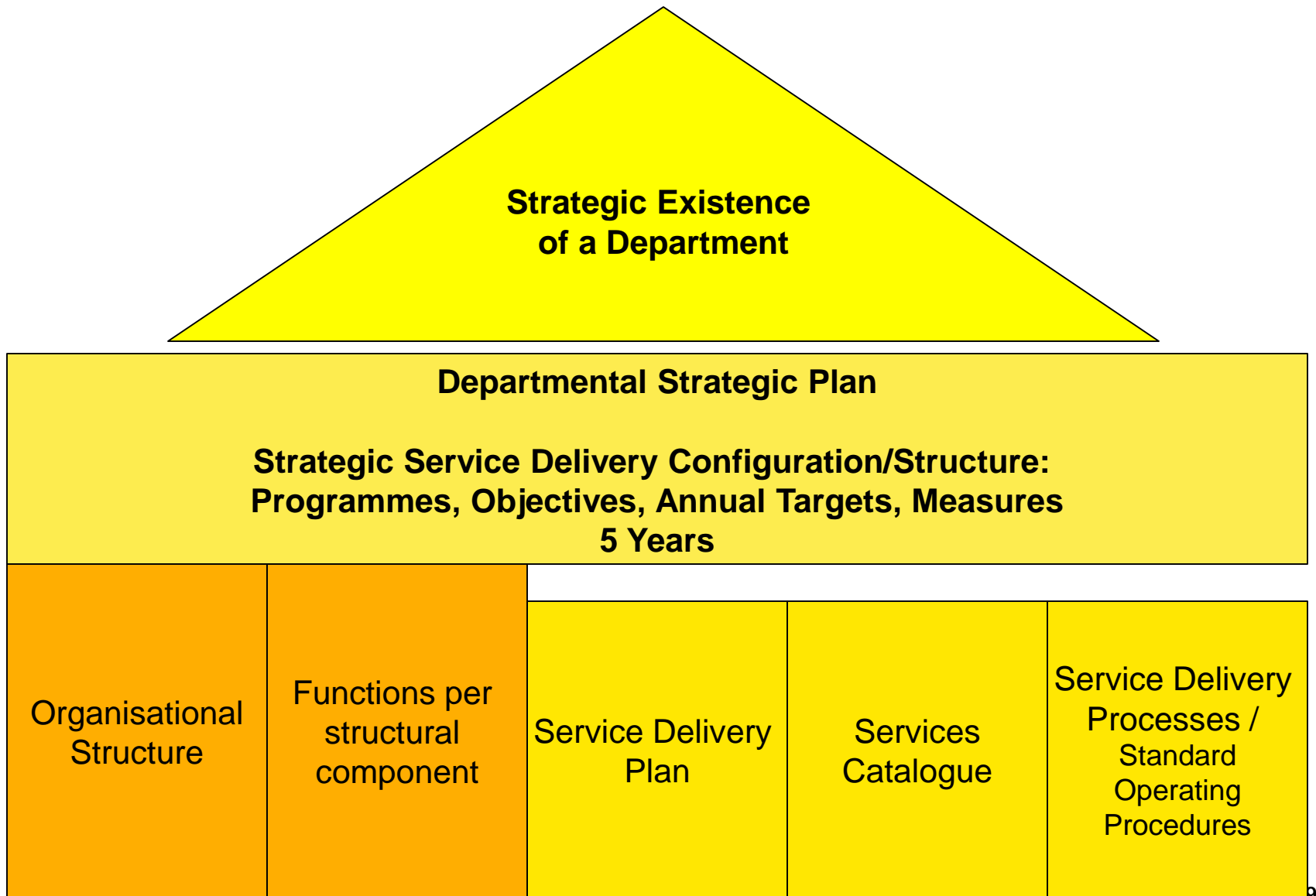
Medium-Term Strategic Plan

Cabinet Legotla Decisions

