REPORT: ATTENDING GOVTECH 2015 CONFERENCE (DURBAN) HOSTED BY STATE INFORMATION TECHNOLOGY AGENCY (SITA).

Date   : 25 October 2015 – 29 October 2015

1. The focus of the GovTech2015 was on the use of ICT to promote Service delivery.

The main topic was the Broadband roll out by departments like CSIR, USSASA, TELKOM etc. The team noted the emphasis on broad band roll out throughout the sessions. We need to liaise with CSIR for all our non-connected offices. I was also noted that CSIR may only provide the broadband connectivity on to Researchers.

NB: Arrangements were made with Telkom, MTN and Vodacom to take this forward.

2. SITA transversal permit system

SITA is developing a transversal e-permit system for all departments that could be used for import and exports as well. We need to have a session with them since this might affect DAFF's need for an integrated permit system. The system is already in testing with pilot departments. It was noted that this could be a good initiative from SITA. It was also noted that at one point the project that SITA were running DAFF was also part of it on the research side....Fisheries research and for PTA under Directorate research analysis, Alta was part of this and she has all the info.

NB: A session with SITA is necessary

3. Asset Tracking

Also came across a company that provides solution to track assets such as Laptops in order to monitor its movements if stolen or lost.

4. E-Government and information security

Internet of things is very good for service delivery but also security should be our big concern around it. The question was raised why we introduce e-government to the public without educating them about Computer Literacy and IT Security Awareness. SA Government should invest more on Technology Education in order to succeed on e-government and internet of things.

5. Open Data/BIG DATA

The move to open data will assist us in getting GIS data from other department and hence keep our systems up-to-date and not be left behind. We really need this.

6. Motivational Speaker

-Take a chance without fear or agility and you will make it though. It's never too late for one to start building.

- "SELF BELIEVE YOU CAN DO IT"

- Team work is the key to success (do not work against each other)

- If we have a Vision. We need to be flexible to change and rework our strategy to enable us to successfully reach our vision. E.g. Internet Service provider change, MS exchange.

- "Team Work" was over emphasised

- Self motivation and Team work is the key to success

- The higher you go the more the challenges. There will be a point where everything is beyond your control. You need to be flexible embrace change and see it as a great opportunity. Adapt and move on.

- First attempt don't always succeed. Don't let it get you down. Perseverance is what it takes to get you to victory/Summit

- Realising the achievement is not the end but is a journey because you still need to review.

7. Cyber Security

-We always rely on companies for our security. Command and control server are controlled by attackers. Microsoft??? Cloud computing??? What is NT's take on this?

8. Government ICT,

Innovation to assist the citizens of our country for free. Innovation will happen if we enable the platform for it to take effect. It's no longer I but we made it happen. Co- creativity should be the buzz word not tenders and budget. Hackers (people having fun) are friend to businesses do not underestimate them. Rely on non-financial motivations may lead to tolerant systems.

- In order for us to be better inventors we need to understand people better

- True hey. The future of technology is more humanity, understand humans more. Like Uber-machine imitating the human.

- Create the platform and step out of the way. Do not create the platform and hinder the progress. We have strategies that requires this platform to be implemented.

9. Gartner

   - Manage, monitor, operate and extend

10. Track 1 –E-Government

   - Maturity models used a guide for improvement initiatives and as a bench marking standards.

   - Measure your current status, measure it against the possible standard and map out your Incremental Improvement plan

   - We focus mostly on customer satisfaction and forget to look at the process capability to enable us to deliver successful systems

   - The workforce -The reactive organisations - we have done it in the past 15 years and it never worked

   - Develop the work group and culture of people to enable daff to be an employer of choice. Communicate effectively to allow coordination to be possible.
   - Performance assessment should look at the work done not the person
   - how government is using software to make citizens lives better
   - The impact of ICT on governance
   - Facilitation of two way interaction between government and citizens - reduce cost of services in promoting bathopele principles
   - ICT for governance work if there is low cost, adequate monitoring and providing alternative Platforms for non-connected areas
   - Kenya: What ICT opportunities is SA not taking advantage of: Use of big data as alluded to by deputy minister
   - Online id applications in rural areas: there are centres to provide these services in the citizens in broadband government provided services. This is still a burden to citizens as they are forced to travel to these centres. The greatest engage in rural area is via radio than internet. Kenya portal is in both official languages.
   - E-waste, how to we handle it is South Africa. Obsolete computers will rise by 500% in 2020
   - There is a penalty for illegal dumping of old computers, 10 million or 10 years imprisonment

11. Track2 - SITA Transforming ICT

- SITA reducing exports and enabling SA industry to produce and also driving transformation in ICT. Ensuring lack of research is combated and ensuring joint venture for small enterprise with big industry. Procurement and vendor management are the key issues and enabling SMME to play in the field.