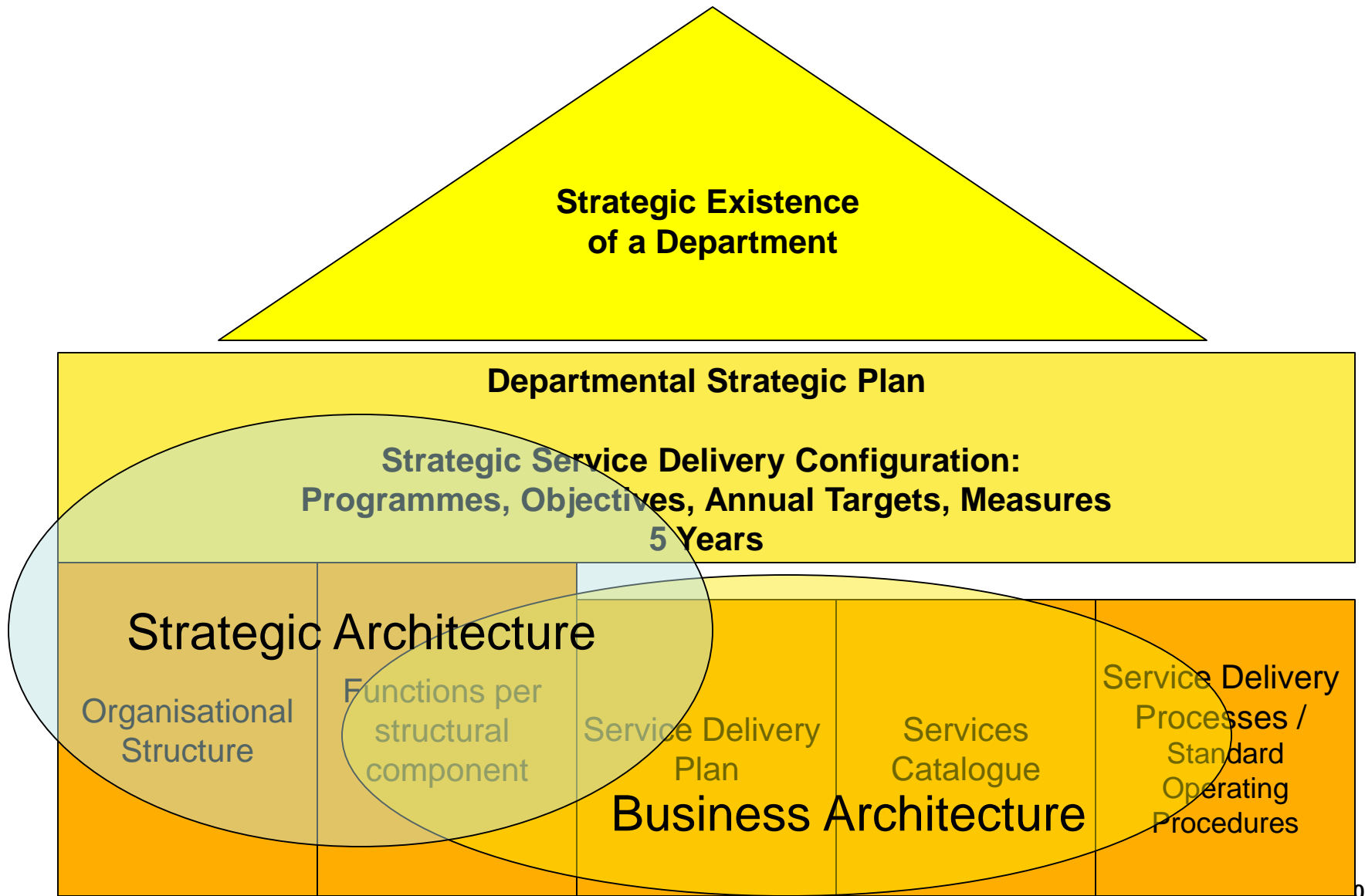
Executive Authority Performance Agreement