12. Track 3, broadband for all

- Gijima has spent more than 67 million on ICT to help community with Digital Enabler

- Notes: Black IT Forum

- Empower youth, empower woman, support smme, mentorship and we will be a better society in the world.

- Government is in the process of making sure that rural communities have access to network
- The USSASA provides the infrastructure and cogta is responsible for the maintenance
- internet enables better education
- providing free access to network you reduce unemployment
- a project to provide WiFi effectively, but it is not for free
- The internet of thing will expose us to security risks. Since everything that is on the internet can be accessed, the more the security risks will increase, compromising people's privacy
- Good security officers get people to do the right things because they understand what the risks are and not because they have to be done

13. Track 4: Improving Service Delivery through mobile technology

- Ekurhuleni uses own developed mobile apps to interact with their customers.

- Our System Developers should increase their scope to develop mobile apps to allow Daff app users to be flexible and use mobile apps

- Ekurhuleni only launched one app for payment and they have couple of mobile app projects that are in the pipelines.

- Mobile app reduces load work within the municipality because it is an automated process.

- Through Digital we can grow economically.

- Industrial Revolution is falling away

- They are busy testing the model, have completed the lab test

- There seems to be duplication of efforts in terms of proving WiFi, for all in SA, everyone seems to be doing it but they are not talking to each other. I wonder how much money is being wasted on this

- head of department finance and systems, presenting the internet of things, trying to get normal things to work through the internet

- Anything that can be connected can be operated

- Future makers to support value chain by Telkom: Customer insight and delivery model insight found from engagements give an opportunity to realign your product requirements

- Telkom need to look at innovative ways to support local SMME's in providing service to government achieve their broad band initiative.

14. NT Supplier Central Database

- NT ' s aim for a central database will enable NT to stop officials from doing business with the state

- Central database will only be used effective April 2016. Site launched in Sept 2015.

- Uploading supplier database from current systems have data cleansing issues hence suppliers should be requested to re-register with NT including all SITA transversal suppliers.

15. A case study :department of women ,use of online radio and mobile video conferencing for community engagements: Innovation as an intervention mechanism .

- Communication technologies . Radio as communication tool . Web radios in government departments . The case study is based on communication and outreach , model of innovation , technological innovation (improvisation)institutional innovation : (addressing existing constraints , creating new institutional innovations .)End user / social innovation these 3 should integrate . Major communication format are as follows , text based , one way communication, two way , real time and push and pull technologies .Radio media integration (1.radio and letters),(2. Real time calls)3; social media. Types of radio (FM)hybrid to the traditional radio and dedicated web radio , the radio can be hosted as managed/unmanaged or shared hosting

- Online radio process , streaming client , coder and a client , Dow online radio content , one way - pre-recorded , . Video conference . Video conferencing equipment technology , endpoint - mobile router - video conference bridge - mobile router . An open source software was used. Data and bandwidth requirements are 1 megabyte for transversal system and all applications . User's devices run from 64kb or 128 kb .

16. ECabinet

- eCabinet - using a hyperlinks for attachments on an email than attaching the document on an email. Secure environment with a closed set of users. sms notification when there is a new mail. The files are locked for the specific ministries.
- - eCabinet will run on a separate network not on the day to day network used in the department. Presidency will monitor access. The system will be replicated in Pretoria and Cape Town. Web based system with redundant lines.
- - Security measures implemented will ensure that documents are send to the approved users.

<u>Other Tracks:</u>

- This reduced dependency on external service providers. Service providers should not be involved in decision making for ICT.

- Broadband upgrading your services, bringing service to small branches and closer to people. Reducing time delays and saving on transport.

- Broadband assisting cities to provide easy access the citizens and customers

- Benefits of smart city, provides jobs increasing employment, 3% economic growth with 10% increase broadband penetration and improving productivity

- Smart City structure....good Network, good Data Center, good Application.....and compatibility and integration to all city databases and national systems

- taking advantage of digital space to deliver services to community

- GCIS uses social network to interact with their clients, their facebook page increased quite drastically in the last few months.

- Communication has social network account via our daff website, so we should encourage them to use it more often to interact with the community at large

- GCIS is conducting 26 episode series on radio for Dept. of Justice to reach out to the community

- Advice from GCIS encourages us as ICT to open social media for our officials but that is a serious challenge on bandwidth

CLOSURE: SITA CEO VOTE OF THANKS TO ALL

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Based on Group discussions from the sessions (Canddy, Siyanda, Samuel and Moipone)

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