**Strategic Existence
of a Department**

Enterprise Architecture and PS Frameworks Context ... 2

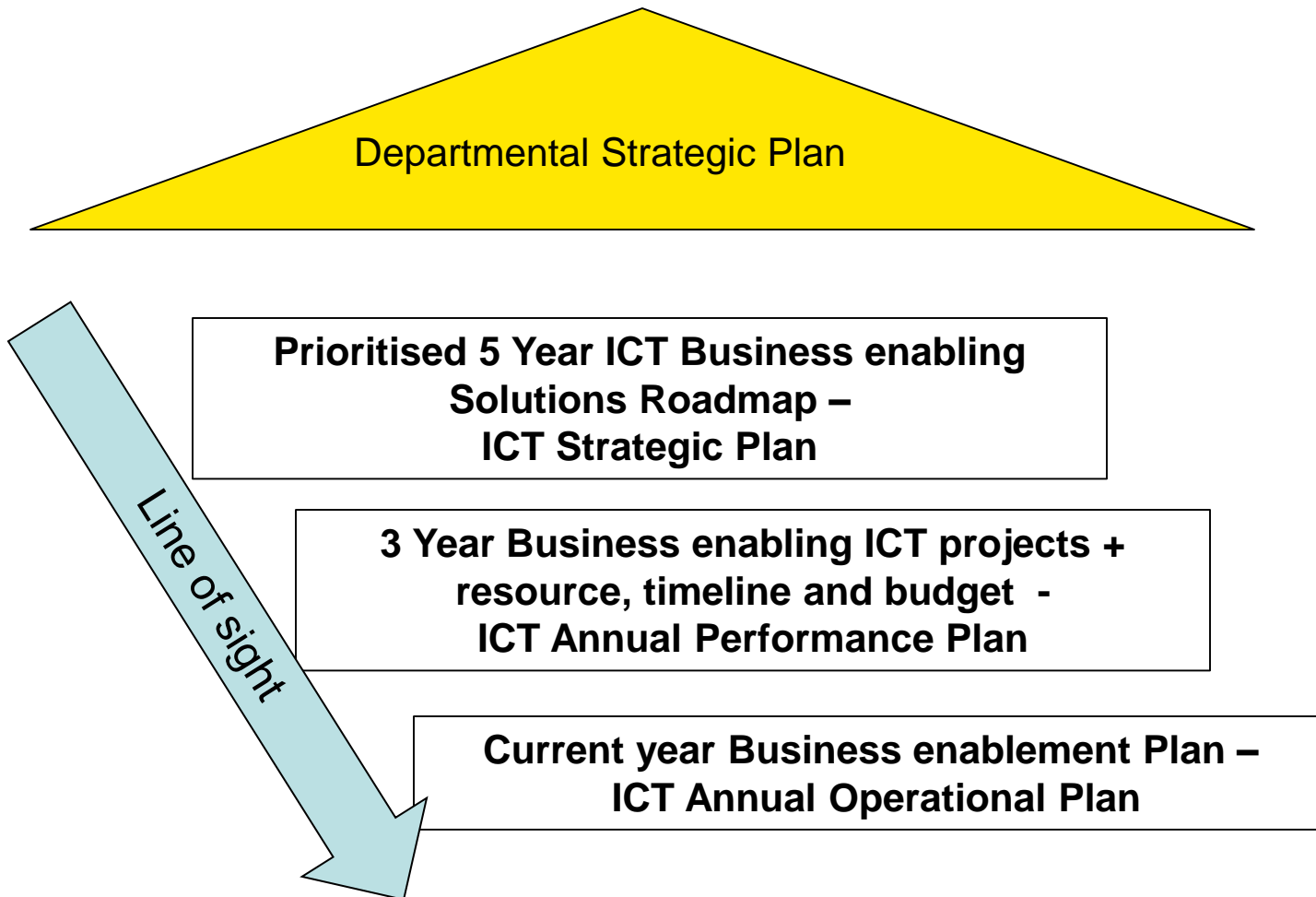


Enterprise Architecture and PS Frameworks Context ... 3



Enterprise Architecture and PS Frameworks Context ... 4

- Strategic Intent of the use of ICT:

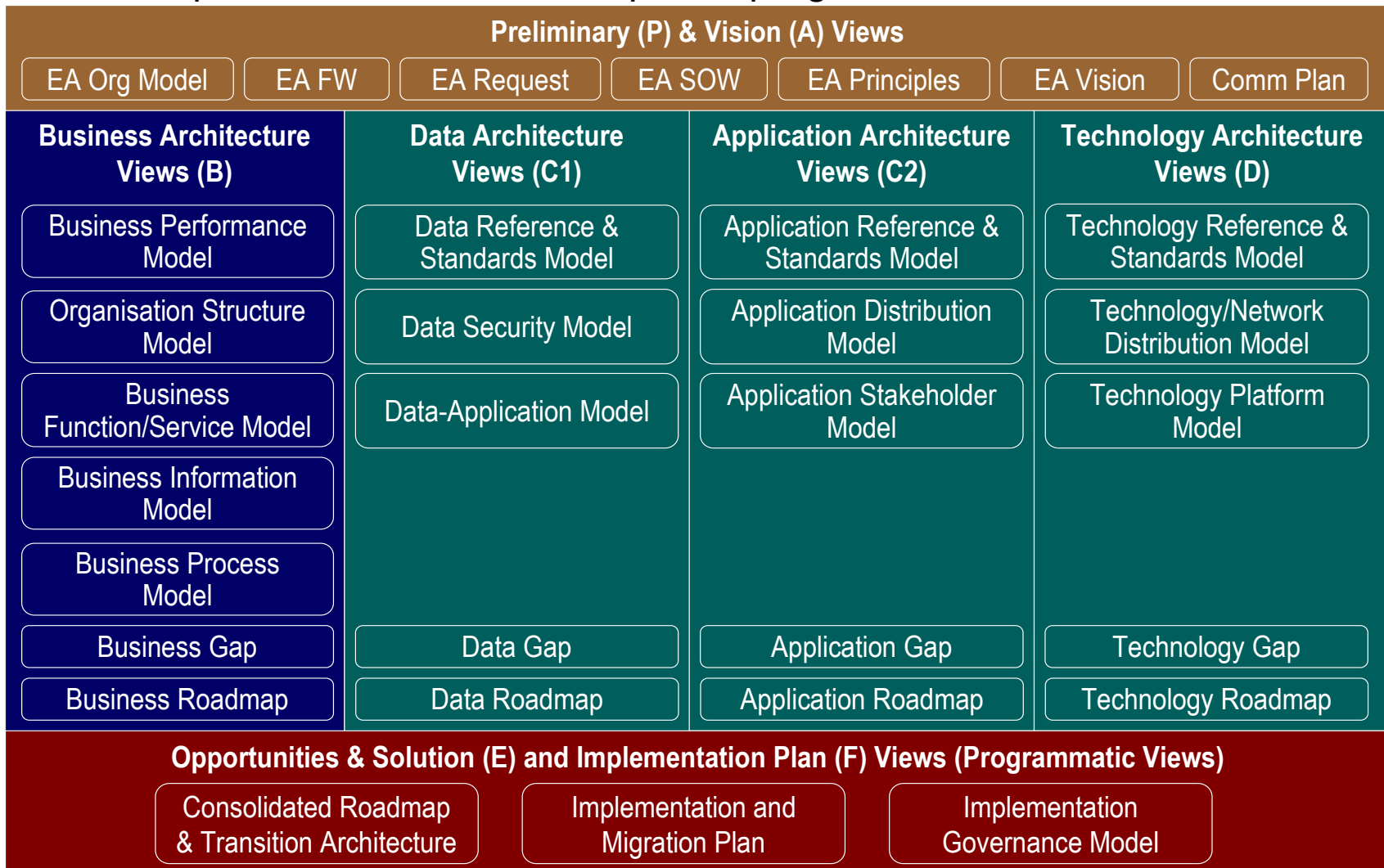


Government-wide Enterprise Architecture Framework

- The purpose is to set the minimum standard by which to use an Enterprise Architecture approach as means to **develop and construct ICT Plans and Blueprints** for an organ of state of the Government of South Africa.
- The *Enterprise Architecture Development Process/Method* that defines and describes the principles, phases, tasks and activities by which to **develop a departmental ICT Plan and Blueprint**.

Enterprise Architecture and PS Frameworks Context ... 6

This **GWEA Reference Model** defines the *minimum list of deliverables* for an Enterprise Architecture Development programme



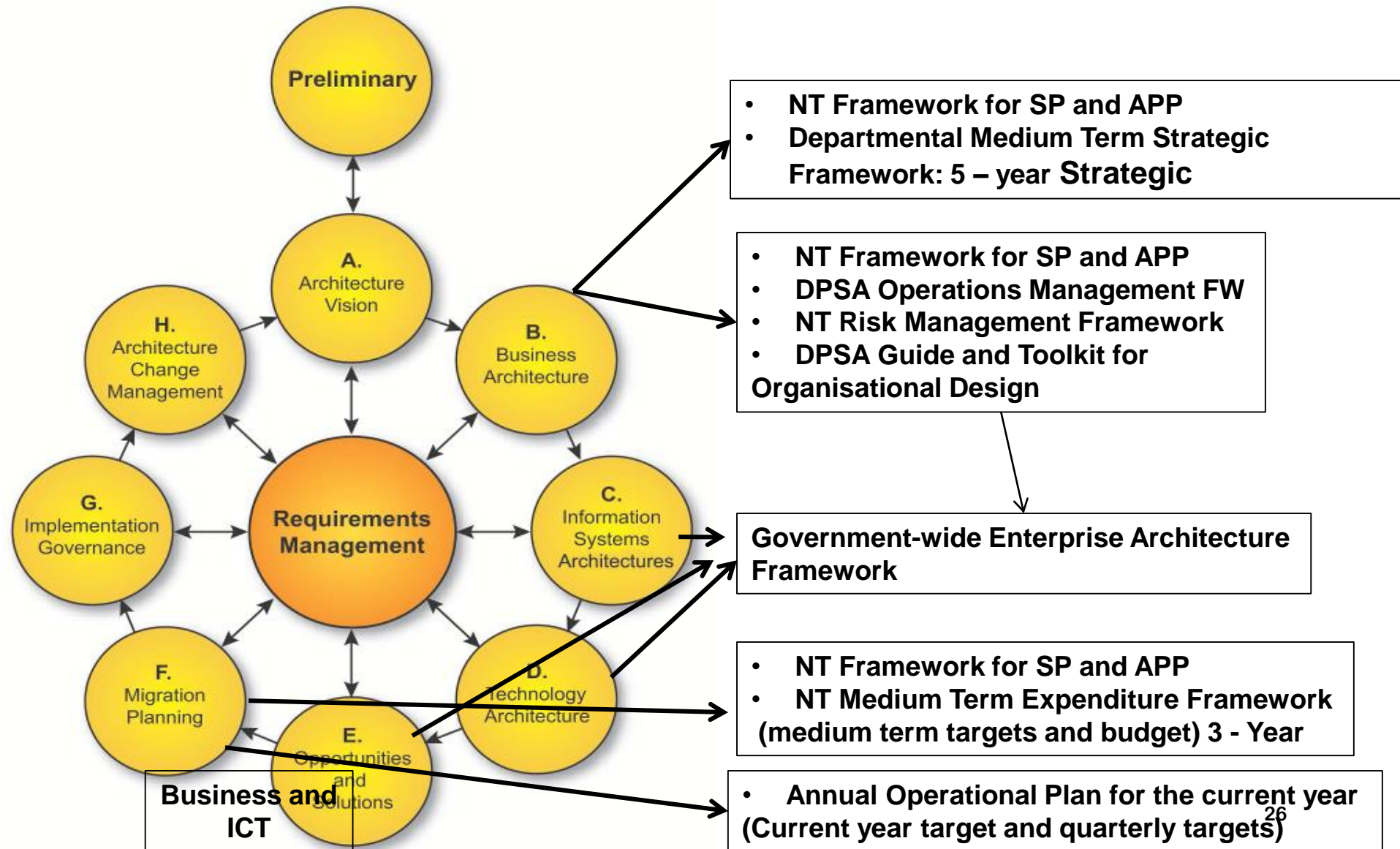
EA links to PS Business Practice 1

Architecture Level	National/Departmental Documentation	Government Frameworks
Strategic Architecture	NDP/MTSF Departmental Strategic Plan (5y)	NDP MTSF NT FW SP&APP PS Act 1994 as amended PSR 2003
Business Architecture	Functional Structure Organisational Structure Service Delivery Plan Services Catalogue Service Delivery Processes Standard Operating Procedures	NT FW SP&APP NT Risk Management Framework DPSA OMF (Organisational Management Framework) DPSA GTOD (Guide and Toolkit for Organisational Development)
Information Systems Architecture	Data Architecture Application Architecture Technology Architecture Solutions Architecture	GWEA

EA links to PS Business Practice 2

Architecture Level	National/Departmental Documentation	Government Frameworks
Migration	Project portfolio planning Resource planning Migration planning	NT FW SP&APP NT MTEF - APP Planning (Medium term targets and budget) GWEA Project management
Implementation	Current year business enabling implementation projects Operational improvement	NT FW SP&APP Project management

EA links to PS Business Practice 3



Thank you

